

CALIFORNIA



STATE
PERSONNEL
BOARD

2011 ANNUAL
REPORT TO THE
LEGISLATURE

DISCRIMINATION
COMPLAINT
ACTIVITY IN STATE
CIVIL SERVICE

Prepared by

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I. Purpose of Report

Government Code section 19702.5, subdivision (c), requires the State Personnel Board (SPB) to report annually to the Legislature on the number and types of formal discrimination complaints and appeals against each appointing authority in State civil service. The Discrimination Complaint System (DCS) and Discrimination Complaint Activity (DCA) Excel Tool are the sources for data included in this report. The DCS and DCA Excel Tool enable SPB to collect information on formal agency discrimination complaints. The SPB Appeals Division provides information regarding discrimination complaints filed with SPB through its Appeals Case Tracking System (ACTS). All information submitted by agencies covers the reporting period of January 1, 2011 through December 31, 2011.

II. Agency Discrimination Complaint Process

Effective August 18, 2010, appeals procedural regulations were amended to clarify that, prior to filing a discrimination complaint with SPB, State civil service employees and applicants for State civil service employment must first file a written complaint with the appointing authority's Equal Employment Opportunity (EEO) Office or other office or individual designated by the agency to investigate such complaints.¹

Each appointing power shall establish, in writing, its own internal discrimination complaint process through which a complainant may obtain a review of, and a written response to, an allegation of discrimination, harassment, and/or retaliation, as well as a denial of reasonable accommodation for a known physical or mental disability.²

Each complaint filed with the appointing power shall be in writing and shall state the facts upon which the complaint is based, and the relief requested, in sufficient detail for the appointing power to understand the nature of the complaint and to determine the individuals involved. The complained of act, omission, event, decision, condition, or policy must have occurred no more than one year prior to the date that the complaint is filed with the appointing power. This period may be extended by not more than 90 days in those cases where the complainant first obtained knowledge of the facts of the alleged discrimination more than one year from the date of its occurrence.²

The appointing power shall provide the complainant a written decision within 90 days of the complaint being filed. If the appointing power has not completed its review and/or is unable to provide a written decision within the 90-day time period, the appointing power shall, within that same time period, inform the complainant in writing as to the reason(s) it is unable to issue its decision within the required time period.³

¹ California Code of Regulations, Title 2, section 64.2.

² California Code of Regulations, Title 2, section 64.3.

³ California Code of Regulations, Title 2, section 64.4.

II. Agency Discrimination Complaint Process (continued)

Upon the expiration of the 90-day time period, the complainant may thereafter file a discrimination complaint with SPB. However, a discrimination complaint may not be filed with SPB more than 150 days after the complainant filed his or her complaint of discrimination with the appointing power.⁴

III. The State Personnel Board's Discrimination Complaint Process

Investigatory Process

All discrimination complaints (including complaints of retaliation, harassment, and denials of reasonable accommodation) that are filed with SPB's Appeals Division are reviewed to determine if SPB has jurisdiction to accept the complaint. In order to determine whether it has jurisdiction to review a complaint, SPB reviews whether the:

- Filing requirements have been met;
- Complaint was filed within the applicable time limits;
- Complainant is a member of a protected class (i.e., race, color, sex, etc.);
- Complainant has standing to file (i.e., the complaint alleges direct harm/injury from discrimination); and
- Complainant has presented a prima facie case (i.e., enough information demonstrating protected status may have been a factor in the direct harm/injury).

All discrimination complaints found to be within SPB's jurisdiction that are not resolved by SPB staff through an investigatory process are referred to an evidentiary hearing before an Administrative Law Judge (ALJ) for decision.

Evidentiary Process

Once accepted as an Evidentiary complaint, the matter is scheduled for a Pre-Hearing Settlement Conference (PHSC) before an ALJ. During the PHSC, the ALJ will explore potential settlement with the parties. If the matter cannot be resolved through settlement, the ALJ will schedule an evidentiary hearing based upon the availability of the parties and SPB's hearing calendar. The SPB utilizes the same legal standards employed by state and federal courts when reviewing discrimination complaints. After the completion of the hearing, the ALJ issues a proposed decision for review by the five-member State Personnel Board (Board).

⁴ California Code of Regulations, Title 2, section 64.4.

III. The State Personnel Board's Discrimination Complaint Process (continued)

Board Review

Proposed decisions in discrimination complaints are reviewed by the Board at regularly scheduled Board meetings. The Board may adopt the proposed decision, modify it in part, revoke it, or schedule the matter for an oral argument. If the Board adopts the proposed decision, the ALJ's findings of fact and conclusions of law become the Board's decision. If the Board modifies the proposed decision, only specified provisions of the ALJ's findings of fact and conclusions of law become the Board's decision. The Board will thereafter issue its decision in the case based on the entire administrative record.

IV. Summary of Findings for Formal Discrimination Complaints Filed with Agencies

A. Formal Discrimination Complaints Filed with Agencies

Agencies reported a total of 933 complaints filed between January 1, 2011 and December 31, 2011 (Table 1). In the DCS, there are 15 categories for type of discrimination. Agencies had the option to select more than one type of discrimination for each individual complaint (Table 2).

In 2011, the top five formal discrimination complaint types reported by agencies were:

Top 5 Formal Discrimination Types	Formal Discrimination Complaints Filed with Agency	
	No.*	%**
Retaliation	296	31.73%
Race	270	28.94%
Sexual Harassment	244	26.15%
Disability	161	17.26%
Sex	156	16.72%

*This column adds up to more than 933 complaints as more than one type of discrimination may be alleged in the same complaint.

**Percentage is based on the number of complaints alleging a specific type of discrimination compared with the total number of complaints filed. (Tables 1, 2)

IV. Summary of Findings for Formal Discrimination Complaints Filed with Agencies (continued)

B. Dispositions of Formal Discrimination Complaints Closed by Agencies

In 2011, as reported by agencies, 496 (53.16%) of the 933 formal agency discrimination complaints filed were closed statewide ([Table 1](#)). Of the 496 formal discrimination complaints closed: 287 (57.86%) identified that no prima facie case was established; 115 (23.19%) identified that no discrimination was found; 29 (5.85%) identified violation(s) of agency equal employment opportunity/sexual harassment policy; 18 (3.63%) were withdrawn; 17 (3.43%) identified that discrimination was found; 13 (2.62%) were resolved through mutual agreement; 7 (1.41%) were resolved through mediation; 6 (1.21%) identified that no remedy was possible; and 4 (0.81%) identified violation(s) of other agency policy ([Table 3](#)).

C. Length of Time to Resolve Formal Discrimination Complaints Closed by Agencies⁵

The average length of time for agencies to close a formal agency discrimination complaint filed in 2011 was 75 days ([Table 5](#)). Of the 496 discrimination complaints closed by agencies in 2011: 334 were closed in 0-90 days, 120 were closed in 91-150 days, and 42 exceeded the 150-day timeframe ([Table 5](#)).

V. Summary of Findings for Discrimination Complaints Filed with SPB

A. Discrimination Complaints Filed with SPB

In 2011, 63 complaints were filed with SPB ([Table 1](#)). SPB tracks 15 types of discrimination. In 2011, agencies had the option to select more than one type of discrimination for each individual complaint.

⁵ Reflects only complaints that were both filed and closed in 2011. Complaints filed in previous years but closed in 2011 were not reflected in this data.

V. Summary of Findings for Discrimination Complaints Filed with SPB (continued)

A. Discrimination Complaints Filed with SPB (continued)

In 2011, the top five discrimination complaint types filed with SPB were:

Top 5 Discrimination Complaint Types	Discrimination Complaints	
	No.*	%**
Retaliation	23	36.51%
Reasonable Accommodation	18	28.57%
Sexual Harassment	9	14.29%
Age	8	12.70%
Race	8	12.70%

*This column adds up to more than 63 complaints as more than one type can be filed per complaint.

**Percentage is based on the number of complaints alleging a specific type of discrimination compared with the total number of complaints filed. (Tables 1, 2)

B. Final Decisions of Discrimination Complaints Closed by SPB

Of the 63 complaints filed with SPB in 2011, SPB closed 48 (76.19%) ([Table 1](#)). Of the 48 discrimination complaints closed by SPB: 40 (83.33%) were dismissed, rejected, or denied; 4 (8.33%) were settled; and 4 (8.33%) were withdrawn ([Table 4](#)).

C. Length of Time to Resolve Discrimination Complaints Closed by SPB⁶

In 2011, the average length of time for SPB to resolve discrimination complaints that were filed in 2011 was 154 days. Of the 48 discrimination complaints closed by SPB in 2011: 11 were closed in 0-89 days, 21 were closed in 90-179 days, and 16 exceeded the 180-day timeframe ([Table 6](#)).

⁶ Reflects only complaints that were both filed and closed in 2011. Complaints filed in previous years but closed in 2011 were not reflected in this data.

VI. Data Collection

Data reflected in this report was obtained from the DCS, DCA Excel Tool, and ACTS and is compiled in the following tables:

- Table 1: Total Formal Discrimination Complaints Filed and Closed with Agencies and SPB
- Table 2: Total Formal Discrimination Complaints by Type
- Table 3: Dispositions of Formal Discrimination Complaints Closed by Agencies
- Table 4: Final Decisions of Discrimination Complaints Closed by SPB
- Table 5: Length of Time to Resolve Formal Discrimination Complaints Filed with Agencies
- Table 6: Length of Time to Resolve Discrimination Complaints Filed with SPB

VII. Attachments

Table 1: Total Formal Discrimination Complaints Filed and Closed with Agencies and SPB⁷

Agency	Formal Discrimination Complaints			
	Filed with Agency		Filed with SPB	
	Opened	Closed	Opened	Closed
Administrative Law, Office of	0	0	0	0
African American Museum, California	0	0	0	0
Aging, Department of	0	0	0	0
Agriculture Labor Relations Board	0	0	0	0
Air Resources Board	3	1	0	0
Alcohol and Drug Programs, Department of	3	2	0	0
Alcoholic Beverage Control, Department of	1	0	1	1
Arts Council, California	0	0	0	0
Boating and Waterways, Department of	0	0	0	0
Business Transportation and Housing Agency	0	0	0	0
Child Support Services, Department of	2	2	0	0
Children and Families First Commission	0	0	0	0
Coastal Commission, California	0	0	0	0
Community Colleges, California	0	0	0	0
Community Services and Development, Department of	1	1	0	0
Conservation, Department of	1	0	0	0
Conservation Corps, California	3	2	0	0
Consumer Affairs, Department of	16	1	1	1
Corporations, Department of	0	0	0	0
Corrections and Rehabilitation, Department of	387	248	16	14
Developmental Services, Department of	15	4	1	1
Education, Department of	0	0	1	1
Emergency Management Agency, California	3	0	0	0
Emergency Medical Services Authority	0	0	0	0
Employment Development Department	60	2	6	6
Energy Resources Conservation and Development Commission, California	0	0	0	0
Environmental Health Hazard Assessment, Office of	0	0	0	0
Equalization, Board of	11	5	1	0
Exposition and State Fair, California	1	1	1	1
Fair Employment and Housing, Department of	0	0	0	0
Fair Employment and Housing Commission	0	0	0	0
Fair Political Practices Commission	0	0	0	0

⁷ Reflects only complaints that were both filed and closed in 2011. Complaints filed in previous years but closed in 2011 were not reflected in this data.

VII. Attachments (continued)

Table 1: Total Formal Discrimination Complaints Filed and Closed with Agencies and SPB (continued)⁸

Agency	Formal Discrimination Complaints			
	Filed with Agency		Filed with SPB	
	Opened	Closed	Opened	Closed
Finance, Department of	0	0	0	0
Financial Institutions, Department of	1	0	0	0
Fish and Game, Department of	3	1	0	0
Food and Agriculture, Department of	11	4	0	0
Forestry and Fire Protection, Department of	21	14	1	1
Franchise Tax Board	6	4	1	1
Gambling Control Commission, California	0	0	0	0
General Services, Department of	17	12	3	2
Health and Human Services Agency	0	0	0	0
Health Care Services, Department of	8	4	1	1
Highway Patrol, California	4	0	1	1
Horse Racing Board, California	1	0	1	0
Housing and Community Development, Department of	2	1	0	0
Housing Finance Agency, California	0	0	0	0
Industrial Relations, Department of	5	5	2	1
Inspector General, Office of the	0	0	0	0
Insurance, Department of	5	3	1	1
Justice, Department of	10	3	2	1
Labor and Workforce Development Agency	0	0	0	0
Legislative Counsel Bureau	3	2	0	0
Lottery Commission, California	0	0	1	0
Managed Health Care, Department of	2	0	0	0
Managed Risk Medical Insurance Board	0	0	0	0
Mental Health, Department of	37	30	0	0
Military Department	0	0	0	0
Motor Vehicles, Department of	44	26	2	1
Native American Heritage Commission	0	0	0	0
Parks and Recreation, Department of	2	0	0	0
Peace Officers Standards and Training, Commission on	0	0	0	0
Personnel Administration, Department of	0	0	0	0
Pesticide Regulation, Department of	2	1	1	0
Postsecondary Education Commission, California	0	0	0	0

⁸ Reflects only complaints that were both filed and closed in 2011. Complaints filed in previous years but closed in 2011 were not reflected in this data.

VII. Attachments (continued)

Table 1: Total Formal Discrimination Complaints Filed and Closed with Agencies and SPB (continued)⁹

Agency	Formal Discrimination Complaints			
	Filed with Agency		Filed with SPB	
	Opened	Closed	Opened	Closed
Prison Industry Authority	1	0	0	0
Public Employees' Retirement System, California	15	15	0	0
Public Employment Relations Board	0	0	0	0
Public Health, Department of	16	15	2	2
Public Utilities Commission, California	18	13	0	0
Real Estate, Department of	6	0	0	0
Real Estate Appraisers, Office of	0	0	0	0
Rehabilitation, Department of	3	1	0	0
Resources Recycling and Recovery, Department of	2	1	0	0
San Diego River Conservancy	0	0	0	0
San Joaquin River Conservancy	0	0	0	0
Santa Monica Mountains Conservancy	0	0	0	0
Science Center, California	0	0	0	0
Secretary of State	1	0	0	0
Sierra Nevada Conservancy	0	0	0	0
Social Services, Department of	20	0	2	1
State Audits, Bureau of	2	2	0	0
State Coastal Conservancy	0	0	0	0
State Compensation Insurance Fund	36	26	3	2
State Controller's Office	2	1	0	0
State Lands Commission	0	0	0	0
State Library, California	0	0	0	0
State Lottery, California	2	1	0	0
State Personnel Board	0	0	0	0
State Public Defender, Office of the	0	0	0	0
State Teachers' Retirement System, California	3	2	0	0
State Treasurer's Office	0	0	0	0
State Water Resources Control Board	2	2	0	0
Statewide Health Planning and Development, Office of	6	5	0	0
Student Aid Commission, California	0	0	0	0
Systems Integration, Office of	1	1	0	0

⁹ Reflects only complaints that were both filed and closed in 2011. Complaints filed in previous years but closed in 2011 were not reflected in this data.

VII. Attachments (continued)

Table 1: Total Formal Discrimination Complaints Filed and Closed with Agencies and SPB (continued)¹⁰

Agency	Formal Discrimination Complaints			
	Filed with Agency		Filed with SPB	
	Opened	Closed	Opened	Closed
Tahoe Conservancy	0	0	0	0
Teacher Credentialing, California Commission on	1	0	1	0
Technology Agency, California	3	2	3	2
Toxic Substances Control, Department of	3	1	0	0
Transportation, Department of	81	14	5	5
Unemployment Insurance Appeals Board, California	0	0	0	0
Veterans Affairs, Department of	6	6	0	0
Victim Compensation and Government Claims Board	0	0	0	0
Water Resources, Department of	12	9	2	1
Workforce Investment Board, California	0	0	0	0
Totals	933	496	63	48

Table 2: Total Formal Discrimination Complaints by Type

Formal Discrimination Complaint Types	Formal Discrimination Complaints		Totals	
	Filed with Agency	Filed with SPB	No.	% ¹¹
Age ¹²	117	8	125	7.70%
Ancestry	46	0	46	2.83%
Color	81	0	81	4.99%
Disability ¹³	161	2	163	10.04%
Marital Status	21	1	22	1.35%
National Origin	70	2	72	4.43%
Political Affiliation	8	0	8	0.49%
Race	270	8	278	17.12%
Reasonable Accommodation ¹⁴	0	18	18	1.11%
Religion	36	1	37	2.28%
Retaliation	296	23	319	19.64%

¹⁰ Reflects only complaints that were both filed and closed in 2011. Complaints filed in previous years but closed in 2011 were not reflected in this data.

¹¹ Percentages may not total 100% due to rounding.

¹² Represents employees/applicants that are 40+ years old.

¹³ Includes *Reasonable Accommodation* when reported under complaints filed with agency.

¹⁴ Categorized under *Disability* when reported under complaints filed with agency.

VII. Attachments (continued)

Table 2: Total Formal Discrimination Complaints by Type

Formal Discrimination Complaint Types	Formal Discrimination Complaints		Totals	
	Filed with Agency	Filed with SPB	No.	% ¹⁵
Sex	156	2	158	9.73%
Sexual Orientation	37	1	38	2.34%
Veterans Status	6	0	6	0.37%
Not Specified ¹⁶	0	0	0	0.0%
Totals	1,549	75	1,624	

Table 3: Dispositions of Formal Discrimination Complaints Closed by Agencies

Disposition	Formal Discrimination Complaints Filed with Agency	
	No.	% of Closed ¹⁵
Allegations Not Based on Protected Group Status	0	0.0%
Complaint Withdrawn	18	3.63%
Discrimination Found	17	3.43%
Discrimination Not Found	115	23.19%
No Prima Facie Case Established	287	57.86%
No Remedy Possible	6	1.21%
Resolved Through Mediation	7	1.41%
Resolved Through Mutual Agreement	13	2.62%
Violation of EEO/Sexual Harassment Policy Found	29	5.85%
Violation of Other Policy Found	4	0.81%
Totals	496	

Table 4: Final Decisions of Discrimination Complaints Closed by SPB

Final Decision	Formal Discrimination Complaints Filed with SPB	
	No.	% of Closed ¹⁵
Dismissed, Rejected, or Denied	40	83.33%
Granted	0	0.00%
Settled	4	8.33%
Withdrawn	4	8.33%
Totals	40	

¹⁵ Percentages may not total 100% due to rounding.¹⁶ Type of discrimination was not identified by complainant.

VII. Attachments (continued)

Table 5: Length of Time to Resolve Formal Discrimination Complaints Filed with Agencies¹⁷

Agency	Formal Discrimination Complaints Filed with Agency			
	0-90 Days	91-150 Days	151+ Days	Average Length of Time to Close ¹⁸
Administrative Law, Office of	0	0	0	0
African American Museum, California	0	0	0	0
Aging, Department of	0	0	0	0
Agriculture Labor Relations Board	0	0	0	0
Air Resources Board	1	0	0	0
Alcohol and Drug Programs, Department of	2	0	0	71
Alcoholic Beverage Control, Department of	0	0	0	0
Arts Council, California	0	0	0	0
Boating and Waterways, Department of	0	0	0	0
Business Transportation and Housing Agency	0	0	0	0
Child Support Services, Department of	2	0	0	24
Children and Families First Commission	0	0	0	0
Coastal Commission, California	0	0	0	0
Community Colleges, California	0	0	0	0
Community Services and Development, Department of	1	0	0	0
Conservation, Department of	0	0	0	0
Conservation Corps, California	2	0	0	25
Consumer Affairs, Department of	1	0	0	0
Corporations, Department of	0	0	0	0
Corrections and Rehabilitation, Department of	145	84	19	90
Developmental Services, Department of	1	1	2	129
Education, Department of	0	0	0	0
Emergency Management Agency, California	0	0	0	0
Emergency Medical Services Authority	0	0	0	0
Employment Development Department	1	1	0	91
Energy Resources Conservation and Development Commission, California	0	0	0	0
Environmental Health Hazard Assessment, Office of	0	0	0	0
Equalization, Board of	2	1	2	135

¹⁷ Reflects only complaints that were both filed and closed in 2011. Complaints filed in previous years but closed in 2011 were not reflected in this data.

¹⁸ Refers to average number of calendar days to close a discrimination complaint that was filed in 2011.

VII. Attachments (continued)

Table 5: Length of Time to Resolve Formal Discrimination Complaints Filed with Agencies (continued)¹⁹

Agency	Formal Discrimination Complaints Filed with Agency			
	0-90 Days	91-150 Days	151+ Days	Average Length of Time to Close ²⁰
Exposition and State Fair, California	1	0	0	0
Fair Employment and Housing, Department of	0	0	0	0
Fair Employment and Housing Commission	0	0	0	0
Fair Political Practices Commission	0	0	0	0
Finance, Department of	0	0	0	0
Financial Institutions, Department of	0	0	0	0
Fish and Game, Department of	0	0	1	0
Food and Agriculture, Department of	2	2	0	92
Forestry and Fire Protection, Department of	9	5	0	59
Franchise Tax Board	2	1	1	98
Gambling Control Commission, California	0	0	0	0
General Services, Department of	11	0	1	53
Health and Human Services Agency	0	0	0	0
Health Care Services, Department of	1	1	2	139
Highway Patrol, California	0	0	0	0
Horse Racing Board, California	0	0	0	0
Housing and Community Development, Department of	1	0	0	0
Housing Finance Agency, California	0	0	0	0
Industrial Relations, Department of	4	1	0	57
Inspector General, Office of the	0	0	0	0
Insurance, Department of	3			54
Justice, Department of	1	1	1	147
Labor and Workforce Development Agency	0	0	0	0
Legislative Counsel Bureau	1		1	137
Lottery Commission, California	0	0	0	0
Managed Health Care, Department of	0	0	0	0
Managed Risk Medical Insurance Board	0	0	0	0
Mental Health, Department of	30	0	0	23
Military Department	0	0	0	0
Motor Vehicles, Department of	20	2	4	61

¹⁹ Reflects only complaints that were both filed and closed in 2011. Complaints filed in previous years but closed in 2011 were not reflected in this data.

²⁰ Refers to average number of calendar days to close a discrimination complaint that was filed in 2011.

VII. Attachments (continued)

Table 5: Length of Time to Resolve Formal Discrimination Complaints Filed with Agencies (continued)²¹

Agency	Formal Discrimination Complaints Filed with Agency			
	0-90 Days	91-150 Days	151+ Days	Average Length of Time to Close ²²
Native American Heritage Commission	0	0	0	0
Parks and Recreation, Department of	0	0	0	0
Peace Officers Standards and Training, Commission on	0	0	0	0
Personnel Administration, Department of	0	0	0	0
Pesticide Regulation, Department of	1	0	0	0
Postsecondary Education Commission, California	0	0	0	0
Prison Industry Authority	0	0	0	0
Public Employees' Retirement System, California	12	3	0	67
Public Employment Relations Board	0	0	0	0
Public Health, Department of	10	4	1	71
Public Utilities Commission, California	11	0	2	59
Real Estate, Department of	0	0	0	0
Real Estate Appraisers, Office of	0	0	0	0
Rehabilitation, Department of	0	0	1	0
Resources Recycling and Recovery, Department of	0	1	0	0
San Diego River Conservancy	0	0	0	0
San Joaquin River Conservancy	0	0	0	0
Santa Monica Mountains Conservancy	0	0	0	0
Science Center, California	0	0	0	0
Secretary of State	0	0	0	0
Sierra Nevada Conservancy	0	0	0	0
Social Services, Department of	0	0	0	0
State Audits, Bureau of	2	0	0	29
State Coastal Conservancy	0	0	0	0
State Compensation Insurance Fund	20	6	0	61
State Controller's Office	1	0	0	0
State Lands Commission	0	0	0	0
State Library, California	0	0	0	0

²¹ Reflects only complaints that were both filed and closed in 2011. Complaints filed in previous years but closed in 2011 were not reflected in this data.

²² Refers to average number of calendar days to close a discrimination complaint that was filed in 2011.

VII. Attachments (continued)

Table 5: Length of Time to Resolve Formal Discrimination Complaints Filed with Agencies (continued)²³

Agency	Formal Discrimination Complaints Filed with Agency			
	0-90 Days	91-150 Days	151+ Days	Average Length of Time to Close ²⁴
State Lottery, California	1	0	0	0
State Personnel Board	0	0	0	0
State Public Defender, Office of the	0	0	0	0
State Teachers' Retirement System, California	2	0	0	40
State Treasurer's Office	0	0	0	0
State Water Resources Control Board	1	1	0	101
Statewide Health Planning and Development, Office of	5	0	0	51
Student Aid Commission, California	0	0	0	0
Systems Integration, Office of	1	0	0	0
Tahoe Conservancy	0	0	0	0
Teacher Credentialing, California Commission on	0	0	0	0
Technology Agency, California	0	1	1	160
Toxic Substances Control, Department of	1	0	0	0
Transportation, Department of	7	4	3	89
Unemployment Insurance Appeals Board, California	0	0	0	0
Veterans Affairs, Department of	6	0	0	30
Victim Compensation and Government Claims Board	0	0	0	0
Water Resources, Department of	9	0	0	17
Workforce Investment Board, California	0	0	0	0
Totals	334	120	42	75

Table 6: Length of Time to Resolve Discrimination Complaints Filed with SPB²³

Formal Discrimination Complaints Filed with SPB			
0-89 Days	90-179 Days	180+ Days	Average Length of Time to Close ²⁴
11	21	16	154

²³ Reflects only complaints that were both filed and closed in 2011. Complaints filed in previous years but closed in 2011 were not reflected in this data.

²⁴ Refers to average number of calendar days to close a discrimination complaint that was filed in 2011.