

ALASKA LEGISLATURE COMMITTEE FILES 1985-1986 86/2

3647 HSTA HUMAN RIGHTS COMM. - CONFIRMATION OF DR. SCHWARTZ 523

## ORGANIZATION AND FUNCTION

The Alaska State Commission for Human Rights (ASCHR), was created by Legislative Authority as set out in AS 18.80.010-300 in 1963. Its purpose is to identify and eliminate discriminatory practices within Alaska and to remedy its effects on Alaskan citizens. There are seven ASCHR Commissioners appointed by the Governor and approved by the Legislature, who serve five year terms. They choose a chairperson from among themselves and also appoint an Executive Director who is subject to approval by the Governor.

Under the authority of the Executive Director are three regional Assistant Directors each of whom are in charge of their respective investigative units. In addition, the Executive Director supervises the administrative branch of ASCHR, the Systemic (class-action) Unit, and the Hearing Unit.

The Legislature intended ASCHR to be more than a "complaint-taking" agency and thus empowered it with two basic functions - that of Public Education and Enforcement of Human Rights law.

### Public Education

Ignorance of the law is a major contributor to discriminatory practices. Therefore, public education is a major function of ASCHR.

### Enforcement

Discrimination is alleged in the form of a complaint filed with ASCHR at any of its branch locations (Anchorage, Fairbanks, or Juneau). If after initial fact-finding a complaint appears to have potential merit, further investigation ensues. Such an investigation finds evidence of discrimination or a lack thereof, and fosters a determination by the Executive Director. The determination may be one of "no probable cause" in which the complaint is dismissed, or ASCHR may find "probable cause" after which negotiations begin to arrive at a mutually satisfactory settlement between the two parties to the complaint. Unsettled findings may go as far as a public hearing, after which the Commissioners determine the settlement. Either party may appeal the Commission's decision to the Superior Court.

AGENCY STATISTICS

Human Rights Commission

<u>MEMBER</u>	<u>APPT</u>	<u>REAPPT</u>	<u>TERM</u>
James H. Chase 3023 Madison Way Anchorage 99504 Public	80/12/15		86/01/31
Arlene Dilts 157 Nowell Avenue Juneau 99801 Public	80/04/09		85/01/31
John Gonzales P.O. Box 320 Clear 99704 Public - Chair	80/03/10		85/01/31
Bienvenido E. Holganza P.O. Box 14 Juneau 99802 Public	83/04/08		87/01/31
Virgie M. King 4010 Birch Way Fairbanks 99701 Public	83/04/08		88/01/31
Jacqueline S. Lindauer 3933 Geneva Place Anchorage 99504 Public	83/05/20		88/01/31
Morgan P. Solomon P.O. Box 723 Barrow 99723 Public	81/12/11	84/02/15	89/01/31

BOARD: HUMAN RIGHTS, STATE COMMISSION FOR

TITLE: State Commission for Human Rights

DEPT: Office of the Governor

AUTHORITY: AS 18.80.010

STATUS: ACTIVE

REQUIREMENTS: LEGISLATIVE CONFIRMATION AND FINANCIAL DISCLOSURE

PROHIBITIONS:

TERM: 5-year - staggered

DESCRIPTION: 7 members appointed by Governor; Commission appoints Executive Director approved by Governor; Commission elects chair.

SPECIAL FACTS:

FUNCTION: To seek out and eradicate discrimination in employment, credit and financing practices, sale or lease of property, etc.; assess progress on equal employment opportunity by State departments; hold hearings; process complaints from the public.

COMPENSATION: Standard travel/per diem

MEETINGS: Regular annual meeting; 4-5 hearings per year; 3 days maximum

\*FOR FURTHER INFORMATION CONTACT: Executive Director, Human Rights Commission, 431 West Seventh Avenue, Suite 105, Anchorage, AK 99501 - 276-7474

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ALASKA STATE COMMISSION  
FOR HUMAN RIGHTS



1984 ANNUAL REPORT

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## COMMISSION OFFICE LOCATIONS

HEADQUARTERS OFFICE  
431 West 7th Avenue, Suite 105  
Anchorage, Alaska 99501  
(907) 276-7474

HEARING UNIT  
431 West 7th Avenue, Suite 107  
Anchorage, Alaska 99501  
(907) 272-5541

SOUTHCENTRAL REGIONAL OFFICE  
431 West 7th Avenue, Suite 101  
Anchorage, Alaska 99501  
(907) 274-4692

NORTHERN REGIONAL OFFICE  
675 Seventh Avenue, Station H  
Fairbanks, Alaska 99701  
(907) 456-8306

SOUTHEASTERN REGIONAL OFFICE  
Pouch AH  
314 Goldstein Building  
Juneau, Alaska 99811  
(907) 465-3561



COMMISSIONERS:

James H. Chase, Chairperson

Virgie King, Vice-Chairperson

Arlene Dilts-Standiford

John C. Gonzales

Bienvenido E. Holganza

Jacqueline Lindauer

Morgan P. Solomon

February 7, 1985

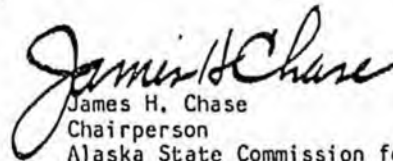
The Honorable Bill Sheffield, Governor, State of Alaska;  
The Honorable Don Bennett, President, Alaska Senate; and  
The Honorable Ben F. Grussendorf, Speaker, Alaska House of Representatives  
Juneau, Alaska

It is with mixed emotions that the Alaska Human Rights Commission transmits to you the report of our activities in 1984. We on the one hand are pleased with what has been accomplished and at the same time are frustrated because our goals were not achieved to the degree to which we had aspired.

This report summarizes our efforts to respond to the declared needs of the growing number of Alaskans. They still hear the promise of the Alaska Legislature, when 20 years ago it declared via its policy and the Alaska Human Rights Law, that unlawful discrimination would be eliminated and prevented. These Alaskans demand, expect and deserve the fulfillment of that promise. Alaskans suffering from unlawful discrimination are, in increasing numbers, demanding the promised service from the Human Rights Commission. In the early years of my term as Commissioner, I found the resources of the Commission to be thoroughly taxed in the effort to keep the promise. This was so even as other agencies of State Government were expanding their capability to do their mandated tasks. More recently I find the resources of the Human Rights Commission being reduced. In other words, we were not included during the expansion phase of State Government, but have shared in the loss of resources during the reduction and reallocation phase. Our response has been to do more and better with less. We are proud of what has been accomplished, but we nevertheless understand that we are fast approaching the point of diminishing returns.

What has been accomplished is reflected in the staff narrative reports, the case processing statistics and perhaps most realistically in the sanitized case histories drawn from the investigative files of the Commission. We have made progress, but even these 20 years of progress cannot be portrayed as eliminating discrimination.

The Commission is dismayed that the general Alaskan public would accept with amusement the formation of the Alaska Association of White Men. We shudder as we recall that the Ku Klux Klan was also perceived as humorous by many people who were disbelieving of the bigotry of its purpose. We hope that this is not an omen for Alaska's future. Many parts of this nation are suffering the ills of discriminatory harassment. Many local and state governments have enacted legislation prohibiting this type of harassment. Alaska's needs are no different as the seeds of such illegal behavior have been sown here and could prosper if not thwarted. We implore you to react favorably to the enactment of legislation prohibiting discriminatory harassment. Additionally, we Commissioners call upon the Sheffield Administration and the members of the Fourteenth Legislature to signal your continued support for the promise made to Alaskans that unlawful discrimination be eliminated and prevented. We have the motivation and the mechanism. We, the Alaska State Commission for Human Rights, need the resources.

  
James H. Chase  
Chairperson  
Alaska State Commission for Human Rights

## AGENCY OVERVIEW

Janet L. Bradley

HUMAN RIGHTS COMMISSION  
HEADQUARTERS OFFICE

Janet L. Bradley            Executive Director  
Katherine Goodell        Administrative Assistant  
Shirlee Clarke  
C. Briley Williams        Commission Secretary  
Frances Rabago            Docket Clerk

Program activities of the Human Rights Commission during 1984 were characterized by growth: growth in number of Alaskans served; growth in the agency's capability in providing its services; and growth in the staff's public education efforts to prevent unlawful discrimination. In 1984, more cases were filed, more cases were resolved and more settlements were negotiated through the Commission. The number of complaints filed in 1984 increased by 29 percent over 1983; the number of closures rose by 17 percent and the settlement benefits awarded to Complainants totaled \$1,574,276 - an increase of 12 percent over the previous year.

In response to the continuing trend of increased filing of new complaints in the face of reduced staff resources, the Human Rights Commission embarked on a course of major program improvements and expanded public education efforts in 1984.

Foremost among the array of management innovations during the past twelve months was the adoption of a new case processing strategy implemented in April 1984. This new approach to investigation and resolution of complaints utilizes goal setting, timeframes for investigations, resource shifting, and other management tools to increase the number of case resolutions per investigator resulting in higher staff productivity. The previous approach to case processing provided for an early resolution attempt on all incoming cases with those cases failing early settlement becoming a backlog to be assigned for further investigation as staffing resources permitted. In contrast, the new strategy sets a goal of 180 days for completion of each case filed after April 1, 1984. The new standards for processing these cases mandate that on individual complaints:

- 1) either a resolution conference be held to

### ANALYSIS OF 1984 FILINGS ALL REGIONS

By Sex:	Female	226
	Male	222
		—
TOTAL FILINGS		448
By Race:	Caucasian	208
	Black	108
	Alaska Native	76
	Hispanic	22
	Asian	14
	American Indian	5
	Other	15
		—
TOTAL FILINGS		448
By Basis:	Race	161
	Sex	89
	Multiple Bases	68
	Marital Status	28
	Physical Handicap	26
	Retaliation	22
	Age	22
	National Origin	11
	Pregnancy	9
	Religion	7
	Parenthood	4
	Change/Marital Status	1
		—
TOTAL FILINGS		448

- attempt settlement or that discovery be issued and responses analyzed within 45 days of assignment
- 2) a case analysis memorandum be completed by the investigator and approved by the supervisor within 90 days of assignment
- 3) investigation of cases alleging retaliation for filing a complaint be completed within 90 days of filing and
- 4) cases over 180 days in process be identified for special management review.

Because these new standards apply only to newly filed cases, a special Inventory Reduction Project was commenced simultaneously shifting existing staff resources throughout the agency to resolve cases already in process over 180 days. Based on the success of this project- -more than two-thirds of the original pool of 74 cases have been resolved resulting in over \$35,416 in benefits to Complainants- -the Commission assigned new duties at year end to Southeastern Region Director and leader of the Inventory Reduction Project, Patsy Fletcher. Fletcher, as Case Processing Coordinator, will monitor cases in the investigative units and serve as agency liaison with worksharing agencies.

Compliance monitoring of the new case processing standards was facilitated by the implementation of a computerized docket of cases. This management information system (MIS), developed by an agency task force headed by Administrative Assistant Katherine Goodell, utilizes new wordprocessing equipment purchased in 1983. The MIS not only logs cases but also captures milestones in the processing of each case, computes elapsed days in process, and tabulates other case characteristics. These technological capabilities enable regional managers and the executive director to audit compliance with the case processing standards, to correct imbalances in the unit workloads, to evaluate the overall effectiveness of the program, and to provide other special assessments of the inventory of cases as needed.

Case production in 1984 was further boosted by the professional staffs' growth in technical knowledge and investiga-

ANALYSIS OF 1984 FILINGS BY TYPE

TYPE	REGION	NUMBER
EMPLOYMENT	Southcentral	252
	Northern	88
	Southeastern	<u>70</u>
TOTAL EMPLOYMENT		410
GOVERNMENT PRACTICES	Southcentral	9
	Northern	4
	Southeastern	3
	Systemic	<u>1</u>
TOTAL GOV'T PRACTICES		17
HOUSING	Southcentral	9
	Northern	1
	Southeastern	<u>1</u>
TOTAL HOUSING		11
FINANCE	Southcentral	<u>2</u>
	TOTAL FINANCE	
PUBLIC ACCOM.	Southcentral	2
	Northern	<u>5</u>
TOTAL PUBLIC ACCOMODATIONS		7
COERCION	Southeastern	<u>1</u>
	TOTAL COERCION	
TOTAL 1984 FILINGS		448

tive skills. Five investigators completed on-the-job training modules and were promoted through the flexible staffing system in the Human Rights Field Representative series.

Several professional growth activities took place throughout the year. During the second week in April an in-house training session coordinated by Northern Regional Director Cathi Carr-Lundfelt brought investigators and managers together for intensive classroom training on case law, Commission Decisions and Orders, legal theories of discrimination, and investigative and conciliation techniques. Commission Attorney Nancy Gordon, Hearing Advocate Mark Ertischek and senior staff members served as trainers in addition to Chairperson James Chase who presented his unique approach to understanding affirmative action, Commissioner of Administration and former Human Rights Commissioner Lisa Rudd who recounted the historical events leading to the creation of the Commission in 1963, and Anchorage Equal Rights Commission Executive Director Paul Connerty who shared his special expertise in crisis intervention. Other training opportunities afforded staff during 1984 were attendance at federally funded conferences on housing discrimination and case management. Senior staff attended the Employment Discrimination Law Workshop sponsored by the Alaska Chapter of the American Association for Affirmative Action held in Anchorage in late May. Legal training for Commissioners is a regular part of each Commission meeting and legal advice and updates on court decisions are routine agenda items at senior staff meetings.

As part of management's continuing search for efficiency in case processing, agency procedures have been streamlined and new regulations adopted in 1984. Standardization of the plan of investigation and case analysis memorandum, elimination of cover letters and the routinization of case actions were streamlining measures developed during the past year. Agency regulations were amended to simplify reconsideration procedures, eliminate most certified mail requirements, and clarify record-keeping requirements. Revisions to the agency procedures manual reflecting these changes are now in

#### SEXUAL HARASSMENT ON THE JOB

An Alaska Native female alleged that she had been denied a job as a kitchen helper because she refused the sexual advancements of the project manager. Although the project manager denied making any sexual advances, the staff found there was substantial evidence to credit the allegation. As a result of conciliation, Complainant received \$4,000 in backpay.

#### BIAS AGAINST MALE APPLICANTS

A male job applicant was told at the time of his application that the owner of the business did not like to hire males. The Commission staff found that sex was not a factor in the decision not to hire the Complainant, but the business owner agreed to maintain a work atmosphere free of bias and to guard overt expressions of bias by her employees.

progress. This revised manual will provide a handy reference for staff on standard operating procedures and will contain new forms and formats for agency documents adapted for word-processing equipment.

Finally, another essential component of the new case processing strategy was the strengthened commitment to work-sharing with other civil rights enforcement agencies whose enabling legislation and case processing provides comparable rights and remedies for Complainants. The Alaska Commission which has participated in worksharing with the U.S. Equal Employment Opportunity Commission (EEOC) since 1973 and with the U.S. Department of Housing and Urban Development (HUD) since 1982 was pleased to support the Anchorage Equal Rights Commission (ERC) in efforts to obtain federal funding for complaint resolutions. In July, the ERC was awarded a contract from the EEOC bolstering the municipal agency's capacity to investigate cases. Through worksharing agreements with ERC and the EEOC, the Commission is able to provide the broadest protection for Complainants by dual-filing complaints with these agencies. While the case is in process at the worksharing agency, the Commission refrains from investigation. When the worksharing agency has entered its final action on the case, the Commission adopts the determination on the case when the requirements of state law have been met, avoiding duplication of effort. The MIS serves this relationship by generating reports on cases in process throughout the worksharing system. The EEOC, which is now moving toward a telecommunications linkage with Fair Employment Practice Agencies across the nation, recently surveyed its contracted agencies to determine the status of case data retrieval systems in use throughout the nation. The Alaska Commission is in the vanguard of agencies now using computer-based case management systems.

Informing the public about the Alaska Human Rights law is a daily educational activity in all the offices of the Commission as staff respond to inquiries by telephone, by mail or personal contact. Over 2,538 such inquiries were handled in 1984. Because the Commission's three offices are located in urban centers, collect calls are accepted from rural

#### NON-DISCRIMINATORY DISCHARGE

An Alaska Native female complained of race and parenthood discrimination after she was discharged from her housekeeping position. The investigation showed that neither her race nor the fact that she had two children was a factor in Respondent's decision. Commission staff found no substantial evidence of discrimination and the case was closed.

#### UNLAWFUL RACIAL STEREOTYPING

A Black maintenance worker alleged that he was disciplined and ultimately discharged because his appearance and lifestyle suggested the stereotype of a drug dealer. Investigation revealed that, while the Black workers' performance was marginal, a White worker with similar behavior and poor performance was not disciplined and continued to be employed until he abandoned the job. The Black employee received a monetary settlement of \$4,000.

Alaskans seeking the advice on matters pertaining to discrimination or referral to other sources of assistance.

A major public education effort took place in February 1984 when the Commission responded to the invitation of the Seafood Advisory Committee to conduct a two-day workshop on equal employment opportunity and affirmative action. The Seafood Advisory Committee is part of the Alaska Job Service Employer Committee formed under the Alaska Department of Labor Job Service Improvement Program. The Commission enlisted the services of the Equal Employment Opportunity Commission, the Office of Federal Contract Compliance Programs, the Washington State Human Rights Commission, the Seattle Human Rights Department and the Tacoma Human Relations Commission to provide a comprehensive picture of the federal, state and local civil rights enforcement agencies with jurisdiction over the employment practices of the Washington and Alaska based seafood processors. This joint public education effort was well attended and enthusiastically received by the industry.

Another example of the cooperative efforts of federal and state civil rights agencies was the Equal Employment Opportunity Commission's Voluntary Technical Assistance Program for Alaskan employers held in August 1984 in Anchorage. Both Commission Attorney Nancy Gordon and the Executive Director were featured speakers together with top civil rights staff from the EEOC District X, Seattle and the EEOC headquarters in Washington, D.C. including EEOC Commissioner William Webb.

The Commission's educational efforts in the area of housing discrimination were closely allied with the Anchorage Equal Rights Commission. The Commission co-sponsored with ERC the a Fair Housing Seminar in Anchorage on September 11, 1984. Aimed at landlords, realtors, and property owners who must comply with state, federal and municipal fair housing laws, the seminar featured speakers of national and local renown and was videotaped for replay to other audiences.

The Commission's other outreach effort in the housing sector

#### DISCHARGE BEFORE RETIREMENT

A 64 year-old-man filed a complaint of age discrimination alleging that his employer discharged him from his auto mechanic position after four years of employment and one year before he could be vested in the company's retirement plan. During the resolution conference, the parties agreed to a pre-determination settlement giving Complainant a total of \$16,383.

#### REFERENCES REASON FOR REJECTION

A female filed a sex complaint alleging that a gas station owner refused to hire her as a station attendant. At the resolution conference, the owner showed that only two people applied, the Complainant who had bad references and a male with good references who was hired. The owner also showed that females were employed as station attendants at this station and others that he owned. The staff found no substantial evidence to support the allegations.

has been through membership on the Community Housing Resource Board (CHRB). As a group of community representative, the CHRB monitors compliance with the Voluntary Affirmative Marketing Agreement concluded between the Alaska Board of Realtors and the U.S. Department of Housing and Urban Development in 1982.

During the past two years, the Commission in conjunction with the U.S. Department of Justice, Community Relations Service and the Anchorage Equal Rights Commission, has worked extensively with a Task Force composed of Anchorage based community groups to determine the need for legislation prohibiting discriminatory harassment. In September 1983, a community forum on Malicious Harassment was sponsored by the Anti-Defamation League of B'nai B'rith, the Alaska Black Caucus, Alaska-Korean Human Rights Commission, the Anchorage Native Caucus, Congregation Beth Shalom, the National Association for the Advancement of Colored People, and the League of United Latin American Citizens. A large audience gathered to hear Washington State Senator George Fleming speak on the Washington statute prohibiting acts of discriminatory harassment. That same evening, pledges were made by Senator Joe Josephson and Representative Joe Hayes to introduce such legislation in Alaska in the 1984 session. SB 406, prohibiting acts of discriminatory harassment was introduced by Senator Josephson in February 1984 with a much amended version passing the Senate at the end of the session. The Legislature adjourned before Josephson's bill was calendared in the House.

The Task Force, undaunted, approached the Commissioners seeking assistance in August 1984. Long-standing advocates of the concept of such legislation, the Commissioners responded by asking Governor Sheffield to include a bill prohibiting discriminatory harassment in the Administration's legislative package. At year's end, the Task Force received word that the Governor had responded favorably to the Commission's request and that working with the Commission Attorney, new legislation would be drafted for introduction in the Fourteenth Legislature in 1985.

#### NO REASONABLE ACCOMMODATION

A physically-handicapped male complained that he had been terminated for an allegedly poor work performance. The Commission staff found that the employer had made no meaningful attempt to reasonably accommodate his handicap. The employee was reinstated into his former position with 3 years' back pay.

#### FLEX TIME ON FRIDAYS

A member of the Worldwide Church of God complained that his employer refused to accommodate his need for Sabbath observances required by his religion. During the resolution conference, the staff negotiated a pre-determination settlement whereby the employer agreed to allow Complainant to start work on Fridays 30 minutes prior to the normal 8:00 a.m. reporting time so that Complainant could complete a full work day prior to sunset on Fridays.

## SOUTHCENTRAL REGION

Evelyn A. Ramos

The Southcentral Region covers the most densely populated areas of the state. Its boundaries extend from Unalakleet to Delta Junction on the north, the Copper River Basin on the east, from Kodiak Island to the Aleutian Chain on the south, including the populous Municipality of Anchorage and the Matanuska-Susitna Borough, and from Bristol Bay to the Kuskukwim and Lower Yukon rivers to the west. Because it serves almost three-quarters of the state's population, the Southcentral Regional Office is responsible for more than half the total number of cases filed in all three Commission offices.

In 1984, a dramatic surge in the population of the City of Anchorage, the neighboring Matanuska-Susitna Borough, and in other parts of the region brought about a fierce competition for jobs in a region whose economy is dependent primarily on government, and on fishing, service and construction industries. As more and more people competed for limited employment opportunities, an increasing number of Alaskans suffered economic hardships and many of them, who felt that their difficulties were caused in whole or in part by discriminatory practices, turned to us for help. Such requests for assistance were manifested by the large increase in the number of inquiries received from the public and, more significantly, in the increased number of new complaints filed in our office.

Thus, the staff in the Southcentral Regional Office was challenged more than ever during 1984 to manage a much larger case inventory. To meet this challenge, we expended most of our time and effort in case processing. At the beginning of the year, we continued the practice begun in mid-year of 1983 of dividing investigative resources, half on the processing of incoming complaints and the other half on the processing of earlier-filed cases. As the volume of inquiries and new complaint-filings increased, in mid 1984

### SOUTHCENTRAL REGIONAL OFFICE

Evelyn Ramos	Regional Director
Robert Bacolas	Investigator
Kimberly Martus	Investigator
Charles Turner	Investigator
Lisa Waters	Secretary
Renee Sakurada	Clerk

### ANALYSIS OF 1984 FILINGS SOUTHCENTRAL REGION

<u>By Sex:</u>	Female	139
	Male	<u>135</u>
	TOTAL FILINGS	274

<u>By Race:</u>	Caucasian	127
	Black	84
	Alaska Native	29
	Hispanic	11
	Asian	7
	Unknown Race	11
	American Indian	3
	Other	<u>2</u>
	TOTAL FILINGS	274

<u>By Basis:</u>	Race	102
	Sex	50
	*Multiple	35
	Marital Status	26
	Physical Handicap	18
	Retaliation	15
	Age	12
	Religion	6
	Pregnancy	5
	National Origin	5
	Parenthood	1
	Change/Marital Status	1
	TOTAL FILINGS	<u>274</u>

three of the four Southcentral investigators were assigned to incoming cases.

In 1984, careful planning of staff travel throughout the region facilitated and expedited case processing resulting not only in the rise in the number of new complaint-filings from rural Alaskans, but also in the expedited filings and investigation of complaints filed by some Alaska Native construction workers before construction season ended.

Other factors which also helped us manage our burgeoning inventory included worksharing with the Anchorage Equal Rights Commission and the transfer of a large number of our cases to the Inventory Reduction Project. Finally, the transfer of cases where the State is Respondent to the Southeast Regional office for processing allowed us to focus our energies on the remaining cases in the Southcentral inventory.

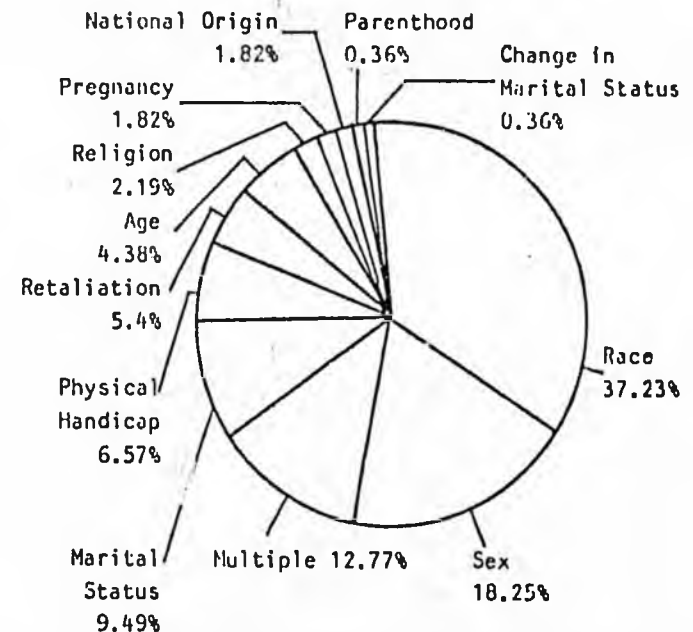
During 1984 we have sensed a need by the communities under our jurisdiction for a better understanding of the Commission's purpose and mission. More and more employers call on us for assistance on how they may comply with the law and an increasing number of persons seek our help in resolving situations which, however unfair they may appear, do not fall within the scope of the Alaska Human Rights Law. Our regional public education activities had been largely limited to those conducted by staff during investigative travels. In 1985 our challenge will be to create better ways and means to fill our public education needs in the face of our case processing priorities.

\*ANALYSIS OF MULTIPLE BASES  
FILINGS  
SOUTHCENTRAL REGION 1984

Race and Sex	8
Sex and Age	5
Race and Age	4
Physical Handicap and Age	3
Race, Sex and Age	2
Race and Retaliation	2
Race and Religion	2
Race and Marital Status	2
Race and Pregnancy	1
Race and National Origin	1
Race and Physical Handicap	1
Sex and Marital	1
Sex and Physical Handicap	1
Sex, Marital Status and Change in Marital Status	1
Sex and Change in Marital Status	1

TOTAL MULTIPLE BASES FILINGS 35

BASES OF 1984 FILINGS  
SOUTHCENTRAL REGION



## NORTHERN REGION

Cathi Carr-Lundfelt

For the most part, it has been a productive year in the Northern Region. The agency has been able to improve its level of services to northern constituents, even when faced with greater funding restrictions than in previous years.

Regional staff members increased their technical knowledge and improved their ability to conduct investigations by participating in agency-wide training activities. This meant in real terms that, as investigators gained technical knowledge and experience, they approached their work with greater confidence and less time was required to move cases toward resolution. At the same time, administrative staff improved their ability to manage the regional case loads.

Acknowledging that processing cases is an agency-wide, rather than a regional responsibility, the staff participated in two separate reviews of cases in process over 180 days pulled from Southcentral and Northern inventories. As a consequence, a number of these were assigned for special attention to the Inventory Reduction Project or to other units for processing. This has meant that during 1984 none of the regional offices has had to suffer unduly from constraints of increases in complaint intake and/or decreases in staffing.

The staff also worked very hard to implement the agency's new case processing standards. Establishment of time lines for preparing the investigative plan and serving the complaint on the appropriate party, for holding investigative conference or obtaining responses to discovery, for submitting case analysis memos, and for completion of casework put everyone on short period. Completion of the required 90-day case analysis memo made our investigators "bite the bullet" on evidentiary questions because it takes as much analytical work to complete that memo as it does to do the pre-determination memo recommending closure or conciliation. As

## NORTHERN REGIONAL OFFICE

Cathi Carr-Lundfelt	Regional Director
Penny Forsmo	Investigator
Eleanor Gutierrez	Investigator
Jerry Woods	Investigator
Sharon Jaeke	Secretary

### ANALYSIS OF 1984 FILINGS NORTHERN REGION

<u>By Sex:</u>	Female	50
	Male	48

TOTAL FILINGS 98

<u>By Race:</u>	Caucasian	45
	Black	21
	Alaska Native	19
	Hispanic	7
	Asian	3
	Unknown Race	1
	American Indian	1
	Other	1

TOTAL FILINGS 98

<u>By Basis:</u>	Race	37
	Sex	26
	*Multiple Bases	12
	Marital Status	2
	Physical Handicap	3
	Retaliation	3
	Age	7
	Religion	1
	Pregnancy	2
	National Origin	3
	Parenthood	2
	Change/Marital Status	0

TOTAL FILINGS 98

a consequence, only cases needing significant additional investigation were being held in process much longer than 90 days.

The Commission has also improved its accessibility to northern constituents in a number of ways. The Commissioners held two of their quarterly meetings within Northern Regional boundaries: the first in Fairbanks in February and the second in Kotzebue at the end of May. When Commission meetings are held in such areas, local residents have a better chance to establish lines of communication, to present their views or their questions for agency consideration. These meetings were the first held in several years in the region and were well received.

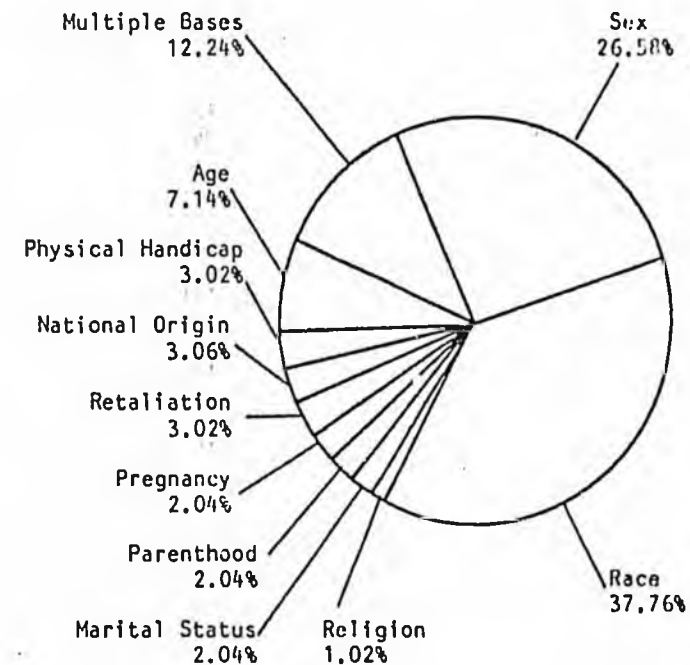
In addition, staff members continued to meet with the Fairbanks City Human Rights Commission and with members of other groups who have expressed interest in the implications of state laws against discrimination. Although the staff did not seek out opportunities to make presentations, they took advantage of those which did not conflict with their investigative duties. They also handled a variety of constituent inquiries concerning rights and responsibilities under the provisions of the Alaska Human Rights Law. Such inquiries represented approximately 15 times the number of actual complaints. Many were from employers who requested information on how to implement policies and procedures which would not violate employees' rights. Such inquiries are encouraging because they represent a more positive view of our agency's functions.

Finally, thanks chiefly to the efforts of Trudy Cain, the Governor's Special Assistant in Fairbanks, parties to complaints and persons making inquiries may meet with staff in greater privacy.

\* ANALYSIS OF MULTIPLE BASES  
FILINGS  
NORTHERN REGION 1984

Race and Sex	3
Race and Age	2
Race, Sex and Age	1
Race, Age and Other	1
Race and Parenthood	1
Sex and National Origin	1
Sex and Pregnancy	1
Sex and Age	1
Age and Physical Handicap	1
<b>TOTAL</b>	<b>12</b>

BASIS OF 1984 FILINGS  
NORTHERN REGION



## SOUTHEASTERN REGION

Patsy M. Fletcher

The past year in the Southeastern Region has been one of change and increased productivity. Starting off 1984 with an extremely low case inventory, our workload has gradually increased not only through cases transferred from the Northern and Southcentral regions but also through an almost doubling of new complaints filed by Southeast residents.

A tremendous amount of energy has been expended to get the new case processing system instituted in April working and serviceable; however, it is paying off. Of the complaints filed after April 1, 1984, and being processed by the Southeast staff, over half have been closed with an average processing time of less than three months. The average age of those still open is just over four months old.

Another management decision effective in April has alleviated some of the case processing problems of all the regions. That decision proposed that all complaints filed against the State of Alaska after April be processed in the Juneau office regardless of origin. At first, the idea was met with some resistance, primarily from outside the agency. However, it has contributed to the equalization of the regional workloads. Southeast has established a productive relationship with the Division of Equal Employment Opportunity (which represents the State on all Human Rights complaints against the State of Alaska) resulting in resolution of over forty percent of State cases filed in other regions. Additionally, work on those transferred State complaints was completed in less than four months from the date of filing.

Because of the agency's case processing priority, Southeast efforts in the area of public education have been limited. We have served a record number of inquirers but have been unable to actively seek interaction with the public. Intercourse of that sort frequently has a broader impact on the elimination of discrimination than investigations of

## SOUTHEASTERN REGIONAL OFFICE

Patsy M. Fletcher Regional Director  
Shirley Dean Investigator  
Rebecca Pixler Investigator  
Ella St. Clair Secretary

### ANALYSIS OF 1984 FILINGS SOUTHEASTERN REGION

<u>By Sex:</u>	Female	38
	Male	37
	TOTAL FILINGS	<hr/> 75
<u>By Race:</u>	Caucasian	36
	Black	3
	Alaska Native	26
	Hispanic	5
	Asian	4
	American Indian	1
	TOTAL FILINGS	<hr/> 75
<u>By Basis:</u>	Race	22
	Sex	13
	*Multiple	21
	Physical Handicap	5
	Retaliation	6
	Age	3
	National Origin	3
	Pregnancy	2
	Parenthood	0
	Marital Status	0
	Religion	0
	Change/Marital Status	0
	TOTAL FILINGS	<hr/> 75

complaints filed by individuals.

While many of our new complaints are still generated by Juneau citizens, the majority of our increasing numbers of inquiries and filings are from smaller Southeast communities like Petersburg, Hydaburg, and Klawock. For example, one resident of a tiny Southeast village claimed that her son of mixed ethnic heritage was being denied library privileges at the small school he attends because of his race and because she had filed a previous complaint against the school. Another small town resident has alleged that a company failed to rehire her for a seasonal heavy equipment job because of her sex. She claims that the company owner told her he only hired her the previous year because of the EEO requirements of the federal contract he held but this year the contract was let through the State of Alaska and female hiring was not a specific requirement. Many of the complaints from the communities like Ketchikan, Wrangell and Hoonah reflect the depressed economic conditions and the tight competition for the few jobs which exist.

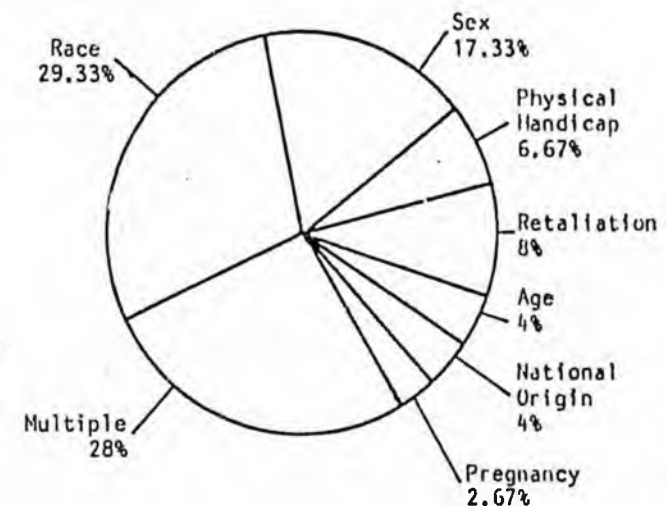
Although many Southeastern complainants list more than one basis of discrimination, almost half of all Southeastern complainants felt discriminated against on the basis of race or national origin while only one in five felt some bias on the basis of sex. Another one in five complainants alleged they suffered discrimination because of their ages or physical handicaps. Again, many of these complainants list age or physical handicap in combination with another basis such as race or sex. These statistics may reflect typical small town prejudices against persons of ethnicities different from the community majority, although a few of the race or national origin complaints were filed by white males.

In summary, 1984 was a productive year both in terms of output of cases as well as progress in maximizing staff resources.

\*ANALYSIS OF MULTIPLE BASES  
FILINGS  
SOUTHEASTERN REGION 1984

Race and National Origin	5
Race and Sex	4
Race and Age	2
Race, Sex and Physical Handicap	1
Race and Physical Handicap	1
Race and Religion	1
Age and National Origin	1
Age and Physical Handicap	1
Retaliation and Physical Handicap	1
Sex, Marital Status and Parenthood	1
Sex and Age	1
National Origin and Retaliation	1
Marital Status and Retaliation	1
TOTAL MULTIPLE BASIS FILINGS	21

BASES OF 1984 FILINGS  
SOUTHEASTERN REGION



## HEARING UNIT

Mark A. Ertischek

## HEARING UNIT

Mark A. Ertischek	Human Rights Advocate
James K. Nall	Investigator
Diane Barr	Legal Secretary

With a full staff in the Hearing Unit for the second consecutive year, we have made great progress in moving cases through the hearing process. At the beginning of 1984, thirty-seven open cases were listed on the hearing docket with an average age of over five years. By the end of the year, only nine cases remained open with the average age of cases down to two years. This analysis counts cases from certification of conciliation failure by the Executive Director through the proposed decision by the Hearing Examiners, and excludes cases in deliberation by the Commissioners. Also excluded are cases in which the parties have agreed to a settlement and cases remanded to the Commission by an appellate court. Two such remanded cases were in process by the Hearing Unit at the beginning of the year, one of which has been settled. Thus in 1984 the Hearing Unit has been successful in breaking the log jam of cases on the hearing docket by completing work on virtually all cases filed in previous years. Furthermore, due to our commitment to expedite the hearing process, in 1984 as soon as the investigative unit concluded that further attempts to conciliate the case were fruitless, the case was sent to the Hearing Unit for review and certification of conciliation failure. To the extent that funding is available in 1985, the Hearing Unit will further accelerate the progress of cases through the public hearing process.

Williams v. Union Oil - The Complainant alleged that he had been the victim of physical handicap discrimination. The hearing in this case was held during the last fiscal year. The Proposed Decision in favor of the Complainant, awarding him \$38,956.84 plus interest at the rate of \$8.40 per day from November 2, 1984 until paid, has been issued by the Hearing Examiner. We are awaiting Commission action on this case.

Bradley v. Ketchikan Gateway Borough School District - The

Complainant alleged pregnancy discrimination in employment. The hearing was held in June, 1984, and the parties have submitted their post-hearing briefs. We are presently awaiting a proposed decision from the Hearing Examiner.

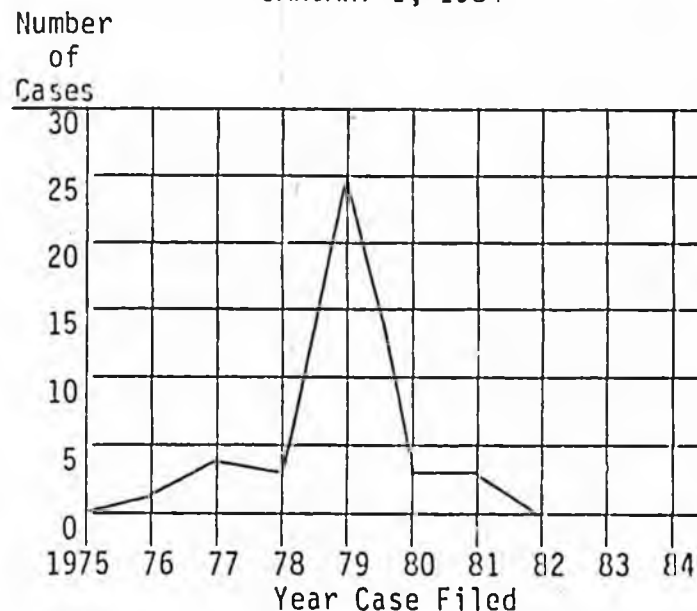
Jordan v. Alascom and Teamsters - The Complainant in this matter alleged religious discrimination due to the Respondent's failure to accommodate the Complainant's religious practices. The hearing was held in June of 1983, and the Proposed Order of the Hearing Examiner, finding in favor of the Complainant and awarding her \$92,275, was entered on November 16, 1983. The Commission adopted the order on March 8, 1984. The Respondents chose not to appeal the case and paid the award.

Willets v. Fluor - The Complainant alleged retaliatory discharge after complaining of sexual harassment. The case was heard in February of 1983. The post-hearing briefing was completed in that year. On February 20, 1984, the Hearing Examiner issued a Proposed Decision finding in favor of the Respondents. The Commission adopted the Proposed Decision on June 15, 1984.

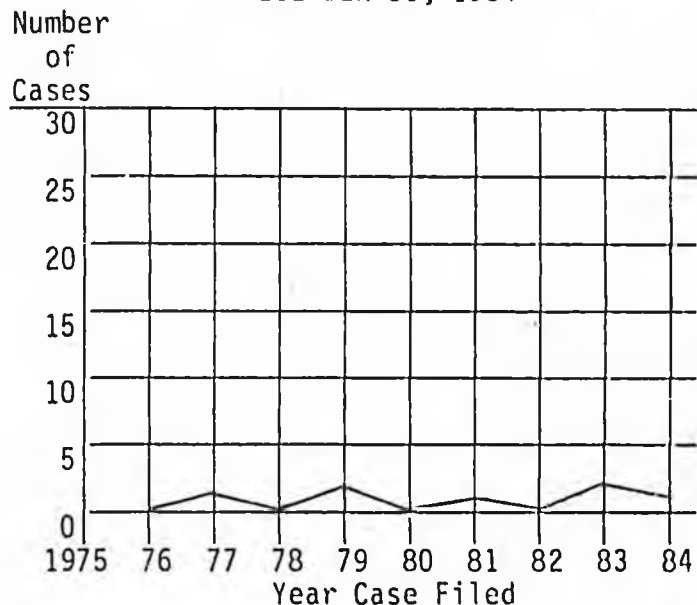
Nicholson v. O'Neill Investigations - The Complainant alleged failure to hire because of sex and age. The hearing was held during the summer of 1983. The Proposed Decision, finding in favor of the Complainant and awarding her \$9,436 plus interest, was entered on June 15, 1984. The Commissioners have not yet entered a decision on the case.

Bradley, et al v. SOA, Dept. of Health and Social Services, and Dept. of Administration - The Complainants alleged sex discrimination in employment because of the failure to pay incumbents of a female-dominated job classification the same as a male-dominated job classification though the incumbents of both job classes performed comparable work. The hearing in this case was held during September and October of 1983 and lasted approximately seven weeks. The parties completed the last of their very extensive post-hearing briefs in June of 1984, and on November 23, 1984, a Proposed Decision, finding in favor of the Respondents, was issued by the

AGE OF OPEN CASES  
JANUARY 1, 1984



AGE OF OPEN CASES  
DECEMBER 31, 1984



Hearing Examiner. Objections to the Proposed Decision have been filed. The case has not yet been reviewed by the Commissioners.

Frank v. SOA-Health and Social Services, Division of Corrections - The Complainant alleged sex discrimination in wages. The case was settled prior to commencement of hearing. The settlement awarded the Complainant \$10,085.  
Hawkins v. Alaska International Construction - The Complainant alleged failure to hire because of age discrimination. The case was settled the day before the hearing was to begin. The settlement awarded the Complainant \$15,000.

Wallace v. Fluor Alaska - The Complainant alleged that he had been a victim of discriminatory employment practices and a retaliatory discharge. An Order finding against the Complainant on the discriminatory practices issue and in favor of the Complainant on the retaliatory termination was entered by the Commission. On appeal, the Commission's Order in favor of the Complainant on the retaliation issue was overturned, and the matter was remanded to the Commission for further hearings. The parties have agreed to a settlement, and the paperwork is presently being processed.

Ella Johnson v. International Brotherhood of Painters - The Complainant alleged sex discrimination in the dispatch of painters to union jobs. The parties have agreed to a settlement, and the paperwork is presently being processed.

Walker v. Jean Peters, d.b.a. My Apartments - The Complainant alleged discrimination in the rental of apartments. The parties have agreed to a settlement; the paperwork is being processed.

Laakso v. Southgate Hub - The Complainant alleged wrongful termination because of physical handicap discrimination. We are currently engaged in the discovery process, and we anticipate bringing the case to hearing in February, 1985.

Sullivan v. Black Angus Restaurant - The Complainant alleges that he was terminated because of his race. We anticipate

#### INDIVIDUAL RELIGIOUS BELIEFS PROTECTED

Three employees who objected to labor union membership because of religious beliefs requested exemption from payment of union dues even though they were not members of an organized church whose tenets prohibited union membership. Their labor union claimed such an accommodation could only be granted to persons who belonged to a church or other organized religious body. The Commission staff concluded that Alaska Human Rights Law covered individuals with sincere beliefs which occupy the place religious beliefs occupy in the life of a believer.

bringing the case to hearing during the spring of 1985.

Perry v. State of Alaska, Dept. of Public Safety, Div. of Fish and Wildlife - The Complainant alleged physical handicap discrimination. The parties are engaged in settlement discussions.

We have certified the failure of conciliation efforts in the following cases: Pease v. Apollo Restaurant; Barletta v. SOA, Dept. of Education, Comm. on Post-Secondary Education; Corpus v. Totem Packing Company; Topacio v. Sheffield Enterprises, Inc. d.b.a. Baranof Hotel; and Myers v. Skagway City Schools. We have requested that the Attorney General's office obtain hearing examiners for each of these cases. We hope that hearings can be scheduled during the spring and summer of 1985. We have not completed our review of one case which was referred to the Hearing Unit. We anticipate completing this process in January 1985.

The mission of the Commission's Systemic Program is to identify major issues of discrimination throughout Alaska and to address such issues by initiating large-scale investigations and enforcing comprehensive settlement agreements. The Systemic Program also provides substantive training and technical assistance to employers, landlords, and others who are subject to Alaska's anti-discrimination statutes. In July of 1984, the Systemic Program's Director, Daveed Schwartz, resigned from the Commission. Subsequently, the Director's position has not been filled permitting management to absorb the loss of one position as required in FY 85 and to avoid layoff of current employees. As a result, the Systemic Program has been handled as an adjunct to the Hearing Unit. Its new role is to identify and initiate the investigation of discrimination with systemic implications and to conduct special investigations assigned by the Executive Director.

During the last calendar year, we continued to monitor compliance with agreements between the Commission and various Respondents and to conduct the investigations assigned to the unit. During the last year, we have conducted six investigations.

#### DISPUTED BACK PAY CLAIM

A woman filed a complaint alleging that she was forced to resign from her job because her employer sexually harassed her. The employer did not deny Complainant's sexual harassment allegations. The staff and Respondent could not agree on the amount of back pay claim and the case has been forwarded to the hearing unit.

#### SPOUSAL FRINGE BENEFITS REDUCED

A married couple worked for the same employer and received employee health benefits. Their employer told them that they could not claim each other as dependents even though employees with spouses who did not work for the employer were allowed to claim their spouses as a dependent. The staff concluded they were discriminated against when they received a less valuable fringe benefit because of their marital status.



discretion by dismissing Sheehan's appeal. Submitted for decision on October 8, 1984.

#### Superior Court, Appeals

Hubbard v. ASCHR: The Commission's decision dismissing a complaint for lack of substantial evidence was reversed. The Superior Court held that substantial evidence did exist to support appellant's sex discrimination claim. Case remanded to ASCHR for further proceedings pursuant to AS 18.80.120.

#### Superior Court, Civil

Konigsberg v. University of Alaska, et. al.: The Court held AS 18.80.145(d) gives a complainant the right to pursue a civil action in Superior Court if the Commission has not held a hearing or otherwise resolved the case on its merits. A file closure by the Commission prior to hearing for lack of substantial evidence does not constitute an adjudicative ruling on the merits.

ASCHR v. Pipeliners Union 798, United Association: Complaint filed seeking enforcement of Commission's order requiring the Union to submit reports semi-annually detailing the individuals applying for membership, identifying them by race, sex, date of application, and action taken on each application. Case pending in Superior Court..

#### Other

The Commission has monitored the progress of eight civil actions being litigated by private counsel pursuant to AS 18.80 et seq.

## RURAL PROGRAM

Catalino Barril

The primary activity of the Commission's Rural Program Director in 1984 was the creation of a comprehensive plan to educate Alaskans about the rights and responsibilities of human rights law. Other activities included the updating and publication of the Commission's statute and regulation handbook, conducting or participating in civil rights workshops, and liaison between the Commission and other civil rights agencies and organizations.

The comprehensive plan creates an educational program consisting of (1) a poster that will state the purpose of the Commission, the protected classes, the basis of discrimination, as well as the location of each of the regional offices, and will be printed in English, Yupik and Inupiat, (2) a booklet that will describe in very general terms the bases of discrimination, the procedures for filing a complaint, the investigative process and answer questions commonly asked by the complainant, (3) a series of pamphlets that will address subjects, such as employment, pregnancy in employment, sexual harassment, housing, and other subjects. Also planned as part of the educational program are public service announcements, a newsletter to be printed quarterly and, of course, workshops. Distribution of the posters printed in Yupik and Inupiat will be to local governments, village stores, and native regional and village corporations. All of the printed educational materials will be made available upon request, used as handouts at workshops, and/or mailed to state and local governments, as well as to the private sector.

The public education program will certainly generate more interest in civil rights in rural Alaska and as a direct result more complaints to our regional offices. The question then arises, "Does the Commission have the resources (a travel budget and trained investigators) to service rural Alaskans adequately and effectively? For if we cannot even

## RURAL PROGRAM

Catalino Barril

Director

### PUBLIC EDUCATIONAL ACTIVITIES by Statewide Staff

Workshop for Seniors, Tanana Valley  
Community College

Training Session for Supervisors and  
Managers, Alaska Court System

Presentation on Comparable Worth to  
Graduate Management Class,  
Alaska Pacific University

Presentation on Sexual Harassment  
McDonald's Restaurant, Fairbanks

Resource Table at Older Alaskans  
Workshop, Fairbanks

Presentation on Human Rights Law to  
Juneau Paralegal Association

Speech to North to the Future Business  
and Professional Women's Club

Appearance on Mid-Week, KAKM-TV

Workshop on EEO/Affirmative Action,  
Anchorage Personnel Association

Presentation to the Fairbanks Chapter,  
National Association for the  
Advancement of Colored People

Session on EEO in "Introduction to  
Personnel" course, Tanana  
Valley Community College

Presentation, Senior Center, Bethel

Presentation, State Conference  
on Community Education

Booth at Older Alaskans Resource  
Fair, Juneau

Workshop, fire service officers,  
Fire Protection Mgt. Course

minimumly service the rural Alaskans' needs, then we are giving false promises of assistance to their basic civil rights. We have in essence a two-edged sword.

Early in 1984, the Commission was invited by the Alaska Seafood Advisory Committee to conduct a workshop on equal employment opportunities and affirmative action. The U.S. Equal Employment Opportunity Commission, the Office of Federal Contract Compliance Program, the Washington State Human Rights Commission, the Seattle Human Rights Department and the Tacoma Human Relations Commission joined with the Alaska Commission staff in producing a two day program for managers and front line supervisors employed by seafood processing companies doing business in Washington and Alaska.

The Rural Program Director also served as the Commission's liaison with the Anchorage Equal Rights Commission in producing two workshops. The first was a workshop on contract compliance for unions, and the second was a fair housing workshop directed primarily at realtors, project managers and developers in the Anchorage area. The Rural Director also conducted a workshop on civil rights in Barrow. Attending were members of the North Slope Personnel Committee and major contractors doing business with the Borough. During the year, many top-level Native corporate managers have expressed their need to know more about both federal and state civil rights laws and affirmative action. To accommodate these requests, the Rural Director is currently planning a workshop in conjunction with the Office of Federal Contract Compliance Program.

The year was filled with researching, planning and preparation. The year that is upon us will see the implementation of what was accomplished in 1984.

Presentation on Developments in Alaska Human Rights Law, Employment Discrimination Workshop sponsored by the AAAA

Speech to the American Society for Training and Development, Fairbanks

Presentation on Human Rights Law, Seward Chamber of Commerce

Address, Alaska Native Brotherhood and Sisterhood Convention, Sitka

Workshop on Discrimination Law, for AK Department of Labor, Fairbanks

Speech to the Anchorage Chapter of the National Organization of Women

Address to graduates, Clerical Skills Training Program, Fairbanks

Workshop, AK Native Women's Conference, Anchorage

Appearances, Tundra View, KYUK-TV, Bethel

Presentation on Fair Employment Practices, Anchorage Employment Cntr.

Speech, annual convention of Pacific Seafood Processors Assoc., Anch.

Workshop on Human Rights Law, Alaska Skills Center, Seward

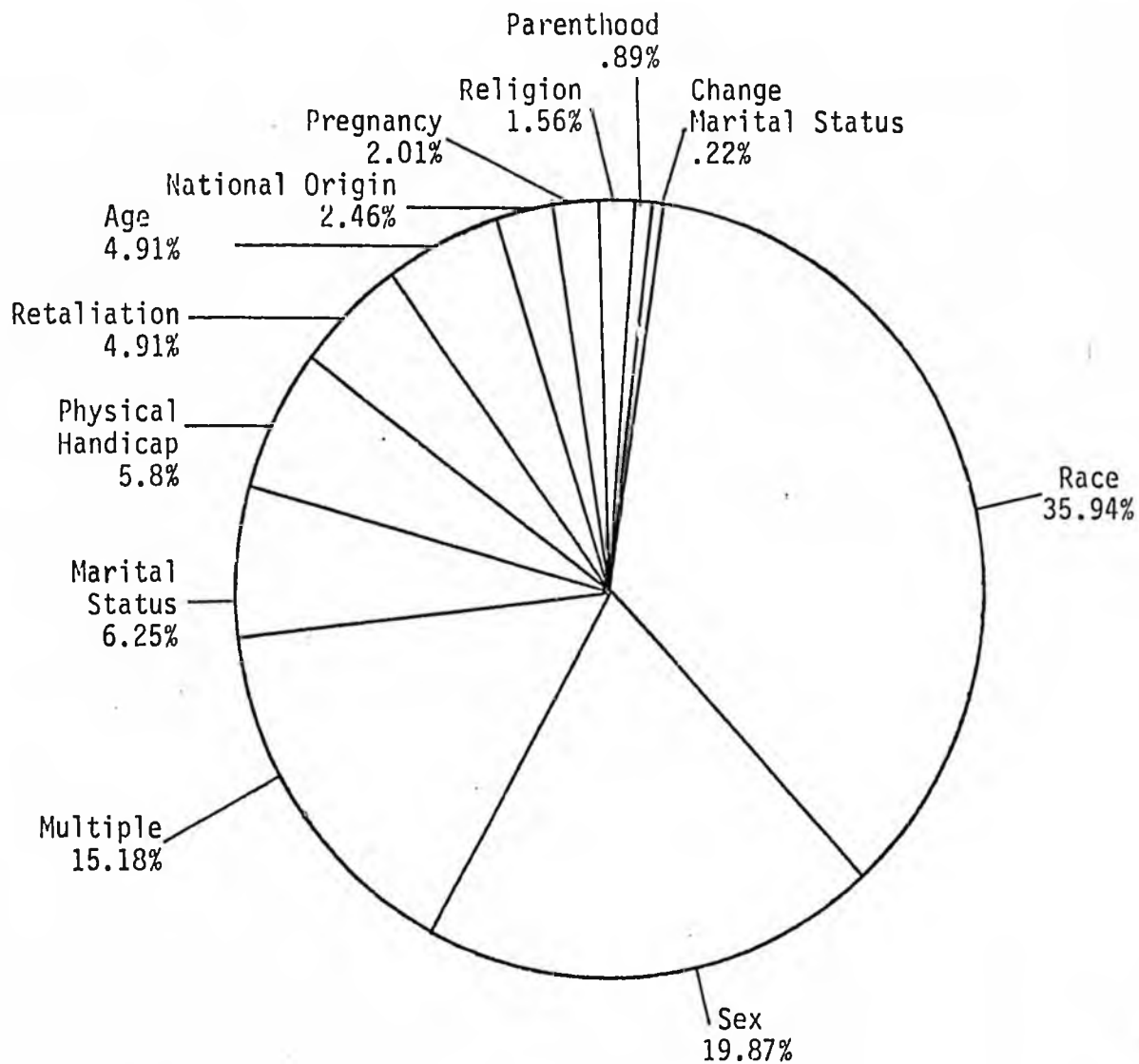
Speech, Soroptimists of Cook Inlet

Address, Fairbanks Chapter, Association for Women in Science  
Presentation, Women in Management University of Alaska, Juneau

Talk Show, "Yuk to Yuk," KYUK Radio, Bethel

# 1984 CASE PROCESSING STATISTICS

## FILINGS:



<u>Basis</u>	<u>Number</u>
Race	161
Sex	89
Multiple Bases	68
Marital Status	28
Physical Handicap	26
Retaliation	22
Age	22
National Origin	11
Pregnancy	9
Religion	7
Parenthood	4
Change in Marital Status	1
<b>TOTAL FILINGS</b>	<b>448</b>

# CLOSURES:

## ANALYSIS OF 1984 CLOSURES

SUMMARY OF CLOSING ACTIONS  
1982 - 1984

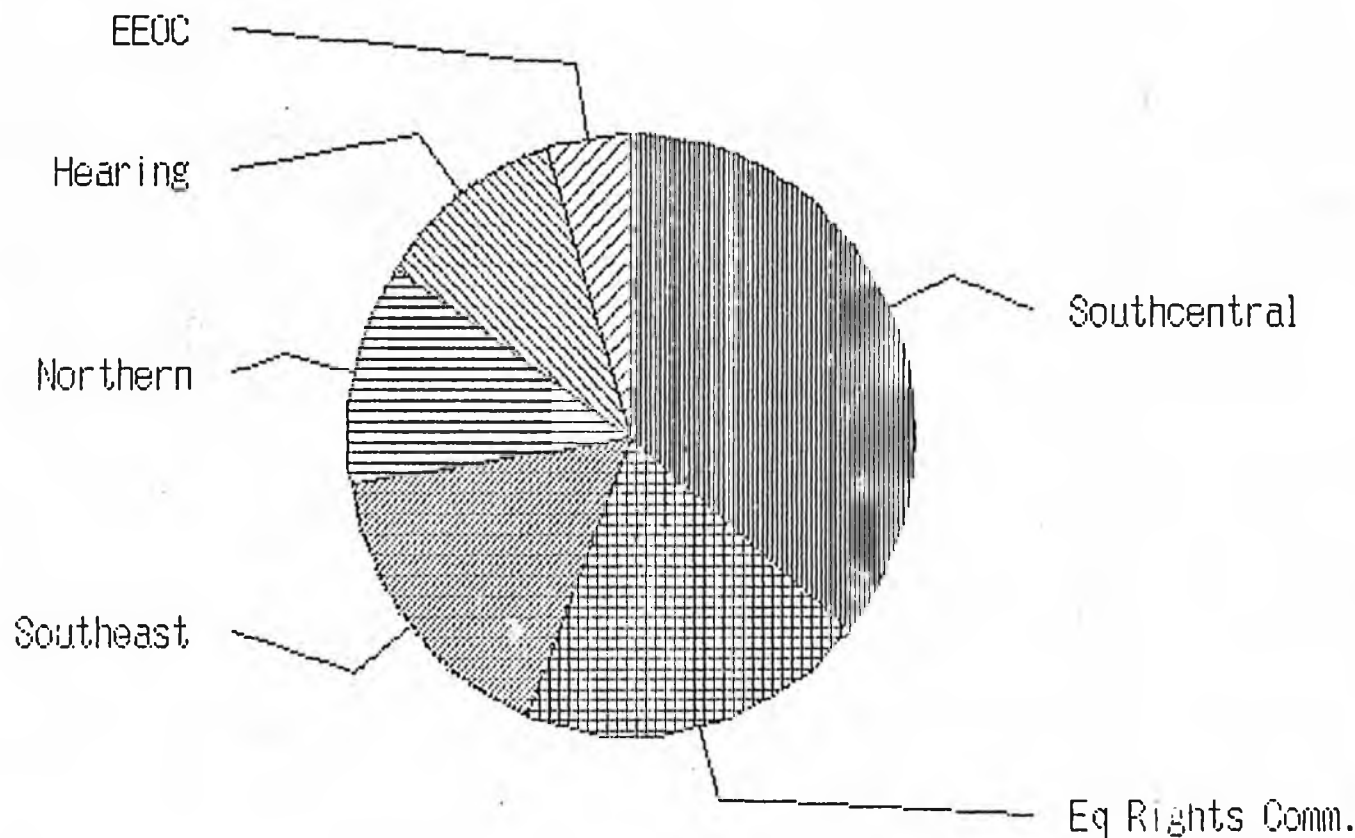
Reason for Closure	1982		1983		1984	
	No.	%	No.	%	No.	%
Conciliation/Settlement Closures	92	28.8	95	30.7	120	33.2
Not Substantial Evidence	136	42.6	118	38.2	131	36.2
Administrative Closures	83	26.1	95	30.7	105	29.0
Hearing Closures	8	2.5	1	.3	6	1.7
<b>TOTAL CLOSURES</b>	<b>319</b>		<b>309</b>		<b>362</b>	

SUMMARY OF CASES FILED AND CLOSED  
1982 - 1984

YEAR	BEGINNING INVENTORY	NUMBER OF CASES FILED	NUMBER OF CASES CLOSED	ENDING INVENTORY
1984	397	448	362	486*
1983	360	346	309	397
1982	387	292	319	360

\*Includes three cases reopened in December, 1984.

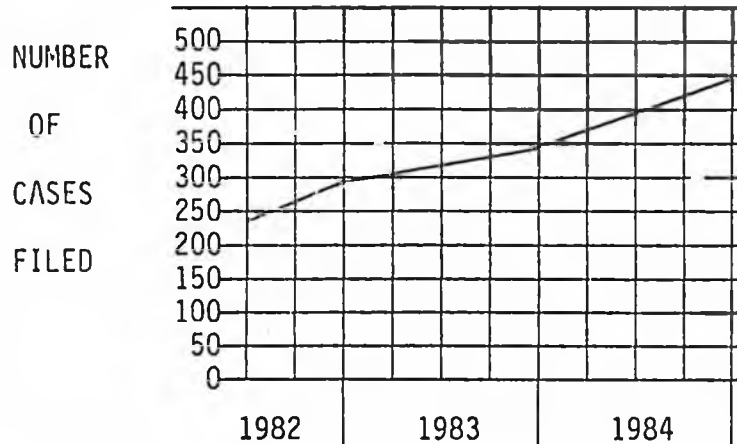
Reason for Closure	Number of Closures	Percentage of Total
<b>ADMINISTRATIVE CLOSURES:</b>		
Complaint Withdrawn	39	10.77%
Complaint Not Timely	1	.28%
Lack of Jurisdiction	10	2.76%
Complainant Not Available	12	3.31%
Failure of Complainant to Proceed	35	9.67%
Complainant in Court	5	1.38%
Administrative Dismissal	<u>3</u>	<u>.83%</u>
Subtotal . . . . .	105	29.00%
<b>CONCILIATION/SETTLEMENT CLOSURES</b>		
Pre-Determination Settlement	93	25.69%
Successful Settlement	19	5.25%
Substantial Evidence/Conciliation Agreement	6	1.66%
Substantial Evidence/Full Relief Rejected by Complainant	<u>2</u>	<u>.55%</u>
Subtotal . . . . .	120	33.15%
<b>NOT SUBSTANTIAL EVIDENCE</b>	131	36.19%
<b>HEARING CLOSURES</b>		
Hearing Decision for Complainant	2	.55%
Hearing Decision for Respondent	1	.28%
Pre-hearing Settlement	<u>3</u>	<u>.83%</u>
Subtotal . . . . .	6	1.66%
<b>TOTAL 1984 CLOSURES</b>	<b>362</b>	<b>100.00%</b>



AGE OF CASES OPEN 12/31/84 BEING INVESTIGATED BY ASCHR		
Year Filed	No. Open Cases	%
1978	1	.20
1979	2	.41
1980	11	2.26
1981	19	3.91
1982	22	4.53
1983	67	13.79
1984	192	39.51
Subtotal	314	
Hearing Unit	*52	10.70
Cases at ERC	96	19.75
Cases at EEOC	24	4.94
<b>TOTAL OPEN CASES</b>	<b>486</b>	
Includes special investigations.		

LOCATION OF OPEN CASES   12/31/84		
Investigator	No. Open Cases	%
Southcentral	176	36.2
Southeast	80	16.4
Northern	58	11.9
Hearing	*52	10.7
EEOC	24	4.9
ERC	96	19.7
<b>TOTAL OPEN CASES</b>	<b>486</b>	
*Includes special investigations.		

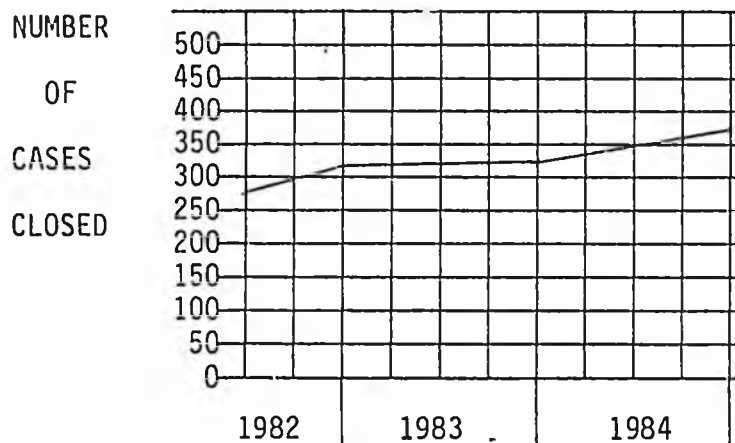
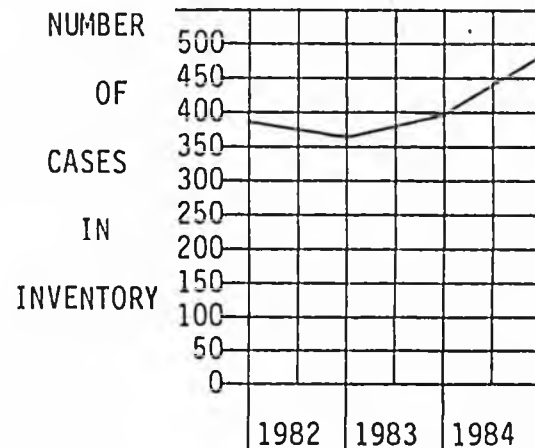
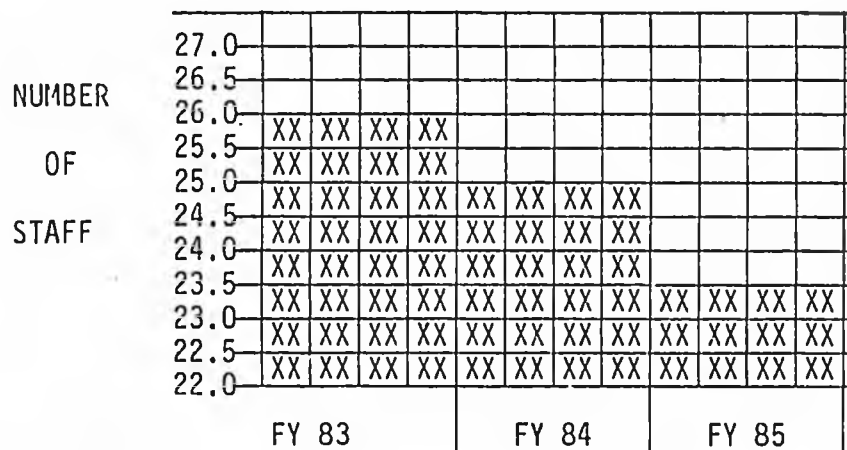
LOCATION OF OPEN CASES - 12/31/84



SUMMARY: CASES FILED, CASES CLOSED AND ENDING INVENTORY, 1982 - 1984

These charts illustrate the success of the Commission in increasing productivity by resolving more cases over the past 3 years with fewer staff investigators.

During the same period, however, the number of cases filed each year has increased. This increased demand for services--despite increased case resolutions--has resulted in a growing inventory of cases in process at year end.



**EQUAL EMPLOYMENT OPPORTUNITY  
IN ALASKA STATE GOVERNMENT**

**Patsy M. Fletcher**

The Alaska State Commission for Human Rights Commission is required by AS 18.80.060 (a)(6) to:

make an overall assessment, at least once every three years, of the progress made toward equal employment opportunity by every department of state government. Results of the assessment shall be included in the annual report made under Section 150 of this chapter.

Although time and resource constraints limited our assessment, this report attempts to present an accurate though brief evaluation of equal employment opportunity in the Executive Branch of Alaska State Government over the past two years. Rather than editorialize on statistics, a cursory assessment of the qualitative aspects of EEO progress will be discussed instead. Readers may draw their own conclusions from a review of statistical data.

The sources for this report include interviews with various EEO personnel and management professionals within state government; the Alaska State Commission for Human Rights Annual Reports for 1982 and 1983; Division of EEO Executive Branch Monthly Workforce Status Report, January 31, 1984 and October 31, 1984; and Administrative Orders No. 75 and 81.

During the past 20 years, employers have come to realize that an effective EEO program is the key to practicing sound, preventive law. Such a program also demonstrates the commitment of management to identify problems and to implement change voluntarily. The State of Alaska as an employer has made a such a commitment, articulated in Administrative Order 59 and later reemphasized by the current administration through Administrative Order 75 in April 1983:

STATE OF ALASKA WORKFORCE  
AS OF OCTOBER 15, 1984  
(Permanent Full-Time Employees)

RACE	NUMBER MALES	NUMBER FEMALES	TOTAL
WHITE	5,258	4,184	9,442
BLACK	166	144	310
HISPANIC	55	75	130
ASIAN/ PACIFIC ISLANDER	99	153	252
ALASKA NATIVE/ AMERICAN INDIAN	221	307	528
TOTAL	5,799	4,863	10,662



It is the policy of the Executive Branch of Alaska Government that all employees and applicants for employment shall be afforded equal opportunity in all aspects of personnel management.

Procedures for implementation which accompanied the anti-discrimination policy set forth in Administrative Order 75 were distributed to all departments and divisions. The policy required--for the first time--that agencies display a poster describing the state's EEO policy. The order also called for the establishment of departmental Affirmative Action Advisory Committees and set up an internal complaint procedure. In late 1984, the Governor signed a stronger policy and variation of Administrative Order 75, namely Administrative Order 81 which prohibited "discriminatory harassment," especially sexual harassment.

Other measures undertaken in the past two years towards the development of an effective EEO program included an attempt to codify the Division of EEO and its responsibilities through Senate Bill 395, introduced during the Thirteenth Alaska Legislature. After significant community interest and testimony, the measure died in the Senate Finance Committee. It was felt by many supporters of SB 395 that giving the Division of EEO statutory authority would preserve the State's current EEO stance and would protect it from later and perhaps less sympathetic administrations.

Since December 1983, departments have been required to provide monthly work force statistics on women and minorities to the Governor through the Division of EEO. This data is reviewed at cabinet meetings, where individual commissioners are called upon to comment on their departments' performance in the area of equal employment opportunity/affirmative action. Departmental staff have complained about the added paperwork burden created by new executive branch EEO reporting requirements. However, most departments admit the practice of discussing each department's compliance with the procedure at the cabinet level conveys the message that equal employment opportunity/affirmative action is a serious subject with the current administration.

STATE OF ALASKA WORKFORCE  
AS OF OCTOBER 15, 1984  
(Permanent Part-Time Employees)

RACE	NUMBER MALES	NUMBER FEMALES	TOTAL
WHITE	29	148	177
BLACK	1	5	6
HISPANIC	1	2	3
ASIAN/ PACIFIC ISLANDER	5	7	12
ALASKA NATIVE/ AMERICAN INDIAN	5	14	19
TOTAL	41	176	217

STATE OF ALASKA WORKFORCE  
AS OF OCTOBER 15, 1984  
(Seasonal Employees)

RACE	NUMBER MALES	NUMBER FEMALES	TOTAL
WHITE	557	298	855
BLACK	7	1	8
HISPANIC	5	3	8
ASIAN/ PACIFIC ISLANDER	3	1	4
ALASKA NATIVE/ AMERICAN INDIAN	30	17	47
TOTAL	602	320	922

Recognizing the important role recruitment plays in EEO, several departments have taken affirmative steps to expand their applicant pools through extensive outreach especially to Native communities. The Division of Personnel, Department of Administration, for example, conducted an extensive applicant search in Bethel and the surrounding communities for staff for the new state facility in Bethel. Community and civic groups, newspapers and other media were contacted to publicize the vacancies and visits were made to all the surrounding villages. In cooperation with Native organizations, other community organizations and Job Service, Division of Personnel staff conducted numerous workshops for managers and the general public on the application process. Testing and retesting was done locally with follow-up to ensure that the State's commitment was understood and that potential applicants were not missed or allowed to fall by the wayside. These efforts, though extensive and costly, resulted in a highly qualified staff of whom 60 percent are Native and, as an added benefit, 95 percent are local hires. In addition to the benefits of economic integration of this facility into the community, the department benefited from these efforts in two ways: their EEO statistics were enhanced; and their turnover rate will undoubtedly be lower because the facility will be staffed by local residents.

Other departments, Public Safety for example, have changed their recruitment periods to eliminate the conflict with traditional hunting or fishing seasons. Still others (Education and Fish & Game) have developed departmental recruitment bulletins and applicant assistance sheets. Job fairs have also been presented to teach prospective applicants about the complicated state application process and to provide information about available jobs to the public and particularly to the minority community. Many departments have active EEO/AA committees and have a departmental EEO officer.

Over the past year, new State Personnel Rules governing the register of eligible applicants have been implemented, expanding the certification procedure. This new expanded

NUMBER OF MINORITIES AND  
FEMALES EMPLOYED BY THE  
STATE OF ALASKA  
1981 - 1984

YEAR	FEMALES	%	MINORI- TIES	%
1981	5614	43.8	1079	9.7
1982	5437	44.8	1176	9.6
1983	5410	44.8	1136	9.4
October 1984	5359	45.4	1326	11.2

NUMBER OF ALASKA NATIVES  
EMPLOYED BY THE STATE OF ALASKA  
1981 - 1984

YEAR	NUMBER EMPLOYED	PERCENT OF TOTAL WORKFORCE
1981	539	4.68
1982	572	4.65
1983	528	4.36
1984	594	5.03

NUMBER OF BLACKS EMPLOYED BY  
THE STATE OF ALASKA  
1981 - 1984

YEAR	NUMBER EMPLOYED	PERCENT OF TOTAL WORKFORCE
1981	252	2.18
1982	275	2.23
1983	275	2.27
1984	324	2.75

certification procedure requires that consideration be given to at least one member from each identified underutilized group for every classified job vacancy. As with other measures, EEO awareness has been heightened.

There have been criticisms of the data base employed by the Division of EEO in determining which groups are underutilized. Other critics contend that the expanded certification procedures still do not allow hiring authorities to reach obviously underrepresented minorities because white males are included as a "protected class". The general consensus, however, is that these procedures are more effective than the previous "5x5" registers which also sought to expose hiring authorities to qualified minority or female applicants.

Another drawback acknowledged by most users of the expanded certification procedures is the lack of clarity and affirmative initiative in the requirement to "consider" members of the underutilized groups. To "consider" an applicant could mean simply reviewing the application. There is no requirement to interview the candidate. Thus as pointed out by many, the success of the expanded certification procedures in increasing minority and women hires relies too heavily as with other current equal employment opportunity/affirmative action tools upon the goodwill of conscientious managers.

The degree of success of most equal employment opportunity programs is determined through quantitative measurements: increases in minorities and women in hiring, promotions, pay ranges, and non-traditional jobs, etc. While statistics can often be manipulated so that the true profile is not revealed and miniscule successes are inflated, they are often the best and certainly the easiest measures of progress. At the writing of this report Division of EEO had not compiled its end of the year report. Moreover, the Division of EEO has not developed an approved statewide Affirmative Action Plan in over two years. Division of EEO is currently working on a shell plan which will later be tailored to the particular department. This master plan is due for release within the next few months.

NUMBER OF HISPANICS EMPLOYED BY  
THE STATE OF ALASKA  
1981 - 1984

YEAR	NUMBER EMPLOYED	PERCENT OF TOTAL WORKFORCE
1981	103	.89
1982	106	.86
1983	111	.92
1984	141	1.19

NUMBER OF ASIANS EMPLOYED BY  
THE STATE OF ALASKA  
1981 - 1984

YEAR	NUMBER EMPLOYED	PERCENT OF TOTAL WORKFORCE
1981	185	1.60
1982	223	1.81
1983	216	1.79
1984	268	2.27

The Division of EEO has predicted the end-of-the-year report will show an almost 2% increase in hiring of minorities over the prior year; however, its report will contain no statistics regarding the upward mobility of minorities and women within the system, the number of hires resulting from the expanded certification procedures nor the number of women and minorities terminating service in State government. Neither will it contain data regarding the status of the aged or physically handicapped, other groups which are covered by Alaska Human Rights Law. Thus, while the number of minorities entering State service has increased, we have no information concerning the number leaving.

Overall, the percentage of minorities and women in State Government has increased since 1982:

Minorities have increased from 9.6 percent to 11.2 percent;

Females have increased from 44.8 percent to 45.4 percent.

On the other hand, the number of total state workers has decreased by 4 percent (by 489) as has the actual number of female employees (by 78) while there are a larger number of minorities (by 150) employed than in 1982.

Alaska Natives continue to be the largest minority group at 5.03 percent, followed by Blacks and Asians, at 2.75 percent and 2.27 percent respectively; and finally Hispanics at 1.19 percent. Blacks and Asians have seen the greatest increase.

In terms of salary, 81 percent of the females employed in State government still make less than \$2999 per year as compared with 43 percent of all males in that same salary range. Of the minority males and females employed by the State, only 23 percent make above \$3,000/-month. In the \$72,000+/year salary range the number of women represented has increased from one in 1982 to nine in 1984. There have been no increases in the number of minorities at this range which remains at one.

DISTRIBUTION OF MALES BY EEO-4 CATEGORY  
OCTOBER, 1984

EEO CATEGORY	NUMBER EMPLOYED	PERCENT/TOTAL WORKFORCE
Officials/ Administrators	258	4.5
Professionals	2705	46.6
Technicians	200	3.5
Protective Services	1036	17.8
Para-Prof.	63	1.1
Office/ Clerical	437	7.5
Skilled Craft	797	13.7
Service/ Maintenance	303	5.2
TOTAL MALES	5799	54.4

DISTRIBUTION OF FEMALES  
BY EEO-4 CATEGORY  
OCTOBER, 1984

EEO CATEGORY	NUMBER EMPLOYED	PERCENT/TOTAL WORKFORCE
Officials/ Administrators	78	1.6
Professional	1394	28.7
Technicians	193	4.0
Protective Service	170	3.5
Para-Prof.	253	5.2
Office/ Clerical	2384	49.0
Skilled Craft	14	.2
Service/ Maintenance	377	7.8
TOTAL FEMALES	4863	45.6

DISTRIBUTION OF MINORITIES  
BY EEO-4 CATEGORY  
OCTOBER, 1984

The number of females in State Government has decreased slightly at the same time that their average pay has increased. This could reflect promotions of women to higher paying jobs or result from women being hired at higher salaries; it could also be attributable to cost of living increases. In fact, the salaries for all groups have increased, with males enjoying the greatest average increase and minorities the lowest. A larger proportion of minorities are represented at the lowest pay ranges. Is it because minorities are not promoted as quickly as whites or is it simply because women and/or whites are not applying for low paying positions thereby increasing the opportunity for minority hire? Although the State salary system is set by pay range with associated dollar amounts, the statistics are maintained by broad salary amounts encompassing several pay ranges which does not sharply focus the representation of minorities and women. More complete statistical data would have provided a broader picture of the treatment of minorities and women in the State system and would leave less room for speculation and self-aggrandizement.

EEO CATEGORY	NUMBER EMPLOYED	PERCENT/TOTAL WORKFORCE
Officials/ Administrators	22	1.8
Professionals	267	21.9
Technicians	41	3.4
Protective Services	153	12.5
Para-Prof.	54	4.4
Office/ Clerical	422	34.6
Skilled Craft	88	7.2
Service/ Maintenance	173	14.2
TOTAL MINORITIES	1220	11.4

On the other hand, from many comments, the amount of time expended on data gathering for statistical reports could be better spent developing and conducting training, particularly for managers, to assist them to overcome their personal racial and sexual prejudices, and to demystify the concept of equal employment opportunity as a sound management tool. As stated previously, the extent to which tools such as executive commitment, expanded certification, and affirmative action plans effectuate positive equal employment opportunity change is dependent upon cooperation from supervisors and managers making employment decisions. Some have suggested that achievement in the area of equal employment opportunity be given more weight and added as a separate criterion in supervisory performance evaluations. The imposition of discipline as a result of negative equal employment opportunity performance is one of the more acclaimed aspects of Administrative Order 81 but is the only instance where state managers who discriminate or ignore discrimination suffer any penalties. Departments whose employees have been found to have intentionally or uninten-

tionally violated the human rights of another person must absorb the liabilities themselves; but because of the lack of an established progressive disciplinary system, punitive action against discriminators has not been taken.

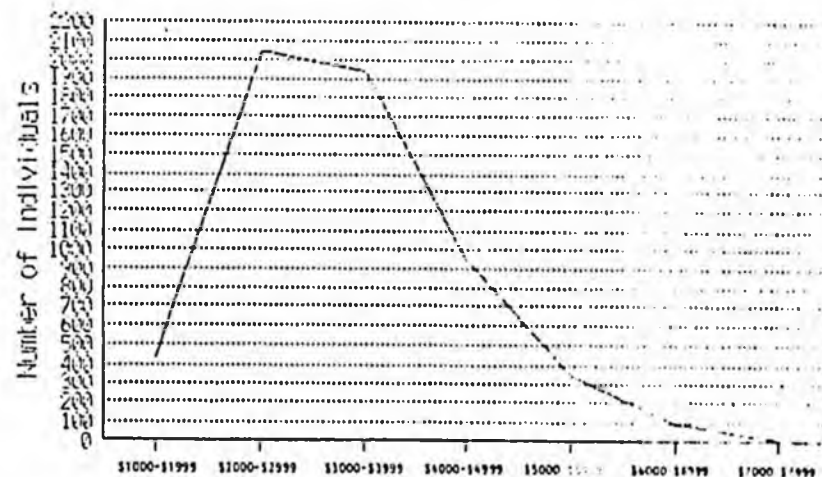
Other possible personnel deterrents to effective equal employment opportunity include the application rating system, employee service credits, mandatory consideration of collective bargaining unit members, and extensive use of departmental registers. Each of these factors favor promotion of employees within the system limiting opportunities for minorities seeking State employment. The classification study currently being conducted by Division of Personnel may assist in eliminating barriers to the employment of minorities and women through its review and recommendations regarding minimum qualification examinations and job classes. It may lead to the development of a workable upward mobility program, essential to the increase in equal opportunity for minorities and females. Clearly the State's outmoded method of classification has served in the past to keep minorities out of state government and relegated females to the lowest paying positions. A more modern approach adopted as a result of the study may go a long way toward correcting past problems.

In summary, the recent efforts in equal employment opportunity and affirmative action have resulted in an increase in the number of minorities in state government and an increase in the average pay of female workers. We have no information on the movement of these groups within the system nor on the effects of management tools such as the expanded certification procedures or the action plans outlined in Administrative Order 75. The data base and resultant statistics are uninformative though there are plans for expansion. Thus, at this point, the minimal gains shown here are probably more the result of the increase in information disseminated coupled with subsequent goodwill of a handful of managers and frontline supervisors.

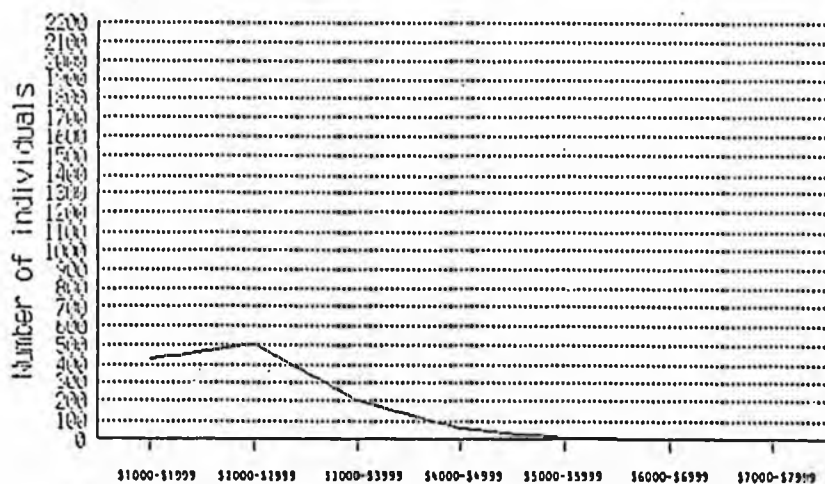
MONTHLY STATE SALARY DISTRIBUTION  
OCTOBER, 1984

SALARY	MALE	%	FEMALE	%	MINORITIES	%	TOTAL	%
\$7999-								
\$7000	6	.1					6	.1
\$6999-								
6000	88	.8	9	.1	1	.0	97	.9
\$5999-								
\$5000	345	3.2	50	.5	12	.1	395	3.7
\$4999-								
\$4000	945	8.9	198	1.9	63	.6	1143	10.7
\$3999-								
\$3000	1937	18.2	669	6.3	204	1.9	2606	24.4
\$2999-								
\$2000	2041	19.1	1974	18.5	513	4.8	4015	37.7
\$1999-								
\$1000	437	4.1	1963	18.4	427	4.0	2400	22.5
TOTALS	5799	54.4	4863	45.6	1220	11.4	10662	100.0

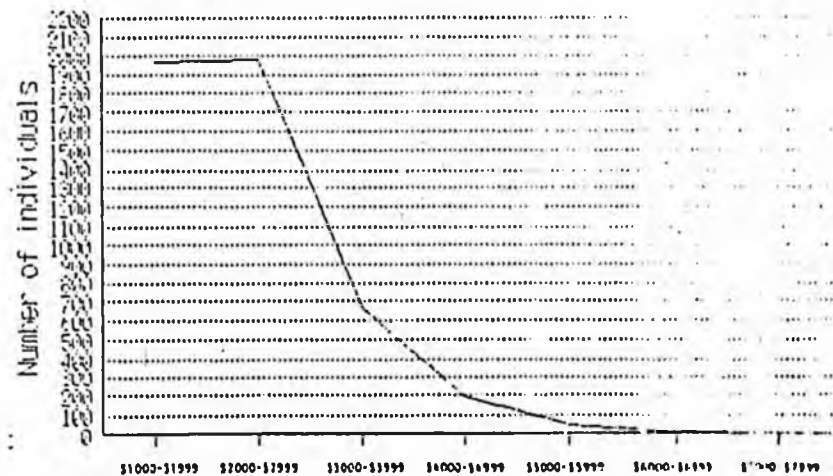
MONTHLY STATE SALARY DISTRIBUTION FOR MEN  
OCTOBER, 1984



MONTHLY STATE SALARY DISTRIBUTION FOR MINORITIES  
OCTOBER, 1984

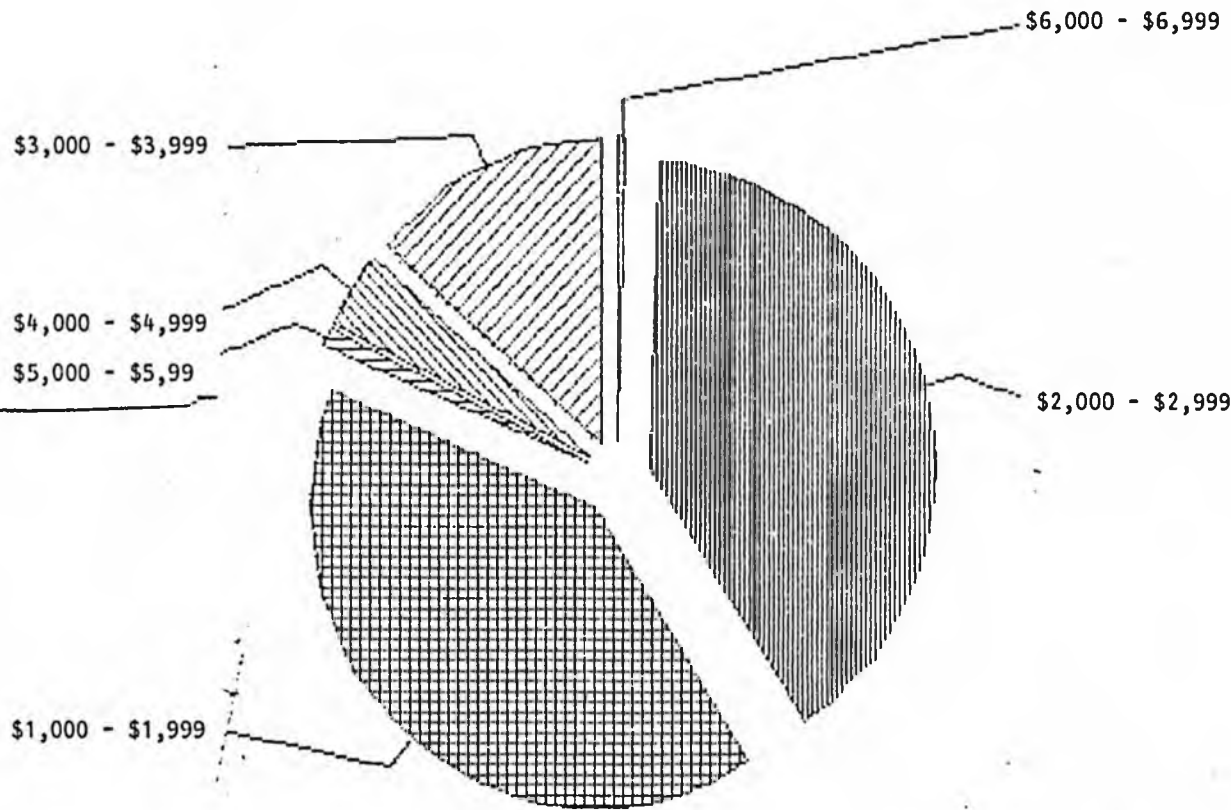


MONTHLY STATE SALARY DISTRIBUTION FOR WOMEN  
OCTOBER, 1984



WOMEN IN ALASKA STATE GOVERNMENT  
MONTHLY SALARY LEVELS

SALARY GROUP	NUMBER OF WOMEN	PERCENT OF TOTAL WORKFORCE
\$6,999-\$6,000	9	.1%
\$5,999-\$5,000	50	.5%
\$4,999-\$4,000	198	1.9%
\$3,999-\$3,000	669	6.3%
\$2,999-\$2,000	1,974	18.5%
\$1,999-\$1,000	1,963	18.4%
TOTAL	4,863	45.6%

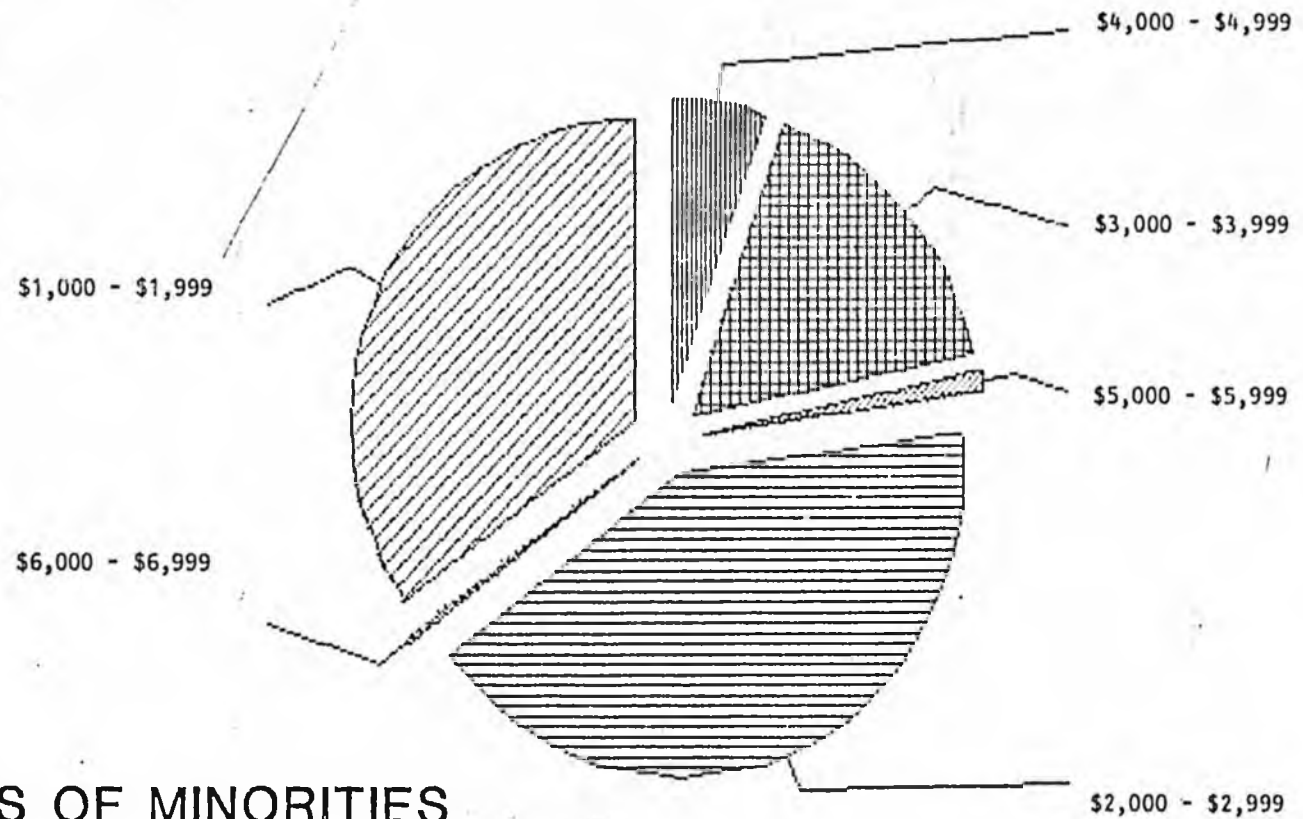


MONTHLY SALARIES OF WOMEN  
IN ALASKA STATE GOVERNMENT

October 15, 1984

MINORITIES IN ALASKA STATE  
GOVERNMENT  
MONTHLY SALARY LEVELS

SALARY GROUP	NUMBER OF MINORITIES	PERCENT OF TOTAL WORKFORCE
\$6,999-\$6,000	1	0.0%
\$5,999-\$5,000	12	0.1%
\$4,999-\$4,000	63	0.6%
\$3,999-\$3,000	204	1.9%
\$2,999-\$2,000	513	4.8%
\$1,999-\$1,000	427	4.0%
TOTAL	1,220	11.4%



MONTHLY SALARIES OF MINORITIES  
IN ALASKA STATE GOVERNMENT

October 15, 1984

STATE OF ALASKA EMPLOYMENT PROFILE  
 BY DEPARTMENT  
 FOR THE YEARS 1982 AND 1984  
 (Permanent Full-Time Employees)

D E P A R T M E N T	1982					1984				
	TOTAL EMPLOYEES	NUMBER MINORITIES	PERCENTAGE MINORITY	NUMBER FEMALES	PERCENTAGE FEMALE	TOTAL EMPLOYEES	NUMBER MINORITIES	PERCENTAGE MINORITY	NUMBER FEMALES	PERCENTAGE FEMALE
Office of the Governor	219	32	14.6%	143	65.3%	219	39	17.8%	151	68.9%
Administration	1,015	111	10.9%	612	60.3%	1,062	184	17.3%	647	60.9%
Commerce & Economic Development	441	32	7.3%	229	51.9%	410	40	9.8%	197	48.0%
Community & Regional Affairs	169	64	37.9%	105	62.1%	177	37	20.9%	107	60.5%
Corrections (created by Executive Order March 9, 1984)	778	97	12.5%	245	31.5%	879	138	15.7%	270	30.7%
Education	412	45	10.9%	270	65.5%	420	51	12.1%	267	63.6%
Environmental Conservation	213	82	38.5%	9	4.2%	215	6	2.8%	86	40.0%
Fish and Game	968	44	4.5%	329	34.0%	787	41	5.2%	267	33.9%
Health & Social Services	1,544	217	14.1%	1,004	65.0%	1,524	236	15.5%	979	64.2%
Labor	586	64	10.9%	341	58.2%	534	60	11.2%	303	56.7%
Law	288	19	6.6%	182	63.2%	315	31	9.8%	201	63.8%
Military & Veterans' Affairs	94	10	10.6%	29	30.9%	96	7	7.3%	28	29.2%
Natural Resources	883	39	4.4%	392	44.4%	801	39	4.9%	362	45.2%
Public Safety	828	67	8.1%	302	36.5%	831	82	9.9%	287	34.5%
Revenue	353	43	12.2%	214	60.6%	333	38	11.4%	207	62.2%
Transportation & Public Facilities	2,314	194	8.3%	550	23.8%	2,059	191	9.3%	504	24.5%

STATE OF ALASKA  
 EMPLOYMENT PROFILE BY EEO-4 OCCUPATION CATEGORY  
 October 15, 1984  
 (Permanent Full-Time Employees)

EEO CATEGORY	TOTAL EMPLOYEES	NUMBER MALES	PERCENTAGE MALES	NUMBER FEMALES	PERCENTAGE FEMALES	NUMBER MINORITIES	PERCENTAGE MINORITIES
Officials/ Administrators	336	258	76.8	78	23.2	22	6.5
Professionals	4,099	2,705	66.0	1,394	34.0	267	6.5
Technicians	393	200	50.9	193	49.1	41	10.4
Protective Services	1,206	1,036	85.9	170	14.1	153	12.7
Para- Professional	316	63	19.9	253	80.1	54	17.1
Office/ Clerical	2,821	437	15.5	2,384	84.5	422	15.0
Skilled Craft	811	797	98.3	14	1.7	88	10.9
Service/ Maintenance	680	303	44.6	377	55.4	173	25.4
T O T A L	10,662	5,799		4,863		1,220	

# **Management Audit Report of the Alaska State Commission for Human Rights**

Division of Management

May 1984

# **OMB**

## **STAFF PAPERS AND REPORTS**

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STATE OF ALASKA  
**BILL SHEFFIELD, GOVERNOR**

OFFICE OF MANAGEMENT AND BUDGET

Important functions of the Office of Management and Budget are to analyze critical policy questions and fiscal issues, to evaluate organizational performance, and to assess various management problems of the executive branch. This work is usually initiated by the Governor's Office. Work is also undertaken in response to requests from principal departments of State government, quasi-independent agencies and the legislative branch.

These staff papers and reports do not necessarily reflect policies or opinions of Governor Sheffield. We hope that the information distributed through these staff papers and reports will contribute to a broader public understanding of the issues at hand.

Peter B. McDowell, Director  
Office of Management and Budget

# STATE OF ALASKA

**OFFICE OF THE GOVERNOR**

**OFFICE OF MANAGEMENT AND BUDGET**

**BILL SHEFFIELD, GOVERNOR**

POUCH AM  
JUNEAU, ALASKA 99811  
PHONE: (907) 465-3568

May 7, 1984


Mr. John T. Shively  
Chief of Staff  
Office of the Governor  
Pouch A  
Juneau, AK 99811

Dear Mr. Shively:

We are pleased to submit the report of our Management Audit of the Alaska State Commission for Human Rights. This report shows the need for time standards for processing complaints filed with the Commission, and for a comprehensive public education program.

The Commission will discuss these recommendations at its quarterly meeting in Kotzebue on May 31, 1984.

Sincerely,



Peter B. McDowell  
Director

cc: Laurie Herman  
Carol Derfner

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## SUMMARY

The Alaska State Commission for Human Rights is responsible for eliminating and preventing unlawful discrimination in Alaska. To meet these responsibilities, the Legislature empowered the Commission with two basic functions:

1. Enforcement of Alaska's Human Rights Law, to include prompt investigation and resolution of complaints.
2. Public education about Alaska's Human Rights Law.

This report shows that the Commission needs statutory or regulatory time standards for processing complaints. The report also shows that the Commission needs a comprehensive public education program.

### COMPLAINT PROCESSING

The Commission has not processed complaints promptly. Unresolved complaints have remained on the Commission's case docket for years after filing. In addition, as of February 28, 1984, the average age of open cases in the Commission's investigative units and hearing unit was 13 and 60 months, respectively.

### PUBLIC EDUCATION

The Commission does not have a comprehensive public education program. As a result, public awareness of the Commission and Alaska's Human Rights Law is not being enhanced.

### RECOMMENDATIONS

To assure that complaints filed with the Commission are processed promptly, we recommend that the Commission establish statutory or regulatory time standards. To meet these time standards, we recommend that the Commission streamline procedures and reallocate existing resources.

To assure that a comprehensive public education program exists, we recommend that the Commission establish statutory requirements and develop a program implementation plan.

### COMMISSION COMMENTS

The Commission's comments may be provided after the next quarterly meeting to be held on May 31, 1984.

## INTRODUCTION

The Alaska State Commission for Human Rights (ASCHR) is responsible for eliminating and preventing unlawful discrimination in Alaska. To meet these responsibilities, the Legislature empowered the Commission with two basic functions -- enforcement of Alaska's Human Rights Law and public education. The Commission has adopted a law enforcement model approach to fulfill this legislative intent. This approach includes the following components:

- prompt investigation and resolution of complaints with strong enforcement of Commission decisions and orders after public hearing; and
- education of the public about Alaska's Human Rights Law, to include training of employers, landlords, and others in an effort to foster voluntary compliance with the law.

## ORGANIZATION

The Commission consists of seven Commissioners appointed by the Governor and confirmed by the Legislature for five-year terms. Commissioners elect a Chairperson, Vice-Chairperson, Personnel Commissioner, and Fiscal Commissioner. They also appoint an Executive Director who is subject to approval by the Governor. An Assistant Attorney General provides the Commission with legal counsel.

The Commission maintains investigative units in three regional offices (Anchorage, Fairbanks, and Juneau). The agency also has a hearing unit, a systemic (class-action) program, and a rural program.

## AGENCY STATISTICS

	<u>FY80</u>	<u>FY81</u>	<u>FY82</u>	<u>FY83</u>	<u>FY84</u>
General Fund Appropriations	\$888.1	\$1,012.9	\$1,136.3	\$1,387.4	\$1,303.8
Number of Employees	24	26	26	26	25
Number of New Filings (Calendar Year)	278	233	292	346	<u>1/</u>
Number of Cases Closed (Calendar Year)	377	261	319	309	<u>1/</u>

1/ There were 62 new filings and 49 closures through 2/84.

## PURPOSE AND SCOPE

Our review had two purposes. The first purpose was to assess the effectiveness and efficiency of the Commission's operations, systems and procedures, staffing, and management methods. The second purpose was to provide recommendations for any needed improvements regarding operating efficiency and effectiveness which would enhance the Commission's service delivery or reduce its present costs.

During our review, we performed the following steps:

1. Reviewed applicable Alaska statutes, regulations, and Commission policies and procedures;
2. Reviewed statutes, regulations, procedures, forms, and educational materials of other state human rights commissions;
3. Interviewed Commission personnel, ASCHR Commissioners, and ASCHR's Assistant Attorney General;
4. Evaluated the Commission's goals, objectives, and priorities;
5. Evaluated the Commission's staffing and management methods;
6. Reviewed and analyzed the Commission's case processing methods and case management systems;
7. Reviewed and analyzed open cases as of February 28, 1984, and cases closed in calendar years 1981, 1982, and 1983. We did not have access to case files where the complaint was against the State of Alaska.

## COMPLAINT PROCESSING

The Commission does not process complaints promptly as required by statute and as defined by its 180-day case processing goal. As a result, the Commission's backlog of individual cases is growing, early resolution efforts are delayed, and justice under Alaska's Human Rights Law is also delayed. To assure that complaints are processed promptly, the Commission needs statutory or regulatory time standards. To meet these time standards, the Commission should streamline procedures and reallocate existing resources.

### STATUTORY REQUIREMENT

The Commission's requirement for processing complaints is provided by Alaska Statute 18.80.110 which states:

"The executive director or a member of the commission's staff designated by the executive director shall informally investigate the matters set out in a filed complaint, promptly and impartially. If the investigator determines that the allegations are supported by substantial evidence, he shall immediately try to eliminate the discrimination complained of, by conference, conciliation, and persuasion."

### CASE PROCESSING GOAL

Though the above statute does not provide specific time standards for processing complaints, the Commission has a goal to complete all cases within 180 days. This time period is based on the processing goal set by the Equal Employment Opportunity Commission (EEOC) for state and local fair employment practices agencies.

### AGE OF CASES

We reviewed the Commission's open cases as of February 28, 1984. Our review found that the Commission has not processed complaints promptly. For example, unresolved complaints have remained on the Commission's case docket for years after filing. Table I on the following page shows the number of cases which have remained open by year of complaint filing.

TABLE I

<u>Year of Filing</u>	<u>Cases in Investigative Units</u>	<u>Cases in Hearing Unit</u>	<u>Total Cases</u>
1975	-0-	1	1
1976	-0-	2	2
1977	1	6	7
1978	4	3	7
1979	1	26	27
1980	17	2	19
1981	29	3	32
1982	70	1	71
1983	191	2	193
1984	<u>53</u>	<u>-0-</u>	<u>53</u>
	<u>366</u>	<u>46</u>	<u>412</u>

For each open case, we computed the elapsed processing time from date of complaint filing to February 28, 1984. The average age of all open cases was 558 days, or about 19 months. Table II below shows the average age of these cases by investigative units and hearing unit.

TABLE II

<u>Cases In</u>	<u>Number of Cases</u>	<u>Average Age in Days/Months</u>
Investigative Units	366	401/13
Hearing Unit	<u>46</u>	<u>1811/60</u>
Total Cases	<u>412</u>	<u>558/19</u>

We also reviewed the Commission's case closures for 1983. Of the 301 cases closed, only 39 percent of these cases were closed within the Commission's goal of 180 days.

EFFECTS

The major effects of not processing complaints promptly include a growing backlog, delayed early resolution efforts,

and delayed justice. These effects are discussed below.

#### Growing Backlog

Lengthy processing of complaints has forced the Commission to deal with a growing backlog of individual cases. The Commission defines "backlog" as open cases over 180 days in process. From February 1983 to February 1984, the Commission's backlog grew from 190 to 268 cases. These 268 cases represent about 65 percent of the Commission's total inventory. The Commission has determined that this backlog of individual cases is a major impediment to effective agency performance.

#### Delayed Early Resolution Efforts

Lengthy processing of complaints has delayed early resolution efforts. After a complaint is filed, the Commission may convene an initial fact-finding meeting, or resolution conference, between the parties. This conference provides an opportunity for bringing parties together to define the complaint's issues, to gather relevant information and, if possible, to negotiate an early resolution. According to the Commission Chairperson, the Commission's resource allocation calls for an early settlement attempt, usually by a resolution conference, within 30 to 60 days after complaints are filed.

We reviewed 85 of the 103 open cases on the Commission's docket indicating a resolution conference had been held. (The remaining 18 cases were not available for our review.) Our review found that resolution conferences are not being held within 30 to 60 days after complaints are filed. The average processing time for these cases from date of complaint filing to date of resolution conference was 114 days, or nearly four months.

#### Delayed Justice

In our opinion, lengthy processing of complaints has also delayed justice for individuals who have stepped forward to report unlawful acts of discrimination under Alaska's Human Rights Law. During our review, we were told by Commission officials that Alaska has a strong Human Rights Law and that the courts have rendered strong decisions based on this law. Given that complaints remain unresolved for years after filing, our response to these officials is best summarized in the Commission's 1977 Annual Report to the Governor which states:

"Legislative efforts and strong court decisions mean little, however, if the agencies charged with enforcing the law are not effective. If one must wait years between the date the complaint is filed and when it is investigated and determined, little discrimination will

ever be identified and eliminated. Witnesses will die or move away, records will be destroyed, and those who file complaints will lose interest in their cases."

#### TIME STANDARDS

During our review, the Commission established internal time standards for implementing its 180-day case processing goal. These internal standards, which became effective April 1, 1984, provide investigators with specific decision points to be recorded and evaluated during the 180-day period. In our opinion, these standards should improve the Commission's case monitoring efforts. These standards, however, will not assure that the 180-day processing goal is met.

To assure that complaints are promptly processed, the Commission needs statutory or regulatory time standards. Specifically, these time standards are needed to control complaint processing through two major stages after complaints are filed. These stages include:

1. Certification of Conciliation Failure - The Commission prepares documentation showing that informal efforts to resolve the complaint have failed; unconciliated complaints may go to public hearing.
2. Public Hearing - The Commission conducts an administrative hearing after which the Commissioners determine the settlement.

To identify processing times of individual complaints moving through these stages, we reviewed three of the four cases which went to public hearing in calendar year 1983. (Note: There were actually four hearings conducted in 1983; however, we were only permitted to review three cases. The fourth case involved the State of Alaska.) Our review of the three cases found that the complaints were not processed promptly through the above stages. The average processing time for these cases from complaint filing to certification of conciliation failure was 60 months; and from certification of conciliation failure to start of the public hearing was over 15 months. Table III on the following page shows the processing times between stages for each case.

TABLE III

<u>Stages</u>	<u>Processing Time (In Months) Between Stages</u>		
	<u>CASE A</u>	<u>CASE B</u>	<u>CASE C</u>
Original Complaint Filed			
to	71.9	57.0	51.1
Conciliation Failure Certified			
to	16.3	13.5	16.8
Start of Hearing			

Recommendations

To assure that complaints filed with the Commission are promptly processed, we recommend that the Commission establish statutory or regulatory time standards. These time standards should include the following provisions:

1. If informal conciliation efforts fail to resolve the complaint, a written notice and complaint shall be served upon the respondent requiring the respondent to answer the allegations of the complaint at a hearing before the Commission. This notice and complaint shall be served within 180 days after filing of the complaint. This provision will assure that complaints failing informal resolution efforts will be transferred to the Commission's hearing unit within six months after complaint filing.
2. The hearing shall commence within 120 days after the above notice and complaint is served. This provision will assure that complaints failing informal resolution efforts will be brought to hearing within four months after the complaint is transferred to the hearing unit.
3. If the Executive Director or a member of the Commission's staff requests extensions of the time periods stated above, such extensions may be granted for good cause by the Commission. Definition of "good cause" and procedures for granting these extensions should be defined by regulation. This provision will allow extensions

of the time standards prescribed by statute or regulation. More importantly, control over the granting of these extensions will be the Commissioners' responsibility.

#### STREAMLINING PROCEDURES

To meet these statutory or regulatory time standards, the Commission should streamline its procedures for complaint intakes, resolution conferences, and hearings. These procedures are discussed below.

#### Complaint Intake Procedure

The Commission's current intake procedure includes the following steps:

1. Complainant makes initial inquiry with the Commission by telephone, mail, or personal visit.
2. The Commission schedules an intake interview with the complainant to discuss the alleged discrimination.
3. After the interview, a formal complaint is drafted by the Commission.
4. The formal complaint is then signed by the complainant.

We reviewed the above procedures at the Commission's Southcentral Region and Northern Region offices. We found that complaint intakes are delayed because intake interviews are scheduled only on Mondays and Wednesdays. Also, intake interviews currently require one and a half to two hours for gathering the necessary information from complainants.

Complaints would be accepted faster if intake interviews were scheduled more than two days a week. Also, time required to conduct these interviews would be reduced if complainants were required to submit specific information on the alleged discrimination before interviews are held. An investigator responsible for intake interviews told us that interviews could be conducted in 30 to 45 minutes if this information was received prior to the intake interview.

Complaints would also be accepted faster and with less inconvenience to the public if the necessary intake information was received from complainants by telephone instead of by personal interview. Complaints would then be drafted and sent to the complainants for signature. This intake procedure is currently being used by the Commission's Southeastern Region office.

### Resolution Conference Procedure

As previously mentioned, early resolution conferences are not held until months after complaints are filed. This delay occurs because conferences are not scheduled at the time of complaint filings and are not scheduled every weekday. For example, the Southcentral Region office does not schedule conferences at the time complaints are filed and holds these conferences only on Tuesdays and Thursdays. Our review found that conferences in this region are held nearly four months after complaint filings.

Early resolution conferences would be held sooner if the conferences are scheduled at the time complaints are filed and are scheduled every weekday.

### Hearing Procedure

The Commission is required by statute to hold administrative hearings if the informal efforts to resolve complaints are unsuccessful. The Commission currently contracts with private attorneys as hearing examiners. We reviewed this method of hearing cases and found that the contract's requirement for rendering decisions is not being met. This requirement states:

"The Contractor will submit the entire hearing and proposed findings to the Department of Law not later than 120 days after the conclusion of the hearing or receipt of the last post hearing brief. Extensions may be granted upon written request to the Commission's attorney in the Department of Law prior to the end of the 120 days when extenuating circumstances apply."

Of the three 1983 hearing cases which we reviewed, only one proposed decision was rendered within the 120-day requirement. Table IV on the following page shows the elapsed times for the remaining two cases. For Case A, seven months have elapsed since the post hearing briefs were completed, but the examiner has not yet rendered a decision. For Case B, ten months elapsed before the examiner rendered a decision. For these cases, the Department of Law has no record of written extension requests from the hearing examiners.

TABLE IV

<u>Stage</u>	<u>Case A</u>		<u>Case B</u>	
	<u>Date</u>	<u>Days/Months Elapsed</u>	<u>Date</u>	<u>Days/Months Elapsed</u>
Hearing Completed	8/08/83		2/25/83	
to		(18/.6)		(59/2)
Post Hearing Briefs Completed	8/26/83		4/25/83	
to				(301/10)
Proposed Decision Rendered	None yet		2/20/84	

During our review, we were told that the private law practices of hearing examiners may compete with their Commission duties. For example, a memo written by the hearing examiner for Case B above stated that the recommended decision was prepared months earlier, but that final issuance was delayed due to the press of other work interfering with his ability to check various record citations.

Contracting with private hearing examiners also results in funds lapsing at the end of the fiscal year. Since time requirements are not enforced to assure that examiners complete their work in specific time periods, their services must be carried over from one fiscal year to the next. Encumbered funds for these services, however, are not allowed to be carried over between fiscal years. As a result, about \$50,000 budgeted for professional services was returned to the state's General Fund at the end of fiscal year 1983.

According to a Commission official, complaints would be processed faster if the Commission would employ an examiner to conduct hearings. Employing an examiner would also resolve the current problem of funds lapsing at the end of the fiscal year.

Recommendations

We recommend that the Commission streamline its complaint intake, resolution conference, and hearing procedures. Specifically, we recommend the following:

1. The Commission should consider accepting complaints by telephone instead of by personal interviews.

2. If personal intake interviews are continued, these interviews should be scheduled every weekday. Also, complainant questionnaires should be developed for general intake information and specific information for each discriminatory practice, e.g., failure to promote, failure to hire. Based on the alleged discrimination, the complainant should be given a questionnaire to complete and return prior to the intake interview.
3. Resolution conferences should be scheduled every weekday. Also, notices of these conferences should be sent to respondents at the same time that copies of the original complaints are sent, i.e., within five days after complaint filings.
4. The Commission should consider employing a permanent hearing examiner. This examiner would be independent of the Executive Director's authority and would report directly to the Commission's Chairperson.
5. If contracting with private attorneys continues, the Commission should develop procedures to assure that hearing examiners meet their contract obligations for rendering decisions.

#### REALLOCATING EXISTING RESOURCES

To meet statutory or regulatory time standards, the Commission should also reallocate existing resources. Specifically, systemic (class-action) program resources should be reallocated for processing individual complaints already on the Commission's case docket.

As previously mentioned, the Commission has determined that the backlog of individual cases is a major impediment to effective agency performance. The Commission has taken steps to reduce the backlog by reallocating resources from its hearing unit and rural program. Resources could also be made available from its systemic program. We were told that the program is currently monitoring only five systemic agreements and has no systemic investigations in process. In our opinion, reallocating systemic resources would provide an experienced investigator for processing the backlog.

#### Recommendation

We recommend that the Commission reallocate systemic program resources for processing the backlog. During this reallocation period, monitoring of existing systemic agreements should continue, but no systemic targeting or complaint initiating should occur until the backlog of individual complaints is eliminated.

## PUBLIC EDUCATION

The Commission's current public education efforts are limited. As a result, public awareness of the Commission and Alaska's Human Rights Law is not being enhanced. To increase public awareness, the Commission needs to develop a comprehensive public education program.

### RESPONSIBILITIES FOR PUBLIC EDUCATION

The Legislature intended the Commission to be more than a complaint-taking agency. Alaska Statute 18.80.160 empowers the Commission to prepare and distribute pamphlets to inform the public of its constitutional and statutory civil rights. Also, Alaska Statute 18.80.060(a)(5) requires the Commission to "...foster through community effort or goodwill, cooperation and conciliation among the groups and elements of the population of the state..."

### CURRENT EFFORTS

The Commission's rural program has the primary responsibility for conducting the agency's public education activities. We were told that the Rural Program Director is responsible for educating all Alaskans, rural and urban.

The Director's description of responsibilities includes a requirement to develop and coordinate the delivery of a comprehensive education program to individuals protected by the Human Rights Law and to those who have compliance obligations under the law. The Director is required to create and distribute educational materials, such as brochures and posters, to provide public service announcements, and to make oral presentations to groups.

Our review of the rural program's activities found that a comprehensive public education program has not been developed and current education efforts are limited. As a result, public awareness of the Commission and the Human Rights Law is not being enhanced. Specifically, we found:

1. Pamphlets, posters and public service announcements do not exist. Providing these educational materials and announcements would enhance public awareness of the Commission's services, especially in rural Alaska. For example, an investigator in the Commission's Northern Region office told us that the majority of rural residents do not know about the Commission and its policy of accepting collect calls. Public service announcements would have provided this essential information.

We contacted officials with the Alaska Public Radio Network (APRN) and a statewide television

station to inquire about public service announcements. Both officials stated that announcements would be produced and announced or shown at no cost to the Commission.

2. Commission referral cards do not exist. Providing these cards to every referral agency in the state would enhance the agencies' knowledge of Commission services and would encourage referrals.
3. Few educational tapes are shown. The Commission has borrowed tapes from the Bureau of National Affairs; however, these tapes have only been shown three times during FY84. Providing employers and other groups with a list of available tapes would encourage the tapes' use as training aids.
4. Few educational workshops are conducted. Only four workshops have been conducted during FY84. Conducting more workshops with employers and other groups would encourage voluntary compliance with the Human Rights Law. All Commission employees, especially regional directors, should be encouraged to schedule and conduct workshops or similar group training activities.

#### RECOMMENDATIONS

To assure that a comprehensive public education program exists, we recommend that the Commission:

1. Establish statutory requirements.
  - a. Alaska Statute 18.80.060 should be amended to add: "(7) PREPARE A COMPREHENSIVE EDUCATIONAL PROGRAM DESIGNED FOR ALL RESIDENTS OF THE STATE TO EMPHASIZE THE ORIGIN OF PREJUDICE AGAINST MINORITY GROUPS, ITS HARMFUL EFFECTS, AND ITS INCOMPATIBILITY WITH AMERICAN PRINCIPLES OF EQUALITY AND FAIR PLAY."
  - b. Alaska Statute 18.80.160 should be amended to read: "The commission SHALL prepare and distribute pamphlets AND OTHER EDUCATIONAL MATERIALS and press releases to inform the public of its constitutional and statutory civil rights."
2. Develop a program implementation plan. This plan should include provisions for specific targets or audiences (i.e., government and human service agencies, the rural native population, the urban minority population, women, educators, and the business and trade community); public awareness

materials; mass media announcements; training workshops; speaking engagements; and Commission referral cards.

## OTHER ISSUES

During our review, we identified other issues which should be addressed by the Commission. These issues and recommendations are provided below.

### CASE INFORMATION FOR COMMISSIONERS

Currently, the Executive Director provides the Commissioners with overall case statistics. Detailed information on individual cases in process is not provided since the Commissioners may be required to conduct hearings on these cases. Without specific case information, the Commissioners are unable to review the processing of individual complaints through the agency.

#### Recommendation

We recommend that the Executive Director provide the Commissioners with listings of open cases identified by docket number only. Complainants and respondents would not be identified. These listings would indicate the date of filing and current processing stage for each case.

### NORTHERN REGION OFFICE SPACE

The Commission's Northern Region has inadequate office space for conducting its operations. All three investigators are located in the same office resulting in a lack of privacy for investigators, complainants, and respondents. In addition, the Division of Elections sometimes occupies the shared conference room for weeks causing delays in conducting intake interviews and resolution conferences.

#### Recommendation

We recommend that the Commission provide adequate office space for the Northern Region no later than July 1, 1984.

### OPERATIONS MANUAL FOR COMMISSIONERS

The Commissioners do not have an operations manual which could include:

- current statutes and regulations;
- delegated authority;

- duties and responsibilities for the Chairperson, Vice-Chairperson, Fiscal Commissioner, and Personnel Commissioner;
- policies and procedures for travel and per diem;
- rules of order for meetings;
- hearing procedures;
- employee grievance procedures;
- forms; and
- other policies, procedures, and information which the Commissioners deem appropriate.

#### Recommendation

We recommend that Commissioners develop an operations manual. This manual would provide excellent orientation material for new Commissioners.

#### OPINION SURVEYS

The Commission does not survey the opinions of complainants and respondents after cases are closed. In our opinion, Commissioners would receive valuable feedback on agency operations and corrective actions taken by respondents if these surveys were conducted.

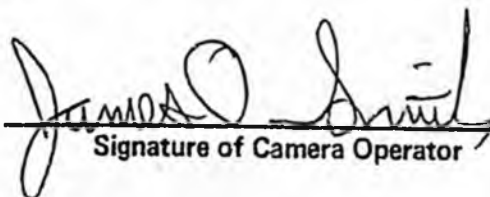
#### Recommendation

We recommend that the Commission develop opinion questionnaires for complainants and respondents. Immediately following case closures, the Commission's staff should forward these questionnaires to both parties. Completed questionnaires should be returned directly to the Commission's Chairperson or other designated Commissioner.



# RECORDS CERTIFICATION

I, the undersigned, an employee of the State of Alaska, do hereby certify that the microfilm images on this microform are accurate reproductions of the original records of the State of Alaska as accumulated during the regular course of business, and that it is the established policy and practice of this State to microfilm its records and to dispose of the original records after microfilm reproductions have been made.

  
Signature of Camera Operator

  
Date

DR. SCHWARTZ

OF

CONFIRMATION



Official Business

# Alaska State Legislature

## House of Representatives

### Committee on State Affairs

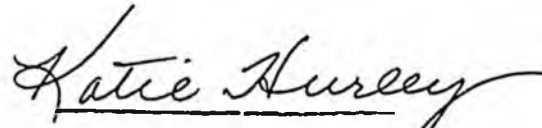
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State Capitol  
Juneau, Alaska 99811

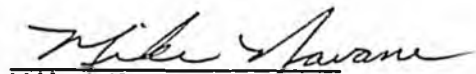
(907) 465-4063

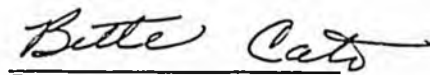
March 7, 1986


Dear Mr. Speaker:

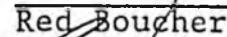
The House State Affairs Committee has reviewed the qualifications of Dr. Schwartz and recommends he be reappointed to the Violent Crimes Compensation Board.


  
Katie Hurley, Chair

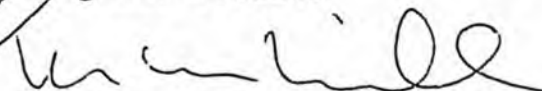
  
Mike Navarre, Vice Chair

  
Bette Cato

  
Roger Jenkins

  
Red Boucher

  
Virginia Collins

  
Mike M. Miller

## CURRICULUM VITAE

### PERSONAL INFORMATION:

Name: John H. Schwartz, M.D.  
Date & Place of Birth: June 18, 1944, Tulare, California  
Age: 39  
Marital Status: Married  
Dependents: Three  
Next of Kin: Linda Boochever (Wife)  
8100 Majestic Court  
Anchorage, Alaska 99504  
Current Address: Same as above

### EDUCATION:

Primary/Secondary Education in Salina, Kansas

College: AB Degree - 1966  
University of Notre Dame  
South Bend, Indiana

Medical School: University of Kansas Medical Center, 1970  
Doctor of Medicine degree

Internship: Rotating (Medicine, Surgery, Ob-Gyn, Pediatrics)  
1970-1971, Gorgas Hospital, Canal Zone

Residency: Internal Medicine  
1971-1972, University of New Mexico School of Medicine  
Albuquerque, New Mexico

Practice Experience: Staff Physician, Department of ENT, Gorgas Hospital,  
1972-1973.

Private Practice of Family Medicine, Solo and Group,  
Salina, Kansas, 1973-1978.

Emergency Room Physician:

1) Albuquerque Veterans Administration Medical Center  
(part-time), 1978-1979.

**Practice Experience:**

Emergency Room Physician (cont.):

- 2) Part-time Contractor EMS of New Mexico: Raton, Espanola, Artesia, 1978-1979.
- 3) Part-time Attending Emergency Physician, University of New Mexico Hospital/Bernalillo County Medical Center, 1978-1979.
- 4) Anchorage Neighborhood Health Center, Anchorage, 1980 to present. Medical Director since 12/81.

BOARD STATUS:

Board certified in Family Practice, 1976. Recertified, 1983.  
Board certified in Internal Medicine, September, 1980.

LICENSURE:

Canal Zone - 1972 - History.  
Kansas - 1973 - Active - #15308.  
Alaska - 1980 - Active - #AA1707.

HOSPITAL PRIVILEGES:

Humana Hospital, Anchorage, Alaska.  
Providence Hospital, Anchorage, Alaska.

PROFESSIONAL SOCIETIES:

Member, American Academy of Family Practice.  
Member, Anchorage and Alaska Medical Societies.

INTERNATIONAL EXPERIENCES:

Extensive travel in Mexico and Central America, 1966-1979.

1967 - Three months in Colombia, South America - Ford Foundation Medical Exchange Student.

1969-1970 - Fourth year of medical school at the University of Philippines, Manila on China Medical Board Exchange Program.

1970-1973 - Lived in Panama.

Curriculum Vitae (cont.)  
John H. Schwartz, M.D.  
Page 3

LANGUAGE ABILITY:

Fluent in Spanish. Have studied French, Tagalog.

REFERENCES:

Dr. William Hardy, Professor of Medicine, University of New Mexico School of Medicine, Albuquerque, New Mexico 87131.

Dr. W. Reese Baxter, Salina Family Physicians, P.O. Box 617, Salina, Kansas 67401.

Dr. Scott Janik, Municipal Health Department, Anchorage, Alaska 99502.

Mr. Donald Bantz, Executive Director, Anchorage Neighborhood Health Center, 1217 E. 10th Avenue, Anchorage, Alaska 99501.

Rick Mystrom, 808 E. Street, Anchorage, Alaska 99501.