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Chicago Commission on
HUMAN RELATIONS

2016

ANNUAL REPORT



CITY OF CHICAGO
Rahm Emanuel
Mayor





Courtesy of The Peace School

COMMISSION ON HUMAN RELATIONS ENABLING ORDINANCE

The City Council finds that prejudice and the practice of discrimination against any individual or group because of race, color, sex, gender identity, age, religion, disability, national origin, ancestry, sexual orientation, marital status, parental status, military status, lawful source of income, and credit history (as to employment only), or criminal history (as to employment only) menace peace and public welfare. (2-120-480)

MISSION STATEMENT

The Chicago Commission on Human Relations (CCHR) is charged with enforcing the Chicago Human Rights Ordinance and the Chicago Fair Housing Ordinance. The CCHR investigates complaints to determine whether discrimination may have occurred, and uses its enforcement powers to punish acts of discrimination. Under the City's Hate Crimes Law, the agency aids hate crime victims. CCHR also employs proactive programs of education, intervention, and constituency building to discourage bigotry and bring people from different groups together.

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LETTER FROM THE MAYOR



Dear Fellow Chicagoans:

Chicago is a stronger, more vibrant city because of its diversity. The Chicago Commission on Human Relations (CCHR) is committed to eliminating prejudice and discrimination, and to protecting the rights of Chicago residents from all walks of life.

Under the leadership of CCHR Chair and Commissioner Mona Noriega, CCHR has built one of the strongest and most comprehensive anti-discrimination ordinances in the country, and works every day to protect civil rights through its enforcement.

The CCHR 2016 Annual Report reflects the recourse, support, and advocacy that city residents have received through the Commission's work in response to discrimination and hateful acts.

Under CCHR's leadership, significant advancements in the law were achieved in 2016 to protect veterans from discrimination, ensure gender equality for all in public spaces, and improve citywide accessibility for residents and visitors with disabilities.

The policies and initiatives of CCHR protect the rights of all residents, and prevent discrimination throughout the City of Chicago. Our city is one that values all of its residents, no matter what race, color, religion, sexual orientation, gender identity, or age. We take great pride in all of our communities and serve each and every resident and visitor equally, respectfully, and fairly.

While we have made substantial progress, more work remains. I applaud CCHR for their continued leadership in fighting against discrimination, speaking out against hate crimes and bringing people together in unity to make Chicago a welcoming city to all.

Sincerely,

Rahm Emanuel

Mayor

MESSAGE FROM THE COMMISSIONER

Greetings,

Welcome to the Chicago Commission on Human Relations' (CCHR) 2016 Annual Report. The past year was certainly a year of change, both nationally and locally. In 2016 we witnessed the election of President Trump and the final days of the historic presidency of President Obama. Here at the CCHR, we saw our own share of changes as we worked with Mayor Emanuel to further strengthen and improve the Chicago Human Rights and Fair Housing Ordinances and regulations.



In February, the mayor introduced amendments to the ordinances to provide additional safeguards against discrimination. First, protection for veterans was expanded by creating the new protected class of military status. The amendment prohibits discrimination of veterans, active duty military, and members of the reserves in employment, housing, public accommodations, and credit. Previously the ordinances only covered discrimination based on military discharge status. Now any current or former member of the armed services can file a complaint with the CCHR.

In addition, an amendment to the Fair Housing Ordinance was added to protect individuals from retaliation for filing a complaint of discrimination with the CCHR. The fear of being evicted is real, particularly for single parents and families with children. This change seeks to provide protection and reassure victims of housing discrimination that they need not ignore or accept discriminatory treatment.

The final amendment introduced by the mayor removed the requirement in the Human Rights Ordinance for a person to present state issued identification upon request of the facility's management to access public restrooms, locker rooms, showers or other areas that are distinctly private in nature. The CCHR had found that this language in the ordinance had the unintended effect of restricting access to restrooms and other private spaces for people who do not identify with the biological marker assigned to them on their state issued identification cards.

In addition to the ordinance changes, the CCHR Board of Commissioners approved new regulations related to disabilities in public accommodations. The CCHR and the Mayor's Office for People with Disabilities worked together to create new regulations to more closely mirror those of the Americans with Disabilities Act (ADA). The new regulations, which take effect July 1, 2017, provide more clarity and information which will help businesses better understand and comply with their responsibilities to be accessible, thereby providing more accessible stores, restaurants, and other businesses for people with disabilities to visit.

Apart from our initiatives on the legal front, the CCHR continued its work in the community to address racial, ethnic, and religious tensions and build bridges to bring Chicagoans together. No one event was more symptomatic of this as CCHR's outreach efforts following the tragic Pulse Nightclub shooting in Orlando, Florida. Its effects were felt throughout the country's Muslim, Latino, and LGBTQ communities. Here in Chicago, the CCHR responded quickly to help begin the healing process for those impacted by this tragedy by convening community leaders of the impacted communities, participating in public vigils, and attending community meetings. Out of this identified need to take proactive measures to bring these diverse communities together to be ready to respond to any future incidents, representatives of the Muslim, Latino, LGBTQ, and other communities came together to form the TRUST Collective. Through this initiative representatives of these communities are working together to establish strong relationships to foster mutual understanding and ongoing support of one another.

This is just a sample of some of the activities of the CCHR in 2016. We hope you find this report to be informative and helpful in giving you a better understanding of the work of our agency. Thanks for reading!

Very truly yours,

A handwritten signature in black ink that reads "Mona Noriega". The signature is written in a cursive, flowing style.

Mona Noriega
Chairman and Commissioner



Discrimination

The prejudicial treatment or consideration of a person, racial group, minority, or based on category rather than individual, excluding or restricting members of on the grounds of race, sex, or age

INVESTIGATING DISCRIMINATION

The word discrimination evokes powerful emotions on both sides, for the accused and the accuser. No one wants to be its victim, and most would deny supporting its cause. Yet, discrimination like racism, sexism, and the many other “isms” continues to limit opportunities for many in America, and in Chicago specifically. While no law can totally remove the sense of violation, the anger, the hopelessness, and the fear victims of discrimination may experience, civil rights laws were put in to place to provide remedies and serve as deterrents to these wrongful acts.

In Chicago, the Human Rights Ordinance and Fair Housing Ordinance are the civil rights laws established by the city to protect all within its boundaries. As the civil rights agency for the city, the CCHR has the honor and responsibility of enforcing these powerful laws. The ordinances provide the agency with broad enforcement powers to investigate and make legal determinations of liability in employment, housing, public accommodations, and credit based on sixteen areas, or protected classes: race, color, ancestry, national origin, religion, disability, age (over 40), sex, sexual orientation, gender identity, marital status, parental status, military status,

source of income, credit history (employment only), and criminal history (employment only).¹

A person who believes that they have been discriminated against in violation of one of these two ordinances can file a complaint with the CCHR if the alleged discriminatory act took place in Chicago, and the complaint is filed within 180 days of the person being made aware of the discriminatory act. Complaints may be filed in person, by email, or by fax.

The Process

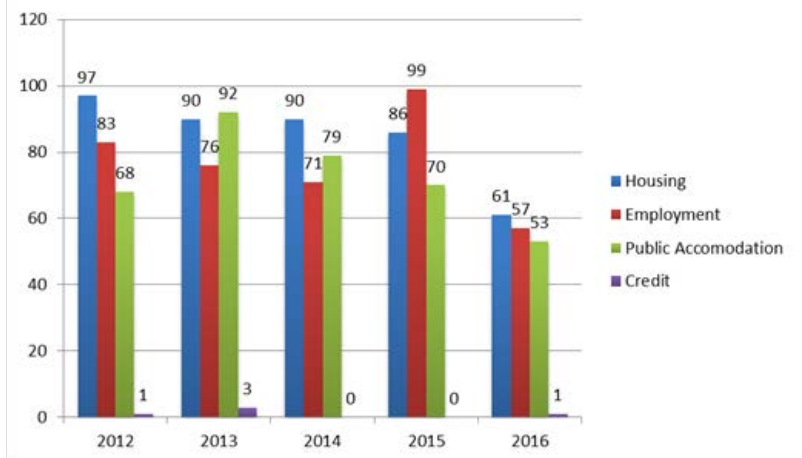
There are several stages to the investigation and adjudication

¹ The Ordinance also prohibits discrimination in bonding, but the agency has never received a complaint in this area.

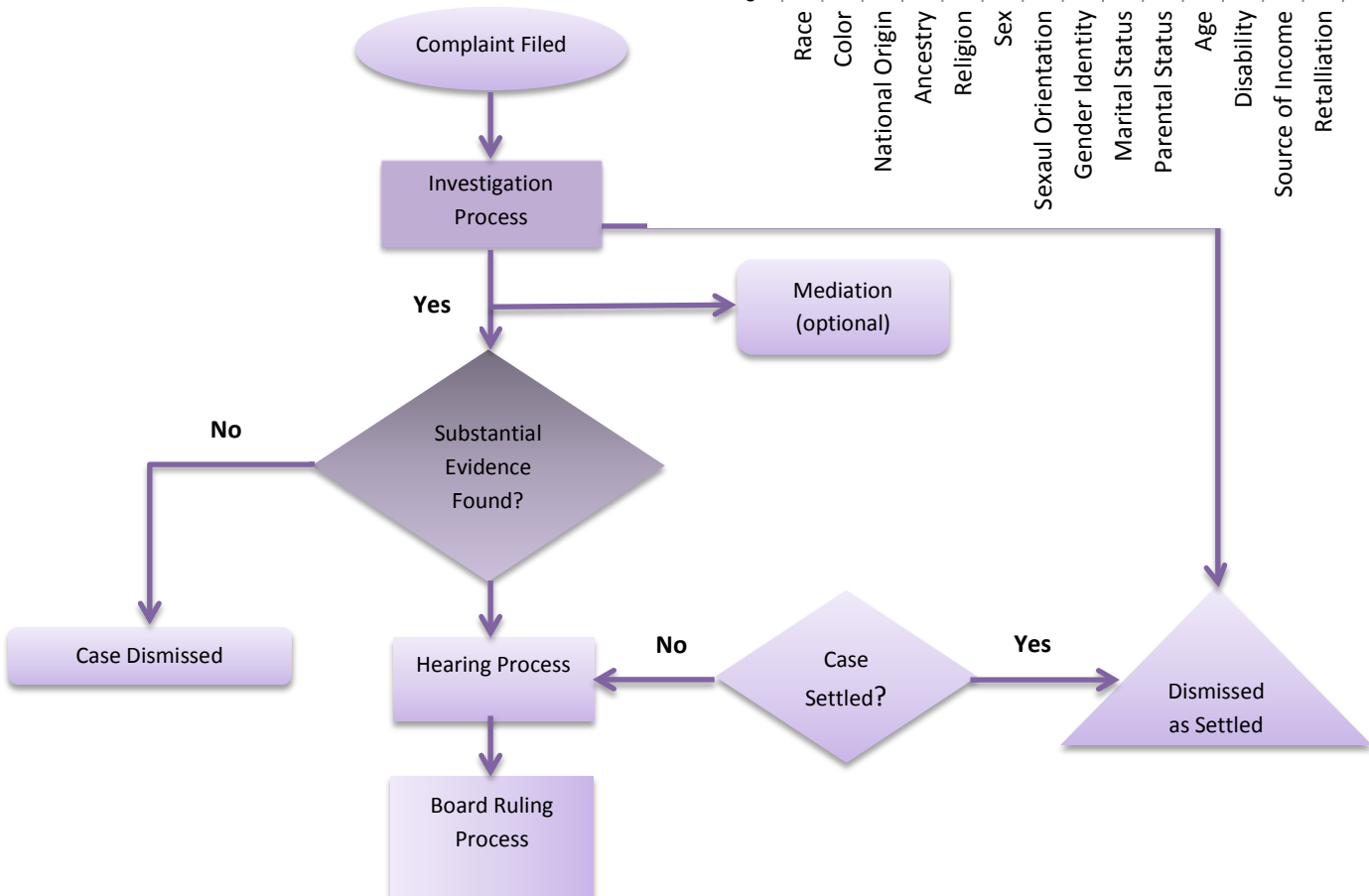
(rendering of a legal decision) of a complaint as illustrated in the flowchart below. Each step is described in detail in the following pages. If the investigation of a discrimination complaint reveals substantial evidence of an ordinance violation, the CCHR will conduct an administrative hearing. Following the hearing, the hearing officer will prepare a recommended ruling which is presented to the CCHR Board of Commissioners for review. If the Board of Commissioners rules that discrimination has occurred, violators can be ordered to:

- Pay fines to the City of Chicago, up to \$1,000 per violation.
- Take specific actions to address discriminatory practices (injunctive relief).
- Pay damages to the Complainant for out-of-pocket losses and emotional distress.
- Pay punitive damages to the Complainant in appropriate cases.
- Pay the Complainant’s attorney fees.

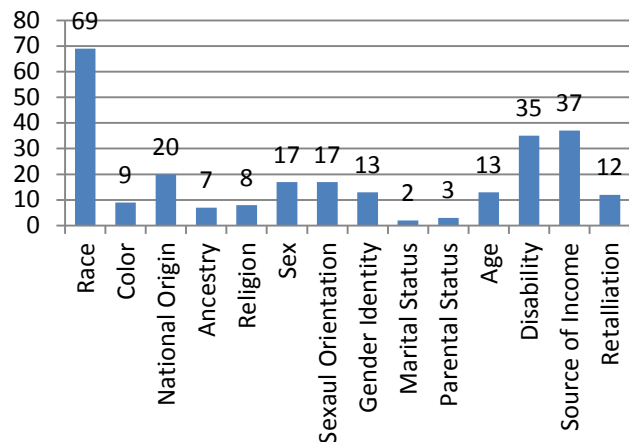
Discrimination Complaints Filed 2012-2016



THE INVESTIGATION AND ADJUDICATION OF A DISCRIMINATION COMPLAINT AT THE CCHR



2016 Discrimination Claims by Protected Class



HOUSING

Housing Choice Voucher (Section 8) Discrimination

In 2016, the Commission received 61 complaints alleging housing discrimination. This number represents a decrease of about 19% from 2015, when 85 such complaints were filed. However, as noted above, housing discrimination represented the majority of complaints received by the Commission in 2016. As has been the trend for the past several years, the bulk of the 61 housing complaints – 36 complaints (or 58%) – alleged source of income discrimination, most of which involved Housing Choice Vouchers (HCV), also known as Section 8 Vouchers. The prevalence of discrimination against renters with Housing Choice Vouchers is a major impediment to fair housing as identified in the city's 2015 Analysis of

Impediments to Fair Housing. Unfortunately, there is a perception by many that having HCV holders in a neighborhood will lead to reduced property values, higher crime rates, disruptive tenants, poor maintenance of properties and a general increase in community poverty. There is no dispositive evidence to support this position. Multiple studies have shown no causal relationships exist between voucher units in a neighborhood and the property values of surrounding homes. Many of the same arguments have been made to justify redlining and panic-peddling, both of which are violations of the Fair Housing Ordinance. Yet this perception further promotes continued racial segregation in Chicago. In 2017, the Commission plans to address this problem through targeted outreach to landlords and property managers. These efforts are described in the Community Outreach section of this report.



Courtesy of the Department of Planning and Development



Courtesy of the Department of Planning and Development

HOUSING

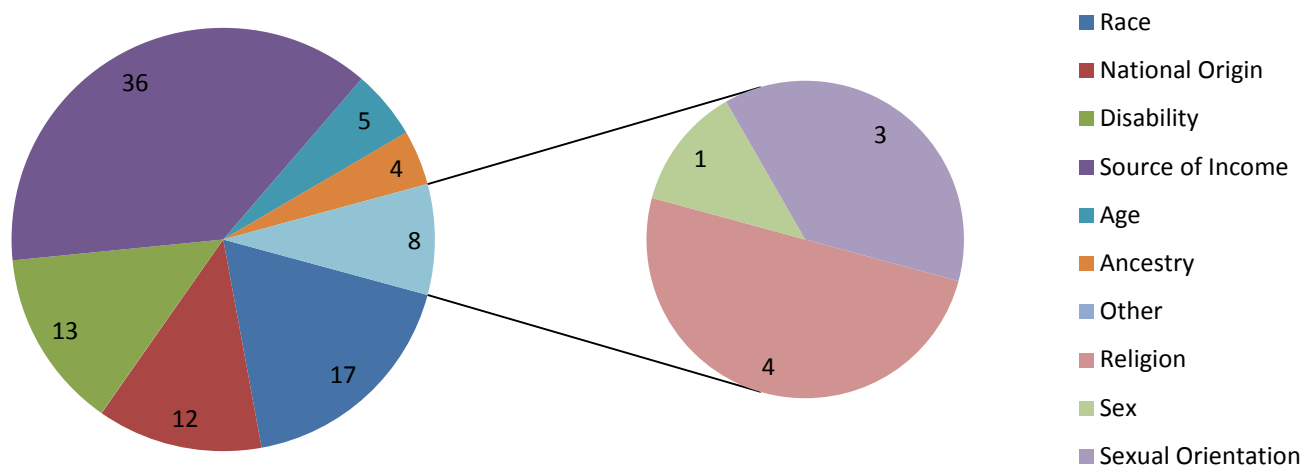
Fair Housing Outreach: Partnership with the Chicago Housing Authority

Towards the end of 2015, CCHR approached the Chicago Housing Authority (CHA) about planning a series of joint trainings in 2016 on the city's fair housing laws for building owners participating in CHA's Housing Choice Voucher (HCV) program. The need for this became clear from the volume of HCV source of income discrimination complaints received by the CCHR, as well as regular reports in the local media of similar incidents. In 2016, the CCHR and CHA delivered joint trainings on a monthly basis to educate building owners about the city's fair housing laws, owners' rights and responsibilities, and the requirements for owners participating in the HCV program. These trainings allowed the CCHR to reach over 300 building owners to address misconceptions about what fair housing means, and the difference between fair housing and affordable housing. CCHR fair housing materials were provided to help educate and protect owners from liability.

Race

Beyond source of income, race discrimination was the next most frequent claim in the housing area, asserted in 28% of the housing complaints. While this number may appear surprising to some it's also important to note that race discrimination is tied closely to housing choice voucher discrimination. The fact that 90% of families with housing choice vouchers are African American suggests that race may be a factor in more than just the 28% of housing complaints filed claiming race discrimination.

2016 Housing Discrimination Claims by Protected Class



HOUSING

Disability

Disability discrimination was claimed in 21% of the housing complaints filed with the CCHR in 2016. Finding accessible and affordable rental housing continues to be a major problem for people with disabilities, and was also identified as an impediment to fair housing in the 2015 Analysis of Impediments. In addition to the difficulty in finding accessible and affordable rental units, tenants with disabilities may also encounter obstacles in getting landlords and management companies to address their requests for reasonable accommodations. This includes obtaining reserved accessible parking spots for those buildings that provide tenant parking, and being permitted to make modifications to their units such as lowering countertops and installing grab bars.



PUBLIC ACCOMMODATIONS

Out of the 53 public accommodation complaints received in 2016, race was the most cited basis of discrimination, included in 40% of all complaints received under this category. This is unusual in that for the previous three years, disability has been the most cited basis for discrimination in the area of public accommodations. In 2016, disability discrimination in public accommodations accounted for 30% of claims received by the CCHR, whereas in 2015, disability was the most cited category, accounting for 53% of public accommodation complaints.

Service Animal or Emotional Support Animal?

One growing issue related to disability discrimination concerns the increased use of emotional support animals. While most businesses in the realm of public accommodations, such as stores and restaurants, have

some familiarity and understanding of service animals, a person entering a business with an emotional support animal may cause some confusion. According to the

Americans with Disabilities Act (ADA), "Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities." The ADA regulations expand on this slightly to include miniature horses, but no other animals are currently included. Service animals are not required to wear any kind of identifying covering like vests which are often seen on some service dogs, nor is a person with a disability required to provide documentation for the animal to prove that it is a service animal. To determine if an animal is a service animal, the business may ask only two questions—if the animal is required because of a person's disability and if it has been trained to perform tasks or do work.

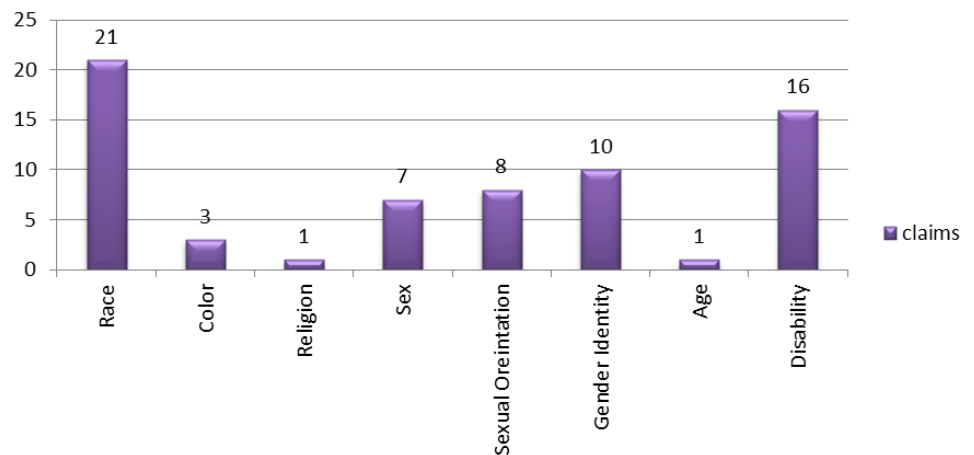
In contrast, emotional support animals are not covered under the ADA, or under state or city law. Emotional support animals provide companionship, relieve loneliness, and sometimes help with depression, anxiety, and certain phobias, but unlike service animals, they do not have special training to perform tasks that assist people with disabilities. Unlike the ADA's limitation to dogs and miniature horses for service animals, emotional support animals can include a wide variety of animals including dogs, miniature horses, pigs, and monkeys. While the ADA explicitly includes a wide variety of mental illnesses as disabilities and clarifies that for a

service animal, "doing work" can include psychiatric work like intervening in certain harmful behavior patterns, calming during panic attacks, grounding during dissociative episodes, or reminding their handler to take medication, the ADA clearly distinguishes between service animals and emotional support animals.



Courtesy of Chicago Agent Magazine

Public Accommodation Discrimination Claims by Protected Class



PUBLIC ACCOMMODATIONS

Gender Identity and the “Bathroom Ordinance”

Beyond the claims alleging race and disability discrimination, public accommodation discrimination based on gender identity and sexual orientation represented 19% and 15% of these claims, respectively. It is worth noting that discrimination based on gender identity in public accommodations increased sharply from 8% of the claims filed in 2015 to 19% in 2016. This is likely due to the fact that gender identity, and specifically transgender identity, has become much more a part of the national dialogue around civil rights issues.



Courtesy of the Windy City Times

Moreover, the Chicago Human Rights Ordinance (CHRO) now requires that any public accommodation provide full use of facilities, goods, and services to any individual, irrespective of the individual’s membership in any of the recognized protected classes, including gender identity. As a result of an amendment to the CHRO in 2016, often referred to as the “Bathroom Ordinance,” a public accommodation may no longer discriminate based on gender identity with respect to facilities which are distinctly private in nature, such as restrooms, shower rooms, bathhouses, dressing rooms, etc. Access to these facilities can no longer be conditioned upon a corresponding government-issued identification but rather, on the gender identity of the individual seeking access. These changes, both in the CHRO and in the national dialogue, have likely led to more transgendered individuals feeling empowered to file complaints in cases where discrimination may have occurred.

EMPLOYMENT

~~UNEMPLOYED~~



As noted above, 2016 was a unique year in that employment discrimination complaints did not comprise the bulk of the total complaints received at the CCHR, when historically employment discrimination claims have made up the majority of the CCHR's complaints. Moreover, between 2015 and 2016, employment discrimination complaints received by the CCHR were down by approximately 40%. The Equal Employment Opportunity Commission and the Illinois Department of Human Rights also experienced decreases. For example, in 2016, the Illinois Department of Human Rights' total employment discrimination complaints were down by approximately 10% from the previous year.

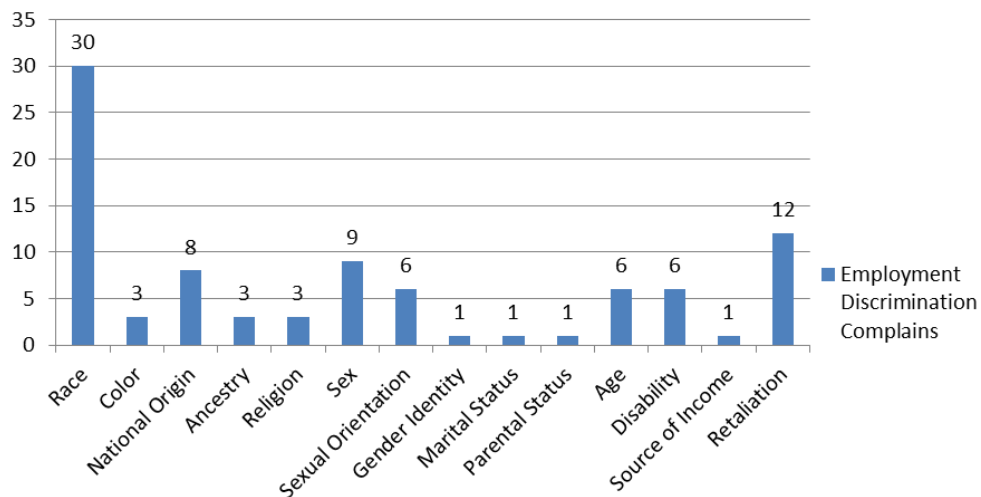
While studies show, and our experience has informed us that the economy, changes in the law, and extensive media coverage of

employment discrimination issues (such as the Anita Hill/Clarence Thomas sexual harassment coverage) can impact the level of complaints filed, the CCHR cannot state definitively why employment discrimination complaints for 2016 dropped off significantly from 2015. However, a contributing factor includes the fact that the number of employment discrimination complaints received in 2015 was skewed high because a group of employees filed 18 separate complaints against a single employer.

It remains to be seen in 2017 if the overall trend of decreasing discrimination complaints will continue, or if given the country's divided (and at times hostile) political climate, employees may perceive and speak out about increased discrimination in the workplace.

Among the employment discrimination claims filed with the CCHR in 2016, race discrimination was by far the most cited basis for discrimination, accounting for 53% of the claims received. This was a slight increase from 2015, when race discrimination was cited in 49% of all employment claims. The second and third most cited categories claimed in employment discrimination were sex, yielding 16% of all claims, and national origin, at 14% of all claims.

Employment Discrimination Claims by Protected Class



RESOLUTION OF COMPLAINTS

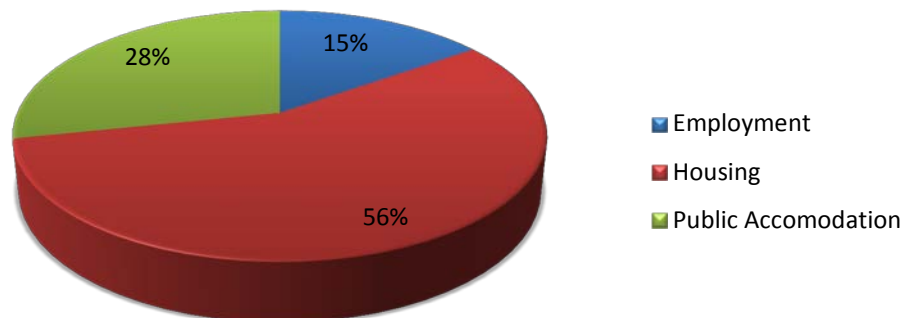


SUBSTANTIAL EVIDENCE DETERMINATIONS

A finding of substantial evidence is a preliminary legal ruling which means there is sufficient evidence, if believed, to support a final ruling that an ordinance violation occurred. A substantial evidence finding allows a case to advance to the administrative hearing process and a Board of Commissioners ruling on liability and relief. To obtain relief, it remains the responsibility of the complainant to prove the case at a public administrative hearing, where any respondent not held in default is allowed to present a defense.

During 2016, 39 complaints advanced to the administrative hearing stage after a finding of substantial evidence that an ordinance violation had occurred. This represents 18% of the 219 dispositions of cases at the investigation stage. Of the 39 complaints, 22 (56%) were in housing, 11 (28%) were in public accommodation, and 6 (15%) were in employment. Here is a depiction of 2016 completed investigations by substantial evidence determination and case type.

2016 Substantial Evidence found in Completed Investigations by Case Type



HEARING STAGE ACTIVITY



Despite receiving fewer complaints in 2016 as compared to 2015, the CCHR saw nearly the same number of cases advanced to a hearing in 2016 as compared to the previous year. In 2016, 18% of the CCHR's closed investigations, totaling 39 cases, were advanced to the hearing stage, as compared to 16% of the CCHR's closed investigations, totaling 41 cases, in 2015.

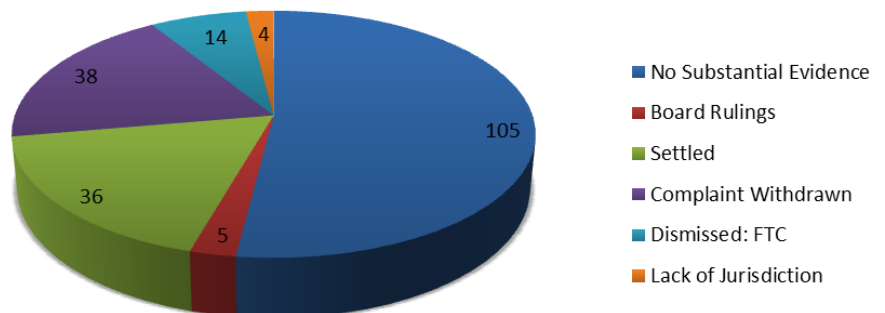
Of the cases advanced to a hearing in 2016, only two actually went to hearing. In 2016, there were 19 cases at the hearing stage that were scheduled for settlement conferences before one of the CCHR's independent mediators. Of those cases forwarded to a settlement conference, 11 either settled or were dismissed based on the complainant's failure to cooperate with the process. The remaining cases carried over to the following year. At the end of 2016, 35 cases remained pending in the hearing stage.

SETTLEMENTS

A substantial number of discrimination cases closed due to settlement between the parties. The CCHR values settlement of discrimination complaints consistent with its larger strategy to encourage the voluntary resolution of differences where possible. Settlement may occur prior to completion of a full investigation or after a case has advanced to the hearing process. In 2016, a total of 35 out of 175 closed cases were resolved by settlement, with 11 of those settlements taking place at a settlement conference.

Settlement is voluntary between the parties. When cases settle, the respondents do not admit liability and the CCHR does not decide whether a violation actually occurred. The CCHR is not a party to the settlement and does not require or advocate particular settlement terms. However, CCHR staff, independent mediators, and hearing officers do encourage parties to try to settle their disputes and may facilitate the process. The CCHR is authorized to order parties to participate in a confidential settlement conference conducted by one of its independent mediators. The CCHR typically does this after a substantial evidence finding but before appointment of a hearing officer, if there appears to be settlement potential. In 2016, the CCHR held 19 such settlement conferences, compared to 14 held in 2015.

Deposition of Cases Closed in 2016



BOARD RULINGS IN DISCRIMINATION CASES

Administrative hearings are held before independent hearing officers appointed by the CCHR from a pre-selected roster of attorneys with expertise in civil rights law and litigation. The hearing officer manages the pre-hearing process, assesses credibility, makes findings of fact, and issues a recommended decision which the Board considers as the basis for its final ruling on liability and relief. If a prevailing complainant was represented by an attorney, a second recommended and final ruling determines the amount of the attorney fees and related costs the respondent will be ordered to pay.

Board rulings are written legal opinions which explain the basis for the decision. They are available to the public and establish precedents for future CCHR decisions. The *Board Rulings Digest* is a CCHR publication listing all Board rulings entered after administrative hearings. The latest update of the *Board Rulings Digest* is available on the CCHR's website or on request from the office. During 2016, there were two administrative hearings held at the CCHR. The Board of Commissioners ruled on the following seven cases, most of which carried over from 2015:

Anguiano Lopez v Law Offices of Daniel G. Lauer & Assoc, PC, et al, CCHR No 14-E-06 (Feb. 11, 2016)

The Board of Commissioners ruled on a pregnancy discrimination case, finding that the employer in question had not violated the Chicago Human Rights Ordinance. The complainant claimed that after she informed her employer about her pregnancy, the employer's president began giving her demeaning work and subsequently terminated her. The Board agreed with the hearing officer's recommendation that complainant had not met her burden of proving that the employer's actions were motivated by anti-pregnancy bias.

Barrera v American Dental Associates, Ltd, et al, CCHR No 13-E-60 (April 14, 2016)

After previously finding that Respondents failed to accommodate Complainant's religious practices by failing to allow Complainant to wear her hijab in the workplace, the Board awarded attorney fees of \$21,773.25 and \$643.50 in costs.

Marshall v. Feed Restaurant, CCHR No 15-P-26 (July 14, 2016)

The Board ruled for the Complainant, finding that the Respondent failed to provide full use of its restaurant to the Complainant and failed to reasonably accommodate his disability. The Board awarded the Complainant \$3,006 in emotional and compensatory damages, \$500 in punitive damages, and assessed a \$1,000 fine against the Respondent. The Board further ordered injunctive relief, requiring the Respondent to take specific steps to make its business accessible to customers with disabilities.

Pigram v. Elects Realty Champions LLC, et al., CCHR No. 14-H-77 (April 14, 2016)

The Board found no ordinance violation where complainant claimed that Respondents failed to rent an available apartment to him because he would have used a Housing Choice Voucher. Based on credibility determinations made by the hearing officer at the administrative hearing, the Board found that Complainant failed to present credible testimony to prove direct evidence of discriminatory intent and there was no circumstantial evidence presented to prove that Respondents acted with discriminatory intent toward Complainant.

Salgado v. Ramirez DDS, et al, CCHR No 13-E-19 (May 12, 2016)

The Board ruled for the Respondent employer and found that the complainant employee failed to meet her burden of proof in demonstrating that she was discriminated against based on her pregnancy. Complainant worked at Respondent's dental office as a dental assistant for approximately 14 years. While Complainant was terminated shortly after disclosing her pregnancy to Respondent, the Board found that Respondent offered legitimate, non-discriminatory reasons for her termination that had nothing to do with pregnancy. The Board agreed with the hearing officer's recommendation that complainant had not met her burden of proving that the employer's actions were motivated by anti-pregnancy bias.

Sketch v. Scott, Halsted & Babetch, PC, et al, CCHR No 13-E-069 (October 13, 2016)

The Board ruled that the Respondent law firm discriminated against the complainant on the basis of her pregnancy, when it withdrew her offer of permanent employment immediately upon learning that she was pregnant. Subsequently, Respondent refused to renew Complainant's employment contract, effectively terminating her employment. The Board found that Respondent took these adverse actions against Complainant because of her pregnancy, in violation of the Chicago Human Rights Ordinance. On October 13, 2016, the Board awarded the following relief: Compensatory damages in the amount of \$55,200, emotional distress damages in the amount of \$15,000, and punitive damages in the amount of \$15,000. Complainant's total award was offset by \$18,000, representing a settlement with a previously dismissed respondent. The total damages awarded to complainant were \$67,200, plus reasonable attorney's fees.

Suggs v Montessori Academy Infant-Toddler Center, Inc, CCHR No 13-E-56 (January 14, 2016)

After a previous finding that Respondent discriminated against Complainant based on her sex, the Board of Commissioners awarded Complainant \$65,732.50 in attorney fees and \$1,314.01 in costs.

NEW POWERS TO FIGHT DISCRIMINATION AND IMPROVE ACCESS

Improving Accessibility for People with Disabilities

On October 13, 2016, the Board of Commissioners approved amendments to the current regulations impacting the disability rights of individuals with respect to public accommodations. The goals of the changes are to increase awareness about accessibility obligations for businesses while facilitating compliance with both local and federal law on this issue. The regulations will go into effect July 1, 2017.

In advance of the effective date, the CCHR has been actively working on the rollout of an educational campaign to businesses and disability rights groups about the changes to the regulations. Toward that end, the CCHR Adjudication staff has partnered with several aldermanic offices and neighborhood chambers of commerce to deliver presentations to small and medium sized business owners on their accessibility obligations under the Chicago Human Rights Ordinance. This has included presentations at City Hall as part of the Department of Business Affairs and Consumer Protection's Small Business Center's weekly program. Staff has also provided presentations to a number of chambers of commerce across the city. Additionally, Deputy Commissioner Matt Lango was interviewed about the new regulations on Chicago Lighthouse Radio. Adjudication staff also collaborated with the Mayor's Office for People with Disabilities (MOPD) on a presentation for Equip for Equality's Disability Rights Consortium.

Throughout 2017, Commission staff will be working to distribute summaries of the new regulations to

businesses throughout the city in English and other languages.

Enhanced Protection for Active Duty Military and Veterans

On February 10, 2016, the Chicago City Council approved amendments to the Chicago Human Rights Ordinance and the Fair Housing Ordinance to provide protection for veterans and active duty military personnel from discrimination in employment, housing, public accommodations, credit, and bonding. The amendment creates a new protected class under the ordinances for "military status," which also includes reservists and members of the National Guard. Previously, the ordinances were limited to prohibiting discrimination based on military discharge status. The new class of military status will include military discharge status in its coverage.

Prior to this amendment, veterans and current military personnel facing discrimination in the City of Chicago were unable to obtain any relief through the CCHR unless the discriminatory conduct was based on the discharge status of the veteran from the military. By adding the protected classification of "military status," the City of Chicago would be acknowledging the existence of such discrimination and simultaneously providing a local means of legal redress.



Increased Protection against Housing Discrimination

On February 10, 2016, the City Council approved an amendment that strengthens the Chicago Fair Housing Ordinance by providing protection to victims of discrimination against retaliatory action for filing a claim of housing discrimination, or for cooperating in the investigation of a claim of housing discrimination by the CCHR. The purpose of this amendment was to ensure that residents in Chicago are protected from retaliation for reporting instances of housing discrimination to the CCHR.



Providing Greater Access to Public Facilities

On June 22, 2016, the City Council passed what has been commonly referred to as the "Bathroom Ordinance." This amendment to the Chicago Human Rights Ordinance (CHRO) removed the requirement that a person has to show government-issued identification, such as a driver's license upon request of the business owner of a public accommodation to access private spaces such as restrooms and locker rooms.

The CHRO now requires that any person that controls a public accommodation provide full use of such a public accommodation to any individual, irrespective of the individual's membership in any of the recognized protected classes, including gender identity. Prior to this amendment, public accommodations could condition access to single-sex facilities, such as restrooms, upon presentation of a corresponding government-issued identification. Now, the Chicago Human Rights Ordinance prohibits public accommodations like hotels, restaurants or grocery stores from requiring patrons to show a government issued ID upon request to access facilities that are private in nature - such as restrooms - based on a person's biological category, his or her gender identity, or both.



Courtesy of the "Hate Has No Home" Project

HATE VIOLENCE PREVENTION STRATEGIES

The Inter-Group Relations (IGR) unit of the Chicago Commission on Human Relations proactively provides educational workshops and conflict mediation to reduce discrimination, community tensions, and hate, while promoting inter-group understanding. IGR also advocates for victims of hate crimes. Chicago, like other large urban cities, experiences conflicts and community tensions that are often fueled by misunderstanding and fear in areas undergoing change based on race, class, or culture. This can include gentrification, immigration, and also the relocation of public housing residents into new communities.

IGR staff members identify and engage community leaders and organizations across Chicago to discuss concerns and develop community-based solutions. IGR is regularly called upon in times of crisis to intercede where conflict or violence may have occurred or has the potential for occurring. Many of these conflicts occur in or around schools, and in communities between residents and neighbors.



COMMUNITY TENSION INTERVENTION

IGR works closely with aldermanic offices, libraries, schools, and community organizations to facilitate dialog and mediate conflict in neighborhood communities. This year, IGR mediated nearly 50 community tensions in neighborhoods across our city. While the CCHR noted a sizeable increase in tensions on the northwest side of the city, communities on the south side also experienced an increased level of inter-group tension.



The incidents IGR was called upon to intervene ranged from inter-personal conflicts between neighbors to protests involving scores of residents which heightened racial, ethnic, and cultural tensions. Through mediation, continued dialogue, and building community partnerships, IGR successfully diffuses dozens of conflicts across the city annually.

Photos courtesy of the Chicago Sun-Times

Workshops and Presentations

Proactive education efforts to prevent hate crimes and intergroup conflicts are a major focus of the work of IGR. Workshops are provided to schools, community organizations, and other groups, for adult audiences and children alike, and can be delivered in English and Spanish. Some of the most popular topics under the Human Relations Workshop series include Bullying, Diversity and Inclusion, and Prejudice and Stereotype Reduction.

IGR works closely with many schools across the city reaching students, teachers, administrators, and parents towards the aim of fostering healthy and affirming school environments for students and staff to learn and work. In 2016, IGR provided over 70 workshops, with 30% being delivered in Spanish to both public and private schools. Reaching out to parent groups was a priority for the year, as parents and adult guardians play a critical role in educating their children about bullying, and employing effective methods for addressing bullying when it occurs.

IGR also provided students and school staffs with training on conflict mediation, and how to facilitate peace circles to empower participants with the skills to prevent conflict or intervene constructively. Peace circles create opportunities for individuals and communities to come together and share their experiences and truths, and learn from one another in a safe, respectful, and non-judgmental environment. IGR facilitates peace circles as a means of addressing and mediating conflict between individuals and groups.



Hate Crime Advocacy



Hate Crimes relate to a specific group of crimes (referred to as predicate offenses) where hate against the victim's actual or perceived race, color, creed, religion, ancestry, gender, sexual orientation, gender identity, physical or mental disability, or national origin is a motivating factor for the crime. These bias related acts cause unique harm, both to the victim and to the entire community. Hate crimes are not isolated to one particular neighborhood, or to one type of victim. They occur throughout the city against all groups of people. While CCHR's proactive educational efforts help to prevent hate crimes, it is important to continue to raise awareness about the harmful nature of these crimes, and their impact on communities.

Hate Crime advocacy is a major priority for the CCHR. Our multi-faceted approach to advocate for victims of hate crimes includes accompanying victims through the criminal court process, and helping them understand how hate crimes are prosecuted. We also work to develop community support for victims, make social service referrals, and provide referrals for pro bono (free) legal assistance from volunteer private attorneys to sue hate crime offenders in civil court for damages for psychological and physical injuries. Working directly with the State's Attorney's Office and the Chicago Police Department's (CPD) Civil Rights Unit, the CCHR fights to ensure that hate crime charges are pursued whenever possible, and perpetrators are punished to the full extent of the law.

Similarly, the CCHR also works with government officials to develop and advance legislative responses to hate. In December 2016, the CCHR worked to mobilize community support for a City Council resolution on hate speech. Appearing before the City Council

Committee on Human Relations, Commissioner Noriega provided compelling testimony to the committee on the importance of the city taking a strong stand against hate speech in the wake of increasingly repugnant and dangerous statements against Muslims and immigrants.

Finally, the CCHR also provides workshops on hate crimes to schools and community groups upon request. Working together, residents, law enforcement, government, and community organizations are making great strides in reducing incidents of hate crimes in Chicago.

Hate Crimes Target Lincoln United Methodist Church

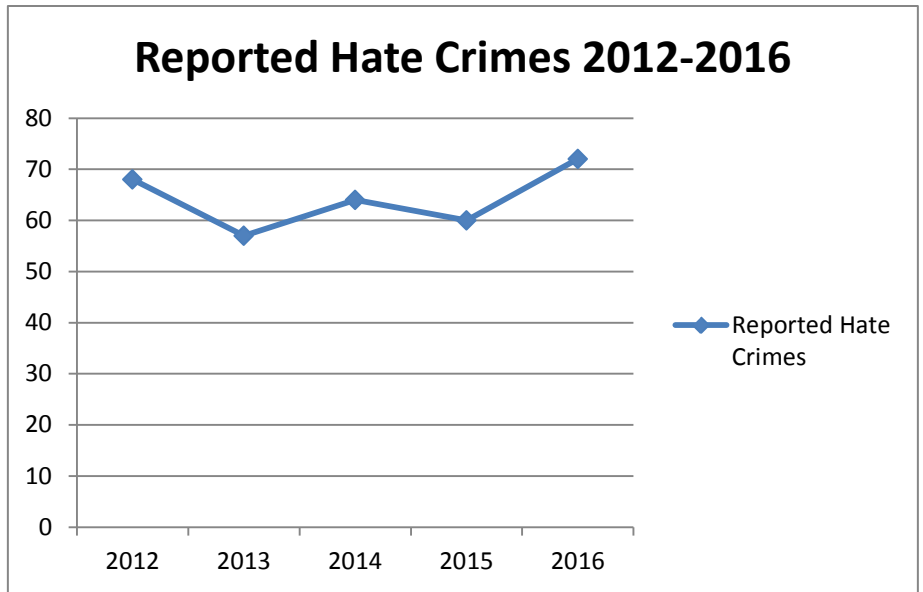
In 2016, the Lincoln United Methodist Church (Lincoln UMC) in Pilsen was the target of multiple hate incidents and white supremacist threats. Lincoln UMC is a predominately Latino church community that has been a sanctuary church for undocumented immigrants, as well as a welcoming church for LGBTQ individuals.

The CCHR was first contacted by the church following a hate incident in which a swastika and the message "Rape and kill Mexico" were written in white paint across the glass doors of the building. These and similar incidents of hate speech that occurred in Pilsen contributed to a climate of heightened fear and vigilance among residents of the community. In response, the CCHR convened a meeting with the Cook County State's Attorney's Hate Crime Victim Advocate, CPD's Civil Rights Unit, CCHR's Advisory Council on Equity, Pastor Lozano, and the Lincoln UMC community. CCHR later joined the church for a meeting with CPD's 10th District Commander and other CPD officials. Finally, to help the church learn how to protect itself against future attacks, the CCHR facilitated an introduction for the church with the FBI which provided training on security measures for Lincoln UMC's staff and congregation.

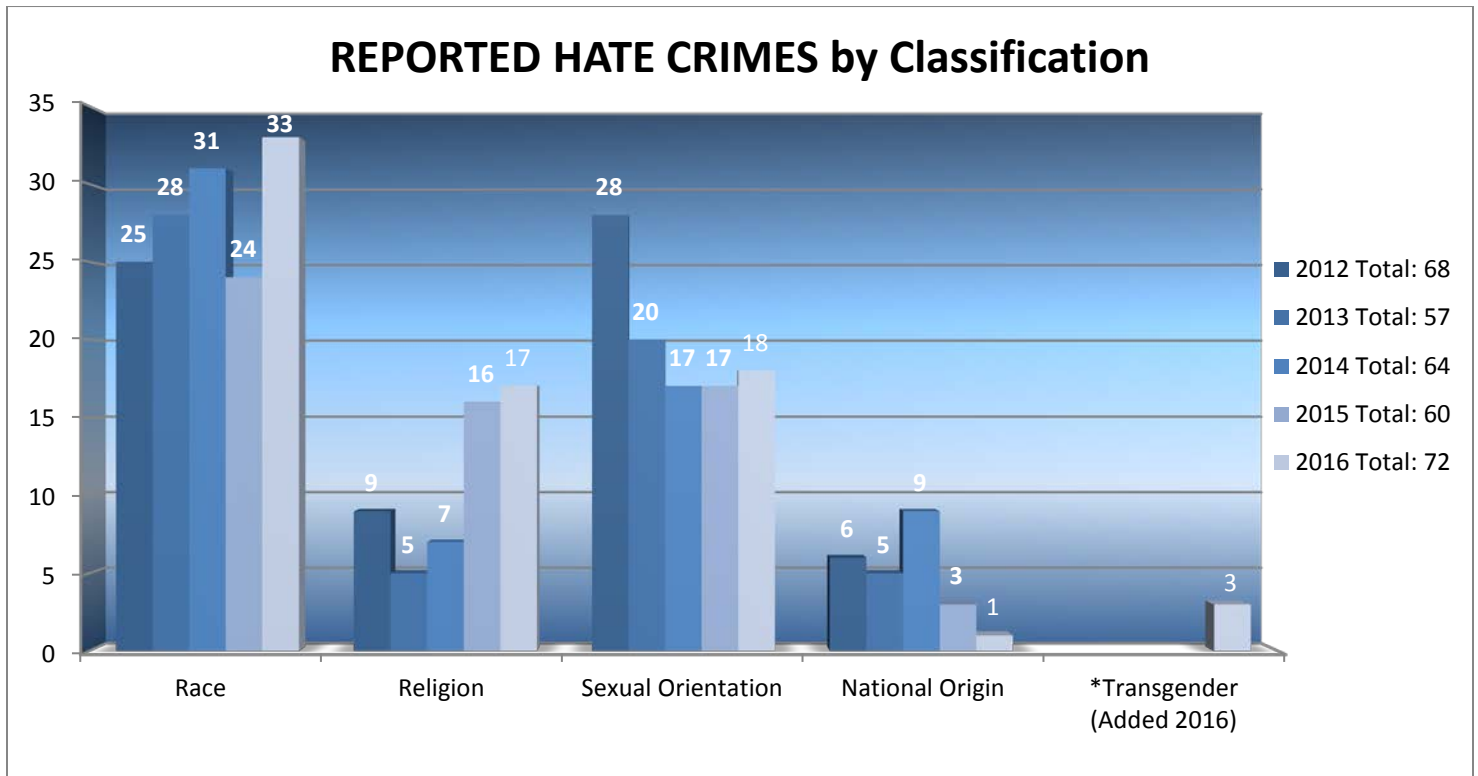
On Sunday morning October 2, Pastor Lozano discovered a swastika and the words "Burn & Kill" written in black marker on the front door of the church. Fortunately, following the FBI training, the church installed a security camera which captured footage of the offender in the act. CPD was soon able to apprehend and arrest the offender who lives a few blocks from the church.

In 2016, there were 72 reported hate crimes in Chicago, an increase of 20% over 2015. Race, religion, and sexual orientation continued to be the most reported categories for hate crime incidents. The charts below provide a more detailed analysis of hate incidents reported to CCHR.

The anti-Muslim messages which were made part of the 2016 presidential campaign led to an increase in reported hate incidents and discrimination against Muslims in the U.S. However in Chicago, the CPD did not report an increase in reported hate crimes against Muslims. In fact, the number of religious based hate crimes remained at 2015 levels.



Reported Hate Crimes 2012-2016



Reported Hate Crimes by Classification

COMMUNITY OUTREACH

The diversity of Chicago makes community outreach a priority for the CCHR, as language and culture often impacts how our message is delivered and its effectiveness. Great steps are taken each year to reach as many communities as possible to inform residents of the services offered by the CCHR. The work is an ongoing effort which includes a variety of methods from workshops and presentations, to attendance at community programs and events. CCHR staff attends over 100 community events and programs annually such as aldermanic ward programs, CAPS meetings, neighborhood festivals, senior events, pow-wows, Iftars, and many, many more.



Photo Courtesy of Chicagotraveler.com



Connecting through the Media

In order to better connect with communities and more broadly promote our services, the CCHR has increased its outreach to the media, particularly radio shows targeting both English and Spanish speaking communities. CCHR staff has been featured on WVON-1690's Matt McGill Morning Show, CAN-TV, Univision, E3 Radio, La Radiola Spanish Radio, and Ramadan Radio and Yahala Radio, which target the Arab and Muslim communities in the Chicagoland area. CCHR staff was also interviewed on Chicago Lighthouse Radio regarding both the Commission's mission and its new disability access regulations. In addition, CCHR's Deputy Commissioner Matt Lango wrote an article on the advantages of filing claims of discrimination with the CCHR which was published in the January issue of the *Illinois Employee Advocate*, a publication directed primarily toward employment attorneys. CCHR staff also appear on television programs that in addition to English, serve the Polish, Arabic, and Spanish speaking communities to provide information on hate crimes and discrimination issues.



Targeted Presentations and Collaborative Efforts

In 2016, the CCHR conducted a significant amount of outreach around the issue of fair housing. For example, in the first half of 2016, the CCHR and the Chicago Housing Authority (CHA) delivered joint monthly trainings on fair housing to owners participating in CHA's Housing Choice Voucher program. CCHR staff also participated in a number of panel discussions on fair housing, particularly during the month of April, "National Fair Housing Month." In addition to presentations directed at both landlords and tenants' rights groups, staff also conducted a fair housing training as part of the City's Community Development Grant Assistance technical assistance sessions for applicants interested in applying for funding.



In addition, throughout 2016, the CCHR continues to participate in a Housing Choice Voucher working group, which consists of approximately 30 members, including representatives from government agencies, housing advocacy groups, public housing agencies and Housing Choice Voucher holders. The purpose of the group is to facilitate different agencies and organizations working together to identify and resolve specific issues related to source of income discrimination.

In the last quarter of 2016, the CCHR worked to greatly increase its outreach through targeted education and presentations on the CCHR's mission, duties, and goals, including presentations and participation in panel discussions before the Chicago Bar Association, the National Employment Lawyers Association, and participation in a workers' rights summit, which included representatives from numerous federal agencies as well as community and workers' rights groups. Finally, the CCHR continues to partner with the Mayor's Office for People with Disabilities, the City's Office of Business Affairs and Consumer Protection, and various business groups to conduct targeted outreach throughout 2017 regarding the CCHR's new disability access regulations.

SPECIAL PROJECTS AND INITIATIVES

Reaching Out in the Face of Hate to Chicago's Muslim Community

In 2016, the CCHR strengthened its engagement efforts in communities that were significantly impacted by the xenophobic inflammatory rhetoric of the U.S. presidential election. In addition to undocumented immigrants, the Muslim community was unfairly targeted as a danger to the country causing U.S. citizens of the Muslim faith increased fear and anxiety. Proposals to ban all Muslims from entering the United States, and accusations of terrorist ties and activities fueled hate and bigotry towards the community.

In response to these hateful acts, the CCHR expanded its outreach efforts to the Muslim community with the goal of counteracting the misinformation and rumors that were being disseminated through various "news" sources, and to build relationships between other groups and the Muslim community. To this end, the CCHR worked with and engaged the Muslim community on a number of programs and initiatives including:

- A press conference with the Southwest Side International Human Relations Council (IHRC) and local activists at the 8th District Police station, bringing community leaders, people of different faiths, and elected officials together to denounce the terrorist actions of ISIS, and to show broad, diverse support for the Muslim community.
- Co-hosted an "On The Table" conversation between Muslim and non-Muslim students with the Council on Arab Islamic Relations (CAIR) to create a safe space for students to talk about attitudes and perceptions that Muslims and non-Muslims have of each other.
- Worked with the International Human Relations Council to unite people of different faiths in celebration of Ramadan with Iftar celebrations at the 8th and 17th Police Districts.
- Conducted extensive outreach to the Muslim community in the wake of the Orlando shootings at the Pulse Nightclub.
- Developed a new partnership with the Muslim Public Affairs Council (MPAC) and served as panelist for its "Empowering Diverse Voices" program hosted by the Muslim Education Center.



Supporting Chicago's Immigrant Community

Similar to the Muslim community, undocumented immigrants were also vilified during the 2016 presidential campaign. The CCHR sought to counter these divisive acts by ratcheting up its outreach to the immigrant community to ensure residents of the mayor's commitment for Chicago to remain a sanctuary city, and provide information about CCHR services. Some of these outreach efforts included presentations to the staff and clients of the National Immigrant Justice Center (NIJC), Latin United Community Housing Association (LUCHA), and Apna Ghar.

Creation of TRUST Collective-Chicago

In July, in the wake of the fatal shootings at the Pulse Nightclub, an LGBTQ nightclub in Orlando, Florida, CCHR convened a group of 25-30 civically engaged leaders who identify as Latino, Muslim, and/or LGBTQ, the three groups that were the most impacted by this tragedy. This meeting led to the creation of a new independent entity, the TRUST Collective-Chicago. The objective of TRUST (Transforming, Respecting, Unifying,

Striving, and Teaching) is to bridge, respect, support, and foster relationships across the Chicago area toward building a unified front and reducing targeted violence and discrimination. The TRUST Collective's first event was a meet and greet in October with Christiane Taubira, French politician and France's former Minister of Justice, where the CCHR and the TRUST Collective were able to discuss how the organizations are working together to educate ourselves and others about bias and discrimination, and create opportunities for different communities to come together in dialogue. The TRUST Collective has also participated in several action town hall forums on LGBTQ rights, hate crimes, and gun violence.



COMMUNITY VOICES

Board of Commissioners

The CCHR Board of Commissioners serves as the public leadership and community voice of the department. The board receives reports on the work of the department from staff, and provides valuable input on how to improve our service to the public. The board also reviews and recommends policies to address issues of discrimination and prejudice. Finally, the board makes the final rulings in all fully litigated discrimination cases after reviewing the recommended ruling of the hearing officer who conducted the administrative hearing. The board may adopt the hearing officer's recommendation in full, reject or modify it consistent with applicable law, or remand the case for further hearing. In 2016, the Board of Commissioners made rulings in seven discrimination cases.



Equity Council

The CCHR Advisory Council on Equity is comprised of community leaders appointed by the mayor from Chicago's African descendant, Arab, Asian, and Latino communities. The council works with the CCHR to address practices that have a discriminatory impact on their communities, and its members serve as liaisons between city government and the community to promote cooperation and enhance services. The council works across cultural and ethnic lines to foster improved human relations and fight discrimination against all Chicago residents.





Veterans Council

The Veterans Advisory Council continues to serve as a voice for Chicago's veterans through its efforts to advocate for improved services, resources, and support for the men and women who served our country. Members of the council represent a wide array of veterans' organizations and every branch of the military. The Council meets monthly to discuss issues and concerns while sharing valuable information about new programs and initiatives to benefit the city's veterans. The council also participates in numerous events and programs throughout the year to support veterans' causes, and to disseminate information about city services available to veterans and their families.

Neighborhood Task Forces

Over the years, the CCHR has developed a strong network of community partners who have been instrumental in helping to provide support for victims of hate crimes, and working with the CCHR to quell community tensions that arise in their neighborhoods. These partnerships have flourished, and served as the foundations for the creation of several Human Relations task forces across the city. Some of these task forces have continued to thrive, becoming their own independent community organizations, such as the International Human Relations Council, Unity in Diversity, and the North Side Task Force. Each one continues to work hand in hand with the CCHR to foster peace and unity throughout their respective communities, and to serve as a ready source of assistance to the CCHR to combat hate crimes and respond to community tensions.



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