



December 7, 2015

Dear Mayor and City Council Members

Attached you will find the Annual Report of the Des Moines Civil and Human Rights Commission for the 2015 Fiscal Year. We hope you will have an opportunity to review it prior to our Joint Meeting on December 10, 2015.

The Commission continued to address the issues of measurability, accountability, efficiency, and impact, especially in how well we are serving our citizens. This past year also brought to light the challenges facing the department, and foreshadowed many changes that culminated in the hiring of a new Director.

Our work also provided the impetus to garner a renewed sense of purpose in serving the City of Des Moines, the identification of promising potential partnerships, and a deeper understanding what issues the City faces, as well as how to best address them.

We would be very pleased to review this past year with you, and are even more excited to let our new Director, Joshua Barr, present his overview of the vision he holds based on our Strategic Plan AND his initial outreach into learning the breadth and depth of civil and human rights issues in Des Moines.

Thank you very sincerely for the support of our planning, marketing, and staffing efforts and for the work that the City Manager's Office and Legal Department also provided to us.

Very Truly Yours,

Christine (Tina) Manbeck
Chair, Des Moines Civil and Human Rights Commission



CITY OF **DES MOINES**
CIVIL & HUMAN RIGHTS COMMISSION

2015 Annual Report



September 1, 2015

Dear Mayor Cownie and City Council Members,

In accordance with the rules of the Des Moines Human Rights Commission and the Municipal Code of the City of Des Moines, we hereby transmit the 2015 Annual Report of the Des Moines Civil and Human Rights Commission and request our 2015 Joint Meeting with the City Council.

FY 2015 was the most productive year for the Des Moines Civil and Human Rights Commission in recent history, completing 79 intakes compared to 36 intakes two years prior. The department closed 77 cases in FY 2015 compared to 33 cases closed two years prior.

The Commissioners and Staff continued to strengthen the Commission through implementation of the Strategic Plan. Three primary goals were identified for the year. The Commission focused on streamlining the investigation process, creating and implementing an education plan and implementing a marketing plan. Significant progress was made in all of these areas and we look forward to seeing their completion in the next year.

As you know, the department continues to transition following the retirement of Director Rudy Simms. We are grateful to Mr. Simms for his long time commitment to Civil and Human Rights, and the City of Des Moines. Commissioners remain dedicated to working with staff to revitalize the Commission and increase investigations.

The Des Moines Human Rights Commission starts FY 2016 invigorated and motivated to provide residents and visitors of Des Moines comprehensive civil and human rights education and fair investigations.

Sincerely,

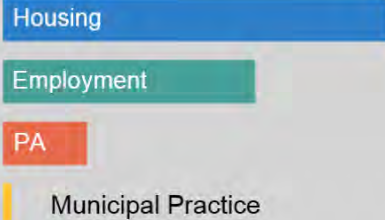
Michael Bowser
Chair



2015 Civil & Human Rights Commission By The Numbers

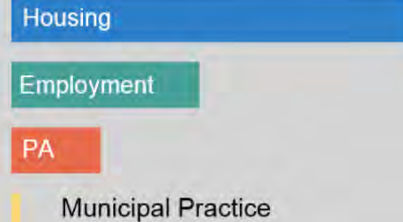
Investigations

87 Opened Cases



*31% increase in
opened cases
over 2014*

77 Closed Cases



*53% increase in
closed cases
over 2014*

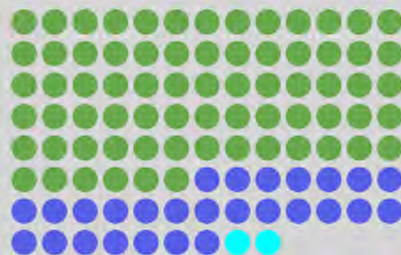


Housing Cases Basis
50% Race
22% Disability



Non-Housing Cases Basis
60% Race
16% National Origin
9% Disability

Closure Types



71% Administrative

27% No Probable Cause

2% Probable Cause

Education & Outreach

Education



400
People

Marketing



2.5 Million
Impressions

Outreach



20 Events
45,000 People

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Belief Statement

We believe in equality with respect and justice for all.

Vision Statement

The Des Moines Human Rights Commission is recognized for its excellence in education, advocacy, community engagement and investigations of civil rights violations creating a city, which is a beacon of human rights and equality for all, with a culture of inclusiveness, respect and peace.

Commission Mission Statement

To advance justice, promote equality and ensure the protection of human rights for all people in Des Moines through investigation, education, advocacy and community engagement.

About the Des Moines Civil and Human Rights Commission

The Des Moines Civil and Human Rights Commission was the first Human or Civil Rights Commission in Iowa, established in 1951. Three years later, the Civil Rights ordinance established a member commission representative of racial, religious and ethnic groups. In the 1950's, job discrimination and the complaint process were defined. Des Moines has been a leader Iowa, even prior to the 1965 Iowa Civil Rights Act passed by the State Legislature.

Since then, the Department, in varying degrees of membership, activities, and forms of staffing, has worked to advance justice and equality for all people in the City of Des Moines in accordance to Chapter 62 of Des Moines Municipal Code. The overarching purpose of the work is to prevent and eliminate to the extent possible, discrimination based on age, ancestry,

color, creed, physical/mental disability, familial status, gender identity, national origin, race, religion, sex, sexual orientation.

The Commission receives and addresses complaints of discrimination originating in the City of Des Moines in the areas of employment, public accommodation, housing and municipal practices; completes complaint investigations in a timely manner; resolves complaints through mediation and conciliation; interprets civil rights laws and aspects of diversity; and offers educational opportunities that support positive human relations in our community.

The Des Moines Civil and Human Rights Commission oversees the work of the Director and reports to the Des Moines City Council.

Des Moines Civil and Human Rights Department Staff

Director

Rudolph Simms, Jr. (Retired 2015) – Director Simms joined the Des Moines Civil & Human Rights Department in 2006. Rudy founded and directed human relations leadership institutes in the mid-80's for high school and middle school youth and developed educational programs, forums and conferences around the annual Martin Luther King Jr. holiday for many years. In the past, he has been employed as EEO/ Affirmative Action Officer for a major Midwest contractor and a mediator for the Iowa Civil Rights Commission and the Polk County Attorney's Dispute Resolution Center. Rudy directed the National Conference for Community and Justice, and has served as a private consultant to state and local government agencies. In March of 2015, Rudy retired from the City of Des Moines.

Interim Director

Laura Graham, Assistant to the City Manager, has been assisting the department as liaison to the City Manager's Office since 2010. She has worked for the City of Des Moines since 2008. In April of this year, she assumed the role of Interim Director. In her time

working for the Department, Laura has assisted with the Strategic Plan, Marketing Plan, completion of tracking system for Investigations, and facilitated the hiring process for the next Civil & Human Rights Director. She holds a B.A. in Spanish and Anthropology from Luther College and a Masters in Business Administration from Iowa State University. The Iowa City/County Management Association recently recognized Laura with the organization's 2015 Emerging Leader Award.

Human Relations Specialists

Vern Ostrander, Sr. – Mr. Ostrander joined the Des Moines Civil and Human Rights Department in 1992. Vern has worked for the City of Des Moines since 1979 in Contract Compliance, as a Human Relations Specialist and now Senior Human Relations Specialist. Prior to his work for the city, Vern worked as a Planning Technician and Associate Planner with the Central Iowa Regional Association of Local Government. He served two years in the US Army.

Mikel Johnson, M.S. Rehabilitation Counseling; completed all coursework for an Ed.D. – Ms. Johnson joined the Des Moines Civil and Human

Rights Department in 2007, bringing her skills in and knowledge of technical writing, public education, grant writing, and event planning. In 2010, she became the department's Human Relations Specialist. Ms. Johnson has taught in the graduate schools at Drake University and Emporia State University in Kansas. Ms. Johnson left the organization in March of 2015.

Nekesha Palmer - Ms. Palmer joined the Des Moines Civil and Human Rights Department in September of 2014. Nekesha received a B.A. in Public Administration from the University of Northern Iowa, with an emphasis in Economics and Finance. Nekesha worked as a Family Development Specialist for over five years at the City of Des Moines' Community Action Agency.

Attorney

Doug Philiph – Mr. Philiph graduated from Iowa State University in May of 1983 in the honors program with a Bachelor of Science degree in Agricultural Business. He graduated from Drake University Law School earning his J.D. degree in May of 1986. Doug was in private practice in Sibley, Iowa from June 1986, until he joined the City of Des Moines' Legal Department in January of 1987. Doug became the Police Legal Advisor in April of 1996, and his duties were expanded to include providing counsel for the Des Moines Human Rights Commission in August of 2006.

Des Moines Civil and Human Rights Commissioners

Michael Bowser, Chair – Commissioner Bowser was appointed in 2011. Michael is Executive Director of the Eychaner Foundation, Past President of FRIENDS of Iowa Civil Rights, Inc. and Secretary of The Plaza Board of Directors. He was a Producer at KCCI-TV and KCRG-TV9. Michael served as President of the Gay, Lesbian, Bisexual, Transgender and Allied Union at the University of Northern Iowa, launched a magazine called "Queer and Allies" for lesbian, gay, bisexual, transgender and allied high school and college students in Iowa and served on the Board of Directors for the Community AIDS Assistance Project in Eastern Iowa as Communications Director.

Francis Boggus, Vice Chair - Commissioner Boggus was appointed to the Commission in 2014. He is a graduate of the University of Nebraska-Lincoln, BS, and the University of San Francisco School of Law, JD. He practiced law in California for seventeen years and specialized in personal injury, medical malpractice, social security and workers' compensation law. He also served as an Administrative Law Judge with the California Unemployment Appeals Board. A native of Omaha, Nebraska, he returned to the Midwest in 1997 and moved to Iowa in 1999. He was formerly the administrator for the Iowa Great Places program with the Department of Cultural Affairs from 2007-2011. He has served on numerous nonprofit, neighborhood, historical, social and educational boards. He currently operates his own consulting firm, Francis Boggus & Associates that specializes in strategizing community development and planning for nonprofit and for-profit entities.

Christine Manbeck, Secretary – Commissioner Manbeck was appointed in 2012. A graduate of the University of Iowa, she held male-traditional positions in the 1970s, while actively working for women's rights. Her business experience includes President of Downtown Des Moines, Inc. and Executive Director of the Downtown Partnership. She was president of the Iowa Women's Political Caucus, and is a former candidate for elective office. She founded three neighborhood associations, and is a former member of the Neighborhood Revitalization Board. Current volunteer activities include Planned Parenthood, the Des Moines Gay Men's Chorus and the Junior League. Tina is a retail business manager, and owner of a natural products company.

Daniel Garza – Commissioner Garza was appointed in 2013. Dan is a lifelong resident of Des Moines and is presently working for John Deere Des Moines Works. He is a union activist with Local 450 United Auto Workers Union and has had numerous classes on issues affecting the working class. He has served as a member of the Joint UAW-Deere Equal Employment Committee and is the present chairperson of the UAW Local 450 Civil and Human Rights Committee. Commissioner Garza has also served as a Skilled Trades Representative with the UAW during his 41 years. Dan is a graduate of Des Moines Technical High School and attended Iowa State University. Dan is also member of Christ the King Catholic Church and is a Fourth Degree Knight of Columbus. Dan is presently serving on the executive committee for the League of Latin American

Citizens (LULAC) Council 307. He is married and has three children and two grandchildren.

Peggy Dandy – Commissioner Dandy was appointed in 2012. Peggy began her involvement in Human Rights in her hometown of Waterloo where she served on the City of Waterloo Human Rights Commission under Walter Reed 2000-2003. Peggy moved to Des Moines in 2003 and learned more about the Des Moines area through volunteer work and participating in the Des Moines Citizens Police Academy. Having this knowledge, she submitted her name for consideration as a Commissioner for the Des Moines Civil and Human Rights Commission. She has served the Commission in various ways since 2004. Peggy works for John Deere as a Supervisor. In her job, she interacts with employees all over the world. She has attended many diversity classes offered in the public and private sector. Outside of work, Peggy continues to volunteer in the community, hoping to make an impact in changing lives for the better. Peggy has her Masters through Upper Iowa in Global Business.

Margo Jones – Commissioner Jones was appointed in 2012. Margo retired from Century Link, then Qwest, after 30 years and is now in Customer Service at Des Moines Performing Arts. She owned Love Thy Neighbor, a diversity consultation and training organization, facilitating workshops on race, workforce diversity, gender and ADA compliance. Clients included the United States Department of Agriculture, the University of Northern Iowa, the Iowa State Department of

Human Services and the Des Moines Register. Margo served as President of the Iowa Chapter of the Alliance of Black Telecommunication Professionals, Board Chair of the Evelyn Davis Early Learning Academy and the YWCA Board of Directors. Margo enjoys reading and serving at her church, Elim Christian Fellowship. She has two children and four grandchildren. Ms. Jones' term ended with the Commission on April 1, 2015.

Kathy Collins Reilly – Commissioner Reilly is a Des Moines native, a Roosevelt High School graduate and Hall of Fame inductee. She taught high school students for six years, and then attended Drake Law School, graduating with honors. In a career involving Education Law that spanned 23 years, Kathy was the Legal Consultant and Administrative Law Judge for the Iowa Dept. of Education and later Director of Legal Services for School Administrators of Iowa. Kathy also taught Education Law at Iowa State and Drake graduate schools, as well as being an adjunct professor at Drake Law School. In 2004, she received the Friend of Iowa Civil Rights award for her work raising awareness of GLBT students' rights in the educational environment; in 2005 the Iowa Safe Schools project created an award in her name in recognition of Kathy's leadership in the area of bullying prevention, particularly acts of students and adults aimed at GLBT students. She was appointed to fill a term on the Commission in March of 2014.

Des Moines Civil and Human Rights Department Funding

The Des Moines Civil and Human Rights Department funding stems from two main sources, the general fund through the City of Des Moines and the U.S. Department of Housing and Urban Development Fair Housing Assistance Program (FHAP). The Des Moines Civil and Human Rights Department concluded FY2015 with a preliminary operating budget of \$306,307 (graph

1.1). Additional information pertaining to the funding of the department and descriptive explanation of the expenses and expenditures are available on the City of Des Moines Finance Department webpage (<http://www.dmgov.org/Departments/Finance/Pages/default.aspx>) and in the Comprehensive Annual Financial Report (CAFR) for FY2015 pages.

City of Des Moines General Fund

The general fund provides the resources necessary to sustain the day-to-day activities and mainly pays for all administrative and operating expenses for the department. The general fund subsidy decreased by \$20,167 which is about a 10% decrease in funding for the department for from the 2014 fiscal year and by

\$154,282 a 43% decrease for the 2013 fiscal year (refer to graph 1.2 below). The Human Right's Operating Budget is about 0.2% of the city's total General Fund Budget. Because of vacancies, in fiscal year 2015, even with an additional temporary employee, the total costs for Human Rights came in under budget.

Department of Housing and Urban Development Fair Housing Assistance Program (FHAP) Funding

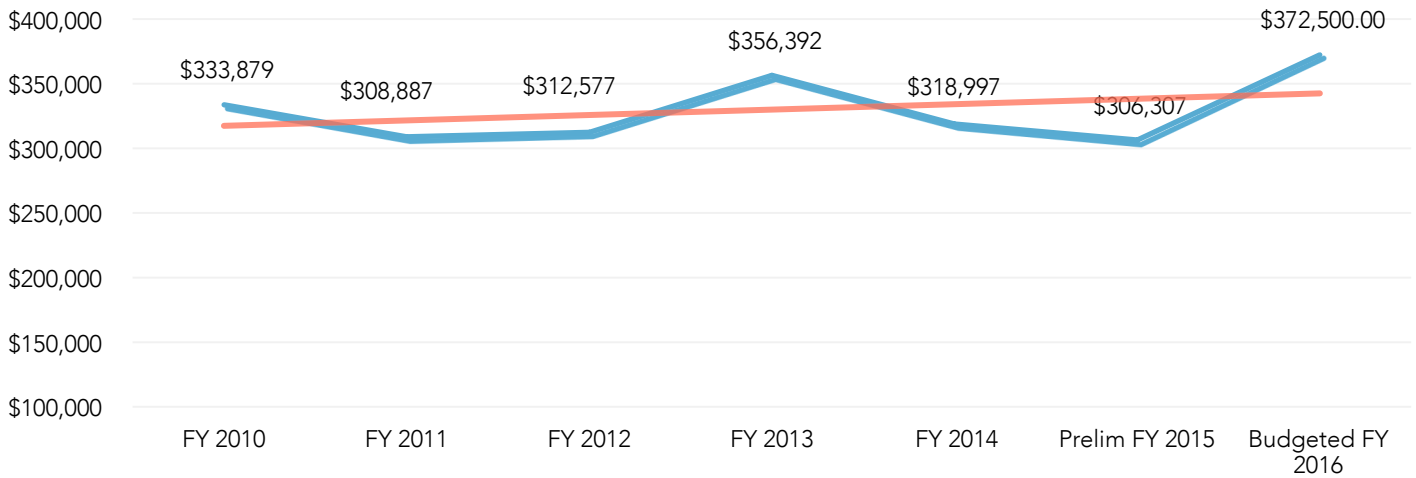
The Fair Housing Assistance Program (FHAP) through the U.S. Department of Housing and Urban Development (HUD) provides FHAP funds on an annual basis to State and local agencies that enforce fair housing laws that are "substantially equivalent" to the federal Fair Housing Act. The FHAP helps protect families and individuals who believe they have been victims of discrimination based on race, color, national origin, religion, sex, disability, or familial status in the sale, rental, or financing of housing. Under Chapter 62 of the City of Des Moines Municipal Code, there are the addition of two protected classes gender identity and sexual orientation. The Department of Housing and Urban Development may reimburse agencies who participate in the program for housing discrimination complaints it investigates that are within the jurisdiction of the federal Fair Housing Act. In addition, the agency may receive funds for administrative costs, special enforcement, and enforcement of its fair housing laws.

To obtain funding through the Fair Housing Assistance Program there are various accomplishments an agency must complete. These could include complaint processing, training, implementation of data and information systems, and other special projects. The Des Moines Civil and Human Rights Department typically receive funds through the complaint processing, training, enforcement, and administrative costs.

In fiscal year 2013, the Des Moines Civil and Human Rights Commission received a one-time grant through the HUD FHAP Partnership, which was used during the 2015 fiscal year. The grant was for \$133,772, of that \$83,772 went towards marketing and advertising to promote the presence and work of the Department and Commission. The other \$50,000 of the grant was used to hire a temporary Human Relations Specialist.

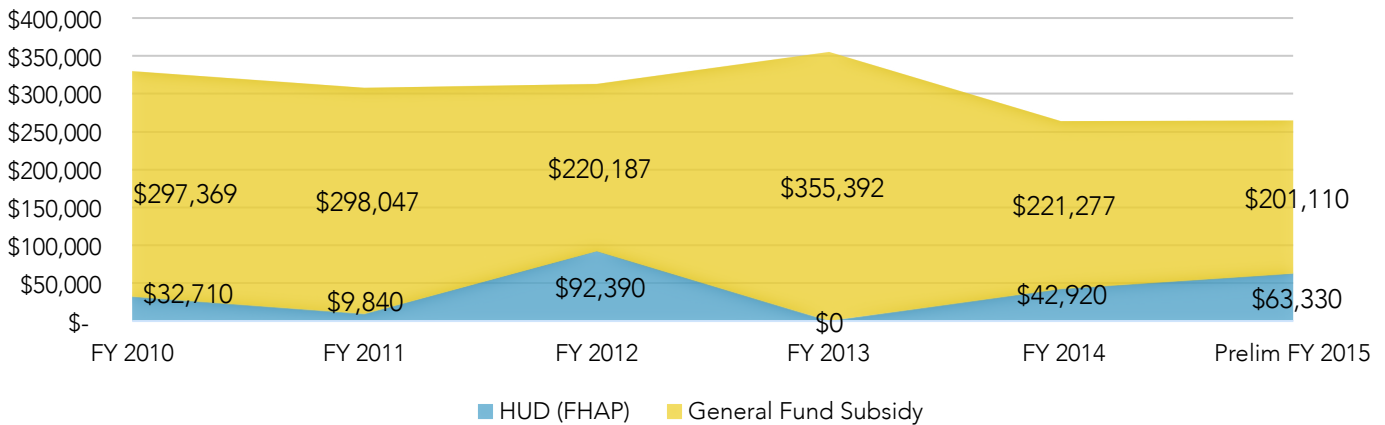
Graph 1.1

DES MOINES CIVIL AND HUMAN RIGHTS OPERATING BUDGET FY 2010 - FY 2015



Graph 1.2

GENERAL FUND AND HUD (FHAP) FUND FY 2010 - FY 2015

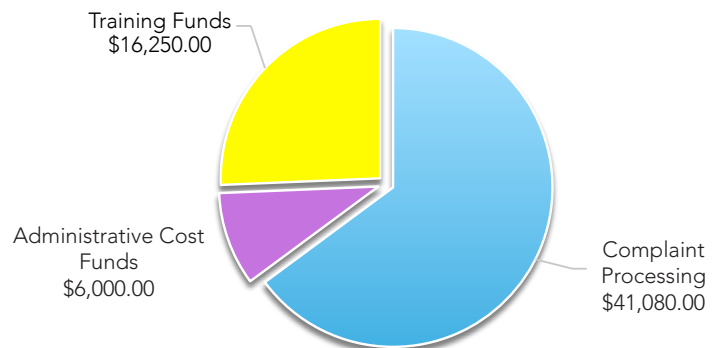


Because HUD funding varies annually and the funding received in any given year is typically carried over to the following year(s), it is difficult to show any accurate trend or pattern in the department budget when looking at FHAP funds.

The graph below shows the funding from the HUD Cooperative Agreement reimbursements to the department for performance work completed between July 1, 2013 and June 30 2014 (FY 2014 HUD grant revenues total \$63,330). These funds were used during the 2015 fiscal year. Below breaks the funding down by source:

Graph 1.3

Fair Housing Assistance Program (FHAP) Funding for FY 2014



Administrative Costs Funds

Administrative cost funds may be used for data and information systems, salaries, and other administrative expenses associated with the administration and enforcement of equivalent fair housing laws. For the 2014 fiscal year, FHAP agencies processing fewer than 100 cases were eligible to receive \$6,000. Beginning

fiscal year 2015 the funding for administrative costs changed and the structure for administrative funds are now connected to the FHAP agencies caseload. The table below shows the payment scheduled for the 2015 fiscal year:

Table 1.1

Number of Complaints Acceptably Processed in 2014	FY 15 Administrative Cost Funds to Agency
0-12	\$6,000
13-30*	\$11,000*
31-60	\$27,500
61-99	\$52,500
100 +	Will receive 18% of the agency's total FHAP obligation for the preceding year.

**In fiscal year 2015 the department processed nineteen cases with HUD, the line item highlighted above is the anticipated administrative funding the department will receive.*

Contribution (Complaint Processing Funds)

In the 2014 fiscal year, FHAP agencies were eligible to receive \$2,600 per case acceptably processed to closure. In the course of the 2014 fiscal year, the Des Moines Civil and Human Rights processed sixteen cases that were dual filed with HUD totaling \$41,080. The 2015 complaint processing funds (Contributions) have increased retroactively as of July 1, 2014 (which is the beginning of the 2015 fiscal year); the primary

intention is to improve the quality of the complaint process. The department processed nineteen cases and in accordance to the processing payment schedule the department anticipates \$49,200 in payments for the year (a 16% increase from 2014). The changes in payment amounts and the departments expected amounts are illustrated in the table below:

Table 1.2

Case Processing Payment Schedule			
Case Disposition	FY 14 Payment Amount	FY 15 Payment Amount	Department Anticipated Payment Amounts for FY 2015
Full Investigation Cause/No Cause	Up to \$2,600	\$2,800	$\$2,800 \times 4 = \$11,200$
Effective Conciliation*	Up to \$2,600	\$3,100	$\$3,100 \times 10 = \$31,000$
All Administrative Closures	Up to \$2,600	\$1,400	$\$1,400 \times 2 = \$2,800$
Withdrawal with Resolution	Up to \$2,600	\$1,400	$\$1,400 \times 3 = \$4,200$
Post-Cause Enforcement Payment	\$4,000	\$5,000 (Administrative Hearing) \$8,000 (Civil Action)	-

**Effective Conciliation –provides both public interest relief and relief for the complainant(s). A conciliation agreement that does not have public interest relief will be compensated at the full investigation amount of \$2,800.*

Training Funds

The Des Moines Civil and Human Rights Department was allocated a total of \$16,250 for FY 2014. For the 2015 fiscal year, HUD is increasing training funds. This increase is intended to encourage FHAP agencies to provide training not only to the investigative staff but also to the Commissioners and legal staff (when appropriate). Funds are used for the mandatory National Fair Housing Training Academy (NFHTA) participation. Staff may also use funds to participate in HUD-approved trainings and the International Association of Human Rights Agencies annual conference. The 2015 fiscal year funds were used to send a staff member to the required HUD training

through the National Fair Housing Training Academy. The staff person attended weeks one through three of the five week training during the 2015 fiscal year and is expected to complete the remaining two weeks (weeks four and five) in July and August of 2015. Training funds were also used for one of the commissioners to attend the FHAP Conference.

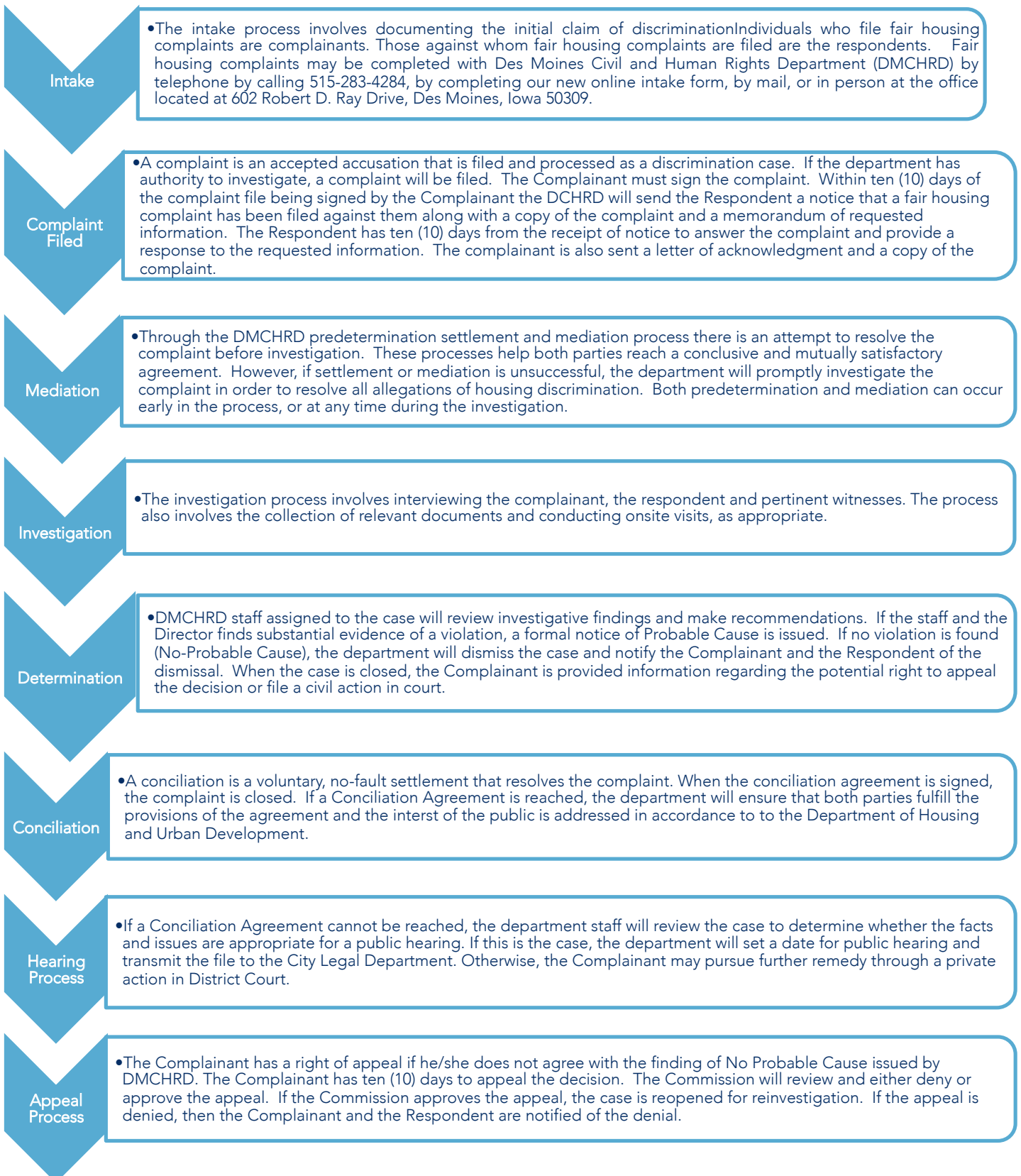
Training funds are based on the population of the FHAP jurisdiction. The Des Moines Civil and Human Rights designated population is 120,001-554,495 and in accordance to the Fair Housing Equal Opportunity (FHEO) distribution table the agency will receive \$17,875.

Special Enforcement Effort (SEE) Funds

In the 2014 fiscal year, FHAP agencies were eligible to receive an additional \$1,000 per case for each case that was considered complex or an issue in which the agency issued a charge of discrimination. In the fiscal year 2015 FHAP agencies are eligible to receive \$5,000 for conducting a post cause administrative hearing

and \$8,000 for the filing of a post cause civil action. In addition, HUD will provide support to FHAP agencies that take on significant protracted litigation to enforce fair housing laws by making available an enforcement fund of up to \$1.8 million.

Des Moines Civil and Human Rights Department Case Processing



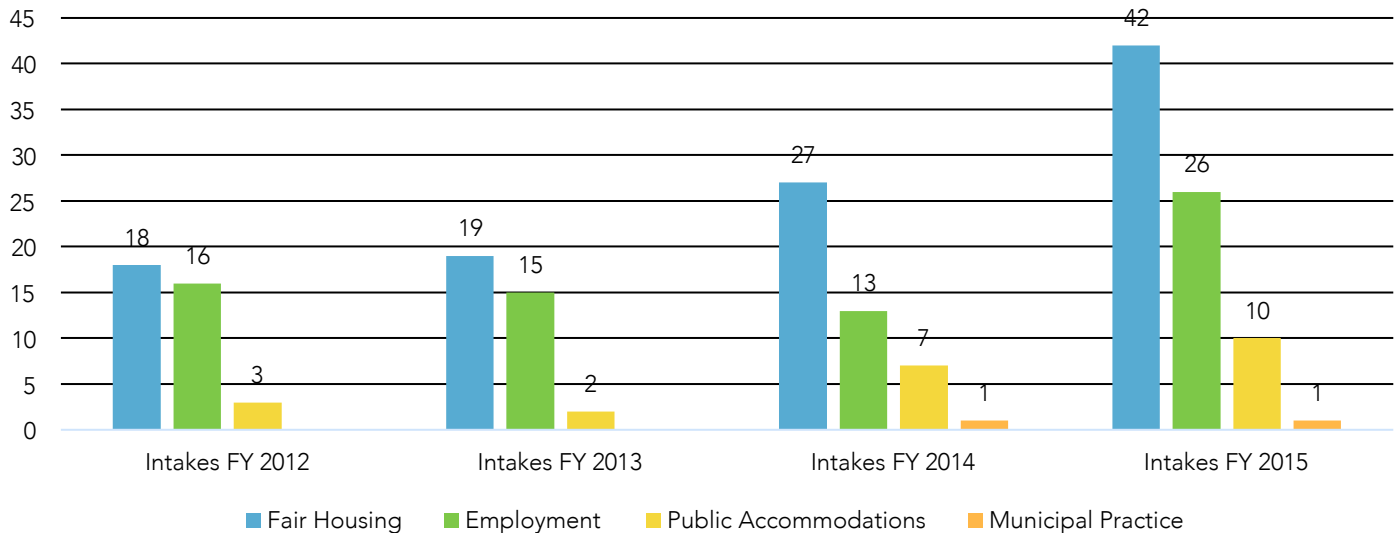
Intake Processing for FY 2012 – FY 2015

The chart below shows the intakes by jurisdiction for the 2012-2015 fiscal years. There was a significant increase of fair housing intakes within the four-year span. In FY 2012, the Department completed 18 intakes compared to 42 intakes in FY 2015, an increase over three years of approximately 57%. The department cannot

conclusively determine the cause for the increase in intakes and cases in fiscal year 2015. When compared to the FY 2014 the department saw a 37% increase in housing case intakes and a nearly 40% increase in total intakes.

Graph 1.1

Intakes by Jurisdiction for Fiscal Years 2012-2015

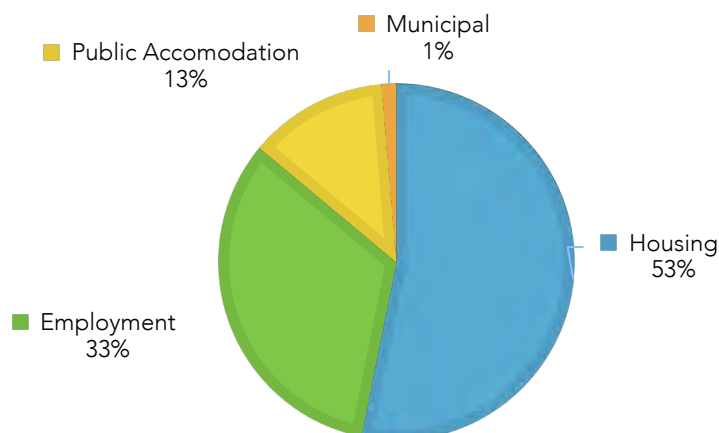


In July 2014, the department made the determination that all intakes should be considered an opened case due to the time and effort it take to complete an intake. The inclusion of all intakes as open cases could be why there is a significant increase in the number of open cases that the department completed for the

2015 fiscal year. In addition, marketing and advertising in various publications, radio, and television and the department's active roles within the community with outreach, education, and networking could be a contributing factor.

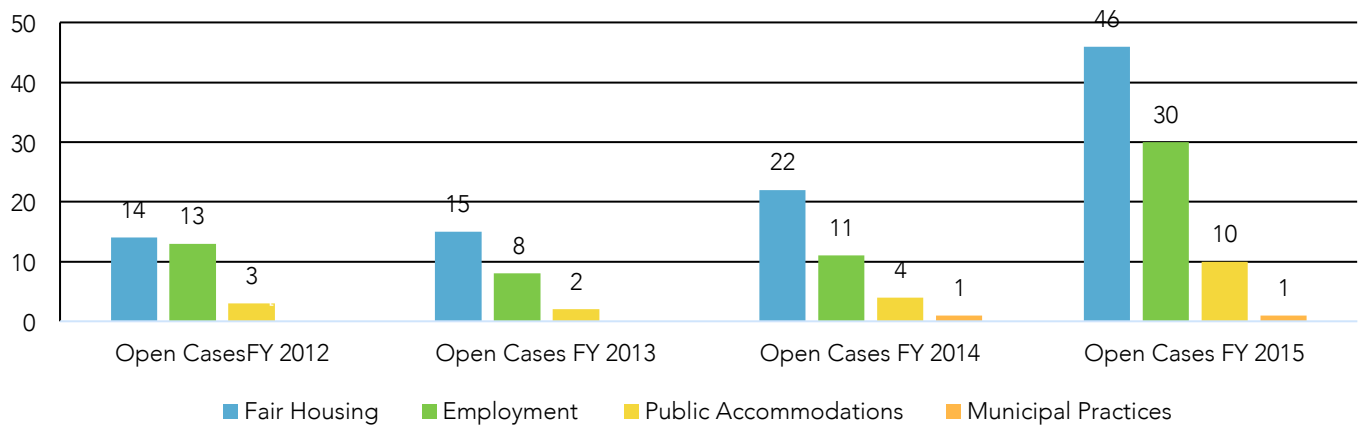
Graph 1.2

INTAKES BY JURISDICTION FOR FISCAL YEAR 2015



Open and Investigated Cases by Jurisdiction for FY 2012 – FY 2015

Graph 2.1



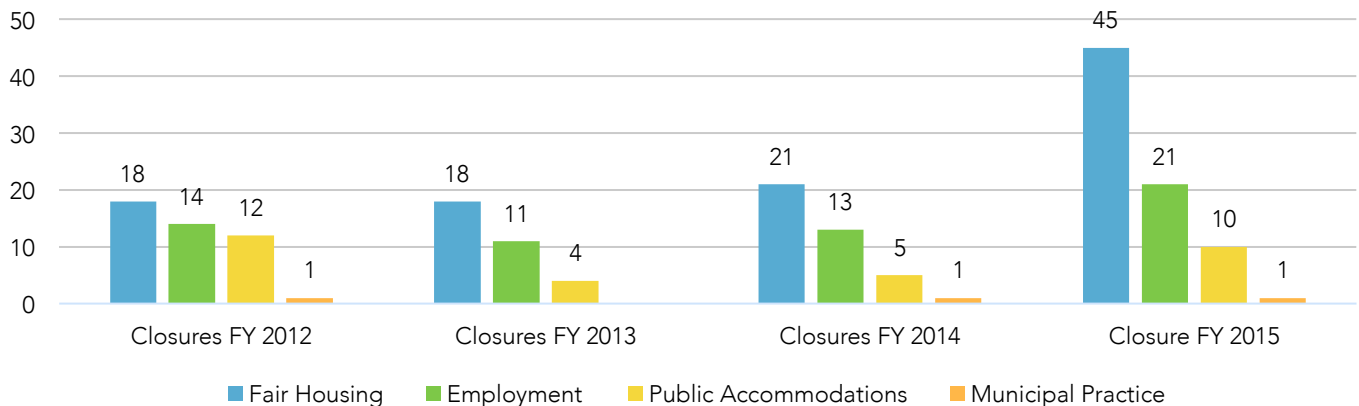
In FY 2015, fair housing cases represented 53% of cases opened by the department a 52% increase in cases over the 2014 fiscal year, which only had 22 opened cases, as shown in Graph 1.2. Also, note that the department's

public accommodation cases increased by 60% from the 2014 FY. Of the thirty employment cases, four were carried from the previous year.

Case Closures for FY 2012 – FY 2015

Case Closures by Jurisdiction for FY 2012 – FY 2015

Graph 2.2

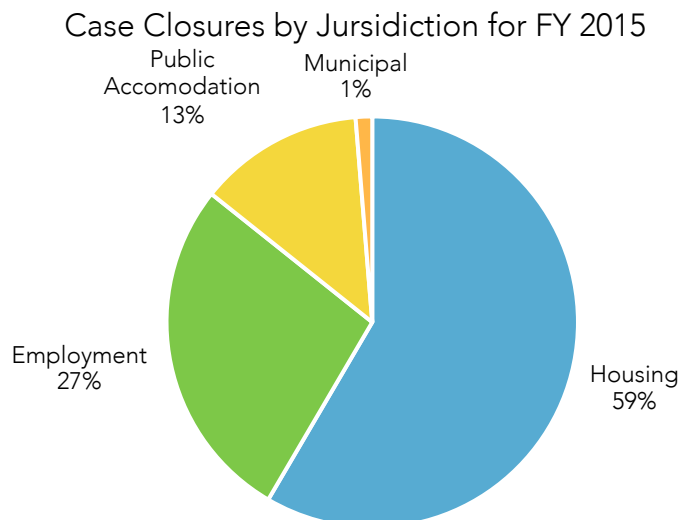


In the 2014 fiscal year, the department closed 21 fair housing cases compared to 45 cases in 2015, a 53% increase. Also note that the employment case closures

increased by 43% over the 2014 fiscal year and the public accommodation cases increased by 50%.

Case Closures by Jurisdiction for Fiscal Year 2015

Graph 2.3

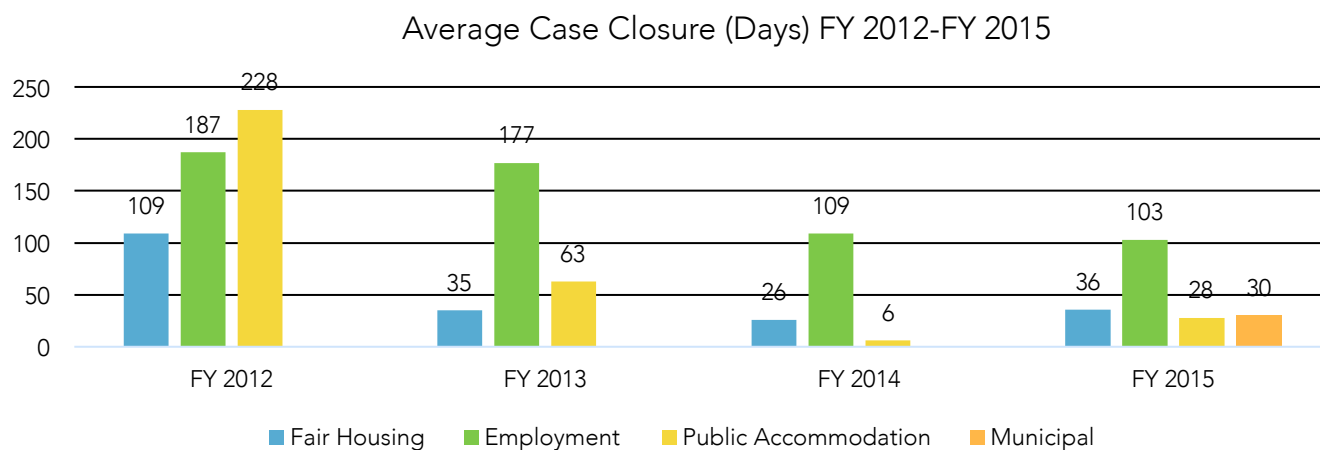


As shown in Graph 2.2, closed Fair Housing cases in total increased by 60% over cases in FY 2012 and FY 2013. Fair Housing cases played a large role for cases handled by the Department in FY 2015, representing 59% of total cases closed by the department.

Average Case Processing Time for FY 2012 – 2015

The Des Moines Civil and Human Rights Commission is proud that this year the Department had a sustained impressive closure times for the fiscal year 2015.

Graph 2.4



The above table and graph shows, based on jurisdiction, the average number of days the Des Moines Civil and Human Rights Department takes to close a case.

The requirement for the Department of Housing and Urban Development (HUD) is for investigative agencies to close out fair housing cases within 100 calendar days of the filing date. **The average number of days a fair housing case was opened during the fiscal years 2012-2015 was 52 days. There was a 27% increase**

in closure days from FY 2014 with an average of 26 days, compared to an average of only 36 days in FY 2015. This is likely due to new staff learning how to processing cases. Yet, the department closure time still maintains reasonable and respectable closure days within the past four years.

The Equal Employment Opportunity Commission (EEOC) closure requirement for employment cases is a maximum of 300 calendar days from the filing date.

The average number of days an employment case was open during fiscal years 2012-2015 was 144 days. Between FY 2014 and FY 2015 there was a 6% decrease in the number of days a case was open. Likely, due to staff being able to concentrate time and effort towards employment cases once the new staff member began processing housing cases.

The Des Moines Civil and Human Rights Department closures of Public Accommodation cases the Des Moines Civil and Human Rights Department has sustained its standard. A Public Accommodation case should be resolved within 365 days. The average number of days a Public Accommodation case was open during fiscal years 2012-2015 was 81 days,

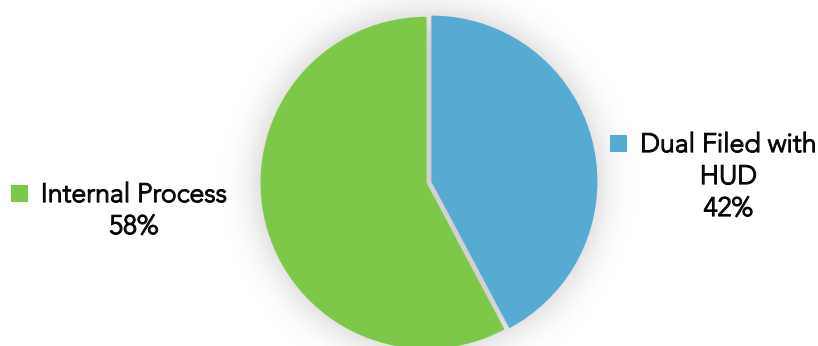
a decrease of 200 days. This is likely due to the temporary increase in investigative staff, allowing the senior investigator to focus efforts on non-housing cases.

The department investigated one Municipal Practice in the fiscal year 2015. Municipal Practices cases covers the refusal or denial to any person the services, advantages, facilities or privileges offered by the city or otherwise to discriminate, separate, segregate, or make a distinction against any person, in the furnishing of such services, advantages, facilities or privileges. The department has 365 days to investigate a municipal practice case and the department completed the investigation in 30 days.

Case Closures by Basis for Housing and Non-Housing Compared for Fiscal Year 2015

Graph 2.5

Fair Housing Filing Status for FY 2015



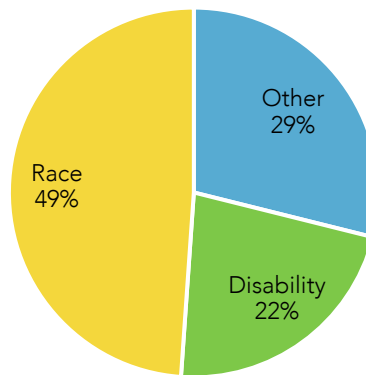
As stated previously, nineteen of the forty-five housing cases were dual filed with the Department of Housing and Urban Development (HUD), the other twenty six cases were handled through internal processing. There are a number of reasons that a housing case would not be filed with HUD. Reasons may include: jurisdictional issues where staff refer Complainants to proper resources, the complaint could be handled through an expedited internal process, or the Complainant does not desire the case to be officially filed with HUD. Not all housing cases warrant a filing with HUD.

As an example, a grandmother who applied for senior housing and was denied because she informed them that her grandchild would visit her from time to time. In this example, there is no violation under the fair housing act or our Municipal Code, however, the

department still provided exceptional customer service by contacting the property manager/owner to discuss the concerns. The department was able to resolve the issues, the grandmother was allowed to move into the senior housing residence, and her grandchild was allow to visit.

Another example, a woman and her child were going to be evicted from their house within three days. The department assisted by writing an appeal letter to the property manager and spoke with the property manager. The property manager dismissed the eviction notice and the woman and her daughter continues to reside at the residence. The department attempts to provide quality customer service to all individuals who enters the office with an issue.

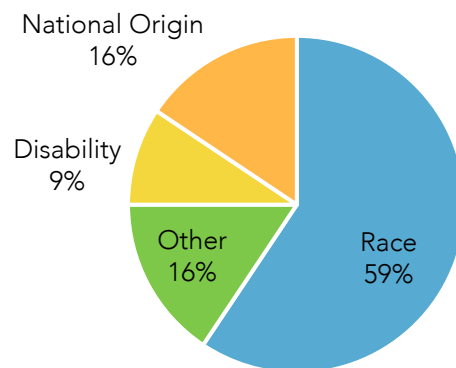
Graph 2.5
Housing Case Closures FY 2015



As stated in Graph 2.7 and the accompanying table on the next page, there are two main basis categories for the three-year period: "Race" and "Disability". In fiscal year 2015, this follows the overall trend with "Race" being 49% of the cases closed and "Disability" being

22% of the housing cases closed by the department, which is a decrease from the 2014 FY. It is worth mentioning that of the "Other" 29% of the cases, 11% are familial status and 7% are national origin.

Graph 2.6
Number of Non-Housing Case Closures FY 2015



For non-housing cases closed, Race (60%) is still the primary basis of the cases; National Origin (16%); and

Disability (9%) has seen a slight decrease from the 2014 fiscal year.

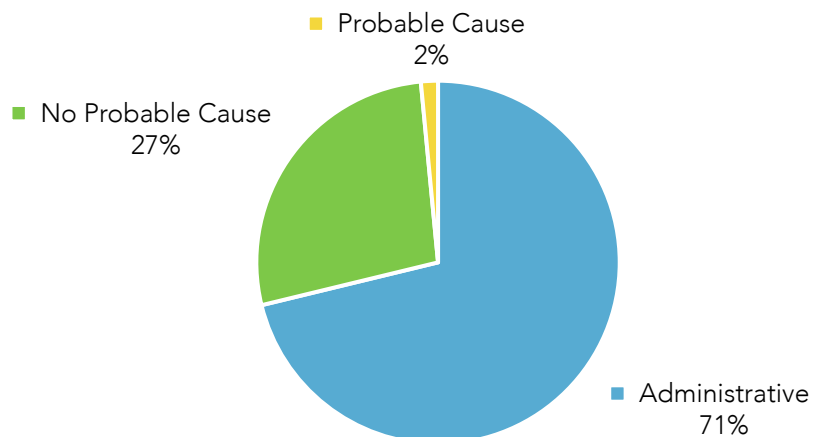
Case Closures by Type for FY 2012 – FY 2014

In the last four years the Des Moines Civil and Human Rights Department has closed 197 cases. The department closes cases in three ways: Administrative Closures (141), Probable Cause (3), and No Probable Cause (54). As show in Graph 2.7 below 71% of the cases

closed by the department were closed administratively. The accompanying table below outlines the types of administrative closed cases and the number closed within that four-year span.

Graph 2.7

Closures by Type FY 2012 - FY 2015



No probable cause cases are 27% of the closures for the 2015 fiscal year. The way in which a case/complaint is found to have no probable cause is through the investigative process. Once an investigation is completed and/or conciliation efforts have failed the staff member who is assigned to the case will review the case findings and make a recommendation to the director. In order to find reasonable cause there must be facts that support the validity of the theory that there was a discriminating violation. Reasonable

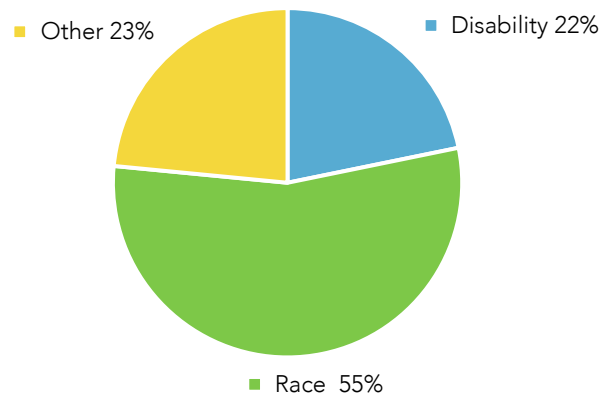
cause exists when one can conclude based on all relevant evidence, viewed objectively that a violation has occurred. The investigator must consider both Complainant and Respondent evidence and the evaluation of conflicting evidence. If, at the conclusion of a thorough investigation, the investigator has not found a reason to believe that discrimination happened and conciliation/settlement efforts have failed a determination of no probable cause shall be made.

Table 2.7

FY2012- FY2014 Administrative Closures by Type	
Administrative Closure Type	Number of Case Closures
Conciliation	30
Satisfactorily Adjusted	59
Other	13
Withdrawal	8
Predeterminations Settlement Agreement	3
Waived Case to HUD for Processing	9
Failure to Cooperate	6
Waived Case to Iowa Civil Rights Commission	2
No Jurisdiction	8

Case Basis Type for FY 2012 – FY 2015

Graph 3.1



There are three basis categories for the four-year department, and Other, which represented only 19% of fiscal period of 2012-2015: Race (55%) of total cases, total cases. The basic types categorized are outlined Disability (22%) of the total cases investigated by the in Table 3.1 below.

Table 3.1

		FY 2012	FY 2013	FY 2014	FY 2015	Totals
Disability	Disability	10	3	9	15	39
	Disability/Retaliation		1			
	Disability/Sex	1				
Race	Race	8	13	16	46	98
	Race/National Origin	1	4	1		
	Race/Sex	4		1		
	Race/Ancestry			1		
	Race/Retaliation		1			
	Race/Religion				1	
	Race/Sex/National Origin	1				
Other	Age/Disability	1				42
	Age/Sex		1	1	1	
	Familial Status			1	5	
	National Origin	2	1	1	9	
	Religion	1	1	1	2	
	Retaliation	1		2	1	
	Sex			3	3	
	Sex/Familial Status				1	
	Age				1	
	Creed				1	
	Sexual Orientation			1		

Des Moines Civil and Human Rights Department Marketing

IN FY2013, the Des Moines Civil and Human Rights Commission received a grant through our HUD FHAP Partnership for \$133,772. A total of \$83,772 went towards print, digital, and TV marketing and advertising to raise awareness of the existence and work of the Department and Commission. The marketing funds were exhausted in Spring 2015.

Television

Television advertisements were purchased to promote the Des Moines Civil and Human Rights Commissions' 29th Annual Symposium on Civil and Human Rights as well as promote the services offered by the Des Moines Civil and Human Rights Commission.

The campaigns that ran for Des Moines Human Rights on KCCI, MeTV and KCCI.com delivered a combined 2,438,148 impressions to Adults 18+ in the Des Moines designated television market. The campaigns individually delivered as follows:

KCCI: 1,797,500 Adults 18+ impressions.

MeTV: 568,200 Adults 18+ impressions.

KCCI.com: 72,448 Adults 18+ impressions.

Net Reach: 46,500 for Adults 18+ impressions



Print

The Des Moines Civil and Human Rights Commission published a half-page advertisement in the Summer/Fall 2014 Edition of City Source's, a quarterly newsletter for Des Moines residents created by the Public Information Office in the City Manager's Office. Approximately 83,000 copies are mailed, reaching every household in the city.



Des Moines Civil and Human Rights Department Education and Outreach

Education and Outreach in the Des Moines Human Rights Department continues with the tradition of hosting events and activities with a focus of reaching

out to and working with neighborhood associations, nonprofit organizations, governmental agencies and the public.

International Human Rights Day

Each year the Des Moines Civil and Human Rights Department celebrates International Human Rights Day on December 10th and 2014 marked the 66th anniversary of the celebration. This day honors the United Nations' General Assembly adoption and proclamation on December 10, 1948, of the Universal Declaration of Human Rights, the first global

announcement of human rights around the world and a major achievement of the United Nations. This local event is held annually at the Downtown Des Moines Public Library and features educational displays, videos of the history and status of human rights; musical and theatrical performances; library exhibits, and educational activities for all ages.

Annual Symposium

The Greater Des Moines Friends of Human Rights, Inc.'s **29th Annual Human Rights Symposium: 'America Where are We Now?'** was held on March 18, 2015 at Des Moines University. The daylong event drew 336 attendees. There were seven focus topics, five sessions with 26 total workshops: fair housing and equal opportunity, equal employment opportunity, human trafficking, immigration, racial profiling, racism, and civil and various other human rights issues. The symposium is free and has speakers from across the country come out and discuss identified human rights issues.

"Would like to see this be a two day event with extended sessions."

The Commission presents a business and citizen award during the annual symposium the Mary Louise Smith and the Human Rights Award for Business and Industry. For the 29th Annual Symposium the Mary Louise Smith Award was

presented to Jacquie Easley McGhee, a well-known advocate for human rights and diversity. She has taken leadership roles in many community organizations, where she has volunteered her time and service. Jacquie has served two terms on the Des Moines School Board as well as on the boards of United Way, Willkie House and Tai Dam Village, Inc. She also has

served for a number of years on the "I'll Make Me a World in Iowa" board, which is the state's largest celebration of African American history. She also is a member of the Iowa chapter of Jack and Jill of America, Inc.; Alpha Kappa Alpha Sorority and Links, Inc. Mrs. Easley McGhee is currently the Director of Community and Diversity Services for Mercy Medical Center.

"Loved the diversity; willingness to engage the audience and inform people on a community level!"

The Human Rights Award for Business and Industry was awarded to Grand View University. Grand View University is advancing effective diversity programs in employment and student recruitment. Grand View University's percentage of students of color has increased to nearly twenty (20%), a figure that has doubled over the past ten years. The university began the Asian and Pacific Islander Youth Conference and created a full ride scholarship opportunity for immigrants and/or the children of immigrants. Grand View also provides the use of its facilities, free of charge to local organizations that lack funding to secure a venue for their events.

Educational Training

A member of staff had provided a training session at the police-training academy to new Des Moines Police Department recruits. The training

included the history of the Des Moines Civil and Human Rights Commission, its ordinance, and process of investigations. Approximately 30 individuals attended.

Outreach

Human Rights Department Staff and Commissioners attend numerous community events related to diversity and promotion of equality each year. Display booths are set up at many community events and volunteers, commissioners, and/or staff attend and report on events that take place in the community. In the last year, the Department and Commission have

attended approximately 20 events, reaching nearly 45,000 individuals. A list of those events is outlined below. In addition to these events, the Civil & Human Rights Commission and Department has had many smaller-scale interactions with community members, international delegations, and other individuals who have expressed interest in the work of the organization.

September 2014

Annual Multicultural Fall Festival
Community and Law Enforcement Dialogue
African American Issues Forum
DSMove
Tai Dam Festival

October 2014

Friends of Iowa Civil Rights
Annual Award Luncheon
Community and Law Enforcement Dialogue

November 2014

Latino Leadership Banquet
NAACP Freedom Fund Banquet
Iowa Civil Rights Annual Symposium
Community and Law Enforcement Dialogue
One Iowa Transgendered Workshop

February 2015

Community and Law Enforcement Dialogue

March 2015

Community and Law Enforcement Dialogue

May 2015

CelebrAsian

June 2015

Pride Festival
Juneteenth

Des Moines Civil and Human Rights Department Strategic Plan

Goal I: Structure Human and Civil Rights Commission for Efficiency and Effectiveness

In September of 2014, the Department hired a temporary part-time investigator to assist with Fair Housing cases. This position was funded through Fair Housing Assistance Program dollars as part of an award provided by HUD. This individual investigated 25 cases over the last fiscal year, created content for the 2014 and 2015 Annual Report, as well as maintained the investigations database, and other Fair Housing related work in the department. Her caseload provided additional efficiencies as it allowed the Senior Human Relations Specialist the ability to refocus his time on Employment cases. Intakes increased 60% over this last fiscal year, the highest number of intakes since the

department began consistently tracking cases in 2012. In 2014, the Director recommended that a committee work on ideas for and in anticipation of a HUD Partnership Grant in the coming year or shortly thereafter. The Commission and staff began work on a Marketing Plan in early 2105 to build awareness of areas of the community in which future grant funds could be utilized to enhance services. It is anticipated the plan will wrap up by the end of calendar year 2015. The Department has created a new brochure, which will be translated into Spanish in FY2015. In addition, an online intake form was created that has increased staff efficiency and data tracking.

Goal II: Advance Justice and Equality, Community Engagement, and Advocacy through Expanded Educational Programs

This goal will benefit from the work that will be completed through the marketing plan and hiring of a new Director. The Commission anticipates an

enhanced program offering through education and outreach during the next fiscal year.

Goal III: Expand Number of Investigations Closed

The Department closed 77 cases in FY 2015. This is an increase of 37 cases over the prior year, or 53%. The department more than doubled the number of Fair Housing Cases, doubled Public Accommodation cases, and significantly increased Employment cases in

FY2015. The overall number of days that a case was open with the Commission has remained relatively flat. The new Director will spend time working with the Commission and staff to determine appropriate goals for case load in future years.

Goal IV: Strengthen Commission

In 2015, the Des Moines Civil & Human Rights Commission members participated in a Board and Commission training hosted by the City and provided by the University of Iowa's Institute of Public Affairs. This training provided general information about state and local rules and regulations for open meetings, ethics, and myriad of other relevant information for the Commission. A total of 20 City staff members and 42

Board and Commission members attended the two sessions. The training was recorded and a copy of the PowerPoint was shared with the Commissioners. The intent to provide these materials to new members of the Commission so they will have access to the same materials as their peers.

One Commissioner attended HUD's annual Fair Housing Assistance Program Conference in 2015.

His participation in this conference strengthened the Department and Commission's relationship with HUD and peer organizations across Region VII.

Commissioners also attended several different local community events including the Annual Symposium, Community and Law Enforcement Dialogue, CelebrAsian, and Pridefest. Attendance of these

events brought a higher visibility of the Commission to the community.

The Commission also implemented a succession plan for the Officers of the Commission to help build knowledge and experience, and grow effective leadership amongst the members of the Commission.

Goal V: Implement Marketing & Media Plan

The Commission and staff began work on a Marketing Plan in early 2105 to build awareness of areas of the community in which future grant funds could be utilized

to enhance services. It is anticipated the plan will wrap up by the end of calendar year 2015.

Des Moines Civil and Human Rights Department **Agency Relationships**

The Commission and Department continue to work towards stronger community and organizational relationships. In 2015, the Department assisted One Iowa with a fair housing round table with the transgendered community and agencies, assisted the

Greater Des Moines Friends of Human Rights and local law enforcement agencies with the Community & Law Enforcement Dialogue, and maintained a relationship with the League of Iowa Human and Civil Rights Agencies.



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