



Alaska State Commission for Human Rights

2003 Annual Report



February 6, 2004

STATE OF ALASKA
HUMAN RIGHTS COMMISSION

The Honorable Frank Murkowski, Governor of Alaska
The Honorable, Gene Therriault, President, Alaska Senate
The Honorable, Pete Kott, Speaker, Alaska House of Representatives

On behalf of the Commission I respectfully submit the 2003 Annual Report of the Alaska State Commission for Human Rights.

In June 2003, the Commission celebrated its 40th Anniversary as Alaska's civil rights enforcement agency. The celebration included remarks from Lieutenant Governor Loren Leman, U. S. Representative Don Young, and past and current Commissioners. Cari M. Dominguez, Chair of the U.S. Equal Employment Opportunity Commission, traveled to Alaska to attend the event and gave the keynote speech. Ms. Dominguez brought greetings and a letter from President George W. Bush, commending Alaska's efforts to advance equality and foster diversity. The Willard L. Bowman Elementary School Choir opened the event with song.

In 2002, when 56% more Alaskans filed complaints of discrimination with the agency, the Commission's inventory increased dramatically. Complaint filings returned to prior year levels in 2003, and the hard work of staff resulted in a 6% decrease to the Commission's inventory. The Commission saw a 5% increase in employment cases alleging failure to hire due to discrimination in 2003 and an 8% increase in race based complaints.

The businesses against whom complaints of discrimination were filed and the Alaskans bringing claims to the Commission continued to utilize the mediation program. In those instances where the parties agreed to mediation, 81% closed with a voluntary settlement. Participants continue to express appreciation for the opportunity to address their concerns through mediation even when efforts to resolve the complaint are not successful.

Many businesses still contact the Commission requesting educational presentations. While the Commission would like to conduct more training to help prevent discrimination, the agency must turn away most requests for these presentations in order to focus on the complaints of discrimination filed by Alaskans.

The Commission will continue its commitment to fair enforcement of Alaska's human rights law. The Commissioners ask for your continued support of our efforts to prevent and eliminate discrimination in Alaska.



Ruth G. Benson
Chairperson

COMMISSIONERS

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GRACE E. MERKES, Sterling

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Erin Collins, Investigator

Nanette Gay, Investigator

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FOR ADDITIONAL COPIES OF THIS REPORT, INFORMATION REGARDING ALASKA'S HUMAN RIGHTS LAW, OR TO FILE A COMPLAINT, PLEASE CONTACT THE COMMISSION AT THE ADDRESS OR PHONE NUMBERS ABOVE.

PUBLIC HEARING CASES

Note: In all of the following public hearing cases, unless otherwise noted, the Commission staff found that substantial evidence existed to support The complainants' allegations.



In *Acuna v. North Slope Borough*, complainant alleged that she was discriminated against on the basis of her race, Asian, and national origin, Filipino, when she applied for a position as a payroll specialist with the North Slope Borough. Complainant alleged that the Borough refused to hire her in accordance with its ordinance which requires employment preferences for Native Americans. Commission staff found substantial evidence that the Borough's employment preference violates the Human Rights Law. A public hearing scheduled to begin on June 13, 2000, was continued pending a decision by the Ninth Circuit Court of Appeals in *Malabed v. North Slope Borough*, which involved a challenge to the ordinance brought in federal court. On July 8, 2003, the Ninth Circuit ruled that the ordinance was invalid under state law. The parties are now discussing a settlement of the case.

In *Beegan v. State of Alaska, Department of Transportation & Public Facilities, Anchorage International Airport*, complainant filed five separate complaints alleging that respondent failed to hire him because of his age and in retaliation for having filed complaints of age discrimination. Commission staff found substantial evidence that Mr. Beegan was retaliated against four separate times after filing his first complaint, but no substantial evidence to support Mr. Beegan's first complaint of age discrimination. Mr. Beegan appealed the no substantial evidence determination to the Superior Court, which remanded the case to the Commission with instructions to make a substantial evidence finding. After conciliation failure, a public hearing was held July 14-18, 2003. On October 3, 2003, the hearing examiner issued a recommended order that the complaint be dismissed. At the end of 2003 a final order from the Commission was pending.

In *Behre v. The Hertz Corporation*, complainant alleged that respondent failed to accommodate his known mental disability and terminated his employment because of his disability and in retaliation for supporting a co-worker's complaint about discrimination.

ONLY YOUNG'UNS NEED APPLY

A 54-year-old transportation industry worker filed a complaint alleging that his employer denied him a transfer to a seasonal position because of his age and selected younger applicants instead. The employer asserted that it did not select the complainant because of an unfavorable reference from a supervisor in another part of the company. Commission staff's investigation showed that the supervisor questioned the benefits to the employer of investing in a new employee who was three years from retirement. Commission staff found substantial evidence of age discrimination. Staff found, however, that complainant had mitigated his damages by taking another job in the company with higher pay and was therefore ineligible for monetary relief. The employer and the Commission conciliated the case and the employer agreed to adopt specific policies prohibiting discrimination.

FENDING OFF THE BOSS

A financial specialist alleged that she was sexually harassed by her boss when he asked her to share a hotel room with him during a business trip, made sexual comments to her, and entered her room uninvited. The specialist also alleged that she complained to her boss's supervisors but they failed to take any action. The parties agreed to mediation and reached a settlement. The employer agreed to pay the specialist \$5,872, to provide sexual harassment training to its staff and managers, and to enforce its sexual harassment policy.

Commission staff did not find substantial evidence that respondent retaliated against complainant. Commission staff found, however, that substantial evidence supported complainant's allegation that respondent discriminated against him because of his mental disability. A public hearing is scheduled for May 24-27, 2004.

In *Eaton v. Northwest Airlines*, complainant alleged that respondent discriminated against her on the basis of her physical disability, quadriplegia, when respondent refused to provide her with a bulkhead seat, causing her severe pain due to the restrictions of her assigned seat. A public hearing scheduled for November 18-19, 2002, was continued pending a settlement agreement.

In *Faria v. Federal Express Corporation*, complainant alleged that respondent subjected him to different terms and conditions and terminated his employment because of his race, Pacific Islander, and national origin, Hawaiian. As of December 31, 2003, a public hearing had not been scheduled.

In *Graham v. Jacobs Engineering Group, Inc.*, complainant alleged that respondent retaliated against her for filing a prior complaint of discrimination with the Commission when it terminated her employment. As of December 31, 2003, a public hearing had not been scheduled.

In *Klutcharch v. Snug Harbor Seafoods, Inc.*, complainant alleged that respondent discriminated against him because of his age when it terminated his employment. Commission staff did not find substantial evidence to support complainant's allegations, but did find substantial evidence that respondent was eliciting disability-related information from job applicants. As of December 31, 2003, a public hearing had not been scheduled.

In *McCaslin v. Nana Management Services, Inc.*, complainant alleged that respondent discriminated against her on the basis of her sex and race when it failed to take corrective action after she reported being sexually harassed by a coworker. Commission staff found no substantial evidence of race discrimination or sexual harassment, but did find substantial evidence that respondent treated complainant differently because of her sex when it disciplined her more harshly than her male coworker. The parties reached a settlement in

A PLACE TO SAW LOGS

A female cook who worked at a remote logging camp alleged that her employer discriminated against her based on her sex when she was terminated because the camp would not provide her housing. Investigation by Commission staff found that the employer only provided housing for single women who held certain management or supervisory positions, and that it furnished housing to all male employees regardless of the job they held. Staff issued a determination of substantial evidence of sex discrimination and executed a conciliation agreement in which the employer agreed to pay the cook \$20,601 and to develop and distribute a statement of corporate policy reflecting the employer's opposition to discrimination and retaliatory practices.

DOGGONE UNFAIR

A sight-impaired man alleged that a convenience store discriminated against him on the basis of his physical disability when a clerk denied him access to the store with his service dog. He further alleged that after the clerk relented and allowed him to enter the store, the clerk continued to harass him about his dog. The parties agreed to mediation and reached a settlement in which the storeowner agreed to receive training in disability law and to post a sign stating that service animals were permitted in the store.

which respondent agreed to train its managers and supervisors on the provisions of the Human Rights Law and expunge documents from complainant's personnel file related to her complaint of sexual harassment. The Commission approved the settlement on July 9, 2003.

In *McRae v. Alaska Vocational and Technical Center*, complainant alleged that respondent subjected her to a hostile work environment and that she was forced to leave her employment because of the hostile work environment. The Commission has scheduled a public hearing for March 15-19, 2004.

In *Owens v. The Estelle Group*, complainant alleged that respondent discriminated against him on the basis of his disability, paraplegia, because a retail store owned by respondent is not accessible to persons who use wheelchairs for mobility. Respondent has complied with the terms of a proposed settlement agreement and installed a ramp for access to its facility. A settlement is pending in this case.

In *Perkins v. Doyon Universal Services, Inc.*, complainant alleged that respondent failed to hire him as a kennel technician because of his race, Black. Complainant alleged that despite his prior experience respondent hired someone who was less qualified for the position. As of December 31, 2003, a public hearing had not been scheduled.

In *Reider v. Alaska Job Corps Center*, complainant alleged that respondent discriminated against him on the basis of his physical disability, back problems, and mental disability, post-traumatic stress disorder. Complainant alleged he was terminated from his position as an alcohol and drug abuse counselor after he asked to take family medical leave as an accommodation for his disabilities. A public hearing scheduled for February 24-28, 2003, was continued pending settlement discussions between the parties. The parties reached a settlement in which respondent agreed to pay \$50,000 to complainant and train its employees in the laws prohibiting discrimination based on disability. The settlement was approved by the Commission on May 29, 2003.

In *Rescober v. Department of Natural Resources, Division of Mining, Land, and Water*, complainant alleged that respondent failed to promote him based on his sex, race, and national origin. Commission staff found that complainant's allegations were not

SO FAR AWAY

An aircraft mechanic alleged that his employer discriminated against him because of his age, 63, when it laid him off and forced him to transfer to another job 1,000 miles away. His employer asserted that it laid him off because he had less seniority than his coworker. The parties reached a settlement which returned the mechanic to his home station and compensated him for income he had lost and expenses he incurred while working away from home.

TOO OLD FOR WINGS

A 50-year-old woman with over 20 years of experience as a customer service agent filed a complaint alleging that an airline refused to offer her a position as a customer service agent because of her age. Investigation showed that despite the woman's qualifications and successful completion of four separate screening interviews, the airline rejected her and offered positions to younger applicants. The airline agreed to conciliate the case, provide complainant with back pay, and undertake measures to address the Commission's public policy against discrimination. The complainant declined to accept the proposal. However, the Commission closed the case when it reached a separate agreement with the airline.

supported by substantial evidence. Complainant appealed the decision to the superior court. The superior court found substantial evidence of discrimination and remanded the case for a hearing. A public hearing is scheduled for April 21-29, 2004.

In *Shelton v. Anderson Apartments, LLC*, complainant alleged that respondent failed to hire him as a maintenance worker because it perceived him to be a person with a physical disability. Complainant alleged that respondent believed the job would be too stressful for him because he had been treated for a heart condition. As of December 31, 2003, a public hearing had not been scheduled.

In *Taheri v. Evergreen International Aviation, Inc.*, complainant filed two complaints alleging that respondent subjected him to different terms and conditions, failed to promote him, and ultimately terminated him because of his race (Asian), his national origin (Iranian), his religion (Muslim), and his age (48). Commission staff did not find substantial evidence that complainant was subjected to different terms and conditions of employment. Commission staff did find substantial evidence that respondent discriminated against complainant when it failed to promote him, and that it retaliated against him for filing a complaint of discrimination when it terminated his employment. As of December 31, 2003, a public hearing had not been scheduled.

In *Thiel v. Kachemak Port Services, Inc.*, complainant alleged that respondent discriminated against her on the basis of her sex when she was subjected to sexual harassment by respondent's vice-president. Complainant further alleged that she was terminated in retaliation for reporting the harassment to her supervisor. After a public hearing held August 4-7, 2003, the hearing examiner recommended that the complaint be dismissed. At the end of 2003, a final order from the Commission was pending.

In *Tiernan v. Pyramid Printing*, complainant alleged that respondent discriminated against her on the basis of her sex when she was subjected to sexual harassment by her supervisor and that her working conditions became so intolerable that she was forced to quit. The Commission held a public hearing on August 19-23, 2002. The hearing examiner issued a recommended decision finding that complainant was subjected to sexual harassment and

PREGNANCY HALTS HIRE

A job applicant alleged that a prospective employer discriminated against her when she revealed that she was pregnant. The applicant stated that she was hired for an intake position during a telephone interview with one of respondent's supervisors, and that she was to begin the job in two months after completing training. While later discussing the training schedule, the applicant informed the supervisor that she was pregnant. The following day the employer told the applicant the job offer was rescinded. The mediation program facilitated a predetermination settlement in which the employer paid the applicant \$2,469 and agreed to provide training to its hiring personnel regarding discrimination laws.

BACK TO SCHOOL

A father alleged that his son's school was disciplining him unfairly because of his race, Asian, and national origin, Japanese American. The father alleged that his son, who had no prior record of misconduct, had twice been harassed and assaulted by two white students, one of whom had a history of aggressive behavior, and that all three students were given similar discipline after each incident. The parties agreed to mediation and reached a settlement in which the school agreed to meet with the student's parents regarding safety and discipline, to remove the son's disciplinary records, and to discipline all students in a fair manner.

directing respondent to pay complainant back pay damages in the amount of \$50,972 and attend sexual harassment training. The Commission issued a final order on October 1, 2003, adopting the hearing examiner's decision.

In *Williams v. Players Choice Bingo and Pulltabs*, complainant alleged that she was subjected to sexual harassment by respondent's manager. A public hearing scheduled for May 5-8, 2002, was continued pending a settlement discussions. The parties reached a settlement in which respondent agreed to provide six hours of training for its managers and supervisors in anti-discrimination laws, with special emphasis on laws prohibiting sexual harassment in the workplace. The Commission approved the settlement agreement on July 29, 2003.

In *Wynne v. State of Alaska, Department of Administration, Division of Alaska Longevity Programs, Fairbanks Pioneers' Home*, complainant alleged that respondent discriminated against her on the basis of her physical and mental disabilities when she was terminated from her position as a Certified Nurse Aid. A public hearing scheduled to begin September 8, 2003, was continued pending settlement discussions. The parties reached an agreement in which respondent agreed to pay \$36,000 to complainant and to provide training to its employees regarding the requirements of the Human Rights Law. The Commission approved the agreement on December 29, 2003.

WILLING AND CAPABLE

A sales advisor who performed demonstrations of products in retail stores alleged that his employer discriminated against him based on his sex and physical disability. The sales advisor complained that his supervisor made derogatory comments about his disability because he was missing three fingers on one of his hands. He alleged that although he was fully able to perform his job without an accommodation, he was not given the opportunity to do so and was given fewer assignments than his coworkers. He stated that his supervisor refused to allow him to perform a demonstration and sent him home because she was afraid that he might cut his remaining fingers or otherwise injure himself. Investigation by Commission staff showed that the sales advisor was not discriminated against because of his sex, but found substantial evidence that he was denied work opportunities because of unrealistic concerns about his disability. The employer offered to provide the sales advisor with the wages he lost, and signed a conciliation agreement in which it agreed to develop and distribute a corporate policy reflecting its opposition to discrimination and retaliatory practices.

HARASSMENT FOR RENT

A woman employed as a leasing consultant for an apartment complex where she also lived alleged that she was discriminated against based on her sex and age. She alleged that her supervisor made offensive and sexually explicit comments to her, verbally harassed her, and physically assaulted her. She also alleged that her employer retaliated against her for complaining about the supervisor's conduct when her employer terminated her employment and attempted to evict her from her apartment. The parties entered into a settlement agreement in which the employer agreed to pay the consultant \$9,250 and to provide her with a written apology, and the consultant agreed to withdraw her complaint with the Commission.

MAKING WAY

A woman with a physical disability alleged that she was denied access to a retail store because she was unable to climb the flight of steep stairs that led to the store's front entrance. She alleged that she asked the store manager to allow her to use the store's back entrance on the ground level and that she was told to use the stairs or shop elsewhere. The mediation program facilitated a predetermination settlement in which the store's owner agreed to provide the woman with an escort through the back entrance when she called in advance.

LITIGATION



In **Jenkins-Welch v. Alaska State Commission for Human Rights**, staff closed complainant's case pursuant to its governing statutes when it was discovered that complainant had filed a similar action in court. Complainant appealed the closing order to superior court. On February 28, 2002, the superior court affirmed the Commission's decision to close complainant's case. Complainant has appealed the superior court's decision to the Alaska Supreme Court. On December 31, 2003, the Alaska Supreme Court affirmed the Commission's decision to close the case.

In **Raad v. Fairbanks North Star Borough School District**, complainant alleged that she was discriminated against by respondent when it failed to hire her on the basis of her race, national origin, and religion. Complainant further alleged that she was retaliated against by respondent for filing the discrimination complaint. After a public hearing, the Commission issued an order dismissing the complaint. Complainant appealed the Commission's order to superior court. On June 24, 2002, the superior court affirmed the Commission's decision. Complainant has appealed the superior court's decision to the Alaska Supreme Court. As of December 31, 2003, a decision is pending with the court.

In **Rescober v. State of Alaska, Department of Natural Resources and the Alaska State Commission for Human Rights**, complainant alleged that respondent failed to promote him based on his sex, race, and national origin. Staff investigated and issued a finding that complainant's allegations were not supported by substantial evidence. The Commission denied complainant's reconsideration request and on December 17, 2001, complainant appealed the decision to the superior court. On January 13, 2003, the superior court remanded the case back to the Commission for further proceedings in accordance with AS 18.80.110 - .220.

RETALIATION REMEDIED

An administrative assistant complained that her employer discriminated against her because of her race, Alaska Native, and retaliated against her for opposing discrimination. She alleged that a supervisor had subjected her to racially derogatory comments and that she was given a "below acceptable" rating on her performance evaluation after she complained about the supervisor's behavior. The assistant further alleged that she was singled out and targeted when her supervisor publicly announced the investigation into her complaints. Commission staff found substantial evidence to support the allegations. The employer agreed to conciliate the case and to provide training to its managers and supervisors in the laws prohibiting discrimination in the workplace.

GENERATION GAP

A job applicant alleged that his prospective employer refused to hire him for a sales position because of his age, 48. The applicant stated that after his second job interview, the interviewer told him he was too old for the job and that employer was interested in hiring college students, "the younger generation." The mediation program facilitated a predetermination settlement agreement between the parties. The employer agreed to pay the applicant \$500 and to refrain from evaluating prospective employees on the basis of age.

In **Thomas v. Anchorage Equal Rights Commission**, plaintiffs have sued the Municipality of Anchorage, Anchorage Equal Rights Commission, and Paula M. Haley, in her official capacity as the Commission's Executive Director, in state court. Plaintiffs are seeking a declaratory judgment reversing the Alaska Supreme Court's decision in *Swanner v. Anchorage Equal Rights Commission*, 874 P.2d 274 (1994), which held that a landlord is not entitled to a religious exemption to the provisions of the Human Rights Law which prohibit housing discrimination based on marital status. On October 31, 2002, the superior court entered Final Judgment upholding the law. Plaintiffs have appealed the superior court's decision to the Alaska Supreme Court. As of December 31, 2003, a decision is pending with the court.

In **Rosa v. Rainproof Roofing**, complainant alleged that respondent discriminated against him by refusing to rehire him because of his race. On November 27, 2001, staff found complainant's allegations were not supported by substantial evidence. Complainant appealed the Commission's decision to the superior court. On May 16, 2003, the superior court affirmed the Commission's decision to close the case.

In **Dorsey v. Office Products Services**, complainant alleged that respondent retaliated against her by unlawfully terminating her employment because she had complained of sex discrimination. Commission staff found that complainant's claim was supported by substantial evidence. A public hearing was held in Anchorage on April 16-18 and May 21-22, 2002. On October 2, 2002, the Commission issued a decision in favor of complainant and ordered respondent to pay complainant the sum of \$143,297, to refrain from any discriminatory or retaliatory practices, and to provide training to its employees regarding the requirements of AS 18.80. On October 29, 2002, respondent appealed the Commission's Final Order to the superior court. On July 15, 2003, the respondent agreed to pay the complainant \$80,000 as a full and final settlement of the case.

ALL THINGS BEING EQUAL

A female engineering firm employee alleged that she was treated differently because of her sex when she was disciplined more harshly than a male coworker after they both were accused of sexual harassment. She also alleged that she was paid less than two male employees who performed the same work as she did. The Commission's investigation did not find substantial evidence that the complainant was treated differently with respect to pay, but found substantial evidence that she was disciplined more severely for similar violations of the company's sexual harassment policy. The employer agreed to conciliate the case and to develop and disseminate a sexual harassment policy which emphasized consistent and equal treatment of all employees. The employer also agreed to provide training to its owners, managers, and supervisors in the proper enforcement of its anti-discrimination policies.

BUT IT IS AVAILABLE

A Black woman who tried to rent an apartment alleged that the building owner refused to show it to her and told her it was rented. She alleged that after she was told the apartment was unavailable, the owner showed the apartment to a Caucasian woman and gave the woman a rental application. The Commission's mediation program facilitated a predetermination settlement between the parties in which the building owner agreed to pay the applicant \$1,000 and to provide her with a written apology.

2003 CASE PROCESSING STATISTICS

ANALYSIS OF FILINGS BY COMPLAINANT'S SEX

Female	161
Male	136
Total Filings	297

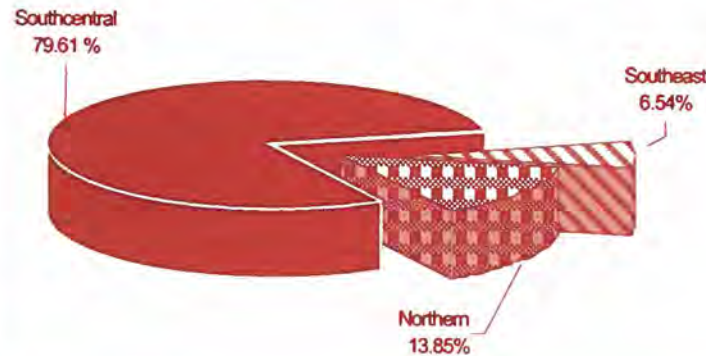
ANALYSIS OF FILINGS BY COMPLAINANT'S RACE

Caucasian	126
Black	81
Alaska Native	23
Asian	20
Unknown	19
Hispanic	17
American Indian	6
Other	5
Total Filings	297

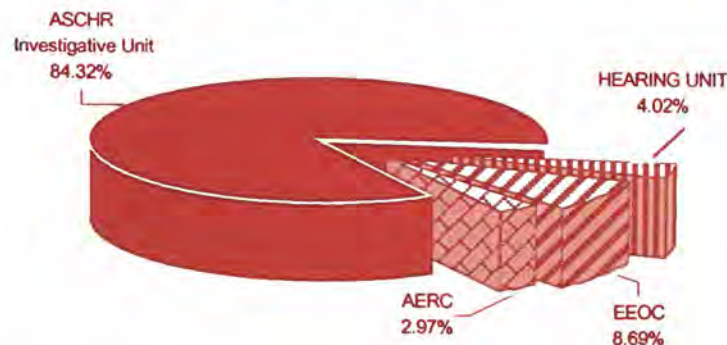
ANALYSIS OF FILINGS BY TYPE

Employment	263
Public Accommodation	14
Housing	9
Government Practices	8
Coercion	0
Multiple	3
Total Filings	297

ORIGIN OF COMPLAINTS FILED WITH ASCHR FOR INITIAL PROCESSING (BY REGION)



LOCATION OF OPEN CASES AT YEAR END INCLUDING FILINGS UNDER WORKSHARING AGREEMENTS



ANALYSIS OF FILINGS BY BASIS

Basis	Single Basis Complaint	Multiple Basis Complaint
Race/Color	67	54
Physical Disability	34	14
Sex	29	54
Age	18	28
Retaliation for Filing	9	7
Mental Disability	8	10
Pregnancy	8	6
Religion	5	3
Retaliation	4	35
National Origin	4	22
Parenthood	3	3
Marital Status	1	2
Multiple Bases	107	---
Total Filings	297	238

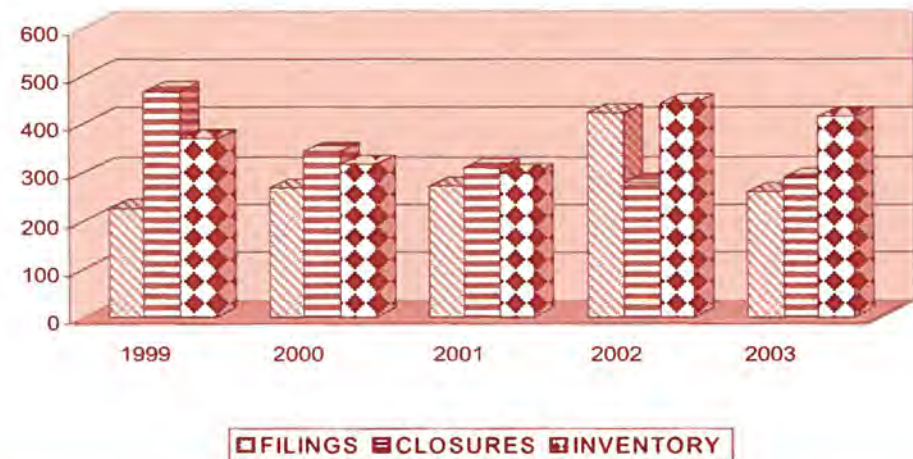
ANALYSIS OF FILINGS BY ISSUE

Issue	Single Issue Complaint	Multiple Issue Complaint
Discharge	80	78
Terms & Conditions	47	63
Failure to Hire	36	8
Denied Service	16	1
Failure to Promote	6	6
Sexual Harassment	4	21
Pay Equity	4	9
Harassment	3	14
Eviction	2	2
Demotion	1	6
Failure to Rent	1	0
Other	0	1
Multiple Issue	97	---
Total Filings	297	209

ANALYSIS OF 2003 CLOSURES

REASON FOR CLOSURE	NUMBER OF CLOSURES	PERCENTAGE OF TOTAL
MEDIATION:	39	11.08%
Mediation – Successful Settlement	20	5.68%
Mediation - Complaint Withdrawn with Successful Settlement	11	3.13%
Mediation – Predetermination Settlement (PDS)	8	2.27%
ADMINISTRATIVE:	36	10.23%
Complaint Withdrawn	6	1.71%
Lack of Jurisdiction	12	3.40%
Complainant Not Available	4	1.14%
Failure of Complainant to Proceed	5	1.42%
Complainant to Court	4	1.14%
Administrative Dismissal	3	.85%
Tribal Sovereign Immunity	2	.57%
NOT SUBSTANTIAL EVIDENCE	244	69.32%
CONCILIATION/SETTLEMENT:	27	7.66%
Complaint Withdrawn with Successful Settlement	8	2.27%
Predetermination Settlement (PDS)	1	.28%
Substantial Evidence/ Conciliation Agreement	18	5.11%
HEARING:	6	1.71%
Decision for Complainant	2	.57%
Pre-Hearing Settlement	4	1.14%
TOTAL 2003 CLOSURES	352	100%

FILINGS, CLOSURES, AND YEAR END INVENTORY OF CASES PROCESSED BY ASCHR



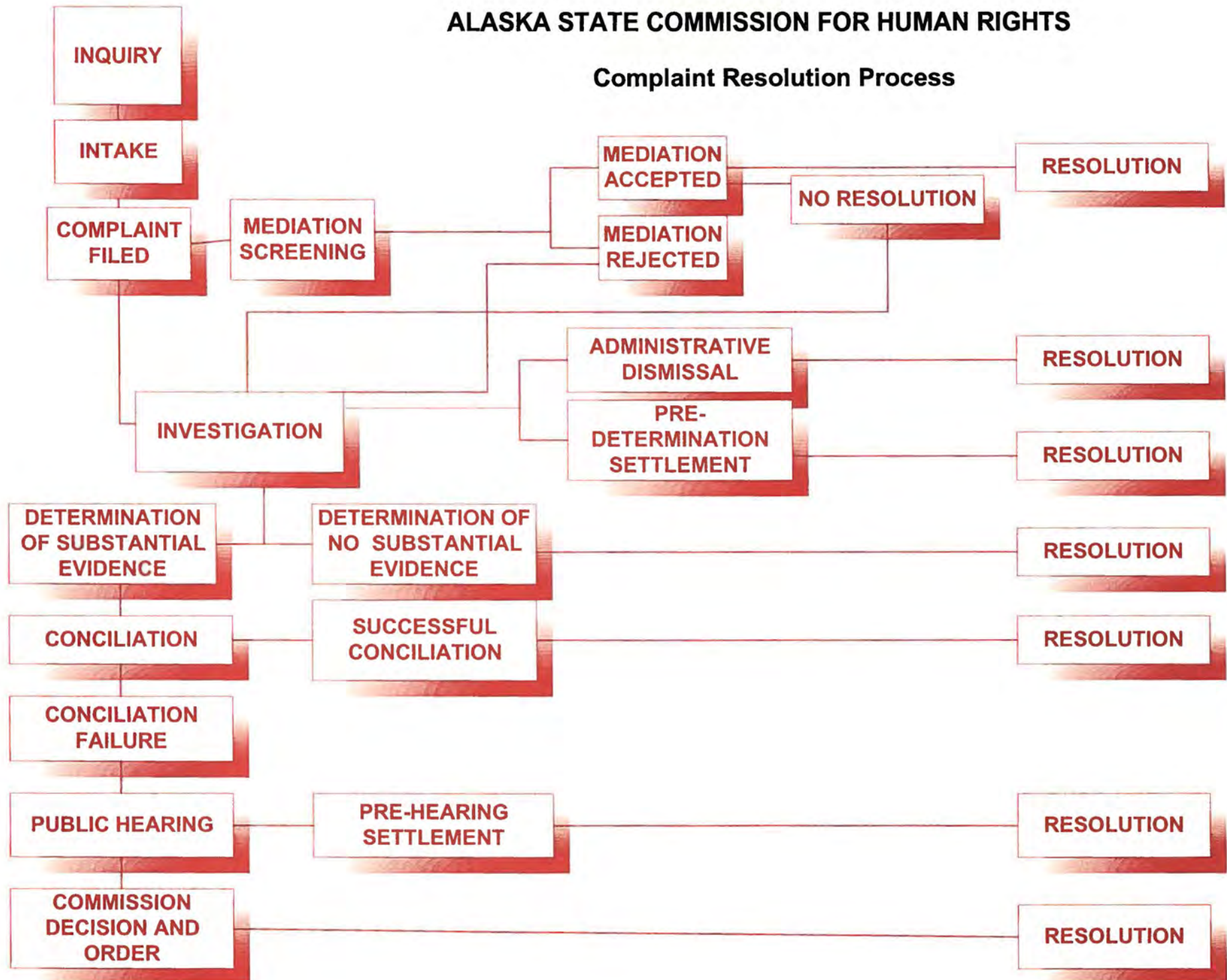
SUMMARY OF CLOSURES

CATEGORY OF CLOSURE	2001		2002		Detail of 2003 Closures					
					ASCHR		EEOC		AERC	
	No.	%	No.	%	No.	%	No.	%	No.	%
Mediation	34	10.0	50	14.3	39	11.1	0	0	--	--
Administrative	31	9.1	46	13.2	32	9.1	3	.8	1	.3
Not Substantial Evidence	220	64.5	206	59.0	196	55.7	20	5.7	28	8.0
Conciliation/Settlement	46	13.5	29	8.3	20	5.7	4	1.1	3	.8
Hearing	10	2.9	18	5.2	5	1.4	0	0	1	.3
TOTAL CLOSURES	341		349		292 ¹		27		33	
					352					

¹ This number does not include completed investigations of 18 cases which are still in conciliation or were transferred to the Hearing Unit in 2003.

ALASKA STATE COMMISSION FOR HUMAN RIGHTS

Complaint Resolution Process



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