

2018-19: A FISCAL YEAR IN REVIEW

*FCHR Annual
Report*

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United in One Goal: Equal Opportunity and Mutual Respect

Mission: The Florida Commission on Human Relations prevents unlawful discrimination by ensuring that all people have access to equal opportunities in employment, housing and public accommodations.

Vision: The Florida Commission on Human Relations will eliminate discrimination in the state.

Core Values: I Am FCHR!

- Integrity
- **A**ccountability
- **M**otivation
- **F**airness
- **C**ommunication
- **H**onesty
- **R**espect

Message from our Leadership

Greetings!

The Florida Commission on Human Relations is pleased to present to the citizens of the Sunshine State this annual report for the fiscal year 2018-2019.

Once again, the Commission continued its commitment to prevent discrimination in employment, housing and certain public accommodations, and to ensure that persons in Florida have access to the many services and facilities that should be available to and enjoyed by all. We remain staunch advocates in guaranteeing that everyone is treated fairly and equally without regard to gender, color, race, national origin, religion, age, disability or familial or marital status.

Under the leadership of our appointed Commissioners, our exceptional track record of success and accountability remains intact, as we continued to meet the constantly changing needs of our state.

The Commission remains Florida's leading resource in human rights and a leader for our increasingly diverse state because of its dedicated and professional staff.

Fair treatment, equal access and mutual respect are the yardsticks from which we measure our commitment to the people of Florida. We will continue to help build and maintain sustainable, inclusive and peaceful communities across the entire state.

We want to extend our thanks to the Governor and the Legislature for their support. Also, we extend continued gratitude to our dedicated Commission team. Their hard work, diligence and enthusiasm towards serving all Floridians remains exemplary, and without them and their efforts, the endeavors highlighted in this document could not have been achieved.

As you will find throughout the pages of this report, the Commission was able to undertake many great initiatives with the help of our partners and through the efforts of advocates for and champions of our mission and values. These initiatives included:

- Celebrated the 50th Anniversary of the Florida Commission on Human Relations
- The 8th Annual Florida Civil Rights Hall of Fame continues to expand a highlight each year. This year, held in October would not have been nearly as successful without the generous support and assistance from the City of Tallahassee, Florida Blue and a multitude of other partners.

As we continue to meet the modern-day challenges we face here in the Sunshine state, it is more important than ever that we continue to look forward innovative ideas and solutions to ensure that everyone in Florida are treated fairly and equally. I can assure Floridians that through the use of our core values of Integrity, Accountability, Motivation, Fairness, Communication, Honesty, and Respect, that our team of dedicated and professional individuals remains committed to delivering fair and impartial customer service to all who seek remedy and relief from the Commission.

(Signature)

Tony Jenkins

Chair

A handwritten signature in black ink on a white background, reading "Tony Jenkins".

Michelle Wilson

Executive Director

United in One Goal: Equal Opportunity and Mutual Respect



Role of the Commission

The Florida Commission on Human Relations (FCHR) continues to evolve into an invaluable resource – not just for aggrieved individuals, but also for Florida's business community and state government itself. It has investigated nearly 78,000 cases since it was statutorily established in 1969 to address discrimination.

Overseen by 12 Commissioners appointed by the Governor and confirmed by the Florida Senate, FCHR conducts its business primarily under the authority of three Florida laws:

- Florida Civil Rights Act (Part I, Chapter 760 and section 509.092, Florida Statutes) for allegations of discrimination in employment and public accommodations
- Florida Fair Housing Act (Part II, Chapter 760, Florida Statutes) for allegations of discrimination in housing
- Florida Whistle-Blower's Act (Section 112.31895, Florida Statutes) for allegations of improper retaliation against state agency whistle-blowers

The Commission is the state's leading anti-discrimination agency. Work-sharing agreements between FCHR and two federal partners – the U.S. Equal Employment Opportunity Commission and the U.S. Department of Housing and Urban Development – help ensure that complaints are properly investigated without duplication, whether they are initially filed with the Commission or one of these federal agencies.

The Commission's activities are all directed toward a simple goal: Eliminating conflict. Conflict can arise in numerous ways – a woman believes her employer has sexually harassed her . . . a renter believes he has been denied housing because of his race or age or religion . . . a state government employee believes she has been fired simply because she complained of wrongdoing by a co-worker.

These and other types of allegations may fall under the jurisdiction of FCHR. When a complaint is properly filed, the Commission offers mediation to the parties -- a process that often produces a mutually agreeable resolution in much less time than that required by an investigation. If mediation proves unsuccessful, the Commission investigates the complaint and, upon completion, issues its finding of either "reasonable cause" or "no reasonable cause." After

either determination, the complainant may choose to pursue the matter with the Division of Administrative Hearings as an entirely new proceeding – with “reasonable cause” determinations also carrying the option of filing a case in civil court.

Whatever the final outcome of the case, the Commission provides an important service to all parties involved:

- For the person who feels so wronged that he or she chooses to file a complaint, FCHR provides a neutral forum for that complaint to be investigated and the person's rights to be protected.
- For the business accused of a discriminatory act, FCHR represents a chance to resolve the matter quickly by providing an impartial and timely investigation that avoids potentially costly litigation.
- For the Florida taxpayer, by providing an impartial and timely investigation, FCHR helps limit caseloads on crowded court dockets and even helps state agencies avoid costly litigation resulting from state employee discrimination claims.

FY 2018-19 Performance Highlights

Incoming and Outgoing Case Statistics

- Cases received/resolved:
 - **1,538** (received)
 - **1,478** (resolved)

Legislative Long-Range Program Plan (LRPP) Measures

- Percent of cases resolved within statutory timeframes: **25 %** (overall)
(*Standard: 75%*)
- Number of inquiries/investigations: **7,316** (*Standard: 10,000*)
- Percent of determinations upheld by DOAH: **94%** (*Standard: 80%*)



Florida Commission on Human Relations

2019 RETURN ON INVESTMENT (ROI) Cost Avoidance for Florida Stakeholders

The Florida Commission on Human Relations offers mediation services to resolve discrimination complaints. This important role assures Florida citizens and visitors that their rights are protected, while fostering a favorable climate for job creators, businesses and state agencies by preventing costly lawsuits. During the past fiscal

year, the Commission has helped Florida stakeholders avoid over \$16 million in litigation expenses. For FY 2018-19, the Return On Investment (ROI) is **214%** — which means that for every \$1 the state provides the FCHR in its annual budget, there is a return of an **additional \$2.14 to the state through the Commission's successful mediations alone!**

ROI/Cost Avoidance Calculation

FY 2018-19 Budget

\$5,325,299
52 FTEs

FY 2018-19 Mediations

Successful mediated resolutions **110**
Avg. mediated settlement **\$12,651.35**

FY 2018-19 COST AVOIDANCE ESTIMATE

| | |
|------------------------------------|----------------------------|
| Average court-awarded damages* | \$165,144 |
| Average FCHR mediated settlement | <u>-12,651.35</u> |
| Average avoided cost per mediation | 152,493 |
| Number of mediated resolutions | <u>x 110</u> |
| TOTAL COSTS AVOIDED | <u>\$16,774,230</u> |

NOTE: Does not include potential litigation costs avoided as a result of FCHR's timely closure of XXX employment "no cause" cases during fiscal year

**EEOC's FY 2014 Performance and Accountability Report; average total monetary recovery of discrimination lawsuits; does not include attorney fees or court costs*

FCHR FY 201-19 Return on Investment (ROI)

214%

ROI is represented as a ratio of the benefits of a governmental program divided by its total cost (the program's annual budget). The formula for public sector ROI is: ROI = (net benefits/total cost). In order to derive net benefits, FCHR subtracted its annual budget from the annual cost avoidance (see yellow box above), giving a difference of \$11,448,931. This net benefit is then divided by FCHR's annual budget to get the ROI: ROI = $(\$19,106,044 - \$4,726,037) / \$4,726,037 = \3.04 .



FY 2018-19 - By the Numbers

Incoming Cases

| | Emp. | P.A. | W.B. | Subtotal | Housing | Total |
|--|-------|------|------|----------|---------|-------|
| | 1,220 | 81 | 71 | 1,372 | 166 | 1,538 |

Cases Resolved

| | Emp. | P.A. | W.B. | Subtotal | Housing | Total |
|--|-------|------|------|----------|---------|-------|
| | 1,142 | 76 | 100 | 1,318 | 169 | 1,487 |

Average Percent of Cases Resolved Within Statutory Compliance

180 days - Employment/Public Accommodations

100 days - Housing

90 days - Whistle-blower

| | Emp. | P.A. | W.B. | Housing | Total |
|--|------|------|------|---------|-------|
| | 17% | 32% | 32% | 24% | 25% |

Employment Cases* by Resolution Type – FY 2018-19

| Employment Cases by Resolution Type | |
|-------------------------------------|-------|
| No Cause Finding Issued | 843 |
| Cause Finding | 34 |
| Administrative Closures | 265 |
| Total: | 1,142 |

*Includes employment, public accommodation and whistle-blower cases

Housing Cases by Resolution Type – FY 2018-19

| Housing Cases by Resolution Type | |
|----------------------------------|-----|
| No Cause Finding Issued | 74 |
| Cause Finding | 17 |
| Administrative Closures | 78 |
| Total: | 169 |

Emp., P.A. & W.B. Cases Received by Type of Bases – FY 2018-19

| | Age | Color | Disability | Fam. /Mar | Nat. Origin | Race | Religion | Retaliation | Sex | Total Basis |
|--|-----|-------|------------|--------------|----------------|------|----------|-------------|-----|----------------|
| | 200 | 54 | 416 | 24 | 111 | 327 | 13 | 678 | 351 | 2,174 |

Housing Cases Received by Type of Bases – FY 2018-19

| | Age | Color | Disability | Fam. /Mar | Nat. Origin | Race | Religion | Retaliation | Sex | Total Basis |
|--|-----|-------|------------|--------------|----------------|------|----------|-------------|-----|----------------|
| | XX | 5 | 107 | 17 | 19 | 36 | 5 | 8 | 14 | 211 |

Total Number of Inquiries and Investigations – FY 2018-19
(Long-Range Performance Plan [LRPP] Measure)

| | Employment* | Housing | |
|---|-------------|---------|-------|
| Completed Investigations | 1,318 | 169 | 1,487 |
| Intake Closures + Referrals | 244 | 715 | 959 |
| Technical Assistance (CMS) + Deferrals | 2,481 | 2,389 | 4,870 |
| Total Inquiries + Investigations | | | 7,316 |

*Includes employment, public accommodation and whistle-blower

County Data: Received Cases

| County | Age | Color | Disability | Fam. /Mar | Nat. Origin | Race | Religion | Retaliation | Sex | Total Basis | Housing Cases | TOTAL |
|--------------|-----|-------|------------|-----------|-------------|------|----------|-------------|-----|-------------|---------------|-------|
| Alachua | 10 | 2 | 18 | 6 | 3 | 16 | 2 | 34 | 22 | 113 | 4 | 117 |
| Baker | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Bay | 3 | 1 | 15 | 1 | 0 | 8 | 1 | 16 | 19 | 64 | 1 | 65 |
| Bradford | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 2 | 0 | 5 | 0 | 5 |
| Brevard | 7 | 3 | 9 | 0 | 7 | 5 | 0 | 15 | 27 | 73 | 0 | 73 |
| Broward | 24 | 7 | 35 | 1 | 15 | 36 | 0 | 57 | 48 | 223 | 2 | 225 |
| Calhoun | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 2 | 0 | 2 |
| Charlotte | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 3 | 0 | 3 |
| Citrus | 1 | 0 | 3 | 0 | 1 | 1 | 0 | 0 | 2 | 8 | 1 | 9 |
| Clay | 2 | 2 | 2 | 1 | 0 | 2 | 1 | 1 | 2 | 13 | 0 | 13 |
| Collier | 1 | 1 | 4 | 0 | 2 | 1 | 0 | 5 | 7 | 21 | 4 | 25 |
| Columbia | 1 | 0 | 1 | 0 | 0 | 3 | 0 | 4 | 1 | 10 | 0 | 10 |
| Dade | 6 | 1 | 11 | 0 | 5 | 10 | 1 | 17 | 9 | 0 | 0 | 0 |
| DeSoto | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 2 |
| Dixie | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Duval | 16 | 5 | 48 | 2 | 8 | 33 | 1 | 53 | 23 | 189 | 1 | 190 |
| Escambia | 11 | 2 | 27 | 1 | 4 | 18 | 1 | 35 | 19 | 118 | 1 | 119 |
| Flagler | 1 | 2 | 1 | 1 | 2 | 4 | 0 | 2 | 1 | 14 | 0 | 14 |
| Franklin | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 |
| Gadsden | 0 | 0 | 1 | 0 | 0 | 6 | 0 | 12 | 3 | 22 | 0 | 22 |
| Gilchrist | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Glades | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 2 |
| Gulf | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 3 | 0 | 3 |
| Hamilton | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hardee | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Hendry | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hernando | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 6 | 0 | 6 |
| Highlands | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 1 | 0 | 4 | 1 | 5 |
| Hillsborough | 30 | 2 | 32 | 2 | 14 | 25 | 2 | 54 | 27 | 188 | 2 | 190 |
| Holmes | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 3 | 0 | 3 |
| Indian River | 3 | 1 | 1 | 0 | 1 | 3 | 0 | 3 | 2 | 14 | 0 | 14 |
| Jackson | 3 | 0 | 3 | 0 | 2 | 6 | 0 | 8 | 3 | 25 | 0 | 25 |
| Jefferson | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 |
| Lafayette | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Lake | 1 | 0 | 3 | 0 | 1 | 4 | 0 | 7 | 2 | 18 | 0 | 18 |
| Lee | 4 | 2 | 9 | 0 | 2 | 5 | 0 | 13 | 7 | 42 | 6 | 48 |
| Leon | 19 | 4 | 31 | 1 | 3 | 31 | 0 | 82 | 24 | 195 | 4 | 199 |
| Levy | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Liberty | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 3 | 1 | 5 | 0 | 5 |
| Madison | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Manatee | 3 | 0 | 2 | 0 | 0 | 3 | 0 | 2 | 3 | 13 | 2 | 15 |
| Marion | 3 | 1 | 12 | 1 | 0 | 11 | 0 | 14 | 8 | 50 | 1 | 51 |
| Martin | 0 | 0 | 5 | 0 | 1 | 2 | 0 | 6 | 3 | 17 | 1 | 18 |
| Miami Dade | 9 | 3 | 18 | 1 | 12 | 8 | 0 | 27 | 14 | 92 | 5 | 97 |
| Monroe | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 3 | 0 | 3 |
| Nassau | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 2 |
| Okaloosa | 2 | 0 | 8 | 0 | 1 | 4 | 0 | 9 | 4 | 28 | 0 | 28 |
| Okeechobee | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 1 | 4 | 0 | 4 |
| Orange | 11 | 3 | 30 | 0 | 6 | 17 | 0 | 50 | 17 | 134 | 5 | 139 |
| Osceola | 1 | 0 | 5 | 0 | 2 | 2 | 0 | 7 | 2 | 19 | 1 | 20 |
| Palm Beach | 5 | 5 | 9 | 1 | 7 | 15 | 0 | 26 | 11 | 79 | 0 | 79 |
| Pasco | 4 | 1 | 6 | 0 | 0 | 2 | 0 | 8 | 0 | 21 | 2 | 23 |
| Pinellas | 7 | 0 | 16 | 0 | 2 | 7 | 1 | 20 | 11 | 64 | 1 | 65 |
| Polk | 1 | 1 | 8 | 1 | 2 | 7 | 0 | 14 | 5 | 39 | 1 | 40 |
| Putnam | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 |
| Santa Rosa | 2 | 1 | 3 | 0 | 1 | 2 | 0 | 6 | 0 | 15 | 0 | 15 |
| Sarasota | 1 | 0 | 5 | 0 | 0 | 2 | 0 | 10 | 2 | 20 | 0 | 20 |
| Seminole | 1 | 1 | 4 | 1 | 2 | 5 | 1 | 6 | 4 | 25 | 2 | 27 |
| St. Johns | 1 | 1 | 2 | 0 | 1 | 5 | 0 | 5 | 1 | 16 | 0 | 16 |
| St. Lucie | 0 | 2 | 4 | 0 | 0 | 2 | 1 | 4 | 3 | 16 | 0 | 16 |
| Sumter | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 2 | 1 | 7 | 0 | 7 |
| Suwannee | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Taylor | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Union | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 3 | 0 | 3 |
| Volusia | 2 | 0 | 8 | 0 | 1 | 5 | 0 | 11 | 4 | 31 | 0 | 31 |
| Wakulla | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 2 |
| Walton | 1 | 0 | 1 | 0 | 0 | 3 | 0 | 7 | 3 | 15 | 0 | 15 |
| Washington | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 4 | 2 | 8 | 0 | 8 |
| | 200 | 54 | 416 | 24 | 111 | 327 | 13 | 678 | 351 | 2114 | 49 | 2163 |

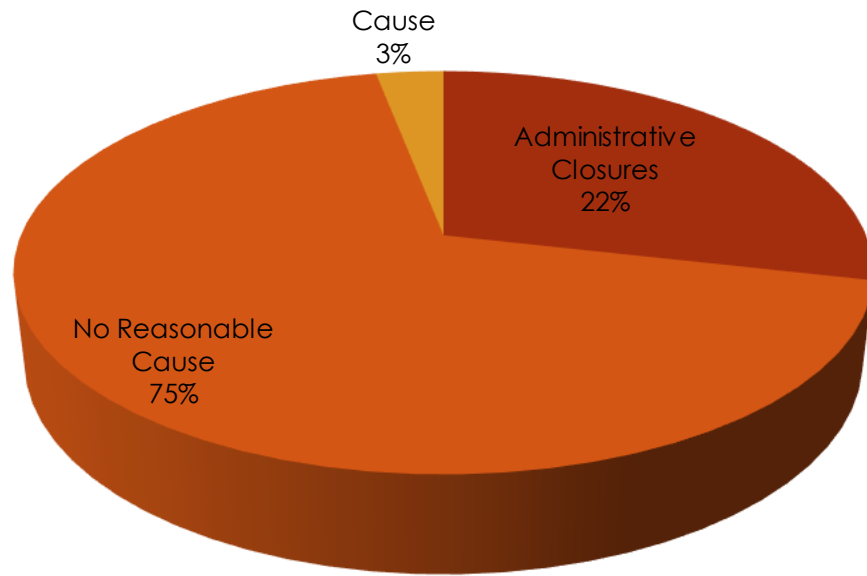
Housing Cases Resolved by Basis Type - FY 2018-19

| | |
|------------------------|------------|
| Disability | 102 |
| Race | 36 |
| Familial Status | 22 |
| National Origin | 17 |
| Sex | 8 |
| Retaliation | 1 |
| Color | 0 |
| Religion | 5 |
| Total Bases: | 278 |

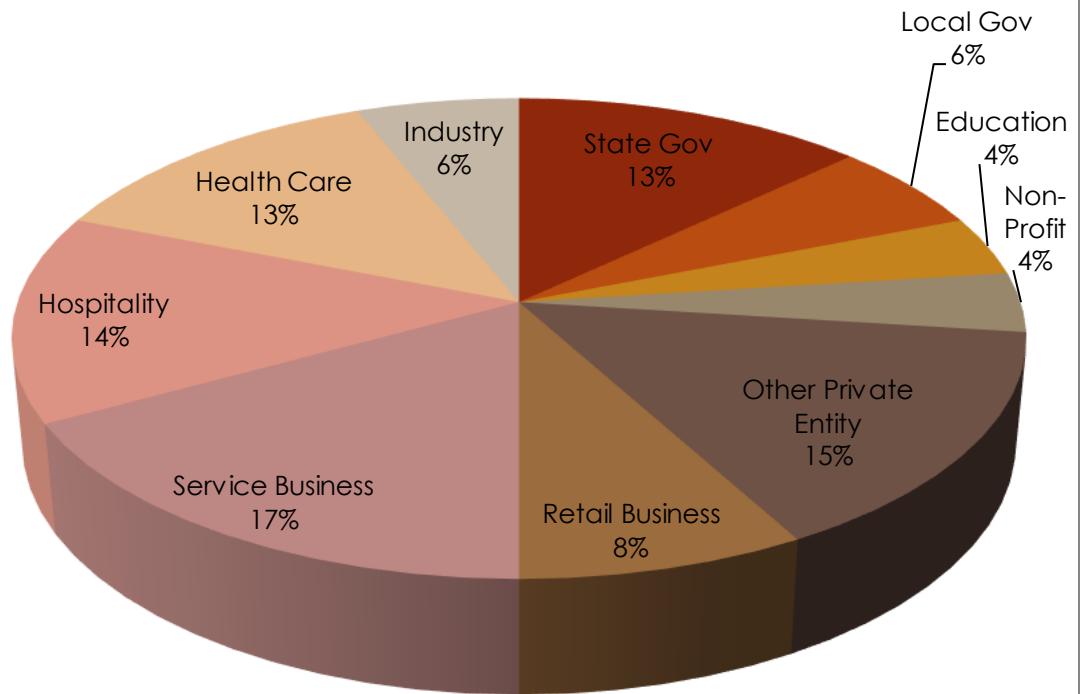
Employment, Public Accommodations and Whistle-blower Cases Resolved by Basis Type – FY 2018-19

| | |
|------------------------|--------------|
| Retaliation | 498 |
| Disability | 340 |
| Race | 282 |
| Sex | 185 |
| Age | 225 |
| National Origin | 104 |
| Color | 61 |
| Religion | 31 |
| Marital Status | 19 |
| Total Bases: | 1,745 |

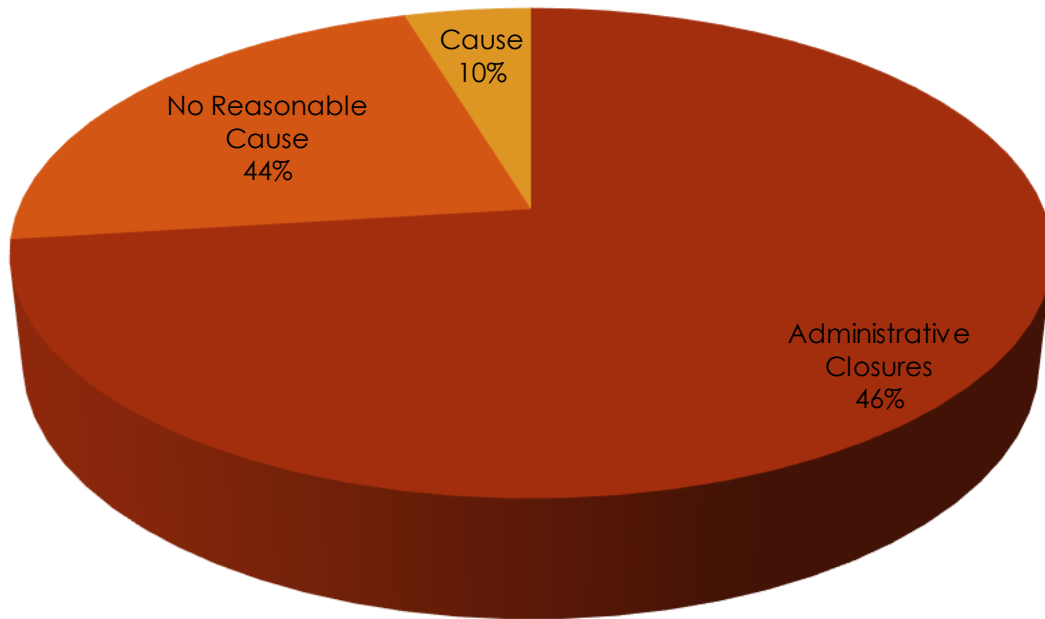
Employment, P.A. & W.B. Closures by Resolution Type FY 18-19



Industry Type by Distribution FY 2018-2019



Housing Cases by Resolution Type FY 18-19



Sampling of Commission Cases

Employment – Race

An African American employee worked as a customer service representative. The employer assigned her a difficult project that had been taken from another customer service representative of a different race because it was too difficult. The African American employee indicated that it was also too difficult for her to complete, and the employer disciplined her. Two other employees were trained and assigned the project, but they too could not complete it, but the African American employee was the only one that was disciplined for not completing the project. The African American employee then did not receive a pay raise, due to the disciplinary action she had received, while the other customer service representatives outside her race were given pay raises.

Housing – Disability

Homeowner lived within a community association; however, she lived in the non-pet section of the community. The homeowner provided the association with a medical letter confirming her disability and need for a service animal. The homeowner's spouse then called the association and requested an accommodation from the no-pet rule that would allow the homeowner to keep a service animal in her home. The homeowners made requests in September 2017, November 2017, January 2018, and February 2018. Finally, after multiple requests, the association granted permission for the homeowner to keep a service dog at their residence, but the association caused significant delay and failed to properly engage in the interactive process with the homeowner.

Public Accommodations – Disability

An individual with a service animal went to a restaurant with her family. The restaurant's staff informed them that they were not allowed inside the restaurant with the animal and would have to wait 90 minutes for an outside table, while other patrons were being seated promptly.

Whistle-blower Retaliation

An employee applied for a promotional opportunity with a State of Florida agency, which was awarded to another applicant. The employee made a complaint to the Florida Department of Veteran Affairs that his veteran's status was not considered, and subsequently participated in the investigation of that claim. The agency offered the promotion to the employee in order to resolve the complaint. Thereafter, the employer began disciplining the employee and eventually terminated him before he could complete his six-month probationary period. The employer acknowledged that it assumed the employee could not perform in the position with more responsibilities and less supervision before he even started in the new role, and there was no documentation to support any specific concerns with his performance.

Partnership Requests and Stakeholder Efforts

- City of Tallahassee
- Florida Blue
- Florida Justice Association
- Pittman Law Group
- Florida Legislative Black Caucus
- Pichard Holdings-Remedy Intelligence Staffing
- Panhandle Area Educational Consortium (PAEC) (part of the HUD educational assistance grant)
- Esposito's Nursery (in-kind donation for Hall of Fame luncheon)
- Capitol City Bank
- NAACP
- Urban League of Florida
- Florida Association of Counties
- Florida League of Cities
- National Employment Lawyers Association (NELA)
- Academy of Florida Management Attorneys (AFMA)
- Equality Florida

Thanks to Our Partners, Stakeholders and Sponsors!

Florida Civil Rights Hall of Fame

~The FCRHOF continues to inspire us all~

Three Civil Rights Heroes Inducted into Florida Civil Rights Hall of Fame

Tallahassee, Fla. — Today, Daniel Webster Perkins, Dr. Charles Ullman Smith and Henry “Hank” James Thomas were officially inducted into the Florida Civil Rights Hall of Fame for 2018.

“These three individuals have made a great impact on the civil rights movement in the Sunshine State, and I am excited to distinguish them by inducting them into the Florida Civil Rights Hall of Fame,” said Florida Commission on Human Relations Executive Director Michelle Wilson. “As someone who has personally and professionally benefited from the works of these pioneers, I join all Floridians in recognizing their contributions that have improved our state and country for the better,” concluded Wilson.

Daniel Webster Perkins

Perkins, of Jacksonville, is a graduate of North Carolina State College, Temple University and Shaw University School of Law. He was one of Florida’s first African American attorneys, after officially becoming a member of the Florida Bar in 1914. He served as state chairman of the WPA Advisory Educational Council and secretary of the state NYA Advisory Council. In 1968, the former Colored Lawyers Association changed its name to the Daniel Webster Perkins Bar Association in honor of Perkins, who was a founding member.

Dr. Charles Ullman Smith

Smith, of Tallahassee, was a civil rights leader and a long-time faculty member at Florida Agricultural and Mechanical University (FAMU). In 1948, Smith completed his Ph.D. in sociology at Washington State University where he was the second African American to earn a Ph.D. at the University. After graduation, Dr. Smith served as chair of the Department of Sociology and dean of graduate studies at FAMU. He was active in the civil rights movement including the Tallahassee Bus Boycott of 1956 and the lunch counter sit-ins of 1960. In 2016, the 60th anniversary of the Tallahassee Bus Boycott was named in his honor.

Henry “Hank” James Thomas

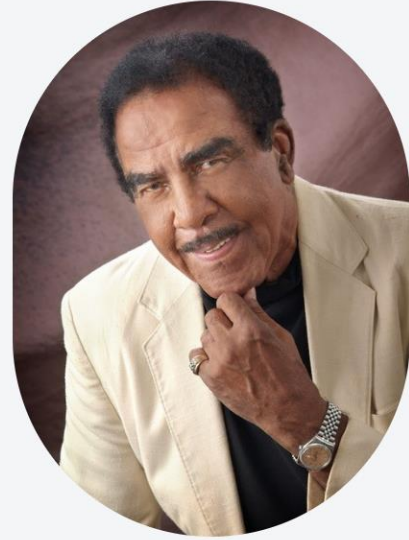
Thomas, of Jacksonville, served in the U.S. Army from 1963-1966 where he earned six combat medals, including The Purple Heart. He was active in the civil rights movement and one of the original thirteen Freedom Riders, as well as a committed Freedom Fighter. In 2006, Thomas received the distinguished “Buffalo Soldier” award from his alma mater, Howard University. Thomas is a lifetime member of the NAACP, an active fundraiser for the UNCF and a retired member of the 100 Black Men of DeKalb County.

The Florida Commission on Human Relations, established by the Florida Legislature in 1969, is the state agency charged with administering the Florida Civil Rights Act and the Florida Fair Housing Act. Fair treatment, equal access and mutual respect are the benchmarks of the Commission’s commitment. Through education and partnerships, the Commission works to prevent discrimination and costly litigation through teaching best business practices and

fostering understanding amongst Floridians about their rights and responsibilities under both state and federal discrimination laws.



**Henry "Hank" James
Thomas**



Charles Ullman Smith



Daniel Webster Perkins

Planning for the Future

The commission's priorities over the next five years include the following:

1. Continue to conduct thorough, high-quality and timely investigations of discrimination complaints.

This is the commission's top priority. In recent years, external and internal factors have impacted the commission's ability to ensure the timeliness of completing discrimination complaint investigations. However, given that, commission staff works diligently to meet statutory timelines for completing cases because failure to do so results in delayed resolution for the parties and can potentially result in costly litigation for businesses. The commission's mediation services enable parties to resolve their disputes expeditiously and at substantially reduced costs; the commission attempts to mediate every case it possibly can, with the willingness of the parties involved.

2. Promote greater public understanding of discrimination issues and laws and engage community members and leaders to address intergroup tensions and discrimination.

Outreach, Education and Training

The commission's units (Legal, Employment, Housing, Customer Service/Intake and the Office of Legislation and Communications) provide outreach, education and training to businesses, employers and the housing industry relating to their legal responsibilities under federal and state discrimination laws. Forming partnerships with private-sector entities and other governmental agencies is critical to reaching as many customers as possible, given the limited funds the Commission has for engaging in such activities. Limited training and public awareness forums, primarily in partnership with private and other public entities, were conducted statewide to improve the public's knowledge of discrimination issues facing Florida today.

Florida Civil Rights Hall of Fame

Pursuant to section 760.065, Florida Statutes, the commission is statutorily authorized to administer the Florida Civil Rights Hall of Fame program. This program, created in 2010, was established to recognize persons, living or dead, who have made significant contributions to the state as leaders in the struggle for equality and justice for all persons. Wall space in Florida's Capitol Building has been set aside for the display. The commission annually seeks nominations, reviews and evaluates the quality of the applications and submits 10 nominees to the Governor. The Governor is then to select up to three members for induction into the Hall of Fame. The commission launched the program in 2011, with its inaugural induction ceremony held in February 2012. The commission continues to promote and administer the program, and is currently in the process of planning the next induction ceremony tentatively scheduled for June 2019.

Communications

During fiscal year 2018-19, the commission continued to see an increase in media impressions, including print, television, radio, newsletter and electronic media outlets statewide. Topics covered included fair housing, elder discrimination, hate crimes, civil rights laws, sexual harassment, community events, the Florida Civil Rights Hall of Fame, Fair Housing Month (April) and information about the commission's programs and services. The commission developed and distributed opinion editorials to media outlets across the state on a variety of issues, including the Annual Fair Housing Month, Black History Month, MLK Day, Women's History Month, National Hispanic Heritage

Month, Florida Civil Rights Hall of Fame, Age Discrimination in Employment Act, Labor Day Recognition and Immigrant Children Separation, Electronic communications, including email, Twitter and Facebook, were sent to hundreds of grassroots human rights, human resources and legal organizations and associations statewide on various discrimination topics and changes to civil rights laws. Targeted audiences for communications and outreach efforts include Florida's housing industry, business owners, employers and employees, residents of and visitors to Florida, local community groups and organizations, state and local governmental entities, elected officials, teachers and students at all educational levels and the legal community. Over the next five years, the commission anticipates increasing media and communications outreach efforts to inform the public of its services and describe human and civil rights issues in Florida by:

- Engaging in social media and online networks to develop partnerships with local and state organizations and engage community members and stakeholders;
- Informing individuals, businesses, legal community members, housing providers and local communities of their rights and responsibilities via various media outlets and outreach efforts;
- Partnering with other governmental agencies at the state and local levels and private entities to provide information to the public;
- Providing outreach and training to interested parties throughout the state; and
- Engaging the Legislature and the Executive Office of the Governor through dialogue and timely information.

3. Promote public confidence in commission services.

Customer Service

The commission continually strives to improve its customer service efforts and outcomes through staff training, continuing education and the use of technology. In addition, the commission provides service satisfaction surveys to its customers and requests feedback on the quality of services provided and seeks suggestions on how to improve services.

Governance and Accountability

To ensure even greater managerial efficiency, effectiveness and accountability, the commission currently operates under the FCHR Governance Policy (design and structure of which was based on the Carver Model of Policy Governance) adopted by the commission in December 2006 and subsequently amended in 2014 (to clarify elections for commission chair and vice chair). The commission has continued to operate effectively under this governance structure since that time. On an annual basis, the commissioners review and develop ends priorities for the upcoming fiscal year and conduct an annual Executive Director Compliance and Performance Assessment to evaluate the commission's progress on achieving the Ends Priorities. It is the commission's desire to create uniform criteria for use by the Governor when appointing commissioners to serve.

Public Access

All meetings of the commission are open to the public and subject to Florida's open government laws relating to access, notice, and requests for meeting minutes. All information and records in the possession of the commission, unless specifically exempted by law from public disclosure pursuant to subsection 760.11(12), Florida Statutes, are

available to the public upon request or through the commission's website. Pursuant to section 120.54, Florida Statutes, the commission publishes all proposed rules, subsequent changes, and repeals in the Florida Administrative Register at least 28 days before adoption. A notice to the public contains the procedure to be used when requesting a public hearing on any proposed rule. Although to date, the commission has received no requests for a public hearing on any of its rules, any requests from the public to do so would be conducted according to Florida law. The commission fully complies with legislative requirements that agencies post meeting agendas and associated materials to their respective websites, in addition to publishing notices in the Florida Administrative Register. The commission does this for its quarterly commission meetings, and for any other public commission meetings as they occur.

Commissioners
2018-19



Florida Commission on Human Relations
Commissioners - 2018-20



Tony Jenkins, Chair
Lake Mary



Latanya E. Peterson
Flemming Island



Dr. Donna Elam
Orlando



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Tallahassee



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