BEFORE THE STATE OF INDIANA

CIVIL RIGHTS COMMISSION

- - -

PUBLIC MEETING OF FEBRUARY 16, 2018

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PROCEEDINGS

in the above-captioned matter, before the Indiana Civil Rights Commission, Alpha Blackburn, Chairperson, taken before me, Lindy L. Meyer, Jr., a Notary Public in and for the State of Indiana, County of Shelby, at the Indiana Government Center North, 100 North Senate Avenue, Room N300, Indianapolis, Indiana, on Friday, February 16, 2018 at 1:06 o'clock p.m.

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William F. Daniels, RPR/CP CM d/b/a
ACCURATE REPORTING OF INDIANA
12922 Brighton Avenue
Carmel, Indiana 46032
(317) 848-0088

♀

APPEARANCES:

COMMISSION MEMBERS:

Alpha Blackburn, Chairperson
James W. Jackson
Sheryl Edwards
Adrianne L. Slash
Steven A. Ramos (via telephone)

INDIANA CIVIL RIGHTS COMMISSION
By Gregory Wilson, Director/Secretary
& Doneisha Posey, Deputy Director
Indiana Government Center North
100 North Senate Avenue, Room N300
Indianapolis, Indiana 46204
On behalf of the Commission.

OTHER COMMISSION STAFF PRESENT:

John Burkhardt
Lesley Gordon
Elia James
Helga Davila
John Hawkins
Tyler Bracken
Anehita Eromosele

ALSO PRESENT:

Joe Trump

- - -

1:06 o'clock p.m.
February 16, 2018

- - -

CHAIRPERSON BLACKBURN: Good afternoon.

MR. WILSON: Good afternoon.

MS. POSEY: Good afternoon.

CHAIRPERSON BLACKBURN: The Indiana Civil Rights Commission is now in public session. We have a quorum. Welcome, everybody. And we will proceed according to the agenda that you have in front of you.

JUDGE BURKHARDT: Well, with that, we --

MR. WILSON: Speak up so we can hear.

JUDGE BURKHARDT: With that, I'll note we have Vice-Chair Ramos on the conference line, and I will happy to provide the announcement of agenda. So, good afternoon.

COMM. EDWARDS: Good afternoon.

COMM. SLASH: Good afternoon.

JUDGE BURKHARDT: In today's meeting, we will welcome --

COMM. RAMOS: Good afternoon.

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JUDGE BURKHARDT: Yes, Vice-Chair Ramos.

In today's meeting, we will welcome the ICRC's most recently appointed Commissioner, Mr. James Jackson; next, you will receive a report from the ICRC Directors; then the Commission will receive reports from the Commissioners that you appointed, Chairperson Blackburn, to the nine appeals that were assigned at the last meeting.

The -- next, you can provide the

appointment of Commissioners to the six new appeals that have been made; and then the Commission will vote on the ALJ's dispositive orders.

CHAIRPERSON BLACKBURN: Thank you, John.

You have in your packets the transcript of the previous meeting. I would ask for a motion to accept.

COMM. SLASH: So moved.

CHAIRPERSON BLACKBURN: And a second?

COMM. EDWARDS: Second.

CHAIRPERSON BLACKBURN: All in favor?

COMM. EDWARDS: Aye.

COMM. SLASH: Aye.

COMM. RAMOS: Aye.

COMM. JACKSON: Aye.

CHAIRPERSON BLACKBURN: Aye.

Anyone opposed?

(No response.)

CHAIRPERSON BLACKBURN: Thank you very much.

The old appeals are also listed in your folder, I think.

COMM. SLASH: Uh-huh.

CHAIRPERSON BLACKBURN: The cases listed -- well, the first case listed is one which I reviewed. It is Margo Carrancejie versus

Lillebridge and George Cochran and St. Vincent's Regional Hospital. I move that -- I suggest that we uphold the Deputy Director of Administration proceed with the administrative dismissal as untimely. And I ask for a motion to accept.

COMM. EDWARDS: I move to accept.

COMM. SLASH: Second.

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CHAIRPERSON BLACKBURN: All in favor?

COMM. EDWARDS: Aye.

COMM. SLASH: Aye.

COMM. JACKSON: Aye.

CHAIRPERSON BLACKBURN: Aye.

Anyone opposed?

COMM. RAMOS: Aye.

CHAIRPERSON BLACKBURN: Someone didn't hear?

COMM. SLASH: No, he said "aye."

CHAIRPERSON BLACKBURN: Aye? Okay. Thank you very much.

The next case is Tracey Essex versus Anthem, Inc. Comm. Slash.

COMM. SLASH: I move to uphold the no probable cause finding.

CHAIRPERSON BLACKBURN: May I have a motion to accept that?

COMM. EDWARDS: So moved.

CHAIRPERSON BLACKBURN: A second, please?

COMM. JACKSON: Second.

CHAIRPERSON BLACKBURN: All in favor?

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COMM. EDWARDS: Aye.

COMM. SLASH: Aye.

COMM. JACKSON: Aye.

CHAIRPERSON BLACKBURN: Aye.

Anyone opposed?

COMM. RAMOS: Aye.

CHAIRPERSON BLACKBURN: Thank you.

The next case is one assigned to Comm. Ramos. Do we have from him a report, or shall we move on to the next?

COMM. SLASH: We have his.

COMM. RAMOS: I have a report. In the cases of the Janet Brammer versus Famous Dave and Shirley Morens versus Peru High School, I recommend that we uphold the Director's finding of no probable cause.

CHAIRPERSON BLACKBURN: Would you repeat that, Comm. Ramos? Was the first one you mentioned Andrew Shaw -- I mean Straw?

COMM. EDWARDS: No.

COMM. RAMOS: The first case is Janet Brammer versus Famous Dave.

CHAIRPERSON BLACKBURN: Okay. And

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then Shirley Morens?

COMM. RAMOS: Yes, correct, versus --

CHAIRPERSON BLACKBURN: Okay.

COMM. RAMOS: -- Peru High School, and I recommend that we uphold the Director's finding of no probable cause.

CHAIRPERSON BLACKBURN: Thank you very much.

May I have a motion to accept?

COMM. EDWARDS: So moved.

CHAIRPERSON BLACKBURN: And a second?

COMM. SLASH: Second.

CHAIRPERSON BLACKBURN: Thank you.

All in favor?

COMM. EDWARDS: Aye.

COMM. SLASH: Aye.

COMM. RAMOS: Aye.

COMM. JACKSON: Aye.

COMM. RAMOS: Aye.

CHAIRPERSON BLACKBURN: Aye.

Anyone opposed?

(No response.)

CHAIRPERSON BLACKBURN: Thank you.

Comm. Edwards.

COMM. EDWARDS: Okay. In the case of Christian and Samantha Riley versus Terre Haute Housing Authority, I recommend upholding the finding of no probable cause on the first two

issues, and then on the third issue, reasonable cause when they requested a reasonable accommodation.

CHAIRPERSON BLACKBURN: Did everybody understand that?

COMM. EDWARDS: Because there were three issues.

MS. POSEY: May I?

COMM. EDWARDS: Yes.

MS. POSEY: Okay. So, in this case there were three issues. There were --

COMM. EDWARDS: Yes.

MS. POSEY: -- two no causes -- no reasonable causes, and one we found cause.

COMM. EDWARDS: For reasonable --

MS. POSEY: The Rileys appealed the first two no-cause findings.

COMM. EDWARDS: Okay.

MS. POSEY: So, if you could say if you want to uphold the two no-cause findings. The cause finding has already been found and is already moving through the process, so they want to know about the no causes, if that would be upheld or if that would be reversed.

COMM. EDWARDS: Okay. I thought I said that, but --

MS. POSEY: Yeah, you did.

COMM. EDWARDS: -- with the first two

issues --

MS. POSEY: You did.

COMM. EDWARDS: Yes, yes, the first two --

MS. POSEY: I was just clarifying for the record.

COMM. EDWARDS: Yes. The first two issues, I move -- I recommend that we accept the findings of no probable cause.

CHAIRPERSON BLACKBURN: A motion, please, to accept.

COMM. SLASH: So moved.

CHAIRPERSON BLACKBURN: Ask a second.

COMM. JACKSON: Second.

CHAIRPERSON BLACKBURN: And all in favor, please?

COMM. EDWARDS: Aye.

COMM. SLASH: Aye.

COMM. RAMOS: Aye.

COMM. JACKSON: Aye.

CHAIRPERSON BLACKBURN: Aye. Thank you.

The next is Ted Czanderna versus Area 7 Agency on Aging.

COMM. EDWARDS: Madam Chair, that was nine, and I recommend upholding the finding of no probable cause.

CHAIRPERSON BLACKBURN: You had a lot

of sleepless nights, didn't you?

COMM. EDWARDS: Not really.

CHAIRPERSON BLACKBURN: That's quite a bit.

May I have a motion to accept?

COMM. SLASH: So moved.

CHAIRPERSON BLACKBURN: And a second?

COMM. JACKSON: Second.

CHAIRPERSON BLACKBURN: All in favor?

COMM. EDWARDS: Aye.

COMM. SLASH: Aye.

COMM. RAMOS: Aye.

COMM. JACKSON: Aye.

CHAIRPERSON BLACKBURN: Aye.

Anyone opposed?

(No response.)

CHAIRPERSON BLACKBURN: Now, Comm. Long, I hope, is celebrating Chinese New Year today, and she's in China, too, and I don't know if we have a report on the case which she reviewed --

COMM. EDWARDS: Yes, we do.

CHAIRPERSON BLACKBURN: -- the two cases. Would you like to report on them?

JUDGE BURKHARDT: Well, located in your binders is the correspondence from Comm. Long, where she stated that in the case of Vincent Sly v. Dollar General, she recommended

upholding the finding of no probable cause.

CHAIRPERSON BLACKBURN: May I have a motion to accept?

COMM. SLASH: So moved.

COMM. EDWARDS: Second.

CHAIRPERSON BLACKBURN: And all in favor?

COMM. EDWARDS: Aye.

COMM. SLASH: Aye.

COMM. JACKSON: Aye.

CHAIRPERSON BLACKBURN: Aye.

Anyone opposed?

COMM. RAMOS: Aye.

CHAIRPERSON BLACKBURN: Thank you.

JUDGE BURKHARDT: Also stated in her correspondence was that with respect to the case of Andrew Straw v. City of South Bend, she recommends upholding the finding of no probable cause.

COMM. EDWARDS: So moved. Oops.

COMM. JACKSON: Second.

COMM. EDWARDS: Excuse me, Madam Chairperson.

CHAIRPERSON BLACKBURN: That's all right. Thank you very much.

COMM. JACKSON: Second.

CHAIRPERSON BLACKBURN: We have a move to accept that recommendation and a second. All in favor?

COMM. EDWARDS: Aye.

COMM. SLASH: Aye.

COMM. JACKSON: Aye.

CHAIRPERSON BLACKBURN: Aye. Anyone opposed?

COMM. RAMOS: Aye.

CHAIRPERSON BLACKBURN: Thank you. And finally, Comm. Slash.

COMM. SLASH: Yes. So, we already did my first one, but my second one, in the case of Joe Trump versus Waterscape HOA, I would like to continue to review further information that was recently received.

CHAIRPERSON BLACKBURN: Thank you very much. That won't require a vote. What about Essex versus Anthem, Inc.?

COMM. SLASH: That one I move to uphold the finding of no probable cause.

CHAIRPERSON BLACKBURN: May I have a motion to accept?

COMM. EDWARDS: So moved.

COMM. JACKSON: Second.

CHAIRPERSON BLACKBURN: All in favor?

COMM. EDWARDS: Aye.

COMM. SLASH: Aye.

COMM. RAMOS: Aye.

COMM. JACKSON: Aye.

CHAIRPERSON BLACKBURN: Aye.

Anyone opposed?

COMM. RAMOS: Aye.

CHAIRPERSON BLACKBURN: Thank you.

Anyone opposed?

(No response.)

CHAIRPERSON BLACKBURN: Thank you.

To review the cases as you see them listed under New Business, I want to assign from the recorder's left to right of Commissioners present to assign those cases for review, one, two --

MS. POSEY: If I may, for the record, Adebayo Adefolaju versus Michael Sherificks -- Sherfficks -- will be assigned to Comm. Edwards; Shirley Morens versus Kann Enterprises assigned to Comm. Slash; Rebecca Kiste versus Dennis

Pickett to Madam Chair Blackburn; Otterbein to -- versus Dayton Appliance Parts to Comm. Jackson; Capales versus Meddallion Plastics, Incorporated to Comm. Ramos, and --

CHAIRPERSON BLACKBURN: I hate to interrupt you. If you would please assign the cases only to --

MS. POSEY: Those who are here?

CHAIRPERSON BLACKBURN: -- the Commissioners who are present.

MS. POSEY: Okay. My apologies. Anthony Capales versus Meddallion Plastics will be assigned to Comm. Edwards; and Sandra Black versus Hunter Run Apartments to Comm. Slash.

CHAIRPERSON BLACKBURN: Thank you.

You have also in your packet copies of all of the orders, the findings and the final orders. Do you have any question about any of them before we move acceptance of those orders?

(No response.)

CHAIRPERSON BLACKBURN: Hearing none, may I have a motion, then, to accept the final orders?

COMM. EDWARDS: I move to accept the final orders.

COMM. SLASH: Second.

CHAIRPERSON BLACKBURN: And all in favor?

COMM. EDWARDS: Aye.

COMM. SLASH: Aye.

COMM. RAMOS: Aye.

COMM. JACKSON: Aye.

CHAIRPERSON BLACKBURN: Aye.

Anyone opposed?

(No response.)

CHAIRPERSON BLACKBURN: Thank you.

MS. POSEY: And if I may, for the record, just to say that Tyson versus Greenwood Pain Management, Atkins versus Heartland Food Products, Santana versus City of Hammond, Hagepanos versus The Cover Girl, Williams -- or Indiana Civil Rights Commission versus John H. Boner Community Center and James Taylor, Bell versus Stampfil Associates, White versus Charter Schools U.S.A., and White versus Thomas Carr Howe High School.

CHAIRPERSON BLACKBURN: Are there any announcements?

JUDGE BURKHARDT: Well, speaking to the Annual Meeting note listed under Announcements, I'd be happy to simply summarize that the -- according to the Indiana Civil Rights Law, the April Commission meeting, monthly meeting, is the Annual Meeting, at which the Chair and Vice-Chair are elected, and at which this agency is happy to extend its updates and prior to a training to benefit all Commissioners, substantive training on law procedure as pertains to the agency, and that we will conduct that from 9:00 till 1:00 prior to the monthly meeting.

CHAIRPERSON BLACKBURN: Thank you, John.

COMM. JACKSON: What was that date?

JUDGE BURKHARDT: That is April 20th,

the third Friday of April.

CHAIRPERSON BLACKBURN: For the record, I want to voice my opinion about the meeting being held here in your office, in the conference room. It's, for me, a lot more

inconvenient, and the room is really hot. So, if anybody else has an issue, please feel free to express it. I know it's quite a lot of paper to transport, but so much of it is probably less necessary in that you have the Web site up and running --

COMM. EDWARDS: Sure.

CHAIRPERSON BLACKBURN: -- smoothly now. So, that having been said, is everybody okay?

COMM. EDWARDS: Yeah, just fan a little bit.

MS. POSEY: Let the record show Commissioners are fanning themselves.

(Laughter.)

CHAIRPERSON BLACKBURN: All right.

JUDGE BURKHARDT: Well, if I could, just to ensure, the updated agenda you received, which mentioned at its forefront the welcome and introduction of Commissioner James W. Jackson, as well as the ICRC Director's Report, we'd be happy to facilitate.

CHAIRPERSON BLACKBURN: I'm sorry,

John?

JUDGE BURKHARDT: Well, we'd love to welcome and introduce Commissioner James W. Jackson and welcome him into the Commission, and follow that with a report from the ICRC Directors.

CHAIRPERSON BLACKBURN: I think that's excellent. I want to personally welcome our new Commissioner.

COMM. JACKSON: Thank you.

CHAIRPERSON BLACKBURN: And you've been on board a lot longer than you've been dumped in the water, so how do you feel about being here?

COMM. JACKSON: Good.

CHAIRPERSON BLACKBURN: Good? So far, so good?

COMM. JACKSON: Yeah, so far, so good.

CHAIRPERSON BLACKBURN: Excellent. Thank you so much. Do you want to tell us a little bit about yourself and your interest in civil rights?

COMM. JACKSON: Okay. I'm James Jackson, married, father of four, a grandson,

lead pastor of Fervent Prayer Church, President of Far Eastside Action Coalition, which is on the far east side, an organization that deals with issues in our community, provides jobs for young people. Served on the Merit Board, which is the governing body for the Police Department for the City of Indianapolis. Served on the Board of Public Safety for a short period of time.

Earned my Master's in Divinity at IWU, graduated in 2016. Very much interested in civil rights. This is an interesting assignment. I appreciate Director Wilson asking me to do it, and for you all accepting me.

If there's such a thing called blood memory, the late Dr. Ben Hooks is my cousin, and I met him through -- well, I actually went to a family reunion and was able to sit down and talk with him. He led the NAACP for a number of years and pastored a church in two cities, and just a lot of other things, and he gave me his book, and signed it, called "The March for Civil Rights."

CHAIRPERSON BLACKBURN: Oh.

COMM. JACKSON: So, this is an interesting place for me to end up, having come from a family and history historically that has been on the leading edge of civil rights issues. So, I'm here to learn. Certainly I don't know a lot about how all of this works, but I'm looking

forward to learning and working with you all.

CHAIRPERSON BLACKBURN: Thank you. Thank you so much.

As has been suggested by Director Burkhardt, I'd like to follow not the agenda that we were provided, but allow now for a report from our administrative body.

JUDGE BURKHARDT: Thank you.

MR. WILSON: Commissioners, good afternoon.

CHAIRPERSON BLACKBURN: Good afternoon.

COMM. EDWARDS: Good afternoon.

COMM. SLASH: Good afternoon.

MR. WILSON: And we welcome you again to ICRC. We appreciate you traveling far and

near to be here. We thank you so much. What I want to do is -- and Comm. Ramos, can you hear me, sir?

COMM. RAMOS: Yes, I can.

MR. WILSON: Okay. I have a pretty boisterous voice, so that's a good thing or a bad thing. It depends on what you're saying; right?

(Laughter.)

MR. WILSON: Again, thank you, chairperson. Thank you so much. We appreciate the opportunity to speak to the Commission.

And Pastor Jackson, we thank you for

accepting the offer to join and be a part of this Commission.

I just want to start out by saying a couple of things, and as we talk about what we've been doing and kind of our continuing vision for the agency. One of the big things was making sure that we had a full Commission. I think you know from day one, when I came in, I looked to see what was the problems in the agency.

And one of the things, we were not able to get a quorum. We had a small body. We didn't

have the full Commission. So, again, we were able for get Pastor Jackson on board, and I will tell you we have one more Commission seat that we are filling, and as soon as they finish evaluating those candidates, there will be a body of seven.

And we think that will help twofold. One is, we know that people have vacation in our lives, so there might be times that people can't be here, but with a body of seven, we know that gives us better odds of making sure that we're able to do the people's business, and that's why I'm here is to serve, is to do the people's business. And so, look for that seventh person to be coming.

So, we think we've done that work with this Commission as with all of the Commissions

that we have here at civil rights, and Pastor Jackson, I don't know if you know, we house four additional Commissions. We have the Latino Commission, we have the Women's Commission, we have the Social Status of Black Males Commission, and we have the Native American commission here

under the house of ICRC.

And so, even with those Commissions, our duties and responsibilities, they fall under Lesley -- Deputy Director Lesley Gordon of External Affairs, and she'll talk more about that, because we've had to do a lot of things with those Commissions, restructuring, hiring new people to manage those Commissions, so we're excited about those changes that we've done.

And also trying to get the Commissions -- I don't know if all of you got to attend, but we had a huge meeting, a luncheon, for all of the Commissions to come together so we could figure out how to collaborate, do more collaboration and work together. I think -- were you there, Chairperson Blackburn? Were you at that luncheon with us, with all of the Commissions? I thought you were there. Maybe you wasn't.

CHAIRPERSON BLACKBURN: No.

MR. WILSON: So, anyway, the point being is we had all of these Commissions together to figure out how we could collaborate and work

23 together, utilizing the resources we all have to

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1 get our informations out, shared informations out
2 across the state.
3 I'm going to give you the short version
4 from me about what we've been doing, because
5 they're going to give you more from their
6 perspective areas as Deputy Director Posey and
7 then Deputy Director Gordon.
8 So, the big thing coming in, as I've
9 talked prior, we looked at our backlogs, we
10 looked at issues that the Commission faced, and
11 we wanted to improve those -- we wanted to
12 improve those processes. One of the things is we
13 were able to get 200 additional cases out last
14 year, two or three, and I think that generated
15 probably about two hundred-some thousand dollars
16 in additional revenues, based on us getting those
17 backlogs out.
18 We hired John as the Administrative Law
19 Judge, and John has come in and helped to finish
20 restructuring this office to make sure these
21 cases line up for you and that he could get those
22 cases processed, and even if -- you've seen some
23 of the old cases that we've had here that we've

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had to get out.

And so, we appreciate what our Administrative Law Judge has done in making sure that office is functioning properly. And he's put together a lot of the -- I want to say data selection systems that we have in our agency, as well as in his department, but that affect operations.

We wanted to make sure -- and then you'll see -- you all have a copy of the annual report.

COMM. EDWARDS: Uh-huh.

MR. WILSON: And it has a beautiful front cover that we think is very impactful. But one of the things in here, if you just go even to the organizational chart, and it doesn't have page numbers, but it's about the center of your book is the organizational chart.

So, one of the things that we've got here -- we had two problems. One is we had to make sure that we get our budget cleaned up, our revenue cleaned up, and we were able to get our -- Pamella Cook, who is our CFO, she came in, she got our budget together, and by her doing

that, she helped me as I try to fill the vacant positions.

You look at the first page, you see what it looked like when we first got here. We've got a lot of vacant positions, and which put a lot of

stress on the employees, and which also hurt our customer service, and that means our serving the community, which is why we're here.

If you go to the next page, on the other side, you'll see all of the positions that we've filled. Right now, every position is -- right now that's filled, the employee hasn't started, but they're all filled. We've been able to fill all of these positions, and then eliminate our temporaries.

We had a lot of temporaries, and the problem is with temporaries, that's what it is, temporary, high turnover, but when you get employees that actually work for the agency, they feel like they're more invested, and that's what was important for us. So, now, as you see, we have a very strong, structured agency.

The big thing for me is empowering staff.

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I believe in that, and I've empowered by Deputy Directors to run their areas. They bring me the information, we work together to figure out solutions, because everything is about -- we're result driven, so we've got to make sure that these processes work.

At the end of the day, as I tell everybody, even though they're cases to some, these are people's lives, and we've got to be -- make sure that we have the processes to be able

to support and take care of these cases. As John always says, justice delayed is justice denied, and that is not what we want to do here in this agency.

We want to make sure that we do our part. That doesn't mean it's always going to go the way of the claimant, but they'll know that their case has been processed, has been investigated, and we came up with the right conclusion based on the evidence that we have. So, we're excited about that as well.

The vision for this year is to get our services into the community physically, and, you

know, normally we do intake in this office here. Well, we're already set up to start doing intake in the community. We're working with -- partnering with the Indianapolis Library to start having intake services out in neighborhood libraries.

What does that do? That makes it more accessible to people. We've made the hours -- we extended the hours, so that those getting off work will still be able to attend, but it's right there. We're making sure that where we do it has a bus line, has free parking. We want to make sure we do everything to eliminate any barriers from people filing a claim with Indiana Civil Rights Commission.

That's important. It's always important to me is that we meet people where they are. So, to me, that was a big piece. And we're not just going to do it here, we're going to do it around the state. We are going to make sure that we engage with new partners, partners that we can work with.

Like I said, I drove around last year, I

met with every human rights agency in the state. That's not been done, and they've all appreciated that. And I sat down and I talked to them all about "How can we partner? How can we work together to serve more of the citizens or those passing through in the State of Indiana?"

So, one of the big keys is -- and she'll talk more, but I want to say that we hired our Outreach Manager, which is John.

MR. HAWKINS: How are you doing?

MR. WILSON: And what John is going to do is he's going to be on the road, helping to carry our message and talk to the people about what we do here at ICRC. That's important. That has been a missing piece. Our communication area has really only had one person for so long, and really it wasn't a statewide focus, which is what it is now. I'm focused on making sure that we service the whole state, and Leslie will talk about her goal to go to all of the counties in

Indiana, which is an ambitious goal, and I like that. So, we're happy about that.

But one thing I wanted to do in the

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department, I wanted to make sure that employees feel valued. That's important to me, that they felt like they were part of the team, that their input was heard. So, I met with all employees when I first got here individually, and then at the end of the year I met with them again, to see what they thought of the changes and things that we made, and I'll do that same thing again this year. As we go along, I want to know what they're thinking.

And a lot of -- excuse me -- a lot of things that they brought to my attention we've been able to do, and you'll hear that from the directors, what we've been able to do. That's important is that they feel like they are part of this, that they've vested.

And then the other big thing is focused on training, making sure that they know their job, they understand what we're asking them to do, and then making sure they have the tools to be able to do it.

So, with that, I just want to say our continued vision is to improve the operation, and

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mostly, again, I say our mission is to eradicate discrimination, but my mission is to serve the citizens of Indiana. That's what I'm here for, that's what I'm paid to do. And then at the same time, to serve the employees that work here, because this is a team. We'll get it done as a team.

So, with that, I want to say thank you so much, and I would like to turn it over to Deputy Director Doneisha Posey.

MS. POSEY: Good afternoon.

CHAIRPERSON BLACKBURN: Good afternoon.

COMM. EDWARDS: Good afternoon.

COMM. JACKSON: Good afternoon.

MS. POSEY: So, first I want to look at our Agency at a Glance. This is something that we like to talk about every month when we have the Commission meetings, just so you can get a big-picture overview of the operations, and then also the outreach of the agency for the past month.

So, this is looking at January of 2018.

So, looking all of the way over at the left, that first column that says "Number of Calls" and all of that, everything in the green means the number had went up.

So, we're really happy to see, looking at "Number of Inquiries," that means number of people that have called the Indiana Civil Rights Commission to inquire about filing a complaint, not necessarily that they filed the complaint or that they went through with the process, but that they were interested in getting more information. So, 212 for the month of January, which is an addition -- additional 73 from the month before.

An awesome number that I want to look at is the "Number of Complaints." So, those are the number of complaints that we've received back from individuals who started the complaint process with us.

So, typically someone calls the agency, says they want to file a complaint, they'll talk to our intake specialist over the phone. The intake specialist will talk them through the complaint, get all of their information to start

drafting the complaint, but if they're not here physically, we send the complaint to them in the mail, so -- because we need their signature. Based or on our statute, we need some -- the person's signature.

So, we've found that in the month of January, we received back 77 of those complaints, whereas the month before, we were in the -- it looks like the 20's, 21, if my math is good. So,

that is an awesome, awesome statistic for us for the month of January.

So, hopefully we can continue to improve on that, that we can look at the numbers to see, "Why aren't we receiving the complaints back? Do we need to re-send them to people? Do we need to contact people to give them the nudge to send it back to us? Do we need to answer some additional questions?" Maybe they don't want to send it back to us because they had another question or two.

So, these are great numbers for us to just be looking at, to be really thinking strategically about how to make sure that we are

reaching all of the -- all of our constituents in the State of Indiana, to make sure they have all of the information that they need to file a complaint.

So, the only number that went down, which is not a big deal, is in terms of settlement numbers for the month of January. So, we have an Alternative Dispute Resolution Unit who mediates all of the cases that the parties agree to mediation. It's a voluntary mediation, and it's also free.

So, we have an awesome, dynamic mediation team that continues to get great settlements each month, because our goal is not to make this a

hard process for people or to make this a long, drawn-out litigation for people, but to make people feel as if they have been heard, that they have come to a decision that is palatable for them, and so that we can move on.

So, mediation is a great way that we've been able to do that, and especially with precause findings. So, precause findings is before they get to you, when I've decided that

there's no cause in the case, that before we even get through that whole process, the parties can come to an agreement before we even get there.

So, the parties can agree to whether there's money involved, whether you allow -- the respondent allows the complainant to move into the apartment building, whether the respondent agrees to allow the complainant to get that promotion that they believe that they were not receiving because of their protected class. And it is not an admission of guilt, but it's a way to get the parties to come to an understanding before spending a lot of time and a lot of money.

So, in terms of "Complaints by Enforcement Area," 101 of the complaints -- of the inquiries that we received for the month of January was in employment, which is what we typically see. Forty-three of those were in housing, real estate; 34 of those were public accommodations;

and eight of those were in education.

Our leading protected class is disability. If you look at that "Docket by Basis," you'll see that 30 of the cases that the ALJ has is in

disability, followed closely by race at 27 cases. So, typically we see disability and race kind of being neck and neck each month in terms of the protected class.

If you look back to the bottom left, "Complaints by [the] 5 Biggest Counties," so in the State of Indiana, the five biggest counties are Marion, Lake, Allen, Hamilton and St. Joseph.

So, we like to keep a good look at the biggest counties to see if there's a lot of complaints coming out of there. If so, is there a pattern somewhere? Do we need to be addressing maybe a systemic issue at a certain location, or do we need to put more resources in a particular county, or -- you know, there's so many things that we can glean from this.

So, in terms of the five biggest counties, Marion County, Indianapolis, 73 complaints; Lake County, 19; Allen County, three; Hamilton County, only one; and then St. Joseph County, 10. So, that's something that we're looking at.

Do we need to be going to those counties? Is there a Human Relations Commission already

there that is getting a lot of those complaints already, which is probably the case in Allen County? So, just trying to figure out what we need to do, and looking at this holistically to make better decisions as to outreach and education efforts.

And I would just like to look at the Annual Report. I'd like to shout out Lesley and her team. They did an awesome job. This is lovely. I love it.

(Applause.)

MS. POSEY: They did a great job. This is -- this is awesome.

But if we could look back at the organizational chart that Director Wilson had brought our attention to, it's really dynamic that in the year of 2017 we made so many staff changes for the better for our agency. I don't think this really does the justice that needs to be done.

So, at the beginning of 2017, we had two staff attorneys. Our two staff attorneys, they've been here for 25, 30 years. They're

awesome, they're great, but we're getting more cases, and their caseload was getting harder and

harder for them to keep up with.

So, under our leadership, we were able to secure another staff attorney. They haven't -- this agency hasn't seen another staff attorney in over 15 years, so it's -- just that alone made so many positive changes for our agency, and we're able to do so much more legal training for our staff, and we're able to spread the wealth in terms of cases with our staff attorneys, that they aren't feeling so, you know, beaten down with having to litigate cases.

So, that, if I could just leave you with that, I think that was a huge improvement for our agency, but I mean you can see all of the different staff changes that were made, all of the additions that were made, and I just can't wait to see, in terms of data and in terms of satisfaction from our customers, how well our agency will do this year.

So, yeah, I'll just leave you with that, and if you have any questions for me in terms of

the enforcement and operations section of our agency, I will gladly answer anything.

MR. WILSON: If we could do it after Lesley's --

MS. POSEY: Oh, yes.

MR. WILSON: -- presentation, but before she -- I don't want you to shortchange

yourself, either.

What Doneisha's done in her leadership also is her team has put together SOP's now for staff, so they understand how the process should work. When we came here, the confusion was -- is we don't have a system to track the information and data.

They have put together now what we use, IMS, and we track this data and information, because everything's data driven here. The decisions that we make need to be based on information that we have. And so, her team has done a tremendous job in making sure now that they have these SOP's.

People understand their jobs better versus just coming in and trying to always figure out,

"What should I do? How should I do it?" Which will help us so that we can reduce having aged cases, because now we know what the cutoff should be. It should be here, and if it's not here, we need to have a conversation.

So, she has done a lot in actually transforming the operations part and making it more efficient and more functional to better serve us.

So, I don't want you to shortchange yourself on that.

MS. POSEY: Thank you.

MR. WILSON: Go ahead.

MS. GORDON: Good afternoon, Commissioners.

COMM. SLASH: Good afternoon.

COMM. EDWARDS: Good afternoon.

MS. GORDON: So, External Affairs is always busy. It's a big job, and as Director Wilson said, we are really focusing our approach to be statewide. We want to make sure that everyone has an opportunity to understand our resources and take advantage of the educational

opportunities we provide.

So, to piggy-back on the enforcement updates and really the direction of the agency that is focused on data, understanding what those complaints are, understanding where our biggest areas are, so that we can strategically place some of those ads, or when we're working with our human relations agencies around the state, understanding where some of the gaps are, where there aren't relations commission -- human relations commissions, so that we can still make sure that the area is serviced.

So, that's been a huge focus in identifying those areas, meeting with those groups and making those connections, and then finding the right agreement or partnership with them to help market what we do and really, again,

help toward our mission.

So, again, with all of these changes, I couldn't do it without the staff, so a huge, huge, shout out to John and Tyler, who have hit the ground running tremendously. Literally we are just like running every day, and I just

appreciate their work ethic, and you'll continue to see it as we fine tune and take that learning curve aggressively.

And so, the strategy here on out is to find new ways to engage the community, and one thing I'm really exciting about is the remote intake opportunity. We're going to work with local libraries to bring our intake staff out to the community and do some educational training on what our agency does, and then how they can fill out a complaint actually in their community that they live in. So, we're really excited to roll that out at the end of the month, and then work on a series for the rest of the year.

You have some upcoming events listed below, and we are fine tuning our Web site, so that will be an added resource. Social media has been an instant change, and I thank Tyler for that. So, there are some great updates and great campaigns we've been able to take advantage of, one for Black History Month, where we've actually highlighted some of ICRC's Black History leaders.

23 So, it's been a really exciting engagement

1 opportunity, and we're definitely seeing that
2 people are reacting to those videos and that
3 content. So, we're excited to take that data and
4 translate it into our advertising and marketing.
5 We are looking very closely at all of the
6 past ads and PSA's, and we had a lot of good
7 content, but a lot of it was dated, so we are
8 refreshing that, and so that's on our audit list
9 right now. And we're working with our partners
10 to use their resources. A lot of them have
11 studios or ad space that they can help share with
12 their community partner, and so, we're really
13 trying to leverage those opportunities.
14 The other big thing is, as Greg said, was
15 our Cultural Commissions. We have some wonderful
16 State Cultural Commissions that are targeted at
17 key demographic throughout our state: Social
18 Status of Black Males, the Commission for Women,
19 the Native American Commission, and our
20 Commission on Hispanic and Latino Affairs.
21 And I'm happy to announce today the new
22 director of ICHLA, Ms. Elia James. She just
23 started this week.

1 (Applause.)

MS. GORDON: So, we are really happy to get her introduced to everyone and get her familiarized with the Commissioners, and they have their first Commission meeting next week. So, she'll really start engaging with them, and I would love to give her an opportunity to say a few words, a little bit about her background and direction moving forward.

MS. JAMES: Sure.

I've worked for the City of Indianapolis for about nine years. In the time that I was there, my focus was on emergency management and vulnerable populations, so one of the strategic things for me there was to make sure that everybody was offered language access and access to translation services for the Spanish speakers in our community.

I'm very proud of that work, and it is just an honor and a privilege to be sitting here, and I definitely take this with a lot of responsibility. So, thank you guys for having me.

MS. GORDON: Thank you.

And with that, again, like I said, External Affairs is very busy. I could list off everything that we're doing. I'm excited to see our calendar of events filling up in the next few months and really getting those events out there

and using the avenues that we have to share that message with the community.

MR. WILSON: Lesley and Doneisha, thank you so much.

I will just say this: That with what I see our communication team being able to do, it's going to help us to push the claims up, it's going to help us to communicate our information.

And then the fact that Lesley, for instance, working with the Latino Affairs group -- Commission group, they're going to help us with putting together programming to people who sometimes tend to don't even know that the Civil Rights office is there to serve them, or to understand what Civil Rights really means or what we do, and that we're here to, again, eradicate discrimination. So, with these groups, we'll be

better able to get our information out.

So, I just want to say I have a great team that we've been able to assemble, and which really gets me very excited, because I know where we will go and I know what we will do.

So, I just want say thank you, Commission. If you have questions of any of us, feel free to ask, but I will say I'm very excited about what we're doing.

CHAIRPERSON BLACKBURN: Well, and I'm very excited, too. I think this morning's

reports is certainly an indication of how, when one takes over an agency and everything is blurred because there's so many moving pieces and so many unmoving pieces.

And to move forward an agency from a standpoint of beginning at ground zero, which is really what you did, Greg, that -- to see what you've been able to accomplish, and person by person and bit by bit, you are showing the kind of progress that we always hope for and don't always get. So, my kudos to you. And it's okay to applaud, even if it's --

(Applause.)

CHAIRPERSON BLACKBURN: I want to also ask a question of you, Lesley --

MS. GORDON: Yes.

CHAIRPERSON BLACKBURN: -- with regards to the partnership that you have with the Public Library.

MS. GORDON: Uh-huh.

CHAIRPERSON BLACKBURN: I want to know if -- when someone walks into the library and wants to file a complaint, first of all, who's going to advertise the fact that they'll be there, and who's going to man the intake, or do we have a short kind of, "Well, here's what you need to do from there: Go to ICRC"? So, tell me what the process will involve.

MS. GORDON: Yes, that's a wonderful question. We're doing a rollout for that reason, but we will have an advertising partnership with the Public Library, so it will be updated on their calendar within all of the branches, on their digital boards, as well as our avenues of advertisement as well.

We'll have a table set up with our staff, so John will definitely be in a lot of those as well as an actual intake staff member who's familiar with taking those intakes. They'll have all of the equipment that they need, so it'll be realtime.

Again, those complaints have to be signed, and that's a barrier sometimes in the process, when they have to come down here or they're doing it over the phone. And so, being able to meet them out in the community, we're hoping to be able to decrease that barrier.

So, they will -- and then they'll have an opportunity to be in private rooms, so they won't be necessarily open in the library. So, it'll be very similar to any -- our normal intake process, but meeting them, again, where they live.

CHAIRPERSON BLACKBURN: Great.

Any questions, Commissioners?

(No response.)

CHAIRPERSON BLACKBURN: No questions?

COMM. SLASH: No.

CHAIRPERSON BLACKBURN: No. That

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underscores all of the presentation points.

Let me note that on your agenda, there is the suggestion we might have public comment. Is someone here who actually wants to say something?

(No response.)

CHAIRPERSON BLACKBURN: No? I guess our meeting ran too long. Thank you for being here, all of you. Then that indicates to me that you're all staffed. So -- I'm sorry?

MS. POSEY: There's one hand.

MR. TRUMP: I'd like to say something, yes. I wanted to commend you on some of the staff you have. Like Mr. Michael Healy is a very caring person, very responsible. Mr. Gregory Wilson, which I never met, very responsible person. I sent him a fax. He called me back the next day. I think some of your other staff could learn something from them.

MS. POSEY: Thank you.

MR. WILSON: I will tell you this, and I encourage everybody: We take every call. I never subvert calls and say, "Oh, the Director is --" we're here to serve. I told you, these

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cases represent people's lives, so I hope people believe that and know that's what we believe here in ICRC.

CHAIRPERSON BLACKBURN: Thank you very much. I have a couple of things I want to share, but I will do that after we are no longer in public session. So, thank you very much, again.

This meeting is now adjourned.

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Thereupon, the proceedings of February 16, 2018 were concluded at 1:55 o'clock p.m.

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CERTIFICATE

I, Lindy L. Meyer, Jr., the undersigned Court Reporter and Notary Public residing in the City of Shelbyville, Shelby County, Indiana, do

hereby certify that the foregoing is a true and correct transcript of the proceedings taken by me on Friday, February 16, 2018 in this matter and transcribed by me.

_____

Lindy L. Meyer, Jr.,
Notary Public in and
for the State of Indiana.

My Commission expires August 26, 2024.