

**D F E H**  
**Renaissance**



**S O A R**

Service | Outreach | Advocacy | Resource



California Department of Fair Employment & Housing

*2010 Annual Report*

[www.dfeh.ca.gov](http://www.dfeh.ca.gov)

Cover art depicting phoenix is in the public domain. Read article on how the metaphor is applied to the Department of Fair Employment & Housing in *A Phoenix Rising from the Budgetary Ashes* at <http://www.dfeh.ca.gov/res/docs/Renaissance/APhoenixRisesFromTheAshes.pdf>.

## FAIR EMPLOYMENT & HOUSING ACT

Discrimination  
Harassment  
Retaliation

### Employment

Age  
Ancestry  
Color  
Disability  
Family Leave  
Marital Status  
Medical Condition  
National Origin  
Race  
Religion  
Sex  
Sexual Orientation

### Housing

Ancestry  
Color  
Disability  
Familial Status  
Marital Status  
National Origin  
Race  
Religion  
Sex  
Sexual Orientation  
Source of Income

## UNRUH CIVIL RIGHTS ACT

### Public

#### Accommodations

Age  
Ancestry  
Color  
Disability  
National Origin  
Race  
Religion  
Sex  
Sexual Orientation

## RALPH CIVIL RIGHTS ACT

### Hate Violence

Age  
Ancestry  
Color  
Disability  
National Origin  
Political Affiliation  
Position in a Labor Dispute  
Race  
Religion  
Sex  
Sexual Orientation

## INTRODUCTION

Pursuant to Government Code section 12930, subdivision (k), the California Department of Fair Employment and Housing (DFEH or Department), California's civil rights agency, submits its Annual Report for calendar year 2010, the "DFEH Renaissance Year," to the Governor and the Legislature.

The mission of the DFEH is to protect Californians from employment, housing and public accommodation discrimination, and hate violence. The Department enforces the Fair Employment and Housing Act (FEHA), Unruh Civil Rights Act, and Ralph Civil Rights Act. The DFEH's jurisdiction extends to individuals, private or public entities, housing providers, and business establishments within the State of California. The Department investigates, conciliates and prosecutes discrimination complaints.

## GOAL & OBJECTIVES

To **SOAR** as the nation's top state civil rights agency

**Service:** Deliver effective and efficient public services.

**Outreach:** Provide educational outreach to prevent discrimination.

**Advocacy:** Enforce the law and resolve disputes where violations are found.

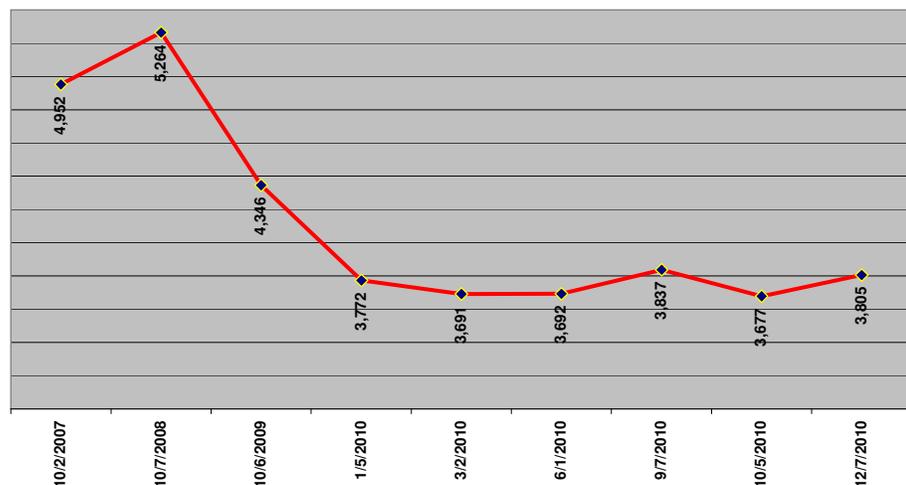
**Resource:** Develop resources to advance civil rights policy.

### Service

Deliver effective and efficient public services

- In 2010, the Department continued to implement its Case Grading System to better match the right amount of resources to case investigations based on the merit, complexity and significance of cases. This enabled the identification of systemic discrimination cases that were referred to the Department's Special Investigations Unit for in-depth investigation, settlement and prosecution. Case grading, along with other innovations instituted earlier (Online Appointment System, Online Right-to-Sue System, and Telephone Intake), substantially increased productivity at a time of increased case load and decreased resources.

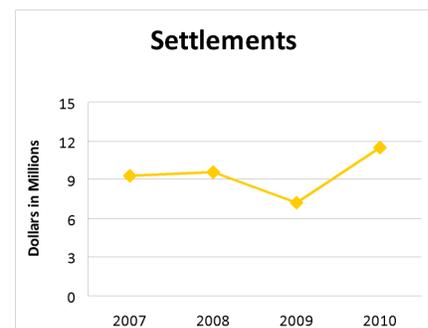
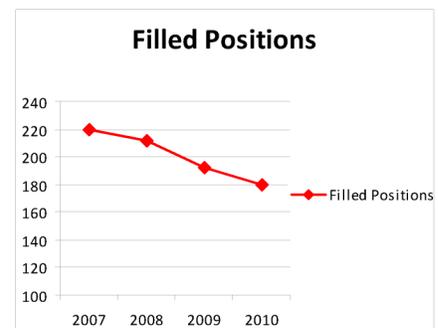
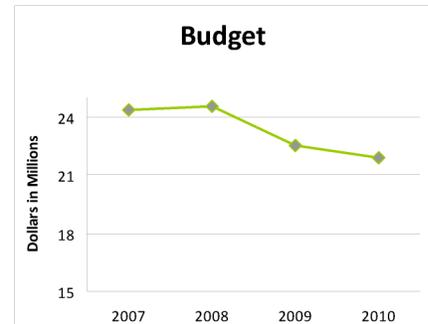
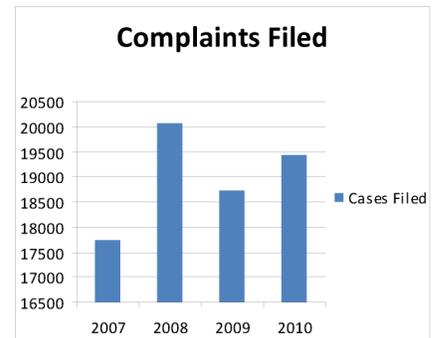
Greater Efficiency: Open Cases by Filing Month 2007-2010



## Outreach

Provide educational outreach to prevent discrimination

- > In 2010, the DFEH outreached and provided technical assistance and education to communities statewide. The Director made 95 and Department staff made 55 presentations or appearances to: civil and human rights organizations; employee and employer groups; employment round tables; tenant and landlord representatives; plaintiffs' and defense bars; the private and public sectors; and all stakeholders in our diverse state.
- > The DFEH partnered with businesses and employers to form regional Employment Round Tables in Northern, Central and Southern California. All three Round Tables sponsored substantive seminars in 2010.
- > Under grants from the EEOC and the State Bar Labor & Employment Law Section, and using DFEH staff as writers and actors, with the assistance of the Department of General Services' Video Multimedia Center, the DFEH expanded on its acclaimed "Equal Rights 101," "Fair Housing 101," and "Hate Crimes" videos to include a new "DFEH Legacy" video on the DFEH Web site and YouTube pages.
- > The Department continued to host an accessible, informative and innovative Web site, which has received much positive feedback. The DFEH New Fairtimes quarterly newsletter is published on the Web site.
- > The DFEH also launched active social media pages, such as Facebook, YouTube and Twitter pages to expand outreach to the public.
- > The DFEH's activities are well publicized in the media, news and professional journals from the Los Angeles Times, New York Times, San Francisco Chronicle, Daily Journal, Fox News, CNN Headline News, Crossings Television, to local newspapers, radios and television networks. See the DFEH press releases.



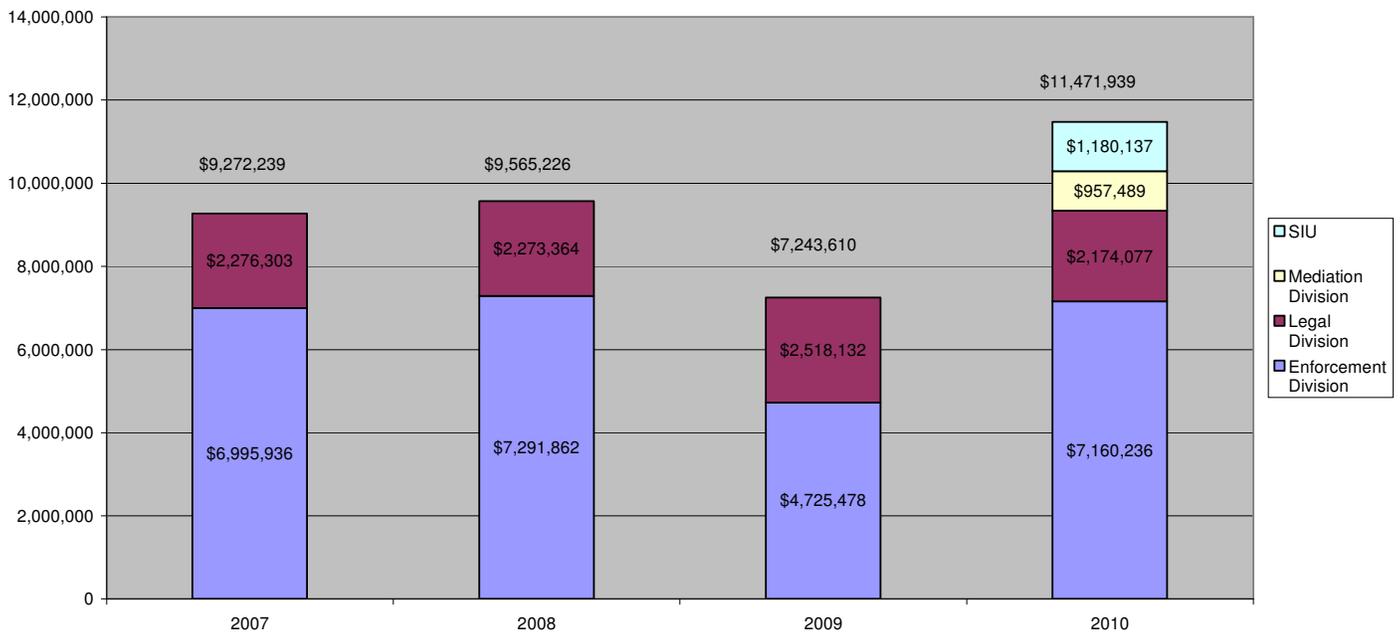
## Advocacy

Enforce the law and resolve disputes where violations are found

- > On advocacy, the Department increased its productivity and achieved better results as the number of prosecutions and settlements grew to more than \$11 million in 2010. Using its Case Grading System and Special Investigations Unit, as well as filing Director's and class/group complaints, the Department now regularly develops cases to address systemic discrimination.

- > In 2010, The average pre-accusation case settled for over \$7,000 and the average post-accusation case settled for over \$40,000, significantly less than the average \$250,000 it would have cost employers to defend such actions. Three Special Investigations Unit settlements in the first quarter of 2010 protected 59 workers and resulted in over \$712,000 in settlements and broad injunctive relief.
- > The DFEH established its first-ever in-house Mediation Division, which along with volunteer mediators, expanded settlement services by 100 percent. These free mediation services save businesses significant expenses by helping them settle cases out of court. Within the first six months of its inception, the Mediation Division successfully settled nearly \$1 million in complaints filed with the Department.

**California Department of Fair Employment and Housing  
Calendar Years: 2007 - 2010  
Closed Cases: by Settlement Amount**



### **Resource**

#### Develop resources to advance civil rights policy

- > The Department further sponsored Senate Bill 1252 (Corbett) to make technical amendments to the housing provisions under the FEHA.
- > Other resources to the community include continuing to lead the first fair housing and public accommodations entity at the State Bar of California; contributing to legal practice guides; and providing a free case law alert to the legal and human resources community.



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