

# 2023 Annual Report Discrimination Complaint Activity in California State Civil Service



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# Annual Report

## Discrimination Complaint Activity in California State Civil Service

### 2023



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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 fourth year of data collection in DCTS. Over time, it will provide analyses of trends and patterns in the complaint data to better identify and address areas of concern.

## Statewide Summary

From January 1, 2023 through December 31, 2023, Equal Employment Opportunity (EEO) Offices were required to enter pertinent complaint data in 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 total of 224,613 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 2,047 cases filed between January 1, 2023 and December 31, 2023. Cases may contain multiple complaints, which may be based on multiple protected categories. These 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 (DFEH)), and the Equal Employment Opportunity Commission (EEOC).

[\(Appendix 1 - Open and Closed Cases by Department\)](#)

## Total Complaints Filed

In 2023, agencies reported 2,868 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.

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 five complaint types were the highest statewide in 2023: Race, Retaliation, Disability, Sexual Harassment, and Sex/Gender. Four of the protected categories remained the same; however, Age has been replaced by Sexual Harassment as the fifth category.

[\(Appendix 2 - Top Five Complaint Types by Department\)](#)

## Top Five Complaint Types

Protected Category	Count	Percent of Total Complaints (2023)
Race	330	16%
Retaliation	271	13%
Disability	263	13%
Sexual Harassment	251	12%
Sex/Gender	241	12%
<b>TOTAL</b>	<b>1356</b>	<b>66%</b>

# End of Year Complaint Status

Departments reported 1,380 complaints opened and closed statewide in 2023. 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	1046	75.80%
Substantiated	272	19.71%
Withdrawn	59	4.28%
Exceeded Statute of Limitations	3	0.22%
<b>TOTAL</b>	<b>1380</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 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 2023, departments with cases in DCTS reported the following actions:

### Number of Total Actions Taken

Action Type	Number of Actions	Percent of Total Actions Taken
Corrective	25	56.82%
Disciplinary	5	11.36%
Other	8	18.18%
Referred for Action	6	13.64%
Referral to Law Enforcement	0	0.00%
<b>TOTAL</b>	<b>44</b>	<b>100.00%</b>

There were 44 actions reported by departments. Departments are required to take appropriate action for substantiated complaints. Each case may receive multiple complaints, so multiple actions may be taken within one case. It is important to note that some substantiated cases may still have actions pending. There were 10 substantiated complaints reported as "None" (having no action taken).

[\(Appendix 4 - Actions Taken by Department\)](#)

## Investigations Timeline

### Open Internal Cases by Year and Department

Departments are required to promptly and thoroughly investigate all complaints. There are 136 cases remaining open from 2020 through 2022. These cases are not considered timely. At the end of 2023, forty departments had 463 open cases; some of these cases were opened toward the end of 2023 and may still be closed timely.

External cases which are under review by the Civil Rights Department (CRD) and Equal Employment Opportunity Commission (EEOC) are not included in this data. Departments do not have control over external agency timelines.

[\(Appendix 5 - Cases Remaining Open by Years, 2021-23\)](#)

### Judgment and Settlement Costs

In 2023, one department reported a settled case for \$8084.67. 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 2023. 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, CALIFORNIA COMMISSION ON	0	0	0
AGING, DEPARTMENT OF	0	0	0
AGRICULTURAL LABOR RELATIONS BOARD	0	0	0
AIR RESOURCES BOARD	11	3	8
ALCOHOLIC BEVERAGE CONTROL APPEALS BOARD	0	0	0
ALCOHOLIC BEVERAGE CONTROL, DEPARTMENT OF	2	1	1
ARTS COUNCIL, CALIFORNIA	0	0	0
BUSINESS, CONSUMER SERVICES & HOUSING AGENCY	0	0	0
CANNABIS CONTROL APPEALS PANEL	0	0	0
CANNABIS CONTROL, DEPARTMENT OF	2	2	0
CHILD SUPPORT SERVICES, DEPARTMENT OF	3	0	3
CHILDREN & FAMILIES COMMISSION	0	0	0
CIVIL RIGHTS DEPARTMENT	1	0	1
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
COMMISSION ON STATUS OF WOMEN, CALIFORNIA	0	0	0
COMMUNITY COLLEGES, CALIFORNIA	0	0	0
COMMUNITY SERVICES AND DEVELOPMENT, DEPARTMENT OF	0	0	0
COMPENSATION INSURANCE FUND, STATE	34	13	21
CONSERVATION CORPS, CALIFORNIA	11	1	10
CONSERVATION, DEPARTMENT OF	7	1	6
CONSUMER AFFAIRS, DEPARTMENT OF	12	4	8
CONTROLLER, OFFICE OF THE CALIFORNIA STATE	3	0	3
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	773	77	696
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	14	9	5
DIGITAL INNOVATION, OFFICE OF	0	0	0
EARTHQUAKE AUTHORITY, CALIFORNIA	0	0	0
EDUCATION AUDIT APPEALS PANEL	0	0	0
EDUCATION, DEPARTMENT OF	9	7	2
EMERGENCY MEDICAL SERVICES AUTHORITY	1	1	0
EMERGENCY SERVICES, OFFICE OF	8	2	6
EMPLOYMENT DEVELOPMENT DEPARTMENT	30	10	20
EMPLOYMENT TRAINING PANEL	0	0	0
ENERGY INFRASTRUCTURE SAFETY, OFFICE OF	4	0	4

ENERGY RESOURCES CONSERVATION AND DEVELOPMENT COMMISSION	7	1	6
ENVIRONMENTAL HEALTH HAZARD ASSESSMENT, OFFICE OF	0	0	0
ENVIRONMENTAL PROTECTION AGENCY	0	0	0
EQUALIZATION, BOARD OF	0	0	0
EXPOSITION AND STATE FAIR, CALIFORNIA	1	1	0
FAIR POLITICAL PRACTICES COMMISSION	2	0	2
FINANCE, DEPARTMENT OF	0	0	0
FINANCIAL INFORMATION SYSTEM, CALIFORNIA	2	1	1
FINANCIAL PROTECTION AND INNOVATION, DEPARTMENT OF	5	0	5
FISH AND WILDLIFE, DEPARTMENT OF	24	15	9
FOOD & AGRICULTURE 22ND DIST AGRIC ASSOC	8	8	0
FOOD & AGRICULTURE 32ND DIST AGRIC ASSOC	4	1	3
FOOD & AGRICULTURE, DEPARTMENT OF	64	20	44
FORESTRY AND FIRE PROTECTION, DEPARTMENT OF	6	4	2
FRANCHISE TAX BOARD	16	7	9
GAMBLING CONTROL COMMISSION, CALIFORNIA	0	0	0
GENERAL SERVICES, DEPARTMENT OF	95	11	84
GOVERNMENT OPERATIONS AGENCY	1	1	0
GOVERNOR'S OFFICE OF BUSINESS & ECONOMIC DEVELOPMENT	0	0	0
GOVERNOR'S OFFICE OF PLANNING AND RESEARCH	*	*	*
HEALTH & HUMAN SERVICES AGENCY, CALIFORNIA	0	0	0
HEALTH BENEFIT EXCHANGE, CALIFORNIA	13	9	4
HEALTH CARE ACCESS AND INFORMATION DEPARTMENT OF	6	0	6
HEALTH CARE SERVICES, DEPARTMENT OF	20	5	15
HIGH SPEED RAIL AUTHORITY	4	0	4
HIGHWAY PATROL, CALIFORNIA	21	5	16
HORSE RACING BOARD, CALIFORNIA	0	0	0
HOUSING AND COMMUNITY DEVELOPMENT, DEPARTMENT OF	15	1	14
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	10	2	8
INSPECTOR GENERAL, OFFICE OF THE	0	0	0
INSURANCE, DEPARTMENT OF	8	1	7
JUSTICE, DEPARTMENT OF	27	6	21
LABOR & WORKFORCE DEVELOPMENT AGENCY	0	0	0
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	12	7	5
MANAGED HEALTH CARE, DEPARTMENT OF	1	1	0

MENTAL HEALTH SERVICES OVERSIGHT AND ACCOUNTABILITY COMMISSION	0	0	0
MILITARY DEPARTMENT	0	0	0
MOTOR VEHICLES, DEPARTMENT OF	92	13	79
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	0	0	0
PERSONNEL BOARD, STATE	0	0	0
PESTICIDE REGULATION, DEPARTMENT OF	3	3	0
PRISON INDUSTRY AUTHORITY, CALIFORNIA	16	6	10
PRIVACY PROTECTION AGENCY, CALIFORNIA	0	0	0
PUBLIC DEFENDER, OFFICE OF THE STATE	0	0	0
PUBLIC EMPLOYEES RETIREMENT SYSTEM	21	5	16
PUBLIC EMPLOYMENT RELATIONS BOARD	0	0	0
PUBLIC HEALTH, CALIFORNIA DEPARTMENT OF	38	6	32
PUBLIC UTILITIES COMMISSION	22	7	15
REAL ESTATE, DEPARTMENT OF	2	1	1
REHABILITATION, DEPARTMENT OF	22	10	12
RESOURCES RECYCLING AND RECOVERY, DEPARTMENT OF	4	1	3
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	9	6	3
SENIOR LEGISLATURE, CALIFORNIA	0	0	0
SIERRA NEVADA CONSERVANCY	0	0	0
SOCIAL SERVICES, DEPARTMENT OF	114	110	4
STATE AND COMMUNITY CORRECTIONS, BOARD OF	1	1	0
STATE HOSPITALS, DEPARTMENT OF	171	96	75
STATE MANDATES, COMMISSION ON	0	0	0
STUDENT AID COMMISSION	1	1	0
TAHOE CONSERVANCY, CALIFORNIA	2	0	2
TAX AND FEE ADMINISTRATION, CALIFORNIA DEPARTMENT OF	21	1	20
TAX APPEALS, OFFICE OF	3	0	3
TEACHER CREDENTIALING, COMMISSION ON	0	0	0
TEACHERS RETIREMENT SYSTEM, STATE	3	3	0
TECHNOLOGY SOLUTIONS INTEGRATION, OFFICE OF	0	0	0
TECHNOLOGY, DEPARTMENT OF	0	0	0
TOXIC SUBSTANCES CONTROL	3	0	3
TRAFFIC SAFETY, OFFICE OF	0	0	0
TRANSPORTATION AGENCY, CALIFORNIA STATE	0	0	0

TRANSPORTATION COMMISSION, CALIFORNIA	0	0	0
TRANSPORTATION, DEPARTMENT OF	123	110	13
TREASURER, OFFICE OF THE STATE	2	0	2
UNEMPLOYMENT INSURANCE APPEALS BOARD, CALIFORNIA	1	0	1
VETERANS AFFAIRS, DEPARTMENT OF	36	19	17
VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD	0	0	0
WATER RESOURCES CONTROL BOARD	23	3	20
WATER RESOURCES, DEPARTMENT OF	7	2	5
WORKFORCE DEVELOPMENT BOARD, CALIFORNIA	0	0	0
<b>TOTAL</b>	<b>2047</b>	<b>644</b>	<b>1403</b>

\*Department did not report.

## 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, CALIFORNIA COMMISSION ON	0	0	0	0	0	0
AGING, DEPARTMENT OF	0	0	0	0	0	0
AGRICULTURAL LABOR RELATIONS BOARD	0	0	0	0	0	0
AIR RESOURCES BOARD	0	0	1	0	1	2
ALCOHOLIC BEVERAGE CONTROL APPEALS BOARD	0	0	0	0	0	0
ALCOHOLIC BEVERAGE CONTROL, DEPARTMENT OF	0	0	0	1	1	2
ARTS COUNCIL, CALIFORNIA	0	0	0	0	0	0
BUSINESS, CONSUMER SERVICES & HOUSING 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	2	0	2
CHILDREN & FAMILIES COMMISSION	0	0	0	0	0	0
CIVIL RIGHTS DEPARTMENT	1	0	0	0	0	1
COACHELLA VALLEY MOUNTAIN CONSERVANCY	0	0	0	0	0	0
COASTAL COMMISSION, CALIFORNIA	0	0	0	0	0	0
COASTAL CONSERVANCY, STATE	0	0	1	0	0	1
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	0	0	0
COMMUNITY SERVICES AND DEVELOPMENT, DEPARTMENT OF	0	0	0	0	0	0
COMPENSATION INSURANCE FUND, STATE	7	1	6	0	3	17
CONSERVATION CORPS, CALIFORNIA	3	3	1	0	3	10

CONSERVATION, DEPARTMENT OF	0	3	2	0	0	5
CONSUMER AFFAIRS, DEPARTMENT OF	3	5	1	2	4	15
CONTROLLER, OFFICE OF THE CALIFORNIA STATE	0	0	0	0	1	1
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	83	86	113	118	33	433
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	5	2	1	0	6	14
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	3	3	4	2	4	16
EMERGENCY MEDICAL SERVICES AUTHORITY	0	0	0	0	0	0
EMERGENCY SERVICES, OFFICE OF	0	0	1	3	2	6
EMPLOYMENT DEVELOPMENT DEPARTMENT	17	9	13	2	4	45
EMPLOYMENT TRAINING PANEL	0	0	0	0	0	0
ENERGY INFRASTRUCTURE SAFETY, OFFICE OF	0	3	1	0	0	4
ENERGY RESOURCES CONSERVATION AND DEVELOPMENT COMMISSION	0	1	0	0	1	2
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	1	0	0	0	1
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 PROTECTION AND INNOVATION, DEPARTMENT OF	0	1	2	0	1	4
FISH AND WILDLIFE, DEPARTMENT OF	1	5	0	1	7	14
FOOD & AGRICULTURE 22ND DIST AGRIC ASSOC	0	0	0	0	0	0
FOOD & AGRICULTURE 32ND DIST AGRIC ASSOC	0	0	1	0	3	4
FOOD & AGRICULTURE, DEPARTMENT OF	17	4	7	6	13	47
FORESTRY AND FIRE PROTECTION, DEPARTMENT OF	0	1	0	1	2	4
FRANCHISE TAX BOARD	5	1	6	1	3	16
GAMBLING CONTROL COMMISSION, CALIFORNIA	0	0	0	0	0	0
GENERAL SERVICES, DEPARTMENT OF	7	15	3	6	14	45
GOVERNMENT OPERATIONS AGENCY	0	0	1	0	0	1
GOVERNOR'S OFFICE OF BUSINESS & ECONOMIC DEVELOPMENT	0	0	0	0	0	0
GOVERNOR'S OFFICE OF PLANNING AND RESEARCH	*	*	*	*	*	*
HEALTH & HUMAN SERVICES AGENCY, CALIFORNIA	0	0	0	0	0	0
HEALTH BENEFIT EXCHANGE, CALIFORNIA	3	1	1	1	0	6
HEALTH CARE ACCESS AND INFORMATION DEPARTMENT OF	0	4	2	0	1	7
HEALTH CARE SERVICES, DEPARTMENT OF	1	2	2	1	1	7
HIGH SPEED RAIL AUTHORITY	1	0	2	0	0	3
HIGHWAY PATROL, CALIFORNIA	5	7	8	5	7	32
HORSE RACING BOARD, CALIFORNIA	0	0	0	0	0	0
HOUSING AND COMMUNITY DEVELOPMENT, DEPARTMENT OF	7	7	1	1	1	17
HOUSING FINANCE AGENCY, CALIFORNIA	0	0	0	1	0	1
HUMAN RESOURCES, CALIFORNIA DEPARTMENT OF	1	1	1	0	0	3

INDEPENDENT LIVING COUNCIL, STATE	0	0	0	0	0	0
INDUSTRIAL RELATIONS, DEPARTMENT OF	1	1	2	1	1	6
INSPECTOR GENERAL, OFFICE OF THE	0	0	0	0	0	0
INSURANCE, DEPARTMENT OF	0	2	2	2	1	7
JUSTICE, DEPARTMENT OF	9	2	2	2	4	19
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	0	1	0	0	6	7
MANAGED HEALTH CARE, DEPARTMENT OF	0	0	0	0	0	0
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	24	18	6	13	22	83
NATIVE AMERICAN HERITAGE COMMISSION	0	0	0	0	0	0
NATURAL RESOURCES AGENCY	0	0	0	0	0	0
PARKS AND RECREATION, DEPARTMENT OF	1	0	0	0	1	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	0	1	2	2	0	5
PRISON INDUSTRY AUTHORITY, CALIFORNIA	1	2	1	3	3	10
PRIVACY PROTECTION AGENCY, CALIFORNIA	0	0	0	0	0	0
PUBLIC DEFENDER, OFFICE OF THE STATE	0	0	0	0	0	0
PUBLIC EMPLOYEES RETIREMENT SYSTEM	0	0	0	1	1	2
PUBLIC EMPLOYMENT RELATIONS BOARD	0	0	0	0	0	0

PUBLIC HEALTH, CALIFORNIA DEPARTMENT OF	5	6	7	3	3	24
PUBLIC UTILITIES COMMISSION	2	14	6	2	2	26
REAL ESTATE, DEPARTMENT OF	1	1	0	0	0	2
REHABILITATION, DEPARTMENT OF	7	4	3	0	2	16
RESOURCES RECYCLING AND RECOVERY, DEPARTMENT OF	1	0	1	0	0	2
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
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	1	0	0	1	3
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	0	0	1
STATE AND COMMUNITY CORRECTIONS, BOARD OF	0	0	0	0	0	0
STATE HOSPITALS, DEPARTMENT OF	18	49	27	26	43	163
STATE MANDATES, COMMISSION ON	0	0	0	0	0	0
STUDENT AID COMMISSION	0	0	0	0	0	0
TAHOE CONSERVANCY, CALIFORNIA	0	0	0	1	0	1
TAX AND FEE ADMINISTRATION, CALIFORNIA DEPARTMENT OF	1	1	1	0	6	9
TAX APPEALS, OFFICE OF	1	2	2	0	0	5
TEACHER CREDENTIALING, COMMISSION ON	0	0	0	0	0	0
TEACHERS RETIREMENT SYSTEM, STATE	0	2	1	1	0	4

TECHNOLOGY SOLUTIONS INTEGRATION, OFFICE OF	0	0	0	0	0	0
TECHNOLOGY, DEPARTMENT OF	0	0	0	0	0	0
TOXIC SUBSTANCES CONTROL	0	0	0	0	1	1
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
TRANSPORTATION, DEPARTMENT OF	10	34	5	24	30	103
TREASURER, OFFICE OF THE STATE	0	0	0	0	1	1
UNEMPLOYMENT INSURANCE APPEALS BOARD, CALIFORNIA	0	0	0	0	0	0
VETERANS AFFAIRS, DEPARTMENT OF	4	12	13	5	6	40
VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD	0	0	0	0	0	0
WATER RESOURCES CONTROL BOARD	5	6	7	0	1	19
WATER RESOURCES, DEPARTMENT OF	0	3	1	1	0	5
WORKFORCE DEVELOPMENT BOARD, CALIFORNIA	0	0	0	0	0	0
<b>TOTAL</b>	<b>263</b>	<b>330</b>	<b>271</b>	<b>241</b>	<b>251</b>	<b>1356</b>

\*Department did not report.

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

Department	Exceeded Statute of Limitations	Substantiated	Unsubstantiated	Withdrawn	Total
AIR RESOURCES BOARD	0	1	2	0	3
ALCOHOLIC BEVERAGE CONTROL, DEPARTMENT OF	0	0	1	0	1
CHILD SUPPORT SERVICES, DEPARTMENT OF	0	0	4	0	4
CIVIL RIGHTS DEPARTMENT	0	0	1	0	1
COASTAL COMMISSION, CALIFORNIA	0	0	1	0	1
COASTAL CONSERVANCY, STATE	0	0	2	0	2
COMPENSATION INSURANCE FUND, STATE	0	0	9	1	10
CONSERVATION CORPS, CALIFORNIA	0	5	7	0	12
CONSERVATION, DEPARTMENT OF	0	0	4	0	4
CONSUMER AFFAIRS, DEPARTMENT OF	0	3	12	0	15
CONTROLLER, OFFICE OF THE CALIFORNIA STATE	0	0	2	0	2
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	0	130	490	18	638
DEVELOPMENTAL SERVICES, DEPARTMENT OF	0	2	2	1	5
EDUCATION, DEPARTMENT OF	0	3	0	0	3
EMERGENCY SERVICES, OFFICE OF	0	2	4	0	6
EMPLOYMENT DEVELOPMENT DEPARTMENT	0	2	43	1	46
ENERGY INFRASTRUCTURE SAFETY, OFFICE OF	0	0	4	0	4

ENERGY RESOURCES CONSERVATION AND DEVELOPMENT COMMISSION	0	1	1	0	2
FINANCIAL INFORMATION SYSTEM, CALIFORNIA	0	2	0	0	2
FINANCIAL PROTECTION AND INNOVATION, DEPARTMENT OF	0	0	5	0	5
FISH AND WILDLIFE, DEPARTMENT OF	0	6	1	0	7
FOOD & AGRICULTURE 32ND DIST AGRIC ASSOC	0	3	0	0	3
FOOD & AGRICULTURE, DEPARTMENT OF	0	8	12	0	20
FORESTRY AND FIRE PROTECTION, DEPARTMENT OF	0	0	2	1	3
FRANCHISE TAX BOARD	0	4	7	3	14
GENERAL SERVICES, DEPARTMENT OF	0	17	18	3	38
HEALTH BENEFIT EXCHANGE, CALIFORNIA	0	0	3	0	3
HEALTH CARE ACCESS AND INFORMATION DEPARTMENT OF	0	3	10	0	13
HEALTH CARE SERVICES, DEPARTMENT OF	0	2	1	1	4
HIGH SPEED RAIL AUTHORITY	0	0	5	0	5
HIGHWAY PATROL, CALIFORNIA	2	1	35	0	38
HOUSING AND COMMUNITY DEVELOPMENT, DEPARTMENT OF	0	5	18	0	23
HOUSING FINANCE AGENCY, CALIFORNIA	0	3	2	0	5
HUMAN RESOURCES, CALIFORNIA DEPARTMENT OF	0	0	5	0	5

INDUSTRIAL RELATIONS, DEPARTMENT OF	0	1	9	0	10
INSURANCE, DEPARTMENT OF	0	1	4	2	7
JUSTICE, DEPARTMENT OF	0	0	11	2	13
LOTTERY, CALIFORNIA STATE	0	0	5	0	5
MOTOR VEHICLES, DEPARTMENT OF	0	13	90	4	107
PRISON INDUSTRY AUTHORITY, CALIFORNIA	0	3	0	0	3
PUBLIC EMPLOYEES RETIREMENT SYSTEM	0	2	1	0	3
PUBLIC HEALTH, CALIFORNIA DEPARTMENT OF	0	7	26	0	33
PUBLIC UTILITIES COMMISSION	0	2	24	0	26
REAL ESTATE, DEPARTMENT OF	0	0	4	0	4
REHABILITATION, DEPARTMENT OF	0	0	11	1	12
RESOURCES RECYCLING AND RECOVERY, DEPARTMENT OF	0	0	1	0	1
SECRETARY OF STATE, OFFICE OF	0	0	3	0	3
SOCIAL SERVICES, DEPARTMENT OF	0	1	3	0	4
STATE HOSPITALS, DEPARTMENT OF	1	16	85	1	103
TAHOE CONSERVANCY, CALIFORNIA	0	1	0	1	2
TAX AND FEE ADMINISTRATION, CALIFORNIA DEPARTMENT OF	0	6	4	0	10
TAX APPEALS, OFFICE OF	0	0	5	1	6
TOXIC SUBSTANCES CONTROL	0	0	1	0	1
TRANSPORTATION, DEPARTMENT OF	0	10	0	4	14
TREASURER, OFFICE OF THE STATE	0	1	3	0	4

UNEMPLOYMENT INSURANCE APPEALS BOARD, CALIFORNIA	0	0	1	0	1
VETERANS AFFAIRS, DEPARTMENT OF	0	3	13	14	30
WATER RESOURCES CONTROL BOARD	0	2	19	0	21
WATER RESOURCES, DEPARTMENT OF	0	0	10	0	10
<b>TOTAL</b>	<b>3</b>	<b>272</b>	<b>1046</b>	<b>59</b>	<b>1380</b>



## Appendix 4 - Actions Taken by Department

Department Name	Corrective	Disciplinary	None	Other	Referral to Law Enforcement	Referred for Action	Total
CORRECTIONS AND REHABILITATION, DEPARTMENT OF	5		6	4		5	20
DEVELOPMENTAL SERVICES, DEPARTMENT OF						1	1
EMERGENCY SERVICES, OFFICE OF				1			1
ENERGY RESOURCES CONSERVATION AND DEVELOPMENT COMMISSION	1						1
FRANCHISE TAX BOARD			1	1			2
GENERAL SERVICES, DEPARTMENT OF	2	1	3	1			7
HEALTH CARE ACCESS AND INFORMATION DEPARTMENT OF		1					1
INDUSTRIAL RELATIONS, DEPARTMENT OF		1					1
INSURANCE, DEPARTMENT OF	1						1
MOTOR VEHICLES, DEPARTMENT OF	7	1		1			9
PUBLIC HEALTH, CALIFORNIA DEPARTMENT OF	3	1					4
STATE HOSPITALS, DEPARTMENT OF	4						4
TAX AND FEE ADMINISTRATION, CALIFORNIA DEPARTMENT OF	1						1
WATER RESOURCES CONTROL BOARD	1						1
<b>TOTAL</b>	<b>25</b>	<b>5</b>	<b>10</b>	<b>8</b>		<b>6</b>	<b>54</b>

## Appendix 5 - Cases Remaining Open by Year, 2021-2023\*

Department	2021	2022	2023	Total
AIR RESOURCES BOARD			3	3
ARTS COUNCIL, CALIFORNIA	2			2
CANNABIS CONTROL, DEPARTMENT OF		2	2	4
COMPENSATION INSURANCE FUND, STATE			5	5
CONSUMER AFFAIRS, DEPARTMENT OF			5	5
CORRECTIONS AND REHABILITATION, DEPARTMENT OF		2	40	42
DEVELOPMENTAL SERVICES, DEPARTMENT OF			3	3
EDUCATION, DEPARTMENT OF	11	15	7	33
EMERGENCY MEDICAL SERVICES AUTHORITY		1		1
EMERGENCY SERVICES, OFFICE OF			2	2
EMPLOYMENT DEVELOPMENT DEPARTMENT			5	5
EXPOSITION AND STATE FAIR, CALIFORNIA			1	1
FISH AND WILDLIFE, DEPARTMENT OF			12	12
FOOD & AGRICULTURE 22ND DIST AGRIC ASSOC			7	7
FOOD & AGRICULTURE 32ND DIST AGRIC ASSOC			1	1
FOOD & AGRICULTURE, DEPARTMENT OF			19	19
FORESTRY AND FIRE PROTECTION, DEPARTMENT OF			6	6
FRANCHISE TAX BOARD			6	6
GENERAL SERVICES, DEPARTMENT OF		1	1	2
HEALTH BENEFIT EXCHANGE, CALIFORNIA			3	3
HIGHWAY PATROL, CALIFORNIA	2		2	4
INDUSTRIAL RELATIONS, DEPARTMENT OF			2	2
INSPECTOR GENERAL, OFFICE OF THE	1			1
JUSTICE, DEPARTMENT OF			3	3
LOTTERY, CALIFORNIA STATE	2	1	9	12
PARKS AND RECREATION, DEPARTMENT OF		4	2	6
PESTICIDE REGULATION, DEPARTMENT OF			3	3
PRISON INDUSTRY AUTHORITY, CALIFORNIA			2	2
PUBLIC UTILITIES COMMISSION			3	3
REAL ESTATE, DEPARTMENT OF			1	1
REHABILITATION, DEPARTMENT OF			2	2
SECRETARY OF STATE, OFFICE OF			6	6
SOCIAL SERVICES, DEPARTMENT OF			100	100
STATE HOSPITALS, DEPARTMENT OF	4	25	75	104
STUDENT AID COMMISSION			1	1
TAX AND FEE ADMINISTRATION, CALIFORNIA DEPARTMENT OF			1	1
TEACHERS RETIREMENT SYSTEM, STATE			1	1
TRANSPORTATION, DEPARTMENT OF		60	112	172
VETERANS AFFAIRS, DEPARTMENT OF			10	10

WATER RESOURCES, DEPARTMENT OF	2	1		3
<b>TOTAL</b>	<b>24</b>	<b>112</b>	<b>463</b>	<b>599</b>

\*External cases are excluded from this list. Table contains data from January 2020 through June of 2024.

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

Department	Type of Resolution (Monetary, Non-Monetary, or Both)	Resolution Amount
FRANCHISE TAX BOARD	Both	8084.67
<b>TOTAL</b>		<b>8084.67</b>