



## MEMORANDUM

**DATE:** March 11, 2022

**TO:** John E. Johnson, Jr., Executive Director  
MDCR

**FROM:** Jerome Reide, Legislative Liaison

**SUBJECT:** MDCR APPN FY 2020-2021 & MDCR APPN FY 2021-2022

### **MDCR APPN FY 2020-2021**

#### **Five Appropriation Line Items**

- 10031-Executive Office: Equity, Budget and Mgt., Contract Compliance
- 37425-Enforcement: ADA compliance, complaint investigations,
- 40050-Division on Deaf, DeafBlind and Hard of Hearing (DODDBHH)
- 44045-Public Affairs: Community Engagement
- 50815-Law & Policy: General Counsel, Legislative Liaison, (Legal)  
reconsideration investigation settlement conciliation hearings

### **MDCR APPN FY 2021-2022**

#### **Four Appropriation Line Items**

- 10031-Executive Office: Equity, Budget and Mgmt., Contract Compliance,  
General Counsel, Legislative Liaison
- 37425-Enforcement: ADA compliance, complaint investigations,

(Legal) reconsideration investigation settlement conciliation hearings

- 40050-Division on Deaf, DeafBlind and Hard of Hearing: (DODDBHH)
- 44045-Public Affairs: Communications, Community Engagement



## MEMORANDUM

**DATE:** March 14, 2022

**TO:** John Johnson, Executive Director, MDCR

**FROM:** MDCR Executive Team

**SUBJECT:** MDCR Legislative Report, Fiscal Year 2021

The data provided in this report provides information required for the most recent fiscal year. Additional detailed information may be included in the attachments and will be noted throughout the report.

### **Detailed Description of MDCR Operations & Organizational Chart**

Please refer to the [MDCR 2020-2021 Bi-Annual Report](#) for a full and detailed description of MDCR Operations and Divisions, including the work of each.

Please refer to the [MDCR Organizational Chart](#) to see all of the FTE positions associated with MDCR.

### **Sec 402(1)**

(c) FOIA: Revenues and Expenditures of \$3166.93.

(f) Workshops and Seminars: Revenues and Expenditures of \$6300.00.

All other categories: None.

## Certified Complaints of Unlawful Discrimination

The number of certified complaints that were filed with MDCR in fiscal year 2021 and moved into investigation were approximately 1382. Certified complaints are complaints that were timely filed, jurisdictional, and moved into investigation after being evaluated by the Intake Unit Civil Right Claims Examiners and/or Housing Civil Rights Investigators.

Certified complaints by area of discrimination for FY21 are as follows:

Area of Discrimination	# of Complaints
Education	44
Employment	645
Public Accommodation/Public Service	344
Housing	307
Law Enforcement	42
<b>Grand Total</b>	<b>1382</b>

MDCR is a law enforcement agency that carries out the work of the Michigan Civil Rights Commission. A majority of MDCR's Enforcement staff's time is dedicated to evaluating, investigating, conciliating, settling, and making determinations on certified complaints alleging acts of unlawful discrimination. Please refer to the organization chart for number of enforcement staff dedicated to MDCR's investigative processes.

The average Complaint and Enforcement cost per case was \$3036.

## Enforcement Complaints, Certified Complaints, and Settlement Agreements

Each customer complaint is submitted to MDCR is worthy of review and evaluation per the MCRC Rules. Therefore, a majority of customer complaints are evaluated in our Intake Unit, while housing complaints are evaluated by MDCR housing investigators. Once a complaint is reviewed and evaluated, it is determined whether a certified complaint may be taken and moved forward to the investigative teams. A certified complaint is taken if the complaint is timely and jurisdictional.

### FY21 Total 5,195 New Complaints Made

61% (3,164) Closed in Evaluation and Summary of Complaint (SOC) issued to customer  
39% (2,031) Certified Complaint executed and moved to investigation

In FY 21, MDCR received approximately 5195 allegations of unlawful discrimination. MDCR evaluated each complaint and processed 3,164 Summary of Complaints where allegations were not forwarded into investigation for a variety of reasons, including but not limited to, untimeliness, non-jurisdictional, customer was unresponsive after initial contact, etc.

In addition, 2,031 certified complaints were drafted and forwarded on to our investigative teams for investigation. Therefore, 61% of complaints did not move onto investigation while 39% moved forward to be investigated through MDCR investigative teams.

MDCR settled 145 cases with actual monetary awards that totaled over \$1,362,048.35. This figure does not include any non-monetary settlements. Additional information may be found in the [MDCR 2020-2021 Bi-Annual Report](#).

A listing of the above total amount of monetary awards can be found at the end of this report.

The FY 2021 Complaint and Enforcement Expenditures totaled \$4,196,434.39.

### **Evaluations processed for the past five years**

In **FY21**, 4993 evaluations were completed. The staff that completed the evaluations are as follows:

- 3091 – Civil Rights Claims Examiners
- 1340 – Investigators
- 276 – Managers
- 148 – Attorneys
- 21 – Equity Technician

Broken down even further, of the 4993 evaluations, 2932 were closed in the evaluation process stage and issued a SOC. These did not go into investigation. The staff that completed the evaluations are as follows:

- 792 – Investigators
- 1962– Civil Rights Claims Examiners
- 55 – Managers
- 109 – Attorneys
- 12 – Equity Technician
- 2 - Ad Support

Of the 4993 evaluations, 2002 were evaluated and moved to investigation. The staff that completed the evaluations are as follows:

- 1367 - Civil Rights Claims Examiners
- 511 - Investigators
- 77 - Managers
- 38 - Attorneys
- 9 - Equity Technician

In **FY20**, 5359 evaluations were completed. The staff that completed the evaluations are as follows:

- 3773 – Civil Rights Claims Examiners
- 1443 – Investigators
- 35 – Managers
- 103 - Attorneys

Broken down even further, of the 5359 evaluations, 2905 were closed in the evaluation process stage and were issued a SOC. The staff that completed the evaluations are as follows:

- 2036– Civil Rights Claims Examiners
- 784 – Investigators
- 15 – Managers
- 65 – Attorneys
- 5 - Ad Support

Of the 5339 evaluations, 2454 were evaluated and moved to investigation. The staff that completed the evaluations are as follows:

- 1737 - Civil Rights Claims Examiners
- 659 - Investigators
- 20 - Managers
- 38 - Attorneys

In **FY19**, 6534 evaluations were completed. The staff that completed the evaluations are as follows:

- 5085 – Civil Rights Claims Examiners
- 1407 – Investigators
- 36 – Managers
- 6 – Ad Support

Broken down even further, of the 6534 evaluations, 3303 were closed in the evaluation process stage and were issued a SOC. The staff that completed the evaluations are as follows:

- 2713– Civil Rights Claims Examiners
- 573 – Investigators
- 11 – Managers
- 6 - Ad Support

Of the 6534 evaluations, 3231 were evaluated and moved to investigation. The staff that completed the evaluations are as follows:

- 2372 - Civil Rights Claims Examiners
- 834 - Investigators
- 25 - Managers

In **FY18**, 6318 evaluations were completed. The staff that completed the evaluations are as follows:

- 4954 – Civil Rights Claims Examiners
- 1319 – Investigators
- 20 – Managers
- 25 – Ad Support

Broken down even further, of the 6318 evaluations, 3270 were closed in evaluation and a SOC was issued. The staff that completed the evaluations are as follows:

- 2704– Civil Rights Claims Examiners
- 535 – Investigators
- 6 – Managers
- 25 - Ad Support

Of the 6318 evaluations, 3048 were evaluated and moved to investigation. The staff that completed the evaluations are as follows:

- 2250 - Civil Rights Claims Examiners
- 784 - Investigators
- 14 - Managers

In **FY17**, 4256 evaluations were completed. The staff that completed the evaluations are as follows:

- 3182 – Civil Rights Claimants Examiners
- 1016 – Investigators
- 41 – Managers
- 17 – Ad Support

Broken down even further, of the 4256 evaluations, 1872 were closed in evaluation and a SOC was issued. The staff that completed the evaluations are as follows:

- 1569 – Civil Rights Claims Examiners
- 284 – Investigators
- 2 – Managers
- 17 - Ad Support

Of the 4256 evaluations, 2384 were evaluated and moved to investigation. The staff that completed the evaluations are as follows:

- 1613 - Civil Rights Claims Examiners
- 732 - Investigators
- 39 - Managers

### **Investigations processed for the past five years**

In **FY21**, 1373 total investigations were closed. The staff that closed the investigations are as follows:

- 106 – Attorneys
- 1208 – Investigators
- 10 – Community Engagement Civil Rights Specialists
- 49 – Managers

In **FY20**, 1199 total investigations were closed. The staff that closed the investigations are as follows:

- 1123 – Investigators
- 61 – Attorneys (includes Reconsideration determinations up until CRIS was implemented in 3/2020)

15 – Managers

In **FY19**, 1626 total investigations were closed. The staff that closed the investigations are as follows:

1499 – Investigators

125 – Attorneys (includes Reconsideration determinations)

2 – Managers

In **FY18**, 1627 total investigations were closed. The staff that closed the investigations are as follows:

1515 – Investigators

109 – Attorneys (includes Reconsideration determinations)

3 – Managers

In **FY17**, 1663 total investigations were closed. The staff that closed the investigations are as follows:

1508 – Investigators

28 – Managers

127 – Attorneys (Includes Reconsideration determinations)

### **Projections for Enforcement Evaluations and Investigations for Fiscal Year 2021-2022**

MDCR has projected that the five Civil Rights Claim Examiners (CRCE) in our Intake Unit will evaluate over 4700 intake complaints while four housing staff will evaluate over 500 housing intake complaints. This number is based on our current staff and based on FY21 received complaints for evaluation.

Broken down even further, each of the five CRCEs will process approximately 950 each and the housing investigators will each process over 130 complaints to be evaluated. Therefore, MDCR will evaluate over 5200 customer complaints.

MDCR has projected that 26 Civil Rights Investigators (CRI) on the investigative teams will complete investigations on over 1300 cases. Broken down even further, each CRI 9 will complete approximately 40 investigations, each CRI 11 will complete over 60 investigations, and each CRI 12 will complete approximately 50 investigations. These numbers are calculated on case closure expectations based on CRI level. On average, each CRI will complete over 50 investigations/year.

(k) Revenues and expenditures associated with section 403 of this part by local unit.

None.

### **Individual Listing of Monetary Settlements**



A listing of the 145 actual monetary settlement agreements totaling \$1,362,048.35, mentioned earlier in this report is as follows:

50.00
50.00
50.00
100.00
250.00
350.00
484.00
500.00
500.00
500.00
500.00
500.00
500.00
650.00
700.00
750.00
760.00
800.00
900.00
900.00
906.00
1000.00
1000.00
1000.00
1000.00
1000.00
1000.00
1125.00
1168.97
1200.00
1250.00
1500.00
1500.00
1600.00
1620.00
1644.00
1750.00
1827.15



3334.00
3500.00
3500.00
3500.00
4000.00
4080.00
4500.00
5000.00
5000.00
5000.00
5000.00
5000.00
5000.00
5000.00
5000.00
5000.00
5000.00
5000.00
5000.00
5146.13
5815.94
6000.00
6000.00
6250.00
6500.00
7000.00
7125.00
7500.00
7500.00
7500.00
8000.00
8500.00
8500.00
8515.20
10000.00
10000.00
11005.02
12000.00
12000.00
12000.00
13246.10
15000.00

15000.00
15000.00
16000.00
20000.00
20000.00
20000.00
20000.00
20000.00
20000.00
25000.00
27500.00
28000.00
28000.00
30000.00
30000.00
35631.80
40771.00
42000.00
44374.14
60000.00
60000.00
70000.00
73326.40
79375.00
93748.28