

# IOWA CIVIL RIGHTS COMMISSION

## ANNUAL REPORT

### FISCAL YEAR 2001



**The IOWA CIVIL RIGHTS COMMISSION Vision:**  
*A state where all people are free from discrimination.*

**The IOWA CIVIL RIGHTS COMMISSION Mission:**  
*Enforcing civil rights through  
Compliance, Reconciliation, Education, and Advocacy*



## STATE OF IOWA

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THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

IOWA CIVIL RIGHTS COMMISSION  
CORLIS S. MOODY  
EXECUTIVE DIRECTOR

May 1, 2002

The Honorable Thomas J. Vilsack  
Governor of the State of Iowa  
The State Capitol  
Des Moines, Iowa 50319

Dear Governor Vilsack:

In accordance with the Code of Iowa, I hereby transmit to you and the General Assembly, the Annual Report of the Iowa Civil Rights Commission for Fiscal Year 2001.

During Fiscal Year 2001, the Iowa Civil Rights Commission sought to eliminate discrimination by enforcing civil rights through compliance, reconciliation, education and advocacy. Our vision is a state where all people are free of discrimination. The Iowa Civil Rights Commission is fortunate to have the dedication of the staff, the commissioners, and the public in working together to eliminate discrimination.

Your continued support of the commission and its ongoing efforts to carry out the mandates of the Legislature and the Act are earnestly solicited and appreciated.

Respectfully submitted,

A handwritten signature in blue ink that reads "Corlis S. Moody".

Corlis Moody  
Executive Director

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515-281-4121 / 1-800-457-4416 / Fax 515-242-5840

## Introduction

The IOWA CIVIL RIGHTS COMMISSION is a state administrative agency formed in 1965 by action of the Iowa General Assembly. The agency enforces *Chapter 216* of the *Iowa Code*, also known as the Iowa Civil Rights Act. The Commission consists of a seven-member board appointed by the Governor that sets policy for the agency. The day-to-day operation is in the hands of an executive director and a staff of 36 persons.

In this report are the details of the array of work accomplished by the staff. The Iowa Civil Rights Commission has a diverse workforce committed to civil rights and the enforcement of civil rights laws. The Iowa Civil Rights Commission is participating in several new alliances. These include the New Iowans project, pilot programs in three Iowa communities to identify employment needs and recruit individuals from out of state to meet those needs; the Accessibility project, focusing on providing access to housing for individuals with disabilities; and the Enterprise Planning Team and Iowa Excellence Initiative, the Governor's initiatives to address making state government more efficient.

Over the past year and a half, the agency has undertaken several new thrusts:

- Proactive mediation
- Expanded education
- Customer friendly technology
- Increased employee involvement and empowerment

The agency's proactive mediation program works with people face-to-face to reach mutually agreeable resolutions in a timely manner. Through this program, staff is able to address more cases in a very personal way.

The expansion of the education program has meant improving agency publications, visibility in the community, innovation in the provision of educational services, and serving internal and external customers better.

Even with limited resources, the Iowa Civil Rights Commission has developed a user-friendly, widely acclaimed website ([www.state.ia.us/government/crc](http://www.state.ia.us/government/crc)). This website receives over 60,000 hits a month. The Iowa Civil Rights Commission complaint form can now be accessed online. The expectation is to have an online complaint intake system and a case processing system that will allow us to efficiently monitor the status of and recover statistical data regarding complaints filed with our agency.

To increase employee involvement and empowerment, the Iowa Civil Rights Commission holds monthly staff meetings, routinely schedules employee events, and participates in the Governor's Golden Dome Awards. Internal training is conducted on a routine basis, in a variety of formats. A best-in-class survey was conducted to determine ideas for agency improvement. Suggestions from that survey were addressed by a review team of Iowa Civil Rights Commission employees. This team continues to review suggestions for improvement and implements solutions, whenever possible.

# Mediation

## Mediation Team

The Mediation Team was created to provide efficient and effective customer service for Iowans. Mediations are conducted throughout the state of Iowa. Onsite mediations encourage Complainants and Respondents to resolve disputes in one meeting, which decreases timeframes significantly at the Iowa Civil Rights Commission.

This program was fully implemented on March 26, 2001, with a staff of four. The mediator role is as a neutral third party who facilitates the discussions between the Complainant and the Respondent. The purpose is to assist the parties to reach a compromise.

Fortunately, as the result of the more recent trend towards alternative dispute resolution (ADR), more and more disputes are resolved by mediation, even before the parties file suit in court. Mediation reduces litigation and costs associated with court. There are two requirements that must be met at the Iowa Civil Rights Commission before mediation takes place:

- a) both parties must be willing to resolve the dispute
- b) the process must remain confidential

A new partnership has been formed with the Local Commissions and the Iowa Civil Rights Commission to utilize space at the locals to conduct mediations throughout the state of Iowa. This partnership allows the team to travel and reduce any hardship on Complainants and Respondents.

From March 26, 2001 to June 30, 2001, the team resolved a total of **82 cases**:

Rights-to-sue	<b>44</b>
Withdrawals	<b>3</b>
Failure to cooperate	<b>1</b>
Settlement agreements	<b>32</b>
Reinstatement	<b>2</b>
<b><i>Total dollars collected for Complainants:</i></b>	<b><i>\$335,814.00</i></b>

## External Volunteer Mediation

The Iowa Civil Rights Commission's collaborative effort with the Volunteer Mediators remains intact. **73 cases** were resolved through the volunteer mediator program during FY 2001:

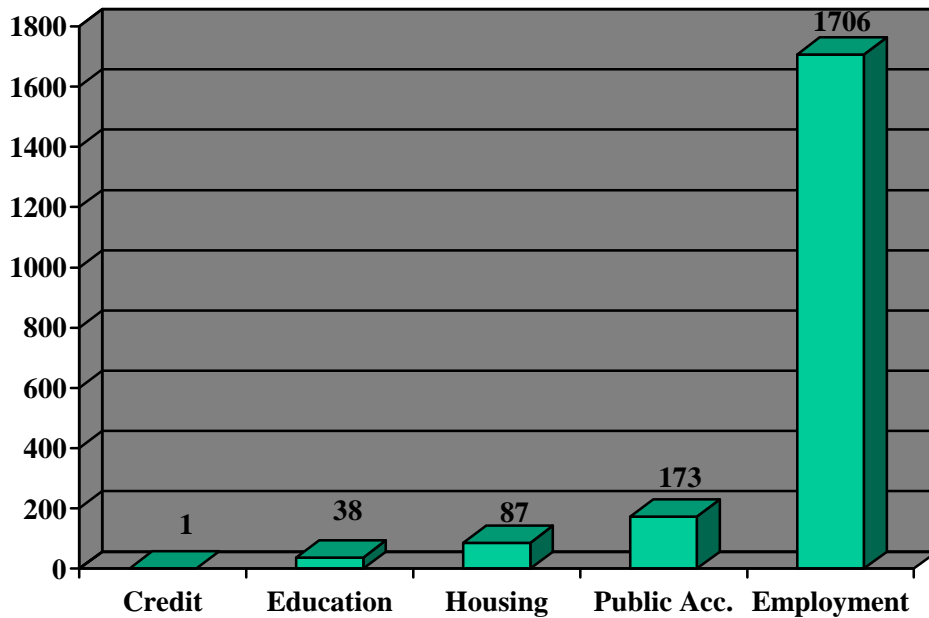
Withdrawals	<b>6</b>
Rights-to-sue	<b>34</b>
Settlement agreements	<b>32</b>
Reinstatement	<b>1</b>

## CASE PROCESSING

During this fiscal year, **2,150** complaints were filed with the IOWA CIVIL RIGHTS COMMISSION. Of those complaints, 145 were judged to be non-jurisdictional or untimely filed. Therefore, the number of complaints docketed for processing was **2005**. Resolutions numbered **2095**. Individuals who filed complaints with the IOWA CIVIL RIGHTS COMMISSION recovered **\$1,143,800.87** in settlement agreements/annualized benefits.

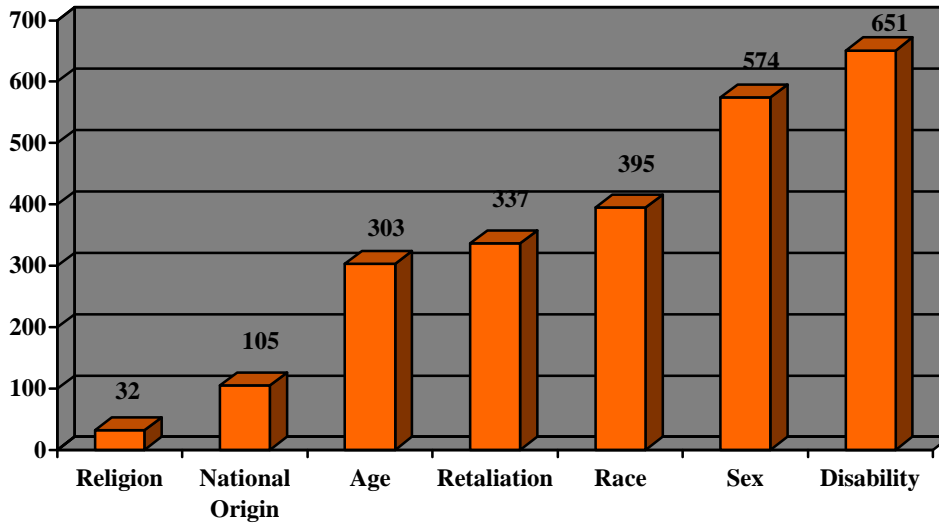
Employment continued to be the largest area of complaints filed, 77.4%. This year, the second largest area was public accommodations, 10.1%; followed by housing, 5.1%.

### Filings By Area:



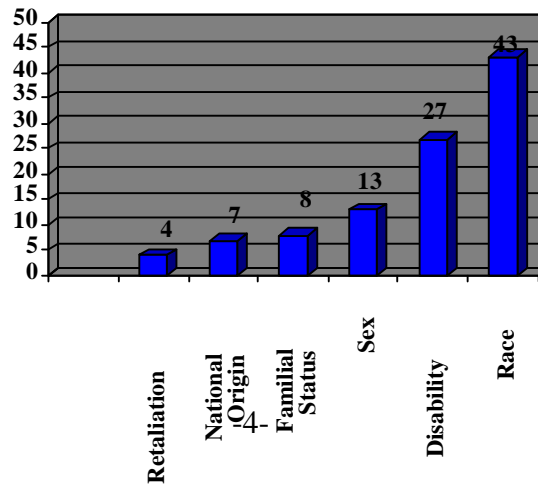
Disability continued to be the most frequently named basis (characteristic) for discrimination in non-housing cases, 27.1%. This was followed by sex discrimination at 23.9%. These two leading causes of discrimination were followed by race at 16.5%, retaliation at 14%, age at 12.6%, and national origin at 4.4%. The other bases accounted for only thirty-six other complaints.

**Filings By Basis (Non-Housing):**



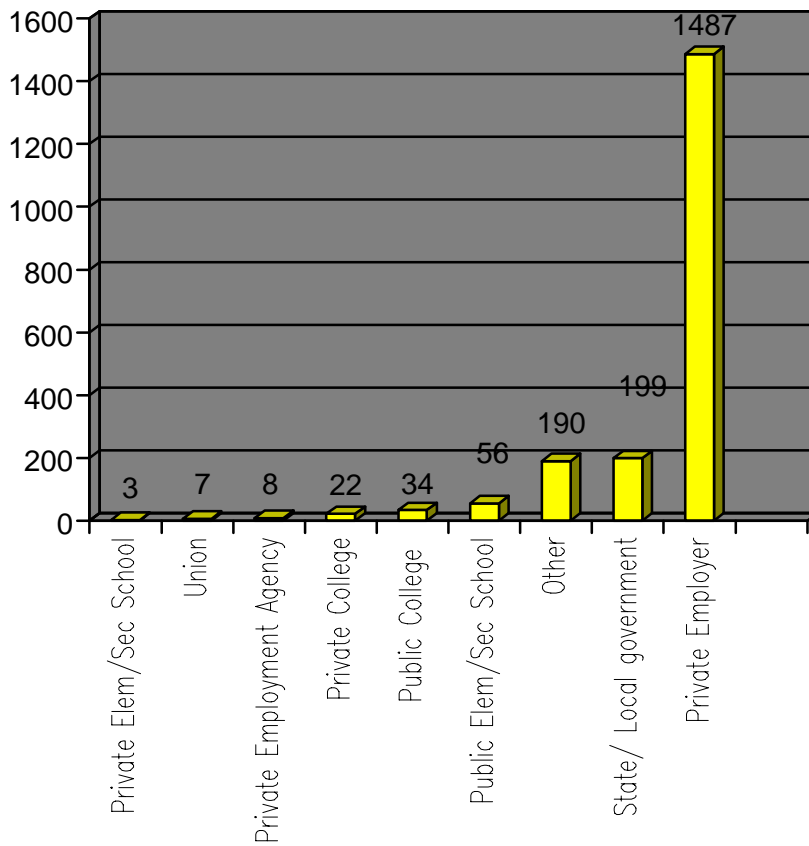
In housing complaints, race was the most frequently named basis for discrimination at 42.2%. This was followed by disability at 26.5% and sex 12.7%.

**Filings By Basis (Housing):**



In fiscal year 2001, 1487 cases or 74.2% were filed against private employers; 9.9% against state and local government employers; and the other category, accounted for 9.5%. Almost half of the cases filed with the IOWA CIVIL RIGHTS COMMISSION came from four counties. Together these counties accounted for 935 of the cases filed with the agency.

**Filings By Respondent Type:**



## Filings by County:

County	# of Cases
Polk	496
Scott	186
Linn	140
Black Hawk	113
Johnson	86
Dubuque	81
Woodbury	70
Pottawattamie	67
Clinton	50
Cerro Gordo	45
Des Moines	44
Story	37
Webster	36
Muscatine	32
Wapello	29
Marshall	27
Lee	26
Dallas	23
Page	17
Jasper, Jones, Marion	16
Clarke	15
Clayton	14
Henry, Winnebago	11
Bremer, Hamilton	10
Buchanan, Carroll, Jackson, Jefferson, Union	9
Dickinson, Floyd, Sioux	8
Buena Vista, Cass, Davis, Mills, Poweshiek	7
Fayette, Greene, Hancock, Harrison, Iowa, Kossuth, Plymouth	6
Appanoose, Benton, Cherokee, Clayton, Decatur, Franklin, Fremont, Hardin, Warren, Washington, Wright	5
Adair, Chickasaw, Delaware, Emmet, Mahaska, Palo Alto, Wayne	4
Allamakee, Butler, Calhoun, Grundy, Montgomery	3
Adams, Boone, Crawford, Humboldt, Keokuk, Lyon, Madison, Mitchell, O'Brien, Pocahontas, Ringgold, Taylor, Van Buren, Winneshiek	2
Audubon, Cedar, Grundy, Howard, Ida, Louisa, Monroe, Tama, Worth	1
Lucas, Monona, Osceola, Sac, Shelby	0
<b>TOTAL</b>	<b>2005</b>

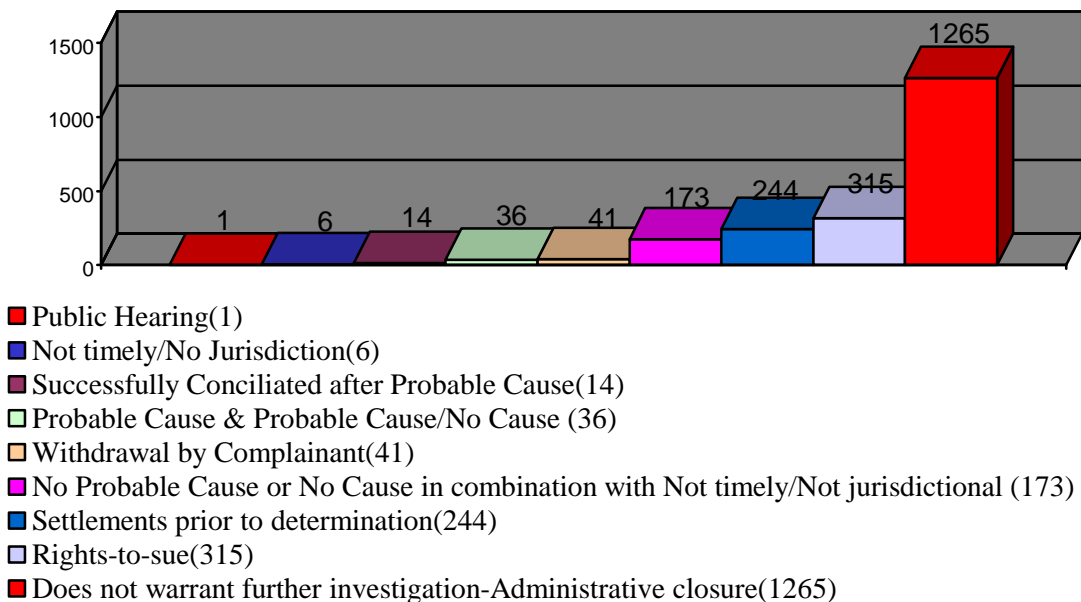


Local human and civil rights commissions assist the IOWA CIVIL RIGHTS COMMISSION in processing or referring a number of cases every year.

<b>Filings by Processor</b>	
<b>Processor</b>	<b># of Cases</b>
Iowa Civil Rights Commission	1656
Davenport Civil Rights Commission	63
Cedar Rapids Civil Rights Commission	57
Equal Employment Opportunity Commission	56
Des Moines Human Rights Commission	43
Mason City Human Rights Commission	38
Dubuque Human Rights Commission	23
Iowa City Human Rights Commission	20
Waterloo Human Rights Commission	13
Council Bluffs Human Rights Commission	12
Fort Dodge Human Rights Commission	8
Sioux City Human Rights Commission	5
Cedar Falls Human Rights Commission	5
Ames Human Rights Commission	4
Clinton Human Rights Commission	2
Ft. Madison Human Rights Commission	1
U.S. Housing & Urban Development, Bettendorf Human Rights Commission, Burlington Human Rights Commission, Grinnell Human Rights Commission, Indianola Human Rights Commission, Keokuk Human Rights Commission, Marshalltown Human Rights Commission, Mt. Pleasant Human Rights Commission, Muscatine Human Rights Commission, Ottumwa Human Rights Commission	0

Of the 2095 case resolutions, the largest category was does not warrant further investigation/administrative closures at 60.4%, followed by rights-to-sue 15%, satisfactory adjustments or withdrawal with benefits (settlements) 11.7%, and no probable causes 8%.

**Resolutions By Type:**



**Education**

The Education Team plans and implements the education and outreach activities of the Commission. The Commission’s educational programs are designed to inform people about their rights under the law, and to inform businesses, landlords, and other organizations how to conduct their operations in accordance with the law.

Staff are available, upon request, to conduct public speaking engagements, workshops, classes, and other events. This fiscal year, staff participated in **129** events, reaching **3,061** participants. The most requested topics through the year were for programs on harassment and diversity issues. The Iowa Communications Network (ICN) enabled the team to do distance learning to other ICN locations.

The citizens of Iowa continued to use the video lending library offered by the Commission. New titles were added to the video lending library. There were **233** uses of the videos by staff and by citizen requests.

The public called the Commission for information **2,155** times during the year. These non-complaint-related calls came from employers, employees, renters, attorneys and others who wanted to know about civil rights and discrimination. Calls and presentations, resulted in **24,655** materials being distributed. This year there were **196,200** visits to the Commission's web site ([www.state.ia.us/government/crc](http://www.state.ia.us/government/crc)). This was four times the number from the previous fiscal year.

The IOWA CIVIL RIGHTS COMMISSION also continued to co-sponsor the I'll Make Me a World in Iowa celebration, held this fiscal year on Saturday, January 27, 2001. The response was even greater than the second year, with between 2000 and 3000 people attending.

There are currently 23 Community Diversity Appreciation Teams that have been formed in communities around the state. The teams have been formed for the purpose of fighting discrimination locally before it happens, and to be ready to respond with action if it does happen. The Commission provides staff support to a community wishing to form a team, and offers follow-up assistance as needed. The Commission also has responded to hate incidents around the state, to support local people in taking a stance against hate crimes.

A "study circle" is a group of 10 to 15 citizens who meet in their community to discuss a topic of mutual interest, under the leadership of a trained facilitator. The goal is to have respectful, honest and participatory dialogue in an atmosphere that is non-confrontational and non-threatening.

The Commission was the leader in introducing study circles to Iowa several years ago; and continues to be an active supporter. While the Commission recommends starting the discussions on race and race relations, the groups can choose other topics important to their community, such as education, criminal justice, police/community relations, or immigration issues. Study circles have proven to be an excellent addition to the Community Diversity Appreciation Teams in getting more citizens involved in working on a community's discrimination issues. Commission staff are available to help a community start a pilot project, to provide facilitator training, or for consultation.

## **Agency Funding**

The total funding for the IOWA CIVIL RIGHTS COMMISSION for FY2001 was **\$2,129,637**. The dollars came from the State General Fund (\$1,226,743), as appropriated by the legislature; from complaint processing contracts and grants from federal agencies (EEOC \$564,850 and HUD \$318,079); and from reimbursements for copying and civil rights complaints audits (\$19,965).

# **IOWA CIVIL RIGHTS COMMISSION STAFF**

**CORLIS MOODY, EXECUTIVE DIRECTOR**

**WILLIAM ARMSTRONG, INVESTIGATOR**

**NORMA BOSLEY, ADMINISTRATIVE SUPPORT**

**MARCIA COVERDALE, ADMINISTRATIVE SUPPORT**

**VICKI DOUGLAS, INVESTIGATOR**

**ANNETTE FLAHERTY, ADMINISTRATIVE SUPPORT**

**TOM GOOD, TRAINER**

**KERRY HAINLINE, INVESTIGATOR/WEBMASTER**

**ROGER HALLECK, INVESTIGATOR**

**GREG KLEIN, CONCILIATOR/INVESTIGATOR/  
SCREENER/MEDIATOR**

**LARRY LOCKMAN, INTAKE OFFICER**

**FRANCESCA PALMER, INVESTIGATOR**

**GEORGE PETERS, HOUSING/PRE-INVESTIGATION MANAGER**

**DAWN PETERSON, EDUCATION MANAGER**

**LENA ROBISON, MEDIATOR**

**PAM ROSE, INVESTIGATION MANAGER**

**KARL SCHILLING, SCREENER**

**SOMMAY SOULINTHAVONG, INVESTIGATOR**

**FRANK TRIBBLE, TRAINER**

**CALVIN BACCAM, MEDIATOR**

**NATALIE BURNHAM, INVESTIGATOR**

**MARY COWDREY, ADMINISTRATIVE LAW JUDGE**

**AL FALCONI, TRAINER**

**L.B. GALBEARTH, MEDIATOR**

**SALLY GOODE, EXECUTIVE SECRETARY**

**MURLEAN HALL, SCREENER**

**TINA HAYES, ADMINISTRATIVE SUPPORT**

**DAVID LEAMING, INTAKE OFFICER**

**SYLVIA OWENS, INVESTIGATOR**

**PAM PATTON, MEDIATION MANAGER**

**RON POTHAST, BUSINESS MANAGER**

**GENIE ROEDER, LOCAL LIAISON**

**LINDA ROSS, SCREENER**

**CHRISTOPHER SILBERHORN, INVESTIGATOR**

**SHIRLEY THOMAS, ADMINISTRATIVE SUPPORT**

**SHERRY WILLIAMS, INVESTIGATOR**

**TWO ASSISTANT ATTORNEY GENERALS ARE ASSIGNED TO THE IOWA CIVIL RIGHTS COMMISSION:**

**RICK AUTRY AND TERESA BAUSTIAN**

# Iowa Civil Rights Commissioners

**David Leschtz, Chair**  
Iowa City  
Appointed May 1999



Born in Chicago, David Leschtz has lived in Iowa for thirty years. He has worked in the field of disabilities for the past twenty-five years, including eight years as a county social worker and ten years as a disabilities educator at University Hospital School. He is currently Supervisor of the Community Education Department at the Center for Disabilities and Development in Iowa City. He has a BA in English and an MA in Vocational Rehabilitation, both from the University of Iowa.

**Alicia Claypool, Vice-chair**  
Des Moines  
Appointed May 1999



Alicia Claypool has been actively involved in Des Moines church and school organizations for 26 years. She founded the Interfaith Alliance of Iowa in 1995 and served as its first executive director until 2000. She is also a member of the national board of The Interfaith Alliance. Previously, she was President and owner of Claypool and Associates for 9 years. She has an M.A. in urban and regional planning from the University of Iowa and a B.A. in psychology and elementary education from Illinois College.

**Constance Gronstal**  
Council Bluffs  
Appointed May 2001

**Mohamad W. Khan**  
Pleasant Hill  
May 1997-April 2001

**Rachel Scherle**  
Henderson/Iowa City  
Appointed May 1999

**Dr. Gilberto Solivan**  
Mason City  
Appointed May 2001

**Maria Waterman**  
Pleasant Valley  
Appointed May 2001

**Jack Morlan**  
West Des Moines  
May 1997-April 2001

**Flora M. Lee**  
Sioux City  
May 1997-April 2001

**Robert L. Smith, Jr.**  
Waterloo  
May 1997-April 2001

**Timothy Tutt**  
Des Moines  
Appointed May 2001

## Iowa Civil Rights Commission

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