

# 2021 Annual Report Discrimination Complaint Activity in California State Civil Service



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# Annual Report

## Discrimination Complaint Activity in California State Civil Service

### 2021



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Director

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# Purpose of the Report

The State of California takes discrimination and harassment complaints seriously and is committed to improving how they are tracked, monitored, and resolved. To address workplace discrimination and harassment in state agencies, it is crucial that reliable data is collected. Pursuant to Government Code section 19792, and as directed by the Governor's Office, the California Department of Human Resources (CalHR) implemented the Discrimination Complaint Tracking System (DCTS) in 2020, which enables data collection of complaints regarding discrimination, harassment, retaliation, and denial of reasonable accommodation in state agencies. This report reflects the second year of data collection in the DCTS. Over time, it will provide the analyses of trends and patterns in the complaint data to better identify and address areas of concern.

## Statewide Summary

From January 1, 2021 through December 31, 2021, Equal Employment Opportunity (EEO) Offices were required to enter pertinent complaint data in the DCTS as part of their statutory mandate to develop, implement, coordinate, and monitor the agency's EEO program. CalHR monitors and tracks the data and completes an annual report.

To fully achieve the goal of EEO and non-discriminatory employment practices within civil service, CalHR provides statewide leadership, coordination, and technical guidance to state agencies that have a combined total of more than 225,000 employees. As concerns are identified, CalHR consults with departments and develops action plans to address issues and resolve problems.

## Total Cases Filed

Participating agencies reported a total of 1,742 cases filed between January 1, 2021 and December 31, 2021.\* Cases may contain multiple allegations, which may be based on multiple protected categories. These allegations are entered as separate "complaints" within a case. For this reason, the total number of "cases" filed is lower than the total number of "complaints". State agencies receive cases by internal complaint, anonymous complaint, management inquiry, or an external complaint such as the Civil Rights Department (CRD – formerly known as the Department of Fair Employment and Housing), and the Equal Employment Opportunity Commission (EEOC). ([Appendix 1 - Open and Closed Cases by Department](#))

## Total Complaints Filed

In 2021, agencies reported 2,801 complaints filed. This number includes complaints that were accepted with a result of substantiated, unsubstantiated, withdrawn, or exceeded the statute of limitations, as well as complaints that were ultimately not accepted for investigation because they were determined to be non-jurisdictional. In some instances, complaints were referred to other appropriate areas in the department for review.

\*CalHR continues to work with departments to complete any missing information. Cases for the California Highway Patrol, Department of Corrections and Rehabilitation, and Department of Forestry and Fire Protection are incomplete for 2021.

Individual complaints are based on the following EEO protected categories, consistent with California law:

- Age (40 and over)
- Ancestry
- Color
- Disability (mental and physical, including HIV/AIDS, cancer, and genetic characteristics)
- Gender Identity, Gender Expression
- Genetic Information
- Marital Status
- Medical Condition (genetic characteristics, cancer or a record or history of cancer)
- Military or Veteran Status
- National Origin (includes language use and possession of a driver's license issued to persons unable to prove their presence in the United States is authorized under federal law)
- Race (including traits historically associated with race, including but not limited to, hair texture and protective hairstyles)
- Religion (includes religious dress and grooming practices)
- Request for Family Care Leave
- Request for Leave for an Employee's Own Serious Health Condition
- Request for Pregnancy Disability Leave
- Retaliation
- Sex/Gender (includes pregnancy, childbirth, breastfeeding and/or related medical conditions)
- Sexual Orientation

The following complaint types repeated the 2020 compilation as the five highest statewide in 2021: Race, Retaliation, Disability, Sex/Gender, and Sexual Harassment. Of all protected categories, Race continues to emerge as the complaint type with the highest number of complaints.

(Appendix 2 - Top Five Complaint Types by Department)

### Top Five Complaint Types

Protected Category	Number of Complaints	Percent of Total Complaints (2801)
Race	421	15.03%
Retaliation	383	13.67%
Disability	268	9.57%
Sex/Gender	236	8.43%
Sexual Harassment	206	7.35%
<b>TOTAL</b>	<b>1514</b>	<b>54.05%</b>

### End of Year Case Status

Of the 1,742 cases filed in 2021, departments reported 1,337 closed and 405 open by the close of the fourth quarter. (Appendix 1 - Opened and Closed Cases by Department)

## Open and Closed Cases

Status	Cases	Percentage of Total Cases Filed
Closed	1337	76.75%
Open	405	23.25%
<b>TOTAL</b>	<b>1742</b>	<b>100.00%</b>

## End of Year Complaint Status

Departments reported 1,831 complaints closed statewide in 2021 (including carryover complaints filed in previous years). These closed complaints were unsubstantiated, substantiated, withdrawn, or exceeded the statute of limitations. ([Appendix 3 - Complaint Outcomes for Closed Cases by Department](#))

Outcome	Number of Closed Complaints	Percentage of Total Closed Complaints
Unsubstantiated	1486	81.16%
Substantiated	246	13.44%
Withdrawn	91	4.97%
Exceeded Statute of Limitations	8	0.44%
<b>TOTAL</b>	<b>1831</b>	<b>100.00%</b>

Outcomes are reported at the conclusion of the investigation. Departments are aware of their obligation to thoroughly review the complaint, pursue an investigation if appropriate, and take appropriate action, regardless of the circumstances. Departments are instructed and expected to add appropriate case file notes, which clearly indicate the reason for reporting a complaint as Withdrawn.

A complaint may be reported as Withdrawn when:

- The complainant indicates in writing that they no longer wish to pursue the complaint, and the department explains why it is not appropriate or necessary to pursue the complaint as a Management Inquiry.
- The complainant cannot be reached for information or chooses to no longer cooperate.
- The respondent resigned or retired before the investigation concluded.
- The CRD or EEOC asks the department for a response and later chooses not to pursue the complaint.



# Action Taken by Type

Departments are required to take appropriate action based on the findings of each completed investigation and enter the information in the DCTS as follows: Disciplinary, Corrective, Referred for Action, Referral to Law Enforcement, Other, or None.

- **Disciplinary Action:** Refers to actions taken in response to an employee's serious or continued failure to meet the rules of conduct as defined by GC 19572. These adverse actions are defined in California State Government employment as dismissal, demotion, suspension, or other disciplinary action.
- **Corrective Action:** Refers to actions taken to improve the employee's performance to an acceptable level or to prevent continued misconduct. Required training is the most reported Corrective Action type.
- **Referred for Action:** Identified for action, not yet applied.
- **Referral to Law Enforcement:** Referred as a result of potential criminal activity.
- **Other:** May be used when action is taken, but none of the other actions apply. Departments are instructed to add appropriate case file notes, which clearly indicate the reason for reporting the action taken as Other.
- **None:** May be used when a respondent retired or resigned in lieu of or before disciplinary action, or when the respondent is a vendor or other non-state entity, and action cannot be taken by the state. Departments are instructed to add appropriate case file notes, which clearly indicate the reason for reporting the action taken as None.

By the close of the fourth quarter of 2021, departments with cases in the DCTS reported the following actions:

## Number of Total Actions Taken

Action Type	Number of Actions	Percentage of Total Actions Taken
Corrective	35	48.6%
Disciplinary	21	29.2%
Other	13	18.0%
Referred for Action	3	4.2%
Referral to Law Enforcement	0	0.00%
<b>TOTAL</b>	<b>72</b>	<b>100.00%</b>

There were 72 actions reported by departments. It is important to note that some substantiated cases may still have actions pending. There were 23 complaints reported as “None” (having no action taken). ([Appendix 4 - Actions Taken by Department](#))

## Investigations Timeline

On a statewide average, departments reported that it took 59 days to complete an investigation. ([Appendix 5 - Average Number of Days to Complete Investigations by Department](#))

## Judgment and Settlement Costs

In 2021, one department reported a settled case for \$26,000. This total amount represents only the year’s cases with closed settlements and/or judgments by the end of the fourth quarter. It is important to note that some cases were still pending litigation at the end of the fourth quarter and would not report settlements in 2021. Additionally, there may be settlements and judgments related to cases in years prior, but the cases were not yet tracked through DCTS. Departments report judgments and settlements resolved as either monetary, non-monetary, or both.

([Appendix 6 - Number and Amount of Judgments/Settlements by Department](#))

## Appendix 1 - Open and Closed Cases by Department

Department	Cases	Open	Closed
ADMINISTRATIVE LAW, OFFICE OF	0	0	0
AFRICAN AMERICAN MUSEUM, CALIFORNIA	0	0	0
AGING, DEPARTMENT OF	1	0	1
AGRICULTURAL LABOR RELATIONS BOARD	2	0	2
AIR RESOURCES BOARD	3	2	1
ALCOHOLIC BEVERAGE CONTROL APPEALS BOARD	0	0	0
ALCOHOLIC BEVERAGE CONTROL, DEPARTMENT OF	1	0	1
ARTS COUNCIL, CALIFORNIA	2	2	0
BOATING AND WATERWAYS, DEPARTMENT OF	0	0	0
BUSINESS, CONSUMER SERVICES & HOUSING AGENCY	0	0	0
BUSINESS, TRANSPORTATION, AND HOUSING AGENCY	0	0	0
CALIFORNIA PRIVACY PROTECTION AGENCY	0	0	0
CANNABIS CONTROL APPEALS PANEL	0	0	0
CANNABIS CONTROL, DEPARTMENT OF	0	0	0
CHILD SUPPORT SERVICES, DEPARTMENT OF	6	0	6
CHILDREN & FAMILIES COMMISSION	0	0	0
COACHELLA VALLEY MOUNTAIN CONSERVANCY	0	0	0
COASTAL COMMISSION, CALIFORNIA	1	0	1
COASTAL CONSERVANCY, STATE	0	0	0
COLORADO RIVER BOARD	0	0	0
COMMISSION ON STATUS OF WOMEN, CALIFORNIA	0	0	0
COMMUNITY COLLEGES, CALIFORNIA	1	1	0
COMMUNITY SERVICES AND DEVELOPMENT, DEPARTMENT OF	0	0	0
COMPENSATION INSURANCE FUND, STATE	30	3	27
CONSERVATION CORPS, CALIFORNIA	38	0	38
CONSERVATION, DEPARTMENT OF	6	0	6
CONSUMER AFFAIRS, DEPARTMENT OF	43	11	32
CONTROLLER, OFFICE OF THE CALIFORNIA STATE	0	0	0
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	482	39	443
CRADLE TO CAREER	0	0	0
DELTA PROTECTION COMMISSION	0	0	0
DELTA STEWARDSHIP COUNCIL	0	0	0
DEVELOPMENTAL DISABILITIES, STATE COUNCIL ON	0	0	0
DEVELOPMENTAL SERVICES, DEPARTMENT OF	9	2	7
DIGITAL INNOVATION, OFFICE OF	0	0	0
EARTHQUAKE AUTHORITY, CALIFORNIA	0	0	0
EDUCATION AUDIT APPEALS PANEL	0	0	0
EDUCATION, DEPARTMENT OF	21	14	7
EMERGENCY MEDICAL SERVICES AUTHORITY	0	0	0
EMERGENCY SERVICES, OFFICE OF	6	0	6

<b>Department</b>	<b>Cases</b>	<b>Open</b>	<b>Closed</b>
EMPLOYMENT DEVELOPMENT DEPARTMENT	28	3	25
EMPLOYMENT TRAINING PANEL	1	0	1
ENERGY INFRASTRUCTURE SAFETY, OFFICE OF	1	0	1
ENERGY RESOURCES CONSERVATION AND DEVELOPMENT COMMISSION	10	1	9
ENVIRONMENTAL HEALTH HAZARD ASSESSMENT, OFFICE OF	0	0	0
ENVIRONMENTAL PROTECTION AGENCY	1	0	1
EQUALIZATION, BOARD OF	0	0	0
EXPOSITION AND STATE FAIR, CALIFORNIA	0	0	0
FAIR EMPLOYMENT AND HOUSING, DEPARTMENT OF	0	0	0
FAIR POLITICAL PRACTICES COMMISSION	0	0	0
FINANCE, DEPARTMENT OF	0	0	0
FINANCIAL INFORMATION SYSTEM, CALIFORNIA	1	0	1
FINANCIAL INSTITUTIONS, DEPARTMENT OF	0	0	0
FINANCIAL PROTECTION AND INNOVATION, DEPARTMENT OF	7	0	7
FISH AND WILDLIFE, DEPARTMENT OF	6	0	6
FOOD & AGRICULTURE 22ND DIST AGRIC ASSOC	0	0	0
FOOD & AGRICULTURE 32ND DIST AGRIC ASSOC	3	0	3
FOOD & AGRICULTURE, DEPARTMENT OF	27	2	25
FORESTRY AND FIRE PROTECTION, DEPARTMENT OF	11	3	8
FRANCHISE TAX BOARD	14	4	10
GAMBLING CONTROL COMMISSION, CALIFORNIA	0	0	0
GENERAL SERVICES, DEPARTMENT OF	46	3	43
GOVERNMENT OPERATIONS AGENCY	0	0	0
GOVERNOR'S OFFICE OF BUSINESS & ECONOMIC DEVELOPMENT	0	0	0
GOVERNOR'S OFFICE OF PLANNING AND RESEARCH	0	0	0
HEALTH & HUMAN SERVICES AGENCY, CALIFORNIA	1	0	1
HEALTH BENEFIT EXCHANGE, CALIFORNIA	16	1	15
HEALTH CARE ACCESS AND INFORMATION DEPARTMENT OF	9	0	9
HEALTH CARE SERVICES, DEPARTMENT OF	15	2	13
HIGH SPEED RAIL AUTHORITY	7	0	7
HIGHWAY PATROL, CALIFORNIA	17	17	0
HORSE RACING BOARD, CALIFORNIA	0	0	0
HOUSING AND COMMUNITY DEVELOPMENT	14	0	14
HOUSING FINANCE AGENCY, CALIFORNIA	2	2	0
HUMAN RESOURCES, CALIFORNIA DEPARTMENT OF	4	0	4
INDEPENDENT LIVING COUNCIL, STATE	0	0	0
INDUSTRIAL RELATIONS, DEPARTMENT OF	57	2	55
INSPECTOR GENERAL, OFFICE OF THE	1	1	0
INSURANCE, DEPARTMENT OF	11	0	11
JUSTICE, DEPARTMENT OF	19	1	18
LABOR & WORKFORCE DEVELOPMENT AGENCY	0	0	0

<b>Department</b>	<b>Cases</b>	<b>Open</b>	<b>Closed</b>
LANDS COMMISSION, STATE	0	0	0
LAW REVISION COMMISSION, CALIFORNIA	0	0	0
LEGISLATIVE COUNCIL BUREAU	0	0	0
LIBRARY, CALIFORNIA STATE	0	0	0
LITTLE HOOVER COMMISSION	0	0	0
LOTTERY, CALIFORNIA STATE	14	6	8
MANAGED HEALTH CARE, DEPARTMENT OF	8	0	8
MENTAL HEALTH SERVICES OVERSIGHT AND ACCOUNTABILITY COMMISSION	0	0	0
MILITARY DEPARTMENT	0	0	0
MOTOR VEHICLES, DEPARTMENT OF	121	6	115
NATIVE AMERICAN HERITAGE COMMISSION	0	0	0
NATURAL RESOURCES AGENCY	0	0	0
PARKS AND RECREATION, DEPARTMENT OF	2	2	0
PEACE OFFICERS STANDARDS & TRAINING, COMM. ON	2	1	1
PERSONNEL BOARD, STATE	0	0	0
PESTICIDE REGULATION, DEPARTMENT OF	4	4	0
PRISON INDUSTRY AUTHORITY, CALIFORNIA	13	2	11
PUBLIC DEFENDER, OFFICE OF THE STATE	0	0	0
PUBLIC EMPLOYEES RETIREMENT SYSTEM	14	0	14
PUBLIC EMPLOYMENT RELATIONS BOARD	0	0	0
PUBLIC HEALTH, CALIFORNIA DEPARTMENT OF	24	1	23
PUBLIC UTILITIES COMMISSION	10	2	8
REAL ESTATE, DEPARTMENT OF	3	0	3
REHABILITATION, DEPARTMENT OF	15	10	5
RESOURCES RECYCLING AND RECOVERY, DEPARTMENT OF	6	1	5
SACRAMENTO-SAN JOAQUIN DELTA CONSERVANCY	0	0	0
SAN DIEGO RIVER CONSERVANCY	0	0	0
SAN FRANCISCO BAY CONSERVATION & DEVELOPMENT COMMISSION	0	0	0
SAN GABRIEL LOWER LOS ANGELES RIVERS AND MOUNTAIN CONSERVANCY	0	0	0
SANTA MONICA MOUNTAINS CONSERVANCY	0	0	0
SCIENCE CENTER, CALIFORNIA	0	0	0
SECRETARY OF STATE, OFFICE OF	3	0	3
SENIOR LEGISLATURE, CALIFORNIA	0	0	0
SIERRA NEVADA CONSERVANCY	0	0	0
SOCIAL SERVICES, DEPARTMENT OF	65	65	0
STATE AND COMMUNITY CORRECTIONS, BOARD OF	0	0	0
STATE AND CONSUMER SERVICES AGENCY, CALIFORNIA	0	0	0
STATE HOSPITALS, DEPARTMENT OF	162	47	115
STATE MANDATES, COMMISSION ON	0	0	0
STUDENT AID COMMISSION	1	0	1

<b>Department</b>	<b>Cases</b>	<b>Open</b>	<b>Closed</b>
SYSTEMS INTEGRATION, OFFICE OF	5	5	0
TAHOE CONSERVANCY, CALIFORNIA	0	0	0
TAX AND FEE ADMINISTRATION, CALIFORNIA DEPARTMENT OF	11	1	10
TAX APPEALS, OFFICE OF	2	0	2
TEACHER CREDENTIALING, COMMISSION ON	1	0	1
TEACHERS RETIREMENT SYSTEM, STATE	2	0	2
TECHNOLOGY, DEPARTMENT OF	0	0	0
TOXIC SUBSTANCES CONTROL	0	0	0
TRAFFIC SAFETY, OFFICE OF	0	0	0
TRANSPORTATION AGENCY, CALIFORNIA STATE	0	0	0
TRANSPORTATION COMMISSION, CALIFORNIA	0	0	0
TRANSPORTATION, DEPARTMENT OF	160	107	53
TREASURER, OFFICE OF THE STATE	0	0	0
UNEMPLOYMENT INSURANCE APPEALS BOARD, CALIFORNIA	5	0	5
VETERANS AFFAIRS, DEPARTMENT OF	48	2	46
VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD	0	0	0
WATER RESOURCES CONTROL BOARD	11	0	11
WATER RESOURCES, DEPARTMENT OF	49	27	22
WORKFORCE DEVELOPMENT BOARD, CALIFORNIA	0	0	0
<b>TOTAL</b>	<b>1742</b>	<b>405</b>	<b>1337</b>

## Appendix 2 - Top Five Complaint Types by Department

Department	Disability	Race	Retaliation	Sex / Gender	Sexual Harassment	Total
ADMINISTRATIVE LAW, OFFICE OF	0	0	0	0	0	0
AFRICAN AMERICAN MUSEUM, CALIFORNIA	0	0	0	0	0	0
AGING, DEPARTMENT OF	0	0	0	0	0	0
AGRICULTURAL LABOR RELATIONS BOARD	0	0	0	0	2	2
AIR RESOURCES BOARD	1	1	2	0	0	4
ALCOHOLIC BEVERAGE CONTROL APPEALS BOARD	0	0	0	0	0	0
ALCOHOLIC BEVERAGE CONTROL, DEPARTMENT OF	0	1	0	0	0	1
ARTS COUNCIL, CALIFORNIA	0	0	0	0	0	0
BOATING AND WATERWAYS, DEPARTMENT OF	0	0	0	0	0	0
BUSINESS, CONSUMER SERVICES & HOUSING AGENCY	0	0	0	0	0	0
BUSINESS, TRANSPORTATION, AND HOUSING AGENCY	0	0	0	0	0	0
CALIFORNIA PRIVACY PROTECTION AGENCY	0	0	0	0	0	0
CANNABIS CONTROL APPEALS PANEL	0	0	0	0	0	0
CANNABIS CONTROL, DEPARTMENT OF	0	0	0	0	0	0
CHILD SUPPORT SERVICES, DEPARTMENT OF	0	0	0	1	1	2
CHILDREN & FAMILIES COMMISSION	0	0	0	0	0	0
COACHELLA VALLEY MOUNTAIN CONSERVANCY	0	0	0	0	0	0
COASTAL COMMISSION, CALIFORNIA	0	0	0	0	0	0
COASTAL CONSERVANCY, STATE	0	0	0	0	0	0
COLORADO RIVER BOARD	0	0	0	0	0	0
COMMISSION ON STATUS OF WOMEN, CALIFORNIA	0	0	0	0	0	0
COMMUNITY COLLEGES, CALIFORNIA	0	0	0	1	0	1

<b>Department</b>	<b>Disability</b>	<b>Race</b>	<b>Retaliation</b>	<b>Sex / Gender</b>	<b>Sexual Harassment</b>	<b>Total</b>
COMMUNITY SERVICES AND DEVELOPMENT, DEPARTMENT OF	0	0	0	0	0	0
COMPENSATION INSURANCE FUND, STATE	4	9	8	1	2	24
CONSERVATION CORPS, CALIFORNIA	8	11	3	5	5	32
CONSERVATION, DEPARTMENT OF	0	2	1	0	0	3
CONSUMER AFFAIRS, DEPARTMENT OF	9	12	15	6	9	51
CONTROLLER, OFFICE OF THE CALIFORNIA STATE	0	0	0	0	0	0
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	80	129	178	94	20	501
CRADLE TO CAREER	0	0	0	0	0	0
DELTA PROTECTION COMMISSION	0	0	0	0	0	0
DELTA STEWARDSHIP COUNCIL	0	0	0	0	0	0
DEVELOPMENTAL DISABILITIES, STATE COUNCIL ON	0	0	0	0	0	0
DEVELOPMENTAL SERVICES, DEPARTMENT OF	4	1	1	2	2	10
DIGITAL INNOVATION, OFFICE OF	0	0	0	0	0	0
EARTHQUAKE AUTHORITY, CALIFORNIA	0	0	0	0	0	0
EDUCATION AUDIT APPEALS PANEL	0	0	0	0	0	0
EDUCATION, DEPARTMENT OF	2	7	1	6	3	19
EMERGENCY MEDICAL SERVICES AUTHORITY	0	0	0	0	0	0
EMERGENCY SERVICES, OFFICE OF	0	0	1	4	1	6
EMPLOYMENT DEVELOPMENT DEPARTMENT	11	7	5	5	9	37
EMPLOYMENT TRAINING PANEL	0	0	0	0	0	0
ENERGY INFRASTRUCTURE SAFETY, OFFICE OF	0	0	0	1	0	1



<b>Department</b>	<b>Disability</b>	<b>Race</b>	<b>Retaliation</b>	<b>Sex / Gender</b>	<b>Sexual Harassment</b>	<b>Total</b>
ENERGY RESOURCES CONSERVATION AND DEVELOPMENT COMMISSION	2	0	2	1	0	5
ENVIRONMENTAL HEALTH HAZARD ASSESSMENT, OFFICE OF	0	0	0	0	0	0
ENVIRONMENTAL PROTECTION AGENCY	0	0	0	0	0	0
EQUALIZATION, BOARD OF	0	0	0	0	0	0
EXPOSITION AND STATE FAIR, CALIFORNIA	0	0	0	0	0	0
FAIR EMPLOYMENT AND HOUSING, DEPARTMENT OF	0	0	0	0	0	0
FAIR POLITICAL PRACTICES COMMISSION	0	0	0	0	0	0
FINANCE, DEPARTMENT OF	0	0	0	0	0	0
FINANCIAL INFORMATION SYSTEM, CALIFORNIA	1	1	0	0	0	2
FINANCIAL INSTITUTIONS, DEPARTMENT OF	0	0	0	0	0	0
FINANCIAL PROTECTION AND INNOVATION, DEPARTMENT OF	2	3	1	0	0	6
FISH AND WILDLIFE, DEPARTMENT OF	1	0	0	0	0	1
FOOD & AGRICULTURE 22ND DIST AGRIC ASSOC	0	0	0	0	0	0
FOOD & AGRICULTURE 32ND DIST AGRIC ASSOC	0	1	0	0	2	3
FOOD & AGRICULTURE, DEPARTMENT OF	2	7	5	3	9	26
FORESTRY AND FIRE PROTECTION, DEPARTMENT OF	2	1	0	1	3	7
FRANCHISE TAX BOARD	5	6	5	3	3	22
GAMBLING CONTROL COMMISSION, CALIFORNIA	0	0	0	0	0	0
GENERAL SERVICES, DEPARTMENT OF	5	11	4	6	5	31
GOVERNMENT OPERATIONS AGENCY	0	0	0	0	0	0

<b>Department</b>	<b>Disability</b>	<b>Race</b>	<b>Retaliation</b>	<b>Sex / Gender</b>	<b>Sexual Harassment</b>	<b>Total</b>
GOVERNOR'S OFFICE OF BUSINESS & ECONOMIC DEVELOPMENT	0	0	0	0	0	0
GOVERNOR'S OFFICE OF PLANNING AND RESEARCH	0	0	0	0	0	0
HEALTH & HUMAN SERVICES AGENCY, CALIFORNIA	0	0	0	0	1	1
HEALTH BENEFIT EXCHANGE, CALIFORNIA	1	8	0	1	1	11
HEALTH CARE ACCESS AND INFORMATION DEPARTMENT OF	1	4	4	0	3	12
HEALTH CARE SERVICES, DEPARTMENT OF	2	3	5	1	2	13
HIGH SPEED RAIL AUTHORITY	0	1	1	2	0	4
HIGHWAY PATROL, CALIFORNIA	4	4	6	3	1	18
HORSE RACING BOARD, CALIFORNIA	0	0	0	0	0	0
HOUSING AND COMMUNITY DEVELOPMENT	0	1	0	0	0	1
HOUSING FINANCE AGENCY, CALIFORNIA	0	0	0	0	0	0
HUMAN RESOURCES, CALIFORNIA DEPARTMENT OF	0	0	3	0	0	3
INDEPENDENT LIVING COUNCIL, STATE	0	0	0	0	0	0
INDUSTRIAL RELATIONS, DEPARTMENT OF	1	4	3	6	1	15
INSPECTOR GENERAL, OFFICE OF THE	0	0	1	0	0	1
INSURANCE, DEPARTMENT OF	0	1	2	2	1	6
JUSTICE, DEPARTMENT OF	2	2	5	3	4	16
LABOR & WORKFORCE DEVELOPMENT AGENCY	0	0	0	0	0	0
LANDS COMMISSION, STATE	0	0	0	0	0	0
LAW REVISION COMMISSION, CALIFORNIA	0	0	0	0	0	0
LEGISLATIVE COUNCIL BUREAU	0	0	0	0	0	0
LIBRARY, CALIFORNIA STATE	0	0	0	0	0	0
LITTLE HOOVER COMMISSION	0	0	0	0	0	0
LOTTERY, CALIFORNIA STATE	1	2	1	1	3	8

<b>Department</b>	<b>Disability</b>	<b>Race</b>	<b>Retaliation</b>	<b>Sex / Gender</b>	<b>Sexual Harassment</b>	<b>Total</b>
MANAGED HEALTH CARE, DEPARTMENT OF	0	1	0	0	0	1
MENTAL HEALTH SERVICES OVERSIGHT AND ACCOUNTABILITY COMMISSION	0	0	0	0	0	0
MILITARY DEPARTMENT	0	0	0	0	0	0
MOTOR VEHICLES, DEPARTMENT OF	49	37	13	9	14	122
NATIVE AMERICAN HERITAGE COMMISSION	0	0	0	0	0	0
NATURAL RESOURCES AGENCY	0	0	0	0	0	0
PARKS AND RECREATION, DEPARTMENT OF	0	0	0	0	2	2
PEACE OFFICERS STANDARDS & TRAINING, COMM. ON	0	0	0	0	0	0
PERSONNEL BOARD, STATE	0	0	0	0	0	0
PESTICIDE REGULATION, DEPARTMENT OF	2	3	3	2	0	10
PRISON INDUSTRY AUTHORITY, CALIFORNIA	2	1	1	1	0	5
PUBLIC DEFENDER, OFFICE OF THE STATE	0	0	0	0	0	0
PUBLIC EMPLOYEES RETIREMENT SYSTEM	3	2	1	2	3	11
PUBLIC EMPLOYMENT RELATIONS BOARD	0	0	0	0	0	0
PUBLIC HEALTH, CALIFORNIA DEPARTMENT OF	6	9	5	3	1	24
PUBLIC UTILITIES COMMISSION	3	2	4	3	1	13
REAL ESTATE, DEPARTMENT OF	0	0	1	1	0	2
REHABILITATION, DEPARTMENT OF	2	4	1	0	3	10
RESOURCES RECYCLING AND RECOVERY, DEPARTMENT OF	1	1	1	1	2	6
SACRAMENTO-SAN JOAQUIN DELTA CONSERVANCY	0	0	0	0	0	0
SAN DIEGO RIVER CONSERVANCY	0	0	0	0	0	0
SAN FRANCISCO BAY CONSERVATION & DEVELOPMENT COMMISSION	0	0	0	0	0	0

<b>Department</b>	<b>Disability</b>	<b>Race</b>	<b>Retaliation</b>	<b>Sex / Gender</b>	<b>Sexual Harassment</b>	<b>Total</b>
SAN GABRIEL LOWER LOS ANGELES RIVERS AND MOUNTAIN CONSERVANCY	0	0	0	0	0	0
SANTA MONICA MOUNTAINS CONSERVANCY	0	0	0	0	0	0
SCIENCE CENTER, CALIFORNIA	0	0	0	0	0	0
SECRETARY OF STATE, OFFICE OF	1	2	3	0	0	6
SENIOR LEGISLATURE, CALIFORNIA	0	0	0	0	0	0
SIERRA NEVADA CONSERVANCY	0	0	0	0	0	0
SOCIAL SERVICES, DEPARTMENT OF	0	1	0	1	1	3
STATE AND COMMUNITY CORRECTIONS, BOARD OF	0	0	0	0	0	0
STATE AND CONSUMER SERVICES AGENCY, CALIFORNIA	0	0	0	0	0	0
STATE HOSPITALS, DEPARTMENT OF	27	52	46	19	35	179
STATE MANDATES, COMMISSION ON	0	0	0	0	0	0
STUDENT AID COMMISSION	0	1	0	0	0	1
SYSTEMS INTEGRATION, OFFICE OF	0	0	0	0	0	0
TAHOE CONSERVANCY, CALIFORNIA	0	0	0	0	0	0
TAX AND FEE ADMINISTRATION, CALIFORNIA DEPARTMENT OF	0	4	4	2	2	12
TAX APPEALS, OFFICE OF	0	2	1	0	0	3
TEACHER CREDENTIALING, COMMISSION ON	0	0	0	0	0	0
TEACHERS RETIREMENT SYSTEM, STATE	0	1	2	0	1	4
TECHNOLOGY, DEPARTMENT OF	0	0	0	0	0	0
TOXIC SUBSTANCES CONTROL	0	0	0	0	0	0
TRAFFIC SAFETY, OFFICE OF	0	0	0	0	0	0
TRANSPORTATION AGENCY, CALIFORNIA STATE	0	0	0	0	0	0
TRANSPORTATION COMMISSION, CALIFORNIA	0	0	0	0	0	0

<b>Department</b>	<b>Disability</b>	<b>Race</b>	<b>Retaliation</b>	<b>Sex / Gender</b>	<b>Sexual Harassment</b>	<b>Total</b>
TRANSPORTATION, DEPARTMENT OF	14	46	16	28	32	136
TREASURER, OFFICE OF THE STATE	0	0	0	0	0	0
UNEMPLOYMENT INSURANCE APPEALS BOARD, CALIFORNIA	0	0	0	0	0	0
VETERANS AFFAIRS, DEPARTMENT OF	3	4	8	3	11	29
VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD	0	0	0	0	0	0
WATER RESOURCES CONTROL BOARD	1	2	3	0	0	6
WATER RESOURCES, DEPARTMENT OF	3	6	7	2	5	23
WORKFORCE DEVELOPMENT BOARD, CALIFORNIA	0	0	0	0	0	0
<b>TOTAL</b>	<b>268</b>	<b>421</b>	<b>383</b>	<b>236</b>	<b>206</b>	<b>1514</b>

## Appendix 3 - Complaint Outcomes for Closed Cases by Department

Department	Exceeded Statute of Limitations	Substantiated	Unsubstantiated	Withdrawn	Total
AGRICULTURAL LABOR RELATIONS BOARD	0	1	1	0	2
AIR RESOURCES BOARD	0	0	3	0	3
ALCOHOLIC BEVERAGE CONTROL, DEPARTMENT OF	0	1	3	0	4
CHILD SUPPORT SERVICES, DEPARTMENT OF	0	0	3	0	3
COMPENSATION INSURANCE FUND, STATE	0	2	35	0	37
CONSERVATION CORPS, CALIFORNIA	0	18	30	0	48
CONSERVATION, DEPARTMENT OF	0	1	6	0	7
CONSUMER AFFAIRS, DEPARTMENT OF	0	0	31	5	36
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	3	75	674	43	795
DEVELOPMENTAL SERVICES, DEPARTMENT OF	0	2	11	0	13
EDUCATION, DEPARTMENT OF	0	2	1	0	3
EMERGENCY SERVICES, OFFICE OF	0	6	1	0	7
EMPLOYMENT DEVELOPMENT DEPARTMENT	0	4	36	0	40
EMPLOYMENT TRAINING PANEL	0	0	1	0	1
ENERGY INFRASTRUCTURE SAFETY, OFFICE OF	0	0	0	1	1
ENERGY RESOURCES CONSERVATION AND DEVELOPMENT COMMISSION	0	4	3	0	7
FINANCIAL INFORMATION SYSTEM, CALIFORNIA	0	0	6	0	6
FINANCIAL PROTECTION AND INNOVATION, DEPARTMENT OF	0	0	9	0	9
FISH AND WILDLIFE, DEPARTMENT OF	0	1	2	0	3
FOOD & AGRICULTURE 32ND DIST AGRIC ASSOC	0	3	2	0	5

<b>Department</b>	<b>Exceeded Statute of Limitations</b>	<b>Substantiated</b>	<b>Unsubstantiated</b>	<b>Withdrawn</b>	<b>Total</b>
FOOD & AGRICULTURE, DEPARTMENT OF	0	6	16	2	24
FORESTRY AND FIRE PROTECTION, DEPARTMENT OF	0	2	4	0	6
FRANCHISE TAX BOARD	0	5	13	2	20
GENERAL SERVICES, DEPARTMENT OF	0	12	23	3	38
HEALTH & HUMAN SERVICES AGENCY, CALIFORNIA	0	1	0	0	1
HEALTH BENEFIT EXCHANGE, CALIFORNIA	0	4	9	1	14
HEALTH CARE ACCESS AND INFORMATION DEPARTMENT OF	0	4	16	0	20
HEALTH CARE SERVICES, DEPARTMENT OF	0	0	19	0	19
HIGH SPEED RAIL AUTHORITY	0	2	4	0	6
HOUSING AND COMMUNITY DEVELOPMENT	0	2	0	0	2
HUMAN RESOURCES, CALIFORNIA DEPARTMENT OF	0	1	5	0	6
INDUSTRIAL RELATIONS, DEPARTMENT OF	0	12	9	0	21
INSURANCE, DEPARTMENT OF	0	0	6	4	10
JUSTICE, DEPARTMENT OF	0	2	6	7	15
LOTTERY, CALIFORNIA STATE	0	0	5	0	5
MANAGED HEALTH CARE, DEPARTMENT OF	0	1	3	0	4
MOTOR VEHICLES, DEPARTMENT OF	1	11	180	4	196
PEACE OFFICERS STANDARDS & TRAINING, COMM. ON	0	0	1	0	1
PRISON INDUSTRY AUTHORITY, CALIFORNIA	0	0	5	1	6
PUBLIC EMPLOYEES RETIREMENT SYSTEM	0	3	15	0	18
PUBLIC HEALTH, CALIFORNIA DEPARTMENT OF	0	6	25	0	31
PUBLIC UTILITIES COMMISSION	0	2	13	0	15
REAL ESTATE, DEPARTMENT OF	0	0	2	0	2
REHABILITATION, DEPARTMENT OF	0	5	1	0	6

<b>Department</b>	<b>Exceeded Statute of Limitations</b>	<b>Substantiated</b>	<b>Unsubstantiated</b>	<b>Withdrawn</b>	<b>Total</b>
RESOURCES RECYCLING AND RECOVERY, DEPARTMENT OF	0	4	1	1	6
SECRETARY OF STATE, OFFICE OF	0	1	6	0	7
STATE HOSPITALS, DEPARTMENT OF	4	14	174	9	201
STUDENT AID COMMISSION	0	0	1	0	1
TAX AND FEE ADMINISTRATION, CALIFORNIA DEPARTMENT OF	0	8	5	0	13
TAX APPEALS, OFFICE OF	0	0	3	0	3
TEACHERS RETIREMENT SYSTEM, STATE	0	0	6	0	6
TRANSPORTATION, DEPARTMENT OF	0	8	14	6	28
UNEMPLOYMENT INSURANCE APPEALS BOARD, CALIFORNIA	0	0	5	0	5
VETERANS AFFAIRS, DEPARTMENT OF	0	7	22	1	30
WATER RESOURCES CONTROL BOARD	0	1	10	1	12
WATER RESOURCES, DEPARTMENT OF	0	2	1	0	3
<b>TOTAL</b>	<b>8</b>	<b>246</b>	<b>1486</b>	<b>91</b>	<b>1831</b>



## Appendix 4 - Actions Taken by Department

Department	Corrective	Disciplinary	None	Other	Referral to Law Enforcement	Referred for Action	Total
COMPENSATION INSURANCE FUND, STATE	1	0	0	0	0	0	1
CONSERVATION CORPS, CALIFORNIA	5	1	1	0	0	0	7
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	3	2	3	7	0	0	15
DEVELOPMENTAL SERVICES, DEPARTMENT OF	0	2	0	2	0	0	4
EDUCATION, DEPARTMENT OF	1	0	0	0	0	0	1
EMERGENCY SERVICES, OFFICE OF	2	0	0	1	0	1	4
ENERGY RESOURCES CONSERVATION AND DEVELOPMENT COMMISSION	3	0	0	0	0	0	3
FOOD & AGRICULTURE, DEPARTMENT OF	0	1	0	0	0	0	1
FORESTRY AND FIRE PROTECTION, DEPARTMENT OF	1	0	0	0	0	0	1
FRANCHISE TAX BOARD	0	0	0	1	0	0	1
GENERAL SERVICES, DEPARTMENT OF	5	0	1	1	0	0	7
HEALTH BENEFIT EXCHANGE, CALIFORNIA	1	1	0	0	0	0	2
HEALTH CARE ACCESS AND INFORMATION DEPARTMENT OF	0	3	0	0	0	0	3
HOUSING AND COMMUNITY DEVELOPMENT	2	0	0	0	0	0	2
INSURANCE, DEPARTMENT OF	0	0	1	0	0	0	1
JUSTICE, DEPARTMENT OF	0	1	0	1	0	0	2
MOTOR VEHICLES, DEPARTMENT OF	3	4	5	0	0	2	14

<b>Department</b>	<b>Corrective</b>	<b>Disciplinary</b>	<b>None</b>	<b>Other</b>	<b>Referral to Law Enforcement</b>	<b>Referred for Action</b>	<b>Total</b>
PUBLIC EMPLOYEES RETIREMENT SYSTEM	0	2	0	0	0	0	2
PUBLIC HEALTH, CALIFORNIA DEPARTMENT OF	3	1	2	0	0	0	6
STATE HOSPITALS, DEPARTMENT OF	0	1	0	0	0	0	1
TAX AND FEE ADMINISTRATION, CALIFORNIA DEPARTMENT OF	2	1	0	0	0	0	3
TEACHERS RETIREMENT SYSTEM, STATE	1	0	1	0	0	0	2
VETERANS AFFAIRS, DEPARTMENT OF	2	1	9	0	0	0	12
<b>TOTAL</b>	<b>35</b>	<b>21</b>	<b>23</b>	<b>13</b>	<b>0</b>	<b>3</b>	<b>95</b>

## Appendix 5 - Average Number of Days to Complete Investigations by Department

<b>Department</b>	<b>Average Days to Close Investigations</b>
AGING, DEPARTMENT OF	0
AGRICULTURAL LABOR RELATIONS BOARD	137
AIR RESOURCES BOARD	39
ALCOHOLIC BEVERAGE CONTROL, DEPARTMENT OF	86
ARTS COUNCIL, CALIFORNIA	0
CHILD SUPPORT SERVICES, DEPARTMENT OF	34
COASTAL COMMISSION, CALIFORNIA	0
COMMUNITY COLLEGES, CALIFORNIA	0
COMPENSATION INSURANCE FUND, STATE	51
CONSERVATION CORPS, CALIFORNIA	35
CONSERVATION, DEPARTMENT OF	46
CONSUMER AFFAIRS, DEPARTMENT OF	110
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	109
DEVELOPMENTAL SERVICES, DEPARTMENT OF	152
EDUCATION, DEPARTMENT OF	24
EMERGENCY SERVICES, OFFICE OF	42
EMPLOYMENT DEVELOPMENT DEPARTMENT	94
EMPLOYMENT TRAINING PANEL	75
ENERGY INFRASTRUCTURE SAFETY, OFFICE OF	28
ENERGY RESOURCES CONSERVATION AND DEVELOPMENT COMMISSION	81
ENVIRONMENTAL PROTECTION AGENCY	0
FINANCIAL INFORMATION SYSTEM, CALIFORNIA	93
FINANCIAL PROTECTION AND INNOVATION, DEPARTMENT OF	52
FISH AND WILDLIFE, DEPARTMENT OF	30
FOOD & AGRICULTURE 32ND DIST AGRIC ASSOC	1
FOOD & AGRICULTURE, DEPARTMENT OF	109
FORESTRY AND FIRE PROTECTION, DEPARTMENT OF	90
FRANCHISE TAX BOARD	132
GENERAL SERVICES, DEPARTMENT OF	94
HEALTH & HUMAN SERVICES AGENCY, CALIFORNIA	63
HEALTH BENEFIT EXCHANGE, CALIFORNIA	64
HEALTH CARE ACCESS AND INFORMATION DEPARTMENT OF	82
HEALTH CARE SERVICES, DEPARTMENT OF	61
HIGH SPEED RAIL AUTHORITY	22
HIGHWAY PATROL, CALIFORNIA	0
HOUSING AND COMMUNITY DEVELOPMENT	2

<b>Department</b>	<b>Average Days to Close Investigations</b>
HOUSING FINANCE AGENCY, CALIFORNIA	0
HUMAN RESOURCES, CALIFORNIA DEPARTMENT OF	104
INDUSTRIAL RELATIONS, DEPARTMENT OF	39
INSPECTOR GENERAL, OFFICE OF THE	0
INSURANCE, DEPARTMENT OF	71
JUSTICE, DEPARTMENT OF	70
LOTTERY, CALIFORNIA STATE	35
MANAGED HEALTH CARE, DEPARTMENT OF	39
MOTOR VEHICLES, DEPARTMENT OF	42
PARKS AND RECREATION, DEPARTMENT OF	0
PEACE OFFICERS STANDARDS & TRAINING, COMM. ON	73
PESTICIDE REGULATION, DEPARTMENT OF	0
PRISON INDUSTRY AUTHORITY, CALIFORNIA	57
PUBLIC EMPLOYEES RETIREMENT SYSTEM	73
PUBLIC HEALTH, CALIFORNIA DEPARTMENT OF	101
PUBLIC UTILITIES COMMISSION	93
REAL ESTATE, DEPARTMENT OF	140
REHABILITATION, DEPARTMENT OF	65
RESOURCES RECYCLING AND RECOVERY, DEPARTMENT OF	105
SECRETARY OF STATE, OFFICE OF	161
SOCIAL SERVICES, DEPARTMENT OF	0
STATE HOSPITALS, DEPARTMENT OF	144
STUDENT AID COMMISSION	107
SYSTEMS INTEGRATION, OFFICE OF	0
TAX AND FEE ADMINISTRATION, CALIFORNIA DEPARTMENT OF	67
TAX APPEALS, OFFICE OF	99
TEACHER CREDENTIALING, COMMISSION ON	0
TEACHERS RETIREMENT SYSTEM, STATE	100
TRANSPORTATION, DEPARTMENT OF	18
UNEMPLOYMENT INSURANCE APPEALS BOARD, CALIFORNIA	96
VETERANS AFFAIRS, DEPARTMENT OF	58
WATER RESOURCES CONTROL BOARD	64
WATER RESOURCES, DEPARTMENT OF	18
<b>TOTAL</b>	<b>59</b>

Appendix 6 - Number and Amount of Judgments/Settlements by Department

Department	Type of Resolution (Monetary, Non-Monetary, or Both)	Resolution Amount
JUSTICE, DEPARTMENT OF	Both	26000
<b>TOTAL</b>		<b>26000</b>