

2024

Annual Report

Human Rights Commission
&
Office of Human Rights



Table of Contents

<u>Report Sections and Subsections</u>	<u>Page</u>
1. Introduction	1
1.1. Report Structure	2
1.2. HRC Overview	3
1.3. OHR Overview	5
2. Charlottesville Human Rights Ordinance Sec. 2-433. (a) – Individual Assistance	7
2.1. Sec. 2-433. (a) HRC Actions	7
2.2. Sec. 2-433. (a) OHR Actions	7
2.2.1. Total Incoming Contacts	8
2.2.2. Total Inquiries and Complaints by Location	11
2.2.3. Total Inquiries and Complaints by Protected Activity	12
2.2.4. Total Combined Inquiries and Complaints by Protected Class	13
2.2.5. Total Complaints by Protected Activity and Protected Class	14
2.2.6. Services Provided Through Individual Contacts	15
2.2.7. Navigation & Advocacy	16
2.2.8. Referrals to Other Services	18
2.2.9. Status of Complaints During the Calendar Year	21
3. Charlottesville Human Rights Ordinance Sec. 2-433. (b) – Awareness and Guidance	24
3.1. Sec. 2-433. (b) HRC Actions	24
3.2. Sec. 2-433. (b) OHR Actions	28
3.2.1. OHR Community Outreach Activities by Outreach Type	29
3.2.2. Collaborative Activities and Engaged Partner Agencies	31
4. Charlottesville Human Rights Ordinance Sec. 2-433. (c) – City Policies	33
5. Charlottesville Human Rights Ordinance Sec. 2-433. (d) – Federal Workshares	35
5.1. Sec. 2-433. (d) HRC Actions	35
5.2. Sec. 2-433. (d) OHR Actions	35
6. Charlottesville Human Rights Ordinance Sec. 2-433. (e) – Legislative Program	39
7. Charlottesville Human Rights Ordinance Sec. 2-433. (f) – Commission Policies	40
8. Observations and Opportunities	41
8.1. HRC Observations and Opportunities	41
8.2. OHR Observations and Opportunities	43
9. Attachments	49
9.1. OHR CY2024 Data Dictionary	49
9.2. OHR CY2024 Individual Service Data	56
9.3. OHR CY2024 Community Outreach Data	63
9.4. HRC Recommendations for Housing Policies	64
9.5. HRC Recommendations for Effective Right to Counsel	66
9.6. HRC Recommendations for City Council’s 2025 Legislative Agenda	68

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 calendar year 2024 (**CY2024**) 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, 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 jurisdiction of 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, commissions, and other public agencies within the City and advise those bodies on issues related to human rights;*
- d) Seek a Fair Employment Practices Agency (FEPA) workshare agreement with the Equal Employment Opportunity Commission (EEOC) and a Fair Housing Assistance Program (FHAP) workshare agreement with the Department of Housing and Urban Development (HUD) 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; and*
- f) Prepare recommendations to City Council as 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 of 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 CY2024.

1.1. Report Structure

Report section **1. Introduction** provides a summary of the duties of the HRC and OHR along with information about the organizational structure and strategies that provided a framework for the work carried out by each body during the year.

Report sections **2. through 7.** make up the main body of the report. These sections are organized to align with each role of the Human Rights Commission as listed in Sec. 2-433. (a-f) of the CHRO. Some sections of the report will feature work from both the HRC and OHR, while other sections will feature the work of only one body. The CHRO was amended on August 5, 2024. As part of the amendments, duties and responsibilities of the Commission that existed in other sections (previously *Sec. 2-434. Duties and Responsibilities – Community Dialogue* and *Engagement* and *Sec. 2-435 Duties and Responsibilities – Systemic issues*) were incorporated into Sec. 2-433 as subsections. This realignment of the CHRO is reflected in this report.

Report section **8. Observations and Opportunities** includes a review of any trends in the data and information presented in the main body of the report coupled with any key takeaways about organizational structure and function that may impact the work of the HRC and OHR going forward.

Report section **9. Attachments** contains documents referenced in the main body of the report, including **9.1. OHR CY2024 Data Dictionary**, which defines many of the technical terms used when describing the work of the HRC and OHR.

The HRC and OHR are committed to improving accessibility to information about their work. This report has been made accessible for people who are 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 those who are visually impaired. Upon request, the OHR can provide additional information or clarification for graphics that are found to not be optimally accessible.

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.

Staff Contact: Todd Niemeier, Director, Human Rights Commission

Phone: 434-970-3027

Email: niemeier@charlottesville.gov

OHR Webpage: www.charlottesville.gov/665/Human-Rights

HRC Webpage: www.charlottesville.gov/963/Human-Rights-Commission

1.2. HRC Overview

The HRC is a nine-member, volunteer body appointed by City Council to advise Council on human and civil rights issues. It also serves as an administrative public hearing body for complaints of unlawful discrimination investigated by the OHR.

Each January, the HRC holds officer elections. In January 2024, the HRC elected Ernest Chambers as Chair and Wolfgang Keppley as Vice Chair. Each year, outgoing Commissioners finish their terms at the end of February and new Commissioners start their terms in March, unless a new Commissioner is appointed to fulfill an unfinished term for someone who departed early. In March 2024, two new Commissioners joined the HRC, replacing two whose terms had ended. In September 2024, the HRC welcomed three new Commissioners, who replaced three who departed early.

The HRC's work year runs from March through February to align with the start of new Commissioners' terms. Each March, the Commissioners attend a meeting to choose focus areas and plan their work for the next year. This year's annual planning meeting was held on March 9th. During the planning meeting, Commissioners identified the following focus areas:

Primary Focus Area(s):

1. Housing
 - a. Homelessness
 - i. City policies
 1. Shelter
 2. Wraparound services
 - ii. Expert panel and fact gathering to determine current trends
 - b. Systemic Barriers
 - i. Restrictive housing access policies based on criminal records
 - ii. Excessive rental costs
 - iii. Excessive application fees
 - iv. Source of funds
 1. Rents for market rate units above HUD voucher payment standards
 2. Rental properties in states of disrepair that can't pass HUD voucher inspections

Secondary Focus Area(s):

1. Legislative recommendations
 - a. Removing voter exclusion from state constitution
 - b. Rental application fees
 - c. Rental registry
 - d. Proactive rental inspections
 - e. Legal representation for people facing eviction
 - f. Anything housing related that emerges from primary focus areas
 - g. Amplifying local food justice initiatives
2. Ally/Safe Space training program development – to be considered in 2025
3. Reparations – to be revisited in December
 - a. Public discussion to determine public interest and priorities of impacted communities

Based on the focus areas above, the HRC set the following goals for March 2024 – February 2025. These goals will be referenced in each section of the report that corresponds with their alignment to the Human Rights Ordinance.

Goals	Human Rights Ordinance Alignment
1. Adopt an amended draft of the Charlottesville Human Rights Ordinance for presentation to City Council by June 2024.	<ul style="list-style-type: none"> • Sec. 2-433. (a) Individual Assistance • Sec. 2-433. (d) Federal Workshares • Sec. 2-433. (f) Commission Policies • Sec. 2-439.1. Enforcement Authority
2. Complete public hearing training following the adoption of the revised Charlottesville Human Rights Ordinance.	<ul style="list-style-type: none"> • Sec. 2-433. (a) Individual Assistance • Sec. 2-433. (d) Federal Workshares • Sec. 2-433. (f) Commission Policies • Sec. 2-439.1. Enforcement Authority
3. Plan and hold a public panel with experts in housing to focus on homelessness (shelter and wraparound services) and barriers to entering stable housing during the June 6, 2024 HRC Work Session.	<ul style="list-style-type: none"> • Sec. 2-433. (b) Awareness and Guidance • Sec. 2-433. (d) Federal Workshares • Sec. 2-434. Community dialogue and engagement
4. Submit policy recommendations to City Council pertaining to housing issues by October.	<ul style="list-style-type: none"> • Sec. 2-433. (c) City Policies • Sec. 2-435. Systemic Issues
5. Submit a letter with legislative recommendations focused on homelessness and systemic barriers to housing to City Council by August 20, 2024.	<ul style="list-style-type: none"> • Sec. 2-433. (e) Legislative Program

In short, the HRC achieved all the goals proposed above, except for Goal 2. Public hearing training became a lower priority when Commissioners voted not to hold a hearing for Case 2020-2. While the HRC achieved most of its annual goals, it was not able to realize actions on all the proposed primary and secondary focus areas. More details on the HRC’s work pertaining to these goals will be presented throughout the report.

1.3. OHR Overview

The OHR is a division of the City Manager's Office which receives and attempts to resolve complaints of unlawful discrimination, conducts community outreach, and provides support to the HRC.

CY2024 marked another year of growth and change for the OHR. Following the departure of Saad Khaleefa on June 14, 2024, the OHR began the hiring process for a new Human Rights Intake Specialist. In the interim, Lily Gates, Outreach & Administrative Specialist, and Chyelle Chatman, Investigator (In Training), collaborated with the Director to manage intake, with Lily assuming the bulk of this responsibility. In August 2024, long-time OHR Intern, Ginny Helmandollar, began graduate school and ended her role after three years of outstanding service. On September 16, 2024, Lauren Harris assumed the Intake Specialist role. On December 11, 2024, after completing the OHR Investigator Training Program, Chyelle Chatman was promoted to Investigator, marking a new stage in the evolution of the OHR.

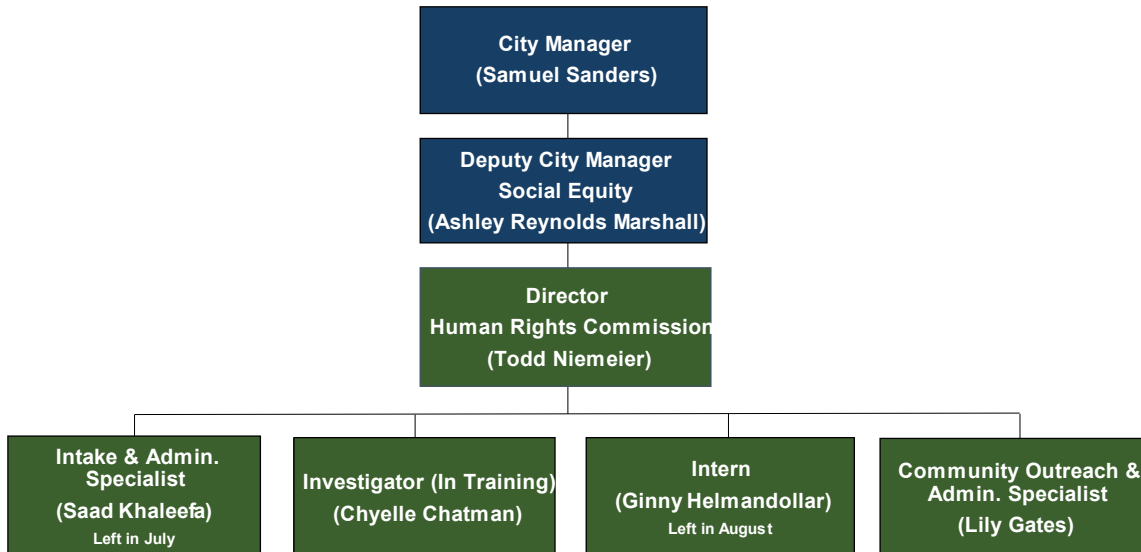
Saad's time in the Intake Specialist role demonstrated the need for a front desk staff person dedicated to serving all three programs within the Office of Social Equity (OSE) space at 507 East Main Street. The OSE space is shared by three public-facing programs, all with the same shared point of entry. With no staff person specifically assigned to the front desk, the Human Rights Intake Specialist was asked to fulfill OHR intake responsibilities while also handling walk-in traffic for all programs. Because the amount of walk-in traffic was very high, it was difficult to work on OHR intake processes without interruption and this arrangement proved unsustainable. Additionally, the front desk's location offered no privacy for the confidential phone calls and document preparation required for OHR intake work. When Saad needed to hold in-person intake meetings, the front desk was left unoccupied and walk-in visitors would sometimes become frustrated if no one was available to answer the door.

Following Saad's departure, a temporary position was created to support front desk reception, and in late July 2024 Bridget Churchman-Colvin assumed this role. Bridget works under the supervision of the Employment and Financial Opportunity Manager, Roy Fitch. She primarily serves the Home to Hope and Downtown Job Center programs, both of which receive substantially more walk-in traffic than the OHR. Bridget refers any OHR walk-ins or appointments to OHR staff or provides them with OHR contact information. Bridget's work has had a very positive impact on customer service and the workflow of all staff working in the office.

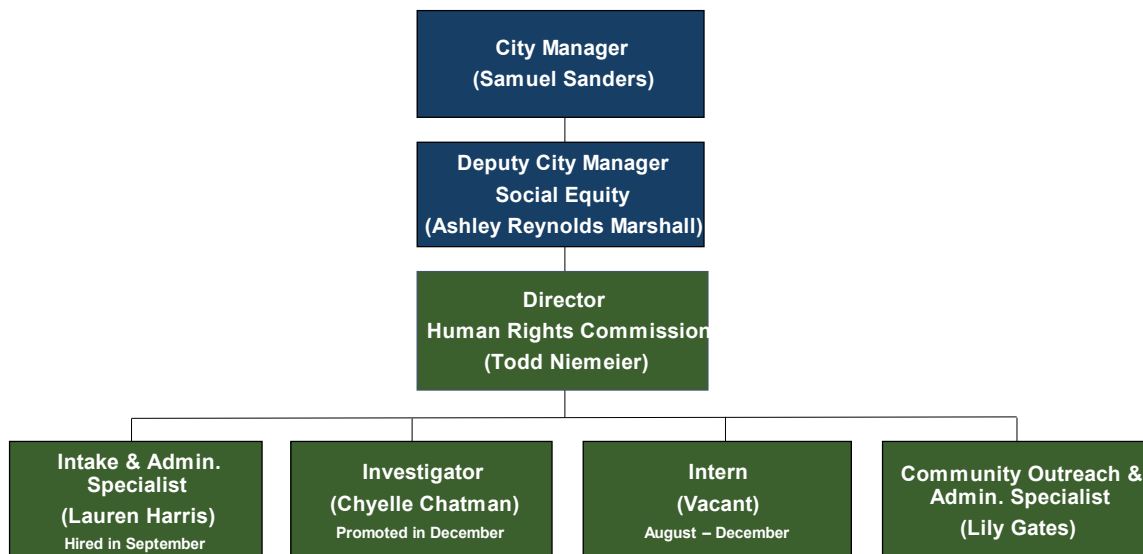
At the conclusion of 2024, OHR staff members included an Intake Specialist, Investigator, Community Outreach & Administrative Specialist, and Director. Ginny's departure revealed how reliant the OHR and HRC had become on the Intern role. The workload in the OHR, which also includes providing substantial support to the HRC, is only barely manageable with four full-time staff and leaves no capacity for essential community engagement and systemic impact work mandated by the CHRO. Saad's departure and the interim period during which OHR staff filled in the intake duties further demonstrated the impact to productivity and staff wellbeing that happens when any one of the full-time positions is vacant.

The two charts below show the evolution of the organizational structure of the OHR from the beginning of 2024 through the end of 2024.

Beginning of CY2024



End of CY2024



2. Individual Assistance

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

Assist individuals who believe they are the victim of an act of unlawful discrimination within the jurisdiction of the City.

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

The HRC's primary role in the individual complaint process is to hold public hearings, as explained in CHRO *Sec. 2-439.1. Enforcement Authority – The Role of the Commission*. Only one complaint has required the HRC to hold a public hearing since the HRC was created in 2013.

In 2024, the HRC considered holding a public hearing on a reasonable cause finding of retaliation in Case 2020-2. This case was filed under an earlier version of the CHRO that required a very complex public hearing procedure. After careful review of the investigative report and supporting documentation, Commissioners decided that the CHRO and the complainant's interests would be better served by not holding a public hearing.

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

Most activities involving individual assistance rest with the OHR under CHRO *Sec. 2-437.1., 2-437.2., and 2-437.3*. Individual service provision is one of the primary functions of the OHR. The following data presents a summary of service provision in CY2024 as well as an overview of trends in service provision over time. Since 2018, the OHR has used a consistent data collection process and classification system with only minor adjustments. Any referenced data prior to 2018 has been reanalyzed and redistributed into current categories for ease of comparison. Attachment **9.2. OHR CY2023 Individual Service Data** provides detailed individual service data by month.

2.2.1. Total Incoming Contacts

During CY2024, the Office received an average of 8 incoming contacts per day and served a total of 288 unique individuals. The OHR received the following number of incoming contact types:

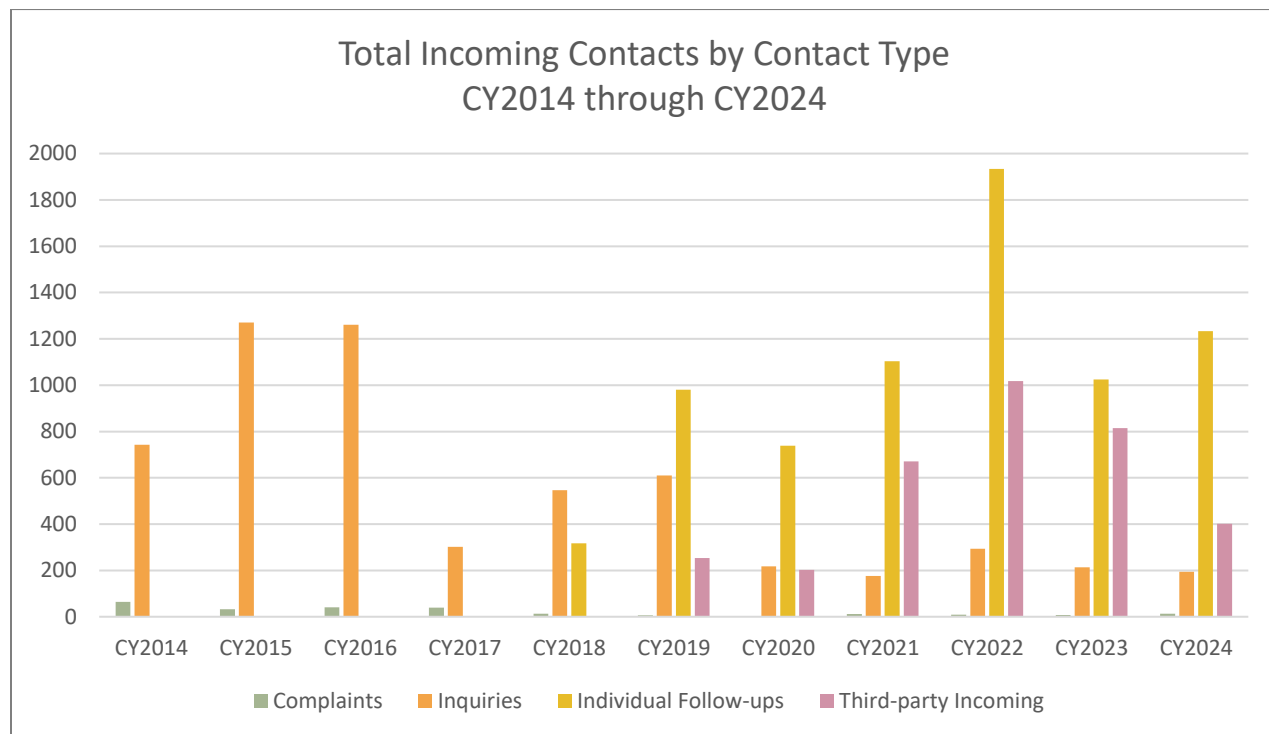
Contact Type	Total Number
Complaint	13
Inquiry	194
Individual Follow-up	1,233
Third Party Incoming	401
<i>Total Incoming Contacts</i>	<i>1,841</i>

In CY2024, the OHR received nearly twice as many discrimination complaints as compared to CY2023. Having dedicated Intake and Investigation staff has increased the office’s capacity to handle complaints and minimized referrals to state and federal agencies.

In CY2024, the OHR received 219 (11%) fewer total incoming contacts than the previous year. The office has gone through many changes since 2014, including fluctuations in staffing from one to four full-time staff, a 14-month closure from March 2020 – May 2021 due to the COVID pandemic, and a major shift from 2022 to 2023 away from navigation and advocacy services. It is therefore hard to approximate an “average” volume of intakes per year. With consistent staffing, and barring no major disruptions or changes in services, a more consistent average intake volume should emerge over the next two years.

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
2023	2,060
2024	1,841

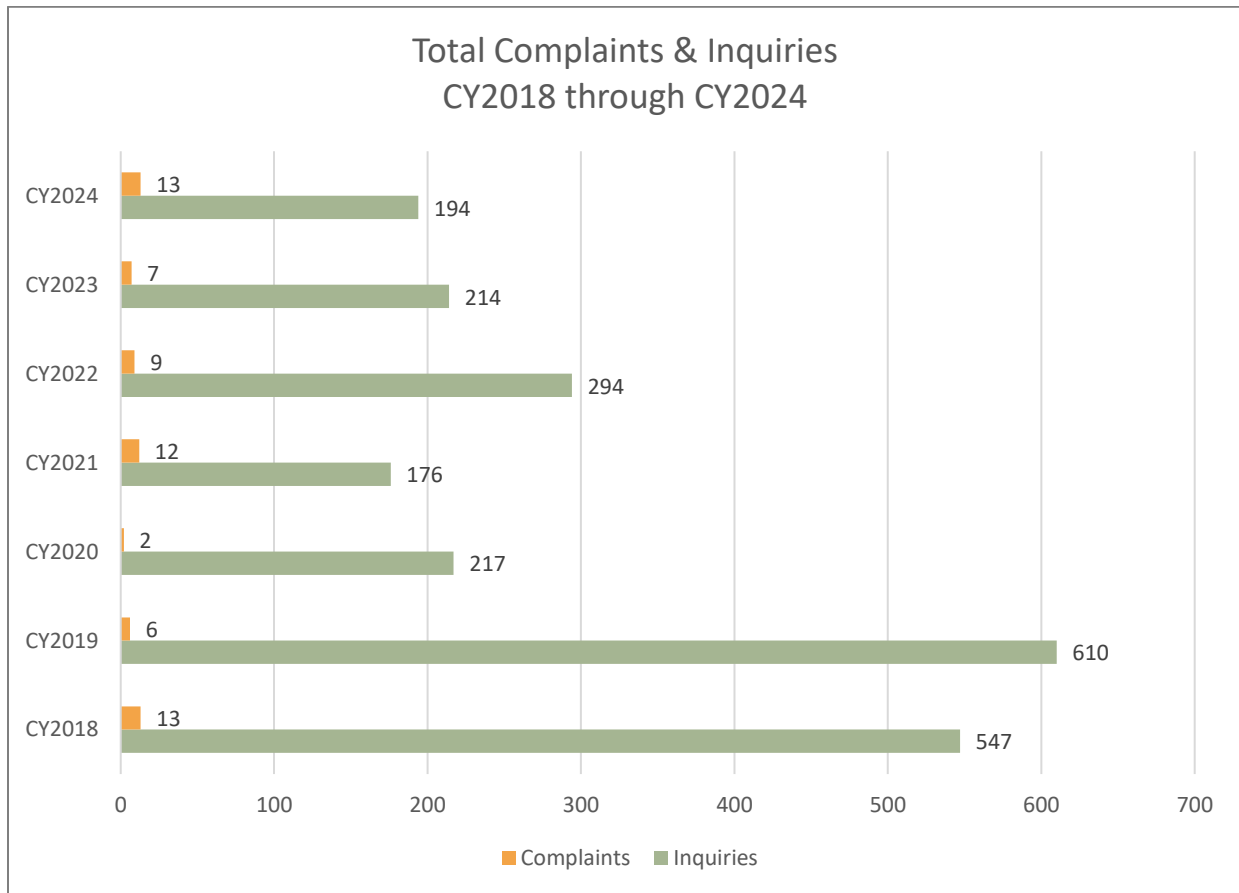
The chart below shows total incoming contacts by type from CY2014 through CY2023:



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 CHRO. 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 attachment **9.1. OHR CY2023 OHR Data Dictionary** provides detailed definitions for all contact types.

Prior to CY2023, inquiries that evolved into complaints were reclassified in OHR records as complaints. These contacts were therefore combined and only counted once as complaints. In CY2023, the OHR stopped reclassifying inquiries when a contact evolves into a complaint, so the initial contact remains counted as an inquiry, and a new, separate contact is logged as a complaint. The total count of inquiries will therefore be higher by a number equal to the total number of complaints received for the year.

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

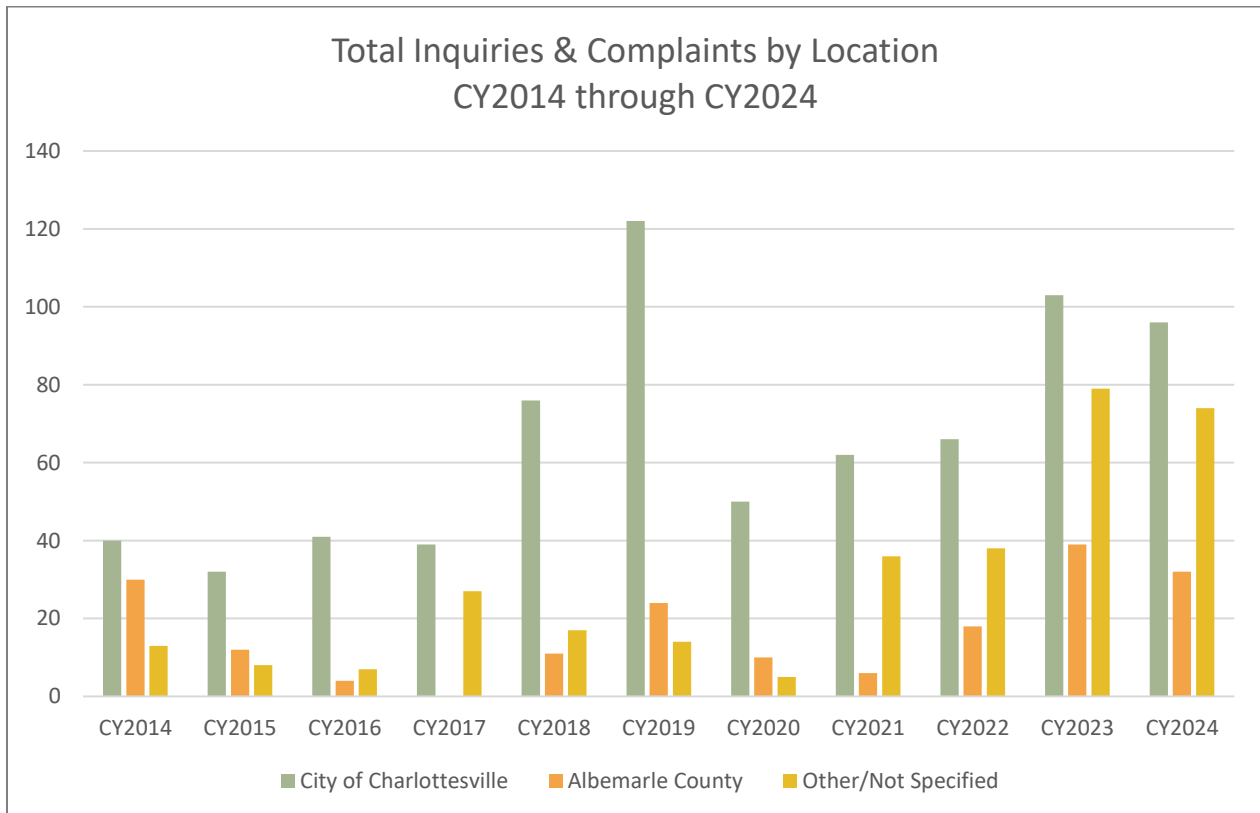


2.2.2. Total Inquiries and Complaints by Location

Despite fluctuations in the volume of inquiries and complaints, most inquiries and complaints received by the OHR over the last eleven years involved a concern that occurred in Charlottesville. In CY2024, the OHR received 87 inquiries originating in Charlottesville (45% of 194 total inquiries) and 13 complaints.

The CHRO only authorizes the HRC and OHR to process complaints of discrimination that originate in Charlottesville. The OHR continues to receive regular inquiries from Albemarle County and beyond, and this may demonstrate an unmet need for services outside of Charlottesville. Inquiries received from localities other than Charlottesville and Albemarle came from many different locations in Virginia including Caroline County, Carroll County, Danville, Fork Union, Fredericksburg, Gordonsville, Louisa, Lynchburg, Norfolk, Prince Edward County, Prince George County, and Strasburg. The OHR also received three inquiries originating in North Carolina, and one international inquiry from Germany.

The OHR refers inquiries for services not covered by the CHRO to the appropriate service provider, when possible, and refers inquiries involving any non-jurisdictional allegations of unlawful discrimination to the appropriate municipal, 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:

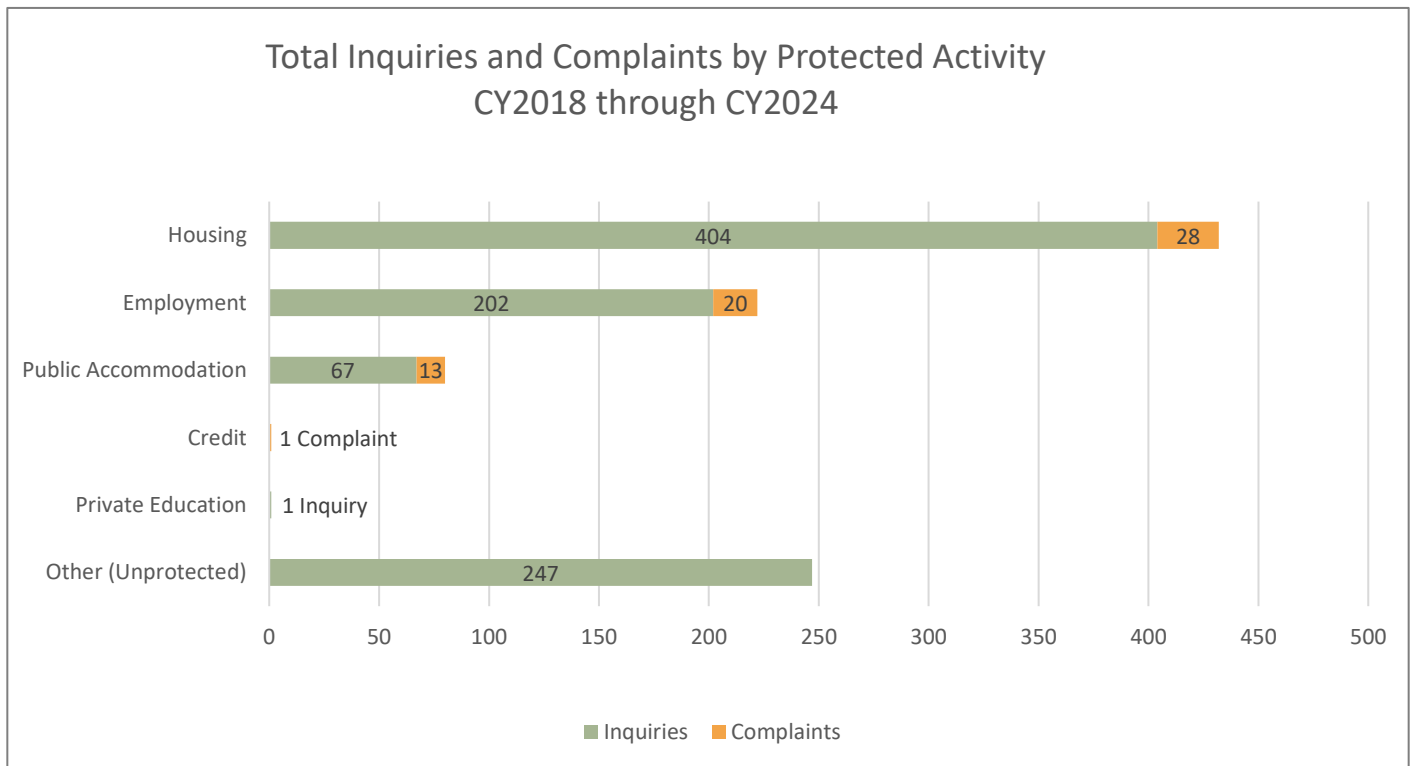


2.2.3. Total Inquiries and Complaints by Protected Activity

In CY2024, the OHR received a total of 194 contacts classified as inquiries and 13 complaints. The table below shows the total number of inquiries and complaints by protected activity in CY2024:

Protected Activity	Total Inquiries	Total Complaints
Housing	53	5
Employment	52	5
Public Accommodation	16	3
Credit	0	0
Private Education	0	0
Other (Unprotected)	73	0

The chart below shows a summary of the protected activities identified in inquiries and complaints received by the OHR from CY2018 through CY2024. Most inquiries and complaints received by the OHR are related to Housing, followed by Employment and Public Accommodation:

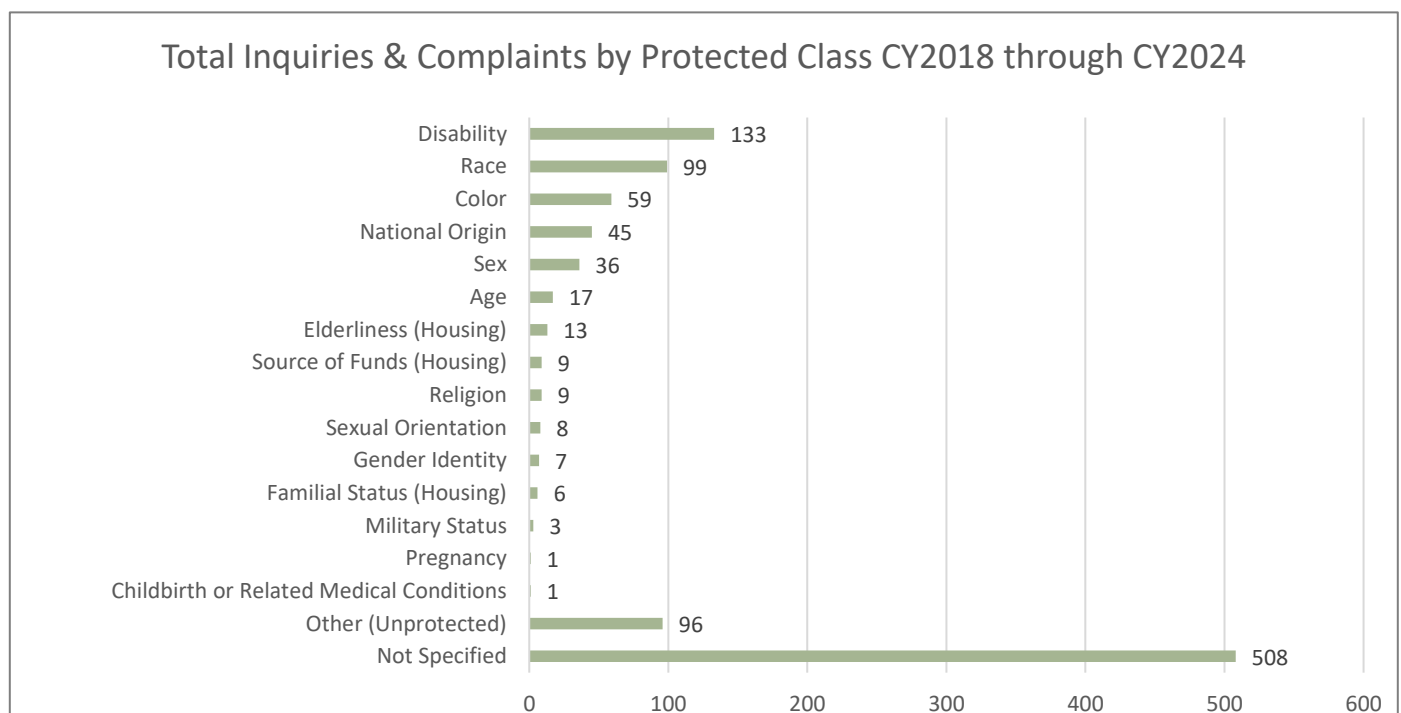


2.2.4. Total Combined Inquiries and Complaints by Protected Class

The table below shows the number of times a protected class was identified in an inquiry or complaint in CY2024.

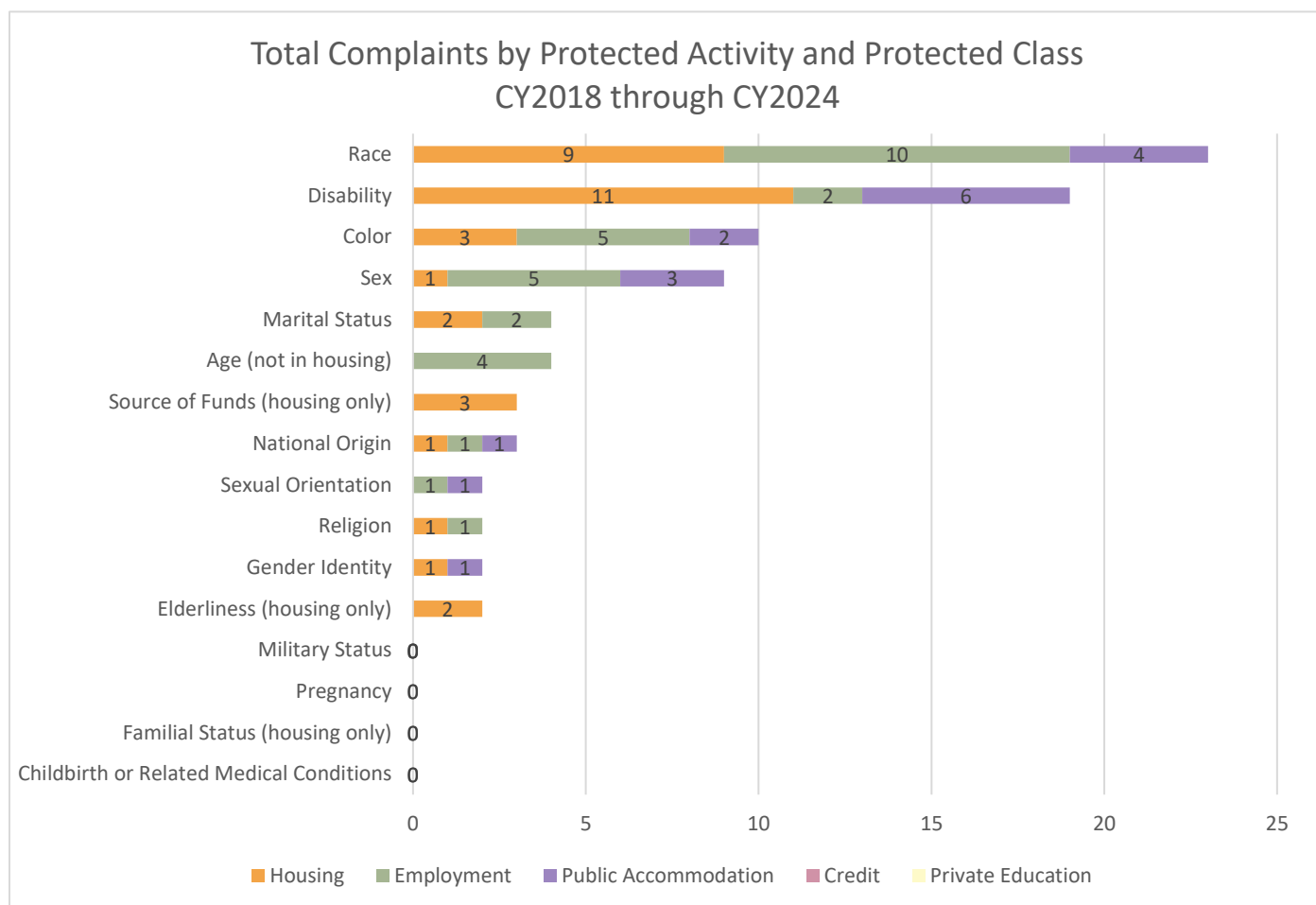
Protected Class	Combined Inquiries and Complaints
Disability	42
National Origin	17
Race	12
Color	7
Elderliness (Housing)	6
Sex	5
Age	5
Religion	4
Sexual Orientation	4
Source of Funds (Housing)	2
Gender Identity	2
Military Status	2
Familial Status (Housing)	1
Pregnancy	0
Childbirth or Related Medical Conditions	0
Other (Unprotected)	20
Not Specified	101

The chart below shows a summary of the protected classes identified in inquiries and complaints received by the OHR from CY2018 through CY2024. Over the past seven years, disability has been the most often identified protected class in inquiries and complaints received by the OHR, followed by race and color.



2.2.5. Total Complaints by Protected Activity and Protected Class

The following chart isolates total complaints received by the OHR over the last seven years, broken down by protected activity and protected class. Overall, race is the most often identified protected class in complaints, followed by disability. In employment discrimination complaints specifically, race is also the most often identified protected class. In housing complaints disability is most often identified, and in public accommodation complaints disability is most often identified.



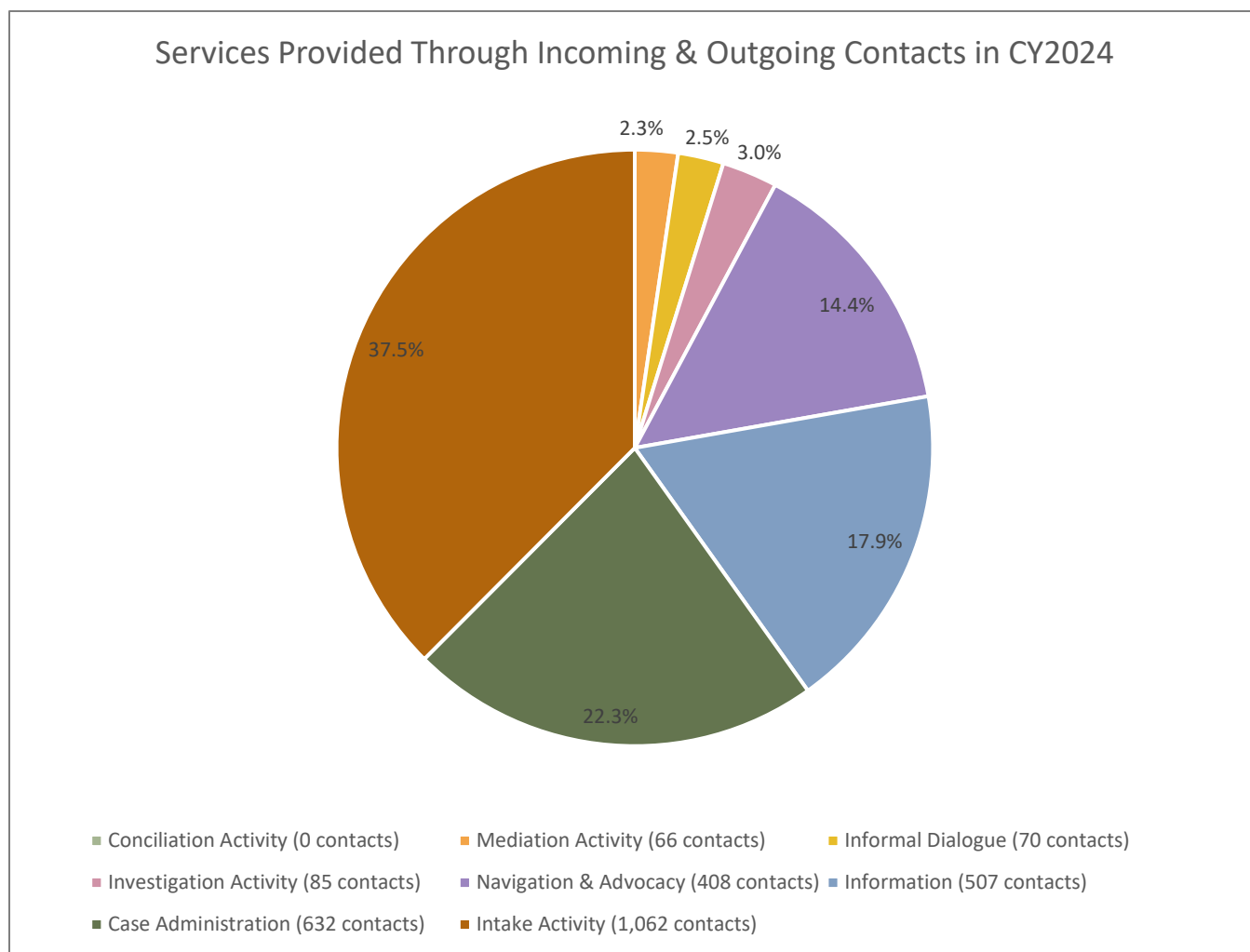
In CY2024, there were 5 cases of housing discrimination, 5 cases of employment discrimination, and 3 cases of public accommodation discrimination. For a summary of case statuses in CY2024, please refer to section **2.2.9. Status of Complaint Cases During the Calendar Year** of this report.

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

In CY2024, the OHR provided services through 2,830 incoming and outgoing contacts. Contacts during CY2024 were classified by the primary services of Case Administration, Conciliation Activity, Informal Dialogue, Information, Intake Activity, Investigation Activity, Mediation Activity, and Navigation & Advocacy. Community outreach contacts are tracked in a separate system, and community outreach data for CY2024 is examined in Section 3.2. of this report. Definitions for each of the service provision categories can be found in the attachment **9.1. OHR CY2024 Data Dictionary**.

The chart below shows the total number of service contacts by type and percentage of total services provided in CY2024:

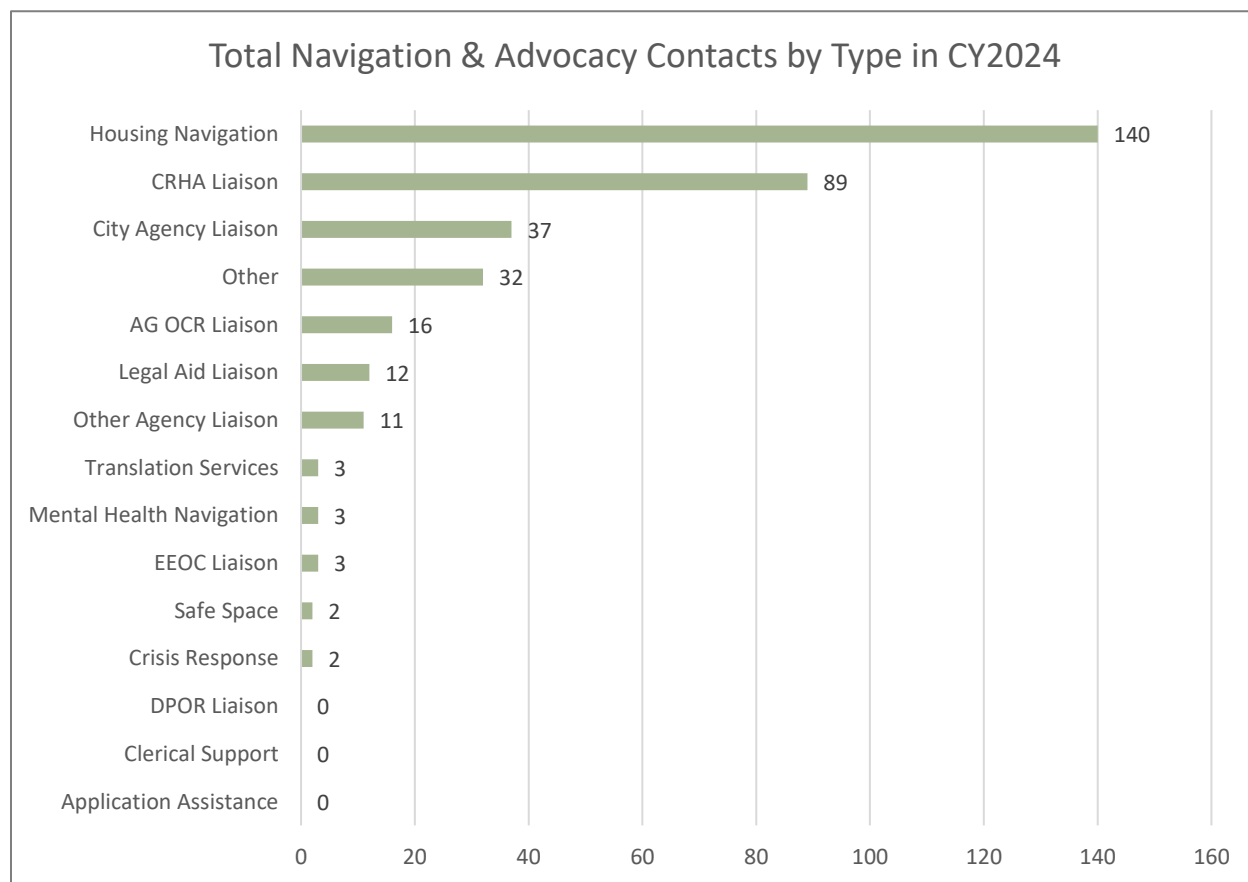


2.2.7. Navigation & Advocacy

First introduced in CY2022, **navigation & advocacy** is a service provision classification that 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, communicating with other agencies, or clerical support. In CY2023, the OHR classified 2,059 incoming and outgoing contacts as navigation & advocacy, amounting to 67% of the 3,081 incoming and outgoing contacts handled by the OHR that year. In CY2024, the OHR classified only 408 incoming and outgoing contacts as navigation & advocacy: just 14% of the 2,830 incoming and outgoing contacts for the year. This marks a significant and intentional shift away from this work, as the OHR has focused more on making the complaint resolution process more robust while also putting more energy into supporting the systemic impact work of the HRC.

Staff further categorize navigation & advocacy contacts as seen below. Housing navigation was the most common type of navigation & advocacy service provided in CY2024, making up 140 (34%) of the 408 navigation & advocacy contacts. This support primarily included negotiating with property managers or owners, facilitating discussions with housing voucher administrators, and limited contact with service providers in the homelessness continuum of care.

The chart below shows the total number of navigation & advocacy contacts received in CY2024, classified by type of service provided:



As noted above, the OHR processed 408 incoming and outgoing contacts classified as navigation & advocacy in CY2024. Since CY2023, the Office has also tracked the time spent by staff on navigation & advocacy contacts to gain a better sense of the extent to which these contacts pulled staff away from other duties. In CY2023, OHR staff logged 389.7 hours as navigation & advocacy contacts. This was 72% of the total 539.43 hours spent on all incoming and outgoing contacts in CY2023. In CY2024, OHR staff spent only 62.68 hours on navigation & advocacy or 18% of the total 358.08 hours spent on all incoming and outgoing contacts in CY2024, marking an 84% decrease in navigation & advocacy contacts over the previous year. While the OHR still receives contacts classified as navigation & advocacy, staff continue to intentionally redirect and refer individuals seeking assistance to better-suited service providers whenever possible.

Navigation & advocacy contacts in CY2024 centered on a few specific housing-related concerns. In one situation, the OHR received multiple contacts from both directly affected individuals and third-party witnesses, including service providers and family members. OHR staff, in this case primarily the Director, engaged in dialogue with property management and owners to relay the concerns and discuss possible solutions. After several months of negotiation, the property owner and management company took significant action to correct some of the core issues presented. This conversation remains ongoing, as some issues are still being addressed.

In the situation described above, the OHR chose to engage because the issues presented affected a significantly large population (approximately 90 individuals), all of whom were members of one or more protected classes. The harms identified by the individuals and third parties who contacted the OHR pointed to recurring problems with a root cause that could be directly addressed by the owners and property management company, thereby having a positive systemic impact on a sizeable group of people. This particular situation is shared as an example of the type of navigation & advocacy work that seems to align with the CHRO, specifically Sec. 2-433.(b), which mandates that the HRC and OHR work collaboratively with the private sector to prevent and eliminate discrimination.

It is worth noting the connection between navigation & advocacy at the individual level and the same at the systemic level. In the example above, OHR action helped encourage change that affected multiple residents in an apartment complex. Several of the residents in this complex were people to whom the OHR had provided individual navigation & advocacy assistance in the past. This included one individual who lost housing after failing to correctly navigate a COVID-era, state-sponsored rental assistance program. In this case, OHR staff helped the individual move out of the housing after eviction, acquire emergency shelter, apply for housing, connect with Region Ten case management, and ultimately move into the apartment complex. In another case, OHR staff helped a Spanish-speaking family living in substandard housing connect with a provider that helped one family member acquire social security disability support for a chronic medical condition that was preventing them from being able to work. OHR staff then assisted the family with applying for and attaining housing in the above-mentioned apartment complex. Both families still reside in the apartment complex described above and were thus also impacted by the positive changes made by the owners and property management company.

2.2.8. Referrals to Other Services

When individuals seek assistance from the OHR for services that the OHR cannot provide, staff attempt to connect the individuals to the most appropriate service provider. These attempted connections are classified as referrals. Listed below are the five primary service providers most closely related to the services provided by the OHR. 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 originate in Virginia but 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. This is because 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. Because the AGOCR has a workshare agreement with the EEOC, the OHR refers employment cases originating in Virginia to the AGOCR so that the complainant can dual file at both the state and federal level.

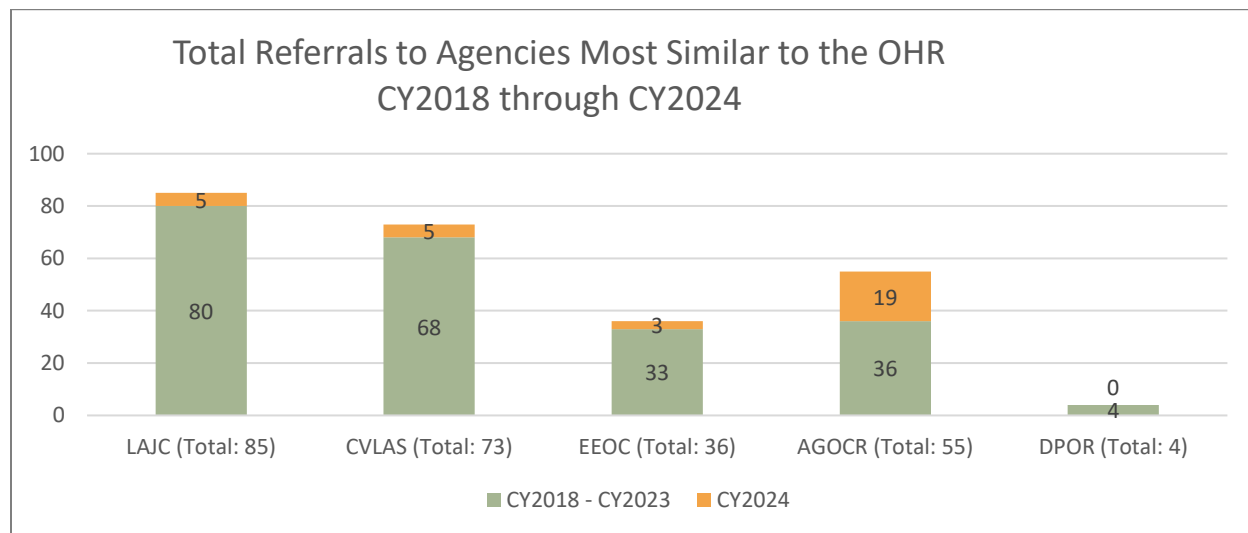
DPOR (Department of Professional and Occupational Regulation): This is a state government department that includes the Virginia Fair Housing Office. In previous years, individuals were referred to DPOR for fair housing discrimination complaints when the complainant expressly sought civil action against the respondent. It is important to note that with the passage of the amendments on November 21, 2022, the CHRO now includes language that states that, when a housing complaint receives a finding of reasonable cause, the City will file a civil action on behalf of the complainant. As OHR staff capacity increases to investigate and render findings in housing cases and potentially enters a Fair Housing Assistance Program (FHAP) workshare agreement with the federal government, referrals to DPOR are expected to discontinue for jurisdictional housing discrimination cases.

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.

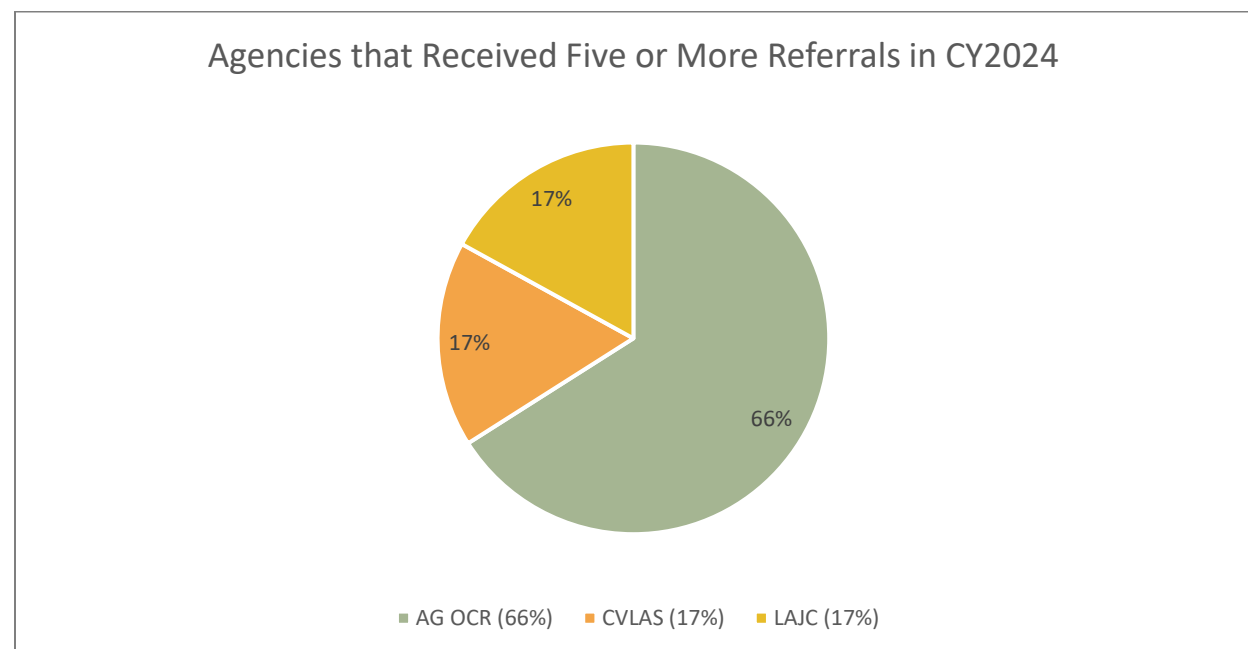
Other: The OHR refers individuals to a wide variety of other agencies and offices depending on their specific concerns.

The chart below depicts total referrals over the past seven years, including totals for CY2024, to the five organizations that do work most closely related to the OHR:



In CY2024, the OHR had 35 contacts result in referrals. Note that some referral contacts resulted in referrals to more than one agency or service provider; therefore, the total number of referral contacts is lower than the sum of referrals to the five primary agencies and “Other” agencies.

The chart below shows agencies that received five or more referrals in CY2024.



Below is a list of agencies that fall into the “Other” agencies referral category. These agencies received between one and three referrals during CY2024. Note that some individuals were referred to several of these organizations following a single contact with the OHR. Acronyms are included as they are referenced in the **CY2023 Individual Service Data (Attachment 2)**:

- Charlottesville Redevelopment and Housing Authority (CRHA)
 - Note: while referrals to CRHA were minimal, the OHR engaged in significant navigation & advocacy work with CRHA (see report section **2.2.7. Navigation & Advocacy**).
- City of Charlottesville Adult Protective Services (APS)
- City of Charlottesville Police Civilian Oversight Board (PCOB)
- Community Resource Line (CRL)
- DisAbility Law Center (DLC)
- Equal Employment Opportunity Commission (EEOC)
 - Note: while the EEOC is considered one the five primary referral agencies, because the OHR referred individuals to the EEOC fewer than five times in CY2024, it is included on this list.
- Homeless Information Line (HIL)
- Housing Opportunities Made Equal (HOME)
- Piedmont Housing Alliance Financial Opportunity Center (PHA FOC)
- Shelter for Help in Emergency (SHE)
- U.S. Department of Justice (DOJ)
- Virginia Department of Behavioral Health and Developmental Services (DBHDS)

2.2.9. Status of Complaints During the Calendar Year

At the end of CY2024, the OHR had 12 open complaint cases and had resolved 7 cases that had either been opened that year or during a previous year. Adequate OHR staffing and access to professional mediation services have been essential for effective and efficient complaint resolution. In August 2022, City Council approved funding for hiring an Intake & Administrative Specialist and an Investigator. As noted in report section **1.3 OHR Overview**, these roles were first filled during 2023. In 2024, the OHR began the year with a fully staffed team. Since 2021, the OHR has had an active contract with the third-party mediation firm Resolute Mediation and Arbitration, Inc. (RMA). OHR staff are currently training to become General District Court certified mediators and used the skills learned in this training to conduct three informal dialogues in CY2024.

The table below shows the year-end status of complaint cases that were active during CY2024:

Case #	Protected Activity	Protected Class(es)	Year-end Status
2020-2	Housing	Race	Reasonable cause finding of retaliation. HRC voted not to hold a public hearing. Case closed.
2021-4	Employment	Sex	Settlement reached through mediation.
2021-5	Employment	Sexual Orientation, Race	Investigation in progress.
2022-6	Housing	Color, Race	Mediation reached impasse. No Complainant response to OHR offer of additional support. Case administratively closed.
2023-2	Employment	Religion, National Origin	Offer of alternative dispute resolution pending.

Case #	Protected Activity	Protected Class(es)	Year-end Status
2023-7	Public Accommodations	Sex	Finding of no reasonable cause. Case dismissed.
2024-1	Housing	Race	Non-jurisdictional. Case dismissed.
2024-2	Housing	Age, Disability	Informal dialogue in progress.
2024-3	Public Accommodations	National Origin, Sexual Orientation	Informal dialogue in progress.
2024-3R	Public Accommodations	Retaliation	Informal dialogue in progress.
2024-4	Housing	Disability	Informal dialogue in progress.
2024-5	Public Accommodations	Disability, Gender Identity	Mediation reached impasse. Complaint withdrawn. Case referred to AGOCR.
2024-6	Employment	Color, Race, Religion, Sex	Complainant engaged in threatening behavior toward OHR staff. Case administratively closed.

Case #	Protected Activity	Protected Class(es)	Year-end Status
2024-7	Housing	Race, Religion, National Origin	Informal dialogue in progress.
2024-8	Employment	Race, National Origin	Investigation in progress.
2024-9	Employment	Disability	Pending agreement reached through informal dialogue.
2024-10	Employment	Marital Status	Awaiting Respondent reply to offer of alternative dispute resolution.
2024-11	Employment	Sex, Marital Status	Awaiting Respondent reply to offer of alternative dispute resolution.
2024-12	Housing	Disability	Awaiting Respondent reply to offer of alternative dispute resolution.

3. Awareness and Guidance

Charlottesville Human Rights Ordinance 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.

- (1) The Commission shall serve as a forum for the discussion of human rights issues and be responsible for conducting ongoing efforts to engage community members in an open, honest, and creative dialogue regarding issues of equity and opportunity, including but not limited to issues considered by the City's Dialogue on Race initiative.*
- (2) The Commission shall conduct or engage in educational and informational programs for the promotion of mutual understanding, reconciliation, and respect between all classes of individuals protected by this ordinance and the larger Charlottesville community.*

This role is shared between the HRC and the OHR. Prior to the passage of the amended CHRO on August 5, 2024, the specific duties and responsibilities of this role were further explained in *Sec. 2-434. Duties and responsibilities – Community dialogue and engagement*. With the passage of the amendments to the CRHO, the content of the former Sec. 2-434. was incorporated as sub-sections (1) and (2) of Sec. 2-433. (b), as noted above.

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

The table on the following page shows how the HRC's actions in CY2024 align with the duties and responsibilities in Sec. 2-433. (b)(1) and (2) in the CHRO and with the focus areas and goals Commissioners identified during their annual meeting, as detailed in report section **1.2 HRC Overview**.

It is noteworthy that the HRC did not independently realize any actions that align with Sec. 2-433. (b)(2). This work was exclusively undertaken by the OHR. Additionally, most of the HRC's actions taken under this section did not generally align with the annual focus areas or goals. This is not an indication that the HRC's actions had no value, as a wide variety of community outreach efforts are essential to engaging the public in the HRC's work. The lack of alignment may simply point to a need to develop a planning process that includes space for community engagement actions that may emerge throughout the year.

Date	Alignment	Action	Summary
1/18/2024	Sec. 2-433. (b)(1) Community dialogue and engagement Focus Area: No Direct Alignment Goal: No Direct Alignment	Public Discussion	The Commission partnered with the City ADA Coordinator and Precision Infrastructure Management for a public presentation about updates to the City's ADA Transition Plan.
2/29/2024	Sec. 2-433. (b)(1) Community dialogue and engagement Focus Area: No Direct Alignment Goal: No Direct Alignment	Public Awareness	The Chair promoted the public poll on NBC29 Community Conversations. The poll was created to gather public input on topics of community concern for the purpose of informing the Commission's development of focus areas during the annual planning meeting in March.
5/6/2024	Sec. 2-433. (b)(1) Community dialogue and engagement Focus Area: LGBTQIA+ Ally/Safe Space Training Goal: No Direct Alignment	Community Partnership	A Commissioner met with community partners and OHR staff to coordinate efforts to organize local LGBTQ+ Ally trainings.
5/10/2024	Sec. 2-433. (b)(1) Community dialogue and engagement Focus Area: No Direct Alignment Goal: No Direct Alignment	Community Event	A Commissioner conducted service provision outreach in conjunction with OHR staff.

Date	Alignment	Action	Summary
6/29/2024	Sec. 2-433. (b)(1) Community dialogue and engagement Focus Area: No Direct Alignment Goal: No Direct Alignment	Community Event	The Chair and Vice Chair conducted service provision outreach and HRC recruitment at Healthy Streets Healthy People in conjunction with OHR staff.
7/11/2024	Sec. 2-433. (b)(1) Community dialogue and engagement Focus Area: Legislative recommendations Goal: No Direct Alignment	Public Awareness	The Chair promoted the legislative recommendation expert panel on NBC29 Community Conversations.
9/7/2024	Sec. 2-433. (b)(1) Community dialogue and engagement Focus Area: No Direct Alignment Goal: No Direct Alignment	Community Event	A Commissioner conducted service provision outreach in conjunction with OHR staff.
10/25/2024	Sec. 2-433. (b)(1) Community dialogue and engagement Focus Area: No Direct Alignment Goal: No Direct Alignment	Community Event	A Commissioner conducted service provision outreach in conjunction with OHR staff.

Date	Alignment	Action	Summary
11/14/2024	Sec. 2-433. (b)(1) Community dialogue and engagement Focus Area: No Direct Alignment Goal: No Direct Alignment	Community Event	A Commissioner conducted service provision outreach in conjunction with OHR staff.
12/22/2024	Sec. 2-433. (b)(1) Community dialogue and engagement Focus Area: No Direct Alignment Goal: No Direct Alignment	Community Event	Four Commissioners attended a service provision outreach event in conjunction with OHR staff.

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

Community outreach is one of the primary tools used by the OHR to inform community members of their protected rights as well as their options for assistance when those rights are unlawfully violated. An additional goal of community outreach is to advance systemic change by encouraging shifts in societal norms. Awareness, education, and a willingness to make change at individual and community levels play an important role in initiating progress towards justice and equity.

The OHR categorizes outreach in three ways:

- **Service Provision:** spreading awareness about the services provided by the OHR and HRC.
- **Education & Awareness:** focused on teaching the community about human rights and fostering understanding between members of protected classes and the broader Charlottesville community.
- **Collaboration & Leadership:** work done in partnership with other agencies.

During CY2024, staff expanded outreach activities and audiences across the majority of metrics. Below are some examples:

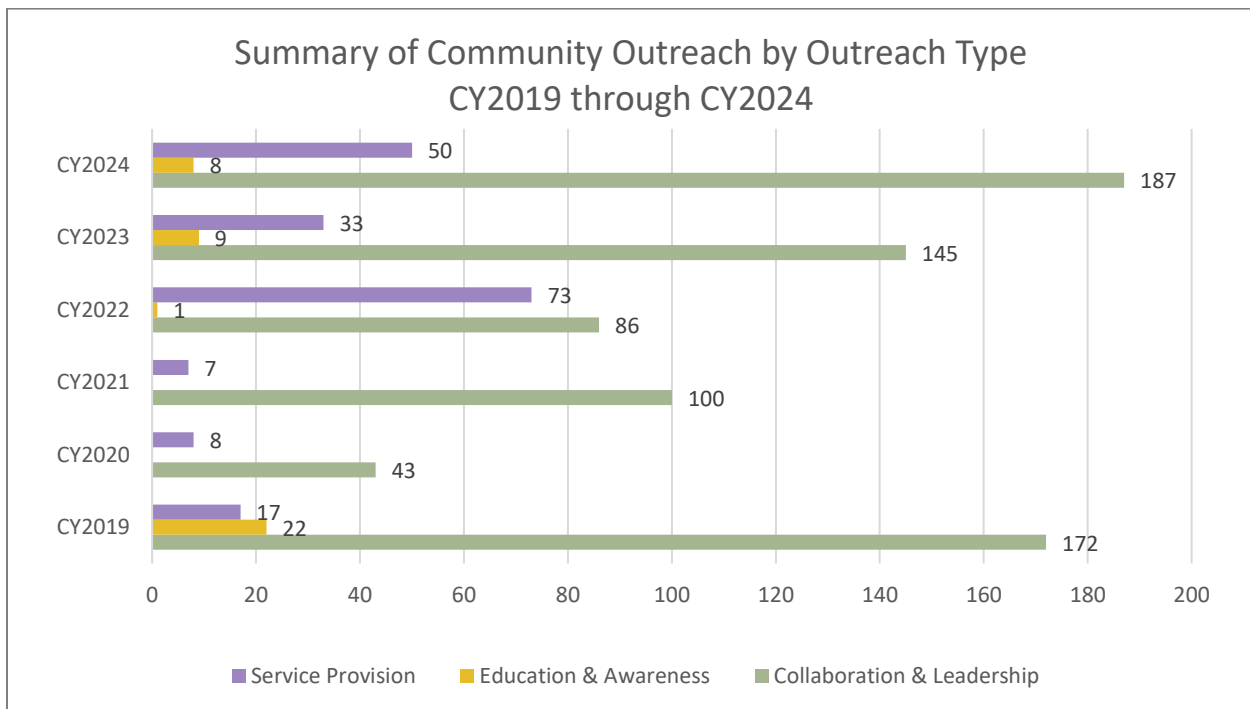
- The audience reached through service provision outreach more than doubled from 390 individuals in CY2023 to 833 individuals in CY2024.
- Staff revamped the monthly Human Rights Newsletter, which had 4,393 opens in CY2024. Each newsletter edition was a brief digest of the OHR and HRC's work in the prior month as well as an overview of upcoming HRC meetings and events hosted by the OHR or community organizations.
- In CY2023, previous Community Outreach & Administrative Specialist Victoria McCullough created a presentation that outlined the services provided by the OHR and HRC and presented it to 2 groups throughout the year. In CY2024, staff expanded upon Victoria's work by adding additional slides and information to the presentation and presenting it to 10 groups of service providers, reaching an audience of 144 people. This has already proven to be an effective outreach strategy, as several of the service providers reached through the presentation have referred individuals they support to the OHR for services. In addition, this bolsters relationships between OHR staff and other organizations in the community, allowing us to collaborate more effectively and generate creative ways to better serve the community.
- From January-June of CY2024, the OHR was fully staffed, allowing the Community Outreach & Administrative specialist to continue to grow the OHR's Education & Awareness outreach. The OHR was therefore able to host new events in this category, including a Fair Housing Know Your Rights Training and a Disability Pride Month Trivia Night. Staff also collaborated with the County's Office of Equity and Inclusion and other partners to host a Community Walk in honor of Martin Luther King Jr. Day; this event was a walking tour of central Charlottesville in which nearly 100 community members joined together to learn about, reflect on, and share personal experiences of Charlottesville's racial history and its impacts on the present-day social landscape of the city. Across all Education & Awareness events in CY2024, there were 276 attendees (over 5 times the 53 attendees at these events in CY2023).

3.2.1. OHR Community Outreach Activities by Outreach Type

In CY2024, the OHR engaged in 246 community outreach activities, which were classified as the following:

Outreach Type	Total Number of Activities
Service Provision	50
Education & Awareness	8
Collaboration & Leadership	187

The attachment **9.3. OHR CY2024 Community Outreach Data** provides detailed individual service data by month. The chart below shows a summary of outreach activities conducted by the OHR over the last six years:



In the second half of the year, Education & Awareness events decreased as the Community Outreach and Administrative Specialist was required to take on additional responsibilities due to changes in staffing. Following Saad Khaleefa's departure from the Intake Specialist role in June 2024, and prior to Lauren Harris' hire in September 2024, the Community Outreach and Administrative Specialist assumed additional intake duties to support the continued function of the OHR. This involved handling approximately 93 individual service-related contacts from June-October, including new inquiries (24), follow-ups (63), and referrals and third-party contacts (6) as well as attending internally and externally organized case conferencing meetings.

In the absence of an Intake Specialist, the Director was not only required to complete additional service provision responsibilities, but also conduct the recruitment, hiring, and training processes. Because of this additional demand for work that only the Director could hold, the Community Outreach & Administrative Specialist assumed further added duties to support the continued function of the HRC. These included completing the majority of tasks related to the creation and publication of HRC agendas, agenda packets, OHR staff reports, and public notice as well as maintaining HRC-related data and other administrative tasks. Additionally, in August 2024, the OHR's long-term intern Ginny Helmandollar departed, and the Community Outreach and Administrative Specialist assumed the additional responsibilities of creating and publishing HRC meeting minutes.

3.2.2. Collaborative Activities and Engaged Partner Agencies

As in previous years, Collaboration & Leadership comprised most of the OHR's outreach in CY2024. 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.

Of the 246 outreach activities conducted by the OHR in CY2024, 187 were in collaboration with other community partners. This is an increase from the 145 Collaboration & Leadership outreach activities conducted in CY2023. In CY2024, the OHR worked with or attended meetings and events hosted by the 70 primary collaborators listed:

Albemarle Charlottesville Regional Jail Authority
Albemarle County Communications and Public Engagement,
Albemarle County Office of Equity and Inclusion
Albemarle County Parks and Recreation
Bicycle and Pedestrian Advisory Committee
Birth Sisters of Charlottesville
Blue Ridge Area Coalition for the Homeless
Can I Talk to You Cville
Central Virginia Community Justice
Central Virginia Legal Aid Society
Central Virginia Violence Interrupters (formerly B.U.C.K. Squad)
Charlottesville Area Justice Coalition
Charlottesville Democratic Socialists of America
Charlottesville National Organization for Women
Chihamba of Dancescapes, Ltd.
City of Charlottesville ADA Coordinator
City of Charlottesville Communications
City of Charlottesville Department of Human Services
City of Charlottesville Department of Social Services
City of Charlottesville Office for Sustainability
City of Charlottesville Police Civilian Oversight Board
City of Charlottesville Risk Management
Community Based Recovery Support Advisory Committee
Cville Pride
DEC-VA (formerly DEC-UVA)
Downtown Job Center
Equal Justice USA
Firefly Restaurant and Game Room
Gender Expansive Community Advisory Board
Greater Charlottesville Trauma Informed Community Network
Home to Hope
Housing Opportunities Made Equal

Jefferson Madison Regional Library
Legal Aid Justice Center
Lighthouse Studio
Mediation Center of Charlottesville
NAACP
NBC29
Neighborhood Development Services
Office of Social Equity
Partner for Mental Health
People and Congregations Engaged in Ministry
Piedmont Group Sierra Club
Piedmont Housing Alliance
Police Civilian Oversight Board
Precision Infrastructure Management
Presidential Precinct
Public Housing Association of Residents
Racial Equity Institute
Ready Kids
Region 10
Sentara
Sexual Assault Resource Agency
Sin Barreras
Soul of Cville
The Fountain Fund
The Haven
The Women's Initiative
Thomas Jefferson Area Planning District Commission
Tom Tom Festival
Trust Labs (formerly The Dinner Party Labs)
United Way of Greater Charlottesville
UVA Health
UVA Office for Sustainability
UVA Office of Diversity, Equity, and Inclusion
Vinegar Hill Magazine
Virginia Beach Human Rights Commission
Virginia Organizing
Welcoming America
Welcoming Greater Charlottesville

4. City Policies

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

Identify and review policies and practices of the City of Charlottesville and its boards, commissions, and other public agencies within the City and advise those bodies on issues related to human rights.

(1) Such policies, practices, and systems may include those of an institutional nature that:
(i) May be unlawful discriminatory practices; or
(ii) May not constitute unlawful discriminatory practices but nevertheless produce disparities that adversely impact individuals in accordance with the protected classes identified within this ordinance.

(2) Any review undertaken pursuant to this section may be initiated at the request of any other public or private entity, or by the Commission on its own initiative.

(3) The Commission may conduct its own research and review of existing studies and literature, collaborate with other research organizations, organize public focus groups, and hold such hearings as may be necessary to identify policies, practices and systems as referenced above. For each such identified policy, practice or system, the goal of the Commission will be to formulate recommendations and to propose to City Council concrete, actionable reforms that will eliminate discriminatory practices or the adverse effects of lawful other practices. The Commission will report the status of its ongoing project(s) or review(s) to City Council within its quarterly and annual reports.

This role is primarily held by the HRC, with the OHR providing administrative support. Prior the passage of the amended CHRO on August 5, 2024, the specific duties and responsibilities of this role were further explained in *Sec. 2-435. Duties and responsibilities – Systemic issues*. With the passage of the amendments to the CRHO, the content of the former Sec. 2-435. was incorporated into the sub-sections (1), (2), and (3) of Sec. 2-433. (c), as noted above.

The table below lists the HRC’s actions in CY2024 that aligned with the duties and responsibilities in Sec. 2-433. (c) and identifies any additional alignment with the focus areas and goals Commissioners identified during their annual meeting. Documents referenced in the action summaries are publicly posted on the “Human Rights Commission” subpage within the “Human Rights” webpage on the City website.

Date	Alignment	Action	Summary
11/07/2024	<p>Focus Area:</p> <p>Housing Homelessness</p> <p>Goal:</p> <p>City Policy Recommendations</p>	Council Recommendation	<p>The HRC voted to adopt a letter to City Council recommending policies and practices related to equitable and low-barrier year-round shelter for people facing homelessness, effective right to counsel for tenants in eviction proceedings, and support for the City Manager's plan to address homelessness. The letter was submitted to City Council on January 3, 2025.</p> <p>(See attachment 9.4. HRC Recommendations for Housing Policies)</p>
11/21/2024	<p>Focus Area:</p> <p>Housing Systemic barriers</p> <p>Goal:</p> <p>City Policy Recommendations</p>	Council Recommendation	<p>The HRC voted to adopt a letter to City Council regarding advocacy for effective right to counsel for tenants facing eviction. The letter was submitted to City Council on January 3, 2025.</p> <p>(See attachment 9.5. HRC Recommendations for Effective Right to Counsel)</p>

5. Federal Workshares

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

Seek a Fair Employment Practices Agency (FEPA) workshare agreement with the Equal Employment Opportunity Commission (EEOC) and a Fair Housing Assistance Program (FHAP) workshare agreement with the Department of Housing and Urban Development (HUD) 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. These workshare agreements are directly related to the enforcement processes detailed in *Sec. 2-437.1. Investigation of individual employment discrimination complaints and issuance of findings, Sec. 2-437.2. Investigation of individual housing discrimination complaints and issuance of findings, and Sec. 2-439.1. Enforcement authority – The role of the Commission regarding individual complaints of discrimination.*

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 remained on hold for the entirety of CY2024.

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

In CY2024, the HRC reviewed two rounds of proposed amendments to the CHRO. All amendments were made at HUD's recommendation to make the CHRO substantially equivalent to federal fair housing law, which is required for interim FHAP certification. The HRC voted to adopt the first round of amendments on June 27, 2024, and the second round on December 19, 2024.

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

OHR staff presented the first round of amendments to the CHRO to City Council on July 15, 2024. Council conducted a second reading and voted to adopt the amendments on August 5, 2024. The second round of amendments were initially scheduled for presentation to Council on January 6, 2025, but this was later moved to January 21, 2025, due to inclement weather.

Council voted to adopt the amendments in one reading on January 21, 2025. The table below summarizes the actions taken by the OHR since CY2021 to progress toward a FHAP workshare agreement:

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.

Step	Summary of Actions
<i>OHR presents draft documents for HRC and public review and feedback.</i> (September 2022)	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.</i> (September – October 2022)	The Director met with City Attorney’s Office staff to review final edits to the CHRO before presentation to the HRC.
<i>HRC adopts final draft documents for recommendation to City Council.</i> (October 2022)	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.</i> (November 2022)	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> (February 2023)	The Director met with Erik Steinecker and Maria Moreno from the HUD Fair Housing Office to review the CHRO as adopted by Council on November 21, 2022. Erik and Maria recommended additional changes to the CHRO.
<i>OHR staff draft amendments to the CHRO based on feedback from HUD.</i> (March – September 2023)	The Director and OHR Intern Ginny Helmandollar drafted amendments to the CHRO that included the recommendations from HUD as well as refinements to other parts of the CHRO unrelated to substantial equivalence to federal fair housing law.
<i>OHR submits draft CHRO to City Attorney for review.</i> (October 2023)	The Director and OHR Intern (prior to her hire as Outreach & Administrative Specialist) Lily Gates met with Deputy City Attorneys to review the proposed amendments. The Deputy City Attorneys offered further feedback.

Step	Summary of Actions
<i>OHR revises draft CHRO in preparation for a second review by the City Attorney and HUD. (October 2023-June 2024)</i>	The Director incorporated the feedback provided by the Deputy City Attorneys and prepared a draft amended CHRO for sharing with HUD.
<i>OHR presents changes to the CHRO to new FHAP Director during virtual meeting. (June 2024)</i>	The Director presented a summary of the changes to the CHRO recommended by the previous FHAP Director, Erik Steinecker, for an informal review prior to presentation to City Council. The new FHAP Director, Tiffany Johnson, recommended passage of the amendments and submission to HUD by August 2024.
<i>OHR prepares final draft documents and presents to the HRC for adoption. (June 2024)</i>	The Director prepared a final draft of the amended CHRO, incorporating recommendations from HUD, and presented the amended draft CHRO to the HRC during a public meeting on June 27, 2024. The HRC voted to adopt the amended CHRO for recommendation to City Council.
<i>OHR presents the amended draft CHRO to Council for review and adoption. (July-August 2024)</i>	The Director presented the amended draft CHRO for a first reading on July 15, 2024. Council conducted a second reading and voted to adopt the amendments on August 5, 2024.
<i>OHR submits the adopted CHRO to HUD for review. (August-October 2024)</i>	The Director submitted CHRO, as adopted by Council on August 5, 2024, to HUD for review. The HUD FHAP Director followed up on October 31, 2024, to report that more amendments were required for substantial equivalence to federal fair housing law.
<i>OHR meets with HUD to discuss additional revisions to the CHRO. (November-December 2024)</i>	The Director, City Attorney, and Community Outreach & Administrative Specialist met with HUD FHAP staff to review recommended changes and subsequent draft amendments to the CHRO. After the final informal review, HUD affirmed substantial equivalence.
<i>OHR presents a final draft of the CHRO to the HRC for adoption by the HRC and City Council. (December 2024-January 2025)</i>	The Director presented the revised CHRO to the HRC on December 19, 2024. The HRC voted to adopt the amendments. Presentation to Council is scheduled for January 6, 2025, then moved to January 21, 2025. Council voted to adopt the proposed amendments and the updated CHRO was sent to HUD on January 23, 2025.

6. Legislative Program

Charlottesville Human Rights Ordinance 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.

This role rests primarily with the HRC with support from the OHR and is closely related to the roles under Sec. 2-433. (b) and (c). As noted above, at the HRC's annual meeting on March 9, 2024, Commissioners identified housing, and specifically homelessness and systemic barriers to housing, as a primary focus for CY2024.

From January through September, the HRC sought input from a variety of community organizations and individuals to better understand the landscape of state legislation and housing challenges in Charlottesville:

- January 5, 2024: The HRC invited Delegate Callsen, City Councilor Snook, and the City Attorney to share updates regarding Council's legislative priorities and the process for bill sponsorship for the recommendations presented by the HRC in CY2023.
- June 6, 2024: The HRC invited representatives from the Blue Ridge Area Coalition for the Homeless, Charlottesville Democratic Socialists of America, Charlottesville NAACP, Downtown Job Center, Home to Hope, and Region 10 to speak regarding city policy and state legislative priorities impacting housing and wraparound services for the people they support.
- July 18, 2024: The HRC hosted Sen. Creigh Deeds, Del. Katrina Callsen, Laura Dobbs (Director of Policy for Housing Opportunities Made Equal), Dr. Elizabeth "PJ" Palmer Johnson (Alexandria Human Rights Commission Vice Chair), Michael Simms (Fairfax Human Rights and Equity Programs Director), and Dr. Virginia Jenkot (Virginia Beach Human Rights Commission Chair) for a discussion about state legislative priorities impacting housing and wraparound services for the people they support.
- July 23, 2024: The HRC Chair and Vice Chair worked with the Community Outreach & Administrative Specialist to develop a public poll to solicit feedback regarding priority legislative and City policy issues. The HRC used this feedback to inform their state legislative and City policy recommendations to Council. The public poll ran from 7/23/24 through 7/30/24 and received 48 responses.
- September 6, 2024: The HRC submitted its recommendations for City Council's 2025 Legislative Agenda. A copy of these recommendations is included as attachment **9.6. HRC Recommendations for City Council's 2025 Legislative Agenda.**

7. HRC Policies

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

Prepare recommendations to City Council as to policies and procedures the HRC believes are necessary for the performance of the roles, duties and responsibilities assigned to the HRC within this article, and for modifications of operating procedures approved by City Council.

This role is shared by the HRC and OHR and relates to all other duties and responsibilities detailed in the CHRO. Activities associated with this section generally include any changes to the CHRO and/or HRC Rules & Procedures. The HRC Rules & Procedures is a guiding document equivalent to bylaws that the HRC uses to codify protocols such as officer elections, meeting planning, and voting.

As part of the two rounds of revisions made to the CHRO, two significant changes were made that affect the HRC's roles, duties, and responsibilities:

- First, the HRC voted to amend the procedures for public administrative hearings, as detailed in Sec. 2-439.1. The amendments included a move away from holding hearings involving live arguments and cross-examination from both parties in the complaint. Both appeal hearings for findings of no reasonable cause and hearings for findings of reasonable cause are now primarily a review of the investigatory record and finding, with the HRC reserving the authority to uphold or overturn the finding made by the Director.
- Second, the amendments also included a substantial increase in the subpoena powers of the HRC, mirroring the same authority granted the OHR for investigation of complaints in Secs. 2-437.1, 2-437.2, and 2-437.3 of the CHRO. This expanded authority allows the HRC and OHR to petition the court for subpoenas of both material evidence as well as witness testimony for the purpose of completing an investigation or when the HRC requires additional information as part of the public hearing process.

On December 19, 2024, the HRC also made minor changes to language in the HRC Rules & Procedures to clarify the nature and purpose of its Annual Planning Meeting.

8. Observations and Opportunities

This section includes a summary of key takeaways from CY2024 pertaining to the work of the HRC and OHR. Most observations include references to sections of the report where relevant supporting information can be found. The observations and opportunities presented in this section are intended to highlight points that merit additional consideration and include staff recommendations for potential future action.

8.1. HRC Observations and Opportunities

8.1.1. Observations: In CY2024, the HRC further refined the annual planning process by defining specific focus areas, setting goals, and creating a work plan to guide its actions throughout the year. Despite this planning, the HRC was not able to take action within all of the planned focus areas.

Opportunities: When HRC actions do not directly align with a focus area or goal they may still be valuable. This may suggest the following opportunities:

- Refine the annual planning process to include space for creative actions in response to emerging and unanticipated events.
- Consider ways to merge the focus areas and goals so that the alignment is easier to visualize during the planning process.
- Examine the actions taken that were outside the specified focus areas and goals to determine if there is an area that deserves more attention in future planning processes.
- Review the focus areas that did not receive attention in CY2024 and evaluate if they should be revisited in CY2025.

Report sections for reference:

- HRC Overview
- 3.1. Sec. 2-433. (b) HRC Actions
- CHRO Sec. 2-433. (c) – City Policies

8.1.2. Observations: In CY2024, the HRC engaged in multiple actions that aligned with CHRO Sec. 2-433. (b)(1), but it was not able to take any actions that aligned with CHRO Sec. 2-433. (b)(2). CHRO Sec. 2-433. (b)(2) states that the HRC shall conduct or engage in educational and informational programs for the promotion of mutual understanding, reconciliation, and respect between all classes of individuals protected by the ordinance and the larger community. In the current political climate this work is critically

important, but the OHR has had limited capacity to fully develop programming in this area in the last few years. The previous Director, Charlene Green, put significant energy into this work through the Dialogue on Race and other educational and collaborative programs throughout the city. Her departure, the disruptions caused by the COVID pandemic, an increased focus on addressing individual complaints of discrimination, and efforts to build and stabilize staffing in the OHR resulted in a diminished focus on educational and informational programming.

Opportunities: In CY2025, the OHR must reimagine its organizational structure and develop and staffing plan that can support the work envisioned by CHRO Sec. 2-433. (b)(2):

- Restructuring will likely require reclassification and potential hiring of staff. Any proposed increases in staffing costs for the remainder of fiscal year 2025 (FY2025) can only be covered by repurposing funds from the FY2025 OHR operating budget, as there is no funding for changes in staffing.
- As the budget process for FY2026 is nearly complete, changes to staffing in FY2026 will need to be discussed with City Management, Human Resources, and the Budget Office, and proposed increases would likely need to be covered by repurposing funds from the vacant Intern position.
- FY2027 presents the first opportunity for proposing the creation of additional positions as part of the budget development process.

Report sections for reference:

- 3. CHRO Sec. 2-433. (b) – Awareness and Guidance
- 3.1. Sec. 2-433. (b) HRC Actions
- 3.2. Sec. 2-433. (b) OHR Actions
- 3.2.1. OHR Community Outreach Activities by Outreach Type

8.1.3. Observations: The HRC took two actions under CHRO Sec. 2-433. (c) in CY2024. Much like CHRO Sec. 2-433. (b), the work envisioned by this section is community-focused and of a systemic nature. As noted above, this type of work merits more attention than it has received in the last few years. It requires a significant investment of time to do the research required to develop highly informed policy recommendations. This means the OHR will need to develop the staffing structure necessary to support the HRC in this work.

Opportunities: As noted above, the OHR must develop a revised organizational structure and proposed staffing plan to be executed over the next two fiscal years to fully engage in the work envisioned by CHRO Sec. 2-433. (b).

It is worth noting that private-sector collaboration will be crucial for this work, but OHR staff will ultimately still be required to coordinate any collaborative efforts between the HRC, OHR, and community partners. Current staffing levels severely limit the feasibility of this work.

Report sections for reference:

- 3.2. Sec. 2-433. (b) OHR Actions
- CHRO Sec. 2-433. (c) – City Policies

8.1.4. Observations: This observation is not based on data presented in this report but reflects the Director’s perspective over the past seven years of observing the HRC at work. The HRC is a diverse group of volunteers tasked with discussing and acting upon complex and sensitive social issues. Given FOIA requirements, Commissioners have very limited time and forums in which to get to know each other and learn to work with one another.

Opportunities: The Commission has steadily improved its processes to strategically develop focus areas, goals, and an annual work plan. In CY2025, the HRC will welcome at least three new Commissioners. This may present an opportunity to engage in intentional work around group dynamics that could strengthen interpersonal understanding and amplify Commissioners’ ability to do difficult collaborative work.

8.2. OHR Observations and Opportunities

8.2.1. Observations: CY2024 was the first year that the OHR had employees in all key positions, but we also learned that there was very limited capacity to adapt when one or more positions are vacated. During the first half of the year, the OHR had four full-time employees and one part-time employee. During the second half of the year, the full-time Intake Specialist position had to be refilled, and the part-time Intern position was vacant for the last four months. This required remaining staff to hold additional responsibilities, which had a significant negative impact on workflow, productivity, and workplace morale.

Opportunities: CY2025 presents an opportunity to reimagine the organizational structure of the OHR to ensure staff retention and wellbeing while creating space for new initiatives. The OHR could explore the following opportunities:

- Review the OHR organizational structure against the work mandated by the CHRO, and evaluate which work was not fully realized due to insufficient staff capacity.

- Review the OHR organizational structure against the work mandated by the CHRO, and evaluate which duties are most vulnerable to a staff vacancy.
- Using information gleaned from the analyses above, develop a proposed organizational structure that enables a more complete realization of the duties outlined in the CHRO, creates a reasonable workload for each position with space for new ideas, and ensures resilience when and if a position is vacated.

Report sections for reference:

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

8.2.2. Observations: The OHR opened 13 complaints in CY2024, nearly doubling the number received in CY2023 and increasing the number of simultaneous investigations and cases in ongoing alternative dispute resolution.

Opportunities: When evaluating the organizational structure of the OHR it may be important to consider the following questions:

- At what point will the Investigator reach maximum capacity with open investigations, and what is the best strategy, both from a public service and financial standpoint, for addressing increased caseloads?
- As the OHR sees an increase in the need for alternative dispute resolution services, what is the best strategy to meet the need?
- Will moving more alternative dispute resolution in house create an excessive burden on staff that will limit their ability to fulfill other duties unless additional staff are hired?
- What aspects of the intake process may need to be revised to efficiently process incoming inquiries, and how will complaints be processed when the Investigator has reached maximum capacity and alternative dispute resolution is not an option?

Report sections for reference:

- 2.2.1 Total Incoming Contacts
- 2.2.9. Status of Complaints During the Calendar Year

8.2.3. Observations: The OHR handled 1,841 incoming contacts in CY2024, an average of 8 contacts per day, which included 13 complaints and 194 inquiries. The total number of incoming and outgoing contacts in CY2024 was 2,830, the majority of which were related to intake activity (1,062 contacts) and case administration (632 contacts).

Opportunities: When evaluating the organizational structure of the OHR it may be important to consider the following questions:

- At what point will the Intake Specialist need assistance with managing incoming inquiries and processing complaints, what division of labor could be considered, and what is the best strategy to address any needs for additional staffing?
- Will moving more alternative dispute resolution in house create an excessive burden on staff that will limit their ability to fulfill other duties unless additional staff are hired?

Report sections for reference:

- 2.2.1. Total Incoming Contacts
- 2.2.6. Services Provided Through Individual Contacts

8.2.4. Observations: In CY2024, the OHR received 32 inquiries originating in Albemarle County.

Opportunities: This may point to an opportunity for dialogue with Albemarle County about potential human and civil rights enforcement services.

Report sections for reference:

- 2.2.2. Total Inquiries and Complaints by Location
- 9.2. OHR CY2024 Individual Service Data

8.2.5. Observations: Of the 194 inquiries received in CY2024, there were no inquiries received for the protected activities of private education or credit. Since CY2018, the OHR has received only one complaint of credit discrimination (which was later determined to be non-jurisdictional) and one inquiry pertaining to private education.

Opportunities: It may be beneficial to research the following:

- Are localities the only entities authorized under Virginia law to address complaints of discrimination in private education?
- If other state or federal agencies exist that address private education discrimination, are there any statistics available as to the number of complaints received from different localities?
- Similarly, are there any other entities authorized under Virginia law to address complaints of credit discrimination, and is there any data as to the number and origin of complaints received?

It is important to note that the research considered above would require staff time and points to a need for added capacity to conduct such research.

Additionally, if it was determined that there was an unmet need for services to populations affected by unlawful discrimination in these two protected activities, it may

require additional staff capacity to conduct outreach to these populations and to handle any resulting intake and investigation work that may result.

Report sections for reference:

- 2.2.3. Total Inquiries and Complaints by Protected Activity
- 2.2.5. Total Complaints by Protected Activity and Protected Class

8.2.6. Observations: When reviewing the protected classes identified in inquiries and complaints received by the OHR from CY2018 through CY2024, it is notable that some protected classes are less frequently identified.

Opportunities: It may be useful to devote additional staff time to analyzing the populations reached with current outreach strategies, identifying populations that may not be reached with current outreach strategies, and researching additional strategies for outreach that may reach previously unreached populations more successfully.

For the OHR and HRC to remain supportive of all segments of the population, an amplification of outreach and creative community engagement may be necessary. Further, it may be imperative to put additional focus on populations more severely impacted by current federal policies.

As noted above, any significant changes or increases in services provided to the community will require additional staff capacity.

Report sections for reference:

- 2.2.4. Total Combined Inquiries and Complaints by Protected Class
- 2.2.5. Total Complaints by Protected Activity and Protected Class

8.2.7. Observations: Of the 408 incoming and outgoing contacts classified as navigation & advocacy, 140 of those contacts included some form of housing navigation service, and 89 included some manner of liaising with the Charlottesville Redevelopment and Housing Authority (CRHA).

Opportunities: The OHR has made an intentional shift away from navigation & advocacy work, but there may be an unmet community demand for housing navigation services and a more specific demand for navigating interactions with CRHA. This data is likely also indicative of the larger systemic problems in housing, including insufficient emergency shelter and wraparound services for people facing homelessness, unchecked rising rental costs, and high eviction rates.

The HRC will have the opportunity to consider these and other issues during the CY2025 annual planning meeting in March. While the OHR cannot reengage in navigation & advocacy services in ways it has done in the past, there may be additional policy and impact work that can be undertaken by the HRC that might relate to the underlying issues. This may be the moment for the OHR and HRC to reimagine navigation & advocacy: moving it away from work that addresses disparate treatment of individuals to work that address the disparate impact on protected populations. This shift would align with Sec. 2-433(b), 2-433(c), and 2-433(e) of the CHRO. As noted above, any additional services, including administrative support of the HRC for policy and impact work, will require additional staffing.

Report section for reference:

- 2.2.7. Navigation & Advocacy

8.2.8. Observations: When key OHR staff positions were vacated in CY2024, remaining OHR staff took on additional work to cover the vacancies. This placed a significant strain on staff capacity, negatively impacted the OHR's ability to advance new and ongoing initiatives, and caused a decline in staff morale.

Because of her longer tenure and knowledge of OHR systems, Lily Gates, Community Outreach & Administrative Specialist, took on most of the duties left unattended by departed staff, which the Director was unable to assume during the hiring and training process. This included handling intake work that was formerly held by the Intake Specialist and HRC administrative work formerly held by the Intern and the Director.

Staff vacancies in an office as small as the OHR can cause significant impacts to productivity, innovation, and staff morale. The second half of CY2024 was a painful reminder that the OHR is still in a growth phase and has not yet found the optimal staffing levels or organizational structure required to fulfill all the mandates presented in the CHRO.

While the receipt and attempted resolution of individual complaints of unlawful discrimination is a major component of the OHR and HRC's duties under the CHRO, sections 2-433(b) and 2-433(c) present a very broad mandate regarding community engagement, policy, and systemic impact work. Over the last few years, the OHR has emphasized building and strengthening the services provided to individuals. In doing so, it has not put less focus on community engagement and systemic impact work. CY2025 presents an opportunity for organizational re-structuring to better support this work.

Opportunities: In the coming years, the OHR needs to evaluate the scope of work mandated by the CHRO and develop a staffing structure that allows the office to fulfill its essential duties without overburdening individual staff and creates space for the expansion of community engagement, policy, and systemic impact work.

Report sections for reference:

- 1.3. OHR Overview
- 3.2. Sec.2-433. (b) OHR Actions
- 3.2.1. OHR Community Outreach Activities by Outreach Type

8.2.9. Observations: In CY2024, the HRC and OHR made significant strides toward entering a FHAP workshare, as contemplated by CHRO Sec. 2-433. (e). As of the writing of this report, the HUD FHAP Director has affirmed that the City will likely qualify for interim FHAP certification in the spring of CY2025.

Opportunities: CY2025 marks the culmination of a four-year journey toward interim FHAP certification. It comes at a time when funding from the federal government is both in limited supply and may come with new requirements that could fundamentally conflict with the visions, values, and commitments of the City.

Entering the FHAP interim certification should be carefully considered by City Council, City Management, and the City Attorney's Office during the spring of CY2025 to assess whether such agreement would be in the best interest of the organization.

Report section for reference:

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

8.2.10. Observations: In CY2024, the HRC built upon its success in CY2023 by again developing a work plan to support the information-gathering required to write and submit timely legislative recommendations to City Council.

It is important to note that most of the administrative support required to make this process happen has come from the Community Outreach & Administrative Specialist. Fortunately, much of that support took place prior to the departure of the Intake Specialist and Intern during the second half of the year. However, it is important to note that OHR staffing vacancies could have a major impact on the HRC's ability to effectively fulfill its duties under CHRO Sec. 2-433. (e).

Opportunities: As noted in previous comments above, the OHR must evaluate organizational structure and create a long-term staffing plan that makes it feasible to fulfill the duties presented by the CHRO.

Report sections for reference:

- 1.3. OHR Overview
- 3.2.1. OHR Community Outreach Activities by Outreach Type
- 6. CHRO Sec. 2-433. (e) – Legislative Program

9. Attachments

9.1. OHR CY2024 Data Dictionary

Term	Definition
Administrative Closure	The dismissal of a complaint due to a complainant's non-response for over 30 days, unwillingness to work in good faith with the Office of Human Rights, or threats to the wellbeing of City employees.
AG OCR Liaison	Any activity related to assisting an individual with accessing services of the Virginia Attorney General's Office of Civil Rights (AG OCR), such as providing support for the filing of a complaint through the AG OCR.
Alternative Dispute Resolution	An attempt to resolve a complaint through informal dialogue, mediation, or conciliation.
Application Assistance	Any activity related to assisting individuals with applications to outside services, including jobs or services from agencies.
Case	A jurisdictional complaint of unlawful discrimination that has been accepted for further action by the Office of Human Rights.
Case Administration	The provision of services related to open complaints, including scheduling meetings, sending case notification letters, and other complaint management not defined as Mediation Activity, Intake Activity, or Investigation Activity.
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.
City Agency Liaison	Any activity related to assisting an individual with accessing services provided by another office or department in the city.
Clerical Support	Providing access to a phone, computer, fax machine, printer, or comparable resource to an individual.
Closed Complaint	A complaint that is no longer being addressed by the Office of Human Rights. Reasons a Complaint may close include Administrative Closure, Conciliation, Court Action, Informal Resolution, No Response, Non-jurisdictional, Private Counsel, Referral, Settlement, Withdrawal, or a finding of No Reasonable Cause.

Term	Definition
Closed Inquiry	An inquiry that is no longer being addressed by the Office of Human Rights. Reasons an inquiry may close include Informal Resolution, Navigation Only, No Response, or Referral.
Complainant	An individual or group of individuals who have filed a complaint of unlawful discrimination with the Office of Human Rights.
Complaint	A timely filing of a jurisdictional allegation of unlawful discrimination, as defined by the Human Rights Ordinance.
Conciliation	A form of Alternative Dispute Resolution by which Fair Housing Complaints may be resolved through facilitated formal dialogue between a Conciliator, the Complainant, the Respondent, and/or legal representation appointed by either party. Conciliation must be attempted in the period following the filing of the complaint and concluded prior to either the issuance of a charge on behalf of the complainant or upon dismissal of the complaint. Successful conciliation results in a Conciliation Agreement between the Complainant, the Respondent, and the City. In this Agreement, the role of the City is to enforce compliance and bring forth a case in court if the terms of the Conciliation Agreement are breached.
Conciliation Activity	Activity involving the provision of services related to attempts to resolve a Fair Housing Complaint through a Conciliation process; may include scheduling or updates to the status of Conciliation or the Conciliation Agreement.
Contact	All walk-ins, appointments, interactions in the community, phone calls, phone messages, text messages, emails, and postal mail related to services provided to an individual.
Court Action	Used when an Inquiry or Complaint is closed due to the filing of a civil suit in a court of competent jurisdiction.
CRHA Liaison	Any activity related to assisting an individual with accessing services provided by CRHA, including communication on behalf of the individual.
Crisis Response	Any activity related to assisting a community member with a crisis, including de-escalation.
Determination	A decision made by the Director regarding whether there is reasonable cause to believe that a violation of the Charlottesville Human Rights Ordinance has occurred. This decision is based on the evidence presented in an investigative report regarding a complaint of unlawful discrimination. This term is used synonymously with "Finding."

Term	Definition
Dismissed Complaint	A complaint that has been closed by the Director due to the case being outside the jurisdiction of the Office of Human Rights or due to a finding of no reasonable cause.
DPOR Liaison	Any activity related to assisting an individual with accessing the services of the Virginia Fair Housing Office with the the Department of Professional and Occupational Regulation (DPOR), such as providing support for the filing of a complaint through DPOR.
EEOC Liaison	Any activity related to a Navigation & Advocacy contact that involves assisting an individual with accessing the services of the federal Equal Employment Opportunity Commission (EEOC), such as providing support for the filing of a complaint through the EEOC.
Finding	A decision made by the Director regarding whether there is reasonable cause to believe that a violation of the Charlottesville Human Rights Ordinance has occurred. This decision is based on the evidence presented in an investigative report regarding a complaint of unlawful discrimination. This term is used synonymously with “Determination.”
Further Action	Steps taken to address a complaint of discrimination that may include informal dialogue, conciliation, mediation, and/or investigation.
Housing Navigation	Any activity related to a Navigation & Advocacy contact that involves assisting individuals experiencing difficulty with matters related to housing. This may include facilitating dialogue with landlords, reviewing leases or ledgers, assisting with housing-related paperwork, accessing emergency housing resources, and more.
Incoming Contact	Any walk-ins, appointments, interactions in the community, phone calls, phone messages, text messages, emails, and postal mail from an individual seeking assistance from the Office of Human Rights or from a third-party entity.
Individual Follow-up	An incoming contact from an individual who has an open inquiry or complaint.
Informal Dialogue	A form of Alternative Dispute Resolution in which staff facilitate a conversation between the disputing parties in a jurisdictional complaint of discrimination with the intent of finding a mutually agreeable solution.
Informal Resolution	A cause for the closure of a case indicating that an agreement has been reached through informal dialogue or other informal means.
Information	A contact in which staff answers questions of a general nature or provides information regarding services provided to individuals by the Office of Human Rights.

Term	Definition
Inquiry	An incoming contact requesting 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.
Intake Activity	A contact related to the provision of service following a Complaint or Inquiry including acquiring information to determine the type of service to be provided, setting appointments, and other services related to new requests for service.
Investigation	The 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 investigation of a complaint.
Jurisdiction	The geographic and legal scope of enforcement authority as defined by the Charlottesville Human Rights Ordinance.
Legal Aid Liaison	Any activity related to a Navigation & Advocacy contact that involves assisting individuals with accessing legal aid service organizations, including communicating on behalf of individuals or facilitating appointment set-up.
Mediation	A form of Alternative Dispute Resolution in which a qualified mediator facilitates a formal dialogue and negotiation between the Complainant and Respondent in a jurisdictional complaint of discrimination. 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 Activity	Any activity associated with the request for or coordination of mediation services in conjunction with a complaint.
Mental Health Navigation	Any activity related to a Navigation & Advocacy contact that involves assisting individuals with accessing mental health services, including facilitating appointments, communicating with mental health organizations on behalf of individuals, or attending therapy appointments.
Navigation & Advocacy	A contact in which staff facilitates an individual's connection to external resources, assists with access to other agencies' services, or provides additional support that does not directly pertain to the filing and investigation of a complaint with the Office of Human Rights.

Term	Definition
Non-jurisdictional	Indicates that a Complaint or Inquiry does not fall within the geographic and legal scope of enforcement authority as defined by the Charlottesville Human Rights Ordinance. Can be used as a reason for case closure.
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.
Other Agency Liaison	Any activity related to a Navigation & Advocacy contact that involves assisting individuals with accessing services provided by a community organization not specifically listed and not affiliated with the City of Charlottesville.
Outgoing Contact	All service-related contacts initiated by Office of Human Rights staff.
Prima facie	Used generally, set of elements used to assess whether evidence gathered in an investigation supports an allegation of discrimination: <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 as a result of the alleged discrimination.
Private Counsel	Used as a reason for Case or Inquiry closure to indicate that an individual chose to seek private legal counsel rather than further pursue the Complaint process through the Office of Human Rights.
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.

Term	Definition
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 • Military Status • National Origin • Pregnancy • Race • Religion • Sex • Sexual Orientation • Color • Source of Funds (in housing)
Public Accommodation	<p>A protected activity relating to the use of public space or other services generally assumed to be available to the public. For example, patronage of a business, use of a park, ability to receive a vaccination at a pharmacy, etc.</p>
Public Hearing	<p>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 reasonable cause after the investigation of a complaint <i>or</i> a review of a determination of no reasonable cause at the request of the complainant.</p>
Referral	<p>A recommendation made by OHR staff for an individual to contact another agency in order to address a concern raised during an individual contact with the Office of Human Rights.</p>
Respondent	<p>An individual, group of individuals, or agency that is named by the complainant in a complaint of unlawful discrimination as responsible for a discriminatory act against the complainant.</p>
Safe Space	<p>Any activity related to a Navigation & Advocacy contact that involves the provision of a safe and comfortable space to an individual experiencing a form of difficulty.</p>

Term	Definition
Settlement	Used as a reason for Case closure to indicate that a settlement was reached between the Complainant and Respondent meaning that further action by the Office of Human Rights Staff is not needed.
Staff Follow-up	An outgoing contact in which staff communicates with an individual who has previously contacted the Office.
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.
Translation Services	Any activity related to a Navigation & Advocacy contact that involves assisting individuals with language access, including translating documents or facilitating communication across a language barrier.
Unlawful Discrimination	The denial of a person's opportunity to engage in a protected activity, on the basis of their membership or perceived membership in a protected class.
Withdrawal	A reason for complaint closure indicating that an individual has chosen to rescind their complaint and halt further action on behalf of Office of Human Rights Staff.

9.2. OHR CY2024 Individual Service Data

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Open office days in the month	22	20	20	22	22	19	22	22	20	23	18	20	250
Total Incoming & Outgoing Contacts	171	178	100	419	387	237	154	211	229	323	219	202	2830
Total Incoming Contacts	121	154	56	354	276	124	89	102	139	196	116	114	1841
Average Incoming & Outgoing Contacts/Day	8	9	5	19	18	12	7	10	11	14	12	10	11
Average Incoming Contacts/Day	6	8	3	16	13	7	4	5	7	9	6	6	7
Total Unique Individuals Served (rough count due to some anonymous contacts)													242
Contacts in Spanish	6	1	0	6	0	1	1	5	5	7	0	3	35
Total Staff Follow-ups (Outgoing)	37	16	28	54	72	60	35	40	48	68	49	65	572
Total Third-Party Contacts (Outgoing)	13	8	16	11	39	53	30	69	42	59	54	23	417
Total Individual Follow-ups (Incoming)	81	128	16	311	222	76	29	56	68	111	54	81	1233
Total Third-Party Contacts (Incoming)	18	10	23	31	35	35	34	34	53	66	48	14	401
Total Inquiries (Incoming)	20	15	17	11	16	13	24	12	17	19	13	17	194
Total Complaints (Incoming)	2	1	0	1	3	0	2	0	1	0	1	2	13
Total Duration of all Incoming and Outgoing Contacts	27.21	21.12	10.79	39.75	36.35	27.03	27.27	31.17	30.00	46.29	27.02	34.08	358.08
Total Duration of Conciliation Activity Contacts	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Duration of Informal Dialogue Contacts	0.00	0.00	1.38	0.00	0.00	0.33	0.75	0.16	1.41	0.25	2.00	3.35	9.63
Total Duration of Information Contacts	3.44	1.12	0.64	3.77	1.45	3.79	3.96	6.31	3.66	10.41	3.36	3.36	45.27
Total Duration of Intake Activity Contacts	16.85	12.83	3.92	30.20	13.36	5.99	11.69	4.83	5.73	17.86	8.31	19.39	150.96
Total Duration of Investigation Activity Contacts	0.33	0.40	0.08	0.00	0.16	2.55	5.23	0.48	1.97	2.64	0.81	1.47	16.12
Total Duration of Mediation Activity Contacts	0.08	0.00	1.45	0.48	0.96	2.09	0.40	0.08	0.00	0.00	0.08	0.00	5.62
Total Duration of Case Administration Contacts	0.40	1.22	1.46	3.58	19.51	8.56	0.56	9.29	6.99	8.14	5.41	2.68	67.80
Total Duration of Navigation & Advocacy Contacts (All Staff)	6.11	5.55	1.86	1.72	0.91	3.72	4.68	10.02	10.24	6.99	7.05	3.83	62.68
Total Duration of Navigation & Advocacy Contacts (TN)	4.22	1.07	0.56	1.48	0.50	3.39	3.87	9.86	9.92	6.34	5.39	2.18	48.78
Total Duration of Navigation & Advocacy Contacts (CC)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Duration of Navigation & Advocacy Contacts (TN & CC)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Duration of Navigation & Advocacy Contacts (LG)	0.08	0.00	0.00	0.08	0.00	0.00	0.81	0.16	0.24	0.08	0.00	0.00	1.45
Total Duration of Navigation & Advocacy Contacts (SK)	1.56	4.48	1.22	0.16	0.41	0.33	0.00	0.00	0.00	0.00	0.00	0.00	8.16
Total Duration of Navigation & Advocacy Contacts (GH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Duration of Navigation & Advocacy Contacts (TN & SK)	0.25	0.00	0.08	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.33
Total Duration of Navigation & Advocacy Contacts (LH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.08	0.57	0.66	1.65	2.96
Total Duration of Navigation & Advocacy Contacts (TN & LH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00	1.00
Total Duration of Navigation & Advocacy Contacts (CC & LH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Duration N&A Contacts (All Staff) out of Duration of All Contacts (%)	22%	26%	17%	4%	3%	14%	17%	32%	34%	15%	26%	11%	18%
Total Duration of N&A Application Assistance Contacts	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Duration of N&A AG OCR Liaison Contacts	0.00	0.00	0.00	0.00	0.00	0.08	0.00	0.00	0.00	0.00	0.00	0.00	0.08
Total Duration of N&A City Agency Liaison Contacts	2.49	0.33	0.00	0.25	0.00	0.75	0.57	0.08	0.00	0.73	0.64	0.16	6.00
Total Duration of N&A Clerical Support Contacts	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Duration of N&A CRHA Liaison Contacts	0.48	0.08	0.24	0.00	0.00	0.32	0.99	4.67	2.98	1.66	0.24	0.08	11.74
Total Duration of N&A Crisis Response Contacts	0.00	0.00	0.00	0.00	0.00	0.00	0.33	0.00	0.00	0.00	0.00	0.00	0.33
Total Duration of N&A DPOR Liaison Contacts	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.50	0.50

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Total Duration of N&A EEOC Liaison Contacts	0.00	0.00	0.00	0.00	0.00	0.08	0.08	0.00	0.08	0.00	0.00	0.00	0.24
Total Duration of N&A Housing Navigation Contacts	0.33	0.16	0.24	0.89	0.66	1.25	1.71	4.12	3.84	1.84	2.04	2.18	19.26
Total Duration of N&A Legal Aid Liaison Contacts	0.00	0.75	0.65	0.00	0.25	0.00	0.08	0.00	0.00	0.08	0.00	0.25	2.06
Total Duration of N&A Mental Health Navigation Contacts	0.00	0.00	0.24	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.24
Total Duration of N&A Other Agency Liaison Contacts	0.41	0.16	0.16	0.41	0.00	1.16	1.57	1.89	3.09	3.61	2.46	1.12	16.04
Total Duration of N&A Other Contacts	2.07	0.57	0.33	0.33	0.00	0.16	0.16	0.83	0.50	0.24	1.25	0.41	6.85
Total Duration of N&A Translation Services Contacts	0.50	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.08	0.00	0.00	0.83
Total Duration of N&A Safe Space Contacts	0.75	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Total Incoming & Outgoing Navigation & Advocacy Contacts	31	18	19	13	5	15	31	60	86	58	41	31	408
Total Incoming & Outgoing Navigation & Advocacy Contacts (CC)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Incoming & Outgoing Navigation & Advocacy Contacts (TN)	19	6	7	10	2	13	23	58	82	52	37	22	331
Total Incoming & Outgoing Navigation & Advocacy Contacts (LG)	1	0	0	1	0	0	8	2	3	1	0	0	16
Total Incoming & Outgoing Navigation & Advocacy Contacts (GH)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Incoming & Outgoing Navigation & Advocacy Contacts (SK)	10	12	11	2	3	2	0	0	0	0	0	0	40
Total Incoming & Outgoing Navigation & Advocacy Contacts (LH)	0	0	0	0	0	0	0	0	1	5	3	9	18
Total Incoming & Outgoing Navigation & Advocacy Contacts (TN & LH)	0	0	0	0	0	0	0	0	0	0	1	0	1
Total Incoming & Outgoing Navigation & Advocacy Contacts (CC & LH)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Incoming & Outgoing Navigation & Advocacy Contacts (TN & SK)	1	0	1	0	0	0	0	0	0	0	0	0	2
Total Incoming & Outgoing Navigation & Advocacy Contacts (TN & CC)	0	0	0	0	0	0	0	0	0	0	0	0	0
Percentage: Navigation & Advocacy out of Total Contacts	18%	10%	19%	3%	1%	6%	20%	28%	38%	18%	19%	15%	14%
Total N&A Application Assistance Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
Total N&A AG OCR Liaison Contacts	2	4	2	0	0	1	1	0	1	0	3	2	16
Total N&A City Agency Liaison Contacts	10	2	0	1	0	1	5	1	0	7	8	2	37
Total N&A Clerical Support Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
Total N&A CRHA Liaison Contacts	6	1	3	0	0	4	4	31	32	4	3	1	89
Total N&A Crisis Response Contacts	0	0	0	0	0	0	2	0	0	0	0	0	2
Total N&A DPOR Liaison Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
Total N&A EEOC Liaison Contacts	0	0	0	0	0	1	1	0	1	0	0	0	3
Total N&A Housing Navigation Contacts	2	2	3	9	4	2	15	18	26	23	14	22	140
Total N&A Legal Aid Liaison Contacts	0	2	6	0	1	0	1	0	0	1	0	1	12
Total N&A Mental Health Navigation Contacts	0	0	3	0	0	0	0	0	0	0	0	0	3
Total N&A Other Agency Liaison Contacts	0	0	3	2	0	0	3	0	1	1	0	1	11
Total N&A Other Contacts	8	5	2	2	0	2	2	2	1	3	2	3	32
Total N&A Translation Services Contacts	1	1	0	0	0	0	0	0	0	1	0	0	3
Total N&A Safe Space Contacts	1	1	0	0	0	0	0	0	0	0	0	0	2
Total Inquiries: P.A. - Employment	4	4	4	1	4	4	10	1	5	2	5	8	52
Total Inquiries: P.A. - Housing	7	0	1	1	7	6	10	2	5	8	2	4	53
Total Inquiries: P.A. - Public Accommodation	5	1	3	0	2	0	1	1	0	2	1	0	16
Total Inquiries: P.A. - Credit	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Inquiries: P.A. - Private Education	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Inquiries: P.A. - Other (Unprotected)	4	10	9	9	3	3	3	8	7	7	5	5	73
Total Complaints: P.A. - Employment	0	0	0	0	1	0	1	0	1	0	1	1	5

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Total Complaints: P.A. - Housing	2	0	0	1	0	0	1	0	0	0	0	1	5
Total Complaints: P.A. - Public Accommodation	0	1	0	0	2	0	0	0	0	0	0	0	3
Total Complaints: P.A. - Credit	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Complaints: P.A. - Private Education	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Complaints: P.A. - Other (Unprotected)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Inquiries & Complaints	4	4	4	1	5	4	11	1	6	2	6	9	57
Employment inquiries & complaints in Charlottesville	2	1	2	1	2	2	4	0	6	2	2	6	30
Employment inquiries in Albemarle Co.	2	1	1	0	3	0	5	1	0	0	2	3	18
Employment inquiries in other and unspecified localities	0	2	1	0	0	2	2	0	0	0	2	0	9
Total Housing Inquiries & Complaints	9	0	1	2	7	6	11	2	5	8	2	5	58
Housing inquiries & complaints in Charlottesville	5	0	1	2	4	3	3	2	3	8	2	4	37
Housing inquiries in Albemarle Co.	4	0	0	0	1	2	2	0	0	0	0	0	9
Housing inquiries in other and unspecified localities	0	0	0	0	2	1	2	0	2	0	0	1	8
Total Public Accommodation Inquiries & Complaints	5	2	3	0	4	0	1	1	0	2	1	0	19
Public accommodation inquiries & complaints in Charlottesville	4	2	1	0	2	0	0	1	0	2	1	0	13
Public accommodation inquiries in Albemarle Co.	1	0	0	0	1	0	0	0	0	0	0	0	2
Public accommodation inquiries in other and unspecified localities	0	0	2	0	0	0	1	0	0	0	0	0	3
Total Credit Inquiries & Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Credit inquiries & complaints in Charlottesville	0	0	0	0	0	0	0	0	0	0	0	0	0
Credit inquiries in Albemarle Co.	0	0	0	0	0	0	0	0	0	0	0	0	0
Credit inquiries in other and unspecified localities	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Private Education Inquiries & Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Private education inquiries & complaints in Charlottesville	0	0	0	0	0	0	0	0	0	0	0	0	0
Private education inquiries in Albemarle Co.	0	0	0	0	0	0	0	0	0	0	0	0	0
Private education inquiries in other and unspecified localities	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Other (Unprotected) Inquiries & Complaints	4	10	9	9	3	3	3	8	7	7	5	5	73
Other (Unprotected) inquiries & complaints in Charlottesville	0	2	5	2	0	0	1	3	0	1	2	0	16
Other (Unprotected) inquiries in Albemarle Co.	0	0	0	0	0	1	0	0	1	0	1	0	3
Other (Unprotected) inquiries in other and unspecified localities	4	8	4	7	3	2	2	5	6	6	2	5	54
Total Complaints in Charlottesville	2	1	0	1	3	0	2	0	1	0	1	2	13
Total Inquiries in Charlottesville	9	4	9	4	5	5	10	6	8	13	6	8	87
Total Inquiries in Albemarle Co.	7	1	1	0	5	3	7	1	1	0	3	3	32
Total Inquiries in other and unspecified localities	4	10	7	7	5	5	7	5	8	6	4	6	74
Total I&C: P.C. - Age	1	0	0	0	0	1	0	0	1	1	0	0	4
Total I&C: P.C. - Elderliness (Housing)	2	0	0	0	0	1	1	0	0	2	0	1	7
Total I&C: P.C. - Disability	6	1	3	2	8	1	5	1	2	5	3	5	42
Total I&C: P.C. - National Origin	3	3	0	0	0	1	5	1	2	0	0	2	17
Total I&C: P.C. - Pregnancy	0	0	0	0	0	0	0	0	0	0	0	0	0
Total I&C: P.C. - Childbirth or Related Medical Conditions	0	0	0	0	0	0	0	0	0	0	0	0	0
Total I&C: P.C. - Familial Status (Housing)	0	0	0	0	0	0	0	0	0	1	0	0	1
Total I&C: P.C. - Race	1	1	0	1	1	1	2	0	0	0	2	3	12
Total I&C: P.C. - Color	0	0	1	1	1	0	4	0	0	0	0	0	7

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Total I&C: P.C. - Religion	0	0	0	0	0	2	2	0	0	0	0	0	4
Total I&C: P.C. - Sex	0	0	0	0	0	0	3	0	0	0	1	1	5
Total I&C: P.C. - Gender Identity	0	0	0	0	1	0	0	0	0	0	1	0	2
Total I&C: P.C. - Sexual Orientation	0	2	0	0	1	0	0	0	0	0	0	1	4
Total I&C: P.C. - Source of Funds (Housing)	0	0	0	0	0	0	1	0	0	0	0	1	2
Total I&C: P.C. - Military Status	1	0	0	0	0	0	0	0	0	1	0	0	2
Total I&C: P.C. - Not specified	9	10	13	8	9	5	8	7	10	10	5	7	101
Total I&C: P.C. - Marital Status	0	0	0	0	0	0	0	0	0	0	1	1	2
Total I&C: P.C. - Retaliation	0	0	0	0	1	0	0	0	0	1	0	1	3
Total I&C: P.C. - Other (Unprotected)	2	1	0	0	0	2	4	3	3	1	3	1	20
Total Contacts resulting in Referrals	4	2	4	1	5	2	10	2	0	0	2	3	35
Referrals to AG OCR	3	1	4	0	4	1	4	0	0	0	2	0	19
Referrals to AIM	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to APS	0	1	0	0	0	0	0	0	0	0	0	0	1
Referrals to CPD	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to CPS	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to CRHA	0	0	0	0	0	0	1	0	0	0	0	0	1
Referrals to CRL	0	0	0	0	0	0	1	1	0	0	0	0	2
Referrals to CVLAS	1	0	0	1	1	1	1	0	0	0	0	0	5
Referrals to DARS	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to DBHDS	0	0	0	0	0	0	1	0	0	0	0	0	1
Referrals to DHS	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to DJC	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to DLC	0	0	0	0	0	0	1	0	0	0	0	0	1
Referrals to DOJ	0	0	0	0	0	0	1	0	0	0	0	0	1
Referrals to DPOR	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to EEOC	0	0	0	0	0	1	2	0	0	0	0	0	3
Referrals to EHC	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to FIC	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to H2H	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to HIL	0	0	0	0	0	0	1	0	0	0	0	0	1
Referrals to HOME	0	0	0	0	0	0	1	0	0	0	0	1	2
Referrals to IP	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to LAJC	1	0	0	0	0	0	2	1	0	0	0	1	5
Referrals to N2Work	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to PCOB	0	0	0	0	0	0	0	0	0	0	0	1	1
Referrals to PHA	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to PHA FOC	0	0	0	0	0	0	1	0	0	0	0	0	1
Referrals to PHA Mediation	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to PHP	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to PMH	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to R10	0	0	0	0	0	0	0	0	0	0	0	0	0

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Referrals to Ready Kids	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to SARA	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to SB	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to SHE	0	0	0	0	0	0	1	0	0	0	0	0	1
Referrals to Haven	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to UVA WC	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to VLRS	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to Other	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Contacts related to Community/Systemic Issue	0	0	0	0	0	0	0	0	0	0	0	0	0
Related to CRHA	0	0	0	0	0	0	0	0	0	0	0	0	0
Related to PHA	0	0	0	0	0	0	0	0	0	0	0	0	0
Related to The Haven	0	0	0	0	0	0	0	0	0	0	0	0	0
Related to Salvation Army	0	0	0	0	0	0	0	0	0	0	0	0	0
Related to VEC	0	0	0	0	0	0	0	0	0	0	0	0	0
Related to ACOH	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Age	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Childbirth or R.M.C.	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Color	0	0	0	0	0	0	1	0	0	0	0	0	1
Total Employment Complaints: P.C. - Disability	0	0	0	0	0	0	0	0	1	0	0	0	1
Total Employment Complaints: P.C. - Gender Identity	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Marital Status	0	0	0	0	0	0	0	0	0	0	1	1	2
Total Employment Complaints: P.C. - Military Status	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - National Origin	0	0	0	0	0	0	1	0	0	0	0	0	1
Total Employment Complaints: P.C. - Not specified	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Other (Unprotected)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Pregnancy	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Race	0	0	0	0	1	0	0	0	0	0	0	0	1
Total Employment Complaints: P.C. - Religion	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Sex	0	0	0	0	0	0	0	0	0	0	1	0	1
Total Employment Complaints: P.C. - Sexual Orientation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Elderliness (Housing)	1	0	0	0	0	0	0	0	0	0	0	0	1
Total Housing Complaints: P.C. - Childbirth or R.M.C.	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Color	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Disability	1	0	0	1	0	0	0	0	0	0	0	1	3
Total Housing Complaints: P.C. - Familial Status (Housing)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Gender Identity	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Marital Status	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Military Status	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - National Origin	0	0	0	0	0	0	1	0	0	0	0	0	1
Total Housing Complaints: P.C. - Not specified	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Other (Unprotected)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Pregnancy	0	0	0	0	0	0	0	0	0	0	0	0	0

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Total Housing Complaints: P.C. - Race	1	0	0	0	0	0	1	0	0	0	0	0	2
Total Housing Complaints: P.C. - Religion	0	0	0	0	0	0	1	0	0	0	0	0	1
Total Housing Complaints: P.C. - Sex	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Sexual Orientation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Source of Funds (Housing)	0	0	0	0	0	0	0	0	0	0	0	1	1
Total Pub. Accom. Comp.: P.C. - Age	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Childbirth or R.M.C.	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Color	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Disability	0	0	0	0	1	0	0	0	0	0	0	0	1
Total Pub. Accom. Comp.: P.C. - Gender Identity	0	0	0	0	1	0	0	0	0	0	0	0	1
Total Pub. Accom. Comp.: P.C. - Marital Status	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Military Status	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - National Origin	0	1	0	0	0	0	0	0	0	0	0	0	1
Total Pub. Accom. Comp.: P.C. - Not specified	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Other (Unprotected)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Pregnancy	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Race	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Religion	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Sex	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Sexual Orientation	0	1	0	0	0	0	0	0	0	0	0	0	1
Total Open Inquiries	0	0	0	0	1	0	0	0	0	4	3	10	18
Total Closed Inquiries	20	15	17	11	15	13	24	12	17	15	10	7	176
Total Open Complaints	1	1	0	1	1	0	2	0	1	0	1	2	10
Total Closed Complaints	1	0	0	0	2	0	0	0	0	0	0	0	3
Reason for Complaint Closure: Conciliation	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Complaint Closure: Court Action	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Complaint Closure: Informal Resolution	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Complaint Closure: No Response	1	0	0	0	0	0	0	0	0	0	0	0	1
Reason for Complaint Closure: Non-jurisdictional	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Complaint Closure: Private Counsel	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Complaint Closure: Referred Case	0	0	0	0	1	0	0	0	0	0	0	0	1
Reason for Complaint Closure: Settlement	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Complaint Closure: Withdrawal	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Complaint Closure: Finding	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Complaint Closure: Administrative Closure	0	0	0	0	1	0	0	0	0	0	0	0	1
Reason for Inquiry Closure: Informal Resolution	0	0	0	0	0	1	2	0	0	0	0	0	3
Reason for Inquiry Closure: Navigation Only	15	8	12	3	9	10	17	6	13	14	10	7	124
Reason for Inquiry Closure: No Response	4	6	5	7	5	1	1	5	1	1	0	0	36
Reason for Inquiry Closure: Referral	0	0	0	0	0	1	2	1	0	0	0	0	4
Reason for Inquiry Closure: Complaint Filed	1	1	0	1	1	0	2	0	3	0	0	0	9
Primary Service: Case Administration	5	10	13	30	227	87	7	49	59	66	56	23	632
Primary Service: Conciliation Activity	0	0	0	0	0	0	0	0	0	0	0	0	0

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
<i>Primary Service: Informal Dialogue</i>	0	0	13	0	0	2	3	2	3	1	25	21	70
<i>Primary Service: Information</i>	43	14	8	45	16	39	38	61	31	128	42	42	507
<i>Primary Service: Intake Activity</i>	89	131	30	325	125	56	55	32	37	61	46	75	1062
<i>Primary Service: Investigation Activity</i>	2	5	1	0	2	14	15	6	13	9	8	10	85
<i>Primary Service: Mediation Activity</i>	1	0	16	6	12	24	5	1	0	0	1	0	66
<i>Primary Service: Navigation & Advocacy</i>	31	18	19	13	5	15	31	60	86	58	41	31	408

9.3. OHR CY2024 Community Outreach Data

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Open office days in the month	22	20	20	22	22	19	22	22	20	23	18	20	250
Total service provision events	3	6	2	5	6	5	4	4	3	5	2	5	50
Total education & awareness events	2	1	0	4	0	0	1	0	1	0	0	0	9
Total collaboration & leadership events	12	12	16	22	19	14	17	19	11	12	14	19	187
Total outreach activities	17	19	18	31	25	19	22	23	15	17	16	24	246
Total unique primary collaborators (estimate)	No monthly count only total count												76
Total collaborative activities	16	17	17	29	24	18	20	21	14	16	13	22	227
Total attendees at service provision events	79	146	5	48	77	142	53	87	95	36	9	54	831
Total attendees at education & awareness events	104	0	0	152	0	0	20	0	0	0	0	0	276
Total newsletter opens	357	380	369	335	346	342	349	373	343	431	391	377	4393
OHR-led education & awareness - employment	0	0	0	0	0	0	0	0	0	0	0	0	0
OHR-led education & awareness - housing	0	0	0	1	0	0	0	0	0	0	0	0	1
OHR-led education & awareness - public accommodation	1	0	0	0	0	0	0	0	0	0	0	0	1
OHR-led education & awareness - credit	0	0	0	0	0	0	0	0	0	0	0	0	0
OHR-led education & awareness - private education	0	0	0	0	0	0	0	0	0	0	0	0	0
OHR-led education & awareness - multiple activities	0	0	0	2	0	0	1	0	0	0	0	0	3
OHR-led education & awareness - age/elderliness	0	0	0	0	0	0	0	0	0	0	0	0	0
OHR-led education & awareness - childbirth or r.m.c.	0	0	0	0	0	0	0	0	0	0	0	0	0
OHR-led education & awareness - color	1	0	0	1	0	0	0	0	0	0	0	0	2
OHR-led education & awareness - disability	0	0	0	1	0	0	0	0	0	0	0	0	1
OHR-led education & awareness - familial status (housing)	0	0	0	0	0	0	0	0	0	0	0	0	0
OHR-led education & awareness - source of funds (housing)	0	0	0	1	0	0	0	0	0	0	0	0	1
OHR-led education & awareness - gender identity	0	0	0	0	0	0	0	0	0	0	0	0	0
OHR-led education & awareness - marital status	0	0	0	0	0	0	0	0	0	0	0	0	0
OHR-led education & awareness - national origin	0	0	0	0	0	0	0	0	0	0	0	0	0
OHR-led education & awareness - pregnancy	0	0	0	0	0	0	0	0	0	0	0	0	0
OHR-led education & awareness - race	1	0	0	2	0	0	0	0	0	0	0	0	3
OHR-led education & awareness - religion	0	0	0	0	0	0	0	0	0	0	0	0	0
OHR-led education & awareness - sex	0	0	0	1	0	0	0	0	0	0	0	0	1
OHR-led education & awareness - sexual orientation	0	0	0	0	0	0	0	0	0	0	0	0	0
OHR-led education & awareness - veteran status	0	0	0	0	0	0	0	0	0	0	0	0	0
OHR-led education & awareness - multiple classes	0	0	0	0	0	0	0	0	0	0	0	0	0

9.4. HRC Recommendations for Housing Policies

December 23, 2024

Dear Mayor Wade and City Councilors,

Pursuant to Sec. 2-433.(c) of the Charlottesville Human Rights Ordinance, it is the role of the Human Rights Commission to “identify and review systemic issues, policies, and practices of the City of Charlottesville and advise its boards, commissions, and other public agencies within the City on issues related to human rights.” During our annual planning meeting on March 9, 2024, Commissioners identified housing as the primary focus of their work in 2024. Commissioners sought feedback from community members and subject matter experts regarding specific, city level priorities that may have both local and regional impacts on housing.

The Commission is deeply grateful for the budget recommendations that City Manager Sanders has put forth with regards to housing and we strongly encourage City Council to support and pass a budget that includes all of the housing recommendations, which we elaborate on in the letter below.

At its work session on November 7, 2024, the Commission unanimously voted to recommend and/or affirm the following housing-related City policy and practice priorities for your consideration as Council prepares its annual budget and priorities.

1. Equitable and Low-Barrier Year-Round Shelter

We affirm City Council’s exploration of the establishment of a year-round shelter that is equitable and low-barrier, with a specific focus on addressing the needs of LGBTQ+ individuals and families, while upholding the protections provided in the City’s Human Rights Ordinance. The need for additional shelter for the unhoused population is critical and ensuring that services are provided equitably is equally important.

2. “Effective Right to Counsel” in Eviction Proceedings

We recommend that City Council set funding for legal counsel for tenants facing evictions at a sufficient level to meet the needs of City residents facing evictions. Tenants with representation are far more likely to be able to raise legal defenses and remain housed. In 2021, our letter to City Council applauded the City’s initiative in providing tenants lawyers in eviction proceedings during ii

the COVID-19 pandemic, but we recognize that providing counsel to tenants in eviction proceedings is important and necessary at all times. We will be following up with a letter that further underscores our support for providing universal counsel to tenants in eviction proceedings as well as regional examples where this has been done effectively.

3. Supports for Homelessness

We affirm the City Manager's recommendation to include in the budget a Homeless Services Coordinator and two Street Outreach positions. We furthermore affirm the policy recommendations discussed during the City Council Work Session on October 21st, including Pallet shelters, public bathrooms, continued annual funding for BRACH, and operational funding for a future low-barrier shelter. The Commission welcomes questions, feedback, and dialogue with City Council about these recommendations. Please do not hesitate to reach out to me or the Office of Human Rights should you have any questions prior to making your recommendations or if you wish to schedule a time to meet.

Sincerely,

Ernest S. Chambers
Chair
Human Rights Commission

9.5. HRC Recommendations for Effective Right to Counsel

December 23, 2024

Dear Mayor Wade and City Councilors,

In [April](#) and [August](#) 2021, we wrote to you in support of an effort to provide universal counsel to tenants in eviction proceedings. We were pleased that City Council recognized this was an important means of protecting tenants and allocated funds toward this effort.

However, as we understand it, the funding allocated was temporary COVID funding and was never sufficient to provide coverage for all, or even most, tenants in eviction proceedings. Having a lawyer changes matters dramatically for tenants. Most landlords have lawyers, but the research also reflects that landlords do not need representation to prevail in court in eviction cases.¹ But tenants absolutely do. Tenants are significantly — up to 19 times — more likely to avoid eviction if they have legal representation.²

Eviction has lasting economic consequences for families. An eviction makes it dramatically harder [to find housing in the future](#). The children of families who face evictions are far more likely to be forced to live in substandard housing, which [can imperil the health of children](#) and other family members. Families with children are [twice as likely to face eviction](#) than families without children.

Nationally, 90 percent of landlords are represented by legal counsel in evictions, but fewer than 10 percent of tenants have representation. Black women are [1.4 times more likely](#) to be served an eviction notice across all renter groups. This issue disproportionately affects people of color, and thus, the Human Rights Commission considers this an urgent matter of racial justice that our City must confront.

As of 2023, three states and 15 cities nationwide established right-to-counsel policies and programs. Two cost-benefit analyses in [New York](#) and [Pennsylvania](#) of right-to-counsel programs found that the programs saved localities money while preventing evictions and displacement of families. In September 2024, Richmond passed a resolution and a recent budget allocation of \$500,000 to [create a pilot program](#) to serve an expected 450 tenants facing eviction.

Preventing unnecessary evictions is good for tenants and good for our community. As one scholar [stated](#): “a right to counsel in eviction proceedings means tenants, and society at large are more likely to avoid persistent homelessness, drains on material and emotional wellbeing, increased emergency room use, and increased risk of mental health hospitalization.”

Eviction is a gender justice issue, a racial justice issue, an economic justice issue, a children’s rights issue, and a civil liberties issue. The research on right-to-counsel programs demonstrates that it prevents the serious harms of eviction, gives families a fighting chance to stay in their

¹ Ericka Petersen, *Building a House for Gideon: The Right to Counsel in Evictions*, 16 Stan. J. C.R. & C.L. 63, 85 (2020).

² *Id.*

homes and communities, and is a budgetary gain for localities. Ensuring a right to counsel for renters in eviction proceedings is vital to address systemic inequity and our nation's inexcusable failure to invest in affordable housing.

Thank you for your service to our community and for your attention to these issues. Please contact the Human Rights Commission if you have questions or would like to discuss this topic further.

Sincerely,

Ernest Chambers
Chair
Human Rights Commission

9.6. HRC Recommendations for City Council's 2025 Legislative Agenda

September 3, 2024

Dear Mayor Wade and City Councilors,

Pursuant to Sec. 2-433.(e) of the Charlottesville Human Rights Ordinance, it is the role of the Human Rights Commission to "make recommendations regarding the City's annual legislative programs and policies that will address discrimination." During their annual planning meeting on March 9, 2024, Commissioners identified housing as the primary focus of their work in 2024. Commissioners sought feedback from community members and subject matter experts regarding specific, state-level legislation that may have both local and regional impacts on housing.

At its regular meeting on August 15th, 2024, the Commission voted to recommend the following housing-related legislative priorities for your consideration as Council prepares its legislative recommendations for the Thomas Jefferson Area Planning District Commission for referral to the General Assembly. The Human Rights Commission recommends that Council support enabling legislation related to the following key areas:

1. Access to Housing:
 - a. **Limit application fees for rental applications and/or allow groups of tenants to submit a single application.**
 - b. **Require more transparency during the tenant screening process.** Require landlords to list minimum criteria before an application and provide reasons for a tenant's application denial. Require any fee increases to coincide with the terms of a lease.
 - c. **Establish a state-sponsored voucher program** to increase the accessibility of rental subsidies.
 - d. **Support voucher portability**, permitting voucher holders to apply a voucher outside of where that voucher was administered.
 - e. **Increase state funding for rent relief programs.**
2. Tenant Rights:
 - a. **Reinstate 14-day pay or quit notices.** Tenants are currently given 5 days to pay, or an eviction proceeding can commence. This legislative recommendation would expand the time tenants are able to pay.
 - b. **Amend the Virginia Residential Landlord and Tenant Act to allow tenants to raise unsafe or unsanitary conditions** as an affirmative defense to non-payment of rent.

- c. **Increase protections against landlord retaliation.** Include harassment, non-lease renewal, etc., as forms of landlord retaliation.
 - d. **Require that critical lease information be made available in languages other than English.**
 - e. **Create an option for rental payment plans.**
 - f. **Allow indigent tenants to waive their appeal bond.** This would grant indigent tenants the same rights that exist for indigent people in other types of civil cases.
 - g. **Prevent eviction or threats of eviction as being used as methods of coercion for rent payments.**
 - h. **Include provisions in the VA Residential Landlord and Tenant Act and the Manufactured Home Lot Rental Act to prohibit mid-lease rent increases** except in cases where the renter has agreed in writing that the proposed mid-lease rent increase is permissible.
 - i. **Take rent control out of the Dillon Rule process,** making it more possible for localities to add rent stabilization to their local control.
 - j. **Improve manufactured homes (mobile homes) to give them the ability to buy their communities when an owner wants to sell.** This would give tenants first right of refusal and keep a property as a mobile home park.
3. A Focus on Homelessness:
- a. **Support comprehensive probation reform bill** that would offer more support to those experiencing re-entry.
 - b. **Allocate Medicare and Medicaid funds for addressing homelessness and affordable housing.**
 - c. **Recognize homelessness as a protected class** in the Virginia Human Rights Act and Virginia Fair Housing Law to prohibit discrimination based upon an individual's housing status.
 - d. **Require that each county and city in Virginia maintain a public shelter for individuals or fund a private equivalent.**

4. Wrap-around Services:
 - a. **Support the development of increased services for those experiencing mental illness and substance abuse.**
 - b. **Increase public mental health care funding.**
5. Other:
 6. **Implement a progressive income tax and taxes for consumer services.** The resultant increase in the tax base should produce a subsequent increase in funding available for affordable housing.

The Commission welcomes questions, feedback, and dialogue with City Council about these recommendations. The Commission also requests that Council communicate regarding the recommendations included in its proposal to the Thomas Jefferson Area Planning District. Commissioners look forward to planning with Council in advance of submitting legislative recommendations next year. Please do not hesitate to reach out to me or the Office of Human Rights should you have any questions prior to making your recommendations or if you wish to schedule a time to meet.

Sincerely,

Ernest Chambers
Chair
Human Rights Commission