

2020 Annual Report Discrimination Complaint Activity in California State Civil Service



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Annual Report
Discrimination Complaint Activity in
California State Civil Service
2020



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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) has established the Discrimination Complaint Tracking System (DCTS), which enables data collection of complaints regarding discrimination, harassment, retaliation, and denial of reasonable accommodation in state agencies. Over time, this report will provide the ability to analyze trends and patterns in the complaint data to better identify and address areas of concern.

Statewide Summary

Beginning January 1, 2020, Equal Employment Opportunity (EEO) Offices are 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 1894 cases between January 1, 2020 and December 31, 2020.¹ A case 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." ([Appendix 1 - Open and Closed Cases by Department](#))

Total Complaints Filed

In 2020, agencies reported 2506 complaints. This total number includes complaints that were substantiated, unsubstantiated, withdrawn, or exceeded the statute of limitations.

¹ Cases for peace officers employed at the California Highway Patrol and for firefighters employed at the California Department of Forestry and Fire Protection are not included in this report as the state and labor representatives did not conclude the meet and confer process in 2020. The Department of Corrections and Rehabilitation (CDCR) provided partial information for non-peace officer employees in 2020 until the meet and confer process was completed with the California Correctional Peace Officers Association. CDCR began providing case data for all employees in July 2021. It is anticipated that future reports will include all case data for state employees.

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 emerged as the five highest statewide in 2020: Race, Retaliation, Disability, Sexual Harassment, and Sex/Gender. ([Appendix 2 - Top Five Complaint Types by Department](#))

Top Five Complaint Types

Protected Category	Count	Percentage
Race	421	16.8
Retaliation for Participation in an EEO Activity	364	14.5
Disability	358	14.3
Sexual Harassment	259	10.3
Sex/Gender	227	9.1

End of Year Case Status

On a statewide average, departments that reported cases took 79 days to complete an investigation ([Appendix 6 - Average Number of Days to Investigate by Department](#)). By the close of the fourth quarter of 2020, departments reported 1321 closed and 573 open cases. ([Appendix 1 - Opened and Closed Cases by Department](#)).

Open and Closed Cases

Status	Cases	Percentage
Closed	1321	69.75
Open	573	30.25
Total	1894	100%

End of Year Complaint Status

In 2020, departments that reported cases, closed 1642 complaints statewide. These closed complaints were substantiated, unsubstantiated, withdrawn, or exceeded the statute of limitations. ([Appendix 3 - Complaint Outcomes for Closed Cases by Department](#))

Outcome	Number of Closed Complaints	Percentage
Unsubstantiated	1245	75.8
Substantiated	336	20.5
Withdrawn	58	3.5
Exceeded Statute of Limitations	3	0.2

A complaint may be reported as withdrawn when:

- The complainant indicates in writing that they no longer wish to pursue the complaint.
- The complainant cannot be reached for information or chooses to no longer cooperate.
- The respondent resigned or retired before the investigation concluded.
- The DFEH or EEOC asks the department for a response and later chooses not to pursue the complaint.

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

Top Five Substantiated Complaint Types

Of the substantiated complaints, these emerged as the five highest statewide: Sexual Harassment, Race, Sex/Gender, Disability, and Sexual Orientation.

Protected Category	Number of Complaints	Percentage
Sexual Harassment	112	44.3
Race	59	23.3
Sex/Gender	41	16.2
Disability	22	8.7
Sexual Orientation	19	7.5

(Appendix 4 - Top Five Substantiated Complaint Types by Department)

Action Taken by Type

Departments are required to take appropriate action based on the findings of each completed investigation. Departments report in the DCTS actions taken as follows: Disciplinary, Corrective, or Other/None.

The Disciplinary Action types refer 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.

The Corrective Action types refer 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.

The Other/None types may be used when neither Disciplinary, nor Corrective Actions apply, e.g., when a respondent retired or resigned in lieu of or before disciplinary action, or when 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 Other/None.

By the close of the fourth quarter of 2020, departments with cases in the DCTS reported the following actions:

Number of Total Actions Taken

Action Type	Number of Actions	Percentage
None	126	43.2
Corrective	84	28.8
Disciplinary	45	15.4
Other	33	11.3
Referred for Action	3	1.0
Referral to Law Enforcement	1	0.3
TOTAL	292	100%

It is important to note that some substantiated cases may still have actions pending.

[\(Appendix 5 - Actions Taken by Department\)](#)

Judgment and Settlement Costs

In 2020, three departments reported case settlements totaling \$185,000. This total amount represents only the 2020 cases with closed settlements and/or negotiations 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 2020, as a result. Additionally, there may have been settlements and judgments in 2020 that were related to cases in years prior to 2020, but the cases were not yet being tracked through DCTS. [\(Appendix 7 - Number and Amount of Judgments/Settlements by Department\)](#)

Appendix 1 - Open and Closed Cases by Department

Department	Cases	Open	Closed
ADMINISTRATIVE LAW, OFFICE OF	0	0	0
AFRICAN AMERICAN MUSEUM, CALIFORNIA	2	1	1
AGING, DEPARTMENT OF	0	0	0
AGRICULTURAL LABOR RELATIONS BOARD	0	0	0
AIR RESOURCES BOARD	5	0	5
ALCOHOLIC BEVERAGE CONTROL APPEALS BOARD	0	0	0
ALCOHOLIC BEVERAGE CONTROL, DEPARTMENT OF	4	0	4
ARTS COUNCIL, CALIFORNIA	0	0	0
BUSINESS, CONSUMER SERVICES & HOUSING AGENCY	0	0	0
CANNABIS CONTROL APPEALS PANEL	0	0	0
CHILD SUPPORT SERVICES, DEPARTMENT OF	5	0	5
CHILDREN & FAMILIES COMMISSION	0	0	0
COACHELLA VALLEY MOUNTAIN CONSERVANCY	0	0	0
COASTAL COMMISSION, CALIFORNIA	1	0	1
COASTAL CONSERVANCY, STATE	1	0	1
COLORADO RIVER BOARD	0	0	0
COMMUNITY COLLEGES, CALIFORNIA	0	0	0
COMMUNITY SERVICES AND DEVELOPMENT, DEPARTMENT OF	0	0	0
COMPENSATION INSURANCE FUND, STATE	52	4	48
CONSERVATION CORPS, CALIFORNIA	59	5	54
CONSERVATION, DEPARTMENT OF	5	0	5
CONSUMER AFFAIRS, DEPARTMENT OF	24	6	18
CONTROLLER, OFFICE OF THE CALIFORNIA STATE	5	3	2
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	213	91	122
DELTA PROTECTION COMMISSION	0	0	0
DELTA STEWARDSHIP COUNCIL	0	0	0
DEVELOPMENTAL DISABILITIES, STATE COUNCIL ON	1	1	0
DEVELOPMENTAL SERVICES, DEPARTMENT OF	16	4	12
EARTHQUAKE AUTHORITY, CALIFORNIA	0	0	0
EDUCATION AUDIT APPEALS PANEL	0	0	0
EDUCATION, DEPARTMENT OF	17	7	10
EMERGENCY MEDICAL SERVICES AUTHORITY	0	0	0
EMERGENCY SERVICES, OFFICE OF	6	1	5
EMPLOYMENT DEVELOPMENT DEPARTMENT	39	6	33
EMPLOYMENT TRAINING PANEL	0	0	0
ENERGY RESOURCES CONSERVATION AND DEVELOPMENT COMMISSION	12	2	10
ENVIRONMENTAL HEALTH HAZARD ASSESSMENT, OFFICE OF	0	0	0
EQUALIZATION, BOARD OF	0	0	0

Department	Cases	Open	Closed
EXPOSITION AND STATE FAIR, CALIFORNIA	1	1	0
FAIR EMPLOYMENT AND HOUSING, DEPARTMENT OF	3	3	0
FAIR POLITICAL PRACTICES COMMISSION	0	0	0
FINANCE, DEPARTMENT OF	0	0	0
FINANCIAL INFORMATION SYSTEM, CALIFORNIA	1	0	1
FINANCIAL PROTECTION AND INNOVATION, DEPARTMENT OF	12	0	12
FISH AND WILDLIFE, DEPARTMENT OF	9	0	9
FOOD & AGRICULTURE 22ND DIST AGRIC ASSOC	0	0	0
FOOD & AGRICULTURE 32ND DIST AGRIC ASSOC	2	0	2
FOOD & AGRICULTURE, DEPARTMENT OF	37	5	32
FORESTRY AND FIRE PROTECTION, DEPARTMENT OF	1	0	1
FRANCHISE TAX BOARD	19	8	11
GAMBLING CONTROL COMMISSION, CALIFORNIA	0	0	0
GENERAL SERVICES, DEPARTMENT OF	49	6	43
GOVERNOR'S OFFICE OF BUSINESS & ECONOMIC DEVELOPMENT	0	0	0
HEALTH & HUMAN SERVICES AGENCY, CALIFORNIA	0	0	0
HEALTH BENEFIT EXCHANGE, CALIFORNIA	29	1	28
HEALTH CARE SERVICES, DEPARTMENT OF	39	13	26
HIGH SPEED RAIL AUTHORITY	2	0	2
HIGHWAY PATROL, CALIFORNIA	14	14	0
HORSE RACING BOARD, CALIFORNIA	2	2	0
HOUSING AND COMMUNITY DEVELOPMENT	26	0	26
HOUSING FINANCE AGENCY, CALIFORNIA	3	0	3
HUMAN RESOURCES, CALIFORNIA DEPARTMENT OF	3	0	3
INDEPENDENT LIVING COUNCIL, STATE	0	0	0
INDUSTRIAL RELATIONS, DEPARTMENT OF	42	4	38
INSPECTOR GENERAL, OFFICE OF THE	0	0	0
INSURANCE, DEPARTMENT OF	8	0	8
JUSTICE, DEPARTMENT OF	26	4	22
LABOR & WORKFORCE DEVELOPMENT AGENCY	0	0	0
LANDS COMMISSION, STATE	5	1	4
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	11	7	4
MANAGED HEALTH CARE, DEPARTMENT OF	3	0	3
MENTAL HEALTH SERVICES OVERSIGHT AND ACCOUNTABILITY COMMISSION	0	0	0
MILITARY DEPARTMENT	1	1	0
MOTOR VEHICLES, DEPARTMENT OF	116	5	111

Department	Cases	Open	Closed
NATIVE AMERICAN HERITAGE COMMISSION	0	0	0
PARKS AND RECREATION, DEPARTMENT OF	18	6	12
PEACE OFFICERS STANDARDS & TRAINING, COMM. ON	0	0	0
PERSONNEL BOARD, STATE	0	0	0
PESTICIDE REGULATION, DEPARTMENT OF	5	2	3
PRISON INDUSTRY AUTHORITY, CALIFORNIA	19	4	15
PUBLIC DEFENDER, OFFICE OF THE STATE	1	0	1
PUBLIC EMPLOYEES RETIREMENT SYSTEM	20	0	20
PUBLIC EMPLOYMENT RELATIONS BOARD	0	0	0
PUBLIC HEALTH, CALIFORNIA DEPARTMENT OF	55	12	43
PUBLIC UTILITIES COMMISSION	19	3	16
REAL ESTATE, DEPARTMENT OF	4	3	1
REHABILITATION, DEPARTMENT OF	19	13	6
RESOURCES RECYCLING AND RECOVERY, DEPARTMENT OF	9	4	5
SACRAMENTO-SAN JOAQUIN DELTA CONSERVANCY	0	0	0
SAN DIEGO RIVER CONSERVANCY	0	0	0
SAN FRANCISCO BAY CONSERVATION & DEVELOPMENT COMMISSION	1	0	1
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	6	2	4
SENIOR LEGISLATURE, CALIFORNIA	0	0	0
SIERRA NEVADA CONSERVANCY	0	0	0
SOCIAL SERVICES, DEPARTMENT OF	77	67	10
STATE AND COMMUNITY CORRECTIONS, BOARD OF	0	0	0
STATE HOSPITALS, DEPARTMENT OF	149	23	126
STATE MANDATES, COMMISSION ON	0	0	0
STATEWIDE HEALTH PLANNING AND DEVELOPMENT, OFFICE OF	9	0	9
STUDENT AID COMMISSION	3	0	3
SYSTEMS INTEGRATION, OFFICE OF	0	0	0
TAHOE CONSERVANCY, CALIFORNIA	0	0	0
TAX AND FEE ADMINISTRATION, CALIFORNIA DEPARTMENT OF	45	1	44
TAX APPEALS, OFFICE OF	3	0	3
TEACHER CREDENTIALING, COMMISSION ON	2	0	2
TEACHERS RETIREMENT SYSTEM, STATE	6	2	4
TECHNOLOGY, DEPARTMENT OF	2	0	2
TOXIC SUBSTANCES CONTROL	9	3	6
TRAFFIC SAFETY, OFFICE OF	0	0	0
TRANSPORTATION COMMISSION, CALIFORNIA	1	0	1
TRANSPORTATION, DEPARTMENT OF	330	214	116

Department	Cases	Open	Closed
TREASURER, OFFICE OF THE STATE	1	0	1
UNEMPLOYMENT INSURANCE APPEALS BOARD, CALIFORNIA	3	0	3
VETERANS AFFAIRS, DEPARTMENT OF	80	3	77
VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD	0	0	0
WATER RESOURCES CONTROL BOARD	11	1	10
WATER RESOURCES, DEPARTMENT OF	54	4	50
WORKFORCE DEVELOPMENT BOARD, CALIFORNIA	2	0	2
TOTAL	1894	573	1321

Appendix 2 - Top Five Complaint Types by Department

Department Name	Disability	Race	Retaliation	Sex/Gender	Sexual Harassment	Total
AFRICAN AMERICAN MUSEUM, CALIFORNIA	0	0	1	1	0	2
AIR RESOURCES BOARD	0	1	0	1	2	4
ALCOHOLIC BEVERAGE CONTROL, DEPARTMENT OF	0	2	2	2	0	6
CHILD SUPPORT SERVICES, DEPARTMENT OF	3	0	1	0	1	5
COASTAL COMMISSION, CALIFORNIA	0	0	0	1	0	1
COASTAL CONSERVANCY, STATE	0	1	0	0	0	1
COMPENSATION INSURANCE FUND, STATE	7	8	13	3	5	36
CONSERVATION CORPS, CALIFORNIA	2	11	4	10	10	37
CONSERVATION, DEPARTMENT OF	1	1	1	0	0	3
CONSUMER AFFAIRS, DEPARTMENT OF	4	5	3	3	1	16
CONTROLLER, OFFICE OF THE CALIFORNIA STATE	1	1	0	0	1	3
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	62	69	70	38	6	245
DEVELOPMENTAL DISABILITIES, STATE COUNCIL ON	1	0	1	0	0	2
DEVELOPMENTAL SERVICES, DEPARTMENT OF	6	2	6	1	1	16
EDUCATION, DEPARTMENT OF	1	5	2	1	2	11
EMERGENCY SERVICES, OFFICE OF	1	1	1	0	1	4
EMPLOYMENT DEVELOPMENT DEPARTMENT	9	11	11	5	8	44
ENERGY RESOURCES CONSERVATION AND DEVELOPMENT COMMISSION	2	1	1	0	1	5
FAIR EMPLOYMENT AND HOUSING, DEPARTMENT OF	2	0	2	0	0	4
FINANCIAL PROTECTION AND INNOVATION, DEPARTMENT OF	4	1	3	2	2	12
FISH AND WILDLIFE, DEPARTMENT OF	1	1	0	1	0	3
FOOD & AGRICULTURE 32ND DIST AGRIC ASSOC	2	0	1	0	0	3

Department Name	Disability	Race	Retaliation	Sex/Gender	Sexual Harassment	Total
FOOD & AGRICULTURE, DEPARTMENT OF	5	7	6	6	11	35
FRANCHISE TAX BOARD	5	3	4	1	4	17
GENERAL SERVICES, DEPARTMENT OF	16	13	8	4	12	53
HEALTH BENEFIT EXCHANGE, CALIFORNIA	3	9	1	4	0	17
HEALTH CARE SERVICES, DEPARTMENT OF	11	8	3	5	8	35
HIGH SPEED RAIL AUTHORITY	1	1	0	0	0	2
HIGHWAY PATROL, CALIFORNIA	5	7	6	1	4	23
HORSE RACING BOARD, CALIFORNIA	0	1	0	0	0	1
HOUSING AND COMMUNITY DEVELOPMENT	0	1	5	0	3	9
HOUSING FINANCE AGENCY, CALIFORNIA	1	1	1	0	0	3
HUMAN RESOURCES, CALIFORNIA DEPARTMENT OF	0	0	2	1	0	3
INDUSTRIAL RELATIONS, DEPARTMENT OF	7	3	9	8	0	27
INSURANCE, DEPARTMENT OF	2	1	0	0	2	5
JUSTICE, DEPARTMENT OF	3	5	7	5	3	23
LANDS COMMISSION, STATE	0	2	1	0	1	4
LOTTERY, CALIFORNIA STATE	0	3	1	0	2	6
MANAGED HEALTH CARE, DEPARTMENT OF	0	1	0	0	0	1
MOTOR VEHICLES, DEPARTMENT OF	43	31	12	9	18	113
PARKS AND RECREATION, DEPARTMENT OF	4	1	2	2	6	15
PESTICIDE REGULATION, DEPARTMENT OF	0	2	1	2	0	5
PRISON INDUSTRY AUTHORITY, CALIFORNIA	3	2	5	0	4	14
PUBLIC EMPLOYEES RETIREMENT SYSTEM	7	7	1	7	7	29
PUBLIC HEALTH, CALIFORNIA DEPARTMENT OF	20	14	9	5	4	52
PUBLIC UTILITIES COMMISSION	1	9	4	3	1	18
REAL ESTATE, DEPARTMENT OF	0	0	1	2	1	4
REHABILITATION, DEPARTMENT OF	7	5	7	2	6	27

Department Name	Disability	Race	Retaliation	Sex/Gender	Sexual Harassment	Total
RESOURCES RECYCLING AND RECOVERY, DEPARTMENT OF	1	1	0	2	0	4
SECRETARY OF STATE, OFFICE OF	2	2	2	1	1	8
SOCIAL SERVICES, DEPARTMENT OF	12	7	0	3	6	28
STATE HOSPITALS, DEPARTMENT OF	17	33	52	9	38	149
STATEWIDE HEALTH PLANNING AND DEVELOPMENT, OFFICE OF	2	2	4	1	2	11
STUDENT AID COMMISSION	0	1	0	0	0	1
TAX AND FEE ADMINISTRATION, CALIFORNIA DEPARTMENT OF	8	5	7	3	3	26
TAX APPEALS, OFFICE OF	2	0	2	0	0	4
TEACHERS RETIREMENT SYSTEM, STATE	2	2	4	1	1	10
TOXIC SUBSTANCES CONTROL	0	2	0	1	0	3
TRANSPORTATION, DEPARTMENT OF	33	91	52	59	51	286
TREASURER, OFFICE OF THE STATE	1	0	1	0	0	2
UNEMPLOYMENT INSURANCE APPEALS BOARD, CALIFORNIA	1	1	0	0	0	2
VETERANS AFFAIRS, DEPARTMENT OF	15	10	14	6	14	59
WATER RESOURCES CONTROL BOARD	2	2	0	2	1	7
WATER RESOURCES, DEPARTMENT OF	6	4	6	3	4	23
WORKFORCE DEVELOPMENT BOARD, CALIFORNIA	1	0	1	0	0	2
TOTAL	358	421	364	227	259	1629

Appendix 3 - Complaint Outcomes for Closed Cases by Department

Department Name	Exceeded Statute of Limitations	Substantiated	Unsubstantiated	Withdrawn	Total
AFRICAN AMERICAN MUSEUM, CALIFORNIA	0	0	1	0	1
AIR RESOURCES BOARD	0	5	0	0	5
ALCOHOLIC BEVERAGE CONTROL, DEPARTMENT OF	0	0	8	0	8
CHILD SUPPORT SERVICES, DEPARTMENT OF	0	0	6	0	6
COASTAL COMMISSION, CALIFORNIA	0	1	0	0	1
COASTAL CONSERVANCY, STATE	0	0	1	0	1
COMPENSATION INSURANCE FUND, STATE	1	4	43	0	48
CONSERVATION CORPS, CALIFORNIA	0	26	25	4	55
CONSERVATION, DEPARTMENT OF	0	0	7	0	7
CONSUMER AFFAIRS, DEPARTMENT OF	0	3	13	0	16
CONTROLLER, OFFICE OF THE CALIFORNIA STATE	0	0	2	0	2
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	0	35	209	19	263
DEVELOPMENTAL SERVICES, DEPARTMENT OF	0	2	13	0	15
EDUCATION, DEPARTMENT OF	0	0	9	0	9
EMERGENCY SERVICES, OFFICE OF	0	2	3	0	5
EMPLOYMENT DEVELOPMENT DEPARTMENT	0	10	36	8	54
ENERGY RESOURCES CONSERVATION AND DEVELOPMENT COMMISSION	0	2	6	1	9
FINANCIAL INFORMATION SYSTEM, CALIFORNIA	0	0	1	0	1
FINANCIAL PROTECTION AND INNOVATION, DEPARTMENT OF	0	1	19	0	20
FISH AND WILDLIFE, DEPARTMENT OF	0	1	5	0	6
FOOD & AGRICULTURE 32ND DIST AGRIC ASSOC	0	0	3	0	3
FOOD & AGRICULTURE, DEPARTMENT OF	0	13	26	0	39
FRANCHISE TAX BOARD	0	2	11	0	13

Department Name	Exceeded Statute of Limitations	Substantiated	Unsubstantiated	Withdrawn	Total
GENERAL SERVICES, DEPARTMENT OF	1	19	36	0	56
HEALTH BENEFIT EXCHANGE, CALIFORNIA	0	4	23	0	27
HEALTH CARE SERVICES, DEPARTMENT OF	0	3	17	0	20
HIGH SPEED RAIL AUTHORITY	0	0	2	0	2
HOUSING AND COMMUNITY DEVELOPMENT	0	6	7	0	13
HOUSING FINANCE AGENCY, CALIFORNIA	0	2	2	0	4
HUMAN RESOURCES, CALIFORNIA DEPARTMENT OF	0	0	5	0	5
INDUSTRIAL RELATIONS, DEPARTMENT OF	0	11	16	1	28
INSURANCE, DEPARTMENT OF	0	2	4	1	7
JUSTICE, DEPARTMENT OF	0	1	39	1	41
LANDS COMMISSION, STATE	0	0	5	0	5
LOTTERY, CALIFORNIA STATE	0	2	1	0	3
MANAGED HEALTH CARE, DEPARTMENT OF	0	0	3	0	3
MOTOR VEHICLES, DEPARTMENT OF	0	17	152	3	172
PARKS AND RECREATION, DEPARTMENT OF	0	6	3	1	10
PESTICIDE REGULATION, DEPARTMENT OF	0	1	2	0	3
PRISON INDUSTRY AUTHORITY, CALIFORNIA	0	0	11	4	15
PUBLIC EMPLOYEES RETIREMENT SYSTEM	0	45	13	0	58
PUBLIC HEALTH, CALIFORNIA DEPARTMENT OF	0	4	46	4	54
PUBLIC UTILITIES COMMISSION	0	1	19	3	23
REAL ESTATE, DEPARTMENT OF	0	0	0	1	1
REHABILITATION, DEPARTMENT OF	0	3	6	0	9
RESOURCES RECYCLING AND RECOVERY, DEPARTMENT OF	0	0	6	0	6
SAN FRANCISCO BAY CONSERVATION & DEVELOPMENT COMMISSION	0	0	1	0	1
SECRETARY OF STATE, OFFICE OF	0	1	7	0	8
SOCIAL SERVICES, DEPARTMENT OF	0	1	1	1	3
STATE HOSPITALS, DEPARTMENT OF	1	30	157	5	193
STATEWIDE HEALTH PLANNING AND DEVELOPMENT, OFFICE OF	0	3	10	0	13
STUDENT AID COMMISSION	0	1	4	0	5
TAX AND FEE ADMINISTRATION, CALIFORNIA DEPARTMENT OF	0	4	31	0	35
TAX APPEALS, OFFICE OF	0	0	11	0	11

Department Name	Exceeded Statute of Limitations	Substantiated	Unsubstantiated	Withdrawn	Total
TEACHER CREDENTIALING, COMMISSION ON	0	0	1	0	1
TEACHERS RETIREMENT SYSTEM, STATE	0	1	8	0	9
TOXIC SUBSTANCES CONTROL	0	0	1	0	1
TRANSPORTATION, DEPARTMENT OF	0	29	70	0	99
TREASURER, OFFICE OF THE STATE	0	0	2	0	2
UNEMPLOYMENT INSURANCE APPEALS BOARD, CALIFORNIA	0	0	3	0	3
VETERANS AFFAIRS, DEPARTMENT OF	0	23	45	1	69
WATER RESOURCES CONTROL BOARD	0	4	8	0	12
WATER RESOURCES, DEPARTMENT OF	0	5	18	0	23
WORKFORCE DEVELOPMENT BOARD, CALIFORNIA	0	0	2	0	2
TOTAL	3	336	1245	58	1642

Appendix 4 - Top Five Substantiated Complaint Types by Department

Department Name	Disability	Race	Sex/Gender	Sexual Harassment	Sexual Orientation	Total
AIR RESOURCES BOARD	0	1	1	2	0	4
COASTAL COMMISSION, CALIFORNIA	0	0	1	0	0	1
COMPENSATION INSURANCE FUND, STATE	1	1	0	1	0	3
CONSERVATION CORPS, CALIFORNIA	0	4	4	5	3	16
CONSUMER AFFAIRS, DEPARTMENT OF	0	0	0	1	0	1
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	4	7	12	1	1	25
DEVELOPMENTAL SERVICES, DEPARTMENT OF	0	0	0	1	0	1
EMERGENCY SERVICES, OFFICE OF	0	0	0	1	0	1
EMPLOYMENT DEVELOPMENT DEPARTMENT	1	2	1	3	1	8
ENERGY RESOURCES CONSERVATION AND DEVELOPMENT COMMISSION	0	0	0	0	1	1
FINANCIAL PROTECTION AND INNOVATION, DEPARTMENT OF	0	0	0	1	0	1
FISH AND WILDLIFE, DEPARTMENT OF	0	1	0	0	0	1
FOOD & AGRICULTURE, DEPARTMENT OF	2	2	0	7	0	11
FRANCHISE TAX BOARD	0	0	0	4	0	4
GENERAL SERVICES, DEPARTMENT OF	3	4	0	7	1	15
HEALTH BENEFIT EXCHANGE, CALIFORNIA	0	1	2	0	0	3
HEALTH CARE SERVICES, DEPARTMENT OF	0	1	0	2	0	3
HIGHWAY PATROL, CALIFORNIA	1	1	1	3	0	6
HOUSING AND COMMUNITY DEVELOPMENT	0	0	0	3	0	3
HOUSING FINANCE AGENCY, CALIFORNIA	0	1	0	0	0	1
INDUSTRIAL RELATIONS, DEPARTMENT OF	0	1	5	0	0	6
INSURANCE, DEPARTMENT OF	0	0	0	2	0	2
JUSTICE, DEPARTMENT OF	0	0	0	1	0	1
LOTTERY, CALIFORNIA STATE	0	2	0	0	0	2
MOTOR VEHICLES, DEPARTMENT OF	0	2	0	9	3	14
PARKS AND RECREATION, DEPARTMENT OF	0	0	1	3	0	4
PESTICIDE REGULATION, DEPARTMENT OF	0	0	1	0	0	1
PUBLIC EMPLOYEES RETIREMENT SYSTEM	5	5	6	6	3	25

Department Name	Disability	Race	Sex/Gender	Sexual Harassment	Sexual Orientation	Total
PUBLIC HEALTH, CALIFORNIA DEPARTMENT OF	0	0	1	2	0	3
PUBLIC UTILITIES COMMISSION	0	1	0	0	0	1
REHABILITATION, DEPARTMENT OF	0	0	0	3	0	3
SECRETARY OF STATE, OFFICE OF	0	0	0	1	0	1
SOCIAL SERVICES, DEPARTMENT OF	0	0	0	1	0	1
STATE HOSPITALS, DEPARTMENT OF	0	4	1	16	5	26
STATEWIDE HEALTH PLANNING AND DEVELOPMENT, OFFICE OF	1	0	0	0	0	1
STUDENT AID COMMISSION	0	1	0	0	0	1
TAX AND FEE ADMINISTRATION, CALIFORNIA DEPARTMENT OF	0	1	0	1	0	2
TEACHERS RETIREMENT SYSTEM, STATE	0	0	0	1	0	1
TRANSPORTATION, DEPARTMENT OF	2	9	2	9	0	22
VETERANS AFFAIRS, DEPARTMENT OF	0	6	2	11	1	20
WATER RESOURCES CONTROL BOARD	1	0	0	1	0	2
WATER RESOURCES, DEPARTMENT OF	1	1	0	3	0	5
TOTAL	22	59	41	112	19	253

Appendix 5 - Actions Taken by Department

Department Name	Corrective	Disciplinary	None	Other	Referral to Law Enforcement	Referred for Action	Total
CHILD SUPPORT SERVICES, DEPARTMENT OF	0	0	1	0	0	0	1
COASTAL COMMISSION, CALIFORNIA	0	0	0	1	0	0	1
COMPENSATION INSURANCE FUND, STATE	2	2	0	0	0	0	4
CONSERVATION CORPS, CALIFORNIA	9	7	4	2	0	0	22
CONSERVATION, DEPARTMENT OF	0	0	1	0	0	0	1
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	16	0	4	7	0	0	27
DEVELOPMENTAL SERVICES, DEPARTMENT OF	1	1	0	0	0	0	2
EMERGENCY SERVICES, OFFICE OF	2	0	0	0	0	1	3
EMPLOYMENT DEVELOPMENT DEPARTMENT	2	5	1	0	0	0	8
ENERGY RESOURCES CONSERVATION AND DEVELOPMENT COMMISSION	1	0	0	0	0	0	1
FINANCIAL PROTECTION AND INNOVATION, DEPARTMENT OF	0	0	0	1	0	0	1
FISH AND WILDLIFE, DEPARTMENT OF	0	0	2	0	0	0	2
FOOD & AGRICULTURE 32ND DIST AGRIC ASSOC	0	0	1	0	0	0	1
FOOD & AGRICULTURE, DEPARTMENT OF	2	4	4	0	0	0	10
GENERAL SERVICES, DEPARTMENT OF	14	0	2	0	0	0	16
HEALTH CARE SERVICES, DEPARTMENT OF	2	0	0	1	0	0	3
HOUSING AND COMMUNITY DEVELOPMENT	2	5	0	0	0	0	7
HOUSING FINANCE AGENCY, CALIFORNIA	0	1	0	0	0	0	1
INDUSTRIAL RELATIONS, DEPARTMENT OF	2	0	2	0	0	0	4
INSURANCE, DEPARTMENT OF	4	0	0	0	0	0	4

Department Name	Corrective	Disciplinary	None	Other	Referral to Law Enforcement	Referred for Action	Total
MOTOR VEHICLES, DEPARTMENT OF	8	3	69	5	1	1	87
PARKS AND RECREATION, DEPARTMENT OF	0	0	1	0	0	0	1
PESTICIDE REGULATION, DEPARTMENT OF	0	1	0	2	0	1	4
PRISON INDUSTRY AUTHORITY, CALIFORNIA	0	0	3	0	0	0	3
PUBLIC EMPLOYEES RETIREMENT SYSTEM	0	2	0	7	0	0	9
PUBLIC HEALTH, CALIFORNIA DEPARTMENT OF	1	1	0	0	0	0	2
REAL ESTATE, DEPARTMENT OF	0	0	0	1	0	0	1
REHABILITATION, DEPARTMENT OF	0	3	0	0	0	0	3
SECRETARY OF STATE, OFFICE OF	1	0	1	0	0	0	2
SOCIAL SERVICES, DEPARTMENT OF	0	1	0	0	0	0	1
STATE HOSPITALS, DEPARTMENT OF	1	4	0	2	0	0	7
STATEWIDE HEALTH PLANNING AND DEVELOPMENT, OFFICE OF	2	0	2	0	0	0	4
STUDENT AID COMMISSION	1	0	0	0	0	0	1
TAX AND FEE ADMINISTRATION, CALIFORNIA DEPARTMENT OF	2	0	1	0	0	0	3
TAX APPEALS, OFFICE OF	0	0	1	0	0	0	1
TEACHERS RETIREMENT SYSTEM, STATE	0	0	0	1	0	0	1
TREASURER, OFFICE OF THE STATE	0	0	1	0	0	0	1
VETERANS AFFAIRS, DEPARTMENT OF	5	2	25	3	0	0	35
WATER RESOURCES CONTROL BOARD	2	3	0	0	0	0	5
WATER RESOURCES, DEPARTMENT OF	2	0	0	0	0	0	2
TOTAL	84	45	126	33	1	3	292

Appendix 6 - Average Number of Days to Complete Investigations by Department

Department Name	Average Days to Close Investigations
AFRICAN AMERICAN MUSEUM, CALIFORNIA	73
AIR RESOURCES BOARD	11
ALCOHOLIC BEVERAGE CONTROL, DEPARTMENT OF	95
CHILD SUPPORT SERVICES, DEPARTMENT OF	33
COASTAL COMMISSION, CALIFORNIA	3
COASTAL CONSERVANCY, STATE	156
COMPENSATION INSURANCE FUND, STATE	166
CONSERVATION CORPS, CALIFORNIA	33
CONSERVATION, DEPARTMENT OF	91
CONSUMER AFFAIRS, DEPARTMENT OF	92
CONTROLLER, OFFICE OF THE CALIFORNIA STATE	224
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	43
DEVELOPMENTAL SERVICES, DEPARTMENT OF	134
EDUCATION, DEPARTMENT OF	28
EMERGENCY SERVICES, OFFICE OF	52
EMPLOYMENT DEVELOPMENT DEPARTMENT	71
ENERGY RESOURCES CONSERVATION AND DEVELOPMENT COMMISSION	151
FAIR EMPLOYMENT AND HOUSING, DEPARTMENT OF	16
FINANCIAL INFORMATION SYSTEM, CALIFORNIA	29
FINANCIAL PROTECTION AND INNOVATION, DEPARTMENT OF	94
FISH AND WILDLIFE, DEPARTMENT OF	78
FOOD & AGRICULTURE 32ND DIST AGRIC ASSOC	116
FOOD & AGRICULTURE, DEPARTMENT OF	84
FRANCHISE TAX BOARD	131
GENERAL SERVICES, DEPARTMENT OF	151
HEALTH BENEFIT EXCHANGE, CALIFORNIA	84
HEALTH CARE SERVICES, DEPARTMENT OF	54
HIGH SPEED RAIL AUTHORITY	56
HOUSING AND COMMUNITY DEVELOPMENT	78
HOUSING FINANCE AGENCY, CALIFORNIA	50
HUMAN RESOURCES, CALIFORNIA DEPARTMENT OF	66
INDUSTRIAL RELATIONS, DEPARTMENT OF	149
INSURANCE, DEPARTMENT OF	58
JUSTICE, DEPARTMENT OF	100
LANDS COMMISSION, STATE	190
LOTTERY, CALIFORNIA STATE	52

Department Name	Average Days to Close Investigations
MANAGED HEALTH CARE, DEPARTMENT OF	76
MOTOR VEHICLES, DEPARTMENT OF	53
PARKS AND RECREATION, DEPARTMENT OF	36
PESTICIDE REGULATION, DEPARTMENT OF	34
PRISON INDUSTRY AUTHORITY, CALIFORNIA	65
PUBLIC EMPLOYEES RETIREMENT SYSTEM	129
PUBLIC HEALTH, CALIFORNIA DEPARTMENT OF	103
PUBLIC UTILITIES COMMISSION	56
REAL ESTATE, DEPARTMENT OF	8
REHABILITATION, DEPARTMENT OF	18
RESOURCES RECYCLING AND RECOVERY, DEPARTMENT OF	91
SECRETARY OF STATE, OFFICE OF	91
SOCIAL SERVICES, DEPARTMENT OF	5
STATE HOSPITALS, DEPARTMENT OF	104
STATEWIDE HEALTH PLANNING AND DEVELOPMENT, OFFICE OF	102
STUDENT AID COMMISSION	69
TAX AND FEE ADMINISTRATION, CALIFORNIA DEPARTMENT OF	166
TAX APPEALS, OFFICE OF	52
TEACHER CREDENTIALING, COMMISSION ON	87
TEACHERS RETIREMENT SYSTEM, STATE	52
TOXIC SUBSTANCES CONTROL	14
TRANSPORTATION, DEPARTMENT OF	46
TREASURER, OFFICE OF THE STATE	49
UNEMPLOYMENT INSURANCE APPEALS BOARD, CALIFORNIA	103
VETERANS AFFAIRS, DEPARTMENT OF	68
WATER RESOURCES CONTROL BOARD	90
WATER RESOURCES, DEPARTMENT OF	128
WORKFORCE DEVELOPMENT BOARD, CALIFORNIA	82
TOTAL AVERAGE DAYS	79

Appendix 7 - Number and Amount of Judgements/Settlements by Department

Department Name/Resolution Type	Resolution Amount
FOOD & AGRICULTURE, DEPARTMENT OF	25000
INDUSTRIAL RELATIONS, DEPARTMENT OF	45000
MOTOR VEHICLES, DEPARTMENT OF	115000
TOTAL	185000