

CALIFORNIA



STATE
PERSONNEL
BOARD

2010 ANNUAL
REPORT TO THE
LEGISLATURE

DISCRIMINATION
COMPLAINT
ACTIVITY IN STATE
CIVIL SERVICE

Prepared by

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I. Purpose of Report

Government Code §19702.5(c) requires the State Personnel Board (SPB) to report annually to the Legislature on the number and types of formal departmental discrimination complaints and appeals against each appointing authority in State civil service. The Discrimination Complaint System (DCS) is the source for data included in this report. The DCS enables SPB to collect information on formal departmental discrimination complaint activities. The SPB's Appeals Division provides information regarding discrimination complaints filed with SPB through its Appeals Case Tracking System (ACTS). Information submitted in this report reflects discrimination complaints filed between January 1, 2010 and December 31, 2010.

II. Departmental Discrimination Complaint Process

Effective August 18, 2010, appeals procedural regulations were amended to clarify prior to filing a discrimination complaint with SPB, State civil service employees and applicants for State civil service employment must first file a written complaint with the appointing authority's Equal Employment Opportunity (EEO) Office or other office or individual designated by the department to investigate such complaints.¹

Each appointing power shall establish, in writing, its own internal discrimination complaint process through which a complainant may obtain review of, and a written response to, an allegation of discrimination, harassment, retaliation, or denial of reasonable accommodation for a known physical or mental disability.²

Each complaint filed with the appointing power shall be in writing and shall state the facts upon which the complaint is based, and the relief requested, in sufficient detail for the appointing power to understand the nature of the complaint and to determine the individuals involved. The complained of act, omission, event, decision, condition, or policy must have occurred no more than one year prior to the date that the complaint is filed with the appointing power. This period may be extended by not more than 90 days in those cases where the complainant first obtained knowledge of the facts of the alleged discrimination more than one year from the date of its occurrence.³

The appointing power shall provide the complainant a written decision within 90 days of the complaint being filed. If the appointing power has not completed its review and/or is unable to provide a written decision within the 90 day time period, the appointing power shall, within that same time period, inform the complainant in writing as to the reason(s) it is unable to issue its decision within the required time period.⁴

¹ Title 2, CA Code of Regulations §64.2.

^{2,3} Title 2, CA Code of Regulations §64.3.

⁴ Title 2, CA Code of Regulations §64.4.

II. Departmental Discrimination Complaint Process (continued)

Upon the expiration of the 90 day time period, the complainant may thereafter file a discrimination complaint with SPB. However, a discrimination complaint may not be filed with SPB more than 150 days after the complainant filed his or her complaint of discrimination with the appointing power.⁵

III. The State Personnel Board's Discrimination Complaint Process

Investigatory Process

All discrimination complaints (to include complaints of retaliation, harassment and denials of reasonable accommodation) that are filed with SPB's Appeals Division are reviewed to determine if SPB has jurisdiction to accept the complaint. In order to determine whether it has jurisdiction to review a complaint, SPB reviews whether:

- the filing requirements have been met
- the complaint was filed within the applicable time limits
- the complainant is a member of a protected class (i.e., race, color, sex, etc.)
- the complainant has standing to file (i.e., the complaint alleges direct harm/injury from discrimination)
- the complainant has stated a prima facie case (i.e., enough information demonstrating protected status may have been a factor in the direct harm/injury)

All discrimination complaints found to be within SPB's jurisdiction, that are not resolved by SPB staff through an investigatory process, are referred to an evidentiary hearing before an Administrative Law Judge (ALJ) for decision.

Evidentiary Process

Once accepted as an Evidentiary complaint, the matter is scheduled for a Pre-Hearing Settlement Conference (PHSC) before an ALJ. During the PHSC, the ALJ will explore potential settlement with the parties. If the matter cannot be resolved through settlement, the ALJ will schedule an evidentiary hearing based upon the availability of the parties and SPB's Hearing Calendar. The SPB utilizes the same legal standards employed by state and federal courts when reviewing discrimination complaints. After the completion of the hearing, the ALJ issues a proposed decision for review by the five-member State Personnel Board (Board).

⁵ Title 2, CA Code of Regulations §64.4.

III. The State Personnel Board's Discrimination Complaint Process (continued)

Board Review

Proposed decisions in discrimination complaints are reviewed by the Board at regularly scheduled Board meetings. The Board may adopt the proposed decision, modify it in part, revoke the proposed decision, or schedule the matter for an oral argument. If the Board adopts the proposed decision, the ALJ's findings of fact and conclusions of law become the Board's decision. If the Board modifies the proposed decision, only specified provisions of the ALJ's findings of fact and conclusions of law become the Board's decision. The Board will thereafter issue its decision in the case based on the entire administrative record.

IV. Summary of Findings for Formal Departmental Discrimination Complaints

A. Formal Discrimination Complaints Received

Of all discrimination complaints, as reported by departments filed in 2010, 1,154 (85.86%) were filed at the department level (Table 1). In 2010, the total number of formal departmental discrimination complaints increased by 189 (16.38%) compared to the 965 reported in the *2009 Annual Report to the Legislature on Discrimination Complaint Activity* (Table 1 of the 2009 Report).

B. Formal Discrimination Complaint Types

In the DCS, there are 16 categories for type of discrimination. Departments had the option to select more than one type of discrimination for each individual case, resulting in 1,699 types of formal departmental discrimination complaints being reported (Table 2).

In 2010, the top five formal discrimination complaint types reported by departments were:

Top 5 Formal Discrimination Types	Formal Discrimination Complaints	
	No.	%*
Retaliation	315	18.54%
Sexual Harassment	298	17.54%
Race	235	13.83%
Sex	208	12.24%
Disability	131	7.71%

*Percentage of *Total Formal Discrimination Complaints by Type*. (Table 2)

IV. Summary of Findings for Formal Departmental Discrimination Complaints (continued)

C. Dispositions of Closed Formal Discrimination Complaints

In 2010, as reported by departments, there were 646 (55.98%) formal departmental discrimination complaints filed were closed statewide (Table 1). Of the 646 formal departmental discrimination complaints closed: 237 (36.69%) identified that no prima facie case was established; 203 (31.42%) identified that no discrimination was found; 46 (7.12%) were allegations not based on protected group status; 40 (6.19%) identified other violation(s) of departmental policy; 38 (5.88%) identified violation(s) of departmental EEO/Sexual Harassment Policy; 30 (4.64%) were withdrawn; 30 (4.64%) identified that discrimination was found; 14 (2.17%) were resolved through mutual agreement; and 8 (1.24%) identified that no remedy was possible (Table 3).

D. Length of Time to Resolve Formal Discrimination Complaints⁶

In 2010, the average length of time for departments to close a formal departmental discrimination complaint was 85 days (Table 5), a 2.35% increase compared to the average 83 days reported in the *2009 Annual Report to the Legislature on Discrimination Complaint Activity* (Table 5 of the 2009 Report). In 2010, 54 closed formal departmental discrimination complaints (Table 5) exceeded the 180-day timeframe for processing, a 48.15% increase from the 28 reported in the *2009 Annual Report to the Legislature on Discrimination Complaint Activity* (Table 5 of the 2009 Report).

V. Summary of Findings for Discrimination Complaints Filed with SPB

A. Discrimination Complaints Received

Of all discrimination complaints filed in 2010, 190 (14.14%) were filed with SPB (Table 1). In 2010, the total number of discrimination complaints filed with SPB increased by 5 (2.63%) compared to the 185 reported in the *2009 Annual Report to the Legislature on Discrimination Complaint Activity* (Table 1 of the 2009 Report).

B. Discrimination Complaint Types

In SPB's ACTS, there are 15 categories for type of discrimination. In 2010, departments had the option to select more than one type of discrimination for each individual case, resulting in 223 types of discrimination being reported (Table 2).

⁶ Cases without a close date are not reflected in this data.

V. Summary of Findings for Discrimination Complaints Filed with SPB (continued)

B. Discrimination Complaint Types (continued)

In 2010, the top five discrimination complaint types filed with SPB were:

Top 5 Discrimination Complaint Types	Discrimination Complaints	
	No.	%*
Retaliation	53	23.77%
Reasonable Accommodation	52	23.32%
Race	24	10.76%
Sexual Harassment	23	10.31%
Disability	15	6.73%

*Percentage of *Total Formal Discrimination Complaints by Type*. ([Table 2](#))

C. Final Decisions of Closed Discrimination Complaints

In 2010, 120 (63.16%) discrimination complaints filed with SPB were closed statewide ([Table 1](#)). Of the 120 discrimination complaints closed by SPB: 109 (90.83%) were dismissed, rejected, or denied; 7 (5.83%) were withdrawn; 1 (0.83%) was settled; and 3 (2.50%) did not specify the outcome ([Table 4](#)).

D. Length of Time to Resolve Discrimination Complaints

In 2010, the average length of time for SPB to resolve a discrimination complaint was 69 days ([Table 6](#)), a 31% decrease compared to the average 100 days reported in the *2009 Annual Report to the Legislature on Discrimination Complaint Activity* ([Table 6 of the 2009 Report](#)). In 2010, 10 closed discrimination complaints exceeded the 180-day timeframe for processing ([Table 6](#)), a 23.08% decrease from the 13 reported in the *2009 Annual Report to the Legislature on Discrimination Complaint Activity* ([Table 6 of the 2009 Report](#)).

VI. Data Collection

Data reflected in this report was obtained from the DCS and ACTS systems and is identified in the following tables:

- Table 1: Total Formal Discrimination Complaints as Reported by Departments
- Table 2: Total Formal Discrimination Complaints by Type
- Table 3: Dispositions of Closed Formal Discrimination Complaints as Reported by Departments
- Table 4: Final Decisions of Closed Discrimination Complaints Filed with SPB
- Table 5: Length of Time to Resolve Formal Discrimination Complaints as Reported by Departments
- Table 6: Length of Time to Resolve Discrimination Complaints Filed with SPB

Table 1: Total Formal Discrimination Complaints as Reported by Departments

Department	Formal Discrimination Complaints			
	Departmental		Filed with SPB	
	Opened	Closed	Opened ⁷	Closed
Administrative Law, Office of	0	0	0	0
African American Museum, California	0	0	0	0
Aging, Department of	0	0	0	0
Agriculture Labor Relations Board	0	0	0	0
Air Resources Board	2	2	0	0
Alcohol and Drug Programs, Department of	0	0	1	1
Alcoholic Beverage Control, Department of	2	1	1	0
Arts Council, California	0	0	0	0
Boating and Waterways, Department of	0	0	2	1
Business Transportation and Housing Agency	0	0	0	0
Child Support Services, Department of	3	3	0	0
Children and Families First Commission	0	0	0	0
Coastal Commission, California	0	0	0	0
Community Colleges, California	0	0	0	0
Community Services and Development, Department of	0	0	0	0
Conservation, Department of	0	0	0	0
Conservation Corps, California	4	4	0	0
Consumer Affairs, Department of	29	2	4	3
Corporations, Department of	1	1	1	1
Corrections and Rehabilitation, Department of	516	218	65	41
Developmental Services, Department of	5	4	2	1
• Canyon Springs Developmental Center	1	0	0	0
• Fairview Developmental Center	2	1	0	0
• Lanterman Developmental Center	4	3	0	0
• Porterville Developmental Center	2	1	0	0
• Sonoma Developmental Center	5	4	0	0
Education, Department of	0	0	1	1
Emergency Management Agency, California	3	1	0	0
Emergency Medical Services Authority	0	0	0	0
Employment Development Department	29	22	9	8
Energy Resources Conservation and Development Commission, California	0	0	1	1
Environmental Health Hazard Assessment, Office of	0	0	0	0
Equalization, Board of	6	2	5	3
Exposition and State Fair, California	3	1	0	0
Fair Employment and Housing, Department of	1	1	0	0
Fair Employment and Housing Commission	0	0	0	0
Fair Political Practices Commission	0	0	0	0

⁷ Includes complaints filed with departments prior to 2010 or complaints filed directly with SPB.

Table 1: Total Formal Discrimination Complaints as Reported by Departments (continued)

Department	Formal Discrimination Complaints			
	Departmental		Filed with SPB	
	Opened	Closed	Opened ⁸	Closed
Finance, Department of	0	0	0	0
Financial Institutions, Department of	3	2	0	0
Fish and Game, Department of	5	1	0	0
Food and Agriculture, Department of	0	0	0	0
Forestry and Fire Protection, Department of	30	25	4	3
Franchise Tax Board	1	1	1	0
Gambling Control Commission, California	0	0	0	0
General Services, Department of ⁹	8	8	7	4
Health and Human Services Agency	0	0	1	1
Health Care Services, Department of	13	7	1	1
Highway Patrol, California	3	1	3	2
Horse Racing Board, California	1	1	0	0
Housing and Community Development, Department of	0	0	1	1
Housing Finance Agency, California	0	0	0	0
Industrial Relations, Department of	10	10	0	0
Inspector General, Office of the	0	0	0	0
Insurance, Department of	0	0	1	0
Justice, Department of	7	5	1	0
Labor and Workforce Development Agency	0	0	0	0
Legislative Counsel Bureau	0	0	2	2
Managed Health Care, Department of	2	1	0	0
Managed Risk Medical Insurance Board	0	0	0	0
Mental Health, Department of	1	1	11	9
• Atascadero State Hospital	7	7	0	0
• Coalinga State Hospital	46	42	0	0
• Metropolitan State Hospital	37	6	0	0
• Napa State Hospital	0	0	0	0
• Patton State Hospital	3	3	0	0
• Salinas Valley Psychiatric Program	0	0	0	0
• Vacaville Psychiatric Program	3	2	0	0
Military Department	0	0	0	0
Motor Vehicles, Department of	29	24	3	1
Native American Heritage Commission	0	0	0	0
Parks and Recreation, Department of	6	5	0	0
Peace Officers Standards and Training, Commission on	0	0	0	0

⁸ Includes complaints filed with departments prior to 2010 or complaints filed directly with SPB.⁹ Includes *Office of State Publishing*.

Table 1: Total Formal Discrimination Complaints as Reported by Departments (continued)

Department	Formal Discrimination Complaints			
	Departmental		Filed with SPB	
	Opened	Closed	Opened ¹⁰	Closed
Personnel Administration, Department of	0	0	0	0
Pesticide Regulation, Department of	2	2	0	0
Postsecondary Education Commission, California	0	0	0	0
Prison Industry Authority	4	0	0	0
Public Employees' Retirement System, California	4	3	1	0
Public Employment Relations Board	0	0	0	0
Public Health, Department of	37	31	7	2
Public Utilities Commission, California	10	6	0	0
Real Estate, Department of	0	0	0	0
Real Estate Appraisers, Office of	0	0	0	0
Rehabilitation, Department of	4	3	2	2
Resources Recycling and Recovery, Department of ¹¹	0	0	0	0
San Diego River Conservancy	0	0	0	0
San Joaquin River Conservancy	0	0	0	0
Santa Monica Mountains Conservancy	0	0	0	0
Science Center, California	0	0	0	0
Secretary of State	0	0	0	0
Sierra Nevada Conservancy	0	0	0	0
Social Services, Department of	20	5	9	6
State Audits, Bureau of	0	0	0	0
State Coastal Conservancy	0	0	0	0
State Compensation Insurance Fund	35	30	4	2
State Controller's Office	2	1	0	0
State Lands Commission	0	0	0	0
State Library, California	0	0	0	0
State Lottery, California	1	0	0	0
State Personnel Board	0	0	0	0
State Public Defender, Office of the	0	0	0	0
State Teachers' Retirement System, California	1	1	1	1
State Treasurer's Office	0	0	0	0
State Water Resources Control Board	0	0	1	1
Statewide Health Planning and Development, Office of	3	3	1	1
Student Aid Commission, California	0	0	1	1
Systems Integration, Office of	2	0	0	0

¹⁰ Includes complaints filed with departments prior to 2010 or complaints filed directly with SPB.¹¹ Includes *Integrated Waste Management Board*.

Table 1: Total Formal Discrimination Complaints as Reported by Departments (continued)

Department	Formal Discrimination Complaints			
	Departmental		Filed with SPB	
	Opened	Closed	Opened ¹²	Closed
Tahoe Conservancy	0	0	0	0
Teacher Credentialing, California Commission on	2	1	1	1
Technology Agency, California ¹³	6	1	1	0
Toxic Substances Control, Department of	10	8	2	1
Transportation, Department of	105	65	16	8
Unemployment Insurance Appeals Board, California	1	0	3	2
Veterans Affairs, Department of	9	7	3	0
Victim Compensation and Government Claims Board	1	1	1	0
Water Resources, Department of	62	55	2	1
Workforce Investment Board, California	0	0	0	0
Not Specified ¹⁴	0	0	5	5
Totals	1,154	646	190	120

Table 2: Total Formal Discrimination Complaints by Type

Formal Discrimination Complaint Types	Formal Discrimination Complaints		Totals	
	Departmental	Filed with SPB	No.	% ¹⁵
Age ¹⁶	120	11	131	6.82%
Ancestry	27	1	28	1.46%
Color	56	4	60	3.12%
Disability ¹⁷	131	15	146	7.60%
Marital Status	25	2	27	1.40%
National Origin	46	3	49	2.55%
Political Affiliation	4	2	6	0.31%
Race	235	24	259	13.48%
Reasonable Accommodation ¹⁸	0	52	52	2.71%
Religion	37	2	39	2.03%
Retaliation	315	53	368	19.15%
Sex	208	12	220	11.45%

¹² Includes complaints filed with departments prior to 2010 or complaints filed directly with SPB.

¹³ Formerly named *Office of the State Chief Information Officer*.

¹⁴ Department and/or type of discrimination was not identified.

¹⁵ Percentages may not total 100% due to rounding.

¹⁶ Represents employees/applicants that are 40+ years old.

¹⁷ Includes *Reasonable Accommodation* when reported under departmental complaints.

¹⁸ Categorized under *Disability* when reported under departmental complaints.

Table 2: Total Formal Discrimination Complaints by Type (continued)

Formal Discrimination Complaint Types	Formal Discrimination Complaints		Totals	
	Departmental	Filed with SPB	No.	% ¹⁹
Sexual Harassment	298	23	321	16.70%
Sexual Orientation	33	5	38	1.98%
Veterans Status	3	4	7	0.36%
Not Applicable ²⁰	103	0	103	5.36%
Not Specified ²¹	58	10	68	3.54%
Totals	1,699	223	1,922	

Table 3: Dispositions of Closed Formal Discrimination Complaints as Reported by Departments

Disposition	Formal Departmental Discrimination Complaints	
	No.	% of Closed ¹⁹
Allegations Not Based on Protected Group Status	46	7.12%
Complaint Withdrawn	30	4.64%
Discrimination Found	30	4.64%
Discrimination Not Found	203	31.42%
No Prima Facie Case Established	237	36.69%
No Remedy Possible	8	1.24%
Resolved Through Mutual Agreement	14	2.17%
Violation of Department EEO/Sexual Harassment Policy Found	38	5.88%
Violation of Other Department Policy Found	40	6.19%
Totals	646	

Table 4: Final Decisions of Closed Discrimination Complaints Filed with SPB

Final Decision	Formal Discrimination Complaints Filed with SPB	
	No.	% of Closed ¹⁹
Dismissed, Rejected, or Denied	109	90.83%
Granted	0	0.00%
Settled	1	0.83%
Withdrawn	7	5.83%
Not Specified	3	2.50%
Totals	120	

¹⁹ Percentages may not total 100% due to rounding.²⁰ Complaint type selected when a case has not met the criteria for a legitimate discrimination complaint.²¹ Type of discrimination was not identified.

Table 5: Length of Time to Resolve Formal Discrimination Complaints as Reported by Departments²²

Department	Formal Departmental Discrimination Complaints			
	0-89 Days	90-179 Days	180+ Days	Average Length of Time to Close ²³
Administrative Law, Office of	0	0	0	0
African American Museum, California	0	0	0	0
Aging, Department of	0	0	0	0
Agriculture Labor Relations Board	0	0	0	0
Air Resources Board	2	0	0	18
Alcohol and Drug Programs, Department of	0	0	0	0
Alcoholic Beverage Control, Department of	0	0	1	0
Arts Council, California	0	0	0	0
Boating and Waterways, Department of	0	0	0	0
Business Transportation and Housing Agency	0	0	0	0
Child Support Services, Department of	1	2	0	78
Children and Families First Commission	0	0	0	0
Coastal Commission, California	0	0	0	0
Community Colleges, California	0	0	0	0
Community Services and Development, Department of	0	0	0	0
Conservation, Department of	0	0	0	0
Conservation Corps, California	2	0	2	166
Consumer Affairs, Department of	2	0	0	41
Corporations, Department of	0	1	0	0
Corrections and Rehabilitation, Department of	144	60	14	88
Developmental Services, Department of	1	1	2	186
• Canyon Springs Developmental Center	0	0	0	0
• Fairview Developmental Center	1	0	0	0
• Lanterman Developmental Center	0	3	0	150
• Porterville Developmental Center	1	0	0	0
• Sonoma Developmental Center	0	4	0	135
Education, Department of	0	0	0	0
Emergency Management Agency, California	1	0	0	0
Emergency Medical Services Authority	0	0	0	0
Employment Development Department	6	11	5	136
Energy Resources Conservation and Development Commission, California	0	0	0	0
Environmental Health Hazard Assessment, Office of	0	0	0	0
Equalization, Board of	1	0	1	103

²² Cases without a close date are not reflected in this data.²³ Refers to average number of calendar days to close a discrimination complaint.

Table 5: Length of Time to Resolve Formal Discrimination Complaints as Reported by Departments (continued)²⁴

Department	Formal Departmental Discrimination Complaints			
	0-89 Days	90-179 Days	180+ Days	Average Length of Time to Close ²⁵
Exposition and State Fair, California	1	0	0	0
Fair Employment and Housing, Department of	1	0	0	0
Fair Employment and Housing Commission	0	0	0	0
Fair Political Practices Commission	0	0	0	0
Finance, Department of	0	0	0	0
Financial Institutions, Department of	2	0	0	29
Fish and Game, Department of	1	0	0	0
Food and Agriculture, Department of	0	0	0	0
Forestry and Fire Protection, Department of	14	7	4	85
Franchise Tax Board	1	0	0	0
Gambling Control Commission, California	0	0	0	0
General Services, Department of	4	4	0	59
Health and Human Services Agency	0	0	0	0
Health Care Services, Department of	4	1	2	99
Highway Patrol, California	0	1	0	0
Horse Racing Board, California	1	0	0	0
Housing and Community Development, Department of	0	0	0	0
Housing Finance Agency, California	0	0	0	0
Industrial Relations, Department of	9	1	0	47
Inspector General, Office of the	0	0	0	0
Insurance, Department of	0	0	0	0
Justice, Department of	4	1	0	54
Labor and Workforce Development Agency	0	0	0	0
Legislative Counsel Bureau	0	0	0	0
Managed Health Care, Department of	1	0	0	0
Managed Risk Medical Insurance Board	0	0	0	0
Mental Health, Department of	1	0	0	0
• Atascadero State Hospital	7	0	0	30
• Coalinga State Hospital	38	3	1	43
• Metropolitan State Hospital	6	0	0	10
• Napa State Hospital	0	0	0	0
• Patton State Hospital	2	1	0	76
• Salinas Valley Psychiatric Program	0	0	0	0
• Vacaville Psychiatric Program	1	1	0	123
Military Department	0	0	0	0

²⁴ Cases without a close date are not reflected in this data.²⁵ Refers to average number of calendar days to close a discrimination complaint.

Table 5: Length of Time to Resolve Formal Discrimination Complaints as Reported by Departments (continued)²⁶

Department	Formal Departmental Discrimination Complaints			
	0-89 Days	90-179 Days	180+ Days	Average Length of Time to Close ²⁷
Motor Vehicles, Department of	17	5	2	55
Native American Heritage Commission	0	0	0	0
Parks and Recreation, Department of	4	0	1	71
Peace Officers Standards and Training, Commission on	0	0	0	0
Personnel Administration, Department of	0	0	0	0
Pesticide Regulation, Department of	2	0	0	75
Postsecondary Education Commission, California	0	0	0	0
Prison Industry Authority	0	0	0	0
Public Employees' Retirement System, California	2	1	0	94
Public Employment Relations Board	0	0	0	0
Public Health, Department of	17	13	1	82
Public Utilities Commission, California	3	3	0	77
Real Estate, Department of	0	0	0	0
Real Estate Appraisers, Office of	0	0	0	0
Rehabilitation, Department of	0	3	0	140
Resources Recycling and Recovery, Department of	0	0	0	0
San Diego River Conservancy	0	0	0	0
San Joaquin River Conservancy	0	0	0	0
Santa Monica Mountains Conservancy	0	0	0	0
Science Center, California	0	0	0	0
Secretary of State	0	0	0	0
Sierra Nevada Conservancy	0	0	0	0
Social Services, Department of	1	2	2	152
State Audits, Bureau of	0	0	0	0
State Coastal Conservancy	0	0	0	0
State Compensation Insurance Fund	23	5	2	75
State Controller's Office	0	1	0	0
State Lands Commission	0	0	0	0
State Library, California	0	0	0	0
State Lottery, California	0	0	0	0
State Personnel Board	0	0	0	0
State Public Defender, Office of the	0	0	0	0

²⁶ Cases without a close date are not reflected in this data.²⁷ Refers to average number of calendar days to close a discrimination complaint.

Table 5: Length of Time to Resolve Formal Discrimination Complaints as Reported by Departments (continued)²⁸

Department	Formal Departmental Discrimination Complaints			
	0-89 Days	90-179 Days	180+ Days	Average Length of Time to Close ²⁹
State Teachers' Retirement System, California	1	0	0	0
State Treasurer's Office	0	0	0	0
State Water Resources Control Board	0	0	0	0
Statewide Health Planning and Development, Office of	3	0	0	58
Student Aid Commission, California	0	0	0	0
Systems Integration, Office of	0	0	0	0
Tahoe Conservancy	0	0	0	0
Teacher Credentialing, California Commission on	0	0	1	0
Technology Agency, California	0	1	0	0
Toxic Substances Control, Department of	3	0	5	167
Transportation, Department of	24	34	7	106
Unemployment Insurance Appeals Board, California	0	0	0	0
Veterans Affairs, Department of	6	1	0	29
Victim Compensation and Government Claims Board	1	0	0	0
Water Resources, Department of	52	2	1	22
Workforce Investment Board, California	0	0	0	0
Totals	419	173	54	85

Table 6: Length of Time to Resolve Discrimination Complaints Filed with SPB²⁸

Formal Discrimination Complaints Filed with SPB			
0-89 Days	90-179 Days	180+ Days	Average Length of Time to Close ²⁹
95	15	10	69

²⁸ Cases without a close date are not reflected in this data.²⁹ Refers to average number of calendar days to close a discrimination complaint.