

City of Charlottesville
Human Rights Commission
&
Office of Human Rights
Calendar Year 2022 Annual Report

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**Human Rights Commission & Office of Human Rights
CY2022 Annual Report
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1. Introduction

This report will present the goals and strategies identified by the Human Rights Commission and show how the actions taken by the Human Rights Commission and Office of Human Rights in CY2022 align with the roles and responsibilities specified in the Charlottesville Human Rights Ordinance (Code of the City of Charlottesville Chapter 2, Article XV).

The Charlottesville Human Rights Commission (HRC) in partnership with the Office of Human Rights (OHR) acts as a strong advocate for justice and equal opportunity by providing citywide leadership and guidance in the area of civil rights. The Charlottesville Human Rights Ordinance (CHRO) outlines the roles, duties, and responsibilities of the HRC and the OHR. Per Sec. 2-433 of the CHRO, following the passage of the amended Ordinance on February 1, 2021, it is the role of the HRC and OHR to:

- a) *Assist individuals who believe they are the victim of an act of unlawful discrimination within the City.*
- b) *Collaborate with the public and private sectors for the purpose of providing awareness, education, and guidance on methods to prevent and eliminate discrimination citywide.*
- c) *Identify and review policies and practices of the City of Charlottesville and its boards and commissions and other public agencies within the City and advise those bodies on issues related to human rights issues.*
- d) *Seek work share agreements with the Equal Employment Opportunity Commission (“FEPA”) and the Department of Housing and Urban Development (“HUD-FHAP”) to conduct investigations of employment and housing discrimination on their behalf, and enter into such agreement(s) subject to approval of City Council upon a finding that the agreement(s) would be in the best interest of the City.*
- e) *Make recommendations regarding the City’s annual legislative program, with an emphasis on enabling legislation that may be needed to implement programs and policies that will address discrimination.*
- f) *Prepare recommendations to policies and procedures the Commission believes are necessary for the performance of the roles, duties and responsibilities assigned to the Commission within this article, and for modifications or operating procedures approved by City Council.*

As required by Sec. 2-441 of the CHRO, the following report provides details of the work of the HRC and OHR during calendar year 2022 (CY2022).

1.1. Report Structure

This report is organized into sections following each role of the Human Rights Commission as listed in Sec. 2-433. (a-f) of the CHRO. Some sections will feature work from both the HRC and OHR, while other sections will feature the work of only one entity. Although the CHRO was once again amended on November 21, 2022, this report will follow the version of the Ordinance adopted on February 1, 2021.

The HRC and OHR are committed to improving accessibility to information about their work. This report has been made accessible for the visually impaired, and it uses plain language as often as possible to ensure its contents are understandable. Alternative text is included for graphs, charts, and some tables that may not be accessible for the visually impaired. Upon request, the OHR can provide additional information or clarification for graphics that are not accessible. Technical terms used in this report are defined in the attached **CY2022 OHR Data Dictionary (Attachment 1)**.

In previous years, data and information within the annual report was also found in the Human Rights Department Scorecard on the City website. The City is in the process of discontinuing the Department Scorecard system; therefore, the Human Rights scorecard has not been updated with CY2022 data.

City Councilors and members of the public are encouraged to contact OHR staff with any questions about the contents of the report or for more information about the services provided by the HRC and OHR.

1.2. HRC Overview

In January 2022, the HRC elected Jessica Harris as Chair and Ernest Chambers as Vice Chair. Commissioners held their annual retreat on April 23, 2022, during which they identified the focus areas listed below for their work in 2022. This report will reference these focus areas when they align with the actions taken by the HRC in 2022.

- 1) **Housing Equity Assessment** [City Code Article XV. Sec. 2-435, 2-433(a), 2-433(b), & 2-433(d)]
 - a) Assess the state of Emergency, Transitional, and Deeply Affordable housing
 - b) Assess the state of the Continuum of Care for people experiencing homelessness
 - i) Review wrap-around services that support access to housing
 - (1) Mental Health Support
 - (2) Substance Use Recovery Support
 - c) Test Fair Housing compliance within the Charlottesville housing market
 - i) Potentially partner with Housing Opportunities Made Equal (HOME)
 - d) Continue to pursue Fair Housing Assistance Program (FHAP) workshare with HUD
 - i) Coinciding with an increase in OHR staffing (see focus area 4)
 - e) Provide recommendations to Council based on the above assessments
- 2) **Community Engagement** [City Code Article XV. Sec. 2-433(b) & Sec. 2-434]
 - a) Listen to community member concerns
 - i) Town Hall meetings
 - ii) In-person events
 - b) Share information about HRC initiatives with community members
 - i) In-person events
 - ii) Social media
 - c) Collaborate with other groups doing related work
 - i) Commissioners will engage with other City boards and commissions
 - ii) Commissioners will engage local community groups and organizations
 - d) Provide recommendations to Council to improve community access to public meetings
- 3) **Equity in City Government Review** [City Code Article XV. Sec. 2-433(c) & Sec. 2-435]
 - a) Engage with the Charlottesville Police Department and Police Civilian Oversight Board (PCOB)
 - b) Review City Council's equity priorities and encourage accountability and follow-through
 - c) Review City budgeting priorities through an equity lens
 - d) Provide recommendations to Council regarding potential actions resulting from the above.
- 4) **Human Rights Commission (HRC) and Office of Human Rights (OHR) Capacity Expansion** [City Code Article XV. Sec. 2-433(a), 2-433(f), 2-434, & 2-435]
 - a) Advocate for adequate staffing in the OHR
 - i) Demonstrate to City Council the need to add an Investigator and potentially an Intake Counselor to OHR staff, as a pre-requisite for fulfilling City Code Article XV. Sec. 2-433(d)

- b) Explore opportunities for Commissioners to engage in training and workshops that enhance understanding of human rights, equity, diversity, and inclusion

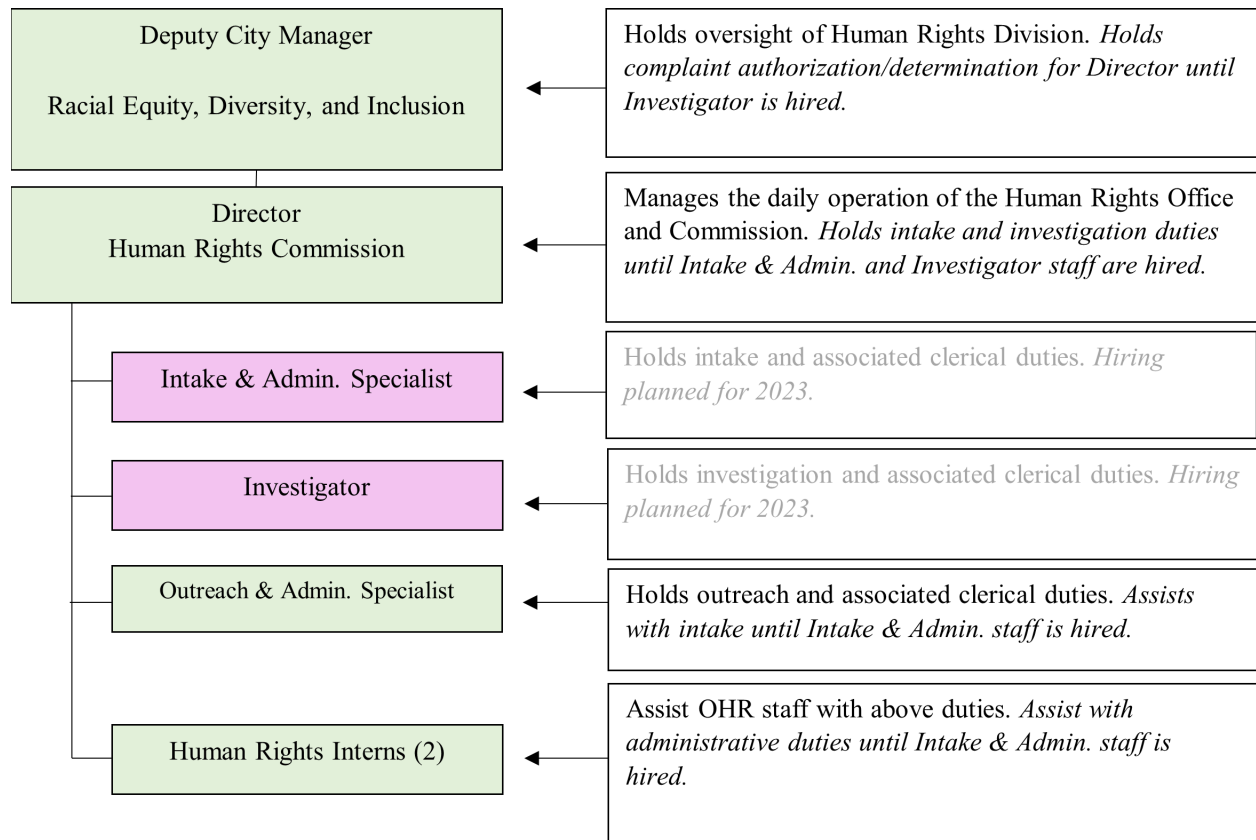
The following is a list of the key actions and takeaways from the work of the HRC during the year.

Key HRC Actions and Takeaways
<ul style="list-style-type: none">• No cases of discrimination required the HRC to hold a public hearing in CY2022 (report section 2.1.).• The HRC engaged in four actions aligned with Sec. 2-433. (b) of the CHRO including one community event, one public discussion, and two public polls (report section 3.1.).• The HRC engaged in six actions aligned with Sec. 2-433. (c) of the CHRO including two Council recommendations, two HRC resolutions, and two public discussions (report section 4.).• As a further step toward pursuing a FHAP workshare, as set forth by Sec. 2-433. (d) of the CHRO, the HRC adopted amendments to the CHRO for recommendation to City Council. The amendments were adopted by City Council on 11/21/2022 (report section 5.1.).• As directed by Sec. 2-433. (e) of the CHRO, the HRC made legislative recommendations to Council related to housing equity, transportation equity and accessibility, health and food equity, and equity in law enforcement (report section 6.).• Per Sec. 2-433. (f) of the CRHO, the HRC reviewed and amended its internal Rules and Procedures to redefine a quorum as the majority of serving members. The HRC also adopted recommendations for changes to the CRHO that improved the organization of the ordinance and clarified enforcement procedures for all protected activities (report section 7.).

1.3. OHR Overview

During CY2022, the OHR continued to see a significant rise in engagement with community members. Throughout 2022, the OHR remained open to walk-in and in-person appointments. Victoria McCullough began work as the full-time Community Outreach Specialist on March 28, 2022. Victoria managed all community outreach-related activities for the OHR and assisted the HRC Director with daily intake for individual services. Paid interns Lily Gates and Ginny Helmandollar also continued work at the OHR after beginning in the summer of 2021. Contributing a combined average of 12 hours per week, Ginny and Lily perform essential, highly specialized tasks including managing our individual service provision data collection system, preparing minutes for the HRC, and a variety of other writing and editing duties that support the work of both the HRC and OHR.

The chart below shows the organizational structure of the OHR during CY2022, as well as the general responsibilities of each position and intended hires for 2023:



The following is a list of the main takeaways and trends observed from the work data of the OHR during CY2022. Detailed information regarding this work and additional actions are found in the body of this report, and the relevant report sections are noted in parentheses after each bulleted item.

Key OHR Takeaways and Observed Trends
<ul style="list-style-type: none">• In CY2022, the OHR received 3,253 incoming contacts: more incoming contacts than during any previous year in the OHR’s history and over 60% more incoming contacts than in CY2021 (report section 2.2.1.).• In CY2022, the OHR received 67 new inquiries and complaints originating in Charlottesville (report section 2.2.2.).• Over the past five years, housing was the most often identified protected activity in inquiries and complaints received by the OHR (report section 2.2.3.).• Over the past five years, race was the most frequently identified protected class in combined inquiries and complaints received by the OHR (report section 2.2.4.).• Over the past five years, race was the most often identified protected class in employment discrimination complaints (report section 2.2.5.).• Over the past five years, disability was the most often identified protected class in housing discrimination complaints (report section 2.2.5.).• In CY2022, 2,501 or 58% of total incoming and outgoing contacts were classified as navigation contacts, meaning that the service provided was related to something other than a jurisdictional allegation of discrimination (report section 2.2.6.).• Most referrals to other service providers in CY2021 involving a housing concern did not include an allegation of housing discrimination; more frequently, an individual sought assistance with rent or deposit relief, housing navigation, utility relief, or homelessness (report section 2.2.7.)• During CY2022, the OHR had 15 open complaint cases, 9 of which were opened in 2022 (report section 2.2.8.).• In CY2022, OHR staff engaged in a total of 160 community outreach activities (report section 3.2.1.).• The OHR partnered with 57 collaborators in CY2022 to organize outreach events, develop referral networks for individuals seeking services, and lead discussion in projects that serve people who engage in protected activities and/or are members of protected classes.• Hiring an Intake & Administrative Specialist and an Investigator in CY2023 will be crucial steps toward efficiently and effectively handling the ever-increasing volume of inquiries and complaints received by the OHR.

2. Charlottesville Human Rights Ordinance Sec. 2-433. (a)

Sec. 2-433. (a) Assist individuals who believe they are the victim of an act of unlawful discrimination within the City.

2.1. Sec. 2-433. (a) HRC Actions

Key OHR Takeaways and Observed Trends
No cases of discrimination required the HRC to hold a public hearing in CY2022.

When considering individual complaints of discrimination, the HRC’s primary role is to hold public hearings, as explained in *Sec. 2-439.1. Enforcement Authority – The Role of the Commission*. In the history of the HRC, only one complaint has required the HRC to hold a public hearing.

2.2. Sec. 2-433. (a) OHR Actions

Most activities involving individual assistance rest with the OHR under *Sec. 2-437. Duties and responsibilities – Investigation of individual complaints and issuance of findings*. Individual service provision remains the primary function of the OHR. Compared to previous years, the OHR experienced a significant increase in daily contacts assisting individuals seeking services. The following data is an overview of trends in service provision to individuals. Since 2018, the OHR has used a consistent data collection process and classification system. Any referenced data prior to 2018 has been reanalyzed and redistributed into current categories for ease of comparison. The OHR CY2022 Individual **Service Provision Data table (Attachment 2)** provides detailed individual service data by month.

2.2.1. Total Incoming Contacts

Key OHR Takeaways and Observed Trends

In CY2022, the OHR received 3,253 incoming contacts: more incoming contacts than during any previous year in the OHR's history and over 60% more incoming contacts than in CY2021

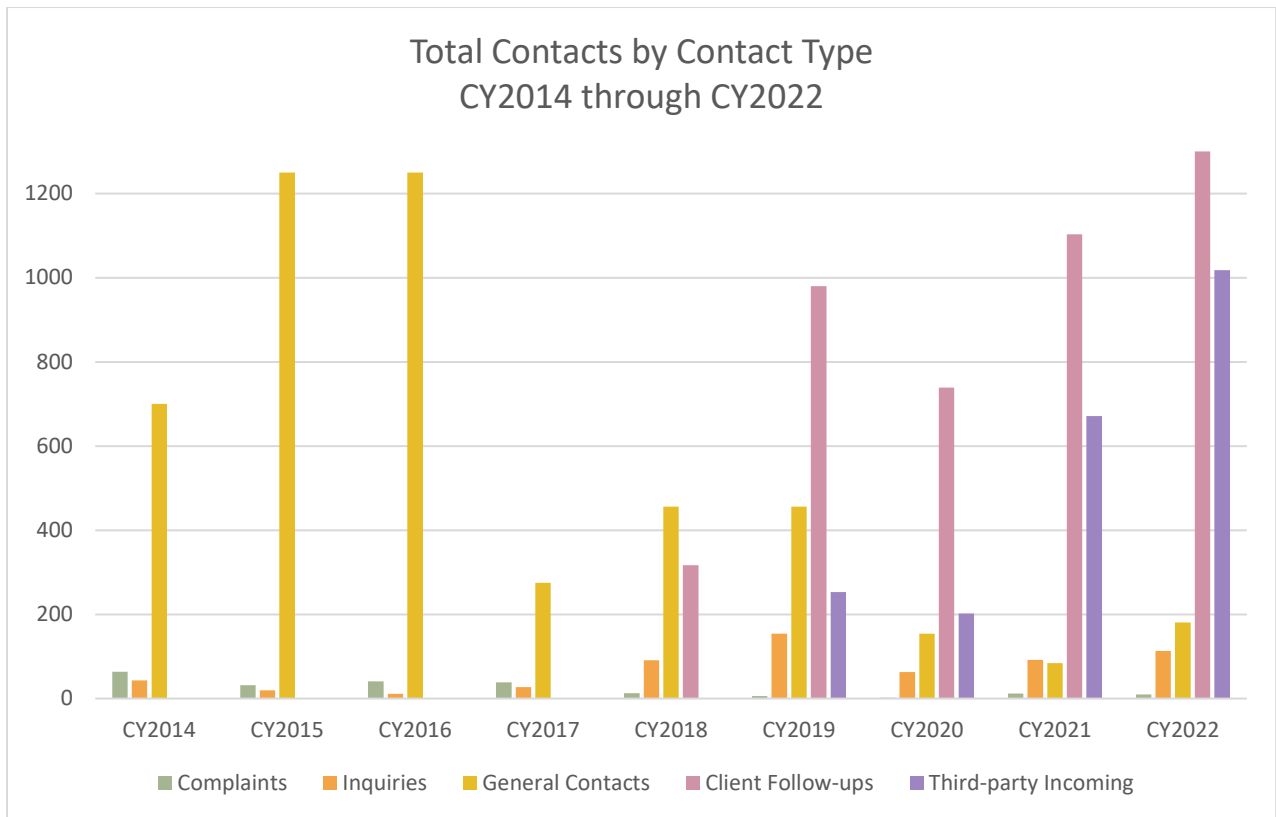
The Office received an average of 13 incoming contacts per day for the full year. During CY2022, the OHR received the following number of incoming contact types:

Contact Type	Total Number
New Complaints	10
New Inquiries	113
Client Follow-ups	1,931
General Contacts	181
Third Party Incoming	1,018
<i>Total Incoming Contacts</i>	<i>3,253</i>

When comparing the total number of incoming contacts for 2022 to previous years, it is significant to note that CY2022 had over 60% more total incoming contacts than the previous year:

Year	Total Incoming Contacts
2014	107
2015	752
2016	1,302
2017	1,316
2018	696
2019	1,849
2020	1,159
2021	1,962
2022	3,253

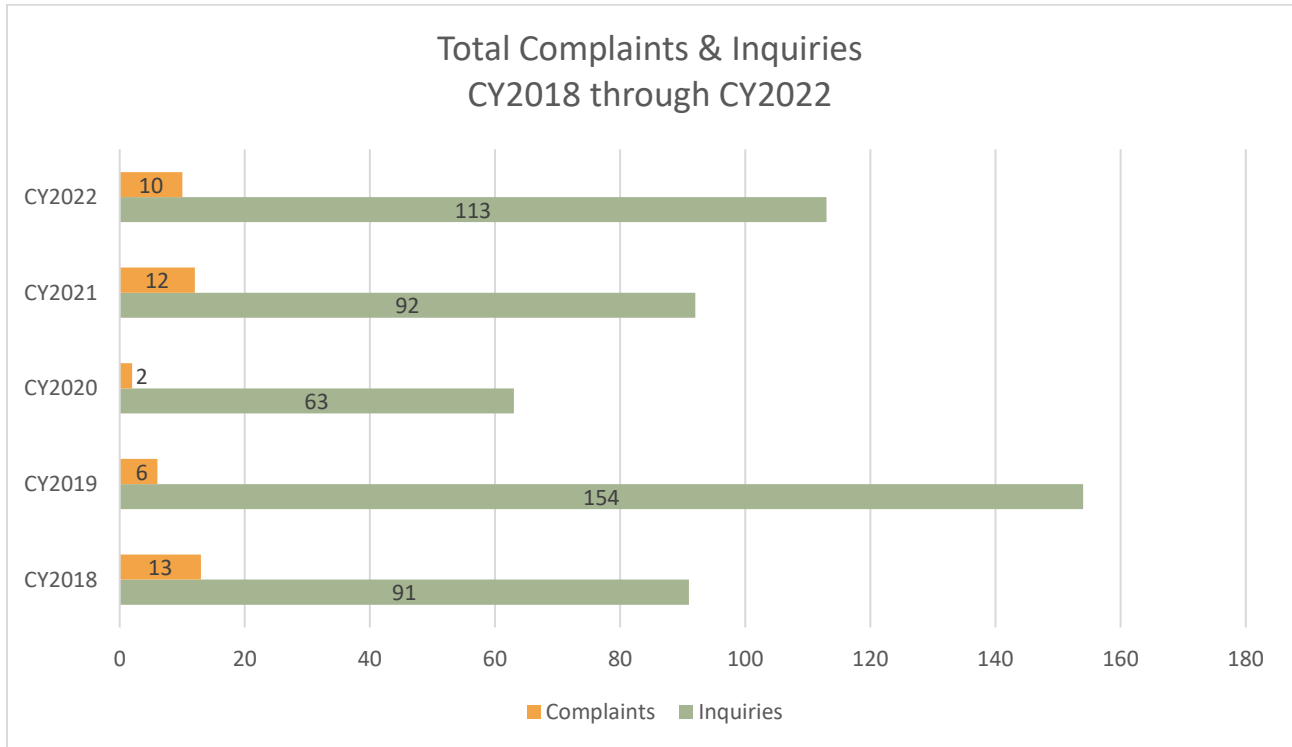
The graph below depicts a breakdown by contact type over the past nine years:



It is important to note the difference between a complaint and an inquiry. A **complaint** is an incoming contact in which an individual wishes to pursue action regarding an allegation of discrimination that falls within the jurisdiction of the OHR, as defined by the CRHO. An **inquiry** is an incoming contact involving services provided to an individual by the OHR *and/or* an individual allegation of discrimination that falls outside the jurisdiction of the OHR, as defined by the CHRO. The **CY2022 OHR Data Dictionary (Attachment 1)** provides detailed definitions for all contact types.

Data pertaining to CY2014 complaints were reviewed by jurisdiction, and contacts listed as complaints that fell outside the jurisdiction of the OHR were reclassified as inquiries. The number of client follow-ups and general contacts is much higher than the number of inquiries and complaints received each year, so inquiries and complaints for some years are not visible in the chart above.

The chart below isolates the number of inquiries and complaints received over the past five years, highlighting that the OHR receives far more inquiries than formal complaints:



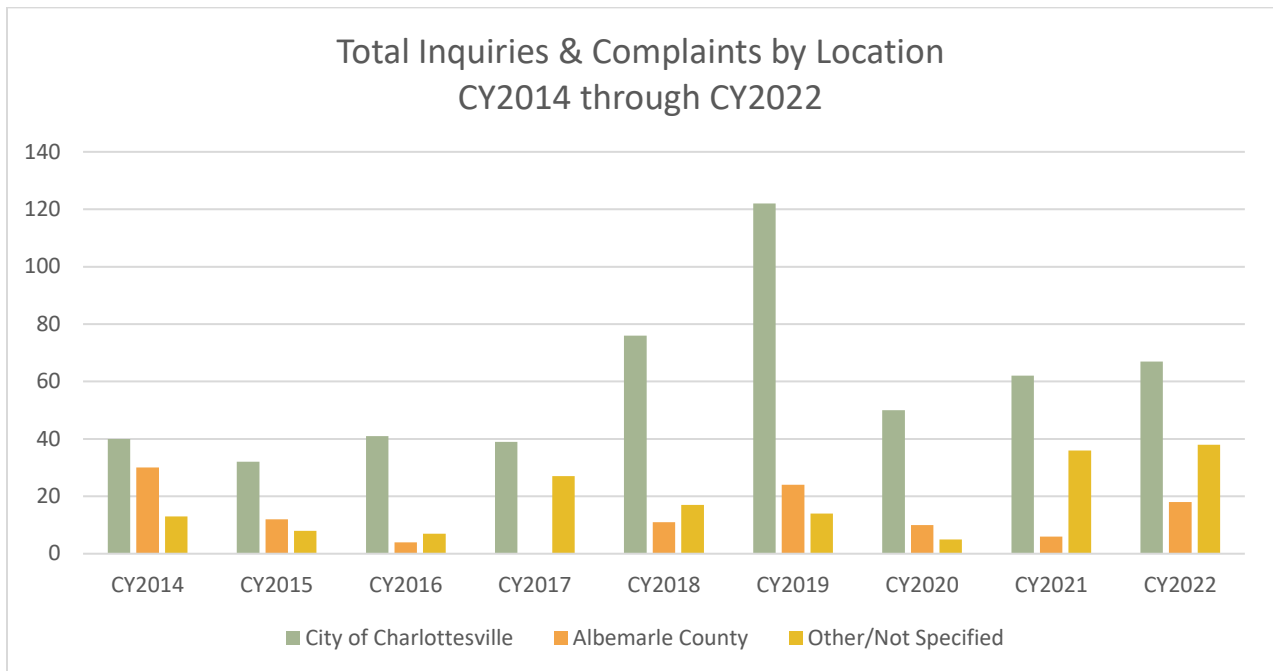
2.2.2. Total Inquiries and Complaints by Location

Key OHR Takeaways and Observed Trends

In CY2022, the OHR received 67 new inquiries and complaints originating in Charlottesville.

Despite fluctuations in the volume of inquiries and complaints, most inquiries and complaints received by the OHR over the last five years involved a concern that occurred in Charlottesville. The CHRO only authorizes the HRC and OHR to process formal complaints of discrimination that originate in Charlottesville. Given that the OHR regularly receives inquiries from Albemarle County and beyond, this may demonstrate an unmet need for services outside of Charlottesville. The OHR refers such inquiries to the appropriate service provider and/or state or federal agency.

The chart below shows the combined number of inquiries and complaints originating in Charlottesville, Albemarle County, or a different or unspecified locality since CY2014:



2.2.3. Total Inquiries and Complaints by Protected Activity

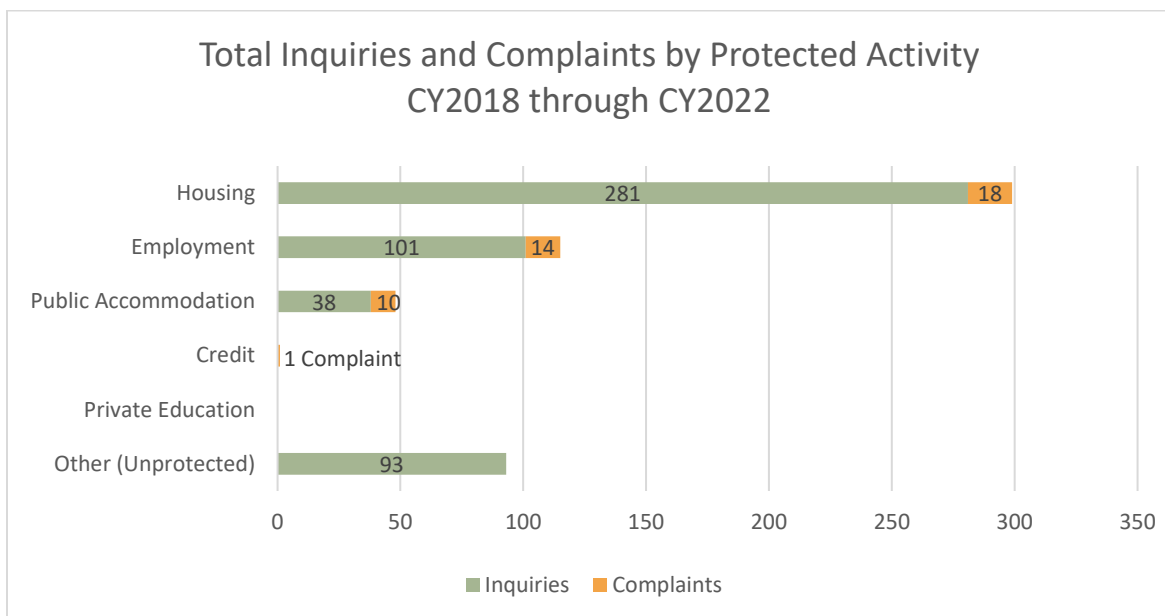
Key OHR Takeaways and Observed Trends

Over the past five years, housing was the most often identified protected activity in inquiries and complaints received by the OHR.

In CY2022, the OHR received a total of 113 contacts classified as inquiries and 10 contacts classified as complaints within the protected activities of Housing, Employment, Public Accommodation, Credit, and Private Education. The table below shows the total number of inquiries and complaints by protected activity in CY2022:

Protected Activity	Total Inquiries	Total Complaints
Housing	59	4
Employment	22	3
Public Accom.	12	3
Credit	0	0
Private Education	0	0
Other (Unprotected)	20	N/A

The chart below shows a summary of the protected activities identified in inquiries and complaints received by the OHR from CY2018 through CY2022. Housing is the most often identified protected activity in inquiries received by the OHR, followed by Employment and Public Accommodation:

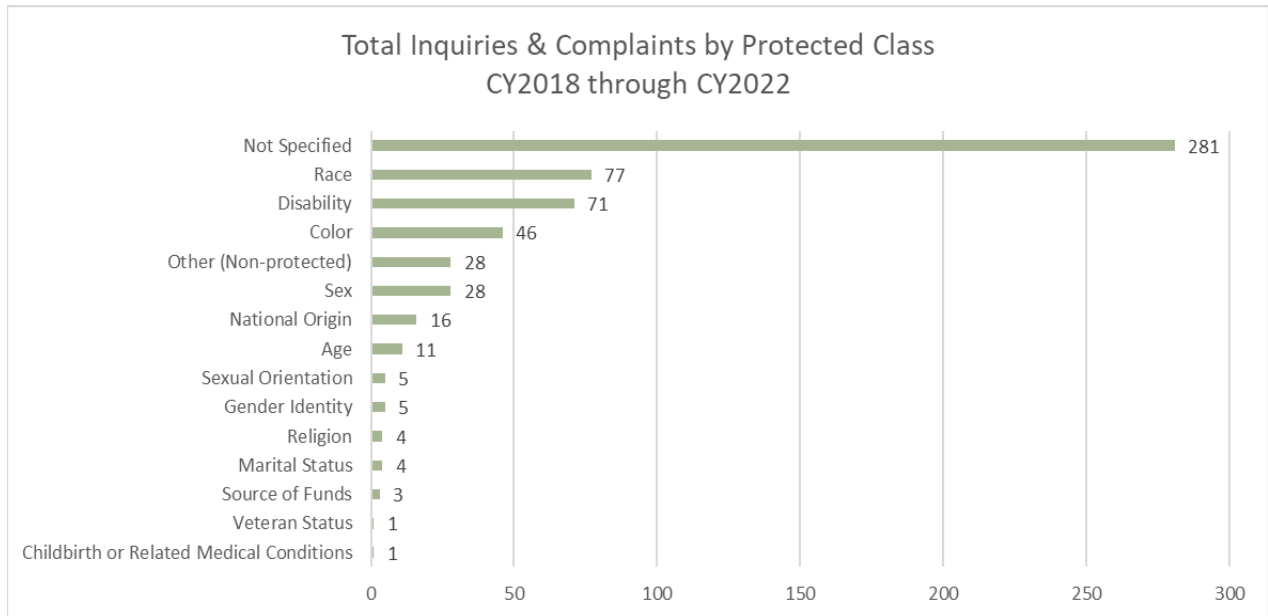


2.2.4. Total Combined Inquiries and Complaints by Protected Class

Key OHR Takeaways and Observed Trends

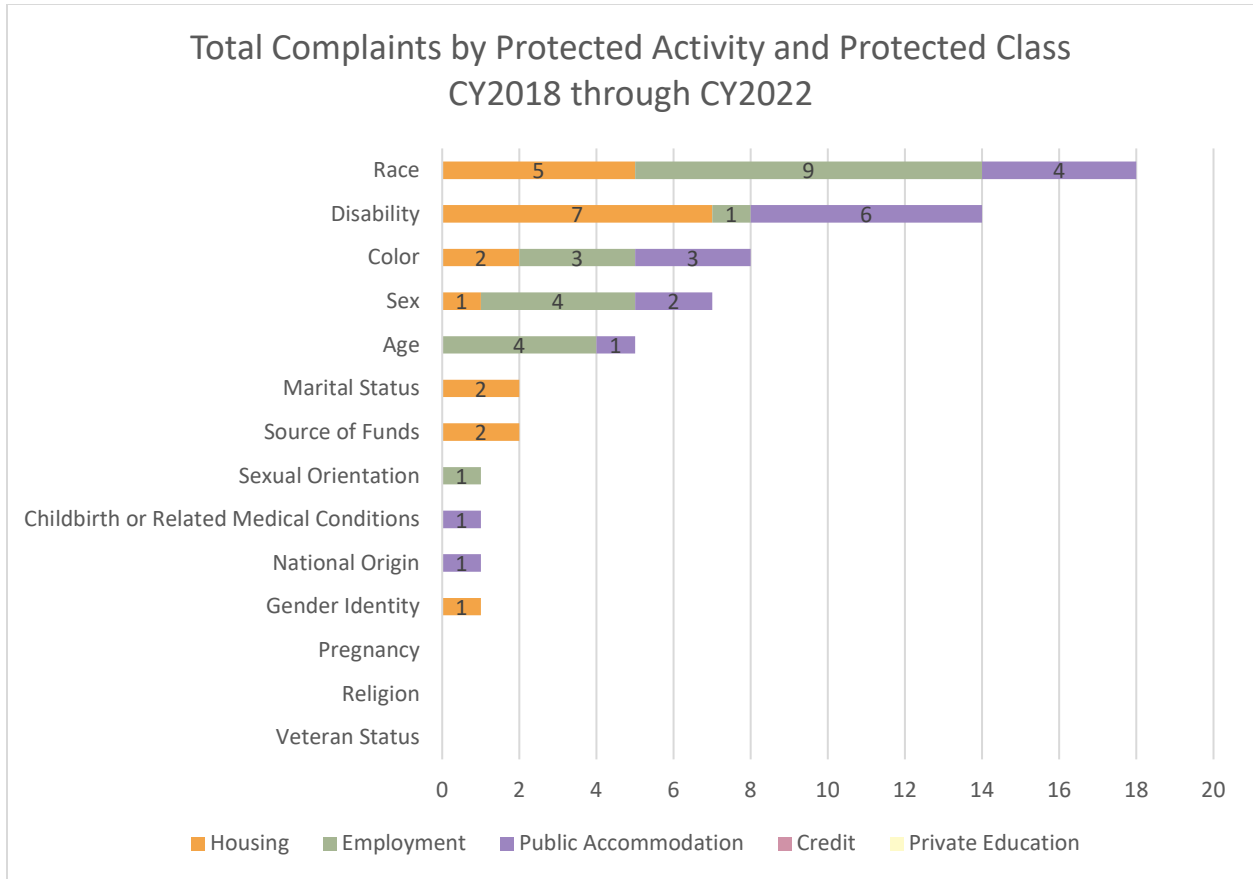
Over the past five years, race was the most frequently identified protected class in all inquiries and complaints received by the OHR.

The chart below shows a summary of the protected classes identified in inquiries and complaints received by the OHR, from CY2018 through CY2022. Race was the most often identified protected activity in inquiries and complaints received by the OHR, followed by disability and color.



2.2.5. Total Complaints by Protected Activity and Protected Class

The following chart isolates total complaints broken down by protected activity and protected class. Race is by far the most often identified protected activity in complaints of employment discrimination received by the OHR. In housing complaints, however, disability is more frequently identified:



In 2022, there were 6 cases of housing discrimination, 2 cases of employment discrimination, and 1 case of public accommodation discrimination. For a summary of case statuses in CY2022, please refer to section 2.2.8. *Status of Complaint Cases During the Calendar Year* of this report.

Note that an individual may identify multiple protected classes when filing a complaint, so the total number of identified protected classes is larger than the total number of complaints.

2.2.6. Services Provided Through Individual Contacts

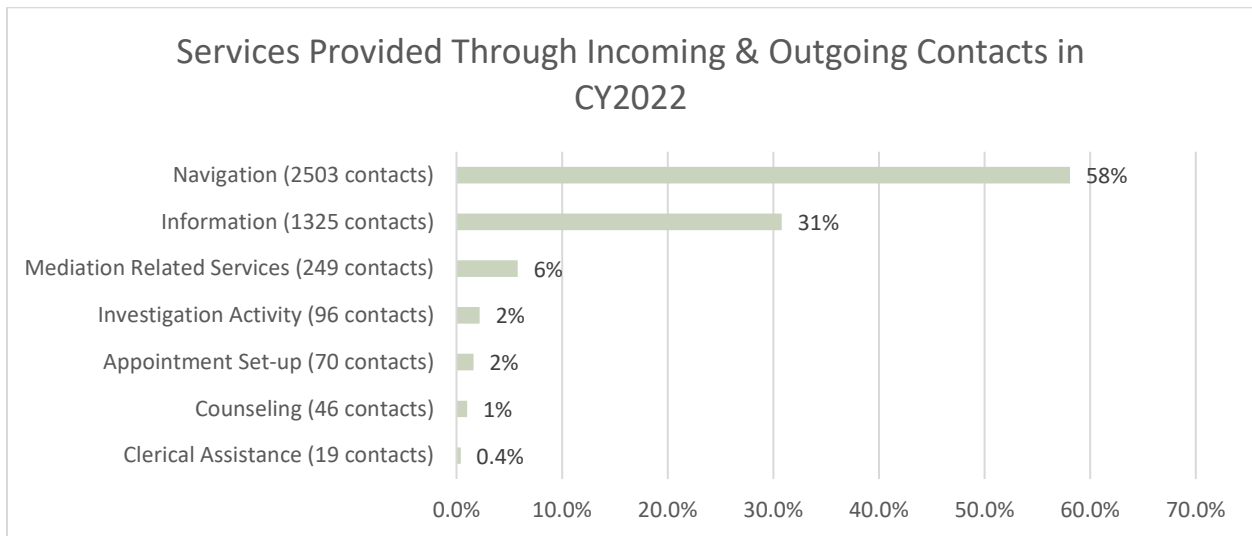
Key OHR Takeaways and Observed Trends

In CY2022, 2,503 or 58% of total incoming and outgoing contacts were classified as navigation contacts, meaning that the service provided was related to something other than a jurisdictional allegation of discrimination.

In CY2022, the OHR provided services through 4,308 incoming and outgoing contacts. Contacts were classified by the primary services of Appointment Set-up, Clerical Assistance, Counseling, Information, Investigation Activity, Mediation-Related Services, and Navigation.

Service provision and community outreach contacts are tracked in separate systems. Community outreach data for CY2022 is examined in Section 3.2. of this report.

The chart below shows the total number of service contacts by type and percentage of total services provided in CY2022:



Navigation is a new service provision classification created this year. Navigation refers to individual service provision which does not involve a jurisdictional complaint of discrimination but may include referrals to other service providers, assistance with accessing services or communicating with other agencies, or clerical support. The high number of Navigation contacts may be indicative of gaps in housing and mental health services available in the community. Many of the people seeking navigational supports present with untreated mental health and substance use challenges coupled with difficulties finding or maintaining housing. In CY2023, the OHR will further refine data collection to track time spent by staff on Navigation contacts and to classify the primary service provided through contacts logged as Navigation.

2.2.7. Referrals to Other Services

Key OHR Takeaways and Observed Trends
Most referrals to other service providers in CY2022 involving a housing concern did not include an allegation of housing discrimination; more frequently, an individual sought assistance with rent or deposit relief, housing navigation, utility relief, or homelessness.

When individuals seek assistance from the OHR for services that the OHR cannot provide, staff attempt to connect the individual to the most appropriate service provider. Listed below are the five primary service providers most closely related to the services provided by the OHR. Most referrals from the OHR are to agencies other than the primary five service providers and are classified as “Other”:

AGOCR (VA Attorney General’s Office of Civil Rights): Individuals are referred to the AGOCR for employment and public accommodations cases that are outside the jurisdiction of the Office of Human Rights, as defined by state and federal law and the CHRO. In some situations, the OHR will refer cases to the AGOCR when the individual seeks a resolution that requires civil action, as the AGOCR partners with the EEOC, which can issue a right to sue letter for civil action in federal court for employment discrimination cases.

EEOC (Equal Employment Opportunity Commission): Individuals are referred to the EEOC for employment discrimination cases that are outside the jurisdiction of the Office of Human Rights, as defined by state and federal law and the CHRO.

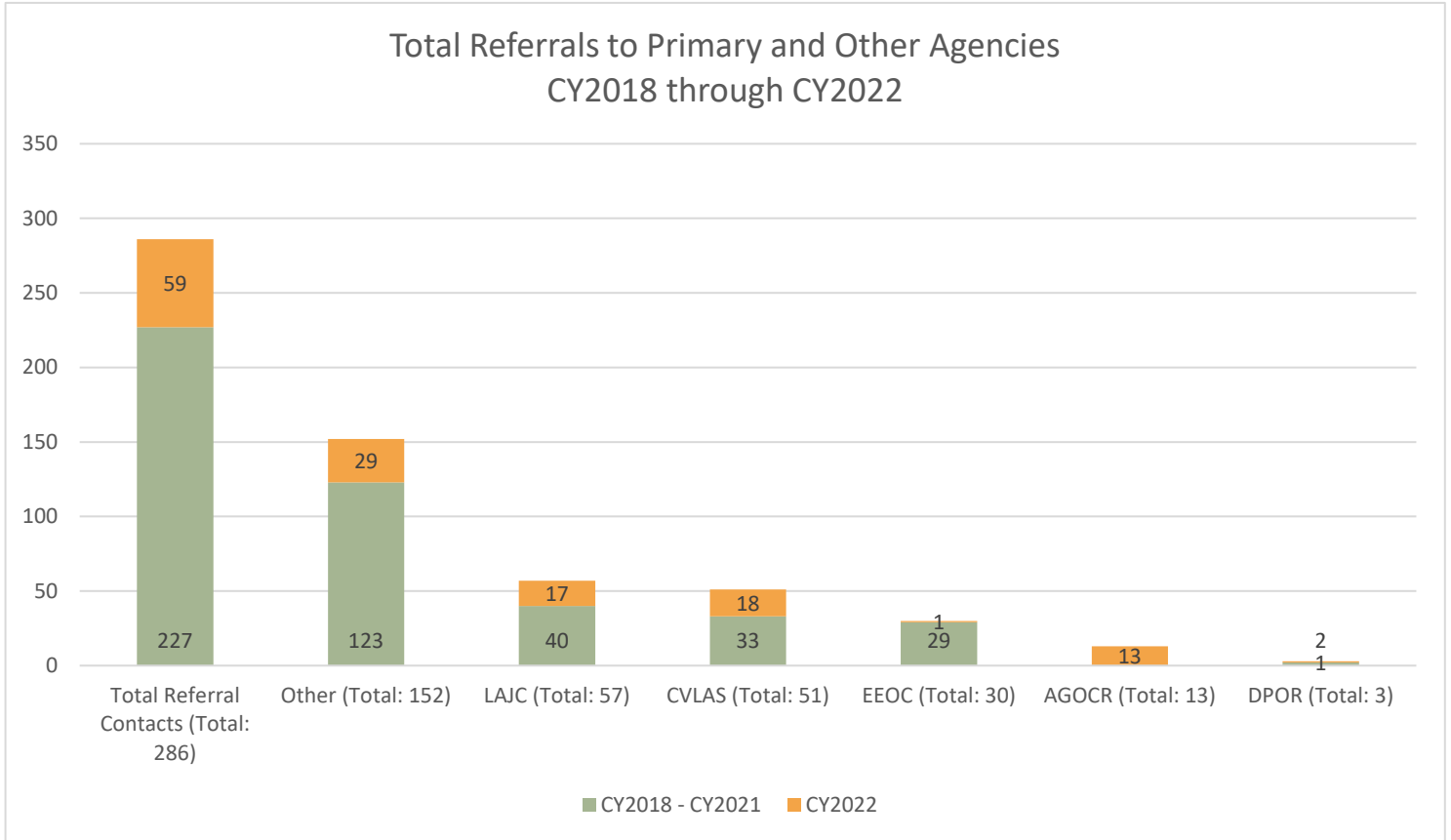
DPOR (Department of Professional and Occupational Regulation): Individuals are referred to DPOR for formal fair housing discrimination investigations when the complainant expressly seeks civil action against the respondent. This is a state government department that includes the Virginia Fair Housing Office.

CVLAS (Central Virginia Legal Aid Society): Individuals are referred to CVLAS for assistance with a variety of legal issues raised during intake, often pertaining to the protected activities identified in the CHRO. In some cases, individuals have simultaneous cases with CVLAS and the Office of Human Rights.

LAJC (Legal Aid Justice Center): Individuals are referred to LAJC for assistance with a variety of legal issues raised during intake, often pertaining to the protected activities identified in the CHRO. In some cases, individuals have simultaneous cases with LAJC and the Office of Human Rights.

Other: The OHR refers individuals to a wide variety of other agencies and offices depending on their specific concerns.

Most referrals over the past five years having been to agencies other than the primary five listed above, as shown in the chart below. Note that some referral contacts resulted in referrals to more than one agency or service provider; therefore, the number of “Total Referral Contacts” is fewer than the sum of all referrals to the five primary agencies and “Other” agencies.



Below is a list of agencies that fall into the "Other" referral category. These agencies were determined by staff during CY2022 to be a viable option for some people seeking assistance. Note that some individuals were referred to several of these organizations following a single contact with the OHR.

The organizations listed below received one or more referrals in CY2022:

- Adult Protective Services
- Alcoholic Beverage Control (ABC) Authority
- Alliance for Interfaith Ministries (AIM)
- Charlottesville Supplemental Rental Assistance Program (CSRAP)
- Community Resource Hotline
- Department of Behavioral Health and Developmental Services (DBHDS) Regional Advocate
- Disability Law Center
- Financial Opportunity Center
- Home to Hope
- Homeless Intake Line
- Housing Hub
- Human Services
- Latinos in VA
- Piedmont Housing Alliance
- ReadyKids
- Region 10 Intake Line
- Sexual Assault Resource Agency (SARA)
- Shelter for Help in Emergency (SHE)
- Sin Barreras
- United Way of Greater Charlottesville
- UVA Innocence Project
- UVA Maxine Platzner Lynn Women's Center Free Legal Clinic
- UVA Office for Equal Opportunity and Civil Rights
- Veterans Rideshare Program
- Virginia Lawyer Referral Service

Most referrals over the past five years were to agencies other than the five identified primary agencies. This is due in part to the number of housing inquiries involving individuals who, rather than alleging housing discrimination, sought assistance with rent or deposit relief, housing navigation, utility relief, or homelessness.

The OHR referred to the AGOCR 13 times during 2022. In previous years, the AGOCR referrals were classified as "Other" and were not counted in the primary service provider referrals. For this reason, the OHR does not have comparative data from CY2018-2021 for the number of referrals to the AGOCR. In recognition of the value of having counts for referrals to all service providers, starting in CY2023, the OHR will report the total number of contacts for all agencies in a year, including those currently listed as "Other."

2.2.8. Status of Complaint Cases During the Calendar Year

Key OHR Takeaways and Observed Trends
During CY2022, the OHR had 15 open complaint cases, 9 of which were opened in 2022.

Since 2021, the OHR has had an active contract with the third-party mediation firm Resolute Mediation and Arbitration, Inc (RMA). Adequate OHR staffing and maintaining an active contract with a third-party licensed mediator are necessary for effective and efficient complaint resolution. In August 2022, City Council approved funding for hiring an Intake & Administrative Specialist and an Investigator. Filling these positions in 2023 will be an important step toward a sustainable organizational structure for the OHR.

The table below shows the year-end status of open complaint cases during CY2022:

Case #	Protected Activity	Protected Class(es)	Year-end Status
2020-2	Housing	Race	Mediation reached impasse.
2021-2	Employment	Race	Resolution reached through mediation.
2021-4	Employment	Sex	Investigation ongoing.
2021-5	Employment	Sexual Orientation, Race	Investigation ongoing.
2021-11	Housing	Disability	Resolution reached through mediation.
2021-12	Housing	Disability	Administratively closed after no response from complainant.
2022-1	Housing	Disability	Resolution reached through mediation.
2022-2	Housing	Race, Skin Color, Disability	Referred to DPOR: complainant seeks civil action.
2022-3	Housing	Disability	Complainant withdrew complaint.
2022-4	Employment	Age, Color, Race	Respondent refused mediation. Case referred to AGOCR for consideration.
2022-5	Housing	Gender Identity, Source of Funds, Disability	Complainant reached informal resolution with landlord and withdrew complaint.
2022-6	Housing	Color, Race	Awaiting response from respondent to offer of mediation.
2022-7	Housing	Color, Race	Awaiting response from respondent to offer of mediation.
2022-8	Public Accommodation	Color, National Origin, Race	Prima facie assessment and fact gathering in process.
2022-9	Employment	Age, Sex	Prima facie assessment and fact gathering in process.

3. Charlottesville Human Rights Ordinance Sec. 2-433. (b)

Sec. 2-433. (b) Collaborate with the public and private sectors for the purpose of providing awareness, education, and guidance on methods to prevent and eliminate discrimination citywide.

This role is shared between the HRC and the OHR. The specific duties and responsibilities of this role are further explained in *Sec. 2-434. Duties and responsibilities – Community dialogue and engagement* and *Sec. 2-435. Duties and responsibilities – Systemic issues*.

3.1. Sec. 2-433. (b) HRC Actions

Key HRC Actions and Takeaways
The HRC engaged in four actions aligned with Sec. 2-433. (b) related to public awareness, education, and guidance, including one community event, one public discussion, and two public polls.

Below is a chart summarizing the actions taken by the HRC. This chart indicates how the HRC’s actions align with the duties and responsibilities in Sec. 2-434. and Sec. 2-435. in the CHRO and with the focus areas Commissioners identified during their annual retreat. Documents referenced in the action summaries are publicly posted on the “Human Rights Documents” subpage within the “Human Rights” webpage on the City website.

Date	Alignment	Action	Summary
1/20/2022	Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement. Annual Focus Areas: Community Engagement	Public Poll	The HRC created a poll asking the public what topics they would like to see addressed in the Town Hall meeting on 3/24/2022. In 185 survey responses, respondents prioritized emergency housing and quality of affordable public and subsidized housing.

Date	Alignment	Action	Summary
3/24/2022	<p>Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement.</p> <p>Annual Focus Areas: Community Engagement</p>	Public Discussion	<p>The HRC hosted a Town Hall discussion engaging the public on two topics that respondents of a poll deemed most pressing. Members of the public were given the opportunity to speak in three-minute intervals about emergency housing and/or the quality of affordable, public, and subsidized housing. Commissioners took ideas from this town hall into their annual retreat on 4/23/2022.</p>
8/6/2022	<p>Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement.</p> <p>Annual Focus Areas: Community Engagement</p>	Community Event	<p>A Human Rights Commissioner assisted HRC staff with tabling at the annual Charlottesville Westhaven Community Day. Tabling consisted of engaging with the public and providing information about the HRC and its role in the City.</p>
9/16/2022	<p>Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement.</p> <p>Annual Focus Areas: Community Engagement</p>	Public Poll	<p>The HRC planned to publish a poll asking the public what topics they would like to see raised to Council in the HRC's annual legislative recommendations. The poll opened on September 16, 2022, and closed on October 1, 2022. It garnered 101 responses. In addition to the option of writing in suggestions, respondents were given the opportunity to designate a level of lowest to highest priority to several different given topics. The HRC discussed the survey's results during their meeting on 10/20/22 and used them to form legislative recommendations to Council.</p>

3.2. Sec. 2-433. (b) OHR Actions

Community outreach is one of the primary tools used by the OHR to both encourage citizens to report allegations of discrimination and prevent discrimination from happening in the first place. Systemic change requires major shifts in how society operates. Societal shifts start with individual awareness, education, and a willingness to make change.

The OHR categorizes outreach in three ways:

1. **Service Provision:** related to the work done by the OHR for community members.
2. **Education & Awareness:** focused on teaching the community about human rights.
3. **Collaboration & Leadership:** work done in partnership with other agencies.

On March 28, 2022, Victoria McCullough began work as the OHR Community Outreach & Administrative Specialist, increasing the OHR's capacity to engage in outreach efforts. The OHR tracks community outreach activities separately from service provision.

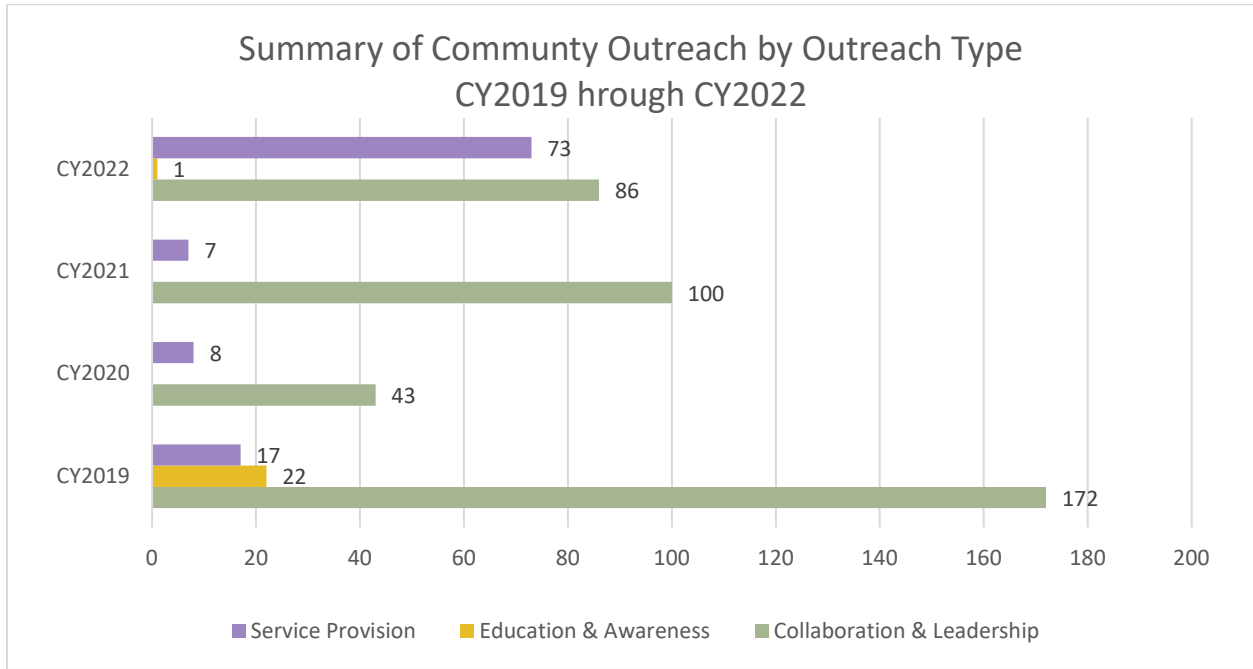
3.2.1. OHR Community Outreach Activities by Outreach Type

Key OHR Takeaways and Observed Trends
 In CY2022, OHR staff engaged in a total of 160 community outreach activities.

The 160 community outreach activities were classified as the following:

Outreach Type	Total Number of Activities
Service Provision	73
Education & Awareness	1
Collaboration & Leadership	86

The **OHR CY2022 Community Outreach Data table (Attachment 3)** provides detailed individual service data by month. The chart below shows a summary of outreach activities conducted by the OHR over the last four years:



Thanks to the efforts of the Community Outreach & Administrative Specialist, Service Provision outreach increased dramatically in CY2022. However, due to the increase in contacts, the Community Outreach & Administrative Specialist also had to split her time between supporting intake and conducting outreach, therefore giving her fewer opportunities to advance Education & Awareness initiatives. Following the hire of the Intake & Administrative Specialist, the Community Outreach & Administrative Specialist may have more opportunities to engage in Education & Awareness work during CY2023.

3.2.2. Collaborative Activities and Engaged Partner Agencies

Key OHR Takeaways and Observed Trends

The OHR partnered with 50 collaborators in CY2022 to organize outreach events, develop referral networks for individuals seeking services, and lead discussion in projects that serve people who engage in protected activities and/or are members of protected classes.

As in previous years, Collaboration & Leadership comprised most of the OHR's outreach in CY2022. Collaboration & Leadership involves engagement with a variety of community partners to organize outreach events, develop referral networks for individuals seeking services, and lead discussion in projects that serve people who engage in protected activities and/or are members of protected classes.

This year, the Community Outreach & Administrative Specialist also spent significant time networking with other agencies to explore opportunities for planning collaborative Education & Awareness events in CY2023 and beyond. These networking meetings were also recorded as Collaboration & Leadership outreach.

Of the 160 outreach activities conducted by the OHR in CY2022, 86 were in collaboration with other community partners. In CY2022, the OHR worked with the 57 primary collaborators listed below through a variety of meetings and collaborative events:

- Albemarle ESOL
- Blue Ridge Area Coalition for the Homeless
- Blue Ridge Area Food Bank
- Blue Ridge Health District
- Brave Souls on Fire
- Ceindy Doodles, LLC
- Central Virginia Legal Aid Society
- Charlottesville Area Community Foundation
- Charlottesville City School Board
- Charlottesville City Schools
- Charlottesville Low Income Housing Coalition
- Charlottesville Redevelopment and Housing Authority
- Chihamba
- City of Charlottesville
- City of Promise
- Cultivate Charlottesville
- Cville Pride
- DisAbility Law Center
- Families In Crisis: Migrant Adult Education
- Fifeville Neighborhood Association
- Fries Spring Neighborhood Association
- Habitat for Humanity
- Housing Opportunities Made Equal

- Incarnation Church
- Iniciativa de Salud Latina
- Innovage
- International Rescue Committee
- IX Art Park
- Legal Aid Justice Center
- Loaves and Fishes
- Martha Jefferson Neighborhood Association
- Offender Aid and Restoration & The Fountain Fund
- Partner for Mental Health
- Piedmont Environmental Council
- Piedmont Housing Alliance Financial Opportunity Center and Housing Hub
- Police Civilian Review Board
- Public Housing Association of Residents
- ReadyKids
- Region Ten
- Richmond Human Rights Commission
- Sexual Assault Resource Agency
- Shelter for Help in Emergency
- Sin Barreras/ Without Barriers
- Soul of Cville Festival
- The Equity Center
- The Democracy Initiative Center for the Redress of Inequity Through Community-Engaged Scholarship
- The Haven
- The Innocence Project at UVA School of Law
- The Women's Initiative
- Thomas Jefferson Area Planning District
- United Way

4. Charlottesville Human Rights Ordinance Sec. 2-433. (c)

Sec. 2-433. (c) Identify and review policies and practices of the City of Charlottesville and its boards and commissions and other public agencies within the City and advise those bodies on issues related to human rights issues.

Key HRC Actions and Takeaways
The HRC engaged in six actions aligned with Sec. 2-433. (c), related to the review of City policies including two Council recommendations, two HRC resolutions, and two public discussions.

This role falls primarily with the HRC, with the OHR providing administrative support. The specific duties and responsibilities under this role are further explained in *Sec. 2-435. Duties and responsibilities – Systemic issues.*

The chart below shows how the HRC’s actions align with the duties and responsibilities in Sec. 2-433.(c) in the CHRO and with the focus areas Commissioners identified during their annual retreat. Documents referenced in the action summaries are publicly posted on the “Human Rights Documents” subpage within the “Human Rights” webpage on the City website.

Date	Alignment	Action	Summary
1/20/22	<p>Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement.</p> <p>Annual Focus Areas: Equity in City government.</p>	HRC Resolution	In late December of CY2021, the HRC passed Resolution HR21-1 to Establish a Citywide Language Access Plan. In CY2022, the HRC adopted the plain language version of Resolution HR21-1 and two accompanying plain-language flyers in English and Spanish. This resolution codified the Commission's recommendation that the City develop and implement a city-wide Language Access Plan, and the plain-language versions ensured that all residents are able to access and understand it.
1/31/22	<p>Duties & Responsibilities: Sec. 2-435 Systemic Issues.</p> <p>Annual Focus Areas: No direct alignment.</p>	Council Recommendation	The HRC sent a letter to City Council outlining concerns with the treatment of incarcerated people at Albemarle-Charlottesville Regional Jail (ACRJ) who had not been subjected to adequate sanitation and treatment practices during a COVID-19 outbreak.

Date	Alignment	Action	Summary
2/17/22	<p>Duties & Responsibilities: Sec. 2-435 Systemic Issues.</p> <p>Annual Focus Areas: No direct alignment.</p>	Public Discussion	The HRC hosted a public, virtual discussion with Councilor Sena Magill, ACRJ Board Member, and Col. Martin Kumer, Superintendent of the ACRJ, as a follow-up to the letter to Council sent on 1/31/2022 regarding concerns about the ACRJ and the COVID-19 outbreak.
2/22/22	<p>Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement.</p> <p>Annual Focus Areas: Community Engagement.</p>	Public Discussion	The HRC hosted a Public & Subsidized Housing Panel Discussion with speakers Victoria Horrock, attorney with the Legal Aid Justice Center (LAJC) and Shelby Edwards, Executive Director of Charlottesville Public Housing Association of Residents (PHAR). The speakers presented information on behalf of their respective organizations related to availability and conditions in subsidized housing. The panel discussion highlighted zoning, educating the public, and partnerships of power as important topics to pursue as a Commission in the future.
8/18/22	<p>Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement.</p> <p>Annual Focus Areas: Community Engagement.</p>	HRC Resolution	The HRC adopted Resolution A22-1 Community Engagement (in plain language) and two accompanying flyers in English and Spanish to codify the Community Engagement Committee's duties and responsibilities of connecting with the public and supporting the mission of the HRC and OHR.

Date	Alignment	Action	Summary
8/26/22	<p>Duties & Responsibilities: Sec. 2-434 Community dialogue and engagement.</p> <p>Annual Focus Areas: Equity in City Government.</p>	Council Recommendation	The HRC sent a letter to City Council advocating for the creation of a Citywide Language Access Plan and pointing out its adoption of Resolution HR21-1.

5. Charlottesville Human Rights Ordinance Sec. 2-433. (d)

Sec. 2-433. (d) Seek work share agreements with the Equal Employment Opportunity Commission (“FEPA”) and the Department of Housing and Urban Development (“HUD-FHAP”) to conduct investigations of employment and housing discrimination on their behalf, and enter into such agreement(s) subject to approval of City Council upon a finding that the agreement(s) would be in the best interest of the City.

Most of the duties and responsibilities relating to the pursuit of a Fair Employment Practices Agency (FEPA) workshare with the Equal Employment Opportunity Commission (EEOC) and a Fair Housing Assistance Program (FHAP) workshare with the U.S. Department of Housing and Urban Development (HUD) fall to the OHR, with the HRC playing a supporting role. This role, though not further clarified within the ordinance, will have a dramatic effect on the enforcement processes detailed in *Sec. 2-437. Duties and responsibilities – Investigation of individual complaints and issuance of findings* and *Sec. 2-439.1. Enforcement authority – The role of the Commission.*

In CY2021, the HRC prioritized pursuit of the FHAP workshare over the FEPA because simultaneous pursuit of both workshares without additional staff support was not practical. Therefore, work on the FEPA workshare was put on hold for the entirety of CY2022.

5.1. Sec. 2-433. (d) HRC Actions

Key HRC Actions and Takeaways
 As a further step toward pursuing a FHAP workshare, as set forth by Sec. 2-433. (d) of the CHRO, the HRC adopted amendments to the CHRO for recommendation to City Council. The amendments were adopted by City Council on November 21, 2022.

Any locality wishing to enter a FHAP workshare with HUD must have enacted a law or ordinance that contains language that is substantially equivalent to federal fair housing law. While the HRC cannot directly amend City policy it has a duty and responsibility to provide recommendations and guidance to City Council pertaining to City policies that affect human rights. The chart below shows the actions the HRC took to progress toward entering a FHAP workshare in CY2022.

Date	Alignment	Action	Summary
9/15/22	Duties & Responsibilities: Sec. 2-433. (d) Federal Workshares Annual Focus Areas: Housing Equity Assessment	Policy Review	The HRC began review of a draft version of the CHRO at its regular meeting on 9/15/22. Commissioners prepared feedback and asked questions ahead of a proposed final review and adoption at the HRC regular meeting on 10/20/22.
10/20/22	Duties & Responsibilities: Sec. 2-433. (d) Federal Workshares Annual Focus Areas: Housing Equity Assessment	Policy Review	The HRC adopted proposed amendments to the CHRO for recommendation to City Council. The most significant proposed amendments made the ordinance substantially equivalent to federal fair housing law, in preparation for the Office of Human Rights entering a Fair Housing Assistance Program (FHAP) workshare. The HRC Director had been working on these revisions since 2021, and they were adopted by City Council on 11/21/22.

5.2. Sec. 2-433. (d) OHR Actions

OHR staff worked in partnership with the City Attorney’s Office to draft amendments to the CRHO to include substantially equivalent language to the federal fair housing law. These changes will result in significant differences in the way housing discrimination complaints are processed by the OHR once the FHAP workshare is in effect. A more detailed description of the changes can be found in the two memos presented to City Council during the Council meetings on November 7, 2022, and November 21, 2022. The table below shows the actions taken by the OHR in CY2022 to progress toward a FHAP workshare agreement with HUD.

Step	Summary of Actions
<i>OHR initiates contact with federal agency. (CY2021)</i>	The Director set up the above-mentioned question-and-answer session with the HRC and Erik Steinecker from the HUD Fair Housing Office.
<i>OHR drafts necessary documents for application. (CY2021)</i>	The Director drafted a revised version of the CHRO that included language necessary for substantial equivalence with federal fair housing law.
<i>OHR submits draft documents to federal agency for informal review. (CY2021)</i>	The Director worked with Erik Steinecker at the HUD Fair Housing Office throughout 2021 to edit the initial draft of the revised CHRO.
<i>OHR submits draft documents to City Attorney for review. (CY2021)</i>	The Director met with City Attorney’s Office staff for an initial review of the revised CHRO. Following this meeting, the Director contacted the Fairfax County Office of Human Rights to ask questions about the practical implications of some of the duties required by substantial equivalence to federal fair housing law.
<i>OHR revises draft documents based on federal agency and City Attorney feedback. (January – July 2022)</i>	The Director further revised the CHRO, incorporating feedback from the Director of the Fairfax County Human Rights Commission, HUD, and the City Attorney’s Office.
<i>OHR prepares draft documents for review by HRC. (August 2022)</i>	The Director met with City Attorney’s Office staff for a follow-up review of the CHRO and makes additional revisions.
<i>OHR presents draft documents for HRC and public review and feedback. (September 2022)</i>	The Director included the draft CHRO in the HRC regular meeting agenda packet for September 15, 2022. Commissioners were asked to provide feedback before October 3, 2022. Members of the public were invited to provide feedback to OHR staff or during public comment at HRC meetings.
<i>OHR prepares final draft documents for presentation to HRC for adoption. (September – October 2022)</i>	The Director met with City Attorney’s Office staff to review final edits to the CRHO before presentation to the HRC.

Step	Summary of Actions
<i>HRC adopts final draft documents for recommendation to City Council. (October 2022)</i>	At the HRC regular meeting on October 20, 2022, Commissioners voted to adopt the amended CHRO for recommendation to City Council.
<i>HRC and OHR present final draft documents to City Council. (November 2022)</i>	The Director met with Councilors individually to review the changes to the CHRO before a first reading at the November 7, 2022, Council meeting and a second reading followed by a vote to approve on November 21, 2022.
<i>OHR presents the approved documents to HUD for follow-up review and next steps.</i>	<i>Work to be continued in CY2023.</i>

6. Charlottesville Human Rights Ordinance Sec. 2-433. (e)

Sec. 2-433. (e) Make recommendations regarding the City’s annual legislative program, with an emphasis on enabling legislation that may be needed to implement programs and policies that will address discrimination.

Key HRC Actions and Takeaways
As directed by Sec. 2-433. (e) of the CHRO, the HRC made legislative recommendations to Council related to housing equity, transportation equity and accessibility, health and food equity, and equity in law enforcement.

This role rests primarily with the HRC with support from the OHR. This role also relates to the HRC’s work under *Sec. 2-434. Duties and responsibilities – Community dialogue and engagement* and *Sec. 2-435. Duties and responsibilities – Systemic issues*.

On October 27, 2022, the HRC submitted recommendations to City Council via a letter which can be found on the “Human Rights Documents” subpage on the “Human Rights” webpage on the City of Charlottesville website and is titled, “20221027 Recommendations for 2023 Legislative Agenda.” The letter lists the following recommendations:

- 1) Housing Equity
 - a. The City should advocate for enabling legislation to support increasing state assistance for those experiencing homelessness and maintaining stable housing.
 - b. HRC reaffirms our 2021 recommendation to allow localities to bring an action in court for substandard housing conditions.
 - c. The City should advocate for enabling legislation to support state legislation to enable local rent control.
- 2) Transportation Equity & Accessibility
 - a. The City should advocate for enabling legislation to increase frequent and reliable transit in the form of state-wide intercity affordable and accessible public transit options.
 - b. The City should advocate for enabling legislation to increase funding devoted to improving bike and pedestrian infrastructure.
- 3) Health & Food Equity
 - a. The City should advocate for enabling legislation to protect access to reproductive healthcare.
 - b. The City should advocate for opposition to Executive Order No. 1 “On Divisive Concepts.”
 - c. The City should advocate for enabling legislation to improved access to health care for minority and disadvantaged communities using evidence-based approaches (i.e., Proposed Model Treatment of Transgender Students in Virginia Public Schools) to evaluate any proposed policies.

- d. The City should advocate for enabling legislation to enact state benefits that address hunger and poor nutrition such as a state-wide universal school meals program.
- 4) Equity in Law Enforcement
- a. The City should advocate for enabling legislation to reshape policing by enabling alternatives to police response.

These legislative recommendations were guided by results from a poll of the Charlottesville community asking the public what they would like to prioritize in legislation. The poll was a collaborative project between the HRC and OHR Community Outreach & Administrative Specialist. Thanks to publicity generated by the Communications Department through the City website and various social media platforms, the poll garnered 101 responses from community members.

7. Charlottesville Human Rights Ordinance Sec. 2-433. (f)

Sec. 2-433. (f) Prepare recommendations to policies and procedures the Commission believes are necessary for the performance of the roles, duties and responsibilities assigned to the Commission within this article, and for modifications or operating procedures approved by City Council.

Key HRC Actions and Takeaways
Per Sec. 2-433. (f) of the CRHO, the HRC reviewed and amended its internal Rules and Procedures to redefine a quorum as the majority of serving members. The HRC also adopted recommendations for changes to the CRHO that improved the organization of the ordinance and clarified enforcement procedures for all protected activities.

This role is shared by the HRC and OHR and relates to all other duties and responsibilities detailed in the CHRO. The table below summarizes the recommendations the HRC made to Council in CY2022:

Date	Alignment	Action	Summary
1/20/2022	Duties & Responsibilities: Sec. 2-435 Systemic Issues Annual Focus Areas: HRC & OHR Capacity Expansion	Policy Review	The HRC adopted proposed amendments to its Rules & Procedures. The most significant proposed amendment was to change the definition of a quorum from a minimum of seven Commissioners to a majority of serving Commissioners to allow members to conduct business when there are fewer serving Commission members.
10/20/22	Duties & Responsibilities: Sec. 2-435 Systemic Issues Annual Focus Areas: HRC & OHR Capacity Expansion	Policy Review	In addition to the amendments to the CHRO involving substantial equivalence to federal fair housing law, the HRC also adopted recommendations for changes to the CRHO that improved the organization of the ordinance and clarified enforcement procedures for all protected activities.

8. Conclusions

The HRC continues to develop its capacity to fulfill the duties, roles, and responsibilities outlined in the CHRO. As a volunteer body of nine members, all of whom have significant personal and professional commitments outside Commission membership, the HRC struggled to accomplish all the ambitious goals it developed during the annual retreat and strategic planning meeting. However, the HRC did effectively explore various ways to engage the public and gather input to inform its work through public town hall discussions and public polls. This public engagement, coupled with the data provided by the OHR regarding service provision trends, has helped them narrow their focus heading into CY2023. In addition, HRC membership was more stable in CY2022, with fewer members leaving and fewer new members joining. As a result, Commissioners will have the opportunity work together over multiple years, which should improve their ability to delve deeply into complex issues and produce well-informed recommendations to City Council.

As the volume of individual service work by the OHR continues to increase, the need for additional staff and appropriate organizational structure also increases. The OHR benefitted greatly from the hire of Victoria McCullough as Community Outreach & Administrative Specialist. Victoria was able to restart the OHR's outreach efforts. However, a 60% increase in incoming contacts from CY2021 to CY2022 meant that the OHR also relied heavily on Victoria's support for intake and navigation. City Council's funding approval for the hire of an Intake & Administrative Specialist and an Investigator comes at a pivotal point in the OHR's evolution. The immediate need for an Intake & Administrative Specialist is clearly illustrated by the increased volume of contacts in CY2022. The need for an Investigator is evident in the number of complaint cases that remain open over multiple years. Additionally, as the OHR moves toward entering a Fair Housing Assistance Program workshare, the ability to investigate housing complaints efficiently and effectively will become more important.

The OHR Director, Community Outreach & Administrative Specialist, and OHR Interns examined the scope of services provided by the OHR in CY2022. While the CHRO clearly defines the role of the OHR in addressing complaints of discrimination, it does not provide guidance regarding services provided to individuals who present inquiries not directly related to a complaint of discrimination. In CY2022, staff began tracking these services by logging them as "Navigation" contacts. A total of 58% of all incoming and outgoing contacts in CY2022 were classified as "Navigation." While some of these contacts involved a non-jurisdictional allegation of discrimination that was referred to a state or federal agency, many more involved services unrelated to an allegation of discrimination. Often, OHR staff found that individuals came to the OHR after failing to navigate local service systems on their own. OHR staff frequently facilitated individuals' contact with other service providers, serving as a third-party intermediaries or advocates. OHR staff also noted that many people seeking "Navigation" services presented with housing and mental health related challenges, pointing to potential gaps in local services in these areas. In CY2023, OHR staff will further refine data collection on "Navigation" contacts to track trends in the types of services provided. This may shed light on systemic shortcomings and inform decisions regarding service needs in the community.

9. Attachments

- 1) OHR CY2022 Data Dictionary
- 2) OHR CY2022 Individual Service Data
- 3) OHR CY2022 Community Outreach Data

Attachment 1: OHR CY2022 Charlottesville Office of Human Rights Data Dictionary

Term	Definition
Appointment Set-up	A contact involving the scheduling of an appointment with the Office of Human Rights.
Case	A complaint of unlawful discrimination that has been accepted for further action by the Office of Human Rights.
Charlottesville Human Rights Ordinance	A part of the Code of the City of Charlottesville found in Chapter 2, Article XV, that explains the roles and responsibilities of the Human Rights Commission and Office of Human Rights and defines the protected activities, protected classes, and enforcement mechanisms authorized to address unlawful discrimination within the jurisdiction of the City of Charlottesville.
Clerical Assistance	Any activity involving creating documents or other materials on behalf or at the request of the client.
Client Follow-up	An incoming contact from an individual who has an open inquiry or complaint.
Closed Complaint	A complaint that is no longer being addressed by the Office of Human Rights. An inquiry may close due to the case being resolved to the client's satisfaction, the referral of the client to another agency that can better serve them, or because the client chooses not to pursue the case further.
Closed Inquiry	An inquiry that is no longer being addressed by the Office of Human Rights. An inquiry may close due to the case being resolved to the client's satisfaction, the referral of the client to another agency that can better serve them, because the client chooses not to pursue the case further, or because the client has ceased responding to attempted follow-up by staff.
Complaint	An incoming contact in which an individual wishes to pursue action regarding an allegation of discrimination that falls within the jurisdiction of the Office of Human Rights, as defined by the Human Rights Ordinance.
Complainant	An individual or group of individuals who have filed a formal complaint of unlawful discrimination with the Office of Human Rights.
Contact	All walk-ins, appointments, phone calls, text messages, and emails with individuals.
Counseling	Assistance provided to an individual who presents an inquiry or complaint in which staff present various courses of action to address a concern.

Term	Definition
Determination	A decision made by the Director, based on the evidence presented in an investigative report regarding a complaint of unlawful discrimination, whether there is cause to believe that a violation of the Charlottesville Human Rights Ordinance has occurred. This term is used synonymously with “Finding.”
Dismissed Complaint	A complaint that has been closed by staff due to the case being too far outside the jurisdiction of the Office of Human Rights or because the client has ceased responding to attempted follow-up by staff, prior to the complainant providing enough information to decide if the complaint presents a jurisdictional, prima facie case of discrimination.
Finding	A decision made by the Director, based on the evidence presented in an investigative report regarding a complaint of unlawful discrimination, whether there is cause to believe that a violation of the Charlottesville Human Rights Ordinance has occurred. This term is used synonymously with “Determination.”
Further Action	Steps taken to address a complaint of discrimination that may include informal conciliation, mediation, and investigation.
General Contact	An incoming contact that involves outreach coordination, event planning, volunteer coordination, or general information.
Incoming Contact	Any walk-in, appointment, phone call, text message, or email from an individual seeking assistance from the Office of Human Rights.
Informal Conciliation	A method of resolving a complaint of unlawful discrimination in which the Director engages in an informal dialogue with the complaint and respondent and a non-binding agreement is reached that resolves the complaint to the complainant’s satisfaction.
Information	A contact in which staff answers questions of a general nature or provides information regarding services, events, or programs.
Inquiry	An incoming contact involving services provided to an individual by the Office of Human Rights <i>and/or</i> an individual allegation of discrimination that falls outside the jurisdiction of the office, as defined by the Charlottesville Human Rights Ordinance.

Term	Definition
Investigation	The formal process of gathering factual evidence regarding a complaint of discrimination. Fact gathering can include interviewing the complainant, respondent, and witnesses. It may also include gathering other evidence such as documents, audio recordings, video footage, or physical evidence.
Investigation Activity	Any activity associated with the formal investigation of a complaint.
Jurisdiction	The geographic and legal scope of enforcement authority as defined by the Charlottesville Human Rights Ordinance.
Mediation	A method of resolving a complaint of unlawful discrimination in which a third-party, licensed mediator facilitates a formal dialogue and negotiation between the complainant and respondent. If mediation is successful, the resulting settlement agreement is a private, legally binding contract between the complainant and respondent that is enforceable through civil action in the appropriate court.
Mediation Related Services	Any activity associated with the request for or coordination of mediation services, as provided by a licensed third-party mediator, in conjunction with a complaint.
Navigation	Individual service provision which does not involve a jurisdictional complaint of discrimination but may include referrals to other service providers, assistance with accessing services or communicating with other agencies, or clerical support.
Open Complaint	A complaint that is still being addressed by the Office of Human Rights.
Open Inquiry	An inquiry that is still being addressed by the Office of Human Rights.
Outgoing Contact	All service-related contacts initiated by Office of Human Rights staff.
Outreach Coordination	Any service related to community outreach regarding service provision, education & awareness, or facilitation & leadership.
Prima facie	<p>A term used to define whether a complaint presents an actionable allegation of discrimination “on its face.” In a prima facie case, the following criteria must be met:</p> <ul style="list-style-type: none"> • Complainant was engaged in a protected activity. • Complainant either self-identifies or is perceived by Respondent to be a member of a protected class. • There is testimonial or documentary evidence of a practice or policy to exclude or otherwise adversely treat individuals in Complainant’s protected class. • There are specific harms identified by Complainant, resulting from the alleged discrimination.

Term	Definition
Protected Activity	An activity of daily life in which a person who identifies as a member of a protected class can participate without fear of discrimination. The Charlottesville Human Rights Ordinance lists the following activities as protected: housing, employment, public accommodation, credit, and private education.
Protected Class	<p>A grouping of people, as defined by state and federal law, of which an individual either self-identifies as a member or is perceived to be a member, that is protected from discrimination when an individual is participating in a protected activity. The Charlottesville Human Rights Ordinance lists the following classes as protected:</p> <ul style="list-style-type: none"> • Age/Elderliness • Childbirth or related medical conditions • Disability • Familial Status (in housing) • Gender Identity • Marital Status • National Origin • Pregnancy • Race • Religion • Sex • Sexual Orientation • Color • Source of Funds (in housing) • Status as a Veteran
Public Hearing	A service provided by the Human Rights Commission and coordinated by the Office of Human Rights, as specified by the Charlottesville Human Rights Ordinance, involving the recommendation of remedies related to either a determination of probable cause after the formal investigation of a complaint <i>or</i> a review of a determination of no probable cause for which a complainant seeks an appeal.
Referral	A recommendation made by OHR staff for an individual to contact another agency to address a concern raised during an individual contact with the Office of Human Rights.
Respondent	An individual, group of individuals, or agency that is named by the complainant in a formal complaint of unlawful discrimination as responsible for a discriminatory act against the complainant.
Staff Follow-up	An outgoing contact in which staff communicates with an individual who has previously contacted the Office.

Term	Definition
Third-Party Incoming Contact	An incoming contact with a person other than the individual directly involved with an inquiry or complaint being discussed.
Third-Party Outgoing Contact	An outgoing contact with a person other than the individual directly involved with an inquiry or complaint being discussed. The person directly involved must give verbal or written consent for staff to initiate a third-party outgoing contact.
Unlawful Discrimination	The denial of a person's opportunity to engage in a daily life activity that is protected by law, on the basis of their membership or perceived membership in a protected class.

Attachment 2: OHR CY2022 Individual Service Data

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
<i>Open office days in the month</i>	22	20	21	22	23	20	22	22	20	23	19	18	252
<i>Total Incoming & Outgoing Contacts</i>	296	184	217	293	422	430	384	482	547	386	352	315	4,308
<i>Total Incoming Contacts</i>	213	152	173	229	313	307	308	361	414	309	260	216	3,255
<i>Average Incoming & Outgoing Contacts/Day</i>	13	9	10	13	18	22	17	22	27	17	19	18	17
<i>Average Incoming Contacts/Day</i>	10	8	8	10	14	15	14	16	21	13	14	12	13
<i>Referrals from Sin Barreras</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Contacts in Spanish</i>	3	3	1	1	2	7	9	3	3	1	3	0	36
<i>Total Staff Follow-ups (Outgoing)</i>	34	23	28	19	46	47	27	58	50	24	38	38	432
<i>Total Third-Party Contacts (Outgoing)</i>	49	9	16	45	63	76	49	63	83	53	54	61	621
<i>Total Client Follow-ups (Incoming)</i>	145	102	128	128	203	193	161	194	217	198	138	126	1,933
<i>Total Third-Party Contacts (Incoming)</i>	55	29	31	62	94	82	126	140	165	75	92	67	1,018
<i>Total General Contacts (Incoming)</i>	8	17	10	26	6	19	12	13	21	21	20	8	181
<i>Total New Inquiries (Incoming)</i>	4	3	4	11	10	13	7	14	9	15	9	14	113
<i>Total New Complaints (Incoming)</i>	1	1	0	2	0	0	2	0	2	0	1	1	10
<i>Total Incoming & Outgoing Navigation Contacts</i>	93	88	105	153	233	272	262	249	343	281	245	179	2,503
<i>Total Incoming & Outgoing Navigation Contacts (VM)</i>	0	0	11	36	74	96	58	78	25	77	82	58	595
<i>Total Incoming & Outgoing Navigation Contacts (TN)</i>	91	85	90	114	154	175	204	170	316	200	163	120	1,882
<i>Total Incoming & Outgoing Navigation Contacts (LG)</i>	2	3	4	3	5	1	0	1	2	4	0	1	26
<i>Percentage: Navigation out of Total Contacts</i>	31%	48%	48%	52%	55%	63%	68%	52%	63%	73%	70%	57%	58%
<i>Total Allegations (Both I&C)</i>	2	1	2	2	0	0	3	4	6	6	1	1	28
<i>Total I&C: Locality - Cville</i>	4	3	2	6	4	9	9	7	6	5	5	7	67
<i>Total I&C: Locality - Albemarle</i>	0	0	1	2	1	0	0	2	2	8	1	1	18
<i>Total I&C: Locality - Other or Not Specified</i>	1	1	1	5	5	4	0	5	3	2	4	7	38
<i>Total Inquiries: P.A. - Employment</i>	1	2	1	4	1	2	1	2	2	3	1	2	22
<i>Total Inquiries: P.A. - Housing</i>	2	1	2	3	5	8	4	7	4	10	7	6	59
<i>Total Inquiries: P.A. - Public Accommodation</i>	1	0	0	1	2	2	2	1	3	0	0	0	12
<i>Total Inquiries: P.A. - Credit</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Inquiries: P.A. - Private Education</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Inquiries: P.A. - Other (Unprotected)</i>	0	0	1	3	2	1	0	4	0	2	1	6	20
<i>Total Complaints: P.A. - Employment</i>	0	0	0	0	0	0	1	0	1	0	0	1	3
<i>Total Complaints: P.A. - Housing</i>	1	1	0	1	0	0	1	0	0	0	0	0	4

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
<i>Total Housing Complaints: P.C. - Marital Status</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - National Origin</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Pregnancy</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Childbirth or R.M.C.</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Race</i>	0	1	0	0	0	0	0	0	0	0	0	0	1
<i>Total Housing Complaints: P.C. - Color</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Religion</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Sex</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Gender Identity</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Sexual Orientation</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Source of Funds</i>	0	0	0	0	0	0	1	0	0	0	0	0	1
<i>Total Housing Complaints: P.C. - Veteran Status</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Not specified</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Housing Complaints: P.C. - Other (Unprotected)</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Pub. Accom. Comp.: P.C. - Age</i>	0	0	0	1	0	0	0	0	0	0	0	0	1
<i>Total Pub. Accom. Comp.: P.C. - Disability</i>	0	0	0	1	0	0	0	0	0	0	0	0	1
<i>Total Pub. Accom. Comp.: P.C. - Marital Status</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Pub. Accom. Comp.: P.C. - National Origin</i>	0	0	0	0	0	0	0	0	1	0	0	0	1
<i>Total Pub. Accom. Comp.: P.C. - Pregnancy</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Pub. Accom. Comp.: P.C. - Childbirth or R.M.C.</i>	0	0	0	1	0	0	0	0	0	0	0	0	1
<i>Total Pub. Accom. Comp.: P.C. - Race</i>	0	0	0	0	0	0	0	0	1	0	1	0	2
<i>Total Pub. Accom. Comp.: P.C. - Color</i>	0	0	0	0	0	0	0	0	1	0	0	0	1
<i>Total Pub. Accom. Comp.: P.C. - Religion</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Pub. Accom. Comp.: P.C. - Sex</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Pub. Accom. Comp.: P.C. - Gender Identity</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Pub. Accom. Comp.: P.C. - Sexual Orientation</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Pub. Accom. Comp.: P.C. - Veteran Status</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Pub. Accom. Comp.: P.C. - Not specified</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Pub. Accom. Comp.: P.C. - Other (Unprotected)</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Total Open Inquiries</i>													6
<i>Total Closed Inquiries</i>													103
<i>Total Dismissed Inquiries</i>													3
<i>Total Open Complaints</i>													3

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
<i>Total Closed Complaints</i>													6
<i>Total Dismissed Complaints</i>													1
<i>Primary Service: Appointment Set-up</i>	3	3	0	3	4	4	4	13	18	14	2	2	70
<i>Primary Service: Clerical Assistance</i>	0	1	1	0	1	2	5	2	2	3	0	2	19
<i>Primary Service: Counseling</i>	3	2	2	3	5	7	2	7	5	3	2	5	46
<i>Primary Service: Event Information</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Primary Service: Investigation Activity</i>	19	1	9	14	12	1	6	7	12	6	6	3	96
<i>Primary Service: Information</i>	167	83	88	96	148	130	91	173	132	72	81	64	1,325
<i>Primary Service: Mediation Related Services</i>	11	6	12	24	19	14	14	31	35	7	16	60	249
<i>Primary Service: Outreach Coordination</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Primary Service: Public Hearing</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Primary Service: Volunteer Coordination</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>Primary Service: Navigation</i>	93	88	105	153	233	272	262	249	343	281	245	179	2,503

Attachment 3: OHR CY2022 Community Outreach Data

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
<i>Open office days in the month</i>	22	20	21	22	23	20	22	22	20	23	19	18	252
<i>Total service provision events</i>	1	0	2	3	14	2	6	14	4	7	16	4	73
<i>Total education & awareness events</i>	0	0	0	0	0	0	0	0	0	0	1	0	1
<i>Total collaboration & leadership events</i>	4	4	6	13	6	15	6	7	15	3	5	2	86
<i>Total outreach activities</i>	5	4	8	16	20	17	12	21	19	10	22	6	160
<i>Total unique primary collaborators</i>	<i>No monthly count only total count</i>												57
<i>Total collaborative activities</i>	5	4	8	16	20	17	12	18	18	10	22	6	156
<i>Total attendees at service provision events</i>	0	0	0	0	0	0	59	69	53	0	0	0	181
<i>Total attendees at education & awareness events</i>	0	0	0	0	0	0	0	0	0	0	20	0	20
<i>OHR-led education & awareness - employment</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>OHR-led education & awareness - housing</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>OHR-led education & awareness - public accommodations</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>OHR-led education & awareness - credit</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>OHR-led education & awareness - private education</i>	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>OHR-led education & awareness - multiple activities</i>	0	0	0	0	0	0	0	0	0	0	1	0	1