

# 2018 ANNUAL REPORT

AMES HUMAN RELATIONS COMMISSION

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### CITY OF AMES MUNICIPAL CODE, CHAPTER 14

The purpose of this chapter is to implement the provision of the Iowa Civil Rights Act and to further provide for the general welfare of persons in the City of Ames, Iowa, by prohibiting certain discriminatory practices, and to establish a commission for the investigation of complaints of discrimination; and, to undertake projects of education to prevent discrimination; and, to establish procedures for the conciliation of such complaints; and to enforce the provisions hereof.

At an August 2018 city council workshop, council members directed the AHRC to not adjudicate cases and instead refer all cases to the Iowa Civil Rights Commission. At this workshop, Council also discussed various methods of gathering additional information to inform an adjusted or revised ordinance and directed the AHRC to review data available (including the Campus Climate Survey, Municipal Equality Indexes) and other available data; interact with ISU, ACSD, and any others well-positioned to give input on diversity, inclusion and equity in the community in order to recommend action items and changes to the ordinance.

#### 2018 COMMISSIONERS:

- Liming Pals
- Wayne Clinton
- Joel Hochstein (Chair as of April 2018)
- John Klaus (Chair until March 2018) – expired term
- Anneke Mundel (Stepped down August 2018)
- Heidi Thompson (Stepped down July 2018)
- Brian Phillips (City staff)

**The following report provides a chronological summary of key undertakings of the AHRC. This summary is followed by an overview of Ames civil rights complaints reported to the Iowa Civil Rights Commission in 2018. The AHRC's Strategic Plan for 2017-19 is also provided.**

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## ACTIVITY HIGHLIGHTS:

### JANUARY 2018:

- The AHRC approved its annual partnership with Vanessa Baker Latimer on **Fair Housing Month** activities.

### FEBRUARY 2018:

- Approved language for the “**A Home for Everyone**” Award.
- AHRC also gained access to the City’s community system for records management. This had previously been done via private Dropbox accounts. This system allows city personnel working with the commission to have more control over who has access to information related to the AHRC.

### MARCH 2018:

- Discussed putting together PSAs with city staff involving educational topics from the strategic plan.
- Approved **Carrie Moser** from **Emergency Residence Project** for the “A Home for Everyone” Award.
- Approved Commissioner Hochstein to work on behalf of the Commission on the **Building Inclusive Organizations Symposium** hosted by the City of Ames, Ames Human Relations Commission, Iowa State Office of Diversity and Inclusion, and the Ames Chamber of Commerce.

### APRIL 2018:

- Commission selected Joel Hochstein as Chair.
- Discussed the May joint meeting with City Council.
- Discussed and approved programming partnership with **Inclusive Ames** to host several programs in the fall at the Ames Public Library.

### MAY 2018:

- Discussed co-sponsoring a program with **Inclusive Ames** titled: **Race: the Power of an Illusion** to be hosted at the Ames Public Library.
- Continued discussion on follow-up from May joint meeting with City Council.

### JUNE 2018:

- Commission approved a budget for the next fiscal year. Commission also reviewed physical materials that have collected in the City Manager’s office and discarded items that were outdated or not conducive to the mission of the commission. This budget approval and physical material review will be taking place in June of each year. It is unknown if the commission has ever approved a budget in the past.

### JULY 2018:

No meeting due to lack of quorum.

### AUGUST 2018:

- Approved funding for **IRIS Peace Walk** at \$500.
- Approved co-sponsoring a program with **Inclusive Ames** titled: **Race: the Power of an Illusion** to be hosted at the Ames Public Library after report from Commissioner Clinton.
- Discussed a Des Moines Register article regarding a racist WiFi hotspot name in Campustown.
- Conducted workshop with Ames City Council regarding Human Relations Ordinance Chapter 14.

### SEPTEMBER 2018:

- Co-sponsored a Cross-Cultural Communication program with **Inclusive Ames**.
- The AHRC provided sponsorship and all three commissioners participated in the **Iowa Resource for International Service (IRIS) Peace Walk** at Ada Hayden park.
- Approved request from **Iowa Civil Rights Commission** to renew the annual cooperative agreement and refer to City Council.

### OCTOBER 2018:

- Co-sponsored a Mindful Inquiry program with **Inclusive Ames**.
- Telephonic meeting conducted due to commissioner schedule conflicts.
- Approved **Humanitarian Award** application materials and referred city staff to post on AHRC website.
- Approved Commissioner Clinton to serve on behalf of the AHRC on the **Martin Luther King Jr. Celebration Planning Committee**.
- All three commissioners attended the **Building Inclusive Organizations Symposium**.

### NOVEMBER 2018:

- No meeting due to commissioner schedule conflicts and lack of quorum.

### DECEMBER 2018:

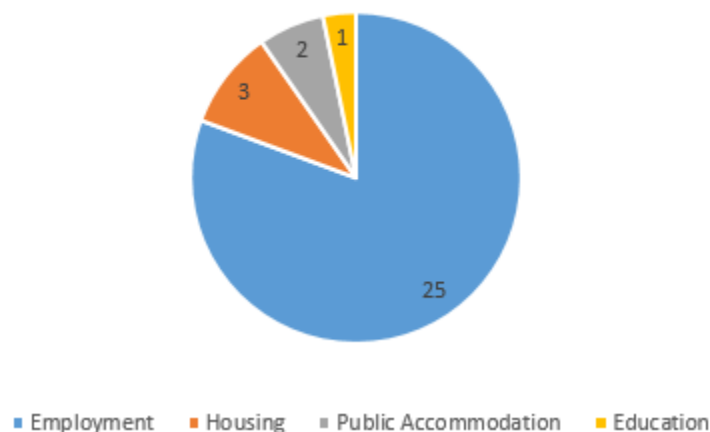
- Telephonic meeting conducted due to commissioner schedule conflicts.
- Selected **Dr. Reginald Stewart** as the Humanitarian Award recipient.
- Approved language and nomination form for the “**A Home for Everyone**” award.

## AMES CIVIL RIGHT COMPLAINTS TO THE IOWA CIVIL RIGHTS COMMISSION 2018:

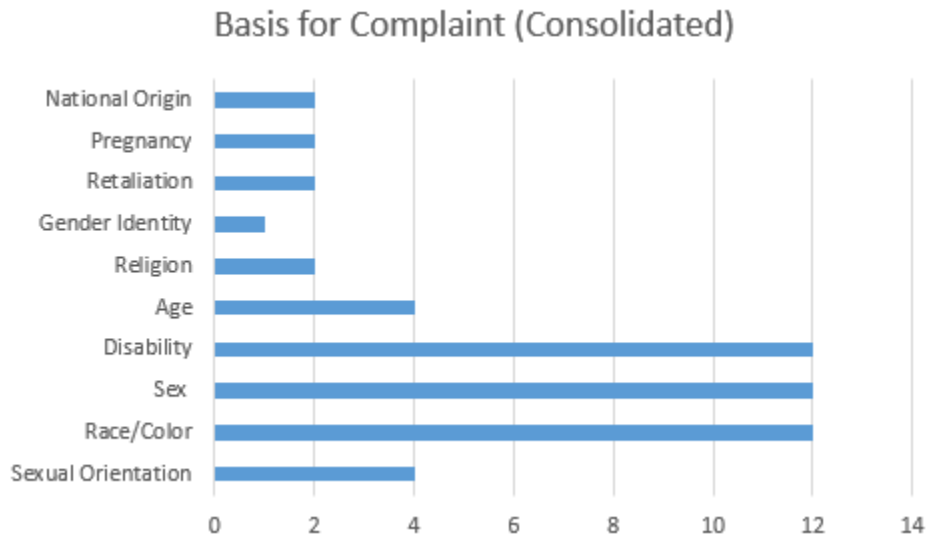
Citizens are able to initiate complaints to the City via the City Manager’s Office or make them directly to the Iowa Civil Rights Commission (ICRC). As a matter of procedure, reports made to the City are sent to the State for investigation and are tracked by the ICRC. Reports have been made to the Iowa Civil Rights Commission involving Ames of which the Ames Human Relations Commission is not notified. The Commission requested aggregate summaries of the Ames complaints made to the ICRC for the purpose of understanding the areas of complaints and concerns identified. Results of this request are provided below

**Figure 1. Areas of Discrimination Complaints**

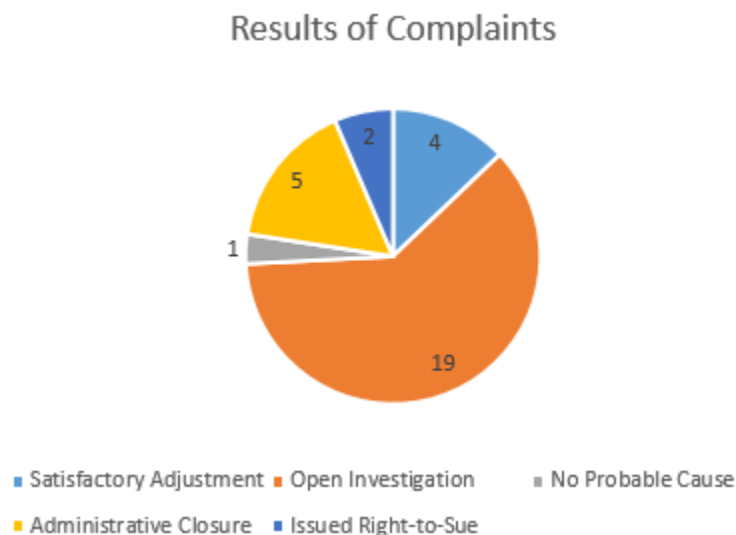
Areas of Discrimination Complaints



**Figure 2. Basis for Complaint (Consolidated)**



**Figure 3. Results of Complaints**



For comparison, in calendar year 2017, there were 17 complaints filed from Ames. Of these, 71% (12) were related to employment, while the remaining 29% (5) were related to housing. The bases or basis for the complaints was race (7 complaints), age (5 complaints), color (4 complaints), retaliation (3 complaints), physical disability (3 complaints), mental disability (2 complaints), religion (2 complaints), disability-not specified (1 complaint), “national origin” (4 complaints). Note that individuals may file complaints in more than one area simultaneously. Nine (9) of these complaints received administrative closure, one (1) was deemed “no probable cause”, while the final seven (7) were under open investigation at the time of the request.

## Calendar Year 2018 – Ames Complaints from ICRC (in full)

Area(s)	Bases/Basis	Cause of Action	Results
Employment, Retaliation	Retaliation	Harassment, Constructive Discharge, Demotion, Reduced Hours, Reduced Pay, Assignment, Discharge	Satisfactory Adjustment
Employment, Retaliation	Sexual Orientation (Heterosexual)	Discipline, Constructive Discharge, Sexual Harassment Assignment	Satisfactory Adjustment
Employment, Retaliation	Race (Black), Sex (Female)	Hiring	Open Investigation
Employment, Retaliation	Race (Black), Sex (Male), Color	Demotion, Discipline, Reduced Hours, Suspension, Assignment, Discharge	Open Investigation
Employment, Retaliation	Sex (Female), Pregnancy	Denied Accommodation, Benefits, Reduced Hours, Pay Comparability	Satisfactory Adjustment
Housing	Disability (Neurological Impairment, Other Impairment)	Reasonable Accommodation, Terms and Conditions, Eviction	No Probable Cause
Employment, Retaliation	Sex (Male), Age (Younger), Sexual Orientation (Homosexual)	Promotion, Training, Harassment, Sexual Harassment, Discharge	Open Investigation
Employment, Retaliation	Race (Black)	Harassment Discharge	Open Investigation
Employment, Retaliation	Disability (Anxiety, Depression)	Denied Accommodation, Recall, Layoff, Reduced Hours	Open Investigation
Employment, Retaliation	Retaliation	Demotion, Benefits, Harassment, Discharge	Open Investigation
Employment	Age (Older)	Constructive Discharge, Discharge	Open Investigation
Employment	Age (Older)	Discharge	Open Investigation
Employment, Retaliation	Race (Black), Color	Discharge, Harassment	Open Investigation
Housing	Disability (Anxiety, Depression)	Otherwise deny or make housing unavailable, refuse to rent, Reasonable Accommodation, terms and Conditions	Open Investigation
Employment	Sex (Female)	Harassment, Sexual Harassment	Open Investigation
Employment, Retaliation	Race (Black), Sex (Male), Religion (Other), Sexual Orientation (Heterosexual)	Demotion, Discipline, Promotion, Harassment, Sexual Harassment, Assignment, Pay Comparability	Administrative Closure
Employment	Disability (Other impairment)	Discharge	Administrative Closure
Employment, Retaliation	Sex (Female), Disability (Other impairment)	Denied Accommodation, Reduced Pay, Pay Comparability, Sexual Harassment, Assignment	Administrative Closure
Employment, Retaliation	Sex (Female)	Discharge	Administrative Closure
Employment, Retaliation	Sex (Female)	Harassment, Sexual Harassment, Discharge	Issued Right-to-Sue
Public Accommodation, Credit	Race (Black)	Denied Credit, Service	Administrative Closure

Employment	Sex (Female), Disability (Other impairment)	Discharge, Promotion, Pay Comparability	Open Investigation
Employment, Retaliation	Sex (Female)	Discharge, Pay Comparability, Terms and Conditions, Assignment	Issued Right-to-Sue
Housing	Race (Black)	Refuse to Rent, Otherwise deny or make housing unavailable	Satisfactory Adjustment
Public Accommodation	Race (Black)	Denied Service	Open Investigation
Employment	Sex (Female), Pregnancy	Denied Accommodation, Harassment, Discharge	Open Investigation
Employment	Disability (Back Impairment)	Hiring	Open Investigation
Employment	Disability (Regarded as)	Benefits, Harassment, Suspension	Open Investigation
Employment, Retaliation	Race (Other), National Origin (Other) Sexual Orientation (Homosexual), Gender Identity	Discharge, Discipline, Harassment	Open Investigation
Employment, Retaliation	Age (Older), Disability (Back Impairment)	Hiring	Open Investigation
Education, Retaliation	Race (Other), National Origin (Afghani, Arab, Middle Eastern), Religion (Muslim)	Discharge	Open Investigation

## AMES HUMAN RELATIONS COMMISSION 2017-19 STRATEGIC PLAN

### Introduction:

Since establishment by City Ordinance in 1974 the Ames Human Relations Commission has been charged with the responsibility of investigating, reporting, and making recommendations to the City Council on civil rights and human relations issues. The establishing ordinance prohibits specified discriminatory practices. It is the duty of the Commission to put in place and oversee, consistent with the City Ordinance, a process by which complaints of such discrimination are received, investigated and resolved in a manner that enforces those prohibitions. Additionally, the Commission has a duty to produce research, investigations, reports and publications to promote goodwill among the diverse citizens of Ames. What follows is a broadly stated strategic plan to guide the Commission in meeting its responsibilities in 2017-2019.

### Strategic Goal A – Watchdog

The Human Relations Commission will function as an alert and energetic watchdog. A watchdog is sensitive to approaching danger and barks a warning before harm happens. To that end, the Commission will undertake activities to discover conduct or circumstances that may lead to prohibited discrimination so that the community can be warned and assisted in preventing it. The Commission will develop and follow a protocol to handle discriminatory incidents in the Ames community.

### Strategic Goal B – Information & Analysis

The Commission will study the existence, character, causes and extent of discriminatory practices in the community.

Objective	Strategies	Performance Measures
Maintain objective knowledge related to claims of discrimination.	Obtain reports from the Iowa Civil Rights Commission on claims of discrimination in relation to types and probable cause.	<ul style="list-style-type: none"> <li>Annually review and trend reports.</li> </ul>
	Monthly receive reports from the City on types of claims made locally in writing, or on the website.	<ul style="list-style-type: none"> <li>Monthly agenda report of Discriminatory Claims to the City, and any concerns expressed on the Human <a href="mailto:Relations@cityofAmes.org">Relations@cityofAmes.org</a>.</li> </ul>
	Formal and informal reports will be used to determine priority areas of focus.	<ul style="list-style-type: none"> <li>Review reports and share with City Council and Community leaders annually and as needed.</li> </ul>
City and Community employers will be knowledgeable regarding workplace discrimination and how to decrease the risk.	Partner with community employers and human resource specialists to identify concerns and opportunities for non-discriminatory workplace cultures.	<ul style="list-style-type: none"> <li>Meet with Cyclone Society for Human Resource Management (CySHRM) to identify their concerns and opportunities to promote non-discriminatory cultures and practices.</li> <li>Summarize and share qualitative and quantitative findings with City Council relating to claims of discrimination.</li> </ul>
Support accurate reporting of City activities related to inclusion and anti-discrimination practices.	Work with City to identify public reporting related to inclusion and anti-discriminatory practices.	<ul style="list-style-type: none"> <li>Municipality Equality Index.</li> <li>Research potential rubrics for inclusion for City Services/Municipalities.</li> </ul>
Identify opportunities for obtaining information related to community member perceptions and experiences in relation to housing, employment, public accommodation, race and ethnic minority, gender identify, religion, age, gender, sexual orientation, physical or mental disability, or familial status.	Reach out to community partners or populations to identify concerns or successes.	<ul style="list-style-type: none"> <li>Bi-annually, collect and summarize findings to be used for future planning, i.e. Community Demographics, CyRide or City Surveys.</li> </ul>
The Commission will be an active presence in providing community education and deterring discrimination.	The Commission will increase engagement and community interactions.	<ul style="list-style-type: none"> <li>Monitor and report contacts or participation in relation to social media and public engagement activities.</li> </ul>

### Strategic Goal C – Public Awareness & Effective Communication

The Human Relations Commission will work to improve its profile and effectiveness in communicating with the general public as follows:

Objective	Strategies	Performance Measures
Raise public awareness of the Commission's work	Expand media outreach	<ul style="list-style-type: none"> <li>Provide an educational press release (on housing, employment, education/training, public accommodations or</li> </ul>



		<p>services, credit) to CitySide, the Ames Tribune, Iowa State Daily, and/or KHOI Radio station at least 4 x per year, ideally every 3 months.</p> <ul style="list-style-type: none"> <li>• Develop a protocol to communicate with the press following discriminatory incidents in the Ames community.</li> </ul>
	Maintain an active presence in the Ames community	<ul style="list-style-type: none"> <li>• Have at least one commissioner attend each of the events listed in the Commission's annual calendar, with visible identification (t-shirt, name-tag)</li> <li>• Co-sponsor community events with aligned organizations and individuals</li> <li>• Develop a list of, and work with, aligned organizations and individuals to provide links from their websites to the AHRC website.</li> </ul>
	Keep the AHRC website current and easy to navigate	<ul style="list-style-type: none"> <li>• Make a link to any AHRC educational pieces and resolutions, Iowa Civil Rights Commission documents, etc. from the website</li> <li>• Provide and update the annual calendar of events</li> </ul>
	Use social media to communicate with the public	<ul style="list-style-type: none"> <li>• Utilize the City of Ames Facebook page.</li> </ul>
Improve access to AHRC publications and dissemination of information for all persons	Revise website and documents to provide accessibility to those persons with limited English proficiency	<p>On the website:</p> <ul style="list-style-type: none"> <li>• Provide translated bolded/large print directions (in Spanish, Chinese, Arabic, and Korean) on (a) how to translate the web contents on the City site; (b) how to file a complaint; (c) how to access interpretation for other City services.</li> <li>• Provide link to Iowa Civil Rights Commission Complaint Form directions in Spanish</li> </ul> <p>On AHRC documents:</p> <ul style="list-style-type: none"> <li>• Provide translated bolded/large print directions (in Spanish, Chinese, Arabic, and Korean) on how to obtain</li> </ul>

		<p>interpretive services for assistance in understanding discrimination laws and filing complaints</p> <p>Bi-annually, review Ames City (Cy-Ride) demographic data to determine if translation is needed for other languages</p>
<p>Improve communication with transgender, gender-nonconforming, and gender-questioning persons within the Ames community</p>	<p>Revise City website and brochures to include gender neutral language</p>	<ul style="list-style-type: none"> <li>• Remove his/her language from AHRC-specific literature</li> <li>• Explore the possibility of removing such language from other City documents.</li> </ul>
<p>Raise public awareness of community organizations, activities, and individuals that exemplify inclusivity and a non-discriminatory approach</p>	<p>List these organizations, activities, and individuals on the AHRC website</p>	<p>Annually, award the Humanitarian Award and Fair Housing Award</p>

**Strategic Goal D – Management Excellence**

The Human Relations Commission will strive to keep this strategic plan at the forefront of all its decisions and activities. In the spirit of that objective, the Human Relations Commission agenda will reflect the strategic plan by indicating a section for each strategic goal. All business of the commission should be placed under a subheading in the agenda for each meeting and if a business item is linked to more than one goal, each goal should be identified beside the business item [ie: Commission Response to White Nationalist Remark (SG-A, SG-C)]

The Human Relations Commission will strive to effectively spend the budgeted monies from the Ames City Council. Monies allocated for the Commission should only be used in ways what advance these strategic goals. During its annual report, the Commission should describe the ways in which its monies were used and in what ways its use advanced the goals described above.