

# Davenport Civil Rights Commission

## 2015 Annual Report



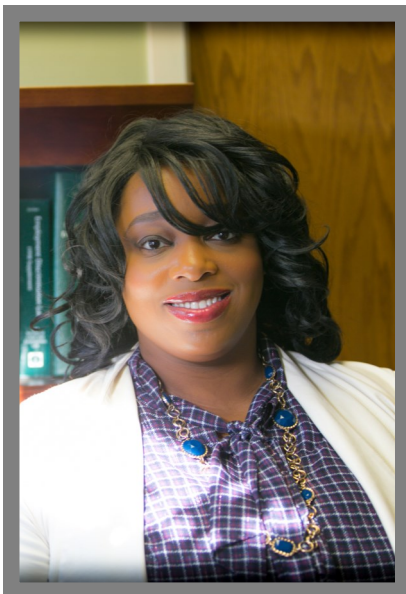
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# Director's Letter

Honorable Mayor and City Council:

I am pleased to submit the Davenport Civil Rights Commission annual report for calendar year 2015 pursuant to §2.58.050 (G) of the Davenport Civil Rights Ordinance. One hundred and fifty four complaints were filed in 2015. There were two complaining parties in complaints filed in 2015 who requested right to sue letters. Twelve of the complaints in 2015 received probable cause findings. Seven of the complaining parties who received probable cause findings settled their complaints in conciliation, and the remaining five have received a final decision from the Commission. Thirty-three of the complaints filed with the DCRC settled through the mediation or conciliation process or more informally through negotiations between the parties and/or staff. The remaining complaints continued through the investigative process. Injured parties recovered a total of \$304,000.00 in monetary damages in calendar year 2015 as well as changes in policies and procedures that resulted in a significantly positive impact for the community at large.

The Commission obtained outside funding in 2015 from the U.S. Department of Housing & Urban Development [HUD] in the amount of \$55,520.00 and \$52,950.00 from the Equal Employment Opportunity Commission [EEOC]. Both HUD and the EEOC require funding set aside for Commission staff to attend regular trainings to enable local civil rights agencies to remain case processing partners. In 2015, staff attended housing trainings in Kansas City, Missouri; Design and Construction training in Des Moines; Iowa, the National Fair Housing Training Academy in Washington D.C.; an EEOC conference in Washington D.C.; the EEOC conference in Atlanta, Georgia; and an Accessibility Symposium in Atlanta, Georgia.



I am extremely proud to report that the City of Davenport received a perfect score of 100 on the Human Rights Campaign Municipal Equality Index that was conducted and published in 2015. Davenport was ranked along with 408 other municipalities with many of them being state capitals and much larger cities than Davenport. The City of Davenport was one of two cities in the State of Iowa to receive a perfect score. The Human Rights Campaign ranked cities regarding their laws, policies, and services provided to the lesbian, gay, bisexual and transgendered community. The average ranking for the 200 largest cities was 60. The Commission will continue to seek ways to maintain Davenport's score.

The DCRC staff has been instrumental in ensuring that the City of Davenport has an ADA accessible gondola on the Ferris wheel located at Modern Woodmen Park, making it the only ADA accessible Ferris wheel in the state of Iowa. DCRC staff has also participated in the Scott County Reducing Racial and Ethnic Disparities (RRED) Juvenile Diversion Program planning committee, developing a diversion program for first-time, non-traffic simple misdemeanor offenses for juveniles within the City of Davenport. The program is intended to prevent youth offenders from establishing a criminal record, significantly reducing the number of minority youth and youth with disabilities who are entering the juvenile justice system. The diversion class is intended to address the root causes of the youth's initial encounter with the juvenile justice system while providing services to the youth and their family. The program was unveiled on January 1, 2016 and we are excited about the anticipated success of the program and plan to provide a detailed update on the status on the program in next years report.

I am extremely proud of the Commission's work in 2015 and anticipate an equally successful year in 2016.

Respectfully submitted,

*Latrice L. Lacey*

Latrice L. Lacey, Director  
Davenport Civil Rights Commission



## The Davenport Civil Rights Commission

Our mission is to eliminate discrimination based on race, color, religion, creed, sex, sexual orientation, gender identity, national origin or ancestry, age, mental or physical disability, marital status, and familial status within the areas of employment, housing, public accommodation, education and credit.

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# Mission Statement & History



The mission of the Davenport Civil Rights Commission is to secure for all individuals within our city freedom from discrimination because of race, color, religion, creed, sex, sexual orientation, gender identity, national origin or ancestry, age, mental or physical disability, marital status, and familial status in the areas of employment, housing, public accommodation, education, and credit.

On July 5, 1962, the city established by Ordinance the Davenport Human Relations Commission. Eleven persons were appointed by Mayor O'Brien to sit on the Commission. The first Commissioners include: Henry Neuman, Earl Ackerman, Paul Ives, Rev. Donald Blackstone, Raymond Jones, Henry Vargas, Charles Toney, Harry Roberts, Virgil Bowen, Hollister Hosutt, and Lawrence Satin. There was no director at this time.

The Ordinance mandated the Commission to eliminate prejudice and discrimination because of race, color, and creed, and to safeguard the rights of all citizens as defined by the laws and constitution. At that time, the Commission had no enforcement power. The Ordinance provided that the Commission fulfill its mandate through persuasion and education.

The Director position was created in March of 1970. William Cribbs was appointed to be the first Director in September of 1970. Since that time, the following six persons served as Director: E. King Morris, Jerry Smith, Sandra Williams, Brenda Drew-Peeples, Judith J. Morrell and Latrice Lacey. Latrice Lacey was appointed Director of the Civil Rights Commission on September 15, 2014. A Human Relations Commission office was established at 313 Harrison Street shortly after William Cribbs was appointed as Director. The office moved from the Harrison Street location to Davenport City Hall, relocated to 423 East 32<sup>nd</sup> Street, and then moved back to Davenport City Hall again in March of 2000.

In 1974, the Human Relations Ordinance was repealed and replaced by the Ordinance creating the Davenport Civil Rights Commission. There were no changes to the Ordinance after 1974 until 1999 when it was amended to grant the Commission subpoena powers in investigation and to add a fair housing section substantially equivalent to the Fair Housing Act. The Ordinance was amended again in March of 2000 to add sexual orientation as a protected class. The Ordinance was amended again in 2005 to clarify its provisions and to add Education as another area protected, and amended in 2008 to bring it more in accord with the State law adding gender identity and familial status to the protected classes, and increasing the statute of limitations in employment, education, public accommodation and credit from 180 days to 300 days.

# Commissioners

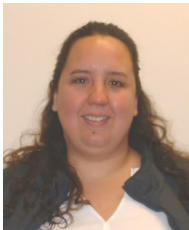
The Commission consists of seven Commissioners who serve without compensation. Commissioners are appointed by the Mayor, confirmed by the City Council, and serve two-year terms. The Commission elects officers as necessary from the members of the Commission. The Commission appoints a Director, and the Director is required to report to the Commission monthly on the activities of the Director and the status of complaints filed in the office. The regularly scheduled Commission meetings take place the second Tuesday of the month at 12:00 p.m. at City Hall.



**Tim Hart**

Commission Chair Appointed December 2005

- \* reappointed December 2007
- \* Reappointed November 2009
- \* Reappointed November 2011
- \* Reappointed November 2013
- \* Reappointed November 2015
- \*\*Commission expires November 2017



**Nicole  
Bribresco Ledger**

Appointed January 2010

- \* Reappointed November 2011
- \* Reappointed November 2013
- \* Reappointed November 2015
- \*\*Commission expires November 2017



**Nora Dvorak**

Appointed February 2008

- \* Reappointed December 2009
- \* Reappointed November 2011
- \* Reappointed November 2013
- \* Reappointed November 2015
- \*\*Commission expires November 2017

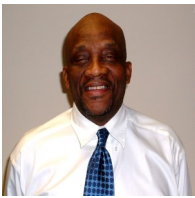


**Susan Greenwalt**

Appointed March 2015

- \*\*Commission expires  
November 2016





**Clyde Mayfield**

Appointed November 2006  
\* Reappointed November 2008  
\* Reappointed November 2010  
\* Reappointed November 2014  
\*\* Commission expires November 2016



**Helen Roberson**

Appointed September 2011 to fill a vacancy  
\* Reappointed November 2014  
\*\* Commission expires November 2016



**Judy Shawver**

Appointed November 2009  
\* Reappointed November 2011  
\* Reappointed November 2013  
\* Reappointed November 2015  
\*\* Commission expires November 2017

## Administrative Staff

- Latrice Lacey**, Executive Director
- Michelle Neels Scheper**, Investigative Paralegal
- Keirsten Anderson**, Housing Analyst
- Beth Badillo**, Secretary
- Jessica Sheridan**, Part-time Mediation Coordinator
- Jayne Naughton**, Part-time Mediation Coordinator
- Anjeanette Lindle**, Fair Housing Attorney (grant expired October 2015)
- Beth Peters**, Outreach Coordinator (grant expired October 2015)

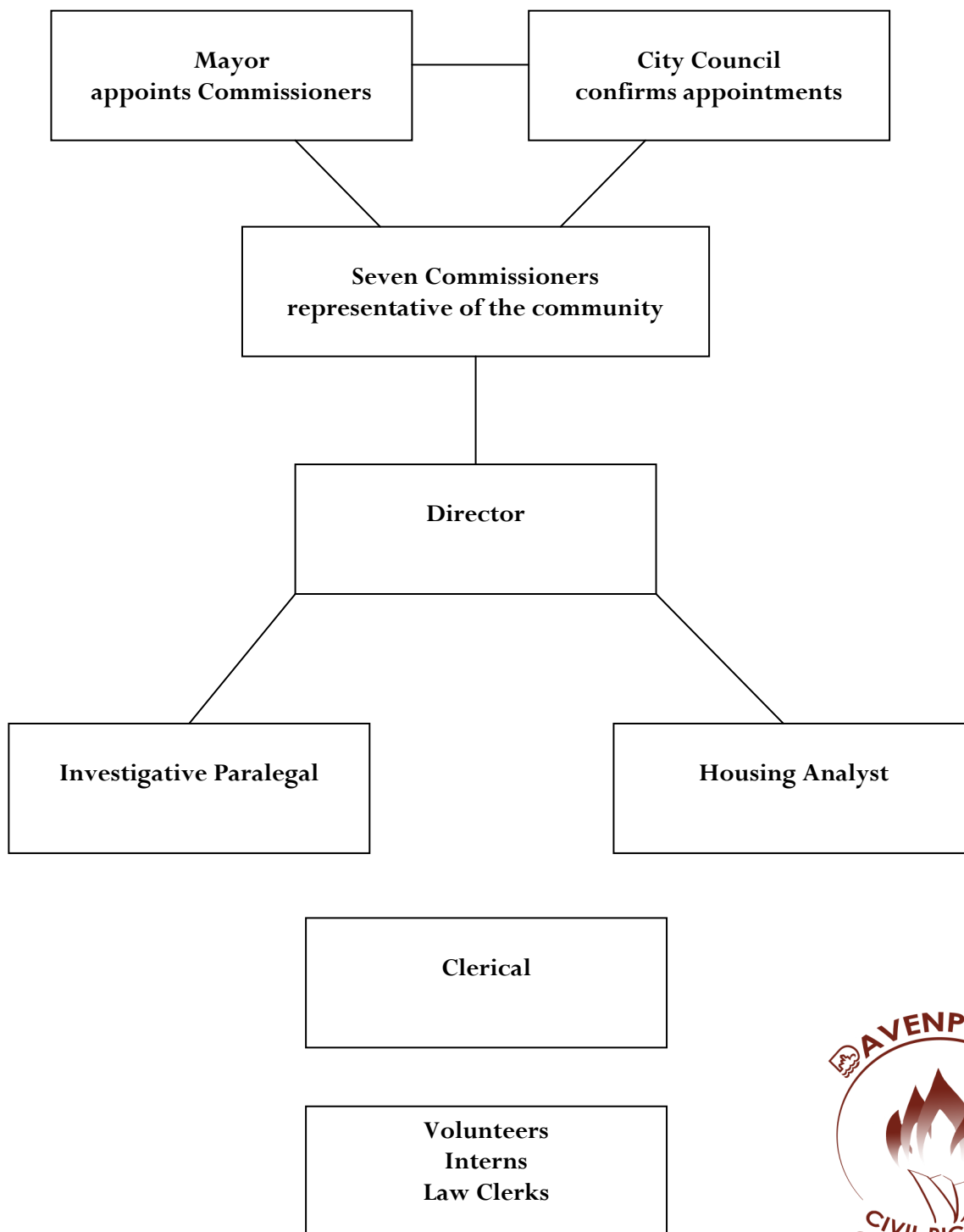
## Council Liaison



**Jason Gordon**  
Alderman Liaison  
November 2014-present



# Civil Rights Commission Organizational Chart



# Accessibility Always In Davenport

## DID YOU KNOW THAT:

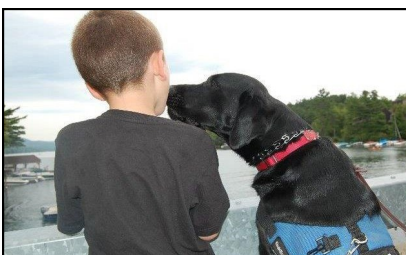
- ✦ The U.S. Census Bureau reports that 56.7 million Americans (18.7% of the population) have some type of disability.
- ✦ Those disabilities are estimated to include:
  - \* 30.6 million persons have difficulty walking or climbing stairs with two out of ten of us experiencing ambulatory difficulties in our lifetimes
  - \* 19.9 million persons have difficulty lifting or grasping
  - \* 15.2 million persons have cognitive, mental, or emotional impairments
  - \* 11.6 million persons use canes, walkers or crutches
  - \* 8.1 million persons have vision impairments
  - \* 7.6 million persons have hearing impairments
  - \* 3.6 million persons use wheelchairs
- ✦ The combined annual income of people with disabilities is over \$1 trillion
- ✦ Persons with disabilities account for \$175 billion in discretionary spending
  - ✦ There is a global market of almost 750 million people with disabilities



The Davenport Civil Rights Commission's **Accessibility Always** is a survey of various local restaurants which identifies accessible restaurants throughout Davenport. The Davenport Civil Rights Commission identified approximately 30 restaurants throughout the city based on their location and cuisine type. The restaurants are evaluated with regard to their compliance with the ADA's parking lot, entrance, interior, and restroom standards. The results are compiled into a pamphlet that is available for distribution to the community and is also posted on the **Accessibility Always** page on the Commission's website ([www.cityofdavenportiowa.com/civilrights](http://www.cityofdavenportiowa.com/civilrights)).

Substantially accessible businesses are awarded the **Accessibility Always** decal to display proudly in their window, easily recognized by patrons. The purpose of this survey is to inform persons with disabilities in our community, and their friends and relatives, about accessible services, as well as to motivate restaurants to comply with ADA regulations. The Davenport Civil Right Commission is striving to help Davenport get the word out about the importance of **Accessibility Always**. Businesses who would like the Commission to complete an assessment may contact the Commission at 326-7888 or complete an action center request on our the website. Tax credits up to \$5,000 and tax

deductions up to \$15,000 are available to businesses that remove barriers to accessibility. Accessibility reaches out to more and more markets. It increases the usability of any business whether it is a restaurant, a shopping mall, or any other business! Accessibility makes good sense! **Go Accessibility Always!!**



# Synopses of Typical Settlement & Awards

## **Employment (Sex & Retaliation):**

Complainant filed her complaint with the Davenport Civil Rights Commission alleging disparate treatment sex discrimination and retaliation. The Complainant, who worked as a commissioned sales associate stated that her employer helped male co-workers obtain sales leads while forcing her and her female co-workers to obtain their own leads. The Complainant further alleged that her manager refused to help her if she requested his assistance and would scrutinize her work more harshly than her male counterparts. The Complainant reported his behavior to Human Resources; however she believed that they did not take her complaint seriously stating that her manager simply needed additional training because he was new. The Complainant states that after she reported her manager's behavior, he began to make her extremely uncomfortable at work and continued to withhold leads from her and her female co-workers while her male co-workers continued to receive leads. The Complainant states that shortly after her complaint, her employer instituted sales quotas which were impossible for female sales associates to meet because they were not given leads. The matter settled for \$20,000 and relief in the public interest.

## **Employment (Race, Color, Disability, and Retaliation)**

Complainant filed his claim with the Davenport Civil Rights Commission on the basis of race, color, disability and retaliation. The Complainant states that minority employees were treated differently, including being unfairly disciplined by the Respondent. The Complainant states that employees who were injured on the job were retaliated against in the form of harsh treatment, increased scrutiny and unfair reprimands. The Complainant stated that the adverse actions were taken in an attempt to force employees with disabilities to quit. The Complainant further stated that his employer treated dark-skinned minority employees less favorably than non-minority employees. The complaint settled for \$50,000.

## **Employment (Familial Status)**

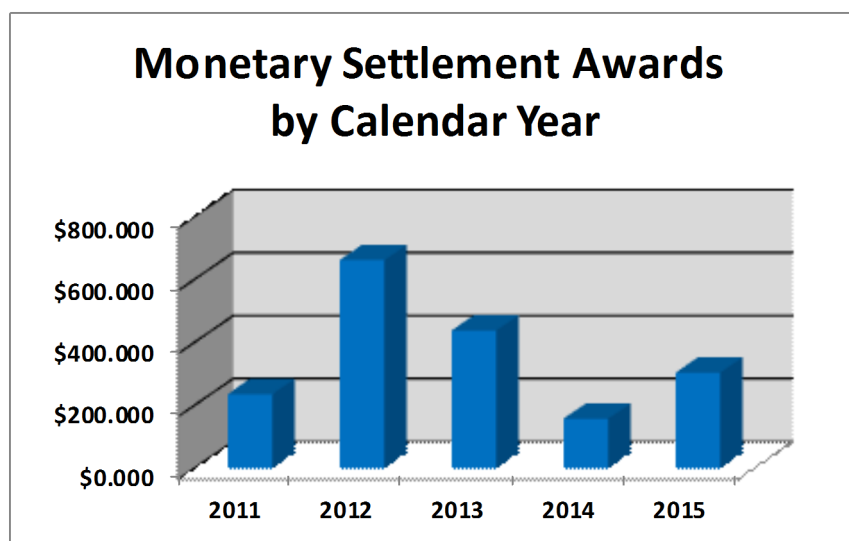
Complainant filed a complaint with the Davenport Civil Rights Commission alleging familial status discrimination. During the Complainant's employment interview, her potential employer asked her if she had children and later about her childcare arrangements for her child. As a condition of employment, the employer asked the Complainant for assurance that she would not miss work due to lack of childcare, the Complainant agreed and the employer hired her. The Complainant was later terminated because she missed work due to her child's illness. The investigation revealed that the Respondent terminated the Complainant because of her lack of childcare, because it felt that she had not been truthful about her childcare arrangements. The DCRC issued a probable cause finding and the matter settled in conciliation for \$425.00 and relief in the public interest.

# Synopses of Typical Settlement & Awards

## Employment (Race and Retaliation)

Complainant filed her complaint with the Davenport Civil Rights Commission alleging disparate treatment race discrimination and retaliation. The Complainant worked for her employer for two years prior to being transferred to a new site which offered her a more favorable schedule and more consistent hours. At the new site, the Complainant's supervisor failed to properly explain her duties or give her sufficient training. The supervisor later asked Complainant if she knew why she had been transferred to the site, when Complainant answered, "no", the supervisor, who was white, placed his arm next to hers and walked away. The Complainant reported her supervisor's comment to the site manager who responded, "Sometimes African Americans respond better to other African Americans. You get farther." The Site Manager failed to take action against the supervisor; however he relayed the Complainant concerns to the supervisor who subsequently began to complain about Complainant's performance. The Site Manager eventually removed Complainant from the site, without explanation. The Complainant was placed at a new site with lower pay and unreliable hours. The investigation revealed that the Complainant's supervisor had a long history of making racially discriminatory statements and discriminating against African-American in promotion decisions, without repercussion. The matter settled in conciliation for \$15,000 and relief in the public interest.

Year	Dollar amount
2011	\$236,000
2012	\$662,000
2013	\$438,000
2014	\$158,000
2015	\$304,000



# Synopses of Typical Settlement & Awards

## Public Accommodation (Race)

Complainant filed a complaint with the Davenport Civil Rights Commission alleging race discrimination in a public accommodation. The Complainant alleged that the Respondent refused to offer him service because of his race and subsequently made racially inappropriate comments to him. The Respondent alleged that the Complainant was attempting to sell them goods, which did not meet their standards and as such he was turned down. The Complainant went to one of the Respondent's other locations, where they purchased the goods without question, defeating the Respondent's argument that the merchandise did not meet its standards. The investigation revealed that the Respondent's employee had an extensive history of making discriminatory statements and treating minority customers in a hostile manner. The DCRC issued a probable cause finding and the complaint settled in conciliation for \$600.00 and relief in the public interest.

## Housing (Disability)

Complainant filed a complaint with the Commission alleging disability discrimination. She alleged she requested a reasonable accommodation from her landlord for her two children. Complainant's request was to have support dog for her children to alleviate symptoms of their mental disabilities. Complainant alleged her landlord gave her a notice of noncompliance demanding that she remove the dog or her lease would be terminated. Complainant alleged after she received the notice she explained to the manager why she has the dog, but the manager told the Complainant to get a vest for the dog, and to provide the manager with medical documentation. The manager told Complainant that another problem with the accommodation was that the dog was a pit bull, so it cannot be a therapy dog because they are typically labs or golden retrievers. The manager then issued a lease termination notice. The parties engaged in mediation and Complainant settled her complaint in exchange for \$500.00, and required her landlord to create a non-discrimination policy prohibiting discrimination on any of the 12 protected classes covered in the Davenport Civil Rights

Ordinance, and also to specifically state that assistance animals are allowed and breed will not be a determining factor. The settlement agreement also provided that the landlord was to have fair housing training, place "Equal Housing Opportunity" in its ads, and post fair housing posters at the property.



# Synopses of Typical Settlement & Awards

## **Housing (Race and Disability)**

Complainant filed a complaint with the Commission alleging race and disability discrimination. Complainant stated she is African American and her 10-year old son has a disability. She alleged she received a clear and present danger lease termination notice after her son was accused of stealing another tenant's bicycle. Complainant alleged her son did not steal the bicycle and the criminal case was ultimately dismissed. Complainant alleges that there were Caucasian families with children who do not have disabilities at the same apartment complex whose children perpetrated property damage at the complex and endangered other residents, but who were not evicted. Complainant alleged that her family was evicted because of race and disability. The parties engaged in mediation and Complainant settled her complaint for \$5,000 and requirements that her former landlord create a non-discrimination policy prohibiting discrimination on any of the 12 protected classes, have fair housing training, post fair housing posters at the property, include a provision in all leases and applications providing the Commission's contact information if anyone should feel discriminated against, and do other affirmative advertising.



## **Housing (Sex and Disability)**

Complainant filed a complaint with the Commission alleging sex and disability discrimination. She alleged that one of her landlord's employees subjected her to unwelcome sexual harassment when he kissed her, touched her on the buttock, made sexual comments to her and about her body, and asked her to spend the night with him. She also alleged her landlord's maintenance person made repeated requests to have sex, which she rebuffed, and broke into her apartment on several occasions, including one time she got out of the shower and found him standing inside her apartment. Complainant also alleged her landlord's employees made fun of her because of her disability and because she could not work, and that her disability was a major reason they subjected her to sexual harassment. The parties engaged in mediation and Complainant settled her complaint for \$5,263 in addition to a neutral reference, her landlord placing the "Equal Housing Opportunity" slogan and logo in its ads, and including a provision in all leases and applications providing the Commission's contact information if anyone should feel discriminated against.

# Commissioner Views & Visions for the Future

In 2017, I envision the Commission being seen as a valuable asset. I see the Commission continuing to process Civil Rights complaints effectively to insure justice for everyone. I also see the Commission continuing to work with City Departments providing education, training and consulting services that assist the City itself understand and comply with Federal, State and local laws and ordinances. I also want to see the Commission continue to be recognized as a leader in Civil Rights.

*Commission Chair Tim Hart*



I am proud of the accomplishments the Davenport Civil Rights Commission made over the years. The Commission was recognized with a Best Practices Award for its exemplary performance in fulfilling its educational and resource mandate under the Davenport Civil Rights Ordinance in 2012. The Commission was also recognized for Best Practices in 2012 for its partnership with Deere and Company and local attorneys with regard to pro bono legal services that allow for the handling of civil rights disputes in mediation and conciliation. In 2013, the Commission received a Certificate of appreciation for its work from the Davenport NAACP. Our data compiled for 2013 also reveals that the Commission was exemplary in effectively enforcing Davenport's civil rights laws as it is mandated to do under the Civil Rights Ordinance. Several cases before and after receiving probable cause findings resulted in compensation for injured parties that include both monetary and injunctive relief. I want to see the Commission continue its good work in the community in the areas of civil rights education and enforcement. I feel privileged to be able to serve on the Davenport Civil Rights Commission.

*Commissioner Judy Shawver*



# In Memory of William C. Cribbs

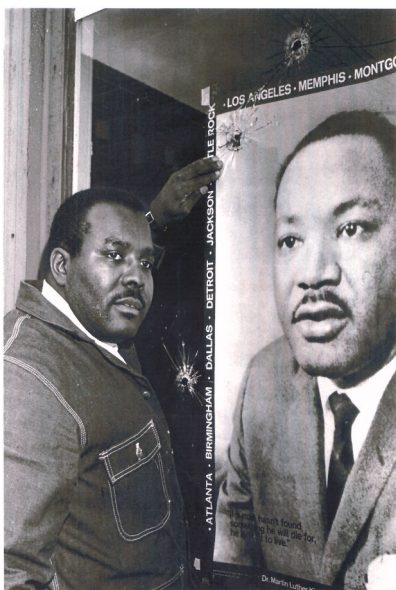
## 1927 - 2016

William (W.C.) Cribbs was raised in Davenport, Iowa. Cribbs spent his early years in Linwood, Iowa, the second of four children of Opal and Booker Cribbs, a cement packer at the Dewey Portland Cement plant. The Cribbs family later moved to Ripley Street and West 11th Street in Davenport, where he was a fullback on the Davenport High School football team, earning honorable mention all-state honors. Cribbs also ran track and played basketball, graduating in 1945.



After high school, Cribbs won a football scholarship to the University of Iowa, but after injuring his knee, he transferred to Iowa Teachers College, today the University of Northern Iowa, where played on a football scholarship until he was drafted into the U.S. Army's Transportation Corps. Cribbs' football prowess came to the attention of Army brass, and he played football on the Army's Special Services teams even competing in championship games in Cuba and Japan.

Cribbs believed that prejudice was an unacceptable way of life in the Quad Cities and was instrumental in changing the status quo through his work with the City of Davenport's Civil Rights Commission, Davenport NAACP, CIC and the City of Davenport Affirmative Action Commission. In 1950, Cribbs began a six-year stint with the U.S. Post Office, becoming the first black letter carrier in Davenport since Harry Roberts in the 1920s. Cribbs was less successful beating discrimination in his quest for a Davenport policeman's position. Cribbs was rejected for what he was told were health reasons despite receiving a clean bill of health from doctors.



Cribbs joined both the Junior Division of the NAACP and later, the NAACP, becoming president of both. Cribbs was the first Director of the Davenport Civil Rights Commission. After leaving the Davenport Civil Rights Commission, he was the first black to accompany an Iowa Congressman, Edward Mezvinsky, to Washington as an aid. Upon returning to the City of Davenport, Cribbs became the Director of the Affirmative Action Department for the City of Davenport.

# In Memory of William C. Cribbs continued

## Cribbs' Contribution to the Davenport Civil Rights Commission

Iowa Governor Leo Hoegh established a Commission to Study Discrimination in Employment in Iowa, which further confirmed the existence of widespread discrimination throughout the City of Davenport. Charles Toney, representing the NAACP, testified at the commission's 1956 hearings that, in Davenport, no African Americans or Mexican Americans were employed as clerks, teachers, police officers, or firemen, and that they were also denied entry into apprenticeship programs in the skilled trades.

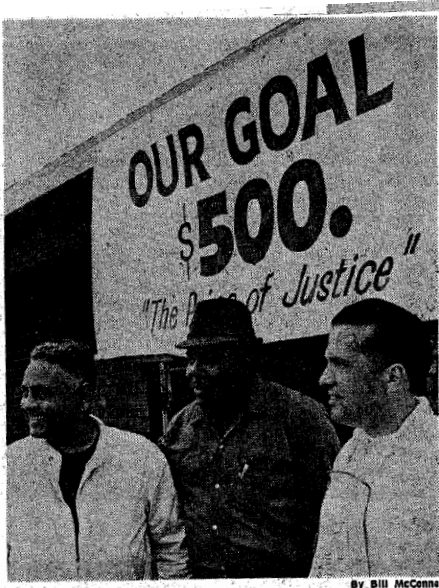
The 1959 report of the Davenport Special Committee on Human Rights substantiated that perspective when it concluded that discrimination was widely practiced in Davenport and that "Negroes and Latin-Americans do not share the benefits of citizenship accorded to other citizens of Davenport." A 1961 article in *The Iowan* described Davenport as "a city 'looking back over its shoulder, pleased at the specter of the Nineteenth Century, when thinking of human rights.'"

Civil rights leaders were regular visitors to Charles Toney's barbershop in Davenport's black district where Toney cut hair in one chair and Cribbs had the other, the barbershop served as a local strategic planning facility, much of the local civil rights strategizing took place there. The proximity to and longstanding relationship with, progressive faculty and students at St. Ambrose College facilitated strong activist ideologies in Cribbs and other Davenport civil rights activists in the 1960s. The League for Social Justice and its successor, the Catholic Interracial Council (CIC), were nurtured by progressive priests who promoted grassroots community action. Charles Toney was the President of the Davenport CIC, so it was a natural progression when it joined forces with local civil rights groups such as the NAACP, of which Cribbs was President, and LULAC to organize a rally that took place on the Davenport levee five days before the national March on Washington. The author of *Black Like Me*, John Howard Griffin, was the keynote speaker at the rally, drawing an audience of more than 2,000 people. By 1964, the Davenport CIC had over 900 members from different racial, ethnic, and religious backgrounds.

In 1962, after years of pressure from the Davenport CIC, the City of Davenport created a commission to handle complaints of discrimination. The newly established Commission lacked the power to enforce its decisions, so it was largely seen as ineffective.



# In Memory of William C. Cribbs continued



Through the efforts of Ernest Rodriguez, a LULAC Council 10 member, a proposal for a paid full-time director for the commission and mission to improve police-community relations was established by the Human Rights Commission. Like others, Rodriguez believed that the work of the commission had been hampered by the lack of a director, noting, “We are nibbling at problems we should be taking big bites out of.” Cribbs was hired as the Human Rights Commission’s first Director in September of 1970.

Among Cribbs’ most distinguished work through his role as the first Davenport Human Rights Commission (Davenport Civil Rights Commission) Director was amending the Davenport Civil Rights Ordinance to include enforcement powers. Despite passage of the Civil Rights Act in 1964, de facto discrimination in housing, employment, and public accommodations persisted throughout the

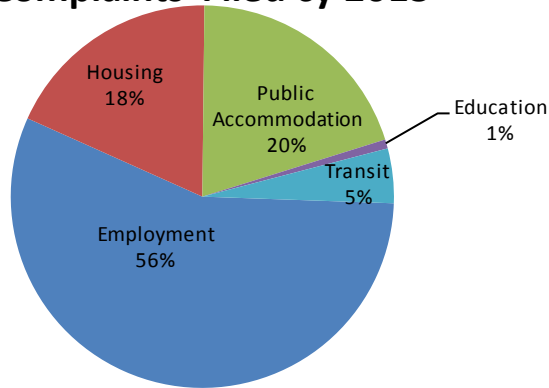
City of Davenport in the 1960s; an invisible color line ran through the central city, from Locust Street south to the Mississippi River. Minorities received a clear message, they were not welcome outside of that area, and they would be denied service at drug-store counters, barbershops, beauty shops, and doctors’ offices. There were very few changes to housing conditions in the area since the 1930s, this was discovered when an extensive survey revealed that these areas were considered slums and “blighted” areas because many of the buildings were in need of major structural repairs. Minorities who attempted to purchase homes in white neighborhoods often found that housing tracts had been “red-lined,” therefore realtors would not show houses to them, and homeowners would not sell to them.

The commission established in 1962 had no enforcement power, but that was changed with the new civil rights ordinance enacted in 1974. The 1974 ordinance established the Davenport Civil Rights Commission and provided at that time, that persons are to be protected from discrimination in the city based upon their race, color, religion, creed, sex, national origin or ancestry, marital status, familial status, age, or mental or physical disability. The areas protected by the ordinance in 1974 included employment, credit, public accommodation, and housing. The Davenport Civil Rights Ordinance enacted in 1974 provides that its purpose is to provide a Civil Rights Commission at the local level that will secure freedom of discrimination for all persons who are members of a protected class within the city and to provide a Commission dedicated to the effective enforcement of the civil rights chapter.

Cribbs has had an immeasurable impact on civil rights in the City of Davenport and he will be remembered for all of the hard work that he has dedicated to making this city a better place to live.

# Case Chart Reports

## Complaints Filed cy 2015

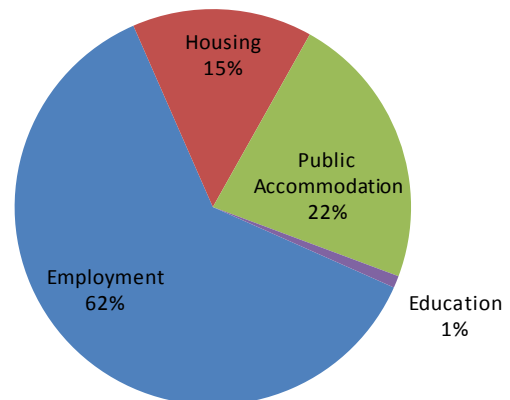


Employment	73
Housing	24
Public Accommodation	26
Education	1
Credit	0
Transit	6
<b>TOTAL</b>	<b>130</b>

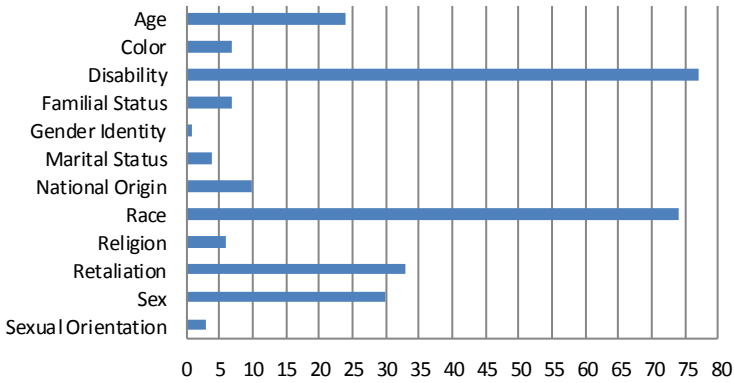
**DCRC referred 24 employment complaints that occurred outside of Davenport to EEOC in 2015.**

Employment	63
Housing	15
Public Accommodation	24
Education	1
Credit	0
<b>TOTAL</b>	<b>103</b>

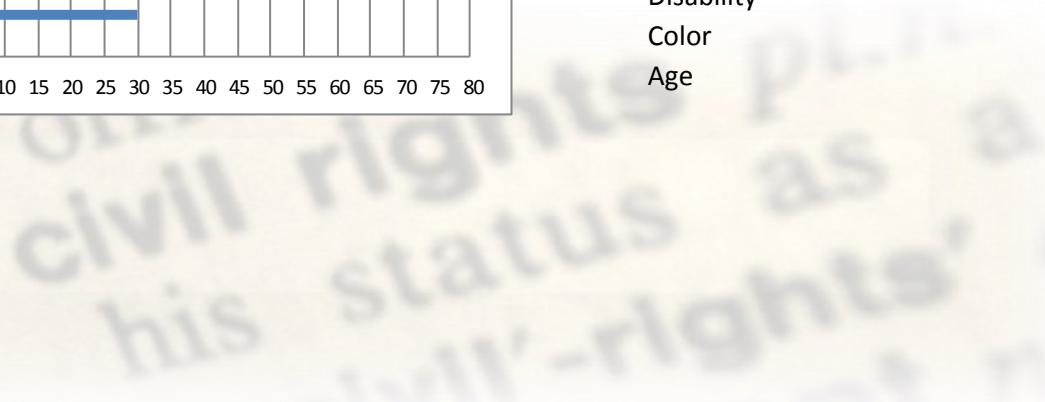
## Complaints Closed cy 2015



**Bases of Complaints filed cy 2015**

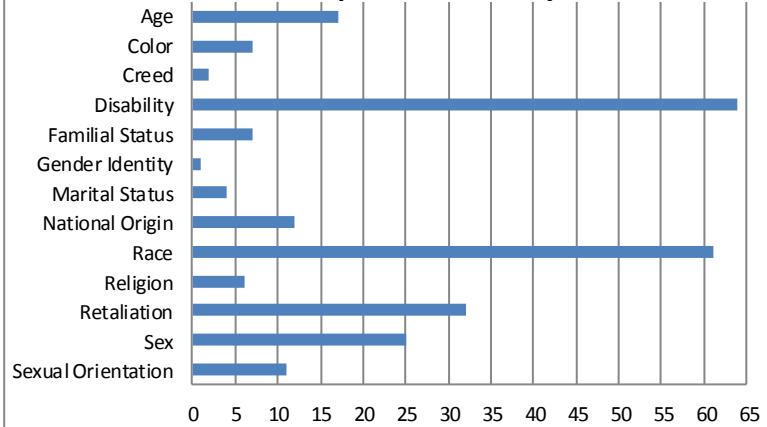


Sexual Orientation	3
Sex	30
Retaliation	33
Religion	6
Race	74
National Origin	10
Marital Status	4
Gender Identity	1
Familial Status	7
Disability	77
Color	7
Age	24



Sexual Orientation	11
Sex	25
Retaliation	32
Religion	6
Race	61
National Origin	12
Marital Status	4
Gender Identity	1
Familial Status	7
Disability	64
Creed	2
Color	7
Age	17

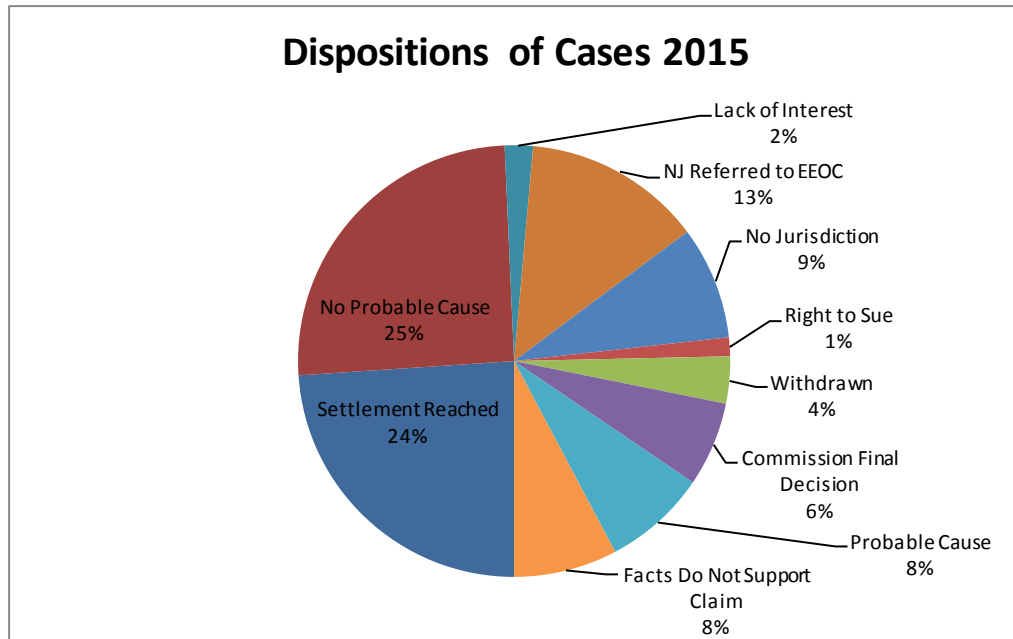
**Bases for Complaints Closed cy 2015**



5 Transit complaints filed and resolved.



# Case Chart Reports

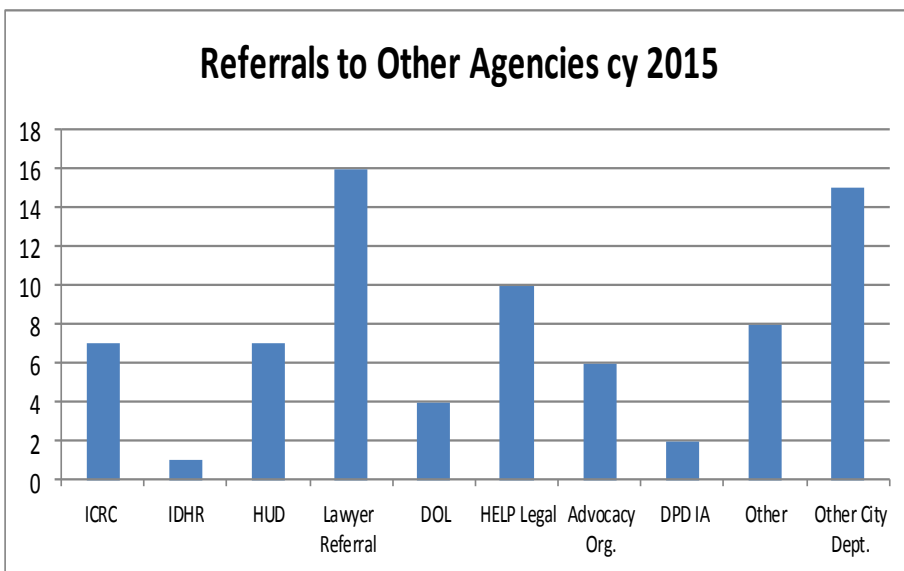
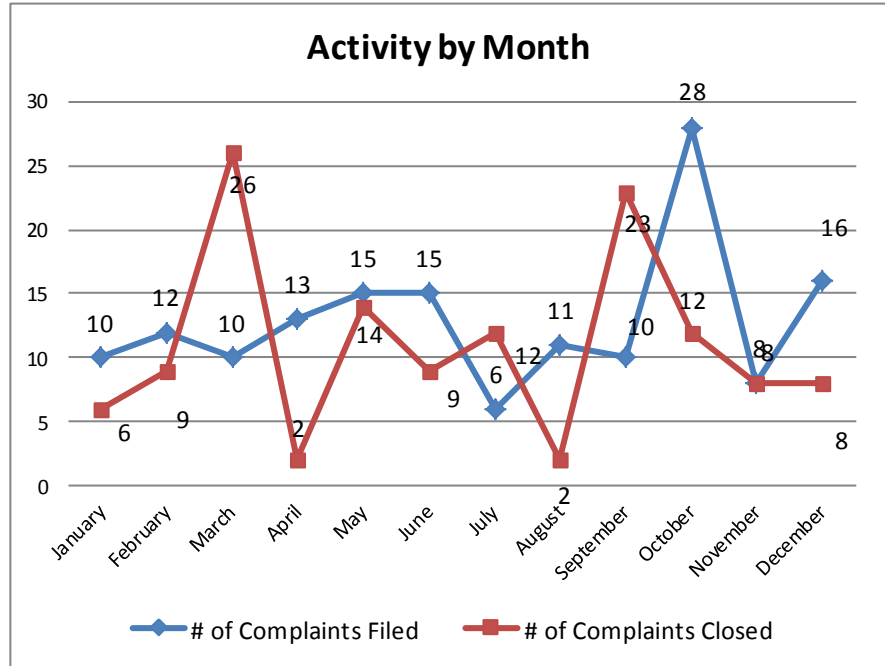


No Jurisdiction	12	Settlement Reached	34
Right to Sue	2	No Probable Cause	36
Withdrawn	5	Administratively Closed	0
Commission Final Decision	9	Jurisdiction Waived	0
Probable Cause	11	Lack of Interest	3
Facts Do Not Support Claim	11	NJ Referred to EEOC	19
<b>Total</b>	<b>142</b>		



DCRC staff works with Public Works inspectors reviewing design plans to ensure Americans with Disabilities Act (ADA) and Fair Housing Act (FHA) compliance. 186 plans were reviewed in 2015.

	Complaints Filed	Complaints Closed
January	10	6
February	12	9
March	10	26
April	13	2
May	15	14
June	15	9
July	6	12
August	11	2
September	10	23
October	28	12
November	8	8
December	16	8
<b>Total</b>	<b>154</b>	<b>131</b>



ICRC	7
IDHR	1
HUD	7
Lawyer Referral	16
DOL	4
HELP Legal	10
Advocacy Org.	6
DPD IA	2
Other	8
Other City Dept.	15
<b>Total</b>	<b>76</b>

# How are we doing?

A sampling of service satisfaction surveys Commission conducted in 2015

## THE SURVEYS SAY:

- Keep up the great work you provide to people in need.
- I was more than satisfied with the whole experience and the turn out. Everyone was very professional and helpful.
- I appreciate all the time, help and understanding of the excellent staff and outstanding administrator.
- Excellent process
- Very professional—Good job!
- You have all helped in so many ways. You are all friendly and knowledgeable as well as understanding.



**CIVIL RIGHTS COMMISSION:** Responded to 544 calls for service, educated over 1700 customers at 44 presentations, investigated 63 employment complaints, 15 housing complaints and 24 public accommodation complaints of discrimination, acquired over \$55,520.00 through our contract with U. S. Department of Housing and Urban Development [HUD], \$52,950.00 through our contract with the Equal Employment Opportunity Commission [EEOC], and \$4,750.00 through our contract with the Iowa Civil Rights Commission, recovered over \$300,000 for injured parties, issued 12 Probable Cause Findings, and made over 176 businesses and 10 housing projects accessible to persons with disabilities. The Commission has 4 full time and 1 part-time employees.



In 2015 DCRC staff conducted 44 trainings and trained 1738 people.

# Volunteers



## Thank You

*Bruce Beyer*

*Cody Eliff*

*Vandana Gohain*

*Amanda Meyers*

*Jayne Naughton*

*Hannika Romano*

Our dedicated  
volunteer  
Mediators:

Jeffery Blackwell

Jodi Fisk

Dan Griswold

Jenny Hamilton

Joe Laverty

Anjeanette Lindle

Mike Mihm

Thomas Moens

Dorothy O'Brien

Bill Pieffer

Scott Reed

Linda Schneider

Jim Slavens

Keith Steenlage

June Tai

Gerry Turner

Lolita Youmans



# Complaint Procedure

Complaints are required to be filed within three hundred (300) days of the alleged discriminatory incident for employment, public accommodation, education and credit complaints, and no later than one (1) year from the alleged discriminatory incident for housing complaints. The Davenport Civil Rights Commission complaint process is set forth below:

## **INTAKE PROCESS**

1. A person wishing to file a complaint with the Davenport Civil Rights Commission [DCRC] may contact our office either in person, by telephone, fax, or letter. The DCRC will provide the person [Complainant] with a complaint form, a questionnaire, and a mediation request form. Due to the emergency nature of housing complaints, an intake appointment is scheduled immediately and the complaint form is completed during the intake interview.
2. A complaint is not filed until the completed and signed complaint form is received in the DCRC office.
3. Complaints are reviewed on a weekly basis for a jurisdictional determination, or sooner where circumstances warrant. When necessary, a jurisdictional review interview appointment is scheduled with the Complainant.
4. If the DCRC does not have jurisdiction over a complaint, the office will make a referral either to an agency appropriate to handle the matter or to a private attorney, and the complaint is closed.
5. If the DCRC has jurisdiction over a complaint, notice of the complaint and requests for information are sent to all parties. When appropriate, the complaint is cross-filed with state and/or federal civil rights agencies.
- 6.

## **MEDIATION**

1. Our office encourages parties to participate in mediation, also referred to as conciliation, as a means for the parties to arrive at a satisfactory and early resolution of the dispute. Mediation, however, is a voluntary process. Thus, both parties have to agree to participate in the process.
2. If the Complainant wishes to mediate, the notice letter advises the Respondent that the Complainant has agreed to mediation and asks the Respondent if it will agree to participate in mediation.
3. If the Respondent agrees to mediate, mediation is scheduled and the parties are advised at this time that they may want to consult an attorney to inform them about their legal rights.
4. If the Respondent declines mediation, the DCRC sends a notice letter to the Complainant advising that mediation will not occur at this time.
5. Mediation or conciliation is offered and encouraged throughout the complaint process.
6. A number of local attorneys and other trained facilitators volunteer as mediators at no charge to the Commission or the parties.
7. If the parties are able to resolve their dispute through mediation, a settlement agreement is entered and the complaint is dismissed.
8. If the parties are unable to resolve the dispute through mediation or conciliation or if either party declines to participate in the process, the investigation will continue.

## **COMPLAINT INVESTIGATION**

1. Witness letters and questionnaires are sent to identified witnesses. The investigation can include interviews with witnesses, requests for production of documents, fact-finding interviews with the parties, on-site inspections and examination of documents.
2. After all the facts and evidence are gathered, the director will issue a determination of either “Probable Cause” or “No Probable Cause.”
3. If the director issues a determination of “No Probable Cause,” the Complainant may request the DCRC to reconsider its determination or may request review by either the EEOC or the Iowa Civil Rights Commission .
4. If the director finds there is “Probable Cause” to believe that unlawful discrimination occurred, the Commission notifies the parties of the determination and advises the Respondent of the right to engage in conciliation.
5. If conciliation is successful, a conciliation agreement is entered and the complaint is closed.
6. If attempts to conciliate fail, the director reports the failure to the Commission for its determination as to whether the complaint should proceed to a public hearing.
7. If the Commission determines that the complaint should proceed to a public hearing, it will order the director to schedule the hearing.

## **PUBLIC HEARING**

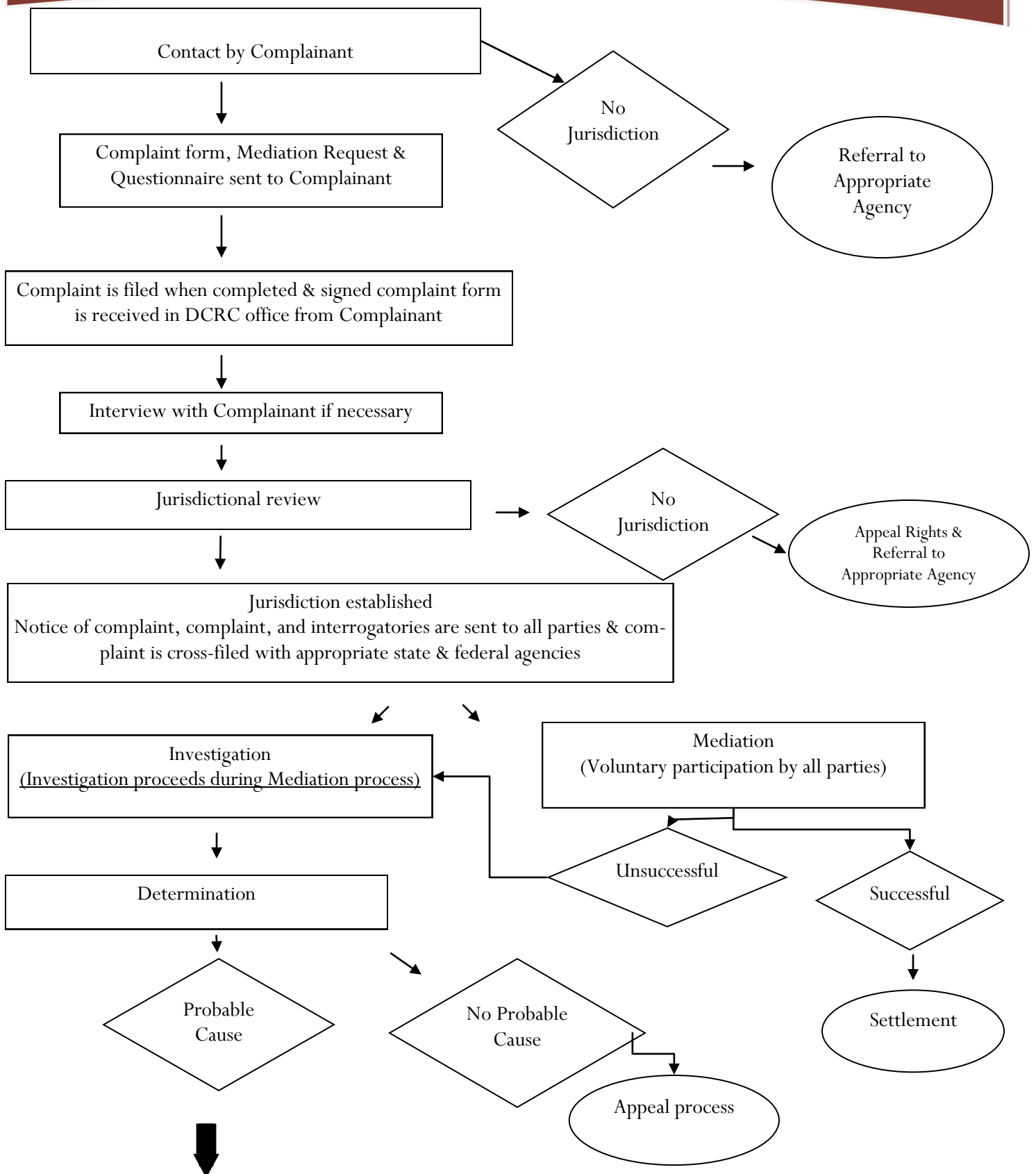
1. Notice of a public hearing is sent to all parties and published in the newspaper at least five (5) days prior to the date of the hearing.
2. When a “Probable Cause” determination is issued in a housing case, a party may elect to have the claims heard in a civil action in district court instead of a public hearing.
3. A public hearing is presided over by a hearing officer who, after the presentation of all the evidence, will issue a recommended decision as to whether discrimination occurred.
4. The Commission can adopt, modify, or reject the hearing officer’s recommended decision or remand the case to the hearing officer for additional evidence.
5. After reviewing the hearing officer’s recommended decision, the Commission will issue its determination and order.
6. Relief in an employment complaint can include reinstatement, front pay, back pay, compensatory damages for emotional distress, attorney fees, and any other relief that the Commission finds will make the Complainant whole and effectuate the purposes of the Davenport Civil Rights Ordinance.
7. Relief in credit, public accommodation and education complaints can include compensatory damages for emotional distress, attorney fees, and any other relief that the Commission finds will make the Complainant whole and effectuate the purposes of the Davenport Civil Rights Ordinance.
8. In cases involving housing complaints, the Commission may order injunctive relief, actual and punitive damages, reasonable attorney fees, and any other relief appropriate to effectuate the purposes of the Davenport Civil Rights Ordinance.

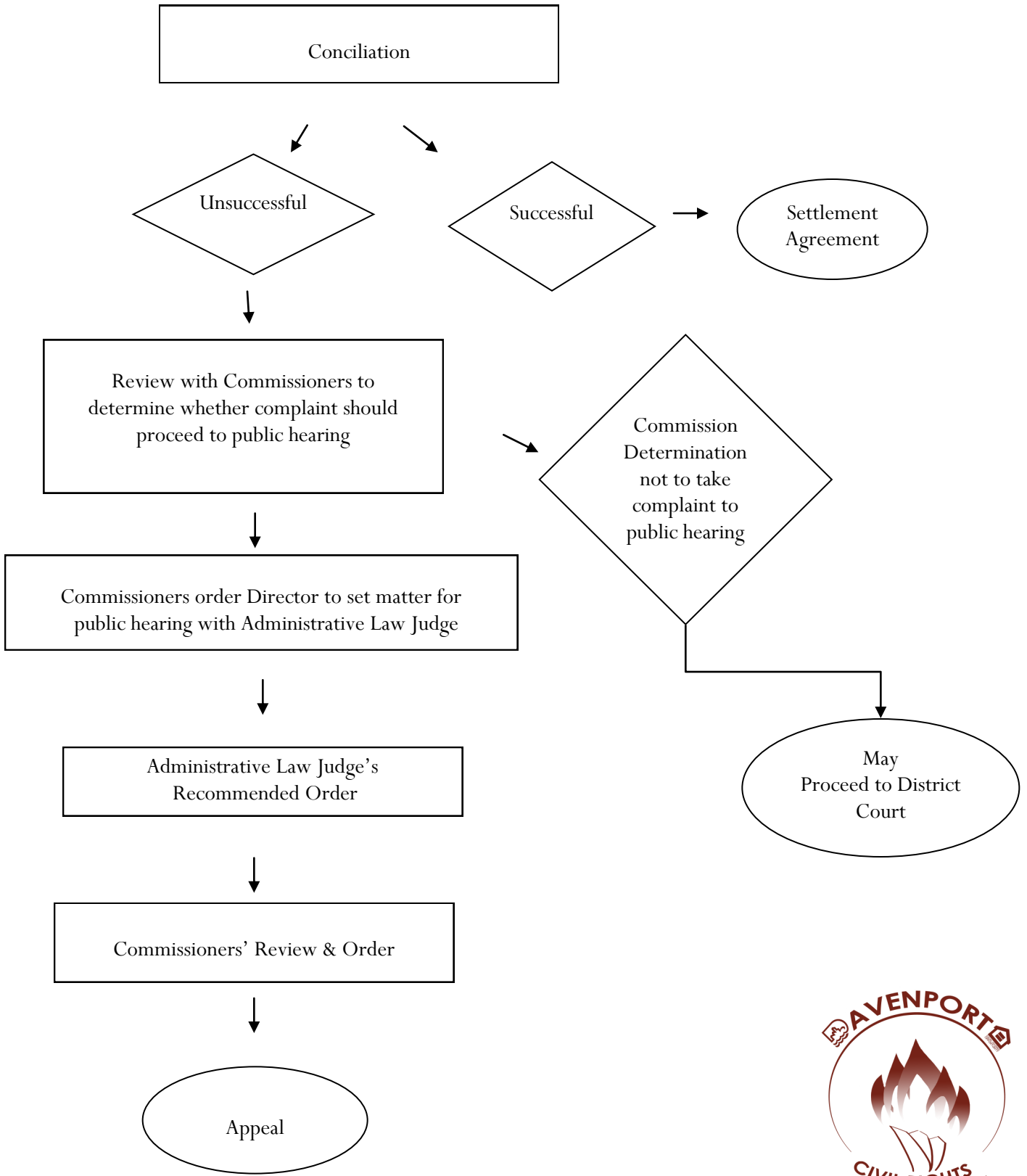
## **APPEAL PROCESS**

1. Both the Complainant and the Respondent can appeal the Commission’s order within thirty (30) days of the final order.
2. Appeals must be filed in district court.



# Complaint Procedure Flow Chart







Davenport Civil Rights Commission  
226 W. 4th Street, Davenport, IA 52801  
563-326-7888  
TTY 563-326-7959 Fax 563-326-7956  
[www.cityofdavenportiowa.com/civilrights](http://www.cityofdavenportiowa.com/civilrights)