

2023

ANNUAL REPORT

CIVIL RIGHTS DEPARTMENT



This report has been prepared pursuant to Government Code section 12930(k), which requires the Civil Rights Department to “render annually to the Governor and the Legislature a written report of its activities and its recommendations.”

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California Civil Rights Department
(800) 884-1684 (voice or via relay operator 711)
TTY (800) 700-2320
contact.center@calcivilrights.ca.gov

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EXECUTIVE SUMMARY

The California Civil Rights Department (CRD) is the institutional centerpiece of California’s broad policy against discrimination, harassment, and hate violence. Born out of a decades-long struggle to prohibit discrimination in employment, housing, and business establishments, CRD has been at the forefront of protecting civil rights in California since its inception. CRD operates in a hybrid work environment with offices across California in Bakersfield, Elk Grove, Fresno, Los Angeles, Oakland, and Riverside. In 2023, the department had approximately 315 positions and an annual operating budget of approximately \$67 million.

In addition to carrying out its regular duties of receiving, investigating, and resolving civil rights complaints, CRD, in 2023, took significant steps to further build trust with community partners and local leaders, including through the historic launch of California vs Hate. Whether it is the department’s anti-hate initiatives or other ongoing efforts to inform the public of their rights, CRD continues to work to ensure Californians have the tools they need to report hate and discrimination and get support. With the support of both the California Civil Rights Council and the California Commission on the State of Hate, CRD remains a critical resource in combatting discrimination and other civil rights violations in a broad range of contexts.

From a [historic \\$100 million employment discrimination settlement](#) with Riot Games to a [\\$3 million housing discrimination settlement](#) impacting thousands of Bay Area families, CRD continued to fight for the rights of the people of California throughout 2023, including by:

Case Work Highlights

- Receiving a total of 29,877 intakes, including 14,982 “right-to-sue” complaints.
- Launching 5,765 investigations into alleged civil rights violations.
- Obtaining 788 settlements through conciliation, mediation, and litigation.
- Securing \$116.5 million in relief for complainants and a wide range of policy change.

Outreach Highlights

- Conducted 211 presentations and trainings for 375,814 Californians.
- Launched a monthly “[Civil Rights 101](#)” webinar series.
- Published and disseminated updated guidance, including new [FAQs on employee rights to bereavement leave](#) and a webpage with [resources for immigrants](#).
- Issued 297 compliance letters to address potential civil rights violations in online ads.

The department remains guided by its central mission of protecting the people of California through enforcing the state’s robust civil rights laws, including with respect to employment, housing, businesses and public accommodations, state-funded programs and activities, hate violence, and human trafficking.

DIRECTOR'S LETTER

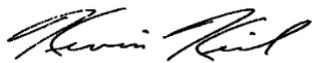
At the California Civil Rights Department, we remain committed to protecting the civil rights of all our state's residents. Whether it's through proactive, innovative litigation or outreach and education or mediation, our team is using the tools at our disposal to fight back against unlawful discrimination across California all year long. From concerns about denials of housing vouchers to unlawful job rejections based on past involvement in the criminal legal system, we process thousands of civil rights complaints from members of the public each year. Civil rights violations aren't just a thing of the past. We deal with them each and every day. People often come to us on their worst days and it's our job to do everything in our power to help them get support.

In 2023, CRD continued to do exactly that. Through hundreds of settlements resulting in \$116.5 million in direct monetary relief for Californians, we continued to lead the charge as the largest state civil rights agency in the country. Whether in housing, employment, public accommodations, government programs, or other aspects of everyday life, CRD successfully brought about policy change across California to protect residents against future discrimination and provided relief for those who have been harmed. At CRD, we're mindful that this work doesn't have an endpoint. Civil rights violations remain an ongoing challenge.

While there were numerous accomplishments in 2023, I'm particularly proud of our historic launch of California vs Hate, the state's first-ever multilingual statewide hotline and resource network aimed at combatting hate. In response to an alarming nationwide increase in reported hate crime, the hotline provides a safe, anonymous option for victims and witnesses of hate in California to report and get support. CA vs Hate accepts all reports of hate and is not limited to only receiving reports that rise to the level of a criminal offense. Whether individuals report to CA vs Hate online or by phone, they are eligible to receive ongoing care coordination to ensure people impacted by hate are able to access resources and support, including legal, financial, mental health, and mediation services.

Each year, our department continues to grow and evolve to address the challenges of our times and the needs of our residents. This work would not be possible without the ongoing support of the Governor's Administration and the Legislature. We're fortunate to live and work in a state that remains dedicated to creating a fairer and more inclusive California for all. In this annual report, I'm proud to share some of our many accomplishments in 2023 and I encourage all Californians to take advantage of the resources we offer.

Sincerely,



Kevin Kish

Director, California Civil Rights Department

CIVIL RIGHTS COUNCIL: CHAIR'S LETTER

I write to report on the Civil Rights Council's activities in 2023. Throughout the year, the Council continued its important efforts to support the implementation of California's civil rights laws through promulgating regulations and regularly holding public hearings. In 2023, the Council held six public meetings, including one hybrid meeting in Los Angeles and five virtual meetings. Supported by CRD staff, the Council remains committed to advancing and protecting the civil rights of all Californians.

In 2023, the Council finalized, updated, or continued its work on several major regulatory packages. Following extensive public comment and review by the Office of Administrative Law, the Council's updated regulations regarding employers' consideration of job applicants' and employees' criminal history, which implement the Fair Employment and Housing Act (FEHA) and Fair Chance Act, went into effect on October 1, 2023. The Council finalized updates to its fair housing regulations, addressing important topics such as source of income discrimination in non-rental housing and the application of FEHA with respect to shelters for survivors of interpersonal violence, and these regulations took effect on January 1, 2024. The Council revised its regulations to reflect the Council's and CRD's name change, as well as developed a new handbook to guide the Council's operations.

In addition, in 2023, the Council advanced a very significant regulatory project under Government Code section 11135, which prohibits discrimination in any program or activity that receives state funding or is administered by the state. Since inheriting the statute's regulations in 2017, the Council worked tirelessly to overhaul them to address decades of legal and technological developments. The Council also voted to initiate the rulemaking process on an important set of updates to FEHA's employment regulations to address automated decision systems, including artificial intelligence.

Lastly, in 2023, the Council said goodbye to three longstanding Councilmembers, Dale Brodsky, Tim Iglesias, and Dara Schur. These Councilmembers worked tirelessly on major civil rights regulations, including the Government Code section 11135 regulations, the first fair housing regulations in California history, and regulations implementing family and medical leave protections. The Councilmembers were also instrumental in organizing civil rights hearings and free public trainings. The work of each of these Councilmembers had, and continues to have, an immeasurable impact on civil rights protections for all Californians.

As a newly appointed member and Chair of the Council, I look forward to working with my fellow Councilmembers, CRD, and the entire Administration, Legislature, and members of public to do this vital work. The Council is only able to succeed because of the contributions of those who have come before us and the collaboration of our many partners. I am honored to help carry the work forward. As always, the Council remains committed to helping achieve a California free of discrimination.

Sincerely,



David Garcia
Chair, Civil Rights Council

COMMISSION ON THE STATE OF HATE: CHAIR'S LETTER

In 2023, acts of hate continued to cast a shadow over California and beyond. Reported hate crimes have continued to rise in recent years to their highest reported levels since 2001. These crimes and other acts of hate occurred across California, and they deeply harm both individuals and communities. For all who have been impacted by the most recent conflict in Israel and Gaza, 2023 was an especially tragic year. This conflict has not only devastated people in the region, but has had ripple effects throughout California, including a wave of hate violence targeting people because they are, or are perceived to be, Jewish, Muslim, Palestinian, Israeli, or Arab.

The efforts of the State of California provide reasons for hope. In partnership with the Civil Rights Department, the Commission on the State of Hate made steady progress in 2023, its first full year of operation. The Commission published its first annual report and its strategic plan for monitoring hate activity in California and developing recommendations for enhancing prevention and response efforts. As part of its strategic plan, the Commission is building a foundation of knowledge consisting of data, rigorous research, the expertise of community-based organizations and subject-matter experts, and input from people throughout California.

The Commission's research efforts in 2023 included partnerships with the state's leading research institutions. For example, to understand how to better support victims of hate, the Commission partnered with the UCLA Center for Health Policy Research to study the impacts of hate and the needs of victims across California. Also, to develop evidence-based recommendations for preventing hate in schools, the Commission partnered with UCLA's Initiative to Study Hate to evaluate peer-reviewed research on this topic.

Over the past year, the Commission hosted community forums throughout the state to provide information to the public about hate and to learn from our fellow Californians — including student leaders, community advocates, and elected officials. Through these forums, the Commission has promoted resources for those impacted by hate — including the California vs Hate Resource Line and Network — and spotlighted critical topics, such as the mental health impacts of hate and the impacts of hate on youth and public officials.

We warmly invite all Californians to share feedback with the Commission and participate in our events. Anyone can sign up for the [Commission's listserv on our website](#) to receive invitations to our public meetings and community forums.

Sincerely,



Russell Roybal
Chair, Commission on the State of Hate



ORGANIZATIONAL OVERVIEW

The California Civil Rights Department is the institutional centerpiece of California’s broad policy against discrimination, harassment, and hate violence. Born out of a decades-long struggle to prohibit discrimination in employment, housing, and business establishments, CRD has been at the forefront of protecting civil rights in California since its inception. CRD operates in a hybrid work environment with offices across California in Bakersfield, Elk Grove, Fresno, Los Angeles, Oakland, and Riverside. In 2023, the department had approximately 315 positions and an annual operating budget of approximately \$67 million.

CRD’s mission is to protect the people of California from unlawful discrimination in employment, housing, public accommodations, and state-funded and state-administered programs and activities, and from hate violence and human trafficking. To accomplish this mission, CRD receives, investigates, conciliates, mediates, and prosecutes complaints of alleged violations of the Fair Employment and Housing Act (FEHA), Equal Pay Act, Unruh Civil Rights Act, Disabled Persons Act, Ralph Civil Rights Act, Trafficking Victims Protection Act, and statutes prohibiting discrimination in state-funded and state-administered programs and activities, among other civil rights laws.

More specifically, the state’s various civil rights laws empower CRD to:

- Investigate and initiate complaints of individual and group discrimination.
- Facilitate resolution of disputes involving civil rights by providing conciliation and mediation services.
- Enforce the law by prosecuting civil rights violations in civil court.
- Promulgate regulations and issue guidance.

- Collect data on the pay, hours worked, and demographics of California employees working for private employers with 100 or more employees or workers hired through labor contractors.
- Work with community and government entities to constructively resolve conflict associated with allegations of discrimination and minimize the potential for violence.
- Engage in public outreach and provide training and technical assistance regarding California's civil rights protections.

CRD achieves its goals through the work of its various divisions and units, with each playing a key role in supporting and executing CRD's efforts to protect and uphold the civil rights of all California's residents.

- The Enforcement Division receives, investigates, and conciliates complaints of civil rights violations.
- The Dispute Resolution Division provides free voluntary and mandatory mediation services for certain complaints filed with CRD.
- The Legal Division investigates and prosecutes civil actions, including complaints of systemic discrimination impacting people across California. The division also handles and responds to requests for public records.
- The Executive Programs Division conducts legislative and regulatory affairs, public outreach and education, internal training and staff development, as well as supports the Civil Rights Council and Commission on the State of Hate, reviews administrative appeals, and responds to requests for support in certain immigration proceedings.
- The Public Affairs Division executes CRD's communications strategy, including by issuing press releases, communicating with the public through social media and newsletters, and fielding requests for information from the media.
- The Administrative Division provides critical human resources, contracting, and procurement services for the department.
- The Information Technology Services Division manages technological infrastructure and security and plays a vital role in running CRD's data collection systems.
- The department's Deputy Director of Strategic Initiatives and External Affairs plays a lead role in state anti-hate initiatives and community mediation, including through California vs Hate and by supporting the work of CRD's Community Conflict Resolution Unit.

In addition, CRD houses the California's Civil Rights Council and Commission on the State of Hate, which are both supported by CRD staff. The Civil Rights Council promulgates regulations that implement California's civil rights laws, conducts inquiries, and holds hearings on civil rights issues confronting the state, among other responsibilities. The Commission on the State of Hate works to advance the state's efforts to stop hate by conducting research, developing policy and programmatic recommendations, and engaging with California's diverse communities.



MAJOR ACCOMPLISHMENTS

In 2023, the Civil Rights Department continued to leverage a wide array of tools to uphold and enforce the civil rights of people across California. From securing a [\\$3 million settlement](#) to address housing discrimination against thousands of families with children to [releasing new gender and racial pay data](#) covering approximately 7.3 million employees, CRD remains dedicated to protecting the people of California from unlawful discrimination and other civil rights violations. Below are a few major examples of CRD's accomplishments in 2023.

LEADING THE CHARGE IN THE FIGHT AGAINST HATE

As part of California's ongoing response to a nationwide surge in reported hate crimes, CRD [officially launched California vs Hate](#) in 2023 — in collaboration with numerous state and local partners. With the support of Governor Newsom and the Legislature, CA vs Hate is the state's first-ever multilingual statewide hotline and resource network aimed at combatting hate. The hotline provides a safe, anonymous option for victims and witnesses of hate in California to report and get support in 15 different languages online and in more than 200 when reporting over the phone. CA vs Hate accepts all reports of hate and is not limited to only receiving reports that rise to the level of a criminal offense. Individuals who report are eligible to receive ongoing care coordination to ensure access to resources and support, including legal, financial, mental health, and mediation services. In the first month following its launch, CA vs Hate [received approximately 180 reports of hate](#) from 40% of California's counties, including all 10 of the state's most populated counties. Nearly half of all individuals who reported an act of hate accepted care coordination services.

“Here in California, we are sending an unequivocal message that hate will not be tolerated,” said **Governor Gavin Newsom**. “We stand firm for a California for All and it is important that we hold perpetrators accountable for their actions and provide resources for those individuals victimized by hate crimes. Now, Californians have another tool to ensure that not only justice is served, but that individuals have access to additional resources to help deal with the lingering wounds that remain after such a horrendous crime occurs.”

CA vs Hate is one of several key state initiatives to combat hate and its support network builds on other existing efforts, including grants under the [Stop the Hate Program](#) from the California Department of Social Services, which funds numerous CA vs Hate partners, and [Ethnic Media Outreach Grants](#) administered by the California State Library. In addition, at CRD in 2023, the [Community Conflict Resolution Unit](#) worked to promote peaceful relations within communities in California in response to discrimination or hate, the California Commission on the State of Hate conducted community forums and [released its first annual report](#) outlining the commission’s initial efforts to study and combat hate, and CRD continued to investigate and address complaints of hate violence filed with the department.

TAKING ACTION TO PROTECT FAIR ACCESS TO HOUSING

While many challenges remain in the state’s historic efforts to make affordable and safe housing available to all Californians, CRD is doing its part by combatting discrimination and harassment in housing to help ensure everyone has a fair chance at securing a place to live. In 2023, CRD filed a [first-of-its-kind lawsuit](#) against two Sacramento landlords for allegedly discriminating against a tenant based on their use of housing choice vouchers, known as Section 8. As rental costs climb further out of reach for many Californians, discrimination by housing providers against people using rental assistance, or other forms of source-of-income discrimination, exacerbates the trend and is unlawful.

In addition, CRD obtained a major [\\$3 million Bay Area housing discrimination settlement](#) in 2023 against Vasona Management, Inc. The settlement — the largest of its kind in California affecting more than 2,000 families at nearly 50 different apartment complexes — arose as a result of alleged discrimination against families with young children and teens. The settlement requires Vasona to implement new policies to address discrimination and ensure tenants have information on their rights under California law.

From cases impacting thousands of families to individual tenants, CRD investigates hundreds of housing discrimination complaints each year. For example, during Disability Pride Month, the department [reached a \\$40,000 settlement](#) on behalf of an individual complainant as a result of a property management company’s failure to take adequate steps to support reasonable modifications requested by a prospective tenant with disabilities. Regardless of the size of the case, CRD is committed to providing relief to our state’s residents.

FIGHTING FOR GENDER EQUITY IN THE WORKPLACE

In 2023, CRD finalized a [landmark \\$100 million settlement](#) against Riot Games, part of CRD’s multifaceted effort to promote gender equity and combat sexual harassment in the workplace. The settlement, the largest in CRD’s history, resulted in approximately \$80 million in direct relief to approximately 1,600 women employees over alleged sex discrimination, equal pay claims, and other violations of California civil rights laws. As part of the settlement, Riot Games was also required to:

- Create a \$6 million dollar cash reserve for each year of the three-year term of the consent decree, totaling \$18 million, to make pay adjustments and to fund inclusion programs.
- Make available 40 full-time positions in engineer, quality assurance, or art-design roles in a competitive process to qualified class members who worked as temporary contractors.
- Hire and pay for an independent third-party expert to conduct a gender-equity analysis of employee pay, job assignments, and promotions each year for three years.

“The court’s final approval of this consent decree ensures that women workers who suffered serious and pervasive violations of their right to a workplace free from discrimination will be entitled to relief,” said **CRD Director Kevin Kish**. “Today’s decision is a critical step forward for healing and the rights of all Californians. My office is proud of the cross-agency collaboration that led to this consent decree, which will put in place important structural changes at Riot Games to ensure that women workers won’t suffer similar harms in the future.”

COMMITTED TO INFORMING CALIFORNIANS OF THEIR RIGHTS

A key part of enforcing civil rights laws is making sure members of the public know about the protections that exist and ways to get support. People can’t report violations they don’t know about, comply with laws they don’t understand, or use government services they can’t reach. As part of the department’s work to better serve the people of California, CRD engages in extensive outreach and education efforts. Whether it is engaging with local leaders, advocacy organizations, and industry, or showing up to provide resources at community events, job fairs, and conferences, CRD works strategically every day to help people understand their rights.

An example of CRD’s ongoing outreach and education initiatives in 2023 was the launch of the department’s free [“Civil Rights 101” webinar series](#). Focusing on addressing discrimination in housing and employment, the series works to provide members of the public, employers, housing providers, and others with critical — and easy to understand — information about California’s civil rights laws. In 2023, CRD also [officially unveiled an online interactive guide](#) to help combat violations of California’s Fair Chance Act by helping individuals better understand whether the law’s protections apply to their circumstances. The Fair Chance Act aims to reduce undue barriers to employment for people who have been involved in the criminal legal system.

ADVOCATING FOR A FAIR CHANCE FOR ALL WORKERS

At the end of 2023, CRD filed a [first-of-its-kind lawsuit](#) against Ralphs Grocery Company over alleged violations of California’s Fair Chance Act. According to the lawsuit, Ralphs’ actions resulted in the unlawful denial of employment opportunities to hundreds of applicants at grocery store locations across Southern California, including by screening out otherwise qualified applicants on the basis of criminal histories that do not have any adverse relationship with the duties of the job for which they were applying. In addition, more than 75% of job applicants who were told their job offer would be withdrawn were not provided a way to contact Ralphs to contest the decision.

California’s Fair Chance Act, which went into effect in 2018, aims to combat discrimination and ultimately enhance public safety by reducing undue barriers to employment for people who have been previously involved in the criminal legal system. In passing the Fair Chance Act, the Legislature recognized that “employment is essential to helping formerly incarcerated people support themselves and their families” and reduces the likelihood of an individual reoffending. The law generally prohibits employers with five or more employees from asking about a job applicant’s conviction history before making a conditional job offer, requires specific procedures for considering an applicant’s criminal history after a conditional job offer, and limits convictions that employers can consider disqualifying to those that have a direct relationship with job responsibilities.

Under California law, CRD is tasked with investigating and prosecuting violations of the Fair Chance Act and other civil rights laws. While the lawsuit is the first of its kind, CRD has investigated hundreds of complaints alleging discrimination in employment decisions based on criminal history information and secured approximately 70 settlements between 2018 and 2023 on behalf of affected individuals. For instance, CRD also reached a [nearly \\$100,000 mediated settlement](#) with the Moraga-Orinda Fire Protection District in 2023 to resolve alleged violations of the Fair Chance Act, one of the largest settlements of its kind on behalf of an individual. More information about the Fair Chance Act and how to file a complaint is available [here](#).

“The Fair Chance Act is about giving every Californian an opportunity to thrive,” **said CRD Director Kevin Kish**. “When roughly 70 million Americans have some sort of record, policies like those employed by Ralphs aren’t just discriminatory and against California law, they don’t make sense. We can’t expect people to magically gain the economic and housing stability needed to reintegrate into their communities and stay out of the criminal legal system without a fair chance at steady employment, particularly when the job has nothing to do with a past offense. Ralphs has continued to unlawfully deny jobs to qualified candidates and that’s why we’re taking them to court.”

ON THE CUTTING EDGE FOR EQUAL PAY AND WAGE DATA

Each year, billions of dollars are lost due to pay inequities impacting women and communities of color. As a result of the passage of [Senate Bill 973 in 2020](#), California annually collects and analyzes pay and demographic data from large California employers. The program encourages employers to conduct self-assessments of pay disparities, promotes voluntary compliance with equal pay and anti-discrimination laws, and supports CRD's efforts to efficiently identify wage patterns and allow for effective enforcement of anti-discrimination laws in the workplace. In passing the law, the Legislature recognized that the pay gap has remained a persistent challenge and pay data is a critical tool in helping assess and address the scope of the problem.

As part of CRD's efforts to increase transparency around wage discrepancies in California, CRD [released aggregate pay data](#) in 2023 based on reports for 2021 covering approximately 7.3 million employees across California. Despite significant progress in California to strengthen equal pay laws, the second annual release of pay data findings suggested persistent overrepresentation of women and communities of color among the state's lowest paid workers. Consistent with pay data findings from 2020, women continued to make up the majority of low-wage workers and administrative support, sales, and service workers, while men remain concentrated among high-wage workers and executives, managers, and craft workers. Similarly, the findings showed that Latinos, Black people, and Native Americans also remained concentrated among low-wage workers.

"It's unfortunately no surprise that the latest pay data reinforces what we already know: women and communities of color continue to bear the burden of low-wage jobs — particularly those oriented around care work," **said California First Partner Jennifer Siebel Newsom**. "California's strong pay equity and transparency laws have put us on the right path, but we still have work to do to realize our shared values of equal pay and opportunity for ALL Californians. Partnership is key and I encourage employers to join our ongoing work toward pay equity by signing the California Equal Pay Pledge and commit to centering the needs of women and communities of color in the workplace."

CRD is committed to making this information publicly available and takes action when employers fail to report. In 2023, CRD [filed a lawsuit](#) against Cambrian Homecare, Inc. over the company's alleged failure to report employee pay data despite repeated warnings. Just months later, CRD [reached a nearly \\$100,000 settlement](#) with the company to resolve the lawsuit and ensure the company complies with future reporting requirements. The settlement with Cambrian Homecare built on a set of [first-of-a-kind stipulated judgments against Chase Bank and Michaels](#) to ensure the companies' compliance with California's pay data reporting requirements.

PROTECTING AGAINST DISABILITY DISCRIMINATION AT WORK

Every year, disability discrimination in employment is one of the most commonly cited biases in complaints made to CRD. Regardless of where it occurs, CRD is committed to using the tools at its disposal to help protect Californians against disability discrimination. In 2023, CRD helped an employee [secure a \\$375,000 settlement](#) with the San Joaquin County Assessor-Recorder-County Clerk over allegations that the county unlawfully reprimanded the employee and denied reasonable accommodations and work opportunities as a result of a request for a disability accommodation. Under California law, an employer is required to interact with an employee to explore all possible means of reasonably accommodating a person prior to rejecting the person for a job or making any employment-related decision.

As part of the settlement achieved through the Dispute Resolution Division, the San Joaquin County Assessor-Recorder-County Clerk agreed to:

- Ensure all managers and human resource personnel have received training on state civil rights laws, with a focus on responding to requests for a disability accommodation.
- Review and certify that the office’s current policies for maintaining a workplace free from harassment and discrimination are aligned with state law.
- Post CRD informational materials in a common area to which all employees have access to assist in addressing requests for assistance or reports of discrimination.

TAKING ON PREGNANCY DISCRIMINATION ON THE RUNWAY

In 2023, CRD announced a [mediated settlement with the Miss Universe Organization](#) over allegations that a mother was unlawfully barred from competing in pageants because of being a parent. As a result of the settlement, the Miss Universe Organization — and its affiliates, including Miss USA and Miss California — reaffirmed that it will not institute any rule that disqualifies potential contestants from participating in pageants because of pregnancy, childbirth, or parenthood and provided direct relief to the complainant.

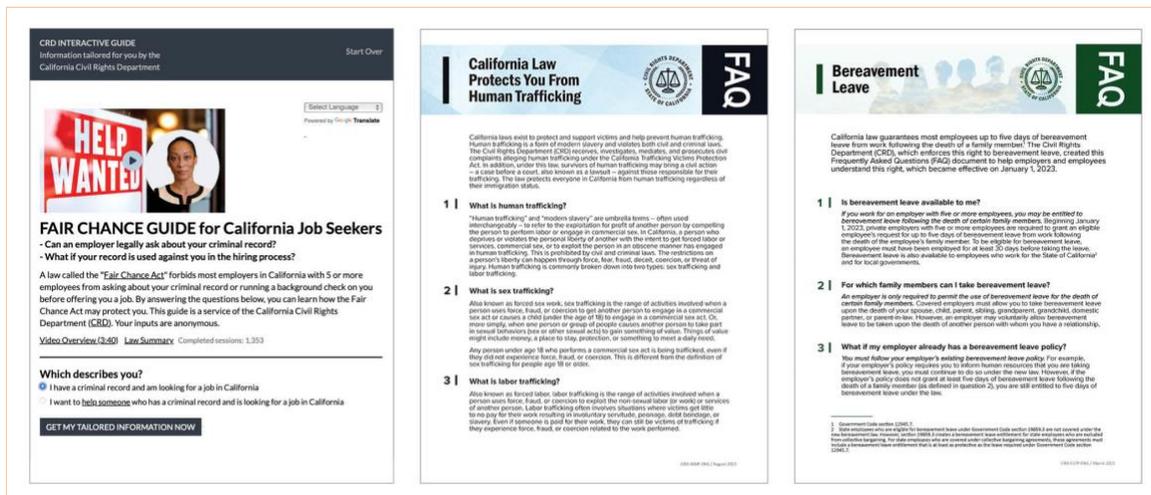
The settlement arose in response to a complaint against the Miss Universe Organization alleging sex discrimination under the Unruh Civil Rights Act, which protects Californians from discrimination at businesses. The complaint challenged the Miss Universe Organization’s then policy that all contestants must never have given birth to a child, could not be pregnant, or be a parent. In California, discriminating against people because they have had a child is unlawful.

Pursuant to its statutory authority, CRD investigated the complaint and referred the matter to its [Dispute Resolution Division](#) for mediation through which the parties reached a voluntary agreement. The division operates within CRD to provide free, neutral mediation services to help parties resolve disputes and address discrimination complaints filed with CRD.

OUTREACH AND EDUCATION

A critical component of meeting CRD’s mission is conducting outreach to help inform the public, employers, employees, housing providers, tenants, homeowners, businesses, consumers, and other stakeholders. This includes providing clear, accurate, and accessible information related to rights and responsibilities under the laws that CRD enforces. Outreach and education help to prevent discrimination from occurring and make it more likely discrimination will be reported when it occurs. Among other outreach and education efforts in 2023, CRD:

- Conducted 211 presentations and outreach engagements that reached approximately 375,814 Californians, including launching a free monthly “[Civil Rights 101](#)” webinar.
- Provided updated versions of CRD’s [free online trainings](#) against sexual harassment at work to 290,632 employees, including to 40,138 in languages besides English.
- Reviewed 923 online housing and employment ads across California, which resulted in CRD sending 297 compliance letters to address potential civil rights violations.
- Launched a new online [interactive guide on the Fair Chance Act](#) and updated CRD’s [interactive guide on leave for new parents](#), which were accessed over 13,500 times.
- Published and disseminated new or updated [guides and factsheets](#) available in multiple languages, including new guidance [human trafficking](#) and on [employee rights to bereavement leave](#), as well as [resources for immigrants](#).
- Oversaw 230 fair housing tests for source-of-income, race, and familial status discrimination.
- Sent out monthly [newsletters](#) with information about new resources and programs.
- Continued to directly collaborate with community groups and other organizations, as well as hosted a community of practice of civil rights agencies from around the country.



COMPLAINT PROCESS

In 2023, CRD continued to take action on its core functions of receiving, investigating, mediating, and prosecuting civil rights complaints. When someone files a discrimination complaint with CRD, the department evaluates the allegations and decides whether to accept the case for investigation. If it accepts the case, CRD independently investigates the facts and the legal issues. This involves reviewing respondents' responses to complaints and other information and evidence that complainants and respondents submit, among other things. Where appropriate, CRD may attempt to resolve the dispute. CRD may also decide to take legal action.

The investigation process starts when a member of the public files an initial inquiry with CRD by submitting an intake form, which can be done through [the California Civil Rights System](#) online portal, by mailing a paper form, or by calling CRD's Contact Center. Once a complaint has been received, CRD assigns the intake to an investigator, who conducts an initial interview with the complainant to determine whether CRD has jurisdiction to accept the complaint. If CRD has jurisdiction and accepts the claim, the investigator drafts a written complaint and sends it to the complainant for signature.

After the complaint has been signed and returned to CRD, the investigator determines if the complaint meets the criteria for federal dual-filing status pursuant to work-sharing agreements with the U.S. Equal Employment Opportunity Commission (EEOC) or the U.S. Department of Housing and Urban Development (HUD) and, if so, assigns the complaint a federal identification number. CRD then serves the complaint on the party accused of discrimination or other civil rights violations, who is known as the respondent. CRD investigates the case by interviewing parties and witnesses, reviewing supporting documentation, and conducting site inspections where appropriate. CRD has the authority to serve interrogatories, issue subpoenas and demand production of documents, and to petition the court to order a respondent to comply.

Where appropriate, the investigator may attempt to resolve the case with the parties or refer the case to the Dispute Resolution Division for possible mediation. If the parties resolve the case through conciliation or mediation and execute a settlement agreement, CRD will close the case.

If the complaint is not settled, CRD will usually make a determination of whether there is reasonable cause that the respondent violated the rights of the complainant or others. For example, if the investigation uncovered insufficient evidence of a violation, CRD will close the complaint, and the complainant may proceed to file their own court case without the involvement of CRD. If CRD determines there is reasonable cause that the respondent has violated a civil rights law and the case has not resolved, CRD has discretion to file a court case and prosecute.

In the employment context, complainants may choose to pursue litigation independently by obtaining a right to sue. In these instances, a complainant retains the authority to file their own lawsuit in court rather than using the CRD investigation process. This is generally only advisable for individuals who have retained their own legal counsel.

COMPLAINTS AND INVESTIGATIONS

In 2023, CRD received a total of 29,877 intake forms from members of the public who alleged civil rights violations. Of those, 14,982 were part of an immediate “right-to-sue” request where a complainant seeks the authority to independently pursue litigation in employment cases. In such instances, CRD issues a right-to-sue notice where appropriate, which generally closes the matter with respect to CRD’s investigative process and provides an avenue for members of the public to directly take legal action. Each year, approximately one quarter of intakes are closed because they make allegations that are outside of CRD’s jurisdiction, are duplicate filings, or are abandoned by the complainant.

Of the remaining intakes, CRD launched 5,765 investigations addressing 6,914 complaints. A breakdown of the complaints accepted for investigation by statute is available below. In 2023, not including settlements, the department closed 4,554 complaints accepted for investigation. This included closures for lack of sufficient evidence, complainants electing court action, or the parties resolving the matter. Closures during the 2023 calendar year include investigations launched in prior years. Additional information on the bases of complaints, county of complaints, and complainant demographic information is available in appendices B, C, and D.

| | |
|--|--------------------|
| Civil Code section 54 | 24 |
| Fair Chance Act | 147 |
| Employment Investigations | 4,072 |
| Equal Pay Act | 16 |
| Government Code section 11135 | 22 |
| Housing | 1,254 |
| Ralph Civil Rights Act | 36 |
| Sexual Harassment Prevention Training | 15 |
| Unruh Civil Rights Act | 179 ¹ |
| Unruh Filed as Companion to Housing Case | 1,149 ² |
| TOTAL COMPLAINTS | 6,914 |
| TOTAL INVESTIGATIONS | 5,765 |

¹ Unruh Act complaints that are not companions to FEHA housing complaints.

² Fair housing complaints alleging a FEHA violation often also involve an alleged Unruh Act violation, as the same unlawful activity can violate both laws. In this scenario, CRD creates a companion complaint under the Unruh Act that is investigated with the FEHA complaint. For this reason, this report separately identifies the Unruh Act companion complaints and includes them in the total number of complaints filed but excludes them from the total number of investigations.

SETTLEMENTS

In 2023, CRD secured settlements in 788 cases, resulting in \$116,506,424 in monetary relief for complainants and other aggrieved persons. Importantly, these settlements also provided other critical forms of affirmative relief to support complainants and prevent future discrimination, such as requirements around training, monitoring, policy change, and redress. In some instances, this type of affirmative relief may be the primary or only type of relief sought.

Civil rights disputes may be resolved through settlement at any point in the CRD complaint investigation process. Investigators may bring parties together to negotiate a settlement during their investigations, which is known as conciliation. Many cases are referred to the Dispute Resolution Division for voluntary mediation. In addition, before filing a lawsuit, CRD typically seeks to resolve the matter through mediation. CRD may also settle complaints during the course of a prosecution.

The amounts listed below reflect the monetary value of settlements that respondents or defendants agreed to pay to complainants or others, and that complainants or others agreed to accept to resolve their civil rights cases.

| | NUMBER OF SETTLEMENTS | TOTAL SETTLEMENT AMOUNTS |
|--|-----------------------|--------------------------|
| Enforcement Division | 299 | \$ 1,288,264 |
| Dispute Resolution Division – Voluntary | 451 | \$ 8,174,362 |
| Dispute Resolution Division – Right to Sue | 10 | \$ 325,170 |
| Dispute Resolution Division – Right to Sue Small Employer | 6 | \$ 240,250 |
| Dispute Resolution Division – Appeals | 4 | \$ 40,000 |
| Dispute Resolution Division/Legal (SB 1038 & Post Civil) | 2 | \$ 48,000 |
| Executive Programs Division | 8 | \$189,100 |
| Legal Division | 20 | \$106,953,278 |
| TOTAL³ | 788 | \$116,506,424 |

³ Twelve settlements are counted under both the Dispute Resolution Division and another division. The total number of settlements and total settlement amounts have been adjusted accordingly to avoid a double count.

VISA CERTIFICATION & DEFERRED ACTION

As part of the Civil Rights Department's efforts to enforce civil rights laws, CRD is dedicated to protecting the rights of complainants, regardless of their immigration status. While CRD does not ask about an individual's immigration status while investigating complaints, the department can offer support to immigrants who are seeking certain types of visas or other immigration protections from the federal government. In particular, CRD considers requests to provide certifications in support of U and T visa requests, as well as statements of interest to support requests for deferred action.

These forms of relief are available because otherwise victims or witnesses may be afraid to complain or cooperate in an investigation because of fear of deportation. U visas are a protection available to immigrants who are victims of certain crimes. T visas are available to immigrants who are victims of human trafficking. Deferred action requests involving CRD are available to immigrants who are victims of employment or labor violations. To obtain a U visa, T visa, or deferred action from the federal government, victims or witnesses must demonstrate their willingness to cooperate in the detection, investigation, or prosecution of a violation of the law, among other requirements.

As a state investigative agency, CRD is authorized to support requests for these forms of immigration protection by providing the necessary certifications or statements of interest. CRD typically supports such requests when another agency is not better suited to do so and where sufficient information is provided. CRD is required to report data about visa certifications to the Legislature pursuant to California Penal Code section 679.10. Additional [information on these processes and on resources for immigrants](#) is available on CRD's website.

U Visas

In 2023, CRD received 9 requests for U visa certifications. Of these, 5 requests were approved, 3 were withdrawn, and 1 was redirected to another agency.

T Visas

In 2023, CRD received 1 request for T visa certification, and the request was approved.

CRD received 2 requests for T Visa certifications (Form I-914 Supplement B). Of these, 1 request was signed and 1 was redirected to another agency.

Deferred Action

In 2023, CRD received 53 requests for deferred action. Of these, 36 requests were approved and 6 were denied. The remaining requests are pending review.

APPENDIX A: LAWS ENFORCED BY CRD

The Civil Rights Department's statutory mandate is to protect the people of California from discrimination in employment, housing, public accommodations, and state-funded programs and activities, and from bias-motivated violence and human trafficking, pursuant to the California Fair Employment and Housing Act (FEHA), Equal Pay Act, Unruh Civil Rights Act, Disabled Persons Act, Ralph Civil Rights Act, Trafficking Victims Protection Act, Government Code section 11135, and other civil rights laws. CRD receives, investigates, conciliates, mediates, and prosecutes complaints of violations of these laws, and conducts outreach and education to help inform people of their rights and obligations under the laws. A brief summary of protections under a number of these laws is below.

EMPLOYMENT AND HOUSING

The Fair Employment and Housing Act (Gov. Code § 12900 et seq.) prohibits workplace discrimination and harassment on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex (including pregnancy, childbirth, or related medical conditions), gender, gender identity, gender expression, age, sexual orientation, reproductive health decision-making, and military and veteran status, or because another person perceives the employee to have one or more of these characteristics or is associated with someone with one or more of these characteristics. FEHA mandates reasonable accommodation of disabilities and of religious beliefs or observances in the workplace, including religious dress and grooming practices.

Included in FEHA is the California Family Rights Act (CFRA) and other provisions that provide eligible employees with the right to family and medical leave, pregnancy leave, and bereavement leave. FEHA also contains other employment protections, such as the Fair Chance Act, which governs employers' consideration of job applicant's criminal history, and protections for off-the-job cannabis use.

Among other protections in housing, FEHA prohibits discrimination and harassment on the basis of race, color, religion, sex (including pregnancy, childbirth, or related medical conditions), gender, gender identity, gender expression, sexual orientation, marital status, military or veteran status, national origin, ancestry, familial status, source of income, disability, and genetic information, whether someone has one or more of these protected characteristics, is perceived to have one or more, or is associated with someone with one or more. FEHA prohibits employers, housing providers, and other covered entities from retaliating against any person because the person opposed practices forbidden by FEHA or filed a complaint, testified, or assisted in any CRD or court proceeding related to a FEHA claim.

BUSINESSES AND PUBLIC ACCOMMODATIONS

The Unruh Civil Rights Act (Civ. Code § 51) prohibits business establishments in California from discriminating in the provision of services, accommodations, advantages, facilities and privileges to clients, patrons, and customers because of their sex, race, color, religion, ancestry, national origin, disability, medical condition, genetic information, marital status, sexual orientation, citizenship, primary language, or immigration status.

Similarly, the Disabled Persons Act (Civ. Code § 54 et seq.) provides that individuals with disabilities or medical conditions have the same right as the general public to the full and free use of streets, highways, sidewalks, walkways, public buildings, medical facilities, and privileges of all common carriers, airplanes, motor vehicles, railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes of transportation, telephone facilities, adoption agencies, private schools, hotels, lodging places, places of public accommodation, amusement, or resort, and other places to which the general public is invited, subject only to the conditions and limitations established by law, or state or federal regulation, and applicable alike to all persons.

HATE VIOLENCE

The Ralph Civil Rights Act (Civ. Code § 51.7) guarantees the right of all persons within California to be free from any violence, or intimidation by threat of violence, committed against their persons or property because of political affiliation, or on account of sex, race, color, religion, ancestry, national origin, disability, medical condition, genetic information, marital status, sexual orientation, citizenship, primary language, or immigration status, or position in a labor dispute, or because another person perceives them to have one or more of these characteristics.

HUMAN TRAFFICKING

The California Trafficking Victims Protection Act (Civ. Code § 52.5) provides a civil cause of action for victims of human trafficking, defined by California law as the deprivation or violation of the personal liberty of another person with the intent to obtain forced labor or services, including sex.

GOVERNMENT PROGRAMS

California Government Code section 11135 et seq. prohibits any program or activity that receives state funding, or is administered by a state agency, from discriminating in their activities or programs based on sex, race, color, religion, ancestry, national origin, ethnic group identification, age, physical disability, mental disability, medical condition, genetic information, marital status, or sexual orientation.

APPENDIX B: COMPLAINTS BY BASES

TABLE 1: EMPLOYMENT COMPLAINTS

| | |
|---|---------------|
| Age (40 and over) | 865 |
| Ancestry | 383 |
| Association with a Member of a Protected Class | 94 |
| Bereavement Leave | 21 |
| Color | 445 |
| Disability (Physical, Intellectual/Developmental, or Mental Health/Psychiatric) | 2,008 |
| Family Care and Medical Leave (CFRA) | 319 |
| Gender Identity or Expression | 129 |
| Genetic Information or Characteristic | 30 |
| Marital Status | 86 |
| Medical Condition (Cancer or Genetic Characteristic) | 112 |
| Military and Veteran Status | 42 |
| National Origin (includes Language Restrictions) | 503 |
| Other | 162 |
| Participated as a Witness in a Discrimination or Harassment Complaint | 160 |
| Pregnancy, Childbirth, Breast Feeding, or Related Medical Conditions | 253 |
| Pregnancy Disability Leave (PDL) | 48 |
| Race (includes Hairstyle and Hair Texture) | 1,322 |
| Religious Creed (includes Dress and Grooming Practices) | 219 |
| Reproductive Health Decisionmaking | 6 |
| Reported or Resisted Any Form of Discrimination or Harassment | 1,832 |
| Reported Patient Abuse (Hospital Employees Only) | 15 |
| Requested or Used Bereavement Leave | 20 |
| Requested or Used a Disability-Related Accommodation | 918 |
| Requested or Used a Pregnancy-Related Accommodation | 104 |
| Requested or Used Pregnancy Disability Leave (PDL) | 29 |
| Requested or Used a Religious Accommodation | 75 |
| Requested or Used Family Care and Medical Leave (CFRA) | 410 |
| Sex/Gender | 1,351 |
| Sexual Harassment — Hostile Environment | 429 |
| Sexual harassment — Quid Pro Quo | 41 |
| Sexual Orientation | 204 |
| TOTAL BASES⁴ | 11,635 |
| TOTAL CASES⁵ | 4,072 |

⁴ Total bases exceed total cases because a complaint may be filed on more than one basis.

⁵ Requests for immediate right-to-sue are not included and are available in Table 2.

TABLE 2: EMPLOYMENT RIGHT-TO-SUE COMPLAINTS

| | |
|---|----------------|
| Age (40 and over) | 5,340 |
| Ancestry | 2,698 |
| Association with a Member of a Protected Class | 5,514 |
| Bereavement Leave | 909 |
| Color | 3,992 |
| Criminal History | 699 |
| Disability (Physical, Intellectual/Developmental, or Mental Health/Psychiatric) | 13,686 |
| Family Care and Medical Leave (CFRA) | 6,885 |
| Gender Identity or Expression | 2,373 |
| Genetic Information or Characteristic | 3,229 |
| Marital Status | 1,410 |
| Medical Condition (Cancer or Genetic Characteristic) | 5,600 |
| Military and Veteran Status | 758 |
| National Origin (includes Language Restrictions) | 3,675 |
| Other | 9,045 |
| Participated as a Witness in a Discrimination or Harassment Complaint | 2,800 |
| Pregnancy, Childbirth, Breast Feeding, or Related Medical Conditions | 2,059 |
| Pregnancy Disability Leave (PDL) | 1,646 |
| Race (includes Hairstyle and Hair Texture) | 5,791 |
| Religious Creed (includes Dress and Grooming Practices) | 3,304 |
| Reported or Resisted Any Form of Discrimination or Harassment | 8,533 |
| Reported Patient Abuse (Hospital Employees Only) | 412 |
| Reproductive Health Decisionmaking | 2,609 |
| Requested or Used Bereavement Leave | 450 |
| Requested or Used a Disability-Related Accommodation | 5,308 |
| Requested or Used Family Care and Medical Leave (CFRA) | 2,922 |
| Requested or Used a Pregnancy-Related Accommodation | 844 |
| Requested or Used Pregnancy Disability Leave (PDL) | 659 |
| Requested or Used a Religious Accommodation | 1,548 |
| Sex/Gender | 8,299 |
| Sexual Harassment — Hostile Environment | 6,297 |
| Sexual Harassment — Quid Pro Quo | 2,858 |
| Sexual Orientation | 2,147 |
| TOTAL BASES⁶ | 124,299 |
| TOTAL CASES | 14,982 |

⁶ Total bases exceed total cases because a complaint may be filed on more than one basis.

TABLE 3: HOUSING COMPLAINTS

| | |
|---|--------------|
| Ancestry | 29 |
| Association with a Member of a Protected Class | 11 |
| Color | 92 |
| Disability (Physical, Intellectual/Developmental, or Mental Health/Psychiatric) | 744 |
| Familial status (Children) | 102 |
| Gender Identity or Expression | 27 |
| Marital Status | 22 |
| Military and Veteran Status | 6 |
| National Origin (includes Language Restrictions) | 99 |
| Other | 6 |
| Race (includes Hairstyle and Hair Texture) | 229 |
| Religious Creed (includes Dress and Grooming Practices) | 30 |
| Reported or Resisted Any Form of Discrimination or Harassment | 89 |
| Requested or Used a Disability-Related Accommodation | 77 |
| Sex/Gender | 135 |
| Sexual Harassment — Quid Pro Quo | 8 |
| Sexual Orientation | 61 |
| Source of Income | 269 |
| TOTAL BASES⁷ | 1,767 |
| TOTAL CASES | 1,254 |

⁷ Total bases exceed total cases because a complaint may be filed on more than one basis.

TABLE 4: RALPH CIVIL RIGHTS ACT COMPLAINTS

| | |
|---|-----------|
| Age (40 and over) | 4 |
| Ancestry | 8 |
| Association with someone of a protected class | 1 |
| Color | 2 |
| Disability (Physical, Intellectual/Developmental, or Mental Health/Psychiatric) | 5 |
| Marital Status | 2 |
| National Origin (includes Language Restrictions) | 9 |
| Political Affiliation | 1 |
| Race (includes Hairstyle and Hair Texture) | 11 |
| Religious Creed (includes Dress and Grooming Practices) | 2 |
| Sex/Gender | 19 |
| Sexual Orientation | 8 |
| TOTAL BASES⁸ | 72 |
| TOTAL CASES | 36 |

⁸ Total bases exceed total cases because a complaint may be filed on more than one basis.

TABLE 5: UNRUH CIVIL RIGHTS ACT COMPLAINTS

| | |
|---|------------|
| Ancestry | 15 |
| Citizenship | 2 |
| Color | 12 |
| Disability (Physical, Intellectual/Developmental, or Mental Health/Psychiatric) | 78 |
| Gender Identity or Expression | 5 |
| Immigration Status | 1 |
| Marital Status | 1 |
| National Origin (includes Language Restrictions) | 12 |
| Opposed, Resisted, or Reported Illegal Discrimination | 5 |
| Other | 6 |
| Pregnancy, Childbirth, Breast Feeding, or Related Medical Conditions | 2 |
| Primary Language | 1 |
| Race (includes Hairstyle and Hair Texture) | 71 |
| Religious Creed (includes Dress and Grooming Practices) | 6 |
| Sex/Gender | 12 |
| Sexual Orientation | 5 |
| TOTAL BASES⁹ | 234 |
| TOTAL CASES | 179 |

⁹ Total bases exceed total cases because a complaint may be filed on more than one basis.

TABLE 6: GOVERNMENT CODE 11135 COMPLAINTS

| | |
|---|-----------|
| Ancestry | 1 |
| Color | 1 |
| Disability (Physical, Intellectual/Developmental, or Mental Health/Psychiatric) | 16 |
| Gender Identity or Expression | 2 |
| Race (includes Hairstyle and Hair Texture) | 6 |
| Religious Creed (includes Dress and Grooming Practices) | 4 |
| Sex/Gender | 4 |
| TOTAL BASES¹⁰ | 34 |
| TOTAL CASES | 22 |

¹⁰ Total bases exceed total cases because a complaint may be filed on more than one basis.

APPENDIX C: COUNTY OF COMPLAINT

| | CC54 | Fair Chance Act | Employment | Equal Pay Act | GC11135 | Housing | Human Trafficking | Ralph | Right-to-Sue | SHPT | Unruh | Total |
|--------------|------|-----------------|------------|---------------|---------|---------|-------------------|-------|--------------|------|-------|-------|
| Alameda | 3 | 10 | 275 | 2 | 1 | 52 | 0 | 1 | 375 | 0 | 8 | 727 |
| Alpine | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Amador | 0 | 0 | 5 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 9 |
| Butte | 0 | 0 | 15 | 0 | 0 | 4 | 0 | 0 | 24 | 0 | 4 | 47 |
| Calaveras | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 6 |
| Colusa | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 4 |
| Contra Costa | 1 | 2 | 84 | 0 | 0 | 26 | 0 | 0 | 112 | 1 | 4 | 230 |
| Del Norte | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 5 |
| El Dorado | 1 | 0 | 10 | 0 | 0 | 6 | 0 | 0 | 20 | 0 | 0 | 37 |
| Fresno | 2 | 0 | 106 | 1 | 0 | 21 | 0 | 1 | 131 | 0 | 4 | 265 |
| Glenn | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 4 |
| Humboldt | 0 | 0 | 21 | 1 | 0 | 8 | 0 | 0 | 6 | 0 | 1 | 37 |
| Imperial | 0 | 0 | 12 | 1 | 0 | 5 | 0 | 1 | 23 | 0 | 1 | 42 |
| Inyo | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 3 |
| Kern | 0 | 2 | 103 | 1 | 3 | 13 | 0 | 2 | 155 | 0 | 2 | 279 |
| Kings | 0 | 0 | 14 | 0 | 0 | 4 | 0 | 0 | 16 | 0 | 0 | 34 |
| Lake | 0 | 0 | 5 | 0 | 0 | 4 | 0 | 0 | 4 | 0 | 0 | 13 |
| Lassen | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 6 |
| Los Angeles | 5 | 27 | 775 | 1 | 3 | 390 | 0 | 14 | 3,954 | 3 | 38 | 5,210 |
| Madera | 0 | 0 | 15 | 0 | 0 | 2 | 0 | 0 | 17 | 0 | 0 | 34 |
| Marin | 0 | 0 | 39 | 0 | 0 | 7 | 0 | 1 | 39 | 0 | 0 | 86 |
| Mariposa | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 3 | 7 |
| Mendocino | 0 | 0 | 5 | 0 | 0 | 4 | 0 | 0 | 6 | 0 | 2 | 17 |
| Merced | 0 | 0 | 22 | 0 | 0 | 3 | 0 | 1 | 29 | 0 | 0 | 54 |
| Modoc | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mono | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 4 |
| Monterey | 0 | 3 | 50 | 0 | 0 | 20 | 0 | 0 | 55 | 0 | 1 | 129 |
| Napa | 0 | 0 | 20 | 0 | 0 | 6 | 0 | 1 | 23 | 0 | 0 | 49 |
| Nevada | 0 | 0 | 6 | 0 | 0 | 2 | 0 | 0 | 12 | 0 | 0 | 20 |
| Orange | 1 | 16 | 185 | 1 | 0 | 79 | 0 | 5 | 957 | 1 | 10 | 1,255 |
| Placer | 1 | 0 | 29 | 0 | 0 | 10 | 0 | 0 | 57 | 0 | 1 | 98 |

| | | | | | | | | | | | | |
|-----------------|---|----|-----|---|---|-----|---|---|-----|---|----|-----|
| Plumas | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 5 | 0 | 0 | 8 |
| Riverside | 0 | 8 | 146 | 1 | 2 | 39 | 0 | 0 | 477 | 0 | 7 | 680 |
| Sacramento | 2 | 11 | 269 | 0 | 3 | 72 | 0 | 1 | 510 | 1 | 8 | 877 |
| San Benito | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 1 | 13 |
| San Bernardino | 0 | 4 | 173 | 2 | 0 | 53 | 0 | 0 | 457 | 1 | 5 | 695 |
| San Diego | 5 | 13 | 236 | 0 | 1 | 109 | 0 | 4 | 594 | 1 | 21 | 984 |
| San Francisco | 0 | 5 | 192 | 0 | 1 | 49 | 0 | 0 | 324 | 1 | 8 | 580 |
| San Joaquin | 0 | 3 | 86 | 0 | 1 | 25 | 0 | 1 | 119 | 0 | 0 | 235 |
| San Luis Obispo | 0 | 0 | 17 | 0 | 0 | 6 | 0 | 0 | 26 | 0 | 0 | 49 |
| San Mateo | 0 | 3 | 80 | 0 | 0 | 11 | 0 | 1 | 125 | 0 | 0 | 220 |
| Santa Barbara | 0 | 1 | 34 | 0 | 0 | 12 | 0 | 0 | 79 | 0 | 0 | 126 |
| Santa Clara | 2 | 8 | 175 | 0 | 0 | 62 | 0 | 3 | 291 | 1 | 12 | 554 |
| Santa Cruz | 0 | 0 | 19 | 0 | 0 | 7 | 0 | 1 | 29 | 0 | 0 | 56 |
| Shasta | 0 | 0 | 22 | 0 | 0 | 6 | 0 | 1 | 16 | 0 | 2 | 47 |
| Sierra | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Siskiyou | 0 | 0 | 2 | 0 | 1 | 3 | 0 | 0 | 5 | 0 | 1 | 12 |
| Solano | 0 | 0 | 46 | 0 | 2 | 12 | 0 | 0 | 55 | 0 | 1 | 116 |
| Sonoma | 0 | 0 | 49 | 0 | 0 | 14 | 0 | 0 | 77 | 0 | 6 | 146 |
| Stanislaus | 0 | 0 | 50 | 0 | 1 | 14 | 0 | 0 | 82 | 0 | 1 | 148 |
| Sutter | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 9 | 1 | 0 | 14 |
| Tehama | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 3 |
| Trinity | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 |
| Tulare | 0 | 0 | 38 | 0 | 0 | 5 | 0 | 1 | 77 | 0 | 0 | 121 |
| Tuolumne | 0 | 0 | 3 | 0 | 0 | 4 | 0 | 0 | 5 | 0 | 0 | 12 |
| Unknown | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Ventura | 0 | 2 | 43 | 0 | 0 | 22 | 0 | 0 | 155 | 0 | 2 | 224 |
| Yolo | 0 | 0 | 31 | 0 | 0 | 11 | 0 | 0 | 25 | 0 | 2 | 69 |
| Yuba | 0 | 0 | 3 | 0 | 0 | 4 | 0 | 0 | 5 | 1 | 0 | 13 |

APPENDIX D: DEMOGRAPHIC INFORMATION OF COMPLAINANTS

TABLE 1: RACE¹¹

| | CC54 | Fair Chance Act | Employment | Equal Pay Act | GC11135 | Housing | Human Trafficking | Ralph | Right- to-Sue | SHPT | Unruh | TOTAL |
|--|------|-----------------|------------|---------------|---------|---------|-------------------|-------|---------------|------|-------|-------|
| American Indian, Native American, or Alaska Native | 0 | 3 | 81 | 0 | 1 | 19 | 0 | 1 | 21 | 0 | 5 | 131 |
| Asian | 0 | 9 | 220 | 3 | 2 | 36 | 0 | 3 | 130 | 1 | 10 | 414 |
| Black or African American | 0 | 46 | 847 | 2 | 4 | 230 | 0 | 5 | 353 | 0 | 59 | 1,546 |
| Native Hawaiian or Other Pacific Islander | 1 | 2 | 31 | 0 | 0 | 3 | 0 | 0 | 17 | 0 | 1 | 55 |
| White | 12 | 58 | 935 | 1 | 2 | 183 | 0 | 5 | 485 | 3 | 31 | 1,715 |
| Other | 2 | 27 | 463 | 2 | 1 | 108 | 0 | 1 | 310 | 0 | 13 | 927 |

¹¹ Demographic information voluntarily provided by some but not all complainants.

TABLE 2: ETHNICITY¹²

| | CC54 | Fair Chance Act | Employment | Equal Pay Act | GC11135 | Housing | Human Trafficking | Ralph | Right-to-Sue | SHPT | Unruh | TOTAL |
|------------------------|------|-----------------|------------|---------------|---------|---------|-------------------|-------|--------------|------|-------|-------|
| Hispanic or Latino | 2 | 48 | 874 | 1 | 2 | 164 | 0 | 3 | 505 | 1 | 17 | 1,617 |
| Non-Hispanic or Latino | 13 | 97 | 1,785 | 7 | 7 | 416 | 0 | 12 | 778 | 4 | 101 | 3,220 |

¹² Demographic information voluntarily provided by some but not all complainants.

TABLE 3: NATIONAL ORIGIN¹³

| | CC54 | Fair Chance Act | Employment | Equal Pay Act | GC11135 | Housing | Human Trafficking | Ralph | Right-to-Sue | SHPT | Unruh | TOTAL |
|-----------------|------|-----------------|------------|---------------|---------|---------|-------------------|-------|--------------|------|-------|-------|
| Afghani | 0 | 0 | 7 | 0 | 0 | 1 | 0 | 0 | 7 | 0 | 1 | 16 |
| American [U.S.] | 11 | 97 | 1,319 | 0 | 3 | 289 | 0 | 5 | 652 | 1 | 54 | 2,431 |
| Asian Indian | 0 | 1 | 37 | 0 | 0 | 4 | 0 | 1 | 16 | 0 | 1 | 60 |
| Bangladeshi | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 3 |
| Cambodian | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 9 |
| Canadian | 0 | 2 | 10 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 1 | 16 |
| Chinese | 0 | 2 | 48 | 0 | 1 | 8 | 0 | 1 | 29 | 1 | 4 | 94 |
| Cuban | 0 | 1 | 2 | 0 | 0 | 2 | 0 | 0 | 3 | 0 | 0 | 8 |
| Dominican | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 8 |
| Egyptian | 0 | 0 | 18 | 0 | 0 | 5 | 0 | 0 | 4 | 0 | 0 | 27 |
| English | 1 | 1 | 70 | 0 | 1 | 16 | 0 | 0 | 32 | 1 | 0 | 122 |
| Ethiopian | 0 | 0 | 4 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 1 | 8 |
| Fijian | 0 | 2 | 5 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 10 |
| Filipino | 0 | 3 | 38 | 0 | 0 | 6 | 0 | 0 | 35 | 0 | 1 | 83 |
| German | 0 | 0 | 6 | 0 | 0 | 3 | 0 | 0 | 1 | 0 | 5 | 15 |
| Ghanaian | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Guamanian | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 3 |
| Haitian | 0 | 1 | 5 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 8 |
| Hawaiian | 0 | 0 | 4 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 1 | 8 |
| Hmong | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 3 |
| Indonesian | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Iranian | 0 | 0 | 14 | 0 | 0 | 2 | 0 | 0 | 11 | 0 | 1 | 28 |
| Iraqi | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 5 |
| Irish | 0 | 1 | 7 | 0 | 0 | 3 | 0 | 0 | 2 | 0 | 1 | 14 |
| Israeli | 1 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 5 |
| Italian | 0 | 0 | 10 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 14 |
| Jamaican | 0 | 1 | 4 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 8 |
| Japanese | 0 | 0 | 7 | 1 | 0 | 2 | 0 | 0 | 5 | 0 | 0 | 15 |

¹³ Demographic information voluntarily provided by some but not all complainants.

| | CC54 | Fair Chance Act | Employment | Equal Pay Act | GC11135 | Housing | Human Trafficking | Ralph | Right- to-Sue | SHPT | Unruh | TOTAL |
|----------------------------|------|-----------------|------------|---------------|---------|---------|-------------------|-------|---------------|------|-------|-------|
| Korean | 0 | 0 | 9 | 0 | 0 | 3 | 0 | 1 | 8 | 0 | 1 | 22 |
| Laotian | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 |
| Lebanese | 0 | 0 | 6 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 9 |
| Malaysian | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Mexican | 0 | 13 | 364 | 1 | 1 | 58 | 0 | 1 | 165 | 0 | 4 | 607 |
| Nigerian | 0 | 1 | 15 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 21 |
| Pakistani | 0 | 0 | 4 | 0 | 0 | 3 | 0 | 0 | 2 | 0 | 0 | 9 |
| Puerto Rican | 0 | 0 | 13 | 0 | 0 | 5 | 0 | 0 | 3 | 0 | 1 | 22 |
| Salvadoran | 0 | 2 | 24 | 0 | 0 | 4 | 0 | 0 | 8 | 0 | 0 | 38 |
| Samoan | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Sri Lankan | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Syrian | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 |
| Taiwanese | 0 | 0 | 7 | 0 | 0 | 2 | 0 | 0 | 5 | 0 | 0 | 14 |
| Thai | 0 | 0 | 3 | 0 | 0 | 2 | 0 | 0 | 4 | 0 | 0 | 9 |
| Tongan | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Trinidadian and Tobagonian | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 3 |
| Vietnamese | 0 | 0 | 14 | 0 | 1 | 0 | 0 | 0 | 6 | 0 | 1 | 22 |
| Other African | 0 | 0 | 45 | 0 | 0 | 8 | 0 | 0 | 8 | 0 | 1 | 62 |
| Other Asian | 0 | 0 | 16 | 0 | 0 | 2 | 0 | 0 | 3 | 0 | 0 | 21 |
| Other Caribbean | 0 | 0 | 3 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 7 |
| Other European | 0 | 2 | 40 | 0 | 0 | 7 | 0 | 1 | 15 | 1 | 1 | 67 |
| Other Hispanic/Latino | 1 | 5 | 104 | 0 | 0 | 37 | 0 | 2 | 47 | 0 | 6 | 202 |
| Other Middle Eastern | 0 | 0 | 9 | 0 | 0 | 6 | 0 | 0 | 11 | 0 | 0 | 26 |
| Other | 0 | 5 | 89 | 0 | 1 | 24 | 0 | 0 | 37 | 0 | 3 | 159 |

TABLE 4: SEXUAL ORIENTATION¹⁴

| | CC54 | Fair Chance Act | Employment | GC11135 | Housing | Human Trafficking | Ralph | Right-to-Sue | SHPT | Unruh | TOTAL |
|--------------------------|------|-----------------|------------|---------|---------|-------------------|-------|--------------|------|-------|-------|
| Straight or Heterosexual | 5 | 62 | 1,864 | 8 | 353 | 0 | 6 | 830 | 3 | 62 | 3,193 |
| Gay or Lesbian | 4 | 6 | 210 | 1 | 66 | 0 | 4 | 95 | 0 | 10 | 396 |
| Bisexual | 2 | 4 | 99 | 0 | 23 | 0 | 0 | 34 | 1 | 7 | 170 |
| Other | 0 | 1 | 91 | 0 | 26 | 0 | 1 | 28 | 1 | 5 | 153 |

¹⁴ Demographic information voluntarily provided by some but not all complainants.

TABLE 5: SEX¹⁵

| | CC54 | Fair Chance Act | Employment | Equal Pay Act | GC11135 | Housing | Human Trafficking | Ralph | Right-to-Sue | SHPT | State Contractors | Unruh | TOTAL |
|--------------------|------|-----------------|------------|---------------|---------|---------|-------------------|-------|--------------|------|-------------------|-------|-------|
| Male | 7 | 111 | 1,165 | 0 | 3 | 192 | 0 | 4 | 737 | 1 | | 47 | 2,267 |
| Female | 8 | 33 | 1,675 | 9 | 8 | 382 | 0 | 16 | 1,061 | 3 | 0 | 43 | 3,238 |
| Transgender Male | 2 | 1 | 46 | 0 | 0 | 12 | 0 | 1 | 11 | 1 | 0 | 2 | 76 |
| Transgender Female | 0 | 0 | 10 | 0 | 0 | 3 | 0 | 1 | 5 | 0 | 0 | 0 | 19 |
| Non-Binary | 0 | 0 | 11 | 0 | 1 | 4 | 0 | 0 | 2 | 0 | 0 | 4 | 22 |
| Other | 0 | 0 | 18 | 0 | 0 | 8 | 0 | 0 | 8 | 0 | 0 | 1 | 35 |

¹⁵ Demographic information voluntarily provided by some but not all complainants.