

# Michigan Department of Civil Rights



Annual Report

2011



RICK SNYDER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF CIVIL RIGHTS  
EXECUTIVE

DANIEL H. KRICHBAUM, PhD  
DIRECTOR

February, 2012

The Honorable Rick Snyder  
Members of the Michigan Legislature  
People of the State of Michigan

Dear Governor Snyder,

On behalf of the Michigan Civil Rights Commission and the Michigan Department of Civil Rights, I am honored to present to you our Annual Report for Fiscal Year 2011.

Fiscal Year 2011 was a productive year for our department. The Enforcement Division is comprised of colleagues who investigate complaints, help negotiate settlement agreements and recommend training where indicated. Working cooperatively with our legal and reconsideration teams, they secured more than \$2.28 million for claimants in civil rights discrimination cases.

We took up your call to partner with MEDC on the Global Michigan initiative, working to attract and retain immigrants, and to ease the barriers they often face with licensing, visas and work permits, and establishing themselves in their adopted communities.

In the spring of 2011, we welcomed the Asian Pacific American Affairs Commission, the Commission for Disability Concerns, the Division on Deaf and Hard of Hearing and the Advisory Council on Deaf and Hard of Hearing, and the Hispanic/Latino Affairs Commission to MDCR.

A number of colleagues are also working to create the Michigan Leadership Collaborative for Civil and Human Rights. This initiative will have a legacy impact through its work on discrimination, education and immigration.

Finally, with a number of partner organizations, we realized the dream of more than ten years: Passage of Matt's Safe Schools Law, to help protect children from bullies. MDCR will continue to hold forums across the state to raise awareness of this critical issue.

Our Department and Commission remain committed to enforcing the state's civil rights laws, coupled with educational efforts to prevent discrimination. We are enthusiastic about continuing to make Michigan a place where all people feel welcome to learn, earn and grow.

Sincerely,

A handwritten signature in cursive script that reads "Daniel H. Krichbaum".

Daniel H. Krichbaum, PhD  
Director

## The Michigan Civil Rights Commission

The Commission (MCRC), created by the 1963 Michigan Constitution, is comprised of eight leaders from across the state. Commissioners are appointed to four-year, staggered terms by the Governor, with no more than four members representing any one political party.

In May of 2011, Stephanie Comai was named by Governor Snyder to serve on the MCRC as its newest Commissioner. Eliya (Louie) Boji was honored for his service to the Commission; he was appointed in August 2010.

## The Michigan Department of Civil Rights

The Michigan Department of Civil Rights (MDCR) was established by the state legislature in 1965 as a staff complement to implement the Commission's policies. The Department enforces state civil rights laws through complaint investigation, mediation, outreach and education, and information/referral. Michigan's civil rights laws extend protections against unlawful discrimination to everyone living in or visiting Michigan in the following categories: religion, race, color, national origin, sex, age, marital status, and disability, in the areas of education, employment, housing, public accommodation and public service. Also included under the areas of protection are height, weight, genetic information and misdemeanor arrest record in employment, and familial status in housing.

### **Mission**

To secure the full and equal enjoyment of civil rights in Michigan by eliminating discrimination, assuring equal protection, and effectively managing and embracing diversity.

### **Vision**

The Michigan Department of Civil Rights (MDCR) envisions Michigan as a state where residents and visitors:

- Live, work, learn, and play without encountering unlawful discrimination;
- Enjoy the constitutional and statutory guarantees of equal opportunity;
- Fully understand all civil rights and responsibilities guaranteed by the Constitution and statutes, including how to effectively protect these rights and carry out these responsibilities;
- Fully understand the economic, social, and personal benefits of effectively managing and embracing diversity;
- Have equal access to quality education, employment, housing, public accommodations and public services; and
- Are equally respected and collectively reap the benefits of our great diversity.

The Department is comprised of five program areas: Office of the Director, Civil Rights Operations, Law & Policy, Public Affairs and Administrative Services.

The Department is also home to the Michigan Women's Commission, the Hispanic/Latino Commission of Michigan, the Michigan Asian Pacific American Affairs Commission, the Arab Chaldean Council and the Division on Deaf and Hard of Hearing.

### **Staffing (FTEs)**

The Department of Civil Rights position authorization for fiscal year 2010-2011 was 118 FTEs.

### **Budget**

The overall budget appropriation for Fiscal Year 2010-2011 was \$12,778,700. MDCR's budget is approximately 86% general fund and 14% federal funds.

## **Office of Civil Rights Operations**

The Office of Civil Rights Operations is responsible for investigation and enforcement of civil rights laws. Staff are housed in Detroit, Lansing, Flint, Grand Rapids and Marquette.

Division colleagues investigate and resolve complaints of discrimination in employment, education, housing, public accommodation and public service (including law enforcement). The complaints must be based on race, color, national origin, disability, religion, age, sex, marital status, height and weight (in employment), arrest record (in employment) and familial status (in housing). Other services provided by Enforcement include outreach and education, and referrals to other organizations when appropriate.

The US Department of Housing and Urban Development (HUD) and the US Equal Employment Opportunity Commission (EEOC) are federal agencies with jurisdiction over allegations of housing and employment discrimination, respectively, when complaints are based on race, color, national origin, disability, religion, age (over 40 in employment), sex, and familial status (in housing). MDCR has work sharing agreements with HUD and EEOC to investigate complaints where state and federal jurisdiction overlap.

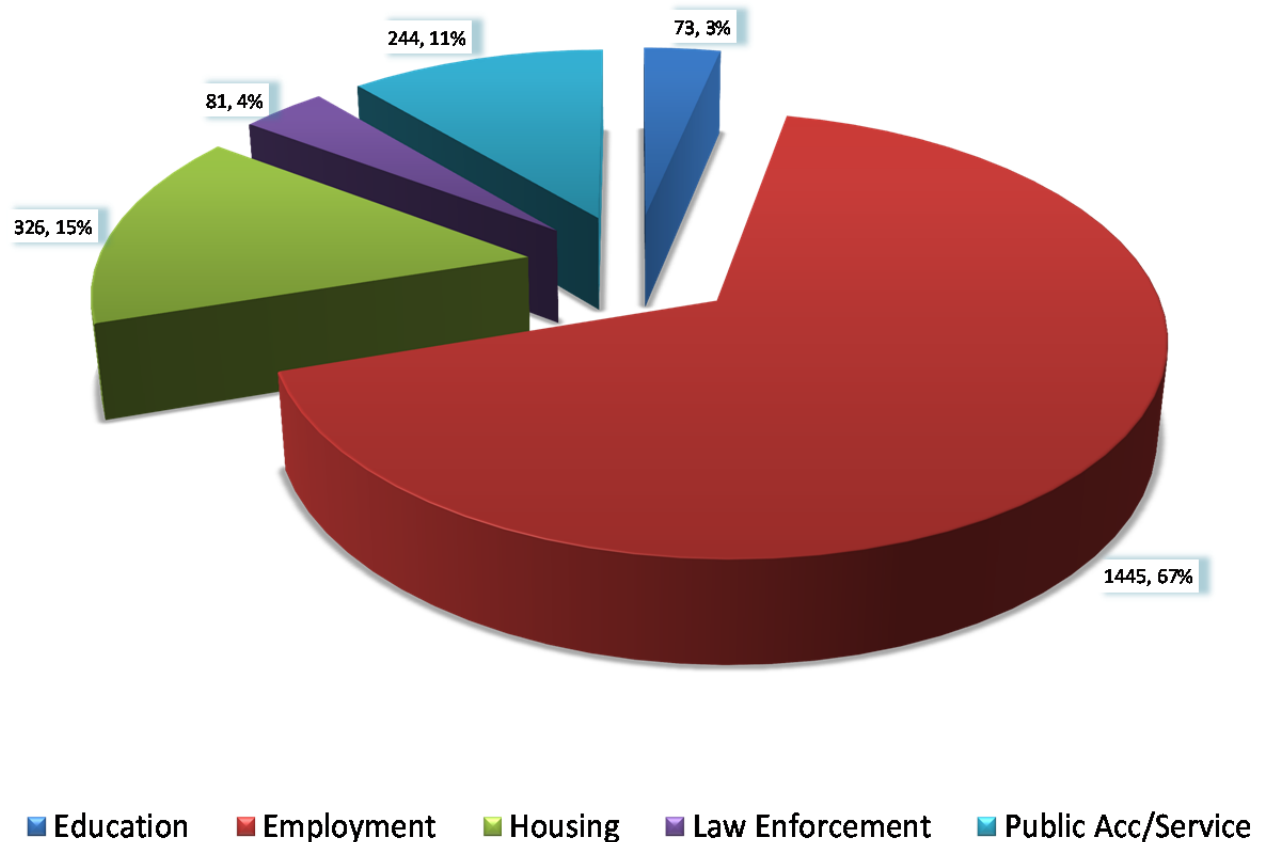
The MDCR is recognized by the EEOC as the Fair Employment Practice Agency for Michigan. This program permits the EEOC to authorize state and/or local government to assist it in meeting its statutory mandate. The EEOC funds MDCR's enforcement of Title VII of the Civil Rights Act of 1964, as amended (Title VII); the Age Discrimination in Employment Act (ADEA) of 1967, as amended; the Americans with Disabilities Act (ADA) of 1990, as amended; and the Genetic Information Nondiscrimination Act of 2008.

MDCR is also a HUD-designated Fair Housing Assistance Program Agency. Under 24 CFR 85, HUD provides funds to MDCR to process complaints under the Fair Housing Act, provide training under the Fair Housing Act and state or local fair housing law and cover administrative costs associated with complaint processing, creation and maintenance of data and information systems, and fair housing education and outreach.

In January 2011, a new Intake Unit was created. By having Intake colleagues assess and receive complaints, investigators can now focus on case investigation. The Enforcement Division also now houses the Records Center. These colleagues maintain and provide security for filing systems, including federal systems interfaces; mail management; training and assistance with case notification

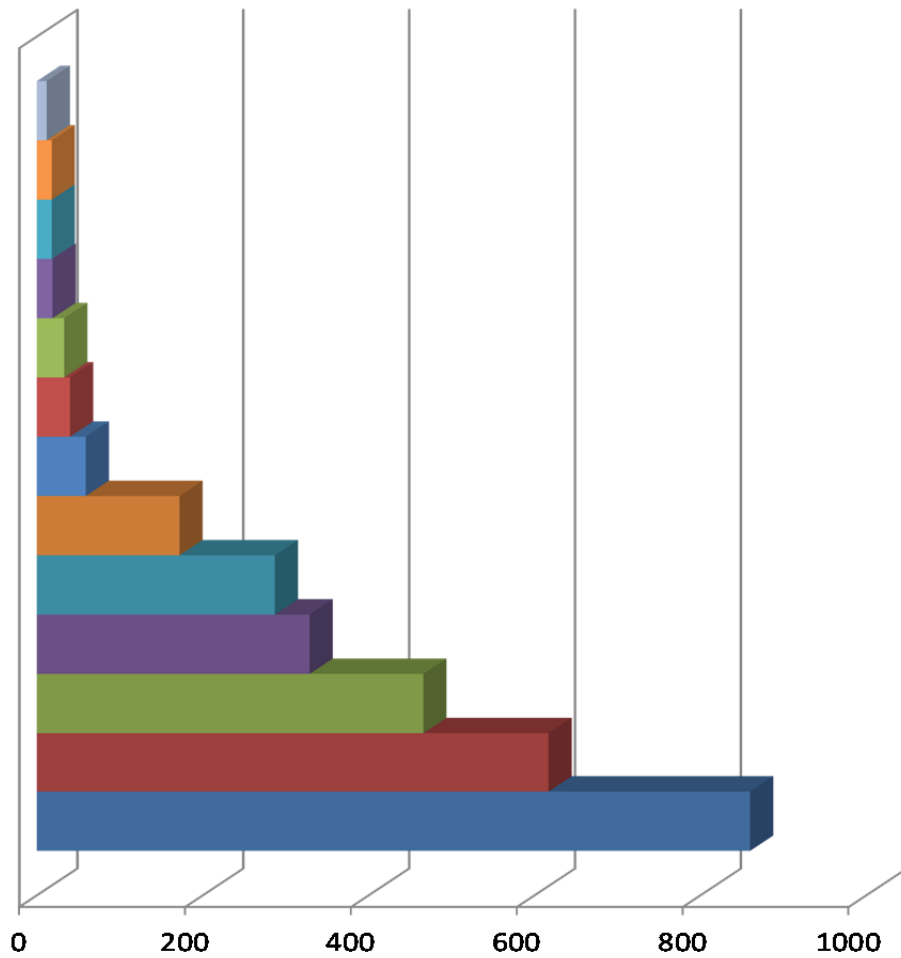
requirements; data quality monitoring and correction; and processing of employment-related complaints for federal contract compliance.

### Formal Complaints Recorded by Area of Discrimination



During 2011, MDCR recorded 2,169 formal complaints and closed 2,326 complaints. Claimants were awarded \$2,282,054.98. Complaints may include more than one issue and/or multiple bases.

### Formal Complaints by Basis



	Total
Height	12
Color	18
Arrest Record	18
Marital Status	19
Weight	33
Familial Status	40
Religion	59
National Origin	172
Age	287
Retaliation	329
Sex	466
Disability	617
Race	860

## Public Interest Settlements

In the following public interest settlements, the claimant is the person who filed the complaint. The respondent is the individual or organization against which the complaint was filed.

Public interest settlements in fiscal year 2011 included:

- A claimant, who is hearing impaired, alleged the respondent failed to accommodate his disability. The case was resolved when the respondent agreed to amend its organizational policy to provide interpreters where necessary for effective communication.
- A Mexican American claimant believed he was discharged because of his national origin. He was returned to work with an annualized salary of \$40,000.
- The claimant with four minor children believed she was denied a loan modification request based on her familial status. The respondent subsequently provided the claimant a lower interest rate as part of a loan modification, saving her \$119,570 over the course of the loan agreement.
- A 59-year-old claimant stated he was denied a promotion due to his age when a younger, less qualified co-worker was promoted. The claimant accepted a severance package which includes an annualized amount of \$102,903.
- A claimant believed he was denied an accommodation because of his disability. He was provided the accommodation by the respondent, allowing him to work. His annual salary is \$59,716.
- This claimant, age 64 and Egyptian, stated he was subject to harassment and denied promotion, then terminated because of his national origin and age. The respondent agreed to reinstate the claimant to a position at \$22,406 annualized pay, with back pay of \$877.
- A Black claimant stated she was subject to other terms and conditions by the respondent based on race and retaliation for reporting her treatment to management. The case was settled when the respondent changed the personnel file to reflect a voluntary quit rather than discharge, and gave her a \$60,000 award.
- This claimant with a disability stated she had been discharged based on her disability. The case was settled in mediation and the claimant received a cash settlement of \$58,000.
- A female claimant believed she was sexually harassed, disciplined and then discharged due to her sex and in retaliation for earlier complaints she had made. The claimant withdrew her complaints after an MDCR Investigator negotiated a settlement between the claimant and respondent of \$17,000 for both cases.
- This White male claimant alleged he was discharged because of his race. Subsequent to filing a complaint, the respondent reinstated the claimant to a position at pay rate of \$43,680.
- A 505-pound man with a disability alleged the respondent denied him an accommodation for his disability and discharged him while he was on medical leave because of his disability and weight. The complaints were withdrawn as adjusted when the respondent paid the claimant \$80,000 as a resolution.

- The claimant, a 45-year-old person with a disability alleged the respondent failed to accommodate her disability, subjected her to other terms and conditions based on her age, and discharged her due to her age. Subsequent to filing this complaint, the matter was resolved with a payment of \$60,000.
- A woman believed she was harassed due to her pregnancy. A settlement agreement was reached and the claimant received an award of \$18,142.
- A claimant, age 73, believed she was subjected to other terms and conditions of employment due to her age. The case was resolved when the respondent returned the claimant to full-time employment at an annualized amount of \$29,896.
- This claimant with a hearing impairment stated she was denied accommodation by the respondent. The claimant and respondent entered an agreement in which the respondent agreed to provide staff training, appoint an ADA (Americans with Disabilities Act) Coordinator and maintain an annual budget to cover the costs of meeting accommodation requests.

### **Holland Fair Housing Case**

In March 2011, MDCR closed a significant fair housing case in Holland, Michigan. After receiving an administrative complaint filed by the Fair Housing Center of West Michigan (FHCWM) in June, 2009, MDCR completed an investigation and found the owners of 14 condominiums and two apartment buildings in Holland had engaged in several discriminatory housing practices over the past 30 years.

Specifically, the investigation revealed that the owners refused to rent to unmarried couples, and to rent to families with children and men in select units. These individuals also directed (steered) potential renters to specific units based on their familial status and gender.

The owners admitted to the violations, noting their failure to learn applicable housing laws before conducting business. Under an agreement with the FHCWM, the owners will:

- Adopt and implement written, objective, non-discriminatory standards and procedures to prevent future discrimination;
- Post the HUD Fair Housing Poster in the rental office and use Equal Housing Opportunity Language and/or logos on all forms and advertising to promote fair housing and equal opportunity;
- Affirmatively market available units to families with children to overcome the impact of past discrimination;
- Complete fair housing training to ensure knowledge of and compliance with fair housing laws;
- Provide two reports to the FHCWM over a 12-month period detailing the marital and familial status of current residents to demonstrate compliance with fair housing laws and;
- Provide \$60,000 to the FHCWM as follows: \$20,000 to compensate known victims, \$25,000 for affirmative efforts to counteract the effects of 30 years of discrimination, and \$15,000 to cover the Center's costs related to this case.



## **MDCR Returns Discriminatory Housing Advertisement Complaint to HUD**

In October 2010, MDCR provided this status update on an investigation into allegations of illegal housing advertisement discrimination. These allegations related to a ‘roommate wanted’ posting in a Grand Rapids area church which indicated a preference for a “Christian roommate”.

As stated in the original press release, "...MDCR received this case from the Department of Housing and Urban Development (HUD) as part of a long-standing partnership in which MDCR is contracted to conduct certain investigations for HUD. As with every complaint investigation, when MDCR received the signed complaint it opened an investigation to determine the facts surrounding the allegation and began to review the law by which those facts would be assessed. In this instance the investigation revealed legal issues that involved questions of federal and possibly US Constitutional law, which required that we coordinate with HUD to assure uniform application nationwide. During our consultations with HUD, they determined that the issues presented were ones they wanted to address within the agency rather than through a state partner. They requested we return the file to them, which we have done...."

## **Office of Law and Policy**

The Office of Law and Policy works with the Director and Commission to determine the Department’s positions and priorities on civil rights and social justice issues. This includes coordinating amicus briefs and serving as the Department’s Legislative Liaison.

*Legal Affairs* staff provides: legal advice on elements required to establish unlawful discrimination; legal information to other colleagues; legal updates on issues that impact Department actions; conducts conciliations on case investigations; determines whether to issue a charge or to seek additional information; litigates Rule 12 hearings; helps the Research/Library Unit with analysis; responds to legal inquiries and requests on civil rights issues; manages subpoenas and related documentation requirements; and training, outreach and education assistance.

*Research/Library:* The Research/Library staff performs analyses of current court cases, legislation, regulations and guidelines as they apply to Michigan civil rights laws; researches issues pertaining to pending Department cases; provides technical assistance for policy development and speeches; tracks and reports on cases impacting civil rights issues and litigation; and maintains a library of resources, census and statistical data.

*Freedom of Information Act (FOIA) Coordinator:* The FOIA Coordinator reviews and complies with requests to provide information and records within statutorily-established time frames.

*Hearings and Mediation:* The Director of Hearings and Mediation collaborates with the Commission in holding administrative hearings as outlined in the Rules of the Michigan Civil Rights Commission. Hearings and Mediation also works with Enforcement colleagues to ensure mediation is offered to customers as a resolution service option on all formal complaints. In addition, the unit mediates federal jurisdiction-only complaints under a separate contract with the EEOC.

*Reconsideration:* This Unit represents the appeal process for MDCR. A claimant who is unsatisfied with their result can ask for reconsideration of outcome of their complaint. Colleagues ensure that reconsideration requests for both statements of concern and docketed complaints are appropriately processed within specified time frames.

## **Amicus Brief**

On August 23, the United States Sixth Circuit Court granted the request of the Michigan Civil Rights Commission to file an Amicus Curiae brief opposing the effort to get the court to reconsider its July decision finding Proposal 2 unconstitutional. As noted in the Department's press release,

"...On July 1, the Sixth Circuit Court struck down Proposal 2's ban on the consideration of race and gender in college admissions. The Commission's brief argues the court correctly concluded Proposal 2 violates the Equal Protection Clause of the U.S. Constitution because it creates two separate, but unequal, processes for amending university admissions policies. Most policies can be changed by the same process that has always applied. However, if minority interests are involved, Proposal 2 requires a different process—one so onerous that the Court previously noted, the Proposal's own supporters had to employ 'fraud and deception' to meet it.

'We are pleased the Court recognized that the Commission's brief represents the interests of persons who are affected by Proposal 2, but are not parties to the litigation,' stated Matthew Wesaw, Chair, Michigan Civil Rights Commission. Commissioner Wesaw noted that 'the Commission wants to ensure the court does not focus solely on the interests of applicants, but that it also recognizes the primary responsibility of a school must be to the interests of the students who are admitted and its own commitment to academic excellence. At a time when the best students want to go to diverse schools, when a school's reputation is based on diversity, and when employers increasingly express their need to hire graduates who attended diverse schools, Proposal 2 takes away the schools' ability to provide that very diversity.'

In its brief, the Civil Rights Commission asserts that, 'Diversity is a compelling state interest recognized by the US Supreme Court and firmly rooted in both the history and intent of equal protection law. The creation of a separate, unequal and unattainable procedure subjecting only admissions criteria effecting minorities to a majority public vote is an anathema to these ideals.'"

To read the brief in its entirety, please visit

[http://www.michigan.gov/documents/mdcr/posted\\_brief\\_361534\\_7.pdf](http://www.michigan.gov/documents/mdcr/posted_brief_361534_7.pdf)

## **Public Affairs**

During 2011, the Office of Public Affairs was expanded and now includes Business and Community Affairs, Community Relations, the Michigan Indian Tuition Waiver (MITW) and Public Affairs/Communication.

## **Community Relations**

Community Relations colleagues provide training, outreach, and community response. They also offer guidance to human relations commissions, government and business on raising awareness about discrimination, inclusion and diversity. Customized and standard training is provided on several topics, including Building Cultural Competence, Hate Crimes 101 and Discriminatory Harassment.



Staff trained 3,800 people during this fiscal year on civil rights-related laws and diversity issues.

MDCR is the administrative home of the Michigan Alliance Against Hate Crimes (MIAAHC). The fifth annual MI Response to Hate conference was held in September, 2011. Keynote speakers included Rick Eaton, Senior Researcher with the Simon Wiesenthal Center; Jamie Nabozny, Safe Schools Advocate who was also profiled in the documentary *Bullied*; and Sylvia Marie Guerrero, mother of Gwen Amber Rose Araujo,

who was brutally murdered in a hate crime at age 17. The conference also marked the Michigan release of *Not In Our Town: Light in the Darkness*. The documentary film details how one community came together to fight back after an act of hate threatened to tear them apart. Jonathan Bernstein, the film's Executive Director, led a private pre-release screening, discussion and facilitator training for the National Week of Action and PBS broadcast which took place later in September.



Photos: Jamie Nabozny offers the luncheon plenary; attendees engage in the "Not In Our Town" session; solving a problem during the "Working with the Media" session and attendee Maxine Thome asks a question during the luncheon session.

MDCR's Crisis Response Team (CRT) initiates proactive measures and intervenes as needed to diffuse situations involving community tension and unrest, while also ensuring all people enjoy equal rights under the law. During the year, CRT responded to a number of events, including racial graffiti at two southeastern Michigan high schools; a fourth grader bringing a Kirpan, which is important in the Sikh religion, to school; an attempted hate crime at a mosque; and an ethnic intimidation episode at a theater. There were a total of 36 events responded to by the CRT in FY 2011.

Community Relations colleagues also provide liaison assistance to the Boards and Commissions which are housed in MDCR, including those who joined us in April, 2011.

2011 marked the first year that MDCR was responsible for the Michigan Indian Tuition Waiver (MITW) application process. Michigan Public Act 174 of 1976 provides that Michigan's public colleges and universities "shall waive tuition for any North American Indian who qualifies for admission...and is a legal resident of the state for not less than 12 months." The Specialist in charge of MITW processed 2,014 applications this year.

### **Business and Community Affairs**

MDCR is striving to help communities and businesses be more proactive, moving past merely tolerating differences to embracing diversity so Michigan can maximize its potential in our global economy. The Contract Compliance Unit, now called Contractor Review, and the Mediation Unit were moved to the Office of Public Affairs, Business and Community Affairs Division. Contractor Review expanded its outreach to business and the Mediation Unit now includes both community-based and complaint mediation.

The Elliott-Larsen Civil Rights Act directs that state contracts contain a non-discrimination clause indicating that the contractor and any subcontractors do not discriminate against employees or applicants for employment with respect to hire, tenure, terms, conditions, or privileges of employment. The State's obligation is to assure that tax monies are not used to perpetuate unlawful discrimination in public contracting and related employment. MDCR and the Department of Technology, Management and Budget have a Memorandum of Understanding prohibiting the award of state contracts over \$100,000 to companies that are in violation of the Act.

The Contractor Review Unit has established standards and procedures for ensuring non-discrimination in the provision of programs, services, and funds that are available through the State of Michigan. Contractor Review colleagues also evaluate applications of companies seeking certification as persons with disabilities enterprises. Certificates of Awardability are issued to companies seeking to do business with the State. Such certification assures that companies have demonstrated compliance with the non-discrimination requirements of state and federal law. In 2011, Contractor Review colleagues conducted 305 certification reviews and issued 262 Certificates of Awardability for contracts totaling \$701,580,493.

### **Mediation**

Mediation is a type of alternative dispute resolution offered by MDCR in the complaint resolution process. It is a voluntary process in which opposing parties are guided to negotiate a mutually-acceptable resolution of their dispute with the help of a trained, neutral party (mediator). Mediation is an effective alternative to costly and time-consuming litigation. In 2011, 127 MDCR complaints were mediated. Of these, 35 were mediated internally and 92 were mediated by regional mediation centers

affiliated with the Community Dispute Resolution Program administered by the State Court Administrative Office. Complaints mediated by MDCR were resolved in 59.5% of the cases.

### **Public Affairs/Communications**

Public Affairs colleagues respond to media requests, maintain the Department's electronic presence (at [www.michigan.gov/mdcr](http://www.michigan.gov/mdcr)), on Facebook and on the intranet, collaborate with other state departments in conveying key messages, write opinion pieces, speeches and reports, talking points for media events, and help develop grant applications. These colleagues also develop marketing tools, brochures and other publications, and publicize Departmental, advisory board and Commission events.

In 2011, MDCR launched the Only Fair Is Fair public service campaign to remind all Michiganders that no matter where we work, live, learn or worship, there is no compromising on basic fairness. To learn more about Only Fair Is Fair and to see and/or hear the advertisements, please visit

[Only Fair is Fair tv.](#)

[Only Fair is Fair Radio.](#)

## **Office of Management Services (OMS)**

OMS provides a range of support services for the Civil Rights Commission and MDCR colleagues. Among these are financial management, budget development and administration, procurement, telecommunications and oversight of automated systems.

OMS includes:

*Accounting:* Financial control, analysis and reporting; payment and payroll processing; pre-audit functions; budget/expenditure analysis and status reports; and actual and proposed program expenditure forecasting.

*Office Services:* Office space, supplies, furniture and equipment procurement and management; messenger services; telecommunications; and forms administration.

*Contact Management System (CMS) Specialist:* This colleague supports a relational database and Oracle-based application. CMS is a repository and reporting tool for information about customer contacts. The Specialist provides project management; help desk support to other colleagues; develops and delivers CMS training programs; and provides database administration.

### **Special Projects**

In addition to the work described in the preceding pages, MDCR works to advance the causes of fairness and justice through a number of special projects emphasizing specific issues.

**Bullying**—The Michigan Civil Rights Commission is committed to ensuring that every student in Michigan can learn in a safe environment, free from bullying. In 2011, the Commission hosted a series of public forums in Detroit, Grand Rapids, Marquette and Benton Harbor/St. Joseph to hear from experts, victims and perpetrators. MDCR also advocated for the passage of Matt's Safe Schools Law (legislation



requiring all school districts to have an anti-bullying policy in place). The Department and the Commission were proud to stand with Governor Snyder when he signed the bill into law in December after ten long years of fighting to make it a reality.



Photos: Katherine Creswell of the USDOE Office of Civil Rights, Gabrielle Ford, audience member during public comment, Denise Brogan-Kator, Lena Masri and Senator Glenn Anderson offer their remarks during the public forums on bullying.



**Global Michigan**—In his 2011 State of the State Address, Governor Snyder tasked MDCR and the Michigan Economic Development Corporation (MEDC) with increasing the number of immigrants in Michigan, with the end goal of retaining graduates in a number of fields, including science and engineering. The Governor also wants to encourage immigrants with advanced degrees to invest in Michigan, resulting in job creation and retention of graduates in supporting fields.

With MEDC, MDCR has been working in collaboration with economic development partners to support local and state ‘gardening’ strategies. Such strategies support the fundamental belief that entrepreneurs drive economies. With the Boards and Commissions housed in MDCR, we are also developing a Cultural Ambassadors program.

**Michigan Leadership Collaborative for Civil and Human Rights**—In fiscal year 2011, MDCR launched development of a Leadership Collaborative for Civil and Human Rights. This effort will magnify MDCR’s reach on social justice into key areas. The Collaborative includes three sectors: West Michigan, including Grand Rapids, Benton Harbor/St. Joseph, Muskegon and Kalamazoo; Mid-Michigan, including Lansing/East Lansing, Midland, Saginaw and Jackson; and Southeast Michigan, including metro Detroit, Flint, Port Huron and Ann Arbor. This nascent body has determined three priority work areas of providing equal opportunity in education, discrimination and immigration. All three sectors each have 15-25 member organizations and continue to grow.

**ALPACT**—The Department of Civil Rights and partner organizations developed a Flint branch of ALPACT (Advocates and Leaders for Police and Community Trust), which has existed in southeastern Michigan for 14 years. ALPACT is a model of collaboration that has demonstrated how increased communication and knowledge of partner organizations can assist in responding to both routine and crisis events. In coming years, MDCR is committed to expanding this proven model of community cooperation to other cities throughout the state.

## To file a complaint

The alleged act of discrimination must have occurred within the past 180 days. Contact the Department by phone, TTY, in person, or on-line to discuss the concern with a Civil Rights Representative.

Lansing: Capitol Tower Building, 110 W. Michigan Avenue, Suite 800, Lansing, MI 48933 Phone: 517/335-3165

Detroit: Cadillac Place, 3054 W. Grand Boulevard, Suite 3-600, Detroit, MI 48202. Phone: 313/456-3700

Flint: State Office Building, 125 East Union, Flint, MI 48202. Phone: 810/760-2805

Grand Rapids: 350 W. Ottawa Ave., NW, 4<sup>th</sup> Floor, Grand Rapids, MI 49503. Phone: 616/356-0380

Marquette: 234 W. Baraga Avenue, Marquette, MI 49855. Phone: 906/226-6393

Toll-free number: 1/800-482-3604

TTY: 1/877-878-8464.

Email address: [MDCR-INFO@michigan.gov](mailto:MDCR-INFO@michigan.gov)

To learn more about the complaint process, to initiate a complaint, or request help through the variety of programs MDCR offers, please visit [www.michigan.gov/mdcr](http://www.michigan.gov/mdcr).

Cover photo by Matthew Dae Smith from the “Only Fair is Fair” campaign.



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