

**CELEBRATING**

**50**

**Years 1962-2012**

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**ANNUAL REPORT**

**July 1, 2011—June 30, 2012**



**HUMAN RELATIONS  
COMMISSION**

# Table of Contents

Mission Statement .....2

Letter From the Mayor .....3

Letter From the Director .....4

Board Information..... 5

Staff .....6

Complaint Process ..... 7

Intake .....8

Settlements and Conciliations ..... 12

Certification .....18

Prequalification ..... 19

Citizen Advocate .....20

Celebrations .....22

Education and Outreach ..... 25

## MISSION STATEMENT



*To promote unity, understanding, and equal opportunity among all people of Louisville Metro and to eliminate all forms of bigotry, bias, and hatred from the community*



OFFICE OF THE MAYOR  
LOUISVILLE, KENTUCKY

GREG FISCHER  
MAYOR

August 1, 2012

Dear Friends:

Welcome to this report of the challenges, progress and accomplishments for the past year by the Louisville Metro Human Relations Commission.

It was a year full of education, outreach, opportunity, access and advocacy that touched citizens throughout our city.

The Commission has been doing that level of work for many years. In fact, this past year was remarkable in that it brings us now to the 50th anniversary of the Commission and its vital mission and work. Formed near the start of the history-changing civil rights movement of the 1960s, the Commission has been a voice and a conscience for our community for five decades, creating a strong record of civil and human rights, justice and fairness for all.

However, many critical issues and challenges lie ahead in Louisville, around the nation and throughout our increasingly complex and connected global society.

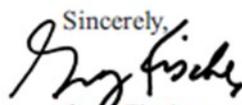
As your mayor, my goal is to give all citizens a voice and a shared stake in making our city a better place for all citizens -- regardless of the color of your skin, where you were born, or the circumstances you find yourself in at this moment.

We want a Louisville where all citizens can find good jobs, with fair pay and decent working conditions, and to be able to reach out and attain the education they need for those jobs.

We want a Louisville where all citizens are healthier, have equal access to quality healthcare, and to healthy, nutritious foods in their neighborhoods.

We also want a Louisville where all of our citizens are treated with compassion, where neighbor helps neighbor, stranger reaches out to stranger -- and no one goes wanting.

To that end, I'm proud that in late 2011, Louisville became the largest city in the U.S. to sign on to the international Charter for Compassion -- a distinction that speaks volumes about our city, its caring organizations and people. The Human Relations Commission stands at the forefront of achieving that distinction and our commitment to maintaining it in the years to come.

Sincerely,  
  
Greg Fischer  
Mayor



HUMAN RELATIONS COMMISSION  
LOUISVILLE, KENTUCKY

GREG FISCHER  
MAYOR

CAROLYN MILLER-COOPER  
EXECUTIVE DIRECTOR

August 2012

Dear Citizens of Louisville Metro:

I am proud to present the Louisville Metro Human Relations Commission's 2012 Annual Report. The Commission is challenged by our mission to promote unity, understanding and equal opportunity in our community. We strive every day to educate, communicate and fairly enforce the goals set forth in the ordinance that created this agency. This has been of particular significance this year as the Commission marked its 50<sup>th</sup> year of existence. We commemorated this anniversary by rededicating ourselves to celebrating the diversity of our city, working to ensure that all citizens are treated fairly, with respect and dignity and fostering dialogue between all groups to promote understanding and acceptance.

The Commission recognizes that Metro Louisville is only as strong as its citizens, all its citizens, and that it's important that all be able to compete and participate in the community on a level playing field. Thus, we remain steadfast in our commitment to fighting discrimination in business dealings, housing, employment, civil hate crimes and public accommodations.

The Commission will continue this fight each day as there is still plenty of work to be done to guarantee equality for every person in Louisville Metro. That has been our goal, our purpose for fifty years and will remain so in the days to come.

Sincerely,



Carolyn Miller-Cooper  
Executive Director

WWW.LOUISVILLEKY.GOV

410 WEST CHESTNUT STREET, SUITE 300A LOUISVILLE, KENTUCKY 40202

## Human Relations Commission Boards

### Advocacy Board:

A ten member board, appointed by the Mayor with the approval of Metro Council, is to promote and secure mutual understanding and respect among all economic, social, religious, ethnic and social groups in Louisville. Members are:

Jennifer Adams-Tucker

John Mark Eberhardt

Ira Grupper

Miguel Mireles

Shameka Parrish-Wright

Dr. Prafula Sheth

Heather Williams

Dawn Wilson

### Enforcement Board:

A seven member board, appointed by the Mayor with the approval of Metro Council. This Board assists in the enforcement of antidiscrimination laws. Members are:

Melissa Allen

Glenda Berry

Judge Paula Fitzgerald

Reginald Glass

Oneita Phillips

Dr. Thomas Sabetta

Ibrahim Syed

## **HUMAN RELATIONS COMMISSION STAFF**

**Carolyn Miller-Cooper, Executive Director**

**Bobbi Selmon, Compliance Analyst**

**Dawn Buffington, Administrative Clerk/Intake Officer**

**Diniah Calhoun, Executive Assistant**

**Harold Rogers, Compliance Officer**



**Linda Holland, Compliance Officer**

**Martha Lawfer, Compliance Officer**

**Nick Valenzuela, Compliance Officer**

**Pam Horne, Education Coordinator**

**Richard Everett, Compliance Specialist**

**Richard Smith, Compliance Officer Trainee**

**Rotonia Sanford, Secretary**

**Sandra Bumphus, Administrative Clerk/Intake Officer**

**Tony Seay, Compliance Analyst**

**C**itizens of Louisville Metro may file complaints with the Commission if they believe that they have suffered discrimination in employment, housing, and places of public accommodation or discriminatory Interferences with another person or property. The Commission is a referral agency for two federal agencies: the Equal Employment Opportunity Commission and the Department of Housing and Urban Development. Pursuant to these contracts, complaints are dual filed with those agencies.

Prior to filing a complaint, it must be signed by the Complainant and sworn to as true. Once filed, the complaint is assigned to a Compliance Officer for investigation.

The investigation begins with service of the complaint on the Respondent.

The Respondent usually makes a formal reply, which becomes a part of the record. The investigator will request necessary documentation and interviews to evaluate the merits of the Complainant's allegations and the Respondent's position. At the conclusion of the investigation, the investigator submits findings, along with a recommendation to the Agency's Executive Director.

The Executive Director is responsible for determining whether or not the acts substantiate a finding of "probable cause" or "no probable cause." After review of each case, the Executive Director will determine the disposition of the case.

When the Executive Director makes a finding of "no probable cause," the complaint is dismissed. The Complainant may ask for reconsideration after the order of dismissal. Where the Executive Director makes a finding of "probable cause," the Commission attempts to conciliate the complaint. If conciliation efforts fail, the matter is set for public hearing or court. And referred to the County Attorney's Office.

At a public hearing, a Hearing Officer sits as an impartial individual to hear the case. The Hearing Officer makes a decision based upon the weight of the evidence. The Hearing Officer's decision is binding, but may be appealed to the Appeal Committee of the Commission, followed by Circuit Court review.

## COMPLAINT PROCESS





# Louisville

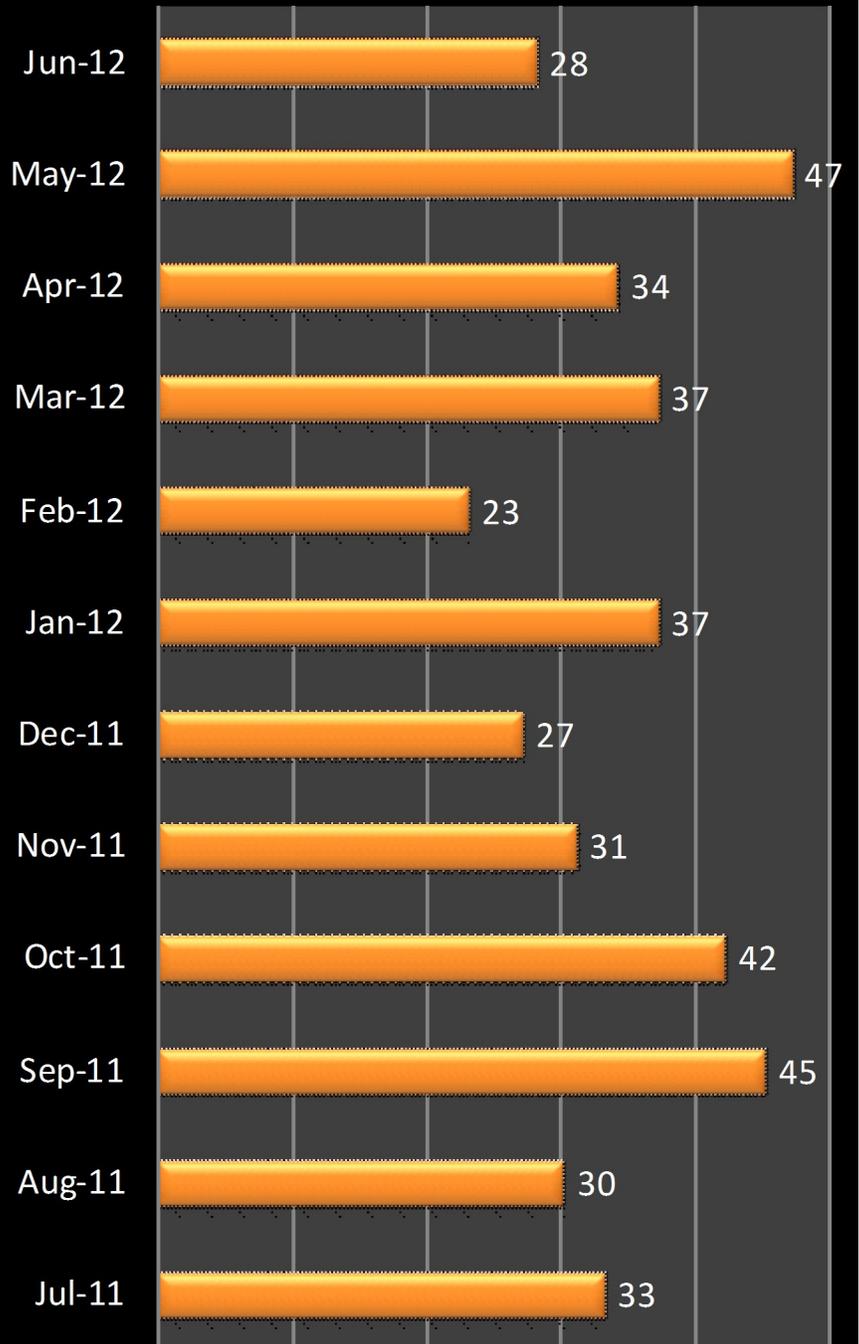


## INTAKE

### INQUIRIES

The number of inquiries received from July 1, 2011 to June 30, 2012 are reflected in the listed chart.

## INQUIRIES JULY 2011 - JUNE 2012



# ORDINANCE HISTORY

## CITY OF LOUISVILLE ORDINANCES

Ordinance No. 21, Series 1967

Ordinance No. 116, Series 1968

Ordinance No. 9, Series 1999

Ordinance No. 88, Series 2001

Ordinance No. 349, Series 1991

Ordinance No. 281, Series 1991

Ordinance No. 41, Series 1969

Ordinance No. 68, Series 1978

Ordinance No. 140, Series 1988

## JEFFERSON COUNTY ORDINANCE AND RESOLUTIONS

Ordinance No. 2, Series 1993

Ordinance No. 8, Series 1988

Ordinance NO. 16, Series 1987

Ordinance No. 36, Series 1999

## LOUISVILLE AND JEFFERSON COUNTY METRO ORDINANCES

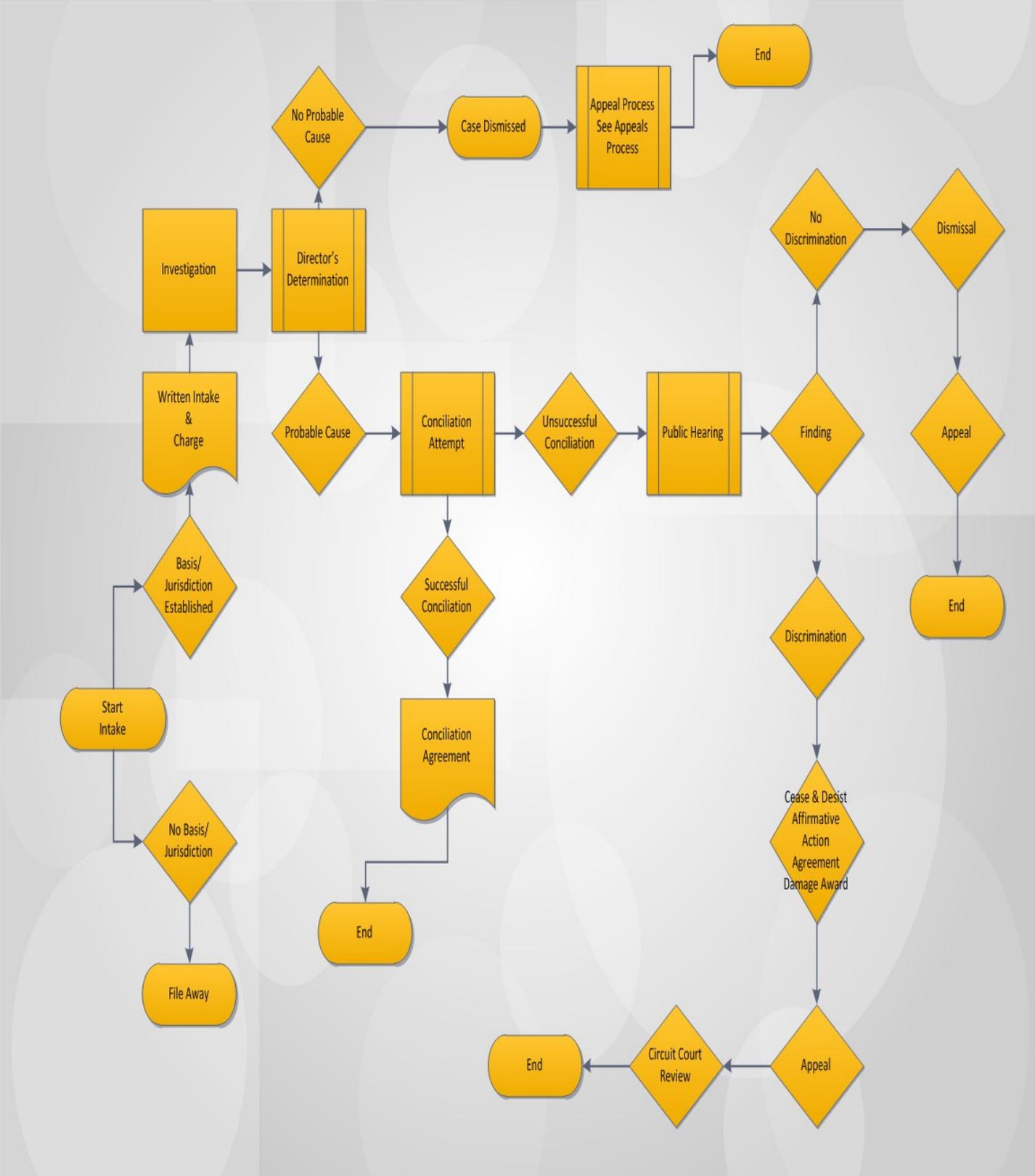
Ordinance No. 129-2003

Ordinance No. 214, Series 2005

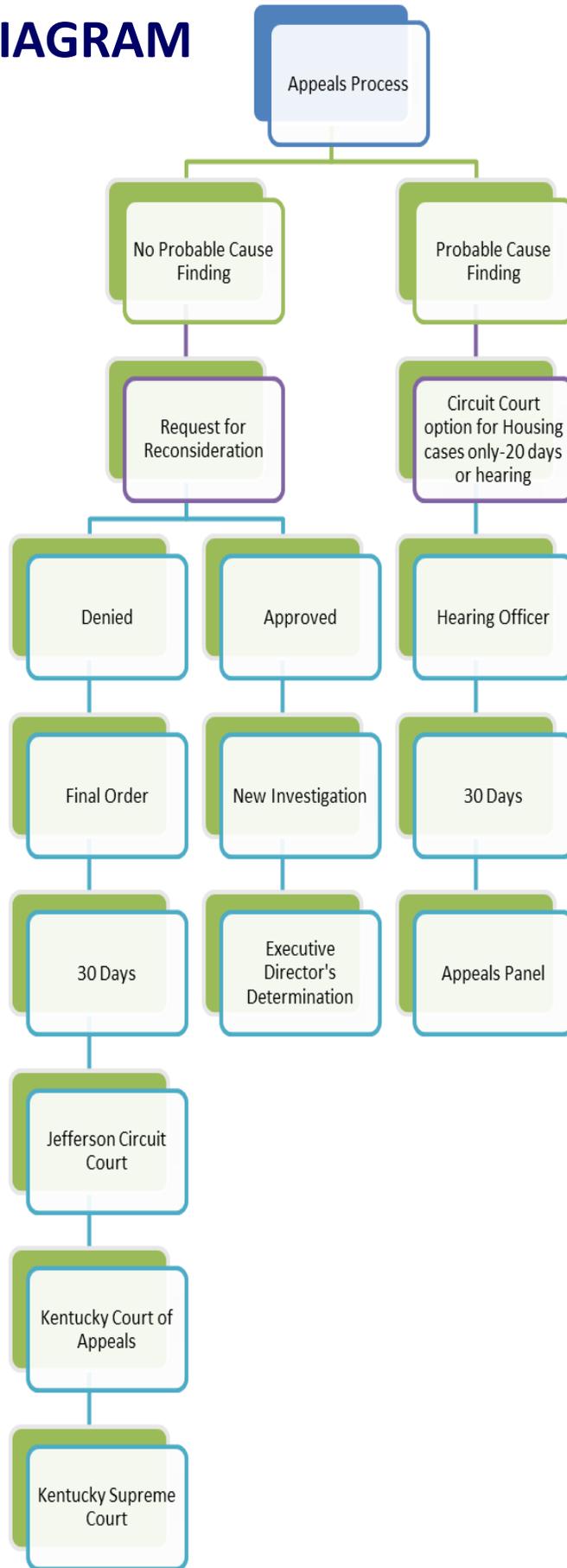
Ordinance No. 193-2004

Ordinance No. 102, Series 2007

# COMPLAINT PROCESS DIAGRAM



# APPEALS PROCESS DIAGRAM



## SETTLEMENTS AND CONCILIATIONS: PUBLIC ACCOMMODATION

### ***Smith v. Phoenix Health Center***

Basis: National Origin

Adverse Action: Unfair treatment

Settlement: Parties agreed upon a change to the client's provided service.

### ***Hayden v. Blockbuster, LLC***

Basis: Race

Adverse Action: Terms and Conditions

Terms: \$1,000.00

### ***Bright v. The Chariot Hotel***

Basis: Race

Adverse Action

Terms: \$2,000.00

## SETTLEMENTS AND CONCILIATIONS: BIAS RELATED CRIME

### ***Davis v. Fowler***

Basis: Sexual Orientation

Adverse Action: Intentional Interference with Another Person (mental distress)

Terms: Diversity/sensitivity training, \$150.00, written letter of apology

## SETTLEMENTS AND CONCILIATIONS: HOUSING

### ***Pumphrey v. The Community Builders, Inc.***

Basis: Disability

Adverse Action: Refusal to make a reasonable accommodation/rental housing unit transfer

Terms: \$5,000.00, rental unit transfer, affirmation of fair housing training

### ***Shindlebower v. Clifton Lofts Condominium Owners Association, Inc.***

Basis: Disability

Adverse Action: Refusal to make a reasonable accommodation/accessible parking space

Terms: Reserved disability-accessible parking space

### ***Reed, Evelyn v. Schempp Realty & Management***

Basis: Race and Disability

Adverse Action: Eviction

Terms: Respondent agrees to:

1. Make Repairs
2. Use Remaining credit towards the Complainant's current rent;
3. Complainant's unit be painted after Labor Day, the week of September 5, 2011 with prior notification, less the two rooms that were painted one (1) year ago;
4. Pipes be inspected to insure that hot water usage is applied correctly;
5. Respondent work with Fair Housing Representative, Art Crosby, to resolve any non-emergency concerns; and
6. Attend Fair Housing Training.

## SETTLEMENTS AND CONCILIATIONS : HOUSING CONT...

### ***Najem v. Yorktown Apartments – Withdrawal with Resolution***

Basis: Disability and Race

Adverse Action: Eviction

Terms: The Complainant withdrew her complaint because since she filed the complaint, the Respondent handles maintenance request in a timelier manner

### ***Rubin, Sidney v. Casa Granada Condominiums, et al.***

Basis: Disability

Adverse Action: Discrimination in the terms, conditions, privileges, or services and facilities

Terms: Complainant received an assigned, disability parking space

### ***Louisville Metro Human Relations Commission (LMHRC) Enforcement Board v. Herbert Miller***

Basis: Familial Status

Adverse Action: Advertise in a discriminatory manner

Settlement: Respondent will refrain from using discriminatory advertising and will attend fair housing training.

### ***Thompson v. Conventry Commons Apartments***

Basis: Disability

Adverse Action: Discrimination in the terms, conditions, privileges, or services and facilities.

Settlement: Respondent will provide the Complainant with an assigned, handicap parking space and pay the Complainant Four Thousand Dollars (\$4,000.00) for embarrassment and humiliation damages

### ***Blair v. Clark Property Management***

Basis: Race and Sex

Adverse Action: Refuse to rent, discrimination terms, conditions, privileges, or services; falsely deny housing was available; and Respondent denied access to view rental unit and used conditions of employment as a reason to justify: based on race, Black; and sex, female

Terms: Ten (10) Months Free Rent (\$4,250.00); Eviction proceedings cancelled; Five Hundred Dollars (\$500.00) moving expenses paid to the Complainant for a total of Four Thousand, Seven Hundred and Fifty Dollars (\$4,750.00) and the Complainant agreed to withdraw her employment complaint with the Kentucky Commission on Human Rights

## SETTLEMENTS AND CONCILIATIONS : EMPLOYMENT

### ***Gray v. Bluegrass Surgery & Laser Center/AMSURG***

Basis: Race, Retaliation

Adverse Action: Terms and Conditions, Termination

Terms: \$5,000.00 and letter of reference.

### ***Robinson, Rayshan v. Lowe's Home Centers, Inc.***

Basis: Race, Retaliation

Adverse Action: Terms and Conditions

Terms: Removal of disciplinary action from employee file.

## SETTLEMENTS AND CONCILIATIONS: EMPLOYMENT CONT...

### ***Goodman v. Kelly Services***

Basis: Disability

Adverse Action: Failure to hire

Terms: Respondent agrees that it has and will maintain an Accommodation Policy statement for all of its Louisville, Jefferson County, Kentucky office locations, and for their employees engaged to work in Louisville, Jefferson County, Kentucky.

### ***Bryant v. Steak 'n Shake***

Basis: Sex

Adverse Action: Terms and conditions, Termination

Terms: Respondent agrees to pay the Complainant the sum of \$400.00.

### ***Hogue v. Dr. Zoom – Auto Repair Specialist***

Basis: Sex

Adverse Action: Terms and conditions, constructive termination

Terms: \$6,000

### ***Maupin v. Jewish Hospital***

Basis: Sex

Adverse Action: Terms and conditions, termination

Settlement: \$1,250 less legal deductions.

### ***Colin v. Kroger Co.***

Basis: Disability

Adverse Action: Failure to hire

Settlement: Raise in pay and work hours.

### ***Dayib v. GameStop Distribution Center***

Basis: National Origin, Religion

Adverse Action: Religious Accommodation

Terms: Religious accommodation granted.

### ***Mahadi v. GameStop Distribution Center***

Basis: National Origin, Religion

Adverse Action: Religious Accommodation

Terms: Religious accommodation granted

### ***Mohamed v. GameStop Distribution Center***

Basis: National Origin, Religion

Adverse Action: Religious Accommodation

Terms: Religious accommodation granted

### ***Osman v. GameStop Distribution Center***

Basis: National Origin, Religion

Adverse Action: Religious Accommodation

Terms: Religious accommodation granted

### ***Yussuf v. GameStop Distribution Center***

Basis: National Origin, Religion

Adverse Action: Religious Accommodation

Terms: Religious accommodation granted

## SETTLEMENTS AND CONCILIATIONS: EMPLOYMENT CONT...

### ***Mills v. Golden Buddha***

Basis: Sex (pregnancy)

Adverse Action:

Terms: \$750.00

## SETTLEMENTS AND CONCILIATIONS WITH AGREEMENT FOR NON-DISCLOSURE: EMPLOYMENT

*Basis:* Disability and Race \$21,000.00

*Basis:* Age \$30,000.00 + pay increase

*Basis:* Sexual Orientation \$492.16

*Basis:* National Origin \$1,000.00

*Basis:* Race Term: Rehired

*Basis:* Race Term: \$1,000.00

*Basis:* Race Term; \$10,000.00

*Basis:* Race Term; Rehired

*Basis:* Race Term; \$1,000.00

*Basis:* Race Term; \$10,000.00

## Complaints Filed

	<b>Employment</b>	<b>Public Accommoda- tions</b>	<b>Housing</b>	<b>Hate</b>	<b>Total</b>
Race	101	7	33	1	142
Sex	65	0	7	0	72
Disability	44	7	19	0	70
National Origin	16	2	5	0	23
Sexual Orientation	13	3	1	5	22
Gender Identity	1	1	0	0	2
Color	5	0	1	0	6
Religion	8	0	1	4	13
Age	22	0	1	0	23
Familial Status	0	0	11	0	11
Retaliation	37	0	0	0	37
<b>TOTAL</b>	<b>312</b>	<b>20</b>	<b>79</b>	<b>10</b>	<b>421</b>

## Complaints Closed

	<b><u>Employment</u></b>	<b><u>Public Accommodation</u></b>	<b><u>Housing</u></b>	<b><u>Hate Crimes</u></b>	<b><u>Total</u></b>
Race	64	7	21	5	97
Sex	40	1	5	0	46
Disability	34	10	23	1	68
National Origin	10	4	6	0	20
Sexual Orientation	8	2	1	6	17
Gender Identity	1	1	0	0	2
Color	2	0	1	0	3
Religion	8	0	1	3	12
Age	14	0	0	0	14
Familial Status	0	0	8	0	8
Retaliation	39	0	3	0	42
<b>TOTAL</b>	<b>220</b>	<b>25</b>	<b>69</b>	<b>15</b>	<b>329</b>

\*\* Some complaints allege more than one basis of discrimination. Therefore, the total number of complaints filed does not equal the total number of bases for complaints filed.

	<b><u>Employment</u></b>	<b><u>Public Accommodation</u></b>	<b><u>Housing</u></b>	<b><u>Hate Crimes</u></b>	<b><u>Total</u></b>
No Probable Cause	86	15	38	9	148
Probable Cause	4	0	3	1	8
Settlements	19	3	6	0	28
Administrative	15	3	5	2	25
Judicial Dismissals	0	0	0	0	0
Withdrawals	22	1	2	0	25
Hearings	1	0	1	0	2
Litigation	0	0	0	0	0
<b>TOTAL</b>	<b>147</b>	<b>22</b>	<b>55</b>	<b>12</b>	<b>236</b>



## HUMAN RELATIONS COMMISSION

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### **Enforcement Unit - Equal Opportunity Business Prequalification and Certification**

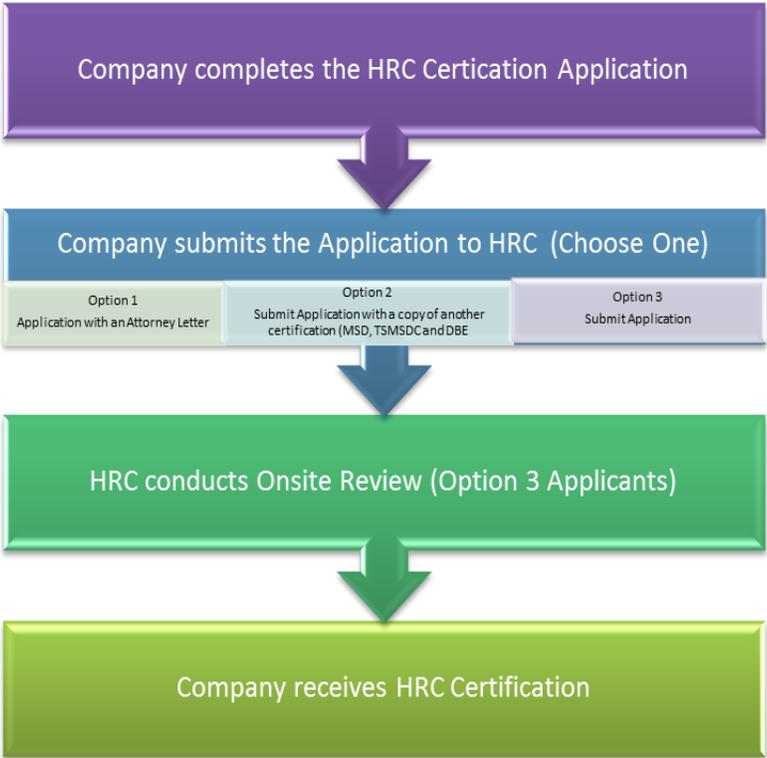
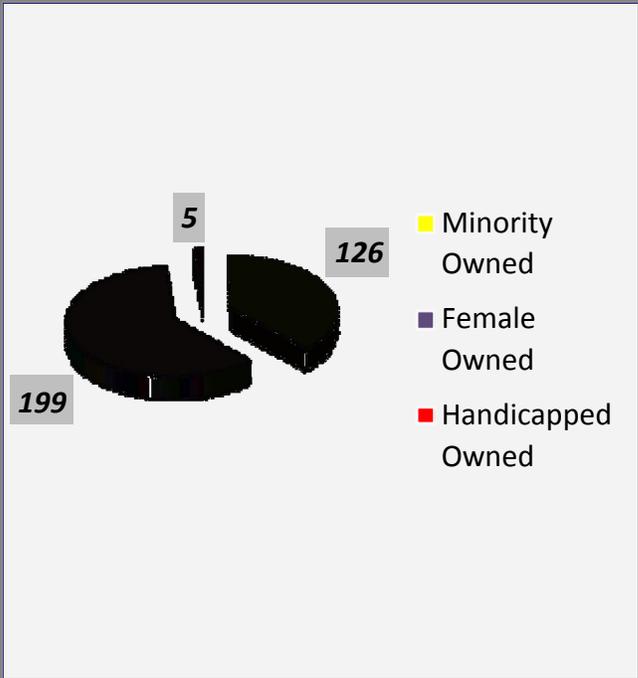
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The City of Louisville and Jefferson County Fiscal Court enacted City Ordinance No. 68, Series 1978 and County Ordinance No. 16, Series 1998 in order to support and encourage affirmative action in employment of minorities and females. This was updated by Ordinance 214, Series 2005. The Enforcement unit of the Commission conducts the day-to-day administration of these Ordinances.

Metro Government requires all contractors and vendors doing business with Metro Government to employ on an equal opportunity basis. In order to ensure that minorities and females are afforded equal opportunities, contractors and vendors are pre-qualified to do business by providing a written affirmative action plan that sets reasonable goals where under utilization is determined to exist.

# ENFORCEMENT UNIT...CERTIFICATION

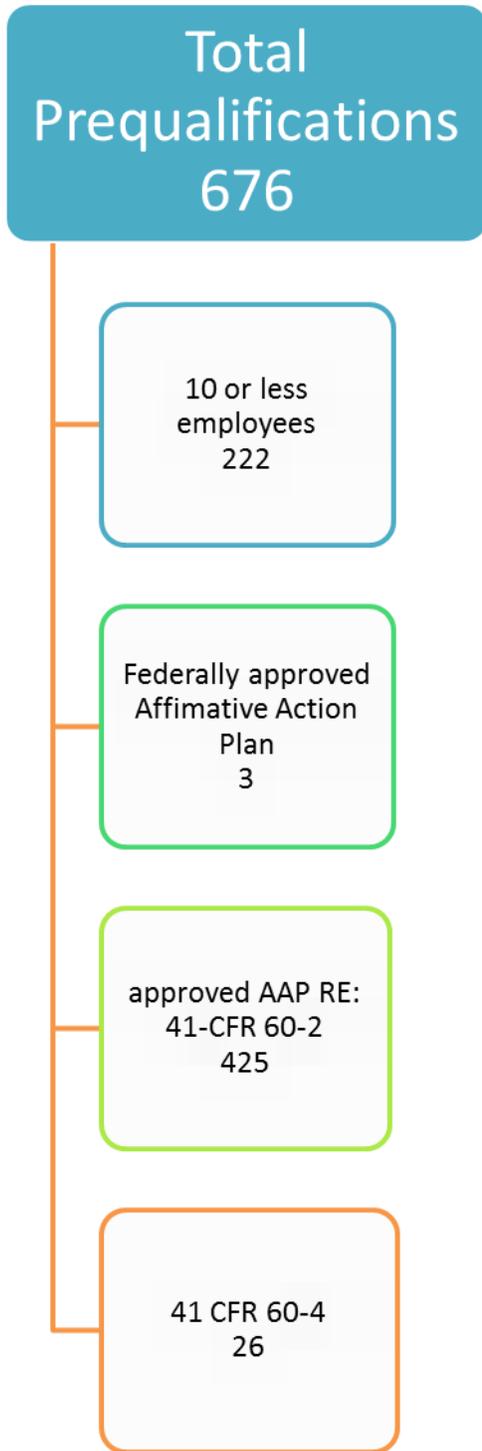
If a business is a sole proprietorship, partnership, corporation, joint venture, or any other business entity that is fifty-one percent (51%) owned and controlled by a minority (or group of minorities), by a woman (or group of women), or a person with a disability (or group of people with disabilities), the business can be certified by the HRC as a Minority Owned, Woman Owned, or Handicapped Owned Business Enterprise (MFHBE).



**A total of 330 Businesses were certified through the HRC from July 1, 2011 to June 30, 2012**

For more information on becoming a Certified Business visit [www.louisvilleky.gov/humanrelations/](http://www.louisvilleky.gov/humanrelations/) or call 502-574-3631

# ENFORCEMENT UNIT...PREQUALIFICATION



The City of Louisville and Jefferson County Fiscal Court enacted City Ordinance No. 68, Series 1978 and County Ordinance No. 16, Series 1998 in order to support and encourage affirmative action in employment of minorities and females. This was updated by Ordinance 214, Series 2005. The Enforcement Unit of the Commission conducts the day-to-day administration of these ordinances.

Metro Government requires all contractors and vendors doing business with Metro Government to employ on an equal opportunity basis. In order to ensure that minorities and females are afforded equal opportunity, contractors and vendors are prequalified to do business by providing a written plan that sets reasonable goals where under utilization is determined to exist.

An annual employment survey is sent out in July to determine compliance with the Ordinances. Beginning July 1, 2011 through June 30, 2012, 676 companies to do business with Metro government.

If you're a business that would like to become pre-qualified visit [www.louisvilleky.gov/humanrelations](http://www.louisvilleky.gov/humanrelations) or contact the Human Relations Commission at 502-574-3631.

# CITIZEN ADVOCATE



**HUMAN RELATIONS  
COMMISSION**

**T**he Human Relations Commission will provide assistance to citizens with the process of filing a complaint against a *LOUISVILLE METRO POLICE* officer. The Commission's role is to assist citizens who believe they have been mistreated by a police officer and are intimidated or overwhelmed with the process of going to the police department to file a complaint.

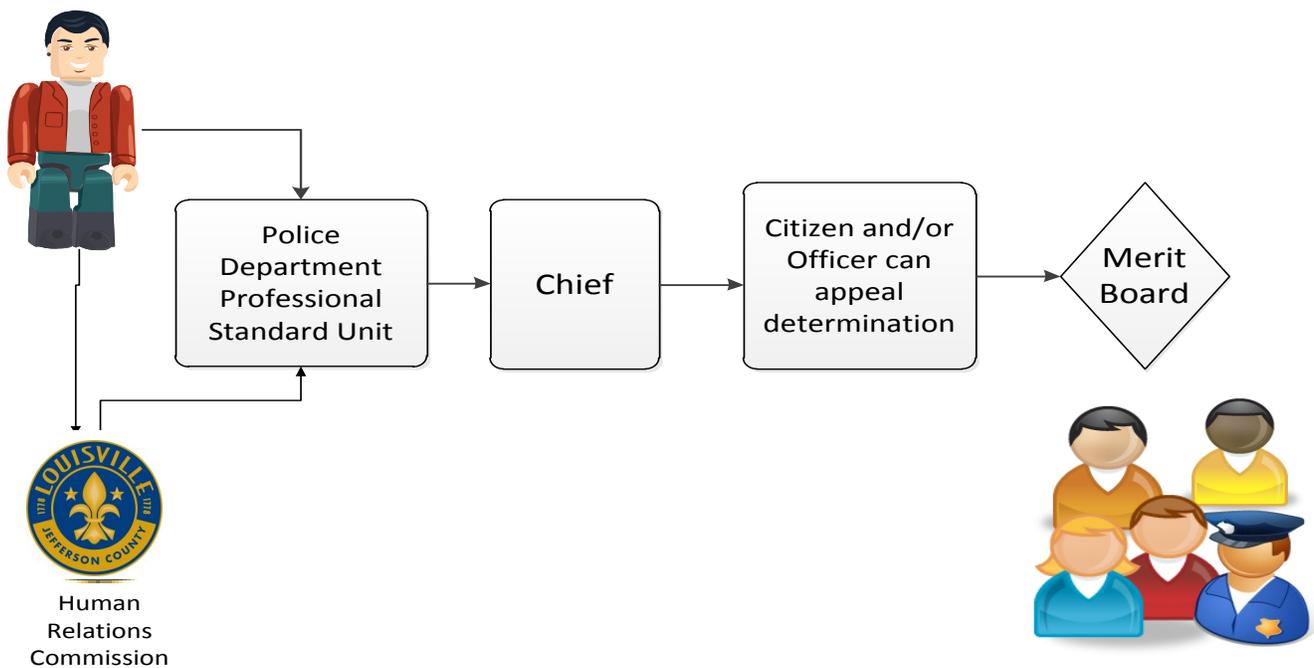
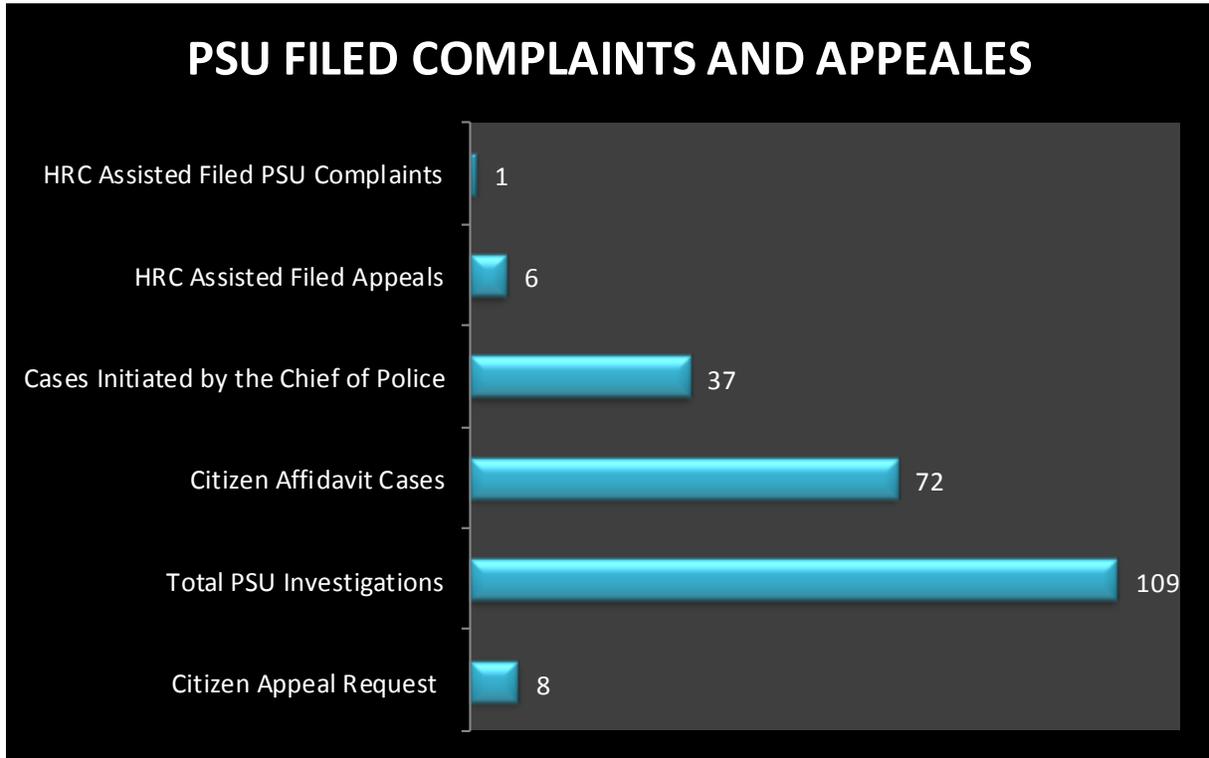
Our agency also provides assistance with the appeal process.

If you have questions or need assistance, contact the Human Relations Commission at 502-574-3631.

# PROFESSIONAL STANDARDS UNIT

## COMPLAINTS AND APPEALS

JULY 1, 2011 — JUNE 30, 2012





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**ON MARCH 27, 2012**

**THE LOUISVILLE METRO HRC CELEBRATED IT'S 50TH ANNIVERSARY. WE RECOGNIZE OUR DIRECTORS PAST AND PRESENT.**

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## **HUMAN RELATIONS COMMISSION**

**Mansir Tydings  
1962-1967**

**Martin Perley  
1968-1977**

**Max Tudor  
1977-1981**

**Gwendolyn Young  
1982-1993**

**Denise Brown  
1994-1997**

**Phyllis Brown  
1997-2002**

**Kellie Watson  
2002-2008**

**Carolyn Miller-Cooper  
2008-Present**

# Louisville Metro Human Relations Commission 16th Annual Race and Relations Conference

The Human Relations Commission hosted its 16th Annual Race and Relations Conference on January 24, 2012. Approximately 413 people attended. We were honored to present Lee Mun Wah of Stirfry Seminars and Consulting as our key note speaker and special guest Lonnie Ali. Workshops entitled: Living the Story, Last Chance for Eden, EEOC Legal Update, HUD Legal Update, Two Centuries of Black Louisville, Then and Now (1962-2012): Where Do We Go From Here?, Environmental Racism, Fairness— 20th Anniversary, Disability Rights, Cultural Diversity, and Board of Education Student Assignment Discussion provided education and community dialog.

Please make plans to attend the next annual Race and Relations Conference in 2013.



## HUMAN RELATIONS COMMISSION IN ACTION TO STRENGTHEN OUR COMMUNITY

Our agency may be small in number, but big in heart. The HRC has a heart of green (dollars), silver and gold (coins) when it comes to helping local charities such as Community Health Charities, the Crusade for Children, the Fund for the Arts, and the United Way. Through employee contributions we raised a total of \$1,242.62 for this year's Metro Employee Charitable Campaign.



The Human Relations Commission staff jumped right into Mayor Fischer's Give a Day initiative by volunteering time in April at a local Dare to Care Food Bank located at St. Matthew's Episcopal Church on 330 North Hubbards Lane. Our staff organized and helped out those in our community that are in need of food.



# EDUCATION & OUTREACH

The Human Relations Commission provided the following Education and Outreach opportunities from July 1, 2011 to June 30, 2012:

- Construction Consortium Conference
- Fair Housing Training for Department of Community Services and Revitalization
- Iftar Dinner
- Kentucky Jobs with Justice Steering Committee Presentation
- 6th Annual Kentucky Hispanic and Immigrant Networking Summit
- Conversation with the Commission Bonding Readiness: Taking It To The Next Level
- African American Initiative Education Summit
- Kentucky Commission on Human Rights Roundtable Discussion
- Partnering to Ensure Good Jobs for Everyone: A Community Conversation
- National Association for the Advancement of Colored People Dedication of a Kentucky Historic Marker
- Stop Foreclosure Now ... Urban League
- Ohio River Valley Women's Business Council Meet and Greet
- 16th Annual Race and Relations Conference
- 9th Annual Sacred Heart Academy's Multi-Cultural Dinner.
- Latino Citizens Police Academy – hate crime presentation
- Louisville Gay Black Pride Association Health Fair
- National Fair Housing Month Forum: The Impacts of Zoning on Fair Housing Choice
- Community Dialogue – Trayvon Martin
- Kentucky Commission on Human Rights Fair Housing Conference – Fair Housing Presentation
- Metro Disability Coalition Breaking Barriers Spotlight Awards Ceremony
- The Healing History Academy: "Widening the Circle"
- Americana World Festival
- Summerfest
- Fair Housing Presentation—Burundi Community
- WorldFest on the Belvedere





**HUMAN RELATIONS  
COMMISSION**

**410 W. Chestnut Street  
Suite 300A  
Louisville, Kentucky 40202  
502-574-3631**

Approved: \_\_\_\_\_

Date: \_\_\_\_\_