



# Annual Report

## Fiscal Year 2013

July 1, 2012-June 30, 2013



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## Greetings from the Chairperson

The Indiana Civil Rights Commission's (ICRC) Annual Report for Federal Fiscal Year 2013 reflects the commitment of ICRC employees and the Commissioners concerted effort to ensure that Indiana's citizens are fully aware of their rights and responsibilities under Indiana Civil Rights Law. The ICRC is committed to meeting its mission, and as the Commission's Chairperson, I am proud to endorse many of the accomplishments detailed in this year's Annual Report.

In addressing the status of the ICRC, we recognize that the agency has undertaken many important initiatives during the past year and continues to build on these accomplishments. The ICRC enjoys a very positive working relationship with the U.S. Department of Housing and Urban Development (HUD) and the Equal Employment Opportunity Commission (EEOC), sharing their missions of ensuring equal access for all Hoosiers.

Each year hundreds of Hoosiers are victim to discrimination in the areas of employment, housing, public accommodations, credit and education. Through enforcement of the Indiana Civil Rights Law and our education and outreach efforts, the ICRC has provided more effective service to Hoosiers than ever before.

Much like the populations we serve, the ICRC Commissioners are a diverse group of individuals comprised of various areas of interest and expertise who are appointed by the Governor. As Commissioners, we assist, monitor and advise the ICRC's administration. We have a significant role in reviewing cases and holding public meetings.

In FY 2013, the ICRC staff has shown the ability to effectively work with service providers, employers, other state agencies, community and faith-based organizations to provide comprehensive services to Hoosiers from all walks of life. The ICRC continues its effort of ensuring all Hoosiers are afforded equal opportunities.

As I celebrate more than 25 years as an ICRC Commissioner, I am extremely proud of the accomplishments that this group has made during the past year. I want to thank all of the Commissioners and the staff at the ICRC for their deep commitment and support towards serving their fellow Hoosiers.

Sincerely,

A handwritten signature in black ink that reads "Alpha Blackburn". The signature is written in a cursive, flowing style.

Alpha Blackburn, Chairperson  
Indiana Civil Rights Commission

## Message from the Director

The Indiana Civil Rights Commission's (ICRC) Annual Report for Fiscal Year 2013 identifies our many accomplishments and reflects the positive working relationships with state and federal agencies, service providers, community, faith-based and not-for-profit organizations on providing better awareness and protection under the Indiana Civil Rights Law.

As the Executive Director of the ICRC, I am pleased to acknowledge this report and the Commission members. I have had the opportunity to work closely with the Commission members throughout this past year and have thoroughly enjoyed the exchange of ideas and unique skills and strengths that each member brings to the group.

The Commissioner's diverse membership and statewide representation enables them to effectively raise community awareness and energize outreach efforts. It is my sincere hope that this report will provide additional opportunities for Hoosiers to learn about the good work being done by the ICRC Commissioners and staff.

The primary areas of focus are outlined in the agency's 2010-13 Strategic Plan: (1) equal opportunities for employment, (2) affirmatively furthering fair housing, and (3) equal access to a quality education. These focus areas are supported by three strategic objectives: (1) develop strong community partners statewide, (2) increase the agency's statewide brand recognition, and (3) agency efficiency and measureable customer service.

Through effective implementation by ICRC Commissioners and staff of the outlined strategic objectives, I am proud to report many accomplishments during the past year. I also pledge that throughout the coming year I will continue to work closely with ICRC Commissioners and staff, along with community partners, as we build on this past year's exchange of ideas and implement the state plan for FY 2014.

Sincerely

A handwritten signature in black ink, appearing to read 'Jamal L. Smith', with a stylized flourish at the end.

Jamal L. Smith, Executive Director  
Indiana Civil Rights Commission

## **Mission Statement**

The Indiana Civil Rights Commission enforces the Indiana Civil Rights Law and provides education and services to the public in an effort to ensure equal opportunity for all Hoosiers and visitors to the State of Indiana.

## **Vision Statement**

The Indiana Civil Rights Commission will be an important societal influence working to eliminate illegal discrimination in Indiana.

## **Values Statement**

We value resolving cases and responding to inquiries in a time frame that provides the people we serve with meaningful results.

We value actions that are fair, consistent and unbiased.

We value knowledgeable employees to best serve the public's interest.

We value and respect the dignity of each individual and the differences among all people.

We value the ability to treat others the way they want to be treated.

We believe that by embracing these values we will provide the highest quality service to the public.

## Agency Functions

### Commission

The Indiana Civil Rights Commission ("Commission") is a seven-member board appointed by the Governor to four-year terms (see IC 22-9-1-4, 5 & 6). The Commission holds public meetings once per month, at which the Commission receives information from the Executive Director and other staff regarding the operations of the agency. The Commission may also hear from members of the public who wish to speak. The Commission is responsible for reviewing Complainant appeals when No Probable Cause is found after investigation of a Complaint of Discrimination ("Complaint"). The Commission also hears oral arguments on Objections to Proposed Findings of the Administrative Law Judge ("ALJ", who is appointed by the Commission) and issues Final Orders, either accepting, rejecting or amending the ALJ's proposals. The Commission's Final Orders are appealable to the Indiana Court of Appeals.

### Office of the Executive Director

The Executive Director is appointed by the Governor to serve as Secretary of the Commission and Chief Administrative Officer of the agency (see IC 22-9-1-8 & 9). The Director is responsible for administration of the Indiana Civil Rights Law and the overall plans and priorities of the agency. The Director is the Appointing Authority of the agency and is, therefore, responsible for all staffing and budgetary decisions. The Director may sign off on Notices of Finding following investigation of Complaints and may initiate a Complaint "in order to vindicate the policy of the state." (see 910 IAC 1-2-3(b)) If Reasonable Cause is found to believe that a Respondent has violated the Indiana Fair Housing Act, the Director *must* issue a Notice of such finding and Charge.

### Office of the Deputy Director

The Deputy Director is responsible for the case processing operations of the agency, from Intake through possible Litigation. The Deputy manages the interaction among and between Intake/Case Management, Alternative Dispute Resolution ("ADR"), Investigations and Legal units. The Deputy directly supervises and manages staff Mediators and Attorneys, as well as the supervisors of the Intake/Case Management and Investigations units. As such, the Deputy acts as Director of ADR and Chief Staff Counsel. The Deputy is also involved in various public outreach and education activities, including membership on a number of external boards and committees.

### Intake/Case Management

The Intake/Case Management unit serves two functions. First, the unit is the "first responder" receiving initial inquiries from the public by phone, internet, fax, mail and in-person regarding possible Complaints of Discrimination. The Intake function involves interviewing possible Complainants to determine if the individual has stated a claim within the purview of the Indiana Civil Rights Law or Fair Housing Act. If not, the individual is referred to the appropriate government agency, non-profit organization or other resource. If such a claim can be made, the Intake staff assists the individual in drafting and formalizing a Complaint. The Case Management function involves the docketing of Complaints (including data entry into appropriate databases), creation of Complaint files, handling of correspondence, issuance of Notices and other clerical duties necessary to the efficient processing of Complaints through the agency.

## **Alternative Dispute Resolution (ADR)**

The ADR unit is responsible for attempting and facilitating the voluntary resolution of Complaints. The Mediators are trained in appropriate ADR techniques and serve as neutral, third-party settlement facilitators. Mediators initiate first contact with Complainants shortly after a Complaint is filed to determine the Complainant's interest in resolution. The Mediator then contacts Respondents to determine interest in such efforts. If both parties are interested in ADR, the Mediator arranges either in-person or telephonic settlement conferences. The Mediator facilitates the settlement discussions and, if a voluntary settlement is reached, assists in the formulation of a settlement agreement. The ADR unit coordinates efforts with the Investigations and Legal units to facilitate settlement discussions throughout the investigation process and into litigation.

## **Investigations**

The Investigations unit is divided into two sections—Employment and REPACE (Real Estate, Public Accommodations, Credit and Education). Each section carries on similar investigative functions but focuses on particular areas of enforcement. The Employment section investigates only Complaints in the area of employment, while REPACE investigates all other Complaints filed with the agency. The Employment section is responsible for meeting the terms of the agency's partnership with the U.S. Equal Employment Opportunity Commission. REPACE is responsible for meeting the terms of the agency's partnership with the U.S. Department of Housing and Urban Development.

Investigators identify the issues presented in a Complaint and the relevant information to be collected in order to establish whether or not a violation of the Indiana Civil Rights Law or Fair Housing Act may have occurred. The Investigators are neutral fact-finders who conduct interviews of the parties and any witnesses, requests documents, make on-site observations if necessary and accurately compile the evidence in a Final Investigative Report for consideration of the Executive or Deputy Director.

## **Legal**

The agency's Staff Attorneys provide legal counsel for the agency's investigators, Executive Director and other staff. The Staff Attorneys advise on developments in the law and regulations, assist in policy development and legislative recommendations. The primary responsibility of the Staff Attorney is the prosecution of Complaints wherein Probable/Reasonable Cause has been found to believe the Indiana Civil Rights Law or Fair Housing Act has been violated. This may include advising Complainants and/or the Executive Director on the merits of a Complaint, engaging in settlement discussions, conducting appropriate discovery (interrogatories, requests for production and depositions), researching relevant legal precedent, drafting pleadings and presenting arguments before the ALJ or state courts.

## **Office of the Administrative Law Judge**

The ALJ is appointed by the Commission to rule on motions, conduct evidentiary hearings and issue Proposed Findings of Fact, Conclusions of Law and Orders for consideration of the Commission. See IC 22-9-1-6(j) and 910 IAC 1-3-5. The ALJ will not typically consider motions filed *prior* to the issuance of a Finding of Probable/Reasonable Cause. The ALJ first sets an Initial Pre-Hearing Conference where the parties agree on the issues to be heard and the scheduling of future conferences and hearings. The ALJ manages the evidentiary hearing by scheduling space, securing a court reporter, ruling on objections and administering oaths. After hearing the

evidence and considering the briefs and proposed findings of each party, the ALJ issues Proposed Findings, which are then considered and either adopted, rejected or amended by the Commission as a Final Order.

### **Public Education and Outreach (PEO)**

The PEO unit carries out all external relations functions of the agency. The PEO unit develops and implements the agency's advertising efforts, maintains the agency website and online presence, responds to media inquiries, coordinates training seminars conducted by agency staff and fosters relationships with state and local government agencies, non-profit organizations, employers, housing providers and other constituents. The PEO unit ensures that the public is aware of the rights and responsibilities described in the Indiana Civil Rights Law and Fair Housing Act and further aware of the functions of the Indiana Civil Rights Commission in promoting equality and enforcing the law.

### **Operations/Finance**

The Operations/Finance unit establishes and monitors the agency's budget, maintains the financial accounts, manages contracts with federal agencies and other entities, coordinates payments to vendors, assists in payroll management and manages office equipment and supplies. This unit is also responsible for occasional grant writing and ensuring compliance/fulfillment of grant and other contractual obligations.

## **Agency Programs**

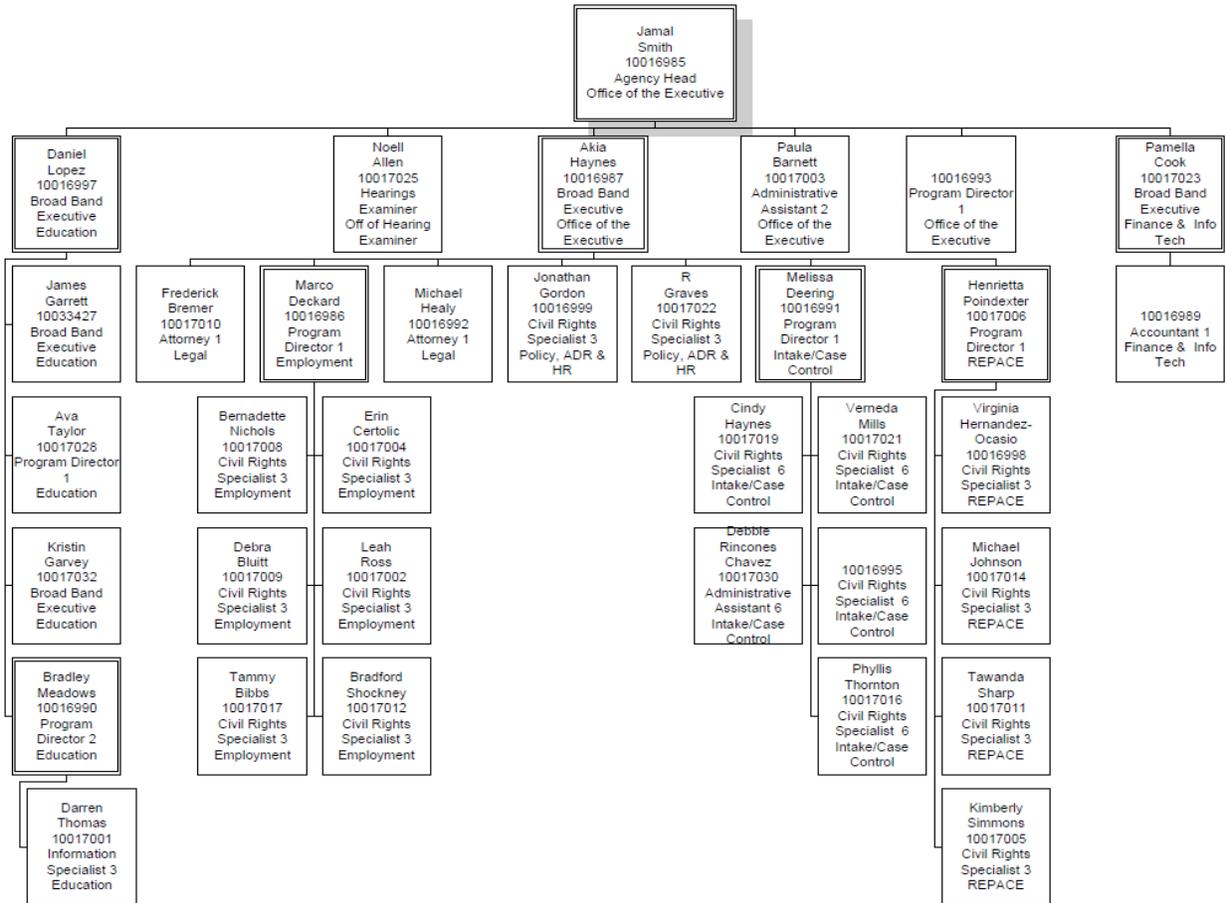
The Indiana Civil Rights Commission (ICRC) is charged with two major functions: (1) enforcing civil rights laws and (2) providing education and services to the public. The first function involves each of the units listed above (with the exception of the education and public outreach unit). These units work together collectively to accurately resolve civil rights complaints in a timely manner and meet obligations of our work share agreements with the U.S. Department of Housing and Urban Development (HUD) and the Equal Employment Opportunity Commission (EEOC).

The second agency function is led by the Education and Public Outreach Unit and involves providing education and training to the public. Other agency units provide support when needed with this function. Major programs for the Education and Public Outreach Unit include:

- The Power of Diversity™ Statewide Series
- Know Your Rights™ Program
- Statewide Continuing Legal Education™ Program

These three programs, public meetings, resource fairs, grassroots outreach efforts and the use of unearned, paid and social media, help to provide better awareness of ICRC.

## Organizational Chart (as of June 30, 2013)



## Public Meetings

The Indiana Civil Rights Commission conducts monthly public meetings in which they offer rulings on cases and provide administrative oversight regarding the agency's functions. Below, are public meeting dates during FY 2013.

2012	2013
July 20th <a href="#">.pdf</a>	January 25th <a href="#">.pdf</a>
August 24th <a href="#">.pdf</a>	February 22nd <b>canceled</b>
September 28th <a href="#">.pdf</a>	March 22nd <a href="#">.pdf</a>
October 26th <a href="#">.pdf</a>	April 19th <b>canceled</b>
November 16th <a href="#">.pdf</a>	May 17th <a href="#">.pdf</a>
December 14th <a href="#">.pdf</a>	June 21st <a href="#">.pdf</a>

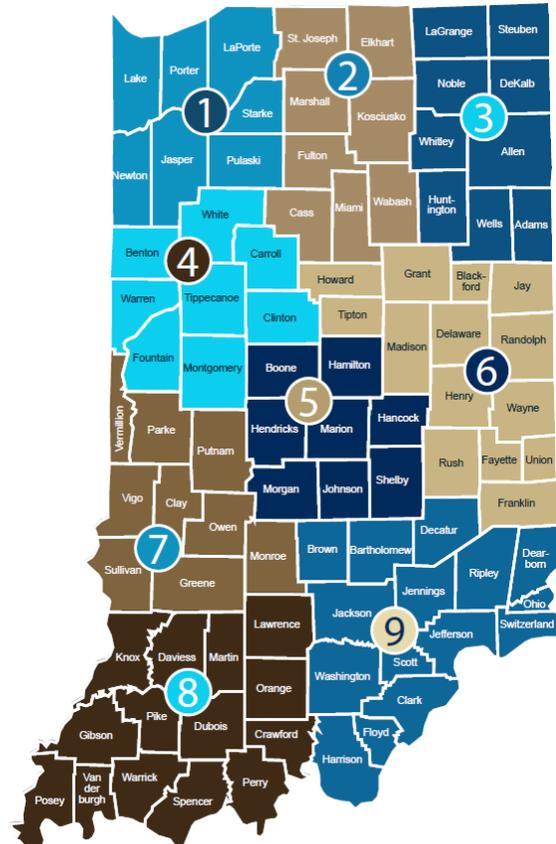
## Agency Report

To provide a better snapshot of agency performance and production, a monthly report was developed. Provided below is an overview of the report for FY 2013.

### Inquiries

This section provides the number of phone, web and/or mail contact from the public (inquiries) that the Indiana Civil Rights Commission received in FY 2013.

Region	Inquiries	Percentage
1	423	11.3
2	319	8.5
3	257	6.9
4	159	4.3
5	1,592	42.6
6	308	8.2
7	159	4.3
8	174	4.6
9	270	7.2
Unknown	79	2.1
<b>Total</b>	<b>3,740</b>	



### Indiana Region Map

Region	Counties
1	Jasper, Lake, LaPorte, Newton, Porter, Pulaski and Starke
2	St. Joseph, Elkhart, Marshall, Fulton, Kosciusko, Wabash, Cass and Miami
3	LaGrange, Steuben, Noble, De Kalb, Whitley, Allen, Huntington, Wells and Adams
4	White, Benton, Warren, Tippecanoe, Carroll, Clinton, Fountain and Montgomery
5	Boone, Hamilton, Hendricks, Marion, Hancock, Morgan, Johnson and Shelby
6	Howard, Grant, Blackford, Jay, Tipton, Madison, Delaware, Randolph, Henry, Wayne, Rush, Fayette, Union and Franklin
7	Vermillion, Parke, Putnam, Vigo, Clay, Owen, Sullivan, Greene and Monroe
8	Knox, Daviess, Martin, Lawrence, Gibson, Pike, Dubois, Orange, Crawford, Posey, Vanderburgh, Warrick, Spencer and Perry
9	Brown, Bartholomew, Clark, Dearborn, Decatur, Floyd, Franklin, Harrison, Jackson, Jefferson, Jennings, Ohio, Ripley, Scott, Switzerland and Washington

## Complaints

This section provides the number of jurisdictional complaints drafted and mailed (formalized) by the Indiana Civil Rights Commission in FY 2013.

<b>Complaints Drafted</b>	849
<b>Complaints Formalized</b>	781
<b>Transferred from EEOC</b>	42
<b>Transferred from HUD</b>	29

## Investigation

The investigation section shows the overall age of cases currently being investigated by the agency. Cases over 100 days old in Housing complaints or 180 days old in all other complaints are considered "aged".

<b>Percentage of Aged Cases</b> (as of June 30, 2013)	
Employment	3%
Housing	0%
Public Accommodation	2%
Credit	0%
Education	5%
Total	3%
<b>Open Cases by Area</b> (as of June 30, 2013)	
Employment	12
Housing	0
Public Accommodation	2
Credit	0
Education	2
Total	16

## Public Education and Outreach

Indiana, like many states in the Midwest, has seen very little change over the last 10 years in the volume of civil rights complaints they receive. We feel, however, that through an increase in our targeted Education and Outreach efforts, which includes educating businesses and individuals, that there is the potential to experience a significant increase in our case volume as more people are aware of their rights and the process of filing a civil rights complaint.

This assertion is derived from our Statewide Perception Survey which found that more than 50% of Hoosiers have faced discrimination in their lifetimes. We've also found that a majority of these same people are largely unaware of who to contact should they face discrimination.

The increase in our Education and Outreach efforts was through the following three-pronged approach, which for the first time draws a clear connection between the Education and Outreach Unit and the Investigative Unit: (1) Traditional Media Communication, (2) Web-Based Communication and (3) Education and Outreach.

## FY 2013 Public Education and Outreach Report

Activity	Output
Radio and TV PSA's distributed	12 spots 107 outlets
Press releases/op-Ed's	55 releases 315 outlets
Media Interviews	116
Advertising	157 outlets \$165,457.59
<b>Traditional Media Communication ("Placements")</b>	<b>695</b>
Website views	34,328
Facebook "likes"	2,459
YouTube video "views"	4,139
e-Newsletter subscribers	1,551
<b>Web-Based Communication ("Views")</b>	<b>42,477</b>
Direct Mailings	11 mailings 6,463 pieces
Training materials distributed	9,441
Perception surveys distributed	938
Power of Diversity™ Series	15 workshops 748 people 4.23 evaluation
Statewide Continuing Legal Education™ Program	8 programs 563 people 4.43 evaluation
Outreach events <b>participated</b> in (booths, community workshops, etc.)	16 events 2,150 people
Outreach events <b>conducted</b> (Know Your Rights™ Programs, churches, etc.)	6 events 123 people
<b>Education and Outreach ("Touches")</b>	<b>19,488</b>

## Evaluation of FY 2010-13 Strategic Plan

The goals and priorities as outlined below were developed by ICRC executive staff and approved by ICRC Commissioners in the FY 2010-13 Strategic Plan.

### I. Main Objective

*Eliminate the existence of discrimination and improve the condition of civil rights.*

In 1961, the Indiana Civil Rights Commission (ICRC) was formed to eliminate illegal discrimination in the workplace. Since its inception, real estate, education, public accommodation and credit have been added to employment as enforcement areas. Eliminating the existence of discrimination and improving the statewide condition of civil rights in order to build a continuing commitment to equality is the task and fundamental objective of the Indiana Civil Rights Commission. To achieve this goal, the ICRC seeks to (1) establish formal working relationships with strategic partners throughout the state, (2) continue to increase the agency's statewide brand recognition via targeted outreach efforts and direct messaging, and (3) create and maintain a level of agency efficiency and customer service that supports the ICRC strategic objective.

Establishing community partnerships can be invaluable in assisting a community to take the resources available and make them stretch further. Identifying viable partners within the community will allow the Indiana Civil Rights Commission (ICRC) to provide regular, continued support, education and training to residents throughout the state without duplicating resources. This is done through developing a statewide system of communication and information sharing that effectively channels access to services to those most in need, while relying on local support to help facilitate programming and drive community support. Correspondingly, it is as equally important to establish relationships and collaborate with government agencies—federal, state and local—so as to not duplicate any resources or over extend community partnerships. Maintaining the theme of our three primary focus areas, the ICRC will strategically align itself with the Indiana Housing and Community Development Authority (IHCDA), the US Equal Employment Opportunity Commission (EEOC), the US Department of Housing and Urban Development (HUD), the Indiana Department of Education (IDOE), etc. to leverage existing relationships and resources in a shared effort to enforce state and local anti-discrimination laws.

### **Strategic Objective #1: Develop strong community partners statewide**

Measure: The ICRC will establish a minimum of (2) two formalized working agreements in each of our targeted areas and strive to develop partnerships in non-target areas with community partners.

FY 2013 Outcome:

- Developed more than 50 community partnerships spanning each of the state's nine geographic regions utilized by the agency.
- Maintained written agreements with six (6) human relations commissions statewide.

**Strategic Objective #2: Increase the agency’s statewide brand recognition**

Measure: To achieve an improvement of 60% on overall agency brand recognition and 25% in overall perception of the state of civil rights in the State of Indiana on post-surveying as compared to pre-surveying.

FY 2013 Outcome:

- Conducted the statewide “Our Home, Our Choice” advertising campaign on Fair Housing which resulted in a net growth of 32.25% in housing inquiries, a 86.99% increase in housing complaints and a 12.42% increase in the amount of training material requested per month during the campaign compared to the 12 months prior to the campaign.

Phase	Regions	Inquiries			Complaints			Training Materials		
		Pre	During	Change	Pre	During	Change	Pre	During	Change
1	8,9	15.7	35.0	222.92%	0.66	3.0	340.90%	35.37	43.67	123.45%
2	6,7	22.7	38.0	167.40%	1.41	1.66	117.64%	51.14	53.96	105.51%
3	5	132.9	168.5	126.77%	2.41	3.33	137.93%	126.41	142.6	112.81%
4	1,2,3,4	52.2	60.8	116.47%	1.75	3.66	209.52%	117.66	131.41	111.68%
<b>Total</b>		<b>223.5</b>	<b>302.3</b>	<b>135.25%</b>	<b>6.23</b>	<b>11.65</b>	<b>186.99%</b>	<b>330.58</b>	<b>371.64</b>	<b>112.42%</b>

Pre=12 month average prior to the campaign. During= Month average during the campaign. Post= 3 month average after the campaign.

- Attracted more than 2,000 Facebook followers and list serve subscribers.
- Launched agency monthly television program One Indiana™.
- Organized Minor League Baseball’s (MiLB) first Annual Civil Rights Game.
- Grew the agency’s Power of Diversity™ series and Continuing Legal Education™ program.
- Introduced the Know Your Rights™ program.

**Strategic Objective #3: Improve agency efficiency and measureable customer service**

Measure: Improve case processing time and satisfaction with investigation. Maintain an “aged” caseload of no more than 15%. Ensure that at least 85% of our customers are satisfied with the process.

FY 2013 Outcome:

- The percentage of aged cases dropped from 23% in FY 2012 to 3% in FY 2013.
- The percentage of complainant appeals overturned or remanded has remained below 5%.

**Key Performance Indicators and Program Measures**

State agencies, and organizations alike, measure Key Performance Indicators, or KPI’s, and Program Measures, PM’s, to help define and measure those things that drive success. Working closely with the Indiana Department of Administration (IDOA), the following KPI’s and PM’s were established:

**Key Performance Indicator #1**

Percentage of cases resolved through mediation (Goal <25%)

Year	Quarter	Result
2012	3	9%
2012	4	10%
2013	1	23%
2013	2	21%

**Key Performance Indicator #2**

Percentage of aged cases (Goal < 20%)

Year	Quarter	Result
2012	3	21%
2012	4	20%
2013	1	13%
2013	2	8%

**Key Performance Indicator #3:**

Percent of complaint appeals overturned or remanded for more information (Goal < 2%)

Year	Quarter	Result
2012	3	1%
2012	4	0%
2013	1	0%
2013	2	0%

**Program Measure #1:**

Number of participants for the Dr. King and Holocaust Youth Summits (Goal > 600 students)

Year	Event	Attendance
2013	Dr. King Indiana Holiday Celebration and Youth Summit	375
2013	Holocaust Observance and Youth Summit	288
Total		663

**Program Measure #2:**

Number of participants in the CLE and POD series programs (Goal > 300 participants)

Year	Event	Attendance
2013	Statewide Continuing Legal Education Program	563
2013	Power of Diversity Statewide Series	748
Total		1,311

**Program Measure #3:**

Quality of training for the CLE and POD series programs (Goal > 4.5/5.0)

Year	Event	Evaluation
2013	Statewide Continuing Legal Education Program	4.43
2013	Power of Diversity Statewide Series	4.23
Total		4.31

**Program Measure #4:**

Housing Contract Closures (Goal > 110 cases)

Year	Program	Closures
2013	U.S. Department of Housing and Urban Development	106

**Program Measure #5:**

Employment Contract Closures (Goal > 275 cases)

Year	Program	Closures
2013	Equal Employment Opportunity Commission	325

**Statewide Perception Survey Findings**

The Statewide Perception Survey (SPS) asked Hoosiers questions on their personal experiences involving discrimination. The survey also asked for them to rate the degree in which discrimination remains a problem both locally and statewide. More than 900 surveys were collected in both FY 2012 and FY 2013. The results are below:

**Does discrimination remain a problem in your community?**

	FY 2012	FY 2013
Definitely agree	48.6%	40.5%
Somewhat agree	39.9%	32.1%
Neutral	9.9%	17.1%
Somewhat disagree	1.2%	6.0%
Completely disagree	0.4%	1.8%

**Does discrimination remain a problem in Indiana?**

	FY 2012	FY 2013
Definitely agree	64.6%	52.6%
Somewhat agree	26.3%	28.9%
Neutral	8.8%	12.2%
Somewhat disagree	0.4%	1.7%
Completely disagree	0.0%	1.0%

**What is your level of understanding of the Indiana Civil Rights Commission?**

	FY 2012	FY 2013
Clearly understands	11.1%	25.6%
Fairly understands	44.0%	38.8%
Only heard of it before	36.6%	21.1%
Has never heard of it before	8.2%	11.9%

**What is your level of understanding of state and federal civil rights laws?**

	FY 2012	FY 2013
Clearly understands	17.0%	29.8%
Fairly understands	56.8%	43.9%
Only heard of it before	23.1%	16.7%
Has never heard of it before	3.1%	5.9%

**Have you ever been discrimination against?**

	FY 2012	FY 2013
Yes	58.8%	54.4%
No	41.2%	44.7%

**Who would you contact if you were discriminated against?**

	FY 2012	FY 2013
The police	8.7%	13.2%
Local/state government	8.7%	7.6%
Local civil rights agency	47.0%	29.5%
Indiana Civil Rights Commission	32.6%	44.1%

**Does the Indiana Civil Rights Commission offer free, taxpayer-supported legal assistance in cases involving discrimination?**

	FY 2012	FY 2013
Yes	74.8%	78.0%
No	25.2%	18.0%

**Solutions****Work collectively with local human rights agencies, community and faith-based groups**

Through the development of a statewide system for civil rights enforcement with consistent messaging and information local, state and federal civil rights enforcement agencies and community organizations can efficiently use their resources to impact the lives of Hoosiers. A strong grassroots approach will allow service providers to truly understand the issues faced by individuals in their community.

**Identify and target both stakeholder groups**

Develop outreach and training to meet the needs of both the provider and consumer stakeholder groups statewide. Specific training and resources developed to create tangible impacts and synergy in communities throughout the state.

**Address the civil rights issues of today**

As community, not-for-profit, faith-based groups and municipalities work collectively to eliminate discrimination from the Hoosier state they must first identify the civil rights issues of today. Many of these issues and disparities have existed for decades, however new emerging forms of discrimination exist. It is vital that these groups adapt to the civil rights issues in their community by using a grassroots approach and listening to the people. By developing relationships with these often underserved and underrepresented Hoosiers, service providers can more adequately determine and combat the issues facing Hoosiers in communities throughout the state.

## State Cultural Commissions

### Indiana Commission on the Social Status of Black Males (ICSSBM)

#### Mission

The mission of the Indiana Commission on the Social Status of Black Males is to study the social conditions of the state's Black male population, seek to develop strategies to remedy or assist in remedying serious adversities, and make recommendations to improve the educational, social, economic, employment, and other circumstances for Hoosiers. The Commission serves policymakers and public interest groups, as well as community organizations and members of the general public.

The Indiana Commission on the Social Status of Black Males continues to address the challenges confronting Black males while trying to aid in decreasing the problems they face in the areas of **Criminal Justice, Education, Employment, Health, and Social Factors.**

#### Vision

The Commission has been in partnership with elected officials, community leaders, policy makers and the faith based community to serve Black males and resolve issues in the five focus areas.

The Commission has been instrumental in helping address crucial issues that perniciously affect black males in Indiana. Specifically, the Commission has sponsored state and/or national conferences and symposiums on these vital concerns and recently coordinated two successful, annual black barbershop health outreach initiatives and statewide Dad's Expo.

July 20, 2012 Commission sponsorship of a table at the Indiana Black Expo Corporate Luncheon in conjunction with Summer Celebration 2012. The Commission table consisted of ten persons six of whom were guests of the Commission.

September 13-14, 2012 two day Minority Health Conference "What You Don't Know Can Kill" The conference was open and free covering the topics of: Health Care Reform, Tobacco and Alcohol Abuse, Silent Diseases that affect minorities and Refugee/Immigrant Health concerns. Attendance for the conference totaled 285 for the two days.

Our goal is to empower and educate community, education, business and governmental leaders who primarily serve in racial and ethnic minority targeted populations across the State to provide information on minority health issues that are rapidly growing, but are not addressed in day to day mainstream sources.

October 26-27, 2012 Men and Women of Color Leadership Conference, Indiana University, Bloomington campus. The theme was "Good Behavior, Bad Behavior: Developing Leaders with a Moral /Compass, featuring speakers Mayor Karen Freeman-Wilson and Joshua Fredenburg. Attendance for the conference totaled 210 youth leaders for the two days.

The Conferences was designed to challenge the young men to think more critically, exercise problem solving techniques, while encouraging them through the process of self-discovery, leadership and accountability.

November 8, 2012 Statewide HIV/Aids Awareness Program, Crispus Attucks Medical Magnet High School featuring Jamar Rogers as the keynote speaker. Attendance totaled 380 high school aged students.

### **Annual Statewide HIV/Aids Awareness Program November 8, 2012**

The Annual HIV/AIDS Statewide Awareness Program is a single day event with a keynote presenter and other presenters who attempt to engage the youth in knowledge and the dispelling of myths and misinformation regarding the virus. The focus is on educating young people and breaking down barriers to share information and convey the importance of personal responsibility. The Commission is a supporter for this event with the Indiana State Department of Health and the Indiana Minority Health Coalition and other community partners.

April 13, 2013, third annual Indiana Black Barbershop Health Initiative, the initiative took place in twelve cities across Indiana and included 51 barbershops and two beauty salons. Participants screened for 2013 totaled 1085 persons.

### **Indiana Black Barbershop Health Initiative April 13, 2013**

The Indiana Black Barbershop Health Initiative is to empower African American men to better understand diabetes and hypertension and how to prevent its development and complications. The initiative takes place in black barbershops in Indiana communities statewide. During the Indiana Black Barbershop Health Initiative, volunteers measure blood pressures and a blood glucose screen. Black males with abnormal or elevated levels will be referred to participating partners and community health centers for follow-up treatment. The Commission will also offer information on Prostate Cancer and provide a local resource guide for each participating local community in the state of Indiana.

June 8, 2013 fourth annual Indiana Dad's Expo held at the Ivy Tech Community College in the newly renovated Corporate College and Culinary Center on the Indianapolis campus. The annual event celebrates dads and promotes the positive aspects of fatherhood.

### **Statewide Dad's Expo June 8, 2013**

The Indiana Fatherhood/Dads Expo seeks to increase the importance of fathers and increase the ability of fathers to be effective parents through education and bonding opportunities. The Indiana Dads Expo Coalition is a group of local and statewide organizations that seek to connect dads, grandfathers, uncles and mentors as family leaders and engage them in the educational lives of their children. The goal of The Coalition is to work to increase the productive role of fathers in the lives of their family and children.

### **Indiana Commission for Women (ICW)**

The Indiana Commission for Women (ICW) represents the State of Indiana's commitment to improving the quality of life for women [IC 4-23-25 Sec. 7(3)]. ICW's mission is to understand the needs of Indiana women and their families and work strategically both within government and in communities to help bring about positive change. ICW's board and staff have established the following strategic goals as part of its strategic planning efforts:

- Increase awareness of the status of women in Indiana and the issues they face
- Recognize and promote contributions that Hoosier women make to the community, state and nation

- Influence public policy that impacts women in Indiana
- Achieving operational sustainability

Each year, the plan is refreshed and annual tactics are identified. In FY 2012, ICW focused its efforts on the five priority areas identified during ICW's [Hoosier Women Speak](#) initiative. Based on over 1,100 responses collected between February 2011 and June 2012 during a series of listening sessions and online survey, those priority areas are: 1) health-related issues; 2) work-based issues; 3) care giving; 4) violence against women, and 5) leadership. The following is a summary of ICW's efforts as determined in its 2012-2013 strategic work plan.

Increase Awareness of the Status of Women and Issues They Face [IC 4-23-25-7 (1)]

The Indiana Commission for Women aligned its programming and outreach efforts with the five identified priority areas. It participated in thirty-three (33) programming and outreach activities and events, touching over 3500 constituents throughout the State of Indiana (See Table 1).

**Table 1: Frequency of Issue Represented During Programming and Outreach Efforts**

Priority Area	Participation <sup>1</sup>	Sponsorship <sup>2</sup>	Speaker
Health-Related Issues	10	2	1
Work-Based Issues	13	2	5
Care Giving	7	1	0
Violence Against Women	14	3	0
Leadership	15	3	4
All 5 Priority Areas	7	2	4
Publicity	11	2	4

It also produced four (4) one-page *Quick Stats* factsheets covering the following topics: 1) *Women in the Indiana General Assembly*; 2) *Women in Leadership*; 3) *Women in the Workforce* and 4) *Women in Racing* and is working towards compiling statistics on women in elected offices at the local, county and state government levels into a comprehensive report.

Recognize and promote the contributions Hoosier women make [IC 4-23-25-7 (4)].

Through its signature event, the annual *Torchbearer Awards*, the Indiana Commission for Women recognizes and promotes the contributions women make to Indiana. Since 2004, ICW has recognized 162 women who have made outstanding contributions to Indiana (See Table 2).

**Table 2: 2013 Torchbearer Awards Outcomes Metrics**

Metric	2011	2012	2013
Number of Event Registrations	326	219	213
Number of Nominations	45	20	39
Decrease in Nominations from Central Indiana	58%	55%	54%
Decrease in Nominations from the Indianapolis MSA	56%	55%	49%
Selection of 10-12 Outstanding Women as Torchbearers	12	11	11

<sup>1</sup> Count represents number of activities ICW participated in, related to one or more of the five priority areas; some activities covered more than one priority issue and are counted separately in each priority area.

<sup>2</sup> Count represents number of events or activities ICW actively sponsored and/or served as main the organizer.

ICW is exploring additional ways to chronicle the accomplishments made by other notable women in Indiana. In May 2013, ICW published an article on Pippa Mann, IndyCar Racecar Driver, as a pilot effort as it revamped its *Writing Her Story* initiative.

Provide balanced analysis of public policy issues that impact women in Indiana [IC 4-23-35-7(2)(6)(8)(9)]

In February 2013, ICW board hosted a *Women's Day at the Statehouse* based on the *Hoosier Women Speak* findings. Expert speakers presented and led a question-and-answer discussion on each of the five priority areas. Event registration was almost three times what was expected, surpassing the initial estimate. (See Table 3)

**Table 3: Women's Day Outcome Metrics**

Metric	2013
At least 50 participants	139
Identify at least ten (10) guest speakers/facilitators	10
Above Average or excellent event evaluation surveys (Scale 1-Strongly disagree to 5-Strongly Agree)	4.5 average rating
Summary report of session proceedings	Completed

Achieve Operational Sustainability [IC 4-23-25-8 (1-6)]

The bi-partisan Commission board consists of fourteen members appointed by the Governor (6), the Speaker of the House of Representatives (4) and the Senate President Pro Tempore (4) [IC 4-23-25-3 Sec. 3]. Each year, ICW strives to achieve operational excellence by increasing board effectiveness and strengthening board commitment, complying with governmental reporting requirements and seeking out collaborative partnerships with other state agencies and/or external organizations. (See Table 4)

**Table 4: Operational Sustainability Outcome Metrics**

Metric	
Achieve quorum at all meetings	100%
Submit annual legislative report	Completed
Implement social media plan	Completed
Implement strategic plan	Completed

Members of the Board of Commissioners and staff value the opportunity to serve the State of Indiana and the women of Indiana as it works to move Indiana women forward. The Indiana Commission for Women is grateful for being entrusted with the significant responsibility of promoting women's full participation and look forward to its continued work with, and on behalf of, the women and girls of the State of Indiana.

**Indiana Commission for Hispanic/Latino Affairs (ICHLA)**

The Commission on Hispanic/Latino Affairs is a non-partisan state agency working toward economic, educational, and social equity, including promoting cooperation and understanding. The Commission identifies, measures, and reviews programs and legislation and

researches challenges and opportunities affecting the Hispanic/Latino community. The Commission identifies solutions and provides recommendations to the governor and legislature.

A focused, step-by-step approach to addressing some of the many challenges facing Hispanics and Latinos throughout the state of Indiana is necessary in order for the Indiana Commission on Hispanic/Latino Affairs to affect meaningful, impactful changes over the short, medium, and long terms. By organizing these objectives and strategies in a way that utilizes existing subcommittees to carry out short, medium, and long term timelines, ICHLA will be able to set deadlines for the attainment of specific goals and implement strategies clearly and systematically. Ultimately, this will help ICHLA fulfill its mission of working toward economic, educational, and social equity.

### **Challenge 1: Qualified child care availability and child care business development**

Identifying adequate child care options is of great importance to Latino families throughout the state populations. Single-parent households and those in which both parents are employed have a particular need to find quality care for their children, not only to ensure that their children are looked after but also to help instill in their children the critical school-readiness skills that will enable them to begin formal schooling on an even playing field.

#### *Objective 1: ICHLA OJT/Leadership Program*

Through partnering with the Indiana Association of Child Care Resources and Referrals (IACCRR), ICHLA was able to promote the dissemination of important child care related information to those families most needing of it, both in English and Spanish. Joining forces on a series of workshops in September targeting Spanish-speaking families ensured that families throughout the state have access to the information they'll need to make sound and responsible decisions about child care while also gaining access to a database of suitable providers.

### **Challenge 2: School Readiness and Parental Education**

Students who enter the formal education setting without age-appropriate school readiness skills can often find themselves falling increasingly behind their peers. It is the responsibility of Latino parents to provide the development of these skills, though many do not have the important information and skills they need to be able to realize this in their children. While schools continue to try to find new ways to engage families rather than individual students, Latino parents must figure out what resources exist that can help them prepare their children for school.

#### *Objective 2: Partnership with the Early Childhood Alliance in Northeast Indiana*

Currently, the Early Childhood Alliance (ECA) in Northeast Indiana offers a variety of child skill development and school readiness programs in that part of the state. This includes Parents As Teachers programming in Noble, Steuben, LaGrange, and Whitley counties in addition to other programming offered in Allen County. To date, the ECA has not been able to allocate resources to implement PAT in Allen County, so the opportunity exists to help identify linguistically-isolated Spanish speaking families to whom these services can be extended. Resources made available through ICHLA allowed them to reach a total of 10 families, and the partnership also included a Spanish-language program marketing and ICHLA involvement on ECA boards and advisory councils. This partnership mirrored ICHLA's current partnership with PAT of Lake County.

*Objective 3: Partnership with South Bend Latino Task Force for Education*

Improving educational outcomes for Indiana's most vulnerable and at-risk students must become a community-led initiative for long-term impacts to take root. In South Bend, the LTE has brought together an important group of local stakeholders to address some of the most pressing needs of these students, focusing on bringing parents into greater engagement with both the schools and the overall academic schooling process of their children. Replication of this model, in collaboration with other models already demonstrating local impacts in other parts of the state, is critical to helping to foster a statewide approach to education and the sharing of limited resources and intellectual property among similar partners.

**Challenge 3: Curbing Recidivism Rates for Latino Youth**

Incarcerated youth face significant obstacles re-assimilating into society upon their release, and Latinos are hit particularly hard by a number of these factors. As it stands currently, more than 43% of Latino youths will return to incarceration within three years of their release, a statistic that has staggering consequences and implications for Indiana's economy and those of local communities. A number of strategies have been shown to have a positive effect on curbing recidivism rates to some degree, including mentoring programs that align incarcerated youth and their families with local mentors who can provide them with the wraparound services they'll need to avoid returning to prison.

*Objective 4: Partnership with the Indiana Department of Correction, Division of Youth Services and the Northeastern Center's Bienvenido Program*

The Northeastern Center and the State of Indiana Department of Correction, Division of Youth Services have expanded existing partnerships to provide reentry support programming specifically targeted at Latino youth who are incarcerated at the State's juvenile facilities. Through the Bienvenido Program, the partnership has provided facilitator trainings for twelve individuals and so far 23 students have participated. One of the very important lynchpins for success, however, are the mentors, and a strong partnership with ICHLA will enable the Northeastern Center to recruit and train additional mentors to provide wraparound services to students completing the program.

**Challenge 4: Civic Education and Latino Youth**

One of the most pressing obstacles to long-term civic engagement in the Latino community can be traced back to the lack of early civic education. Ensuring that Latino students have a full appreciation for the roles played by lawmakers and agency personnel at the State as well as the overall process of legislating and governing is an important first-step to building true leadership capacity among Latinos in communities throughout Indiana. Making sure that Hispanic affairs are significant considerations at the State level requires a long-term investment in developing a sense of leadership and civic duty among Latino children, a process that can only take root if these children are exposed to the system in the first place.

*Objective 5: Statewide Latino Youth Day at the Statehouse*

For several years, Commissioner Reardon has successfully coordinated Latino Youth Day at the State Capitol, bringing young students from the Northwest Region to the Statehouse to discuss the legislative system, the importance of civic engagement and participation, and the role of the various branches of State government. Building upon these important efforts, ICHLA can work with local school districts throughout Indiana to encourage participation by Latino students in something broader and more reaching, a day bringing together Latino students for a comprehensive look at all aspects of State government.

### **Dr. Martin Luther King, Jr. Indiana Holiday Commission (MLKIHIC)**

The King Commission is to promote Dr. King's legacy of equality and equal justice and provide educational tools that demonstrate the historical significance and current relevance of Dr. King's life and how it relates to America as a whole. The Indiana General Assembly in 1996, established legislation for a Dr. Martin Luther King, Jr. Indiana Holiday Commission. The Indiana Civil Rights Commission shall furnish the necessary staff support. The law said that the King Commission shall commemorate the birthday of Dr. Martin Luther King, Jr. with programs or activities that honor Dr. King's life and works and to reflect Dr. King's philosophy and dream of freedom, justice, and racial equality through nonviolent social change.

#### **The Indiana Civil Rights Commission Administrative Support Staff**

The Indiana Civil Rights Commission Education/Public Outreach staff is assigned to the King Commission as its administrative support staff. Planning activities usually start early in the previous year prior to the King Holiday.

#### **Dr. King Art, Writing and Multimedia Contest**

The 2013 Dr. Martin Luther King, Jr. Art, Writing and Multimedia contest asked Indiana high school students to use art, writing and multimedia to demonstrate what they can do to promote equality. More than 300 entries were received, with Mia Gjeldum, a sophomore at Lake Station High School in Lake Station, Indiana taking home top honors. Ms. Gjeldum performed her winning entry "We Are One Nation" at the 22<sup>nd</sup> Annual Dr. Martin Luther King, Jr. Indiana Holiday Celebration on Thursday, January 17, 2013. For winning the contest, Ms. Gjeldum received a \$500.00 scholarship from Indiana Black Expo, Inc.

#### **Dr. King Educational Youth Summit**

The 22<sup>nd</sup> Annual Dr. Martin Luther King, Jr. Indiana Holiday Celebration on Thursday, January 17, 2013 began with the Youth Summit at the Indiana State Museum. The Dr. Martin Luther King, Jr. Symposium Program had more than 300 students from 7 schools throughout the state attend.

The Indiana State Museum planned an excellent program this year that was highlighted by the live theatrical performance of "A Meeting of the Minds" a debate between Frederick Douglas and Abraham Lincoln. Lunch was provided to students, chaperones and volunteers and the remaining lunches were donated to a local food ministry.

Surveys were given to each school's head chaperone to distribute to the students. Results from the survey are below.

1.) I enjoyed going through the program. **4.39/5.00**

- 2.) I enjoyed viewing speeches of Dr. King. **4.52/5.00**
- 3.) I enjoyed watching a live presentation of "A Meeting of the Minds" **4.08/5.00**
- 4.) I enjoyed the food. **3.92/5.00**
- 5.) Please rate your overall experience. **4.57/5.00**
- 6.) I would attend next year. **4.72/5.00**

Generally, students were very pleased at their visit to the Indiana State Museum. The only areas receiving moderate to low ratings are the "A Meeting of the Minds" program and the food. The food also received low ratings last year, the first year we went with AVI Foods.

### **Dr. King Holiday Celebration**

The 22<sup>nd</sup> Annual Dr. Martin Luther King, Jr. Indiana Holiday Celebration Thursday, January 17, 2013 was highlighted by a keynote address by former Indianapolis Colts linebacker Gary Brackett. Prior to the start of the program, Mr. Brackett met with several local media outlets and with Governor Mike Pence.

Governor Pence, Indiana Holiday Commission Chair Clayton Graham and Executive Director of the Indiana Civil Rights Commission Jamal Smith each provided timely remarks. The award recipients were all gracious and the music provided by the Golden Singers of Broad Ripple Magnet High School was exceptional.

The event received great coverage, as media outlets from across the state were on-hand to document the 22<sup>nd</sup> Annual Statewide Celebration.

### **Dr. King Day of Service**

Former Indianapolis Colts linebacker Gary Brackett led more than 50 Indianapolis residents, and more than half a dozen local organizations, in the Second Annual Dr. King Day of Service Friday, January 18, 2013 presented by the Indiana Civil Rights Commission. The event honored Dr. Martin Luther King's legacy by increasing economic opportunities through service and volunteer activities. The Second Annual Dr. King Day of Service will included indoor and outdoor projects along Dr. King St. and Edgemont Ave. There was also work done to revitalize a business incubator in hopes of luring in local businesses.

### **Holocaust Educational Youth Summit**

The 15<sup>th</sup> Annual Holocaust Observance and Youth Summit on Wednesday, April 10, 2013 began with the Youth Summit at the Indiana Government Conference Center. The Holocaust Youth Summit had more than 300 students from seven middle schools throughout the state.

The Youth Summit was organized and developed by the Indianapolis Bureau of Jewish Education. After the Holocaust-related programming, students were provided lunch, toured the Statehouse and attended the 15<sup>th</sup> Annual Holocaust Observance. Following the Observance, students viewed the photo gallery in the Rotunda.

Surveys were given to each school's head chaperone to distribute to the students. Results from the survey are below.

- 1.) I enjoyed going through the program. **4.29/5.00**
- 2.) I enjoyed *Living Voices*. **3.96/5.00**
- 3.) I enjoyed the food. **3.87/5.00**
- 4.) Please rate your overall experience. **4.21/5.00**
- 5.) I would attend next year. **4.39/5.00**

### **Holocaust Observance**

The 15<sup>th</sup> Annual Holocaust Observance Wednesday, April 10, 2013 was highlighted by a student presentation by the Hasten Hebrew Academy of Indianapolis (HHA).

Mr. Clayton Graham (Indiana Holiday Commission, Chairperson), Jamal L. Smith (Indiana Civil Rights Commission, Director) and Todd Maurer (Indianapolis Jewish Community Relations Council, President) each added remarks to the program. Cantor Janice Roger (Indianapolis Hebrew Congregation) provided music for the program. The length of the program was 40 minutes and more than 400 were in attendance.

The event received great coverage, as media outlets from across the state were on-hand to document the 15<sup>th</sup> Annual Statewide Celebration. Additionally, the program received the Domont Award for the Enhancement of Jewish Life by the Jewish Federation on June 19, 2013.

### **Conclusion**

In addressing our success, we recognize the importance of building on these accomplishments and continuing the process laid out in the FY 2010-13 Strategic Plan. As the ICRC looks to the future, its Commissioners and staff will work with partners throughout the state and review the ICRC's goals and priorities. During FY 14, the ICRC will continue to focus attention on the strategic objectives outlined in this report in an effort to provide effective and efficient statewide protection of the Indiana Civil Rights Law.



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