



**DEPARTMENT  
OF  
FAIR EMPLOYMENT AND HOUSING**

**ANNUAL REPORT  
1990-91**

**STATE OF CALIFORNIA**

**STATE AND CONSUMER  
SERVICES AGENCY**

# **CALIFORNIA DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING**

State of California

Pete Wilson  
Governor

Bonnie Guiton  
Secretary  
State and Consumer Services Agency

Dorinda V. Henderson  
Director  
Department of Fair Employment and Housing



**DEPARTMENT OF FAIR EMPLOYMENT & HOUSING**

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August 5, 1991

The Honorable Pete Wilson  
Governor

The Honorable David A. Roberti  
President pro Tempore of the Senate

The Honorable Willie L. Brown, Jr.  
Speaker of the Assembly

Gentlemen:



As the Director of the Department of Fair Employment and Housing (DFEH), I am pleased to present this Annual Report for the fiscal year 1990-91.

The Department established nine (9) objectives to be accomplished within the period covered by this report. These objectives were developed to respond to the changes in California's fiscal climate, and in its diverse ethnic population. These changes present themselves as potential for conflict or harmony, depending on how the Department delivers its mandate.

As the state's civil rights organization, we aim to assure equal employment and housing opportunities for all citizens. Accordingly, the objectives listed below reflect emphasis in education, to achieve our mission without adversarial relationships.

We developed and implemented objectives that would:

1. address concerns of hate violence.
2. address foreign investors' compliance with the employment and housing laws of the State.
3. assist contractors in finding qualified Affirmative Action candidates.
4. increase participation of minority, women, and disadvantaged business enterprise in government contracts.
5. foster inter-governmental relationships to further the provisions of the Fair Employment and Housing Act.
6. position staff to manage with less while delivering more.
7. address the problems posed for older Americans and underutilized groups by corporate downsizing.

The Honorable Pete Wilson, et al.  
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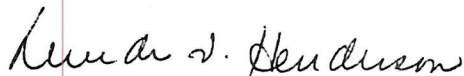
8. bring awareness of the Department's mandate into the State's education system.
9. assure economic preparation for equal employment opportunities in neighborhoods at risk.

These programs have all been developed, implemented and delivered as proposed.

As a reflection of the continuing cooperative efforts between the Department and the Fair Employment and Housing Commission (FEHC), this report includes the FEHC's annual report.

Through this medium, I wish to thank my staff for their splendid support and contribution in making 1990-91 a banner year for creativity and quality of service.

Respectfully,



DORINDA V. HENDERSON  
Director

*"In the fight for social justice and basic human rights, it is no disgrace to lose, only a disgrace not to try. The struggle was here before we arrived, and it will continue. We have come on the scene. We have taken up the baton, and it is our responsibility to hand it on in better condition than when it was given to us."*

— Randall Robinson



## DEDICATION

This report is dedicated to the memory of Carol F. Schiller, Regional Administrator for the Department's Southern California Offices, who passed away on April 27, 1991.

Carol was a civil rights activist for over 30 years, and a DFEH employee for 19 years. She rose through the State ranks from an Affirmative Action Investigator to Deputy Director. Until illness forced her retirement last year, Carol was in charge of the six district offices from Bakersfield to the Mexican border.

Carol began her career in the early 1960s as a tester for the San Fernando Valley Fair Housing Council. She eventually organized testers for the Council, trained them, and created strategies to improve the system. In the late 1960s, as the Associate Director of the Housing Opportunity Center, Carol organized fair housing groups all over Southern California. At its peak, there were 60 groups serving areas from San Bernardino to Santa Barbara. She then created the Fair Housing Congress of Southern California, which is today the umbrella organization for the fair housing councils in the Los Angeles area.

During her years at DFEH, Carol standardized case processing through training and the development of the Case Analysis System, as well as improved staff functioning through negotiation training.

Carol quoted and lived the words of the civil rights leader quoted above.

Carol will be missed by those she touched as a civil rights leader.



ANNUAL REPORT  
CALIFORNIA DEPARTMENT  
OF  
FAIR EMPLOYMENT AND HOUSING  
1990-91

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# **I**

## **INTRODUCTION**

### **VISION - DFEH IN THE 1990s**

# INTRODUCTION

This report describes the major activities undertaken by the Department of Fair Employment and Housing in the 1990-91 fiscal year. The Department experienced an increase in the demand for its services, which reflects the population growth in our state, and the inherent societal changes brought about by this growth.

During this period, 11,589 discrimination complaints were accepted for investigation, in contrast with a total of 8,203 complaints filed in the 1989-90 fiscal year.

Recent federal court decisions interpreting civil rights laws have resulted in legislative proposals for sweeping changes in the basic federal statutes. The Department has sponsored legislation this year, to conform state fair housing laws with the federal Fair Housing Amendments Act of 1988, which provides that states must meet substantial equivalency by January 1, 1992. Under that provision, mental disability and familial status would be added to the Fair Employment and Housing Act as new protected categories. Additionally, the Americans with Disabilities Act, effective in 1992, promises new emphasis on the rights of the disabled.

The following activities involving the protected categories occurred during 1990:

**Color/Race:** The emphasis in race discrimination changed from a black/white issue to one of multi-color. With the increased immigration of varied ethnic groups, there is more tension between Hispanics, East Asians, and Middle Eastern groups. This has caused hate and bias-related violence to increase at an alarming rate. Consistent with the Administration's goal to deal with civil unrest, the Department of Fair Employment and Housing and the Fair Employment and Housing Commission jointly developed a program to educate law enforcement officials, human rights organizations, and the public at large, about the Ralph and Bane Civil Rights laws which protect individuals from violence and threats of violence.

**National Origin/Ancestry:** A strong economy and strategic geographical location make California a desirable place in which to live, and do business, and attract individuals and corporations from around the world. Very often these newcomers lack understanding of our civil rights laws. This lack of understanding leads to mistrust and unintentional discrimination. The Department is addressing this situation, through programs designed to educate foreign nationals to comply with California's civil rights laws. Further, the Department has entered into an interagency agreement with the Health and Welfare Agency, to provide education to California's employers on the Immigration Reform and Control Act (IRCA) of 1986. Nondiscrimination Seminars and workshops based on national origin have been delivered statewide.



**Medical Condition/Physical Handicap:** The Federal Fair Housing Amendments Act of 1988 and the Americans with Disabilities Act of 1990 have generated the need for conforming legislation at the state level. The Department sponsored legislation to amend the Fair Employment and Housing Act (FEHA), to become substantially equivalent to the federal Fair Housing law.

**Religion:** In 1990, we observed an increase in Ralph Civil Rights Act violations (bias-related crime) based on Religion. There were attacks on individuals, and desecration of churches, synagogues and cemeteries. This issue also, was addressed in the Department's Ralph and Bane Civil Rights Acts education program described above.

**Age:** By the end of this decade, 25% of the population in California will be over 55 years old. The Department is concerned that corporate "downsizing" and increased reliance on modern technology, may result in layoffs and discrimination against older workers. To reduce this problem, and to further the awareness of civil rights and labor laws concerning older workers, members of the executive staff held meetings and conferences with employers to sensitize them to this issue. Internally, the Department established a program to recruit senior persons under AARP and Title V of the federal Older Americans Act. Title V enables senior or retired persons to train for and return to jobs in the public or private sectors.

**Sex:** In 1990, discrimination based on sex (including pregnancy), accounted for 45% of our caseload, with 5,314 cases filed. In employment alone, 5,143 cases were processed. Sexual harassment in the workplace continues to escalate, accounting for 34.4% of the total caseload. As a part of the ongoing education program, the Department continues to educate both employers and employees about this issue. Seminars are conducted throughout the state by members of our staff.

**Sexual Orientation:** Legislation was introduced in 1991 making sexual orientation a protected bases under the FEHA. Sexual orientation is already a protected category under the Unruh Civil Rights Act, which has been interpreted by the Courts to cover all forms of arbitrary discrimination based on personal characteristics.

These and other issues are significantly shaping the outlook of California and the focus of the Department, as we move into the 21st century.

## VISION - DFEH IN THE 1990s

During the Decade of the 90s, the Department must be prepared to respond to emerging social concerns and special challenges posed by California's unique diversity of population. As the nation faces economic transformation and the necessity to curb spending, reduce deficits and resume economic growth, California must also stretch its resources effectively to meet increased demands for services. It must be prepared to assist peoples of diverse cultures to mainstream into the economy with little or no conflict. Conflicts of persons of dissimilar cultures exacerbate intergroup tension. Hate violence, as the ultimate manifestation of cultural conflict, will continue to challenge us. To accomplish its mandate "to protect and enforce the civil rights of the people of California", the Department must seek innovative approaches to promote harmony and cooperation among the people of California.

To diminish the impact of hate violence it will promote early awareness of intercultural appreciation in the elementary schools. Cognizant of the growing campus unrest, it will support preventive education projects for replication at participating educational institutions through our in-house student programs.

The needs created by the state's ethnic diversity, and the increasingly changing workforce, have prompted the plans for a DFEH Institute of Civil Rights. This project is being developed by the Department's Research and Executive staffs. The purpose of the Institute is to develop partnerships with California colleges and universities to introduce and develop a Civil Rights curriculum.

Recognizing the necessity to meet its mandate within the State's fiscal limitations, the Department is launching creative programs to achieve its mission through Intergovernmental partnerships. In the prior fiscal year, 22% of our fiscal resources were generated by these partnerships.

Consistent with our goals to improve effective communication and the quality of our service, the department will develop a legal advice program for the public and business community. This is furthering the partnership concept of proactively addressing civil rights issues in a non adversarial atmosphere. This will complement the enforcement activities with preventive education.

The challenges of this past year have been met by a dedicated staff of whom the department is very proud. To say that the current fiscal year will be even more challenging is a classic understatement. The department is positive, however, that its team will rise to accomplish the mission and make California's Department of Fair Employment and Housing the premier Civil Rights agency of the nation.

## **II**

### **MISSION**

- A. VALUES**
- B. SCOPE OF RESPONSIBILITY**
- C. JURISDICTION & AUTHORITY**



## **DEPARTMENT MISSION**

The mission of the Department of Fair Employment and Housing is: To protect and enforce the civil rights of the people of the State of California, as authorized by the Fair Employment and Housing Act.

## **VALUES**

We are committed to serving the people of California with integrity, dedication, and fairness.

### **WE VALUE**

Service/Product:

We ensure that the civil rights of all Californians are protected and enforced.

Knowledge:

We fulfill our mandate through a staff well educated in Federal and California civil rights laws and procedures.

Communication/education:

We share with the public our knowledge of civil rights laws through publications, seminars, employment and housing round tables, public presentations, and one-on-one dialogue with the people we serve.

Dignity and respect:

We treat everyone equally, with courtesy, sensitivity and consideration.

Leadership:

We are the leading civil rights agency in California, and serve as a resource to other state and local jurisdictions.

Accountability:

We use our resources effectively and we continue to improve effective communication and the quality of our services.

## **SCOPE OF RESPONSIBILITY**

The Department's scope of responsibility includes enforcement of State laws prohibiting discrimination in employment, housing, public accommodations and public services. Its jurisdiction also covers laws forbidding violence or the threat of violence based on race, ethnicity, gender, sexual orientation, or any other arbitrary classification.

In addition, the Department is responsible for the enforcement and administration of California's contract compliance laws, which require that companies doing business with the State establish procedures for ensuring equal employment opportunity for their employees, and applicants for employment. Technical assistance and training is given to state contractors who need help in developing such a program.

## **JURISDICTION AND AUTHORITY**

The Department is authorized to enforce the Fair Employment and Housing Act, the Unruh Civil Rights Act, and the Ralph Civil Rights Act, which:

- ♦ protect an individual's rights and opportunities to seek, have access to, obtain and hold employment without discrimination because of race, religious creed, color, national origin, ancestry, physical handicap (including AIDS), cancer-related medical condition, marital status, age (40 or over), or sex;
- ♦ protect the rights of tenants and those who seek to rent, lease or buy housing without regard to race, color, religion, marital status, national origin/ancestry, age, sex, or disability;
- ♦ assure individuals equal access to accommodations, facilities, and privileges or services in business establishments within the State without discrimination based on race, color, national origin, age, sexual orientation, or sex;
- ♦ assure that those contracting with the State of California comply with equal opportunity and nondiscrimination employment laws;
- ♦ assure that State agencies provide nondiscriminatory treatment and access to programs and activities to persons with physical disabilities;
- ♦ protect the rights of individuals to be free from violence against them or their property because of their race, color, national origin, ancestry, age, religion, sexual orientation, political affiliation, disability, or sex, or any arbitrary class-based distinction.

The Department's jurisdiction covers over 322,433 businesses; some 200,000 contracts between the private sector and the State of California; 113 departments of State government; local governmental agencies; and thousands of individuals and organizations providing housing, accommodations and services to the public. The Department employs 250 employees throughout the State.

# **III OVERVIEW OF PROGRAMS & ACTIVITIES**

- ENFORCEMENT**
- LEGAL**
- ADMINISTRATIVE SERVICES**
- OCP**
- OFFICE OF LEGISLATIVE/INFO**



# ENFORCEMENT DIVISION

# ENFORCEMENT DIVISION

## OVERVIEW

During the 1990-91 Fiscal Year, this Division accepted and processed 11,589 discrimination complaints, more than any other year in the Department's history. This was accomplished within existing resources, while maintaining established standards for quality of case processing.

Over 27% of the complaints investigated resulted in a remedy for the complaining party. Most remedies were achieved through conciliation. Litigation was a final resort in those limited circumstances where employers or housing providers refused to correct substantiated violations.

The following tables reflect the value of settlements reached by the Department in complaints resolved in the first half of the 1990-91 Fiscal Year.

<u>OVERALL SETTLEMENTS</u>			
	CASH	ANNUALIZED VALUE <sup>1</sup>	TOTAL
Settled After Accusation or Closed After Commission Decision	\$ 702,847	\$ 212,067	\$ 914,914
Pre-Accusation Settlements and Conciliations	\$5,128,087	\$3,820,419	\$8,948,506
Total	\$5,830,934	\$4,032,486	\$9,863,420

In response to the increasing concern the problem of hate violence the Department and the Fair Employment and Housing Commission (FEHC), developed a comprehensive training manual describing the use of California's two hate crime statutes the Ralph and Bane Civil Rights Acts. This was disseminated to all Human Relations and Human Rights organizations. Division staff gave technical assistance to local groups in implementing the training program. This addressed the Director's goal to educate all Californians about the Civil Rights laws regarding civil unrest.

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<sup>1</sup>The 12-month equivalent value of a remedy such as promotion, hiring, or reinstatement.

## SPECIAL PROJECTS

### SENIOR CONSULTANTS TRAINING

The Department developed a number of training programs in-house to increase employee skills, improve morale, and reduce stress. One of these programs included a three day seminar on problem solving techniques for first line supervisors. The seminar covered effective communication, winning strategies, self-development, stress management, quality of service, performance planning, coaching and evaluation.

### CIVIL RIGHTS REPORT

Because of the increasing concern over racial violence and other cultural tensions in the state, the Enforcement Division instituted a quarterly report of significant civil rights issues in California. Information gathered from the 12 district offices was summarized quarterly to provide a statewide perspective on the developing civil rights problems. This information was then disseminated to interested parties including the California Association of Human Rights Organizations to assist them in their outreach efforts.

### SPECIAL RECOGNITION

Herbert Yarbrough, a consultant in our Oakland District Office, was recognized at a special ceremony, for the courage he displayed during a fire, in the month of April, in the building where the Oakland Office is located.

In the process of evacuating the building, Herbert discovered that a co-worker, Severino Gateb, as well as another building occupant, were trapped in an elevator at the 13th floor. Ignoring his own safety, Herb stayed by the elevator for over an hour to reassure the trapped occupants despite the presence of smoke and lack of information regarding the status of the fire.

State and Consumer Services Secretary, Bonnie Guiton, commended Herbert in a letter expressing respect and admiration for his selfless courage. In the letter she stated that his action was certainly above and beyond the call of duty.



# LEGAL DIVISION

# LEGAL DIVISION

## OVERVIEW

The Legal Division, with offices in Los Angeles and Sacramento, investigates complaints, issues accusations, and prosecutes cases before the Fair Employment and Housing Commission (FEHC).

If the Enforcement Division's investigation indicates that discrimination has occurred and a settlement cannot be reached, the case is referred to the Legal Division. Legal independently reviews, investigates and issues an accusation. If a pre-hearing settlement is unsuccessful, the case is presented before an Administrative Law Judge and a proposed decision is issued for review by the FEHC.

## LITIGATION STATISTICS

The Legal Division's statistics for the year include: (1) 130 accusations filed; (2) 24 hearings held; (3) 69 settlements totalling \$847,155; and (4) 51 pre-hearing conferences. The Legal Division also conducted legal training at District Offices, depositions, interrogatories, judicial enforcement of discovery and provided oral and written legal opinions.

## PRECEDENTIAL DECISIONS

By statute, the FEHC is vested with the authority to issue precedential decisions, which contain important principles of law. These decisions are required to be followed in future cases, unless expressly overruled by the courts or by the FEHC itself. The following are significant court or FEHC decisions issued in the course of the 1990-91 fiscal year.

- ♦ DFEH v. Peralta (Compensatory Damages)

The California Supreme court ruled that the FEHC does not have authority to award compensatory damages for pain and suffering.

- ♦ DFEH v. General Dynamic (Physical Handicap)

The FEHC ruled that an employer does not have a duty to inform an applicant for employment that he or she has a right to submit an independent medical opinion prior to medical disqualification.

- ♦ DFEH v. Barbara Rosenberg (Sexual Harassment)

The FEHC extended unlawful termination damages to employers with less than five (5) employees.

- ♦ DFEH v. Right Way Homes (Racial Harassment)

The FEHC awarded the largest compensatory damages claim in racial harassment case. This award was made void by the decision in Peralta.

♦ DFEH v. Hallmark Realtors (Unruh Act Complaint)

The FEHC ruled that a Complainant has one year to file a housing complaint under the Unruh Act, regardless of the 60-day statute of limitations requirement under the housing section of the FEHA.

Class Actions

In Fiscal Year 1990-91, the Legal Division pursued two class action cases: DFEH vs. Los Angeles Police Department and DFEH vs. State Personnel Board.

♦ DFEH vs. LOS ANGELES POLICE DEPARTMENT (L.A.P.D.)

The Department filed a class action accusation against the L.A.P.D. on behalf of Hispanic and Black Police Officers. The accusation alleges that the L.A.P.D.'s promotional examination, promotions and paygrade advancements adversely impact Black and Hispanic officers.

♦ DFEH vs. STATE PERSONNEL BOARD (SPB)

The Department filed a class action complaint against the SPB. The accusation alleges that the State's Staff Services Analyst examination has an adverse impact on various minority groups.

Ralph Civil Rights Act Project

The Legal Division, in cooperation with the FEHC produced an attorney resource and training manual on the Ralph and Bane Civil Rights Laws. This manual was distributed to private attorneys, law enforcement agencies, and human rights organizations to assist in prosecution of bias-related violence complaints.

Students and Volunteers

Law students, representing U.C. Davis, McGeorge, Loyola, Hastings, Southwestern and USF law schools were given "hands-on" discrimination law training through the Department's Legal Clinical Program in Northern and Southern California. In addition, the Division recruited senior citizen volunteers through Title V of the Older American's Act.

TRAINING

The Legal Division completed a Motion Practice Manual to assist staff attorneys in the litigation of the more complex issues. Specifically, the manual provides information and instruction in injunctive relief, bankruptcy, discovery and motions in an administrative hearing.



# **ADMINISTRATIVE SERVICES DIVISION**

# ADMINISTRATIVE SERVICES DIVISION

## OVERVIEW

This Division provides support services to the Department in Accounting, Budgets, Business Services, Data Processing, Employee Relations, Personnel, Training, and Program Evaluation & Research.

Due to budget restrictions, training was primarily done in-house with the emphasis on cross training through a variety of effective methods and programs. Specialized focused materials were developed, to address specific needs and problems identified by management and staff.

A variety of support programs have been streamlined to improve efficiency and maximize resources. An automated system to log and track invoices was implemented in accounting. The billing system has been modified internally to assure more equitable dispersal of charges for services and a 10% cost savings to each Division was realized by downloading programs from mainframe to personal computers. Business Services arranged for office space in Long Beach to establish a new Southern Office of Contract Compliance Programs, to extend coverage for National Origin discrimination education under the Immigration Reform and Control Act of 1986 (IRCA).

## Special Activities

### Director's Award

This Division was responsible for the establishment of the "Director's Award for Outstanding Achievement." The award is presented annually to a department employee for exemplary performance and leadership on the job. This year, the recognition was given to Barbara Osborne, District Administrator of the Oakland Office. Barbara maintained a high degree of performance while her office was closed by the Loma Prieta earthquake.

### "Spirit" Award

The Second Annual "Spirit of Martin Luther King, Jr." award was presented to former Oakland Mayor Lionel Wilson. The presentation was made during the second annual "Evening of Reflections" program, in early January. The "Spirit" award is presented to a person whose commitment to the advancement of civil rights, best exemplifies the dream of Dr. Martin Luther King, Jr.

# OFFICE OF COMPLIANCE PROGRAMS

## OVERVIEW

The Office of Compliance Programs (OCP) administers Government Code Section 12990, Chapter 5, the State's contract compliance laws. The law requires entities contracting with the State to establish procedures to ensure equal employment opportunity in their organizations. OCP monitors regulated State contractors and provides technical assistance and training to those who need help in developing nondiscrimination programs.

OCP also works cooperatively with other governmental agencies to increase the efficient use of taxpayer dollars.

## RE-ORGANIZATION

In FY 90-91, the Office of Compliance Programs (OCP), in its effort to streamline its many faceted contract compliance functions, reorganized into four units: Northern District Office, Central Processing and Investigations, Southern District Office, and Fiscal Systems & Programming. The realignment of the structure and staff of OCP enabled us to better deliver products consistent with the mandate in a more efficient and cost effective manner.

## SPECIAL PROJECTS

### IRCA Employer Education

As requested by the federal government, OCP began to provide anti-discrimination education related to the Immigration Reform and Control Act (IRCA) of 1986, concerning issues of National Origin and Citizenship to California's Employers. Through a two-pronged approach, OCP provided employers with non-discrimination material, and conducted employer training on a statewide basis.

### Focused Reviews

This year, OCP continued to perform 'focused reviews' research to determine the extent to which contractors in specific industries are in compliance with non discrimination law. During this reporting period, OCP targeted the utilities industry and the University of California system.

### Increased Program Efficiency

As a partial result of the development of data processing tools for decision making and measuring the effectiveness of program administration, OCP was able to accommodate increased workload. We exceeded our stated objectives in the number of contract compliance reviews for the fiscal year, and reduced the average case turnaround time for all compliance officers to three months from assignment to completion.

### Contract Compliance Resource Pooling

OCP continued the development of systems designed to pool contract compliance resources with those of local governments.

### Compliance Officer Training

In May, twenty-three (23) Managers and Officers of all four OCP offices participated in a two-day seminar, which included techniques and approaches to problem solving, managing stress, Management By Objectives (MBO) development, IRCA update, and general OCP operations. This in-house focused training was designed to improve the quality of services rendered to the public.

# OFFICE OF LEGISLATION AND INFORMATION MANAGEMENT

## OVERVIEW

This unit analyzes bills and monitors legislation affecting the Department. It also coordinates the Department's Management By Objectives (MBO) program and prepares the Annual Report.

Important legislative issues covered this year include:

- ♦ AB 311 and SB 827 reinstate the FEHC with compensatory damages authority lost through a California Supreme Court ruling. The bills authorize the Fair Employment and Housing Commission to require respondents to pay complainants actual damages including pain and suffering, and affirmative or prospective relief, as well as civil penalties not to exceed \$50,000.
- ♦ AB 531, AB 1795 and SB 1234 amend the California Fair Employment and Housing Act to conform state law to the Federal Fair Housing Act of 1988, and add familial and mental disability to the bases protected.
- ♦ AB 101 amends the FEHA to include sexual orientation as a protected class. It defines sexual orientation to include "bisexual, homosexual and heterosexual."
- ♦ SB 834 makes it unlawful employment practice for employers to require that only English be spoken in the workplace.
- ♦ AB 1286 - changes the term "physical handicap" to "physical disability" under the FEHA, and adds "immunological" to the list of conditions under the physical disability provisions of the Act. In addition, it includes mental disability as a protected basis.
- ♦ SB 98 - increases terms of imprisonment and penalty fines for hate and bias-related crimes. It also requires that law enforcement officials and members of the legal profession get three hours of education on civil rights laws.
- ♦ AB 77 - makes it unlawful for an employer of 25 or more employees to refuse a reasonable request by any employee eligible for other benefits to take up to four months in a 24-month period of unpaid family care leave. The employee may use accrued vacation and sick leave during the period, and remain eligible for all employee benefits. The employer must provide a guarantee of employment in the same or comparable position upon return.
- ♦ AB 125 - amends the Unruh Civil Rights Act. Provides that persons residing, occupying or using a facility prior to its designation as a senior citizen housing development, on January 1, 1990, shall not be deprived of the right to continue that residency, occupancy or use.
- ♦ AB 1077 - amends the FEHA, the Unruh Civil Rights Act, and other laws to conform with the federal Americans with Disabilities Act, signed by President Bush in 1990.



- ♦ AB 1888 - makes "Genetic Characteristics" a protected category under the Unruh Civil Rights Act, which prohibits discrimination in housing and public accommodations.
- ♦ SB 834 - makes it unlawful employment practice for an employer to make a rule requiring that only English be spoken in the workplace.
- ♦ SB 1257 - amends the Unruh Civil Rights Act to specify that it covers all forms of arbitrary discrimination and that the bases listed are illustrative rather than restrictive.

## SPECIAL PROJECTS

### Foreign Employers Orientation Program

Consistent with the Department's goal to educate foreign employers about California's civil rights and labor laws, the Office of Legislative and Information Management researched and developed a program to facilitate the assimilation of foreign employers into the California employment environment (Appendix III). The program will be implemented next fiscal year.

**IV**  
**FAIR EMPLOYMENT & HOUSING**  
**COMMISSION**  
**ANNUAL REPORT**  
**FY 1990-91**

## **INTRODUCTION**

This portion of the annual reports describes the major activities undertaken by the Fair Employment and Housing Commission (FEHC) in FY 199-91. Pursuant to the requirements of Government Code Section 12935 (i), regarding the Commission's functions powers and duties.

## **MISSION**

The mission of the FEHC, like the Department's is "to protect and enforce the civil rights of the people of California" pursuant to the Fair Employment and Housing Act (FEHA).

## **ORGANIZATION**

The FEHC was established in 1959 (as the Fair Employment Practice Commission), and consists of seven members appointed by the Governor with the consent of the State Senate. The Commissioners serve staggered four-year terms. The Commissioners are Osias Goren (Chairman), Milan D. Smith, Jr. (Vice-Chairman), Paul Bannai, Michael M. Johnson, Ronald Lucas, Georgia D. Megue, and Cruz Sandoval.

## **JURISDICTION AND AUTHORITY**

The Commission and the Department of Fair Employment and Housing are separate entities in state government, but together are responsible for the enforcement of several California civil rights laws, including the Fair Employment and Housing Act (Gov. Code, 12900 et seq.), the Unruh Civil Rights Act (Civ. Code, 51), and the Ralph Civil Rights Act (Civ. Code, 51.7).

## **PROGRAMS AND ACTIVITIES**

In 1990-91, the Commission pursued its mission through adjudication and litigation, legislation, regulations, investigations and public education.

### **Adjudication/Litigation**

The Commission decides cases prosecuted before it by the Department of Fair Employment and Housing. Where an unlawful practice is found, the Commission may order a range of remedies, including back pay, injunctive relief, reinstatement, and posting orders. The Commission has established a system of precedential decisions which are regularly cited in court and Commission decisions.

The Commission works closely with the Attorney General's office in defense of Commission decisions on appeal, and in amicus briefs in cases involving important civil rights issues.

A number of suits have challenged the Commission's ability to provide effective relief to victims of unlawful discrimination:

- o Dyna-Med, Inc. v. FEHC (1987) 43 Cal.3d 1379, held that the Legislature had not authorized the Commission to order punitive damages in employment cases.
- o Peralta Community College Dist. v. Fair Employment and Housing Commission (1990) 52 Cal.3d 40, held that the Legislature did not clearly authorize the Commission to award damages for emotional distress caused by unlawful employment discrimination.
- o Walnut Creek Manor v. Fair Employment and Housing Commission, argued June 12, 1990, in the State Supreme Court, is a constitutional challenge to the Legislature's grant of authority to the Commission to award damages for emotional distress for unlawful housing discrimination.

In response to the Dyna-Med and Peralta decisions, the Commission is sponsoring legislation this year to clarify its remedial authority.

The Commission has also been involved in or issued decisions in several cases in which arguments have been raised that the FEHA is preempted or limited by other statutory enactment, including the Workers Compensation Act, the Railway Labor Act, and the National Bank Act. In each case, the Commission is defending the FEHA against diminution of its protection against unlawful discrimination.

### Legislation

The Commission monitors, analyzes and takes positions on legislation affecting the FEHA and civil rights. Among its legislative activities are:

- o SB 827 (Bergeson, R-Orange County). SB 827 would restore the Commission's remedial authority in employment discrimination cases. It is the Commission's primary legislative initiative this year.
- o "Substantial equivalency" housing discrimination bills. The Commission is following several bills which are intended to bring California law into substantial equivalency with the federal Fair Housing Act of 1988.
- o California Law Revision Commission study of proposed changes to the Administrative Procedures Act.

### Regulations

The Commission promulgates regulations interpreting the laws within the Commission's jurisdiction. Several bills now pending in the Legislature would require regulatory activity if passed.

## Investigation/Public Education

The Commission serves as a forum and advocate for civil rights issues. It has been particularly active in the area of hate violence and intergroup tension. The Commission has worked with many local organizations on this issue. Some of these cooperative efforts include the following:

- o April 1991: At the request of the local NAACP branch, the Commission held a hearing in Hayward regarding hate crimes in southern Alameda County. A report with findings and recommendations based on the testimony from the hearing will be released this summer. A follow-up hearing will be held in the same region in November. Similar hearings were held in Oceanside, Richmond, Concord, and Pittsburg in past years.
- o May 1991: At the California Association of Human Rights Organizations' (CAHRO) conference in San Diego, a Commission staff attorney facilitated a presentation on actions human relations commissions can take to respond to, and prevent hate crimes.
- o May 1991: A Commission staff attorney conducted a workshop training for the San Leandro Police Department regarding hate crimes and the civil aspects of the Ralph and Bane Civil Rights Acts.
- o June 1991: The Commission in conjunction with the State Bar Committee on Civil Rights, the Alameda County Bar Association and a number of other bar associations organized an attorney training workshop on representing victims of hate crimes. The June training will be used as a prototype for future trainings that will be held throughout the state this Fall.

The Commission has worked closely with the Department of Fair Employment and Housing (DFEH) on hate violence prevention and response. The two agencies joined forces to produce an attorney manual on the Ralph and Bane Civil Rights Acts. The Commission and Department have also conducted joint training activities concerning hate violence.



*The Fair Employment & Housing Commission — (L to R): Commissioners Michael Johnson, Ron Lucas, Cruz Sandoval, Chairman Osias "Ozzie" Goren, Milan Smith, Georgia Megue and Paul Bannai.*

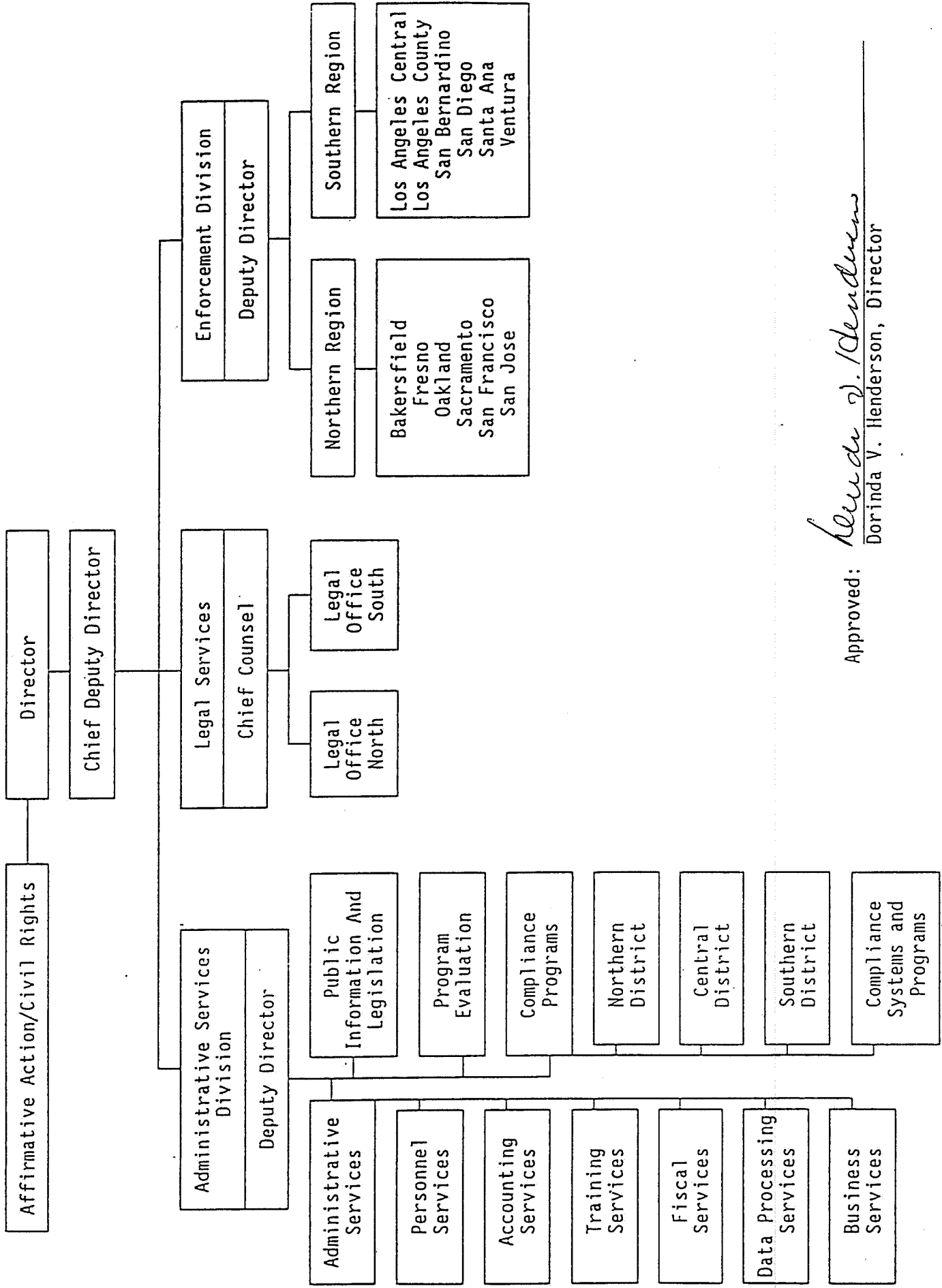


# **V**

## **APPENDICES**

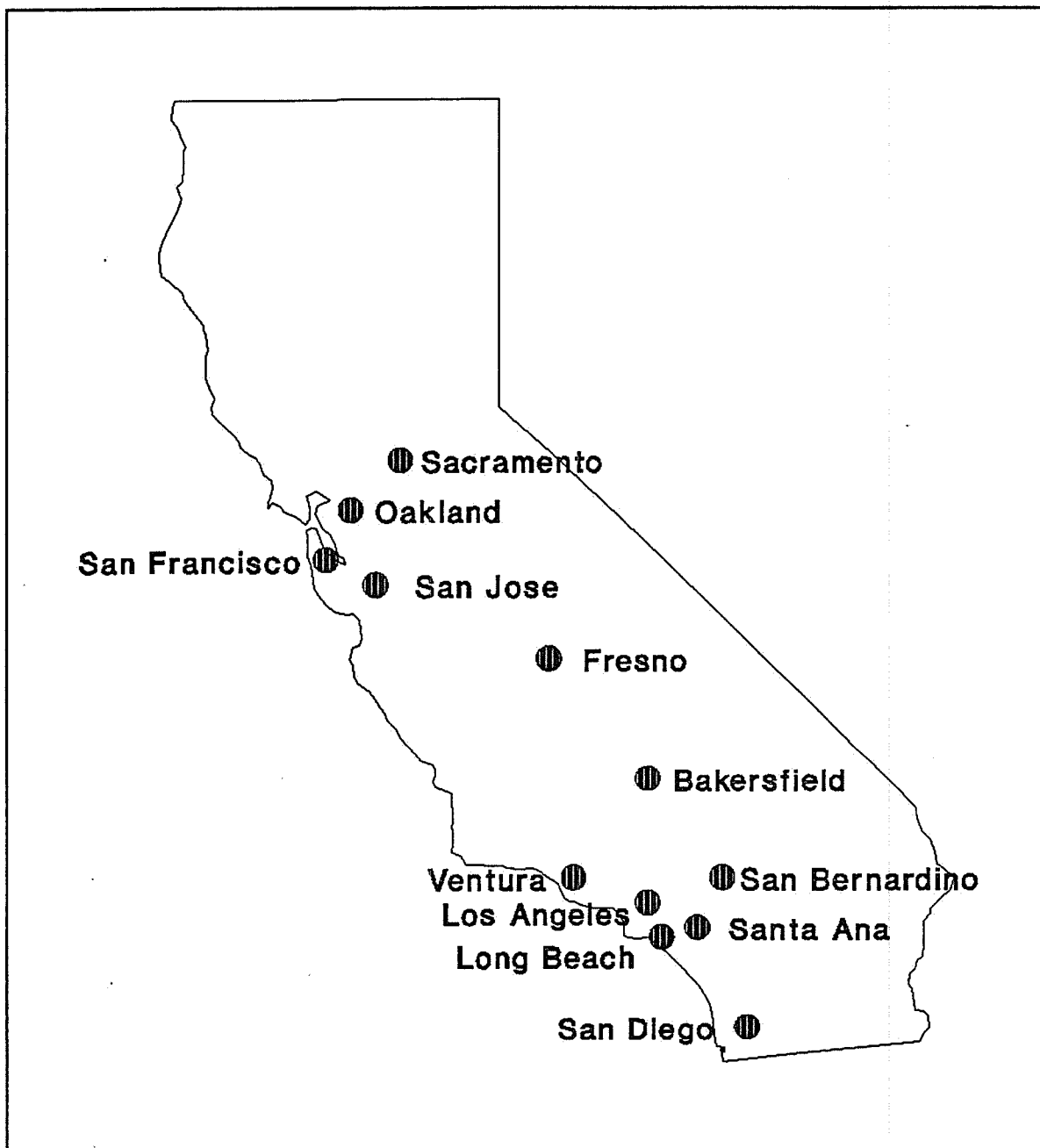
# **APPENDIX I ORGANIZATION CHART**

DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
ORGANIZATION CHART



Approved: *Dorinda V. Henderson*  
Dorinda V. Henderson, Director

**APPENDIX II  
GEOGRAPHICAL LOCATION  
OF  
DFEH DISTRICT OFFICES**



**Figure 1 DFEH OFFICES**  
ENFORCEMENT - ALL BUT LONG BEACH  
COMPLIANCE PROGRAMS - SACRAMENTO & LONG BEACH



# DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING - STATEWIDE

## DFEH OFFICE

8-681-2728  
BAKERSFIELD (805) 395-2728  
1001 Tower Way, Suite 250  
Bakersfield, CA 93309-1586  
D.A. - John Ortiz

8-421-5373  
FRESNO (209) 445-5373  
1900 Mariposa Mall, Suite 130  
Fresno, CA 93721-2504  
D.A. - Gaspar Oliveira

8-640-2610  
LOS ANGELES (213) 620-2610  
322 West First Street, #2126  
Los Angeles, CA 90012-3112  
D.A. - Annabella Hwa  
D.A. - Beth Rosen-Prinz (Acting)

8-561-4095  
OAKLAND (415) 464-4095  
1330 Broadway, #1326  
Oakland, CA 94612-2512  
D.A. - Barbara Osborne

8-485-9918  
SACRAMENTO (916) 445-9918  
2000 "O" Street, Suite 120  
Sacramento, CA 95814-5212 (D-21)  
D.A. - Antonio Aguilar

8-670-4711  
SAN BERNARDINO (714) 383-4711  
1845 S. Business Center Dr., #127  
San Bernardino, CA 92408-3426  
D.A. - Earlene Hinton

8-631-7405  
SAN DIEGO (619) 237-7405  
110 West "C" Street, #1702  
San Diego, CA 92101-3901  
D.A. - Linda Nolan

8-597-2005  
SAN FRANCISCO (415) 557-2005  
30 Van Ness Avenue, Suite 3000  
San Francisco, CA 94102-6073  
D.A. - John Staffin

8-522-1264  
SAN JOSE (408) 277-1264  
111 North Market Street, #810  
San Jose, CA 95113-1102  
D.A. - Linda Wells

8-657-4159  
SANTA ANA (714) 558-4159  
28 Civic Center Plaza, #538  
Santa Ana, CA 92701-4010  
D.A. - Myonia Gibbs

8-723-4513  
VENTURA (805) 654-4513  
5720 Ralston Street, Suite 302  
Ventura, CA 93003-6081  
D.A. - Ted Herzberg

## COUNTIES OF JURISDICTION

Inyo, Kern, Mono

Fresno, Kings, Madera, Mariposa, Merced, Tulare

Los Angeles

Los Angeles (Central)  
Los Angeles (County)

Alameda, Contra Costa, Napa, Solano

Alpine, Amador, Butte, Calaveras, Colusa, Del Norte,  
El Dorado, Glenn, Humboldt, Lake, Lassen, Mendocino,  
Modoc, Nevada, Placer, Plumas, Sacramento,  
San Joaquin, Shasta, Sierra, Siskiyou, Stanislaus,  
Sutter, Tehama, Trinity, Tuolumne, Yolo, Yuba

Riverside, San Bernardino

Imperial, San Diego

Marin, San Francisco, San Mateo, Sonoma

Monterey, San Benito, Santa Clara, Santa Cruz

Orange

San Luis Obispo, Santa Barbara, Ventura

**APPENDIX III  
FOREIGN EMPLOYERS  
ORIENTATION PROJECT**

## A CIVIL RIGHTS ORIENTATION PROGRAM FOR FOREIGN EMPLOYERS

Designed around existing DFEH resources, this program will assist foreign corporations operating in California succeed as employers through a thorough understanding of the FEHA and the State's diversified labor force. Without this knowledge, they can adversely affect economical and social relationships in the corporate and local community environments.

These corporations represent foreign nationals from all the continents. The motivation of these investors is less socio than economic. Hence a conflict with California's FEHA.

### NUMBER OF FOREIGN EMPLOYERS IN CALIFORNIA - 1987\*

#### Country of Origin

	CANADA	EUROPE	LATIN AMERICA	MIDDLE EAST	JAPAN	AUSTRALIA NEW ZEALAND SOUTH AFRICA	OTHER ASIA AFRICA & PACIFIC	U.S.	TOTAL
Number of Companies	177	1,013	64	41	465	49	117	15	1,941
Number of Jobs	32,500	169,900	12,600	1,700	68,500	25,100	11,200	2,600	324,200

This translates to a potential disparity of treatment of California's diverse population; a pre-conceived stereotyping of negative image for all foreigners and, ultimately a potential for bias related incidents.

The Department, recognizing its mandate to protect and enforce the civil rights of all Californians, has developed a program to preclude such eventuality.

With a population of 29 million, it is anticipated that by the year 2010, California will be a state where minorities will be a majority.

	White	Black	Hispanic	Asian
1987	62%	8%	21%	9%
2010	49%	8%	30%	13%

### California Minority & Women Employees

- o Minority -- 3,445 Million
- o Female -- 4,868 Million

\*California Department of Commerce - Office of Economic Research

INCIDENT	EMPLOYEES IMPACTED	REGION IMPACTED	REMEDY	PRODUCT
1. Switzerland's Nestle Corp. acquisition of: <ul style="list-style-type: none"> <li>o Carnation Co.</li> <li>o Hills Brothers Coffee</li> </ul>	8,870 1,324	So. CA No. CA	Seminars Workshops Job Fairs DFEH Hotline	FEHA Contract Compliance Ralph Act Unruh Act
2. Great Britain British Petroleum Company <ul style="list-style-type: none"> <li>o Hilco Manufacturer</li> </ul>	2,106	So. CA		
3. Japan's Fujitsu Ltd. <ul style="list-style-type: none"> <li>o Amdahl Corporation (Manuf.)</li> <li>o Fujitsu America (Manuf./sale/serv/computer/telecom)</li> <li>o Fujitsu Microelectronic</li> </ul>	7,700 4,500 500	No. CA No. CA No. CA		
4. Japan Honda Motor <ul style="list-style-type: none"> <li>o American Honda Motor Co., Inc.</li> </ul>	2,200	So. CA		

U.S. businesses in California with 10 percent or more foreign ownership employed 324,200 in 1987. Foreign investment accounts for \$42 billion to the California economy. The following chart shows the number of jobs provided by foreign employers by type of industry.

There are 158 banks in California, more than 25 percent owned by foreigners. Foreign banking assets in California totaled \$113.4 billion as of June 30, 1989, which was approximately 32 percent of California's total banking assets.

MINING	PETROLEUM	MANUFACTURING	WHOLESALE TRADE	RETAIL TRADE	FINANCE	INSURANCE	REAL ESTATE	OTHER INDUSTRIES (Agriculture, forestry, construction, transport, consumer services)	TOTAL (1987)
1,500	9,700	140,600	53,900	32,300	10,300	7,000	4,600	65,800	324,200

Besides foreign employers, other beneficiaries of the program are community-based organizations who have voiced concern over foreign employer employment practices.

ORGANIZATION	REPRESENTING
Japan American Business Association of Southern California	600 Members
California Council of Urban Leagues	3,800 Members
NAACP - Western Region	50,000 Members
Latino Issues Forum	Over 80 Hispanic Organizations with Memberships over 100
Greenlining Coalition	28 Civil Rights Organizations with Memberships over 100
Fair Employment and Housing Commission	California's Diverse Population of 29 Million

# **APPENDIX IV STATISTICAL TABLES & CHARTS**

DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
 TABLE 1  
 ALL CASES-SUMMARY OF FILED/CLOSED BY LAW  
 JULY 1, 1990 - JUNE 30, 1991

	FILED	CLOSED
ANTIDISCRIMINATION LAW		
EMPLOYMENT	10,594	10,084
HOUSING	836	842
ACCOMMODATION	159	118
TOTAL	11,589	11,044



DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
TABLE 2  
EMPLOYMENT CASES FILED: OFFICE WHERE FILED  
JULY 1, 1990 - JUNE 30, 1991

	NUMBER FILED	%
OFFICE		
SAN FRANCISCO	768	7.2
LOS ANGELES	1,214	11.5
FRESNO	747	7.1
SAN DIEGO	883	8.3
SACRAMENTO	1,077	10.2
SAN JOSE	717	6.8
BAKERSFIELD	555	5.2
SAN BERNARDINO	1,018	9.6
SANTA ANA	879	8.3
VENTURA	520	4.9
OAKLAND	878	8.3
L. A. COUNTY	473	4.5
L. A. CENTRAL	865	8.2
STATEWIDE TOTAL	10,594	100.0

DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING

TABLE 3  
ALL CASES FILED: LAW BY ALLEGED BASIS OF DISCRIMINATION  
JULY 1, 1990 - JUNE 30, 1991

	L A W					
	EMPLOYMENT		HOUSING		ACCOMMODATION	
	COUNT	% OF TOTAL CASES (3)	COUNT	% OF TOTAL CASES (3)	COUNT	% OF TOTAL CASES (3)
TOTAL BASES (A)	14,921	140.8	1,128	134.9	192	120.8
140.1	16,241					
MAJOR BASIS						
A	.	.	1	0.1	.	1
RACE/COLOR	2,474	23.4	338	40.4	63	39.6
24.8						
ORIGIN/ANCESTRY	1,687	15.9	161	19.3	42	26.4
16.3						
RELIGION	278	2.6	12	1.4	2	1.3
2.5						
PHYSICAL HANDICAP	1,934	18.3	51	6.1	5	3.1
17.2						
SEX	5,143	48.5	127	15.2	44	27.7
45.9						
MARITAL STATUS	237	2.2	89	10.6	3	1.9
2.8						
AGE	1,842	17.4	21	2.5	5	3.1
16.1						
MEDICAL CONDITION	79	0.7	.	.	.	79
0.7						
RETALIATION	1,127	10.6	30	3.6	3	1.9
10.0						
PATIENT ABUSE	3	0.0	.	.	1	0.6
0.0						
ASSOCIATION	111	1.0	60	.2	8	5.0
1.5						
CHILDREN	.	.	186	22.2	9	5.7
1.7						
OTHER - 3 SUFFIX ONLY	6	0.1	.	.	.	6
0.1						
OTHER	.	.	52	6.2	7	4.4
0.5						

(A) COMPLAINTS WITH MORE THAN 1 BASIS HAVE BEEN COUNTED  
UNDER EACH BASIS REPORTED.  
(B) PERCENTAGES WILL NOT TOTAL TO 100.0% SINCE MULTIPLE  
BASES MAY BE REPORTED PER CASE.

DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
TABLE 4  
NON-HOUSING CASES FILED: TYPE OF RESPONDENT BY LAW  
JULY 1, 1990 - JUNE 30, 1991

TYPE OF RESPONDENT	L A W			
	EMPLOYMENT		ACCOMMODATION	
	NUMBER FILED	%	NUMBER FILED	%
FARMING, FORESTRY & FISHERIES	152	1.4	13	8.2
MINING	50	0.5	.	.
CONTRACT CONSTRUCTION	249	2.4	2	1.3
MANUFACTURING	2,231	21.1	1	0.6
TRANS. COMM. ELECT. GAS & SANITARY SVCS	278	2.6	12	1.4
WHOLESALE & RETAIL TRADE	1,958	18.5	42	26.4
FINANCE, INSURANCE & REAL ESTATE	815	7.7	9	5.7
SERVICES	2,827	26.7	73	45.9
EDUCATION	485	4.6	10	6.3
GOVERNMENT	988	9.3	2	1.3
NON-CLASSIFIABLE ESTABLISHMENTS	62	0.6	3	1.9
TOTAL	10,594	100.0	159	100.0

DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
TABLE 5  
EMPLOYMENT CASES FILED: ALLEGED DISCRIMINATORY ACT  
JULY 1, 1990 - JUNE 30, 1991

	COUNT	% OF TOTAL CASES (3)
TOTAL ACTS (A)	15,691	148.1
REFUSAL TO HIRE	789	7.4
UNEQUAL PAY	510	4.8
TERMINATION	6,746	63.7
DENIAL OF LEAVE	115	1.1
HARASSMENT	3,641	34.4
DENIED PROMOTION/UPGRADE	890	8.4
WORK CONDITIONS	1,515	14.3
REFERRAL WITHHELD	15	0.1
UNION DISCRIMINATION	42	0.4
REFUSAL TO ACCOMMODATE	432	4.1
FAIL TO RECALL FROM LAYOFF	69	0.7
FAILURE TO REINSTATE	242	2.3
DENIAL OF TRAINING	56	0.5
DENIAL OF PAY INCREASE	221	2.1
DEMOTION	394	3.7
VIOLENCE OR ITS THREAT	14	0.1

(A) WHERE MORE THAN ONE DISCRIMINATORY ACT WAS ALLEGED, THE COMPLAINT WAS COUNTED UNDER EACH ACT REPORTED.

(B) PERCENTAGES WILL NOT TOTAL TO 100.0% SINCE MULTIPLE ACTS MAY BE REPORTED PER CASE.

DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
TABLE 6  
EMPLOYMENT CASES FILED: TYPE OF OCCUPATION  
JULY 1, 1990 - JUNE 30, 1991

	NUMBER FILED	%
TYPE OF OCCUPATION		
CLERICAL	1,815	17.1
CRAFT	388	3.7
LABORER	1,431	13.5
MANAGER	1,205	11.4
EQUIPMENT OPERATOR	410	3.9
PROFESSIONAL	1,711	16.2
SALES	824	7.8
SERVICE	1,454	13.7
SUPERVISOR	370	3.5
TECHNICIAN	693	6.5
PARAPROFESSIONAL	293	2.8
TOTAL	10,594	100.0

DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING

TABLE 7

ALL CASES CLOSED: TYPE OF DISPOSITION BY LAW  
JULY 1, 1990 - JUNE 30, 1991

TYPE OF DISPOSITION	L A W							
	EMPLOYMENT			HOUSING			ACCOMMODATION	
	NUMBER CLOSED	%		NUMBER CLOSED	%		NUMBER CLOSED	%
SETTLEMENT	1,976	19.60		356	42.28		43	36.44
INSUFFICIENT EVIDENCE	2,858	28.34		350	41.57		42	35.59
CLOSED THROUGH PUBLIC HEARING	4	0.04					4	100.00
ADMINISTRATIVE CLOSURES	5,246	52.02		136	16.15		33	27.97
ELECTED COURT ACTION	2,476	24.55		31	3.68		9	7.63
TOTAL	10,084	100.00		842	100.00		118	100.00
							11,044	100.00

DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
TABLE 8  
HOUSING CASES FILED: OFFICE WHERE FILED  
JULY 1, 1990 - JUNE 30, 1991

OFFICE	NUMBER FILED	%
SAN FRANCISCO	43	5.1
LOS ANGELES	52	6.2
FRESNO	167	20.0
SAN DIEGO	97	11.6
SACRAMENTO	95	11.4
SAN JOSE	55	6.6
BAKERSFIELD	40	4.8
SAN BERNARDINO	62	7.4
SANTA ANA	41	4.9
VENTURA	51	6.1
OAKLAND	41	4.9
L. A. COUNTY	38	4.5
L. A. CENTRAL	54	6.5
STATEWIDE TOTAL	836	100.0

DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
TABLE 9  
HOUSING CASES FILED: TYPE OF RESPONDENT  
JULY 1, 1990 - JUNE 30, 1991

	NUMBER FILED	%
TYPE OF RESPONDENT		
HOME-OWNER/APT. OWNER-MANAGER	747	89.4
NEW TRACT DEVELOPER	3	0.4
TRAILER PARK OWNER	35	4.2
MORTGAGE COMPANY	9	1.1
REAL ESTATE COMPANY	18	2.2
INDIVIDUAL HOME OWNER	20	2.4
PUBLIC HOUSING AUTHORITY	4	0.5
TOTAL	836	100.0



DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
TABLE 10  
HOUSING CASES FILED: ALLEGED DISCRIMINATORY ACT  
JULY 1, 1990 - JUNE 30, 1991

	COUNT	% OF TOTAL CASES (3)
TOTAL ACTS (A)	1,010	120.8
REFUSAL TO RENT	278	33.3
EVICITION	374	44.7
REFUSAL TO SHOW	42	5.0
REFUSAL TO SELL	13	1.6
RENT INCREASE	22	2.6
LOAN WITHHELD	8	1.0
REFUSAL TO GRANT EQUAL TERMS	73	8.7
HARASSMENT	147	17.6
UNEQUAL ACCESS TO FACILITIES	33	3.9
OCCUPANCY STANDARDS	16	1.9
SURCHARGE	4	0.5

(A) WHERE MORE THAN ONE DISCRIMINATORY ACT WAS ALLEGED, THE COMPLAINT WAS COUNTED UNDER EACH ACT REPORTED.

(B) PERCENTAGES WILL NOT TOTAL TO 100.0% SINCE MULTIPLE ACTS MAY BE REPORTED PER CASE.

DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING  
TABLE 11  
HOUSING CASES FILED: TYPE OF ACCOMMODATION  
JULY 1, 1990 - JUNE 30, 1991

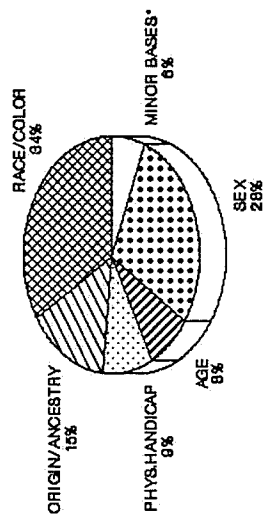
	NUMBER FILED	%
TYPE OF ACCOMMODATION		
APARTMENT	631	75.5
HOME	132	15.8
TRAILER SPACE/MOBILE HOME	38	4.5
CONDOMINIUM	35	4.2
TOTAL	836	100.0

(A) WHERE MORE THAN ONE DISCRIMINATORY ACT WAS ALLEGED, THE COMPLAINT WAS COUNTED UNDER EACH ACT REPORTED.

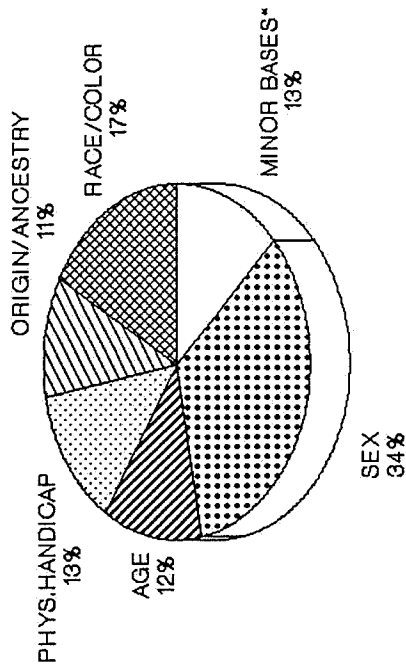
(B) PERCENTAGES WILL NOT TOTAL TO 100.0% SINCE MULTIPLE ACTS MAY BE REPORTED PER CASE.

# 10-YEAR TREND FOR MAJOR BASES EMPLOYMENT DISCRIMINATION

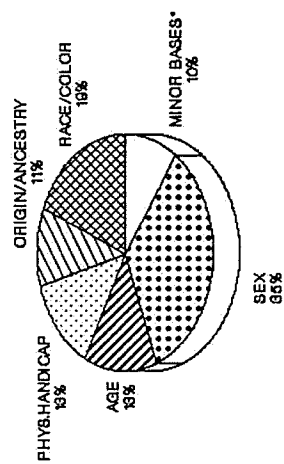
1980-81



1990-91



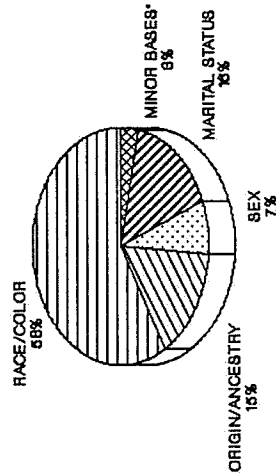
1985-86



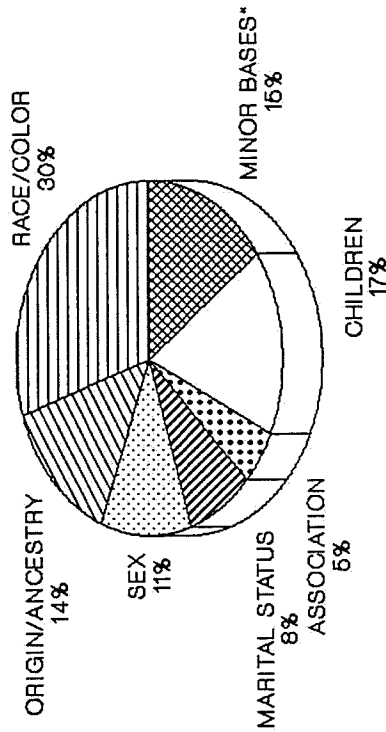
\* COMBINATION OF ALL BASES THAT INDIVIDUALLY  
CONSTITUTE LESS THAN 5% OF DISCRIMINATION BASES

# 10-YEAR TREND FOR MAJOR BASES HOUSING DISCRIMINATION

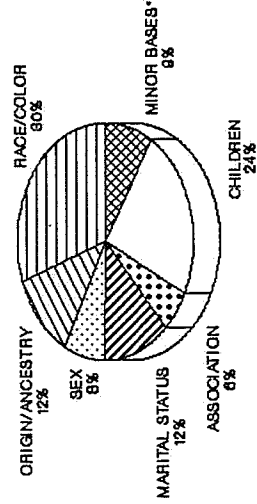
1980-81



1990-91



1985-86

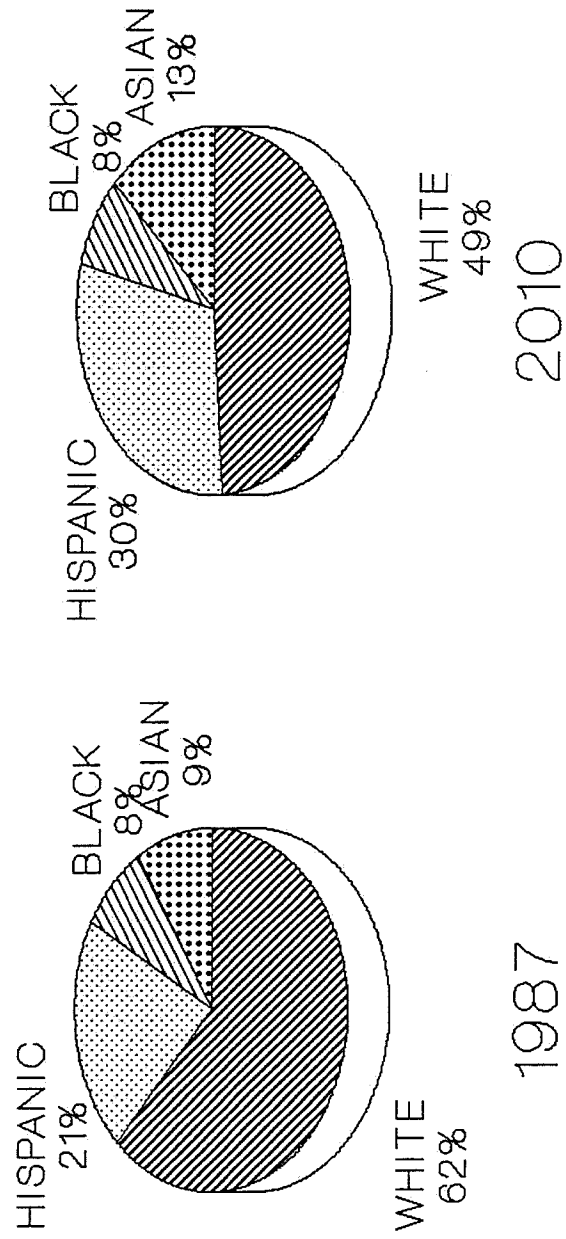


\* COMBINATION OF ALL BASES THAT INDIVIDUALLY  
CONSTITUTE LESS THAN 5% OF DISCRIMINATION BASES

## **APPENDIX V**

# **CALIFORNIA DEMOGRAPHICS**

# CALIFORNIA'S CHANGING POPULATION

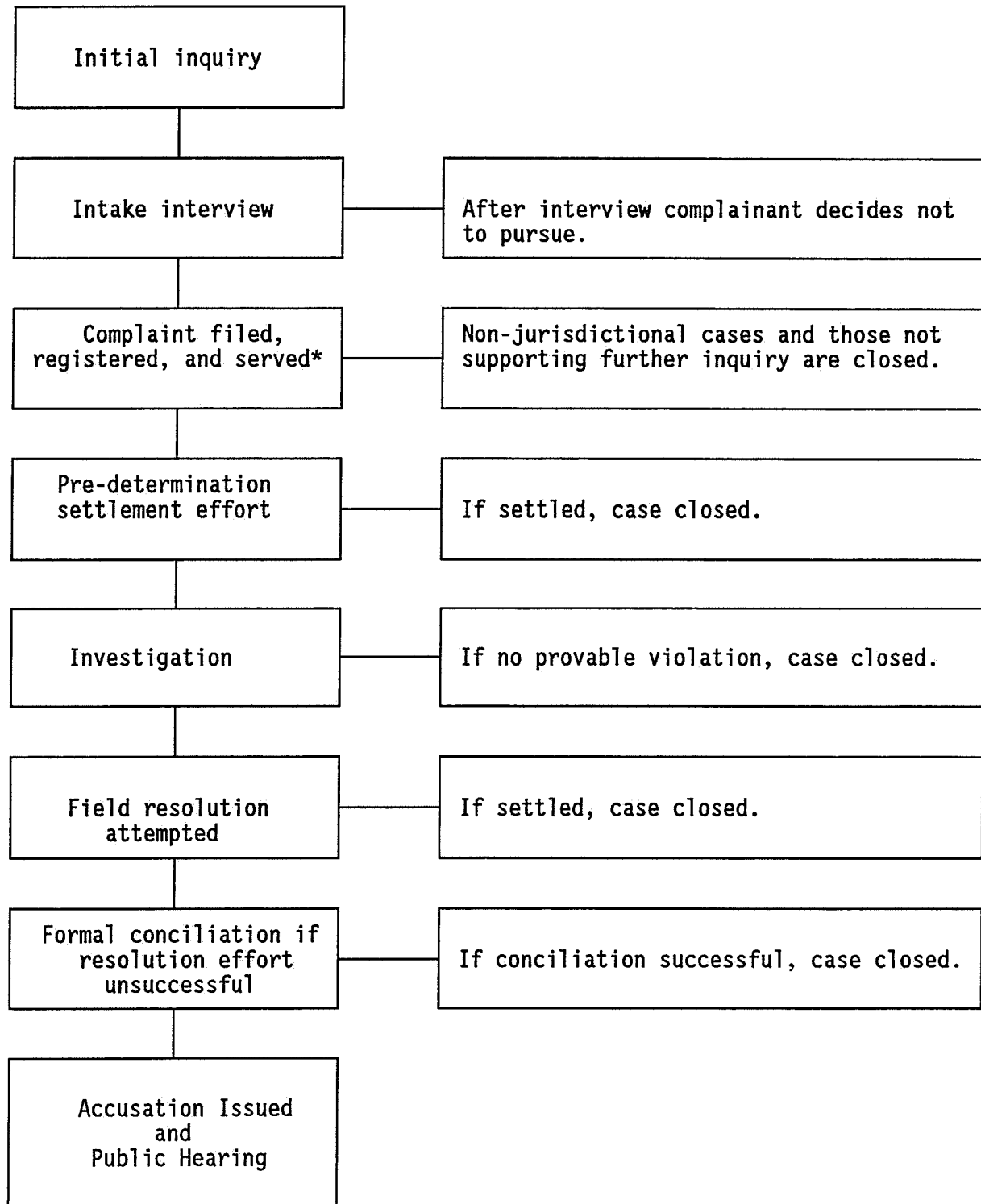


## **APPENDIX VI**

# **CASE PROCESSING FLOWCHARTS**

STATE OF CALIFORNIA  
DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING

## CASE PROCESSING FLOWCHART



\*Where there is concurrent jurisdiction with a federal agency, the complaint is dual filed and referred. The complaint will be investigated by DFEH.



OFFICE OF COMPLIANCE PROGRAMS  
COMPLIANCE REVIEW FLOWCHART

