
2025 ANNUAL REPORT

Human Rights Commission & Office of Human Rights



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1. Introduction

This report provides an overview of the work done by the Human Rights Commission and Office of Human Rights during the calendar year 2025. The Charlottesville Human Rights Commission (**HRC**), in partnership with the Office of Human Rights (**OHR**), acts as a strong advocate for justice and equal opportunity by providing citywide leadership and guidance in the area of civil rights. The Charlottesville Human Rights Ordinance – Code of the City of Charlottesville Chapter 2, Article XV (**CHRO**) outlines the roles, duties, and responsibilities of the HRC and the OHR. Per Section 2-433 of the CHRO, as amended and reenacted by City Council on January 21, 2025, it is the role of the HRC and OHR to:

- (a) Assist individuals who believe they are the victim of an act of unlawful discrimination within the jurisdiction of the City;*
- (b) Collaborate with the public and private sectors for the purpose of providing awareness, education, and guidance on methods to prevent and eliminate discrimination citywide;*
- (c) Identify and review policies and practices of the City of Charlottesville and its boards, commissions, and other public agencies within the City and advise those bodies on issues related to human rights;*
- (d) Seek a Fair Employment Practices Agency (FEPA) workshare agreement with the Equal Employment Opportunity Commission (EEOC) and a Fair Housing Assistance Program (FHAP) workshare agreement with the Department of Housing and Urban Development (HUD) to conduct investigations of employment and housing discrimination on their behalf and enter into such agreement(s) subject to approval of City Council upon a finding that the agreement(s) would be in the best interest of the City;*
- (e) Make recommendations regarding the City's annual legislative program, with an emphasis on enabling legislation that may be needed to implement programs and policies that will address discrimination; and*
- (f) Prepare recommendations to City Council as to policies and procedures the Commission believes are necessary for the performance of the roles, duties and responsibilities assigned to the Commission within this article, and for modifications of operating procedures approved by City Council.*

1.1. REPORT STRUCTURE

HRC and OHR data is collected during the calendar year from January 1st through December 31st. All references to years within this report refer to the calendar year rather than the fiscal year, unless otherwise specified.

Report section 1 provides a summary of the duties of the HRC and OHR along with information about the organizational structure and the strategies that provided a framework for the work carried out by each body during the year.

Report sections 2 through 7 make up the main body of the report and present summaries and analyses of the work done by the HRC and OHR. Some sections of the report present the work of the HRC and OHR separately, while other sections present the combined work of both. These report sections are organized to align with each role of the Human Rights Commission as listed in Sections 2-433. (a-f) of the CHRO. For brevity, the CHRO Sections 2-433 (a-f) are referenced in the body of the report using the following shortened titles:

- (a) Individual Assistance
- (b) Outreach and Engagement
- (c) City Policies and Practices
- (d) Federal Workshares
- (e) Legislative Program
- (f) Commission Policies

Report section 8 summarizes key observations and opportunities that emerged from a review of the data presented in the body of the report.

Report section 9 is an appendix containing documents referenced in the main body of the report, including appendix document 9.1. (OHR C2025 Data Dictionary), which defines many of the technical terms used when describing the work of the HRC and OHR.

The HRC and OHR are committed to improving accessibility to information about their work. This report has been made accessible to people who are visually impaired, and it uses plain language as often as possible to ensure the contents are understandable. Data is presented in both table and chart forms, and alternative text is included for graphics that may not be accessible for people who are visually impaired. Upon request, the OHR can provide additional information or clarification for any content that is found to not be optimally accessible.

City Councilors and members of the public are encouraged to contact OHR staff with any questions about the contents of the report or for more information about the services provided by the HRC and OHR.

1.2. HRC OVERVIEW

The HRC is a nine-member, volunteer body appointed by City Council to advise the Council on human and civil rights issues. It also serves as an administrative public hearing body for complaints of unlawful discrimination investigated by the OHR.

Each January, the HRC holds officer elections. In January 2025, the HRC elected Heather Roberson Gaston as Chair and Jason Melendez as Vice Chair. The HRC's work year runs from March through February to align with the start of new Commissioners' terms. Each March, the Commissioners hold an Annual Planning Meeting to plan their work year. During the Annual Planning Meeting Commissioners consider data from the individual assistance provided by the OHR, public poll results, and stakeholder information about current and emerging issues to select one or more focus areas for their work. The 2025 Annual Planning Meeting was held on March 22nd. Following the Annual Planning Meeting, Commissioners identified **housing access and stability across protected classes and economic status** as their focus area along with the following strategic actions and goals.

Strategic Actions:

1. Engaging the community to better assess current and emerging needs.
2. Presenting legislative agenda recommendations that align with community needs.
3. Presenting City policy recommendations that align with community needs.

Goals:

1. Host a panel of service provider representatives related to the focus area on July 17, 2025.
2. Conduct 1:1 meetings with stakeholders from June 5 – July 31, 2025.
3. Present information learned from 1:1 meetings as relates to legislative priorities during the August 7, 2025, work session.
4. Adopt legislative priorities during the August 21, 2025, regular meeting.
5. Submit legislative recommendations to City Council by August 30, 2025.
6. Present information learned from 1:1 meetings, as relates to City policies during the October 16, 2025, regular meeting.
7. Adopt City policy recommendations for City Council during the November 20, 2025 regular meeting.

1.3. OHR OVERVIEW

The OHR is a division of the City Manager’s Office which receives and attempts to resolve complaints of unlawful discrimination, conducts community outreach and engagement, and provides administrative support to the HRC.

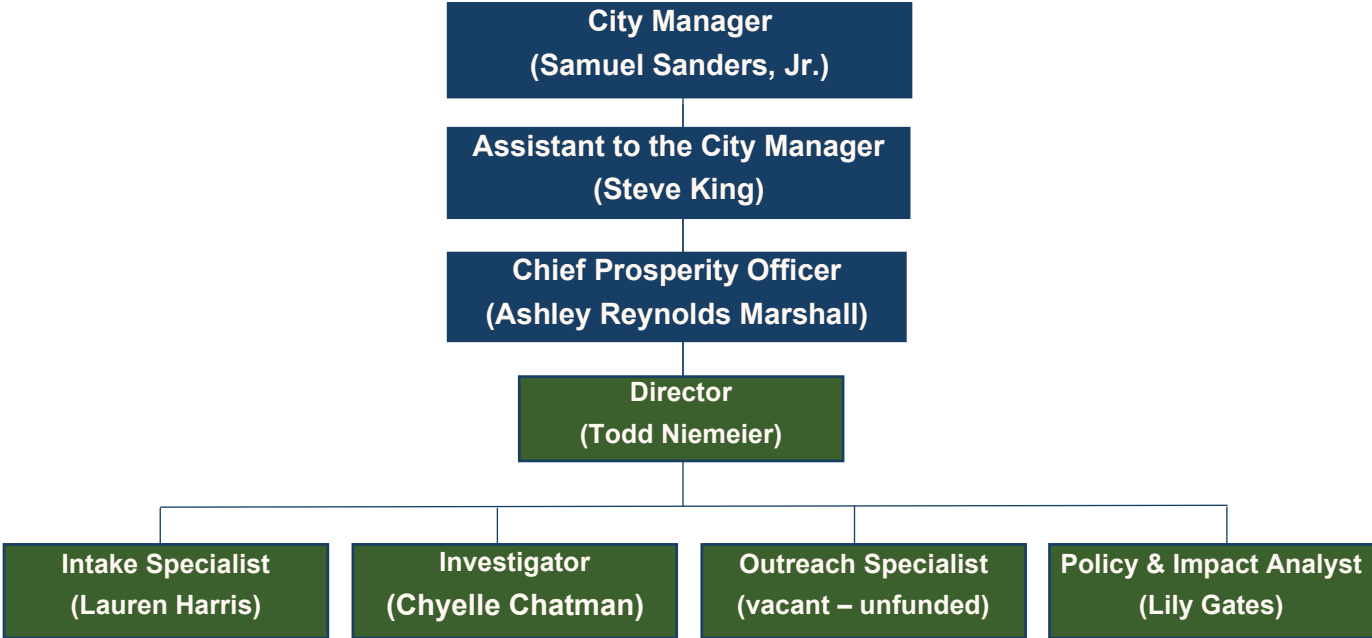
The OHR team in 2025 included Chyelle Chatman, Lily Gates, Lauren Harris, and Todd Niemeier. Chyelle continued to serve as the Investigator, Lauren as the Intake Specialist, and Todd as the Director of the Human Rights Commission. Lily began the year as the Outreach Specialist but moved into the Policy & Impact Analyst role in mid-August.

The creation of the Policy & Impact Analyst position was the result of an eleven-month examination of the HRC and OHR’s obligations under Section 2-433 of the CHRO, coupled with an analysis of the staffing structure and capacity of the OHR. It was also a response to the changing landscape of federal civil rights protections and a desire to reconnect with community stakeholders to learn about current and emerging issues that the HRC and OHR may not be addressing. The intent was to use the information gleaned from stakeholder engagement to inform HRC and OHR structure and services, City policy recommendations, and legislative priorities.

The diagram below is an organizational chart of the OHR in 2025, following the restructuring of the City Manager’s Office and creation of the Policy & Impact Analyst position.

Diagram 1a.

Office of Human Rights 2025 Organizational Chart

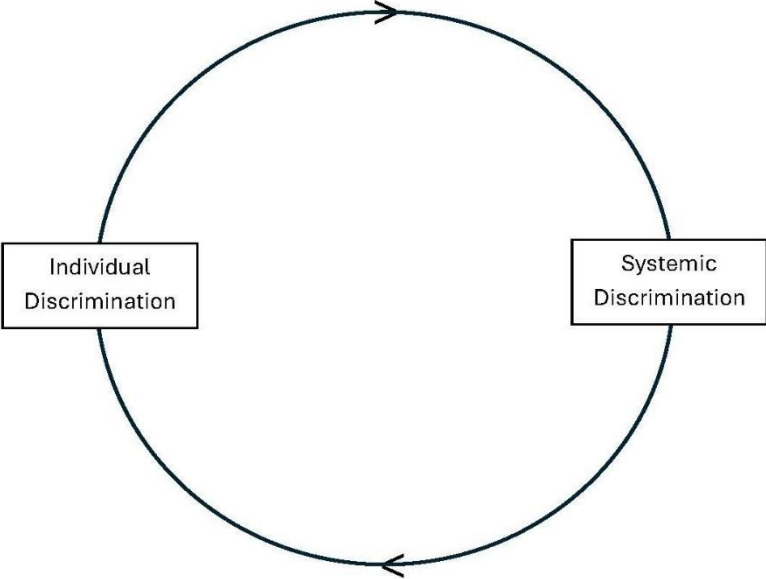


1.4. CRUCIAL CONNECTIONS

The intent of this section is to highlight how individual discrimination and systemic discrimination interrelate, how this interrelationship influences the work of the HRC and OHR to disrupt cycles of discrimination, and how organizational structure affects the HRC and OHR’s capacity to serve the public. This section will also briefly discuss the HRC and OHR’s connections to other City Departments and the links to City Council’s strategic vision, goals, and core values.

One way to think about unlawful discrimination is as a circular continuum. One pole of the circle represents the discrimination that individual people experience while engaging in the activities protected by the CHRO. The opposite pole of the circle represents discriminatory systems, such as policies and practices that, whether intentional or unintentional, have a discriminatory impact on people who identify as a member of one or more classes protected by the CHRO. The diagram below provides a visual depiction of this concept.

Diagram 1b.



Thinking about discrimination as a circular continuum shows the connection between individual discrimination and systemic discrimination. Individual discrimination is an indicator of the presence of systemic discrimination. The presence of systemic discrimination, through policies and practices, influences and governs human beliefs and behavior. This in turn gives rise to incidents of individual discrimination. Uninterrupted, this cycle of harm can perpetuate. The example below demonstrates the circular relationship between individual and systemic discrimination.

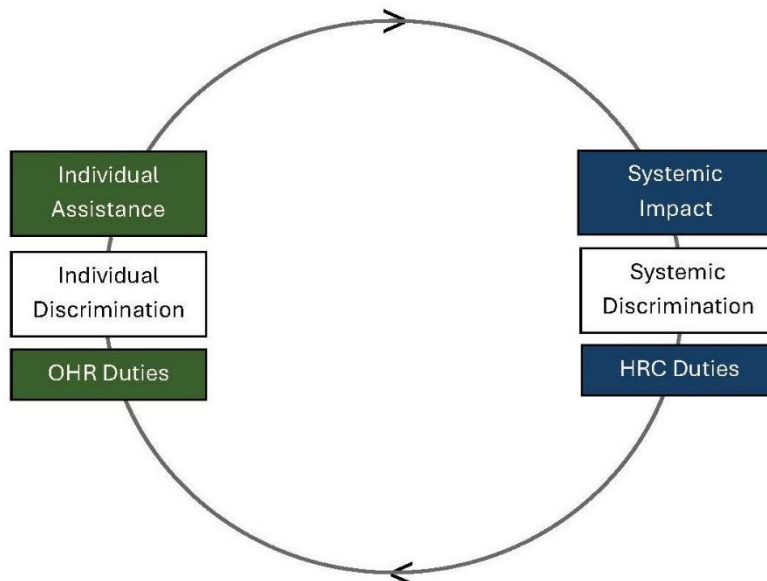
Many landlords have a policy that applicants can only qualify to rent an apartment if they can demonstrate a monthly income equal to three times the monthly rent. A person with a federal housing voucher is generally required to only pay 30% of their monthly income toward rent for an apartment that rents within the payment limit of the voucher. If the landlord compares the applicant's income to the full rent, rather than the voucher holder's portion of the rent, then an applicant with a voucher may be considered ineligible for the apartment, even if the rent is within the payment limit of the voucher.

While Virginia law now requires landlords who own more than four rental properties within the state to both accept vouchers and to compare a voucher holder's income to three times the voucher holder's portion of the rent instead of the full market rent, not all voucher holders and landlords are aware of this requirement. Systems can change, but if the people impacted are not aware of the change, or if people who have the responsibility to change their practices are aware of the change elect not to change, then individual discrimination can persist, unless the cycle is interrupted and the underlying issue addressed.

The duties of the HRC and OHR, as outlined in Section 2-433 of the CHRO, provide a framework for addressing both individual discrimination and systemic discrimination. The HRC leads efforts to address systemic discrimination, and the OHR leads the work that addresses individual discrimination. In the same way that individual and systemic discrimination connect in a circular way, so does the work of the HRC and OHR. Each plays supporting roles in the work led by the other.

The same circular continuum concept can also be useful to show how organizational structure factors into efforts to address unlawful discrimination at both the individual and systemic levels. In the diagram below, individual assistance represents the work led by the OHR and supported by the HRC to address individual discrimination. Likewise, Systemic Impact refers to the work led by the HRC and supported by the OHR to address systemic discrimination. The diagram is color-coded with green to represent the individual assistance work and blue to represent the systemic impact work.

Diagram 1c.



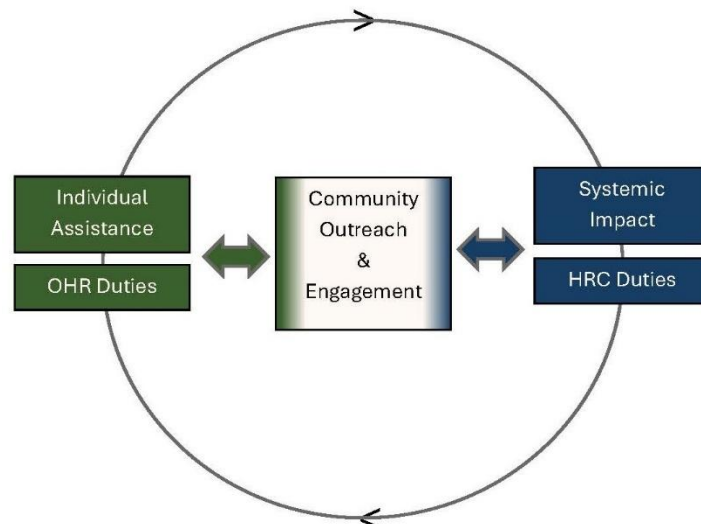
The continuum concept can be further expanded to demonstrate another connection between individual and systemic work. In the diagram below, the box in the center of the circle between the individual and systemic poles represents the community outreach and engagement work detailed in Section 2-433 (b) of the CRHO. In this diagram, the light beige color is used to represent the core of that work. Note that the community outreach and engagement box fades into green on the individual assistance side and blue on the systemic impact side. This illustrates the connection between community outreach and engagement and both individual and systemic work.

The two-way arrows, one green and one blue, on either side of the community outreach and engagement box, indicate the importance of the flow of information between the public, the OHR, and the HRC. For the purposes of this concept, “outreach” refers to communication coming from the OHR and HRC to the public. “engagement” refers to communication coming to the OHR and HRC from the public. Without ongoing community outreach, the HRC and OHR cannot effectively serve the community because the public will be less aware of their rights and the services that the HRC and OHR provide to protect them. Without ongoing community engagement, the HRC and OHR will not know what services are most valuable to the public and how best to serve community needs.

The green two-way arrow represents outreach and engagement work done by the OHR. OHR outreach includes tabling events, designing and delivering education and awareness presentations, creating brochures and other publicity materials, publishing newsletters, attending community partner meetings, and developing and executing collaborative public events. OHR engagement includes seeking and receiving feedback from the public during events and focused stakeholder meetings, as well as compiling and analyzing the information gleaned from these interactions to identify current and emerging needs.

The blue two-way arrow represents the outreach and engagement work done by the HRC. The HRC generally relies on OHR staff for outreach and focuses more on engagement. HRC engagement includes meeting with community stakeholders, conducting public polls, hosting public forums, receiving and responding to public comments, and hosting expert panel discussions.

Diagram 1d.



In Diagram 1e. below, the double-ended arrow represents the spectrum of services provided by the HRC and OHR, as described in Section 2-433 of the CHRO. The focus of the work ranges from individual assistance on the left (dark green), to community outreach and engagement in the center (beige), to systemic impact on the right (dark blue). The same three colors from the arrow (dark green, beige, and dark blue) are used in the row of boxes below the arrow to show areas of focus for each OHR staff member and the HRC.

Diagram 1e.

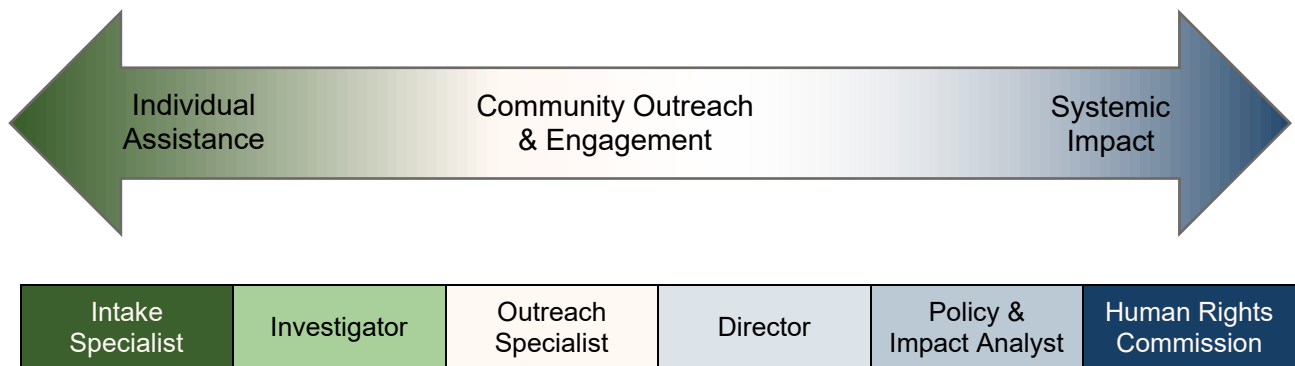


Table 1a on the following page shows how the OHR staff and the HRC each engage in varying degrees of individual assistance, community outreach and engagement, and systemic impact work. The colors used in the boxes in the diagram above and assigned to each role are also used in the third row of the table to show the spectrum of connections between the roles. The fourth row of the table describes how the roles both support and rely upon one another. Each role is important to the HRC and OHR's ability to fulfill the diverse and complex duties in Section 2-433 of the CHRO. Because of these crucial connections, a vacancy in any of the OHR staff positions, or within the membership of the HRC, impacts, and can even halt, essential work, ultimately affecting the quantity and quality of the services provided to the community.

Diagram 1f.

Role	Intake Specialist	Investigator	Outreach Specialist	Director	Policy & Impact Analyst	Human Rights Commission
Spectrum of Focus						
Connection to Other Roles						
Analysis	The Intake Specialist is the primary point of contact for individuals seeking services. They directly support the Investigator by identifying the core issues in complaints and collecting initial evidence. They rely on the Outreach Specialist to ensure that the public knows how to access OHR services, and they work with the Director to identify systemic issues and coordinate dispute resolution services.	The Investigator is focused on gathering facts and evidence related to complaints and passing that information on to the Director for determinations of cause. They rely on the Intake Specialist for identifying the issues to be investigated and supplying any initial evidence collected during intake. They may also work with the Director and HRC if a case moves to a public hearing or presents a systemic issue.	The Outreach Specialist supports all other roles to ensure that the public is aware of the OHR and HRC and the services they provide. They work with the Director Policy & Impact Analyst, and community partners to create relevant public awareness programming and materials and support the HRC's systemic work by sharing information learned through interactions with community members.	The Director oversees all aspects of the OHR and HRC, supports all staff duties and development, provides strategic guidance, and serves as the lead decision-maker for individual cases of discrimination. The Director relies on staff to carry out the essential processes that fulfill the responsibilities outlined in the CHRO and works closely with the HRC on systemic impact efforts.	The Policy & Impact Analyst must have a thorough understanding of all other roles as well as how they relate to each other and the community. They focus on targeted community engagement with key stakeholders to ensure that the work of the OHR and HRC are addressing current and emerging issues. They also track policy and legislative trends and work closely with the Director and HRC on systemic impact.	The HRC's primary focus is to address systemic issues by providing policy and legislative recommendations to City Council. They work closely with the Policy & Impact Analyst and the Director to connect with stakeholders and gather the information they need to make informed recommendations. They also serve as a public hearing and final determination body for individual complaints.

Just as the HRC and OHR must cultivate connections to the community they serve, they must also connect with other City departments and leadership to provide the best possible services. Since 2021, the HRC and OHR have worked collaboratively with the City Attorney's Office and City Council to amend the CHRO five times, refining processes and expanding human rights protections. In 2025, the HRC partnered with the Parks & Recreation Department to successfully address several City residents' concerns about equitable access to playing fields. The OHR works daily with the Home to Hope program staff to ensure that the people they serve also have access to OHR services, should they face unlawful discrimination while re-entering the community after incarceration. Each fall, the HRC submits carefully considered legislative recommendations to City Council, some of which have resulted in recent changes to state housing law. These are just a few examples of many, showing that the HRC and OHR are integral parts of the internal framework of the City, furthering its commitment to equitable practices and policies across all its activities.

When City Council created the HRC and OHR in 2013, they were embarking on a bold journey. Charlottesville is one of only eight localities in Virginia with a Human Rights Ordinance. Of those eight, only four others currently have the authority to investigate and seek resolution of individual complaints of discrimination. Since 2024, City Council's vision has been, "To be a place where everyone thrives." The HRC and OHR are on the front lines of ensuring that Charlottesville remains a diverse and compassionate community to visit or call home. Through a unique mix of individual complaint resolution, community outreach and engagement, and policy advocacy, the HRC and OHR serve as strong local advocates for justice and equal opportunity for people who live, work, and play in Charlottesville.

The following report demonstrates how the work of the HRC and OHR contributes to progress within City Council's strategic outcome areas, especially economic prosperity, housing, partnerships, and public safety. Commissioners and staff show their commitment to organizational excellence by continuing to listen to public feedback and input, reflect on processes, and adapt services to the changing needs of the community. At a time when many people who are members or perceived members of groups protected by the CHRO face an increasingly hostile world, and as federal protection of human and civil rights continues to erode, the HRC and OHR must remain disciplined, empathetic, observant, and responsive.

2. INDIVIDUAL ASSISTANCE

Charlottesville Human Rights Ordinance Section 2-433. (a):

Assist individuals who believe they are the victim of an act of unlawful discrimination within the jurisdiction of the City.

As described in report section 1.4. (Crucial Connections), the OHR handles most of the individual assistance work while the HRC plays a supporting role. This report section includes numeric data that provides a general overview of the individual assistance work in 2025, an analysis of the data, and examples of the human stories behind the numbers. Through the receipt and attempted resolution or investigation of complaints, the HRC and OHR support the strategic outcome areas of economic prosperity, housing, and public safety by ensuring that people have fair and equitable access to employment, places to live, and public spaces without fear of harassment or discrimination.

2.1. HRC ACTIONS

The HRC's primary role in the individual complaint process is to hold public hearings, as explained in CHRO *Section 2-439.1. Enforcement Authority – The Role of the Commission*. The function of HRC public hearings is to review the Director's findings on complaints of discrimination investigated by the OHR, if the case has not been otherwise resolved. No public hearings were held by the HRC in 2025.

2.2. OHR ACTIONS

The OHR's individual assistance duties are explained in detail in CHRO *Sections 2-437.1., 2-437.2., and 2-437.3*. The following data presents a summary of service provision in 2025, an overview of trends in service provision over time, and some specific examples of what these services look like in practice. Since 2018, the OHR has used a consistent data collection process and classification system with only minor adjustments. Any referenced data from years prior to 2018 has been reanalyzed and redistributed into current categories for ease of comparison. Appendix 9.2. (OHR 2025 Aggregated Individual Service Data) provides detailed monthly individual service data and is the source for the data presented in this report section.

2.2.1 TOTAL INCOMING CONTACTS

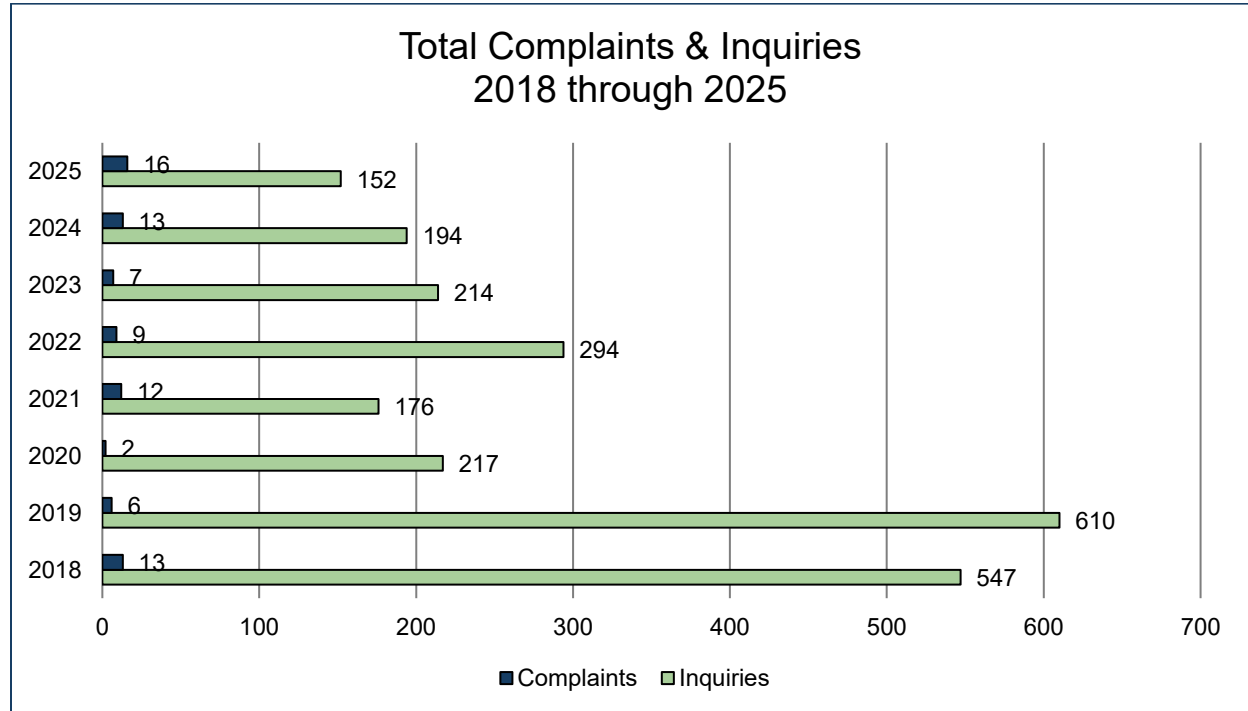
During 2025, the Office received an average of 8 incoming contacts per day and served a total of 182 unique individuals. The table below shows the total number of contacts by type between 2018 through 2025.

Table 2a.

Contact Type	2018	2019	2020	2021	2022	2023	2024	2025
Complaints	13	6	2	12	9	7	13	16
Inquiries	547	610	217	176	214	214	194	152
Individual Follow ups	317	980	739	1,103	1,934	1,025	1,233	1,205
Third-party Incoming	N/A	253	202	671	1,018	814	401	508
Total Incoming Contacts	696	1,849	1,159	1,962	3,253	2,060	1,841	1,881

The chart below provides a different view of the total complaints and inquiries data presented above, highlighting the large difference between the number of complaints versus the number inquiries received by the OHR.

Chart 2a.



The OHR consistently receives more inquiries than complaints. A **complaint** is an incoming contact in which an individual wishes to pursue action regarding an allegation of discrimination that falls within the jurisdiction of the OHR, as defined by the CHRO. An **inquiry** is a new incoming contact involving a request for individual assistance outside of, or prior to, the filing of a complaint *and/or* an individual allegation of discrimination that falls outside the jurisdiction of the OHR, as defined by the CHRO. Appendix document 9.1. (OHR 2025 OHR Data Dictionary) provides detailed definitions for all contact types. In 2025, the OHR received three more discrimination complaints than in 2024. Having full-time staff dedicated to intake and investigation has increased the office's capacity to handle complaints and has minimized referrals to state and federal agencies for jurisdictional issues.

Overall, the total number of incoming contacts for 2025 was neither surprisingly high nor low as compared to previous years. Community outreach in 2025, related to services provided by the HRC and OHR, was impacted by the shift in priorities to supporting the HRC through the creation of the Policy & Impact Analyst position. This position was created at the expense of the Outreach Specialist position. The OHR may still be seeing the effects of 2024's robust outreach in the total incoming contacts for 2025. However, the sharp reduction in outreach in 2025 may impact the volume of incoming contacts in 2026.

In 2025, staff began asking people who submitted new inquiries and complaints how they heard about the OHR. Staff collected 60 responses from January through December 2025. 17 people (28%) reported that they found the OHR online. 12 people (20%) reported hearing about the OHR by word of mouth. An additional 3 people (5%) reported hearing about the OHR from an HRC Commissioner. 10 people (17%) reported being referred to the OHR by the Legal Aid Justice Center, one of the organizations that does work closely related to that of the OHR. 13 people (22%) reported being referred to the OHR by one of 10 other service agencies. One person was a previous caller, another saw the sign on the office door, and another was a person who came for Home to Hope services, whom OHR staff greeted at the door. Surprisingly, only two people said they had learned about the OHR from printed flyers or brochures.

The main takeaway from this information is that people learn about the OHR in a variety of ways. While 28% found the OHR online, a combined total of 35 people (58%) reported hearing about the OHR by word of mouth or through a referral by another agency. This reinforces that consistent community outreach and engagement builds and maintains connections with other community members and agencies and is essential for ensuring community member awareness and access to OHR services.

2.2.2 TOTAL INQUIRIES AND COMPLAINTS BY LOCATION

Despite fluctuations in the volume of inquiries and complaints, most inquiries and complaints received by the OHR over the last eight years involved a concern that occurred in Charlottesville. In 2025, the OHR received 86 inquiries originating in Charlottesville (57% of 152 total inquiries) and 16 complaints.

Each year the OHR receives multiple inquiries regarding concerns that originate outside of Charlottesville. The OHR refers inquiries about services not covered by the CHRO to the appropriate service provider, when possible, and refers inquiries involving any non-jurisdictional allegations of unlawful discrimination to the appropriate municipal, state, or federal agency. In 2025, the OHR received 80 inquiries originating outside Charlottesville, 29 of which were from Albemarle County, 48 were from other localities in Virginia, and 2 were from out of state.

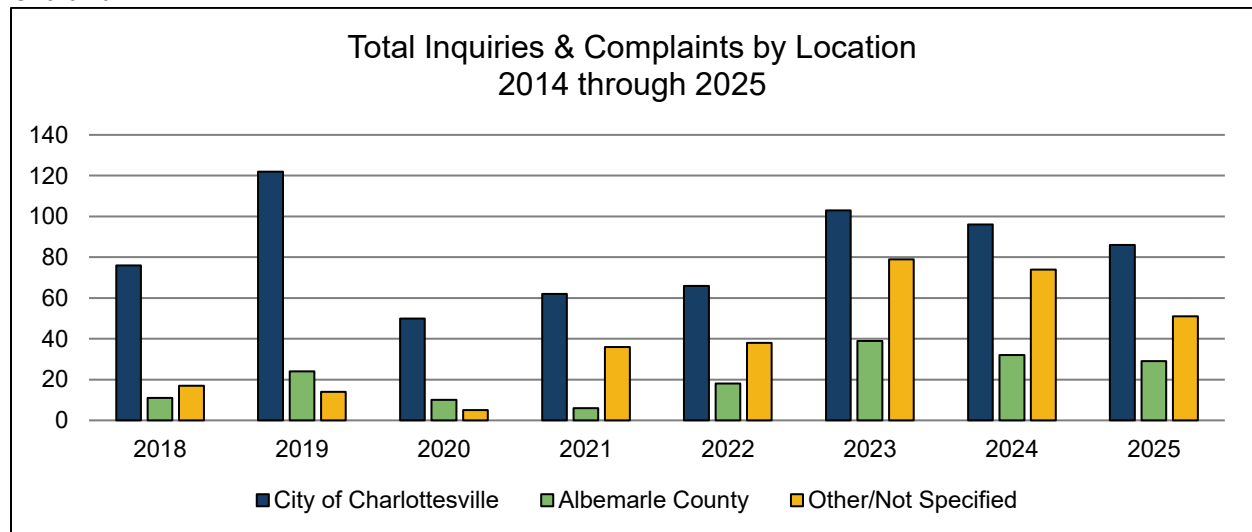
The table below shows the total number of complaints and inquiries originating in Charlottesville, and the total number inquiries originating in Albemarle County and other locations from 2018 through 2025.

Table 2b.

Location	2018	2019	2020	2021	2022	2023	2024	2025	Total
Charlottesville	76	122	50	62	66	103	96	86	661
Albemarle	11	24	10	6	18	39	32	29	169
Other Locations	17	14	5	36	38	79	74	51	314

The chart below provides a different view of the same information presented in the table above.

Chart 2b.



2.2.3. TOTAL INQUIRIES AND COMPLAINTS BY PROTECTED ACTIVITY

The table below shows the total number of **inquiries** received by the OHR from 2018 through 2025 categorized by protected activity.

Table 2c.

Inquiry Type	2018	2019	2020	2021	2022	2023	2024	2025	Total
Housing	49	88	34	51	58	71	53	48	452
Employment	17	32	17	13	23	48	52	42	244
Public Accommodations	3	12	3	8	12	13	16	9	76
Credit	0	0	0	0	0	0	0	0	0
Private Education	0	0	0	0	0	1	0	0	1
Other (Unprotected)	22	22	9	20	20	81	73	53	300
Total	91	154	63	92	113	214	194	152	1,073

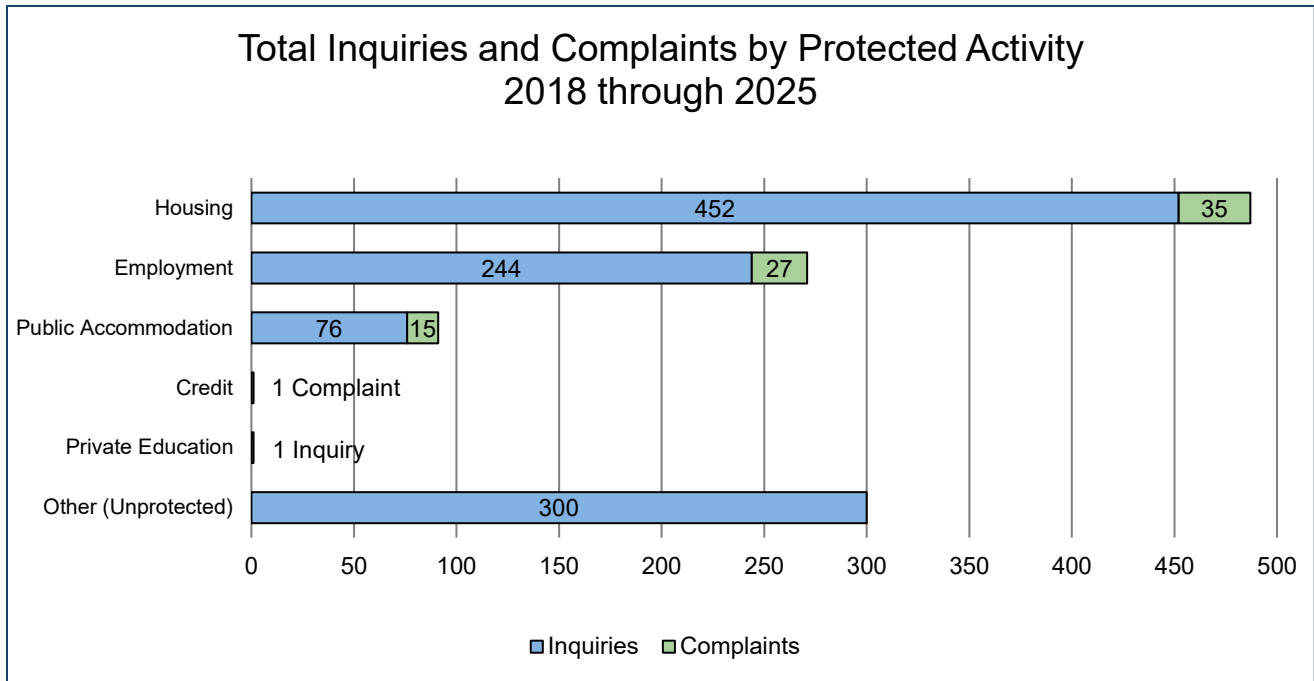
The table below shows the total number of **complaints** received by the OHR from 2018 through 2025 categorized by protected activity.

Table 2d.

Complaint Type	2018	2019	2020	2021	2022	2023	2024	2025	Total
Housing	6	2	1	5	5	4	5	7	35
Employment	6	0	0	5	2	2	5	7	27
Public Accommodations	1	3	1	1	2	1	3	2	15
Credit	0	0	0	1	0	0	0	0	1
Private Education	0	0	0	0	0	0	0	0	0
Total Complaints	13	5	2	12	9	7	13	16	78

The chart below combines the data presented in the two tables above to provide another view of the same information.

Chart 2c.



Housing remains the most often identified protected activity in inquiries and complaints, followed by employment and public accommodation. For all protected activities, the OHR receives far more inquiries than complaints. Inquiries can include non-jurisdictional issues and concerns that do not necessarily include an allegation of discrimination. Many inquiries lead to navigation and advocacy work, which is discussed further in report section 2.2.8. below.

The key takeaway is that the OHR serves the community as both a place where people can file complaints and/or get connected to other services, depending upon the situation. In either case, staff attempt to receive each new inquiry with a person-centered, trauma-informed, and consistent approach. With every inquiry or complaint, the OHR team learns something new and continues to refine its processes to best serve the community.

Case 2023-2, which entered mediation in 2025, was one case that revealed gaps in the complaint processing system. This was the first complaint filed by a non-English speaker and required OHR staff to consider how to provide language access across all steps of the process from intake to resolution. This complaint was filed before the City adopted a City-wide language access service, so the OHR pieced together interpretation and translation services from multiple providers. It was also initially difficult to identify and locate the respondent in this case, which challenged staff to think outside the box when searching for and eventually finding the respondent.

2.2.4. TOTAL COMBINED INQUIRIES AND COMPLAINTS BY PROTECTED CLASS

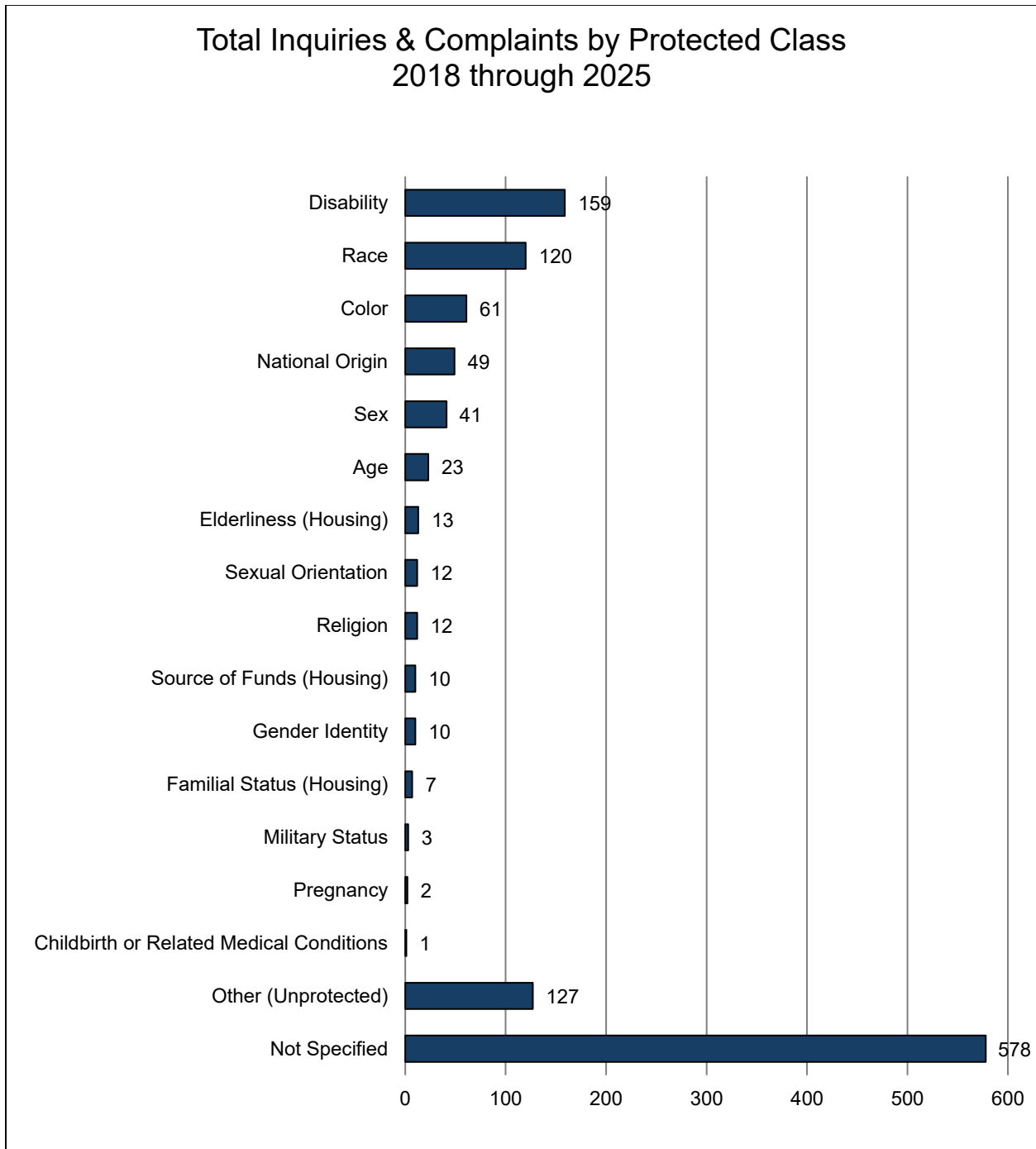
The table below shows the number of times a protected class was identified in an inquiry or complaint from 2018 through 2025.

Table 2e.

Protected Class	2018	2019	2020	2021	2022	2023	2024	2025	Total
Disability	14	19	8	8	22	20	42	26	159
Race	19	21	5	10	21	11	12	21	120
Color	19	21	4	0	1	7	7	2	61
National Origin	2	3	1	3	6	13	17	4	49
Sex	5	8	4	4	7	3	5	5	41
Age	5	1	0	0	4	2	5	6	23
Elderliness (Housing)	0	0	2	1	0	4	6	0	13
Sexual Orientation	0	0	0	2	1	1	4	4	12
Gender Identity	0	0	0	1	4	0	2	3	10
Source of Funds (Housing)	0	0	2	1	2	2	2	1	10
Familial Status (Housing)	3	0	0	0	1	1	1	1	7
Military Status	0	0	0	1	0	0	2	0	3
Pregnancy	0	0	0	0	0	1	0	1	2
Childbirth or Related Medical Conditions	0	0	0	0	1	0	0	0	1
Not Specified	6	106	39	71	59	126	101	70	578
Other (Unprotected)	10	8	4	6	13	35	20	31	127

The chart below provides a different view of the data presented in the table above. Disability and race continue to be the most frequently identified protected classes in inquiries and complaints received by the OHR over the past eight years.

Chart 2d.



2.2.5. TOTAL COMPLAINTS BY PROTECTED ACTIVITY AND PROTECTED CLASS

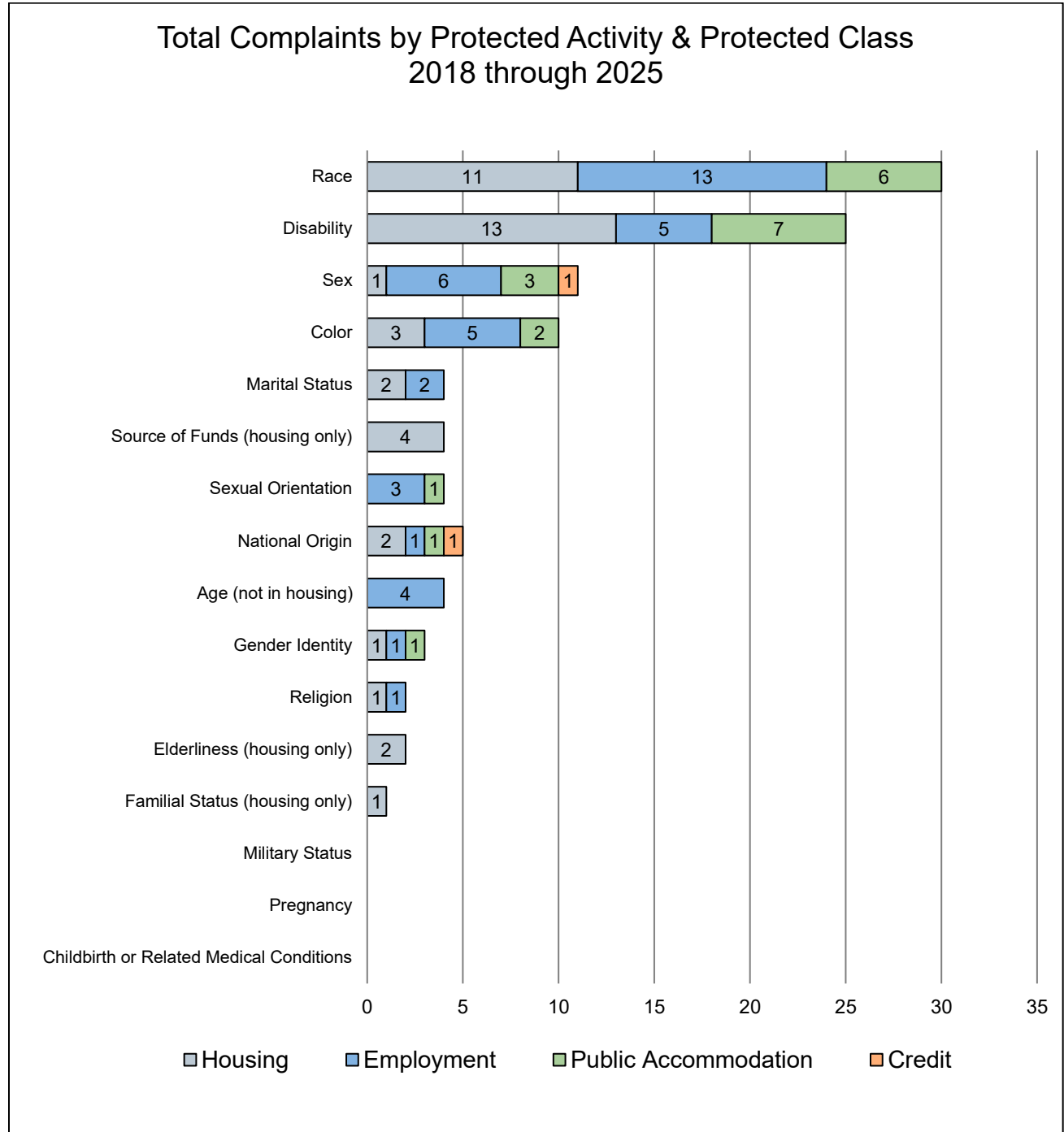
The following chart isolates total complaints received by the OHR over the last eight years, broken down by protected activity and protected class. Note that an individual may identify multiple protected classes when filing a complaint, so the total number of identified protected classes is larger than the total number of complaints.

Table 2f.

Protected Class	Housing	Employment	Public Accommodation	Credit	Private Education	Total
Race	11	13	6	0	0	30
Disability	13	5	7	0	0	25
Sex	1	6	3	0	0	10
Color	3	5	2	0	0	10
Marital Status	2	2	0	0	0	4
Source of Funds (housing only)	4	0	0	0	0	4
Sexual Orientation	0	3	1	0	0	4
National Origin	2	1	1	0	0	4
Age (not in housing)	0	4	0	0	0	4
Gender Identity	1	1	1	0	0	3
Religion	1	1	0	0	0	2
Elderliness (housing only)	2	0	0	0	0	2
Familial Status (housing only)	1	0	0	0	0	1
Military Status	0	0	0	0	0	0
Pregnancy	0	0	0	0	0	0
Childbirth or Related Medical Conditions	0	0	0	0	0	0

The chart below provides a different view of the data presented in the table above, which may make the trends easier to see. Overall, race is the most often identified protected class in complaints, followed by disability. In employment discrimination complaints specifically, race is also the most often identified protected class. However, in housing and public accommodation complaints, disability is most often identified.

Chart 2e.



Local human rights agencies in Virginia have the flexibility to be more inclusive in the complaints they accept. In 2025, civil and human rights protections at the state and federal level were diminished due to executive leadership decisions. While state and federal laws that protect human and civil rights remained intact, the agencies authorized to enforce those laws were impeded by staffing cuts and a backlash against diversity, equity, and inclusion initiatives. While both Virginia and federal law include sex as a protected class, only Virginia law specifically protects gender identity and sexual orientation. Under previous leadership, federal agencies interpreted sex as a protected class to include gender identity and sexual orientation, but in 2025 that interpretation changed to exclude both. Similarly, the public positions held by the Virginia Governor and Attorney General in 2025 were explicitly restrictive of LGBTQ+ rights.

Since Virginia law was amended under the Virginia Values Act in 2021 to include gender identity and sexual orientation as protected classes, gender identity was identified 10 times and sexual orientation 12 times in inquiries and complaints received by the OHR. In 2025, out of the 16 complaints opened, 1 included gender identity and 2 included sexual orientation as protected classes. While the availability of resources at the state and federal level may fluctuate, the OHR will continue to offer a safe space for people who identify as LGBTQ+ who seek protection from unlawful discrimination.

And yet, whether the HRC and OHR are truly allies to the LGBTQ+ community is not for either body to decide. Allyship is an honor bestowed on people and organizations that go beyond having good intentions. The HRC and OHR have taken some steps toward deepening their support for the LGBTQ+ community. In 2025, the HRC passed Resolution HR25-1 supporting the protection and preservation of gender-affirming medical care. OHR staff have also engaged in safe space training to better serve members of the LGBTQ+ community who seek individual assistance. However, there is a need for further LGBTQ+ community engagement. The HRC and OHR must build trusting relationships with the LGBTQ+ community and other marginalized groups to better understand the current and emerging challenges they face, and adapt service provision to better meet community needs.

2.2.6. STATUS OF COMPLAINTS DURING THE CALENDAR YEAR

In 2025, individuals filed 16 complaints of unlawful discrimination: 7 cases of housing discrimination, 7 cases of employment discrimination, and 2 cases of public accommodation discrimination. At the end of 2025, the OHR had 19 open complaint cases and had closed 9 cases that had either been opened in 2025 or during a previous calendar year. The table below shows the year-end status of all cases that remained active at the end of 2025.

Table 2g.

Case #	Protected Activity	Protected Class(es)	Year-end Status
2021-5	Employment	Sexual Orientation, Race	Investigation in progress
2023-2	Employment	Religion, National Origin	Mediation in progress
2024-3	Public Accommodation	National Origin, Sexual Orientation	Investigation in progress
2024-8	Employment	Race, National Origin	Director's finding in progress
2024-11	Employment	Sex, Marital Status	Director's finding in progress
2024-3R	Public Accommodation	Retaliation	Investigation ongoing
2025-2	Employment	Race	No reasonable cause finding Appeal in progress
2025-3	Employment	Disability	Mediation in progress
2025-4	Housing	Source of Funds	Mediation in progress
2025-6	Employment	Race	Investigation in progress
2025-7	Public Accommodation	Disability, Race	Investigation in progress
2025-8	Housing	Familial Status	Investigation in progress
2025-9	Public Accommodation	Race	Director's finding in progress
2025-10	Employment	Sexual Orientation, Gender Identity	Investigation in progress
2025-11	Employment	Disability	Informal dialogue in progress
2025-13	Housing	Disability	Investigation in progress
2025-14	Housing	Race	Investigation in progress
2025-15	Housing	National Origin	Mediation in progress
2025-16	Housing	Race	Investigation in progress

The table below shows the cases that were closed in 2025 that had either been opened in 2025 or during a previous calendar year. Full-time, well-trained OHR intake and investigation staff, as well as access to professional mediation services, continue to be essential for effective and efficient complaint resolution.

Table 2h.

Case #	Protected Activity	Protected Class(es)	Closure Type
2024-2	Housing	Age, Disability	Administrative Closure – No response from Complainant
2024-4	Housing	Disability	Administrative Closure – No response from Complainant
2024-7	Housing	Race, Religion, National Origin	Settled: Informal Dialogue
2024-9	Employment	Disability	Settled: Informal Dialogue
2024-10	Employment	Marital Status	Finding: No Reasonable Cause
2024-12	Housing	Disability	Settled: Informal Dialogue
2025-1	Employment	Sexual Orientation, Race	Administrative Closure – No response from Complainant
2025-5	Employment	Race	Settled: Mediation
2025-12	Housing	Disability	Settled: Mediation

Alternative Dispute Resolution (ADR) of discrimination complaints through Informal Dialogue, Mediation, or Conciliation (for housing complaints only) is a unique service that is provided locally by the OHR. Complainants may also request this service when filing with a state or federal agency, but the OHR provides the convenience of local accessibility, lower caseloads, and coverage of more protected classes than state and federal agencies within the City’s jurisdiction. Additionally, the availability of both investigative and ADR services at the state and federal level is subject to changes in political leadership, making locality-level human rights agencies that offer ADR services even more valuable.

ADR is valuable because it offers the shortest path toward complaint resolution and an opportunity for the complainant and respondent to find understanding and common ground. ADR is voluntary and requires both parties to agree to engage. It can be revisited at any point while the case remains open and can result in remedies that might otherwise only be available through civil action in court. For many complainants, finding an attorney to represent them and their discrimination case in court is nearly impossible, and when it is possible it is often unaffordable.

Cases settled through ADR can result in outcomes such as policy changes, formal apologies, the renewal of a previously denied opportunity, and financial compensation. The possible outcomes from ADR settlements are only limited by legality and the creativity of both parties. In fact, one of the more unique, and surprisingly meaningful, settlements achieved through the OHR’s ADR program was the return of a recliner chair to the complainant by the respondent.

Financial compensation, while not necessarily the most meaningful, is one of the more measurable impacts of ADR. The OHR held a contract with Resolute Mediation and Arbitration, Inc. for complaint mediation services from 2021 through 2025. The table below shows the total value of financial compensation resulting from mediated settlements from 2021 through 2025.

Table 2i.

Year	2021	2022	2023	2024	2025	Total
Total settlements	\$9,862.46	\$0.00	\$19,925.00	\$0.00	\$4,000.00	\$33,787.46

In 2025, the complainant in Case 2025-12 settled with the respondent for \$3,000.00 through mediation after he filed a complaint of housing discrimination on the basis of disability when the respondent allegedly cited the complainant’s disability as a barrier to being able to provide him with housing. While successful mediation does not necessarily mean that the respondent has admitted to engaging in discrimination, it does show a level of empathy by the respondent toward the complainant. Successful mediation requires both parties to listen to one another and arrive at a mutually agreed-upon solution. It is possible to attach a dollar value to financial compensation or even the return of a much-loved chair. However, the opportunity that ADR creates for mutual respect and understanding between people, while harder to quantify, is arguably the most valuable impact.

Case 2024-12, which was filed in December 2024 but mediated in March 2025, is an example of how ADR can break down barriers between parties and result in surprising resolutions. The complainant had filed a housing discrimination case on the basis of source of funds after the landlord refused to accept housing assistance funds from a service provider. She also filed on the basis of disability after the landlord attempted to charge her fees for a service animal. Both parties agreed to mediation, though leading up to the mediation the complainant was quite angry and the respondent was defensive. The mediator reported that the session started off tense, with the complainant raising her voice at the landlord in frustration. The mediator redirected the tension and gave each party the chance explain their perspectives. After less than an hour of dialogue, the landlord apologized, and complainant dropped the complaint and ended the session by hugging the landlord. This is certainly not a typical outcome of mediation, but it demonstrates the value of attempting ADR whenever both parties are willing to engage.

2.2.7. SERVICES PROVIDED THROUGH INDIVIDUAL CONTACTS

In 2025, the OHR provided services through 3,313 incoming and outgoing contacts. Every contact is logged into the OHR service database and categorized by the primary services listed in the table below. Definitions for each of the primary service categories can be found in appendix document 9.1. (OHR 2025 Data Dictionary). Community outreach contacts are tracked in a separate system, and community outreach data for 2025 is examined in report section 3. (Community Outreach and Engagement).

The table below shows the total number of service contacts by type and percentage of total services provided in 2025. Between 2024 and 2025 there was a significant difference in the number of contacts classified as information. Staff revised the definitions of this classification after recognizing that many of the contacts classified as information were better classified as intake activity. The 2025 data reflects this change.

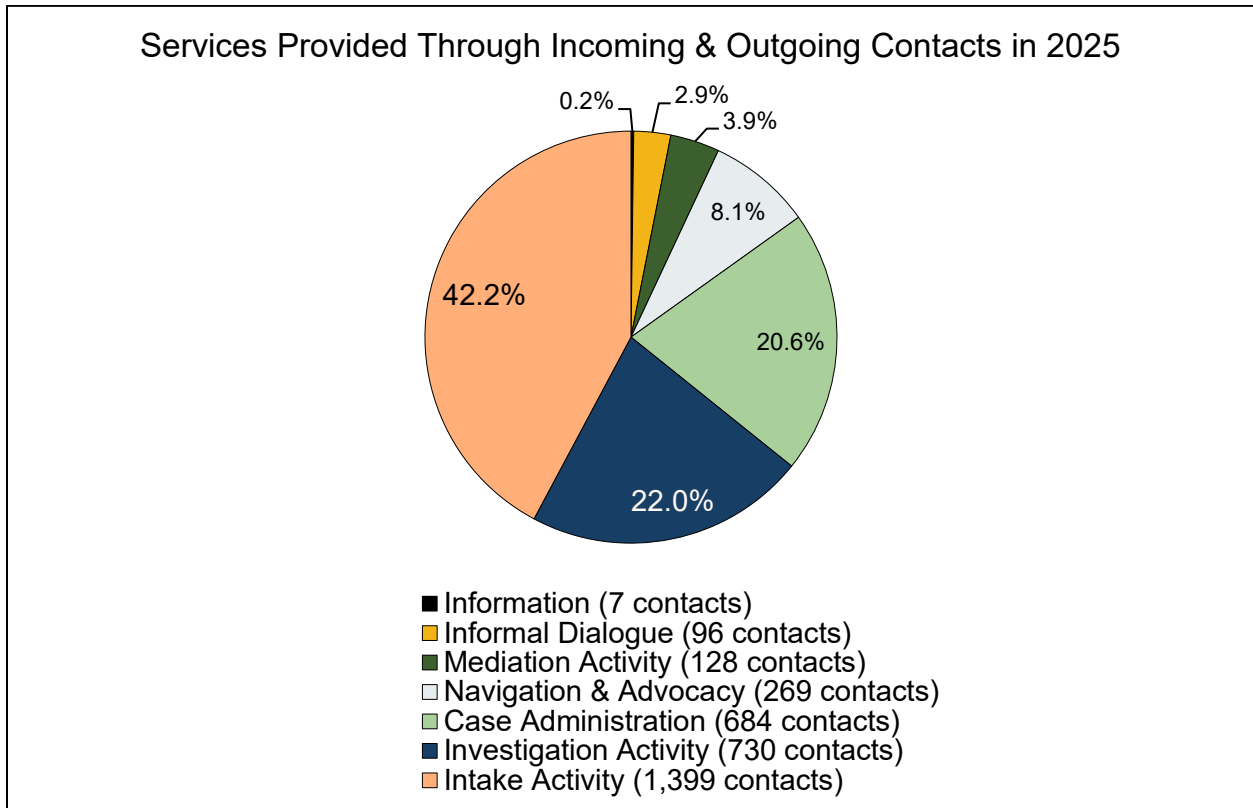
Table 2j.

Primary Service	Number of Incoming & Outgoing Contacts	Percentage of Incoming & Outgoing Contacts
Case Administration	684	20.6%
Conciliation Activity	0	0.0%
Informal Dialogue	96	2.9%
Information	7	0.2%
Intake Activity	1,399	42.2%
Investigation Activity	730	22.0%
Mediation Activity	128	3.9%
Navigation & Advocacy	269	8.1%
Total	3,313	100.0%

All 3,313 incoming and outgoing contacts were parts of the complex human stories that 182 individuals had the courage to share with OHR staff in 2025. Sometimes those contacts were fraught with intense emotions as people recounted and relived painful and frustrating experiences. In 2025, multiple people contacted the OHR after having recently and unexpectedly lost employment or housing. Several engaged in the complaint process while also experiencing homelessness, which was made even more challenging due to ongoing medical concerns. Each day, staff must be prepared to listen with empathy, and respond with kindness, knowing that they cannot always provide the assistance that people request. OHR staff rely on a combination of ongoing technical and person-centered skills training to do their best each day to help those they can, while treating everyone who contacts the OHR with dignity and respect.

The pie chart below provides a different view of the same data presented in the table above.

Chart 2f.



The table below shows which staff managed incoming and outgoing contacts in 2025.

Table 2k.

Primary Service	Intake Specialist	Investigator	Outreach Specialist	Director
Case Administration	279	0	0	405
Conciliation Activity	0	0	0	0
Informal Dialogue	1	0	0	95
Information	1	0	0	6
Intake Activity	853	3	3	527
Investigation Activity	4	702	0	19
Mediation Activity	78	0	0	50
Navigation & Advocacy	78	0	0	190
Totals	1,294	705	3	1,292

2.2.8. NAVIGATION & ADVOCACY

First introduced in 2022, **navigation & advocacy** is a service provision classification that refers to individual service provision which does not involve a jurisdictional complaint of discrimination but includes more engagement than simply a referral to another agency. The table below shows the number of navigation & advocacy contacts from 2022 through 2025.

Table 2l.

Contacts	2022	2023	2024	2025
Total Incoming & Outgoing Contacts	4,308	3,081	2,830	3,313
Navigation & Advocacy Contacts	2,503	2,059	408	269
Navigation & Advocacy % of Total	58%	67%	14%	8%

The data above reflects the OHR's intentional and continued shift away from navigation & advocacy work. While the need for such services remains high, the demands of the complaint process and systemic impact work make dedicating the time needed to engage in individualized navigation & advocacy impractical, if not impossible.

From 2023 through 2025, staff categorized navigation & advocacy services by type. The table below shows the number of times each type of service was provided. Definitions of each navigation type are found in appendix document 9.1. (OHR 2025 Data Dictionary).

Table 2m.

Navigation Type	2023	2024	2025	Total*
Housing Navigation	1,011	140	73	1,224
Other Agency Liaison**	275	111	71	457
Other Contacts	405	32	15	452
CRHA Liaison	167	89	9	265
Legal Aid Liaison	192	12	31	235
City Agency Liaison	117	37	70	224
Mental Health Navigation**	112	3	13	128
Clerical Support	24	0	8	32
Crisis Response	26	2	0	28
Application Assistance	19	0	2	21
Translation Services	18	3	0	21
AG OCR Liaison	3	16	0	19
DPOR Liaison	5	0	0	5
EEOC Liaison	2	3	0	5
Safe Space	1	2	0	3

* The total number of navigation types per year is greater than or equal to the total number of navigation & advocacy contacts because some contacts involve more than one navigation type.

** There was an error in one of the formulas used to count navigation types in 2023 and 2024, resulting in an undercount of "Other Agency Liaison" services and an overcount in "Mental Health Navigation" services for those years. The formula has been corrected, and the data shown for 2023 and 2024 in this report reflects that correction.

Housing navigation has consistently been the most frequently provided navigation type since the OHR began collecting data in 2023 on the types of navigation staff provide. As shown above in report section 2.2.3. (Total Inquiries and Complaints by Protected Activity), housing was also the most often identified protected activity in inquiries and complaints received by the OHR.

As noted above, over the last three years, the OHR has scaled back navigation and advocacy work significantly. From 2018 through 2023, there were times when the demand for services that were not under the purview of the OHR became overwhelming and undermined staff's ability to fulfill duties mandated by the CHRO. Staff were sometimes able to provide unconventional support that had long-lasting impacts, like helping people apply for housing vouchers, connect with mental health providers, and find safe and stable housing. However, despite staff's best intentions and efforts, sometimes situations did not go well. In the worst cases, staff safety, rather than providing support to the individual, became the primary concern. Those moments were the wake-up calls that signaled the need for change.

The end of 2025 marked twelve years of operation for the HRC and OHR. Some of the individuals who contacted the OHR in 2025 have been doing so regularly for over a decade. It is expected that incoming and outgoing contacts for someone who has an active complaint case with the OHR may exceed 100 contacts during a given year. However, since the OHR intentionally decreased navigation and advocacy, it is less common for that to be the case with people who do not have an active case. That said, one individual (who will be referred to as "John" in this report, though that is not his real name), who did not have an active case in 2025, had 287 incoming and outgoing contacts with the OHR. Only one other person had more incoming and outgoing contacts; someone with two complex, active housing discrimination cases had 329 contacts.

John typically contacts the OHR with concerns related to housing, employment, and public accommodation. In general, the issues involve difficulties he has encountered while attempting to navigate complex systems or understand information a landlord or other service provider has told him. Sometimes, while attempting to work through these situations on his own, John gets frustrated and the people with whom he is interacting get frustrated with him. Over the years, staff have assisted by listening to John's concerns, asking for clarifying information from John and the individuals with whom he has been negotiating, and facilitating constructive dialogue between them. Staff have also helped John organize information and summarize it in a way that he finds understandable. At other times, staff have met with John and various service providers to work through points of confusion and arrive at common understanding. John comes to the OHR because he knows staff will treat him with respect and compassion regarding situations in which he has felt frustrated, excluded, and rejected. While this is not the primary function of the OHR this type of navigation and advocacy can be truly life-changing and hard to find for people like John.

2.2.9. REFERRALS TO OTHER SERVICES

When individuals seek assistance from the OHR for services that the OHR cannot provide, staff attempt to connect the individuals to the most appropriate service provider. These attempted connections are classified as referrals. Listed below are the five primary service providers most closely related to the services provided by the OHR. Referrals from the OHR to agencies other than the primary five service providers are classified as “Other”:

AGOCR (VA Attorney General’s Office of Civil Rights): Individuals are referred to the AGOCR for employment and public accommodations cases that originate in Virginia but are outside the jurisdiction of the Office of Human Rights, as defined by state and federal law and the CHRO. In some situations, the OHR will refer cases to the AGOCR when the individual seeks a resolution that requires civil action. This is because the AGOCR partners with the EEOC, which can issue a right to sue letter for civil action in federal court for employment discrimination cases.

EEOC (Equal Employment Opportunity Commission): Individuals are referred to the EEOC for employment discrimination cases that are outside the jurisdiction of the Office of Human Rights, as defined by state and federal law and the CHRO. Because the AGOCR has a workshare agreement with the EEOC, the OHR refers employment cases originating in Virginia to the AGOCR so that the complainant can dually file at both the state and federal level.

DPOR (Department of Professional and Occupational Regulation): This is a state government department that includes the Virginia Fair Housing Office. In previous years, individuals were referred to DPOR for fair housing discrimination complaints when the complainant expressly sought civil action against the respondent. It is important to note that with the passage of the amendments on November 21, 2022, the CHRO now includes language that states that, when a housing complaint receives a finding of reasonable cause, the City will file a civil action on behalf of the complainant. This change to the CHRO coupled with increased investigative capacity within the OHR, makes it no longer necessary to refer jurisdictional housing discrimination cases to DPOR.

CVLAS (Central Virginia Legal Aid Society): Individuals are referred to CVLAS for assistance with a variety of legal issues raised during intake, often pertaining to the protected activities identified in the CHRO. In some cases, individuals have simultaneous cases with CVLAS and the Office of Human Rights.

LAJC (Legal Aid Justice Center): Individuals are referred to LAJC for assistance with a variety of legal issues raised during intake, often pertaining to the protected activities identified in the CHRO. In some cases, individuals have simultaneous cases with LAJC and the Office of Human Rights.

Other: The OHR refers individuals to a wide variety of other agencies and offices depending on the individuals’ specific concerns.

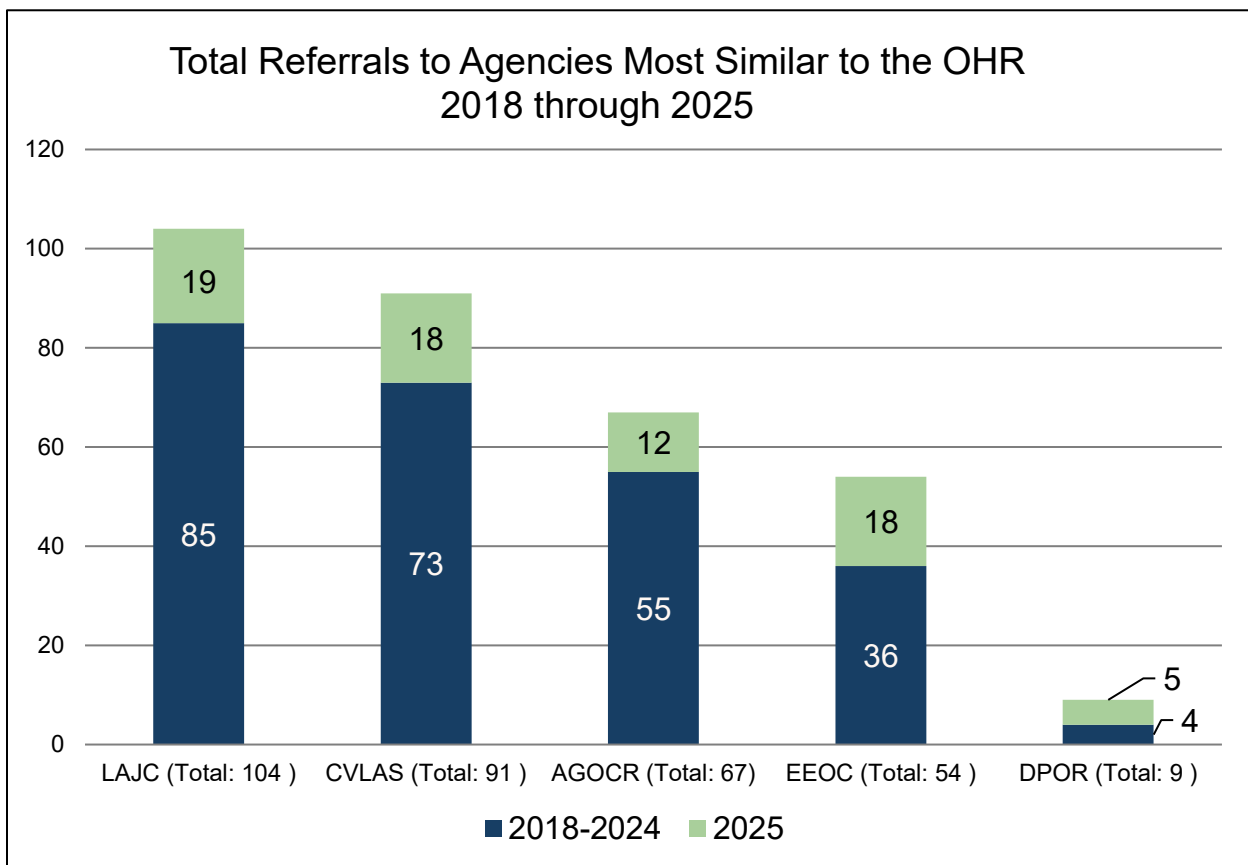
The table below shows the total referrals over the past eight years, including totals for 2025, to the five organizations that do work most closely related to the OHR.

Table 2n.

Referral Agency	2018	2019	2020	2021	2022	2023	2024	2025	Total
AGOCR	0	0	0	0	13	23	19	12	67
CVLAS	5	15	9	4	18	17	5	18	91
DPOR	2	0	0	0	1	1	0	5	9
EEOC	16	8	4	1	1	3	3	18	54
LAJC	5	20	9	6	17	23	5	19	104

The chart below provides a different view of the same data presented in the table above.

Chart 2g.



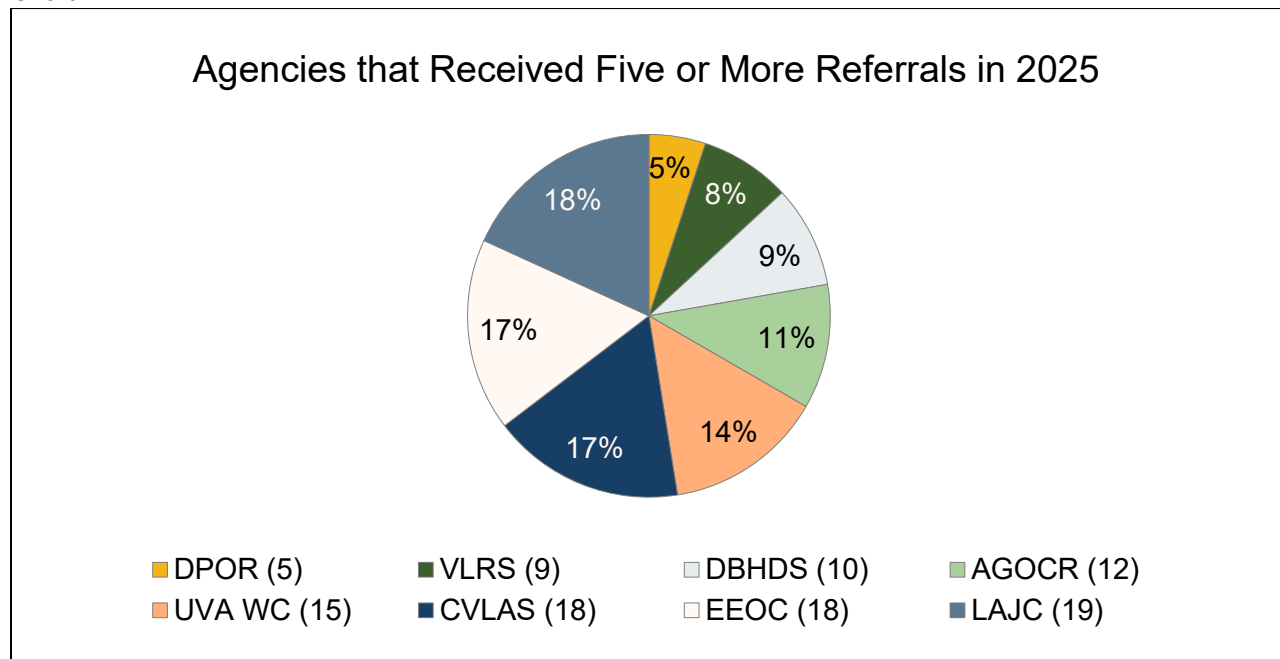
In CY2025, the OHR had 107 contacts that resulted in referrals. Note that some referral contacts resulted in referrals to more than one agency or service provider; therefore, the total number of referral contacts is lower than the sum of referrals made to the five primary agencies and “Other” agencies.

The table below shows all agencies that received five or more referrals in 2025, and the pie chart below the table provides a different view of the same data.

Table 2o.

Agencies That Received Five or More Referrals	Referrals	% of Total
LAJC	19	18%
CVLAS	18	17%
EEOC	18	17%
UVA Maxine Platzer Lynn Women’s Center (UVA WC)	15	14%
AGOCR	12	11%
VA Dept. of Behavioral Health and Developmental Services (DBHDS)	10	9%
Virginia Lawyer Referral Service (VLRS)	9	8%
DPOR	5	5%
Total referrals to the above agencies		106

Chart 2h.



Not all referrals to the agencies listed above involved a complaint of human rights discrimination. In addition to referring non-jurisdictional allegations of employment and public accommodation discrimination to the AGOCR, OHR staff also referred non-jurisdictional complaints of law enforcement agency misconduct. The Virginia DBHDS has an Office of Human Rights tasked specifically with enforcing §37.2-400 of the Code of Virginia, which ensures that state-funded service providers treat the individuals under their care in a manner consistent with basic human dignity. Referrals to the UVA WC, and the VLRS were for legal services generally outside the realm of those covered by LAJC and CVLAS.

Below is a list of agencies that fall into the “Other” agencies referral category. These agencies received between one and four referrals during 2025. Note that some individuals were referred to several of these organizations following a single contact with the OHR. Acronyms are included as they are referenced in the **2025 Individual Service Data (Attachment 2)**.

- City of Charlottesville Department of Human Services (DHS)
- City of Charlottesville Police Civilian Oversight Board (PCOB)
- Downtown Job Center (DJC)
- Home to Hope (H2H)
- Homeless Information Line (HIL)
- Partner for Mental Health (PMH)
- Piedmont Housing Alliance (PHA)
- Piedmont Housing Alliance Financial Opportunity Center (PHAFOC)
- Sexual Assault Resource Agency (SARA)
- Shelter for Help in Emergency (SHE)
- Sin Barreras (SB)
- United States Department of Justice (DOJ)

Building relationships with community partners and service providers ensures that OHR staff know where to refer individuals in need of support that the OHR cannot provide. It also ensures that those same individuals and agencies know when and how to refer people to the OHR. The non-profit and service provision sectors are under constant pressure to respond to changing community needs and sources of funding. As a result, the services they provide can change quickly and staff turnover is frequent. OHR staff maintain connections with community colleagues by attending provider meetings, conducting presentations about the services provided by the HRC and OHR, and updating the OHR referral database as things change. This is just another example of the importance of consistent community outreach and engagement and the necessity of having the appropriate staff on the OHR team to do this work.

3. COMMUNITY OUTREACH AND ENGAGEMENT

Charlottesville Human Rights Ordinance Sec. 2-433. (b)

Collaborate with the public and private sectors for the purpose of providing awareness, education, and guidance on methods to prevent and eliminate discrimination citywide.

- (1) The Commission shall serve as a forum for the discussion of human rights issues and be responsible for conducting ongoing efforts to engage community members in an open, honest, and creative dialogue regarding issues of equity and opportunity, including but not limited to issues considered by the City's Dialogue on Race initiative.*
- (2) The Commission shall conduct or engage in educational and informational programs for the promotion of mutual understanding, reconciliation, and respect between all classes of individuals protected by this ordinance and the larger Charlottesville community.*

This section of the CHRO is one of the broadest in scope and ambition. While the word “outreach” does not appear in the text of this section, it may be the word that best describes the combined duties of “collaborating with the public and private sectors for the purpose of providing awareness, education, and guidance.” The word “engage” appears in both subsections where the HRC is called to “engage community members in an open, honest, and creative dialogue” and “engage in programs for the promotion of mutual understanding, reconciliation, and respect.” In past reports, this section was given the short title of *Awareness and Guidance*, but *Community Outreach and Engagement* may better capture the breadth of the expectations in this part of the CHRO. Community outreach and engagement reflect the spirit of two-way communication between the City and the community. Effective and intentional two-way communication opens the door for working in partnership with the community to creatively build bridges of human empathy where conflict may have caused divisions.

The core roles and responsibilities of the HRC and OHR have mostly remained the same since City Council adopted the CHRO in 2013. From 2013 through April 2023, the OHR was staffed by a Director and a Community Outreach Specialist, with support from many short-term and two long-term Interns. In practice, this meant that, prior to 2023, the Director and Community Outreach Specialist were responsible for intake, investigation, community outreach and engagement, and all administrative work related to the operations of the HRC and OHR. This proved to be too many competing responsibilities for two full-time staff, even with the support of Interns. When staffing was reduced to one full-time employee and two part-time Interns in 2021, it became impossible to sustain effective operations.

With the rehire of the Outreach Specialist in April 2022, followed by the hire of the first Intake Specialist in April 2023 and the first Investigator in December 2023, the OHR began to develop more efficient and effective operating systems, especially for providing individual assistance. Despite this advancement, the Director and Outreach Specialist still struggled to fulfill the remaining outreach, engagement, and administrative duties required by the CHRO, especially after the departure of the last long-term Intern in the fall of 2024. Realizing the need for a new strategy, OHR staff began to develop a proposal for an expanded office staffing structure at the end of 2024. The focus was to more logically distribute the community outreach workload and better support community engagement and the HRC's systemic impact work.

In early 2025, in response to the federal government's changing positions on issues related to civil and human rights, City Management encouraged the OHR to temporarily narrow the scope of its work. This meant reducing the amount of general community outreach activities, like planning and attending service provision and awareness events. Instead, City Management encouraged a shift toward more focused community stakeholder engagement, specifically to groups protected by the CHRO that might be facing new or increased marginalization. The intent was to learn about current and emerging human and civil rights issues that could inform the future work of the HRC and OHR. Narrowing the scope of work also provided temporary relief from the unsustainable workload created by the expectations of the CHRO. It gave the Outreach Specialist an opportunity to pause some outreach duties in the short-term while expanding engagement activities and support for the HRC. Yet, this temporary reduction in scope did not resolve the need for the structural change required to resume community outreach and engagement in the future.

In another move toward creating a more sustainable long-term OHR staffing structure, City Management approved the creation of the Human Rights Policy & Impact Analyst in July 2025. This position was created to support the HRC's policy and legislative work and identify programmatic gaps and opportunities by compiling information through research, data analysis, and focused community engagement. In August 2025, Lily Gates stepped out of the Outreach Specialist position and into the Policy & Impact Analyst role.

While the creation of the Policy & Impact Analyst position was a positive step forward for the future of the HRC and OHR, it came with near-term compromises. Lily's move into the Policy & Impact Analyst role left the Outreach Specialist role vacant and unfunded. City Management had encouraged a pause in community outreach, but this pause was expected to be temporary while the City waited to see how federal policy evolved. Given the continued changes at the federal level and insufficient funds in the fiscal year 2026 OHR budget, the OHR was unable to refill the Outreach Specialist position in 2025. However, the Director included a new request for funding for the position as part of the OHR's fiscal year 2027 budget proposal, recognizing that community outreach and engagement is only possible when a trained, full-time Outreach Specialist is part of the OHR team.

This report section includes data that provides a general overview of the community outreach and engagement work in 2025 along with an analysis of the data. The data reflects the shift away from community outreach and toward targeted engagement and support for the HRC systemic impact work.

3.1. HRC ACTIONS

The table on the following page presents the HRC's actions in 2025 that aligned with the duties and responsibilities in CHRO Section 2-433. (b), as well as the strategic actions and goals Commissioners identified during their annual meeting. For reference, the HRC's 2025 strategic actions and goals are listed below.

Strategic Actions:

1. Engaging the community to better assess current and emerging needs.
2. Presenting legislative agenda recommendations that align with community needs.
3. Presenting City policy recommendations that align with community needs.

Goals:

1. Host a panel of service provider representatives related to the focus area on July 17, 2025.
2. Conduct 1:1 meetings with stakeholders from June 5 – July 31, 2025.
3. Present information learned from 1:1 meetings as relates to legislative priorities during the August 7, 2025, work session.
4. Adopt legislative priorities during the August 21, 2025, regular meeting.
5. Submit legislative recommendations to City Council by August 30, 2025.
6. Present information learned from 1:1 meetings, as relates to City policies during the October 16, 2025, regular meeting.
7. Adopt City policy recommendations for City Council during the November 20, 2025, regular meeting.

Table 3a.

Date	Primary Action	Summary of Action
2/7/2025	Public Poll	The HRC released a public poll to solicit feedback on human and civil rights issues that are important to the community. The poll ran from 02/07/25 to 03/07/25 and received 270 responses. Commissioners will use this information to inform their annual planning and focus areas (see appendix document 9.3.).
4/17/2025	Community Event	Commissioner conducted service provision outreach with OHR staff at the One Stop Shop.
1/23/2025	Community Outreach	HRC Chair promoted HRC vacancies and application on NBC29 Community Conversations.
2/20/2025	HRC Resolution	HRC passed Resolution HR25-1 expressing the Commission's position relating to access to gender-affirming care and sent it to City Council and the UVA Board of Visitors (see appendix document 9.4.).
2/27/2025	Community Outreach	HRC Vice Chair promoted HRC public poll on NBC29 Community Conversations.
6/30/2025	Stakeholder Meeting	HRC Vice Chair met with Cameron Moore, Interim Executive Director of People and Congregations Engaged in Ministry (PACEM).
7/3/2025	Stakeholder Meeting	HRC Chair and Commissioner met with Christine Marra, Director of Housing Advocacy at Virginia Poverty Law Center.
7/7/2025	Stakeholder Meeting	HRC Chair and Vice Chair met with Marjan Omranian and Bonnie Gordon, co-directors of Cville Tulips.
7/17/2025	Public Discussion	HRC hosted service provider expert panel with representatives from Blue Ridge Area Coalition for the Homeless, Public Housing Association of Residents, International Neighbors, International Rescue Committee, Sin Barreras, Housing Opportunities Made Equal of Virginia, and Legal Aid Justice Center.
7/22/2025	Stakeholder Meeting	HRC Chair and a Commissioner met with Sunshine Mathon, Executive Director of Piedmont Housing Alliance, and Isabel McClain, Director of Policy and Advocacy for Virginia Housing Alliance.
9/7/2025	Community Event	Commissioner conducted service provision outreach with OHR staff at Cville Pride.

3.2. OHR ACTIONS

As explained above, the OHR shifted focus in 2025 from the types of community outreach typically led by the Outreach Specialist to engagement with specific stakeholders. The data and analysis below reflect both the community outreach and community engagement work done by the Outreach Specialist and later by the Policy & Impact Analyst, as well as other OHR staff.

3.2.1. OHR COMMUNITY OUTREACH

The OHR categorizes outreach in three ways:

- **Service Provision:** spreading awareness about the services provided by the OHR and HRC.
- **Education & Awareness:** focused on teaching the community about human rights and fostering understanding between members of protected classes and the broader Charlottesville community.
- **Collaboration & Leadership:** work done in partnership with other agencies.

OHR staff engaged in 103 community outreach activities in 2025. The appendix document 9.5. (OHR 2025 Community Outreach Data) provides more detailed, monthly community outreach. The table below shows a summary of outreach activities conducted by the OHR over the last seven years:

Table 3b.

Outreach Type	2019	2020	2021	2022	2023	2024	2025	Total
Collaboration & Leadership	172	43	100	86	145	187	90	823
Education & Awareness	22	0	0	1	9	8	3	43
Service Provision	17	8	7	73	33	50	10	198
Total	211	51	107	160	187	245	103	1,064

Total outreach activities declined by 142 from 2024 to 2025. This reflects the intentional move away from the OHR's typical outreach activities and toward support for the HRC and the initiation of the focused stakeholder engagement led by the Policy & Impact Analyst.

In 2025, the shift in focus from community outreach to more intensive support of the HRC and community engagement impacted community outreach in multiple ways:

- In 2024, OHR staff reached 833 people through service provision outreach. That number dropped to 318 people in 2025. While the OHR reached 515 fewer people through service provision outreach in 2025, the average number of people reached per event was higher: 32 people per event in 2025 vs. 17 people per event in 2024.
- Knowing that the OHR would be engaging in less service provision outreach in 2025, staff strategically chose events that have historically reached many people from diverse sectors of the community. For example, during the Back-to-School Bash event in August, 132 people stopped by the OHR table, and at the Cville Pride Festival in September, staff spoke to 133 people.
- In 2024, after a temporary hiatus, the Outreach Specialist brought back the Human Rights Newsletter, which had 4,393 opens that year. In 2025, the newsletter was only published in January and February, resulting in only 457 opens.
- In 2024, staff shared the OHR's General Service Provision presentation 9 times and the newly created Fair Housing presentation 1 time, reaching a total of 144 attendees. In 2025, staff shared the General Service provision presentation once and the Fair Housing presentation twice, reaching only 28 attendees.
- In 2024, the Outreach Specialist worked with community partners to develop collaborative education and awareness events including a Disability Awareness Trivia Night, a Dr. Martin Luther King Jr. Day community walk, and a community event focused on women working toward solutions to climate change. Through 9 events including those mentioned above, the OHR reached 276 attendees in 2024. By contrast, in 2025, the OHR held only 3 education and awareness events, which were attended by a combined total of 25 people.

The volume of community outreach work in 2024 (245 activities) was the highest since the OHR began tracking it consistently in 2019 (211 activities). In 2025 (103 activities), it was slightly lower than in 2021 (107 activities), when the OHR only had one full-time staff person and two part-time Interns during the second half of the year, following the OHR's reopening after temporarily closing for the COVID-19 pandemic.

While the volume of outreach in 2024 was exceptional, it also came at the expense of staff burnout. In 2024, the Outreach Specialist also assisted the Director with supporting the HRC and helped with intake during a gap in Intake Specialist staffing from July to September. In 2025, the OHR needed to dial back the volume of community outreach to recalibrate and evaluate expectations against feasibility and staff capacity. It may be possible to achieve the same volume of outreach in the future, but it cannot be done without a full-time Outreach Specialist, whose role is not burdened by providing administrative support to the HRC or fulfilling intake and other duties when other positions are temporarily vacant.

Since 2019, Collaboration & Leadership has comprised most of the OHR's community outreach. Collaboration & Leadership involves working with a variety of community partners to organize outreach events, develop referral networks for individuals seeking services, and engaging in discussions regarding projects with community partners that serve people who engage in protected activities and/or are members of protected classes.

Of the 103 outreach activities conducted by the OHR in 2025, 90 were in collaboration with other community partners. The OHR worked in partnership with the 26 primary collaborators listed below:

- Albemarle County Communications and Public Engagement
- Albemarle County Office of Equity and Inclusion
- Albemarle County Public Schools
- Blue Ridge Area Coalition for the Homeless
- Blue Ridge Health District
- Charlottesville Area Justice Coalition
- City of Charlottesville Downtown Job Center
- City of Charlottesville Office of Civilian Oversight
- City of Charlottesville Office of Community Solutions
- City of Charlottesville Office of Sustainability
- Cville Pride
- Cville Tulips
- Equal Justice USA
- Greenstone on 5th
- Housing Opportunities Made Equal of Virginia
- Office of Delegate Katrina Callsen
- Office of Senator Creigh Deeds
- Public Housing Association of Residents
- Richmond Human Rights Commission
- Sexual Assault Resource Agency
- The Fountain Fund
- The Haven
- Trust Labs
- University of Virginia
- Virginia Organizing
- Welcoming Greater Charlottesville

3.2.2. OHR COMMUNITY ENGAGEMENT

With the Outreach Specialist’s transition into the Policy & Impact Analyst role, the OHR was able to dedicate more time to supporting the HRC. Over the past three years, the HRC has refined its annual planning process to focus on providing well-informed City policy and state legislation recommendations to City Council. To achieve these goals, the HRC worked closely with OHR staff to engage with local stakeholders and subject matter experts to learn more about the primary issues facing the community. The Outreach Specialist, and later the Policy & Impact Analyst, coordinated the public polls, expert panels, and 1:1 meetings that informed the HRC’s recommendations. A summary of the HRC’s engagement work can be found in Table 3a. in report section 3.1.

In addition to coordinating the HRC’s community engagement, the Policy & Impact Analyst also developed a plan for focused stakeholder engagement. This plan reflects City Management’s request to narrow down OHR outreach efforts and seek community input on current and emerging human and civil rights needs. The plan can be found in appendix document 9.6 (OHR 2025-6 Policy & Impact Community Engagement Plan). In 2025, the project plan included the three phases listed in the table below.

Table 3c.

Phase	Objectives	Target Start Date	Target End Date
Literature Review & Skill Building	Review existing reports and data, review relevant training materials	6/1/25	8/1/25
Plan Engagement Phases	Create detailed plan for completing EPI and outline for EPII, share with Director for approval	8/4/25	8/16/25
Engagement Phase I	Implement plan	8/18/25	1/9/26

3.2.2.1. LITERATURE REVIEW & SKILL BUILDING PHASE

During the Literature Review & Skill Building Phase, the Policy & Impact Analyst reviewed the resources and engaged in the learning opportunities listed below:

- City Resources
 - 2025 Parks and Recreation Master Plan
 - 2025 City Council Retreat and Strategic Planning Meeting records
 - 2025 Charlottesville National Community Survey
 - 2022-2025 Human Rights Commission Community Surveys
 - 2018-2025 OHR Service Databases

- External Resources
 - Annie E. Casey Foundation - Measuring Access to Opportunity in the U.S.
 - CCP - Methods for Community Engagement
 - Center for Community Partnerships (CCP) - Community Wellbeing Profile
 - Government Alliance on Race & Equity (GARE) - Racial Equity Tool
 - GARE - 2025 State of the Field: A Snapshot of Racial Equity in Government

- Learning Opportunities
 - GARE - Accountability and Next Steps for Advancing the Work
 - GARE - Shifting to an Equity Mindset Parts 1 and 2
 - GovEX – Getting Started with Community Engagement for Analytics
 - GovEX – Getting Started with Data Standards
 - GovEx – Interpreting Data with Greater Accuracy and Insight
 - International Association of Official Human Rights Agencies Conference 2025
 - Right to Be – Brave Conversations Across Difference
 - University of Michigan - Using Public Policy for Social Change
 - Welcoming America - Connected Communities Cohort Meetings

The Policy & Impact Analyst continued to review resources and attend trainings while also planning the Engagement Phases and beginning Engagement Phase I.

3.2.2.2. ENGAGEMENT PLANNING PHASE & ENGAGEMENT PHASE I

The Policy & Impact Analyst worked with the Director to identify 105 governmental and non-governmental community agencies and groups for potential engagement. During Engagement Phase I, the Policy & Impact Analyst contacted 18 of the identified groups and met with 5 unique individuals and groups from October to the end of 2025. This work was continued in 2026, as during the 2025/2026 holiday season multiple contacts were unresponsive, despite regular follow-up.

The Policy & Impact Analyst used different engagement approaches depending on the context and individuals involved. Some meetings were 1:1 conversations, while others were with small groups. In some cases, when the stakeholder was unfamiliar with the work of the HRC and OHR, she led with a presentation about service provision. While she had a prepared list of questions to guide the conversation, if needed, most conversations were open-ended and allowed the stakeholders to speak about the current and emerging needs they saw among the community members they supported.

While this report focuses on the work done in 2025, the aggregated data from the stakeholder meetings also includes data through February 2026, after the Policy & Impact Analyst was able to meet with an additional 5 stakeholders. It is important to note that this work was paused after Lily left the Policy & Impact Analyst position in March 2026. Despite the short initial implementation period, the first 10 stakeholder conversations revealed some preliminary but valuable insights.

Following each meeting, the Policy & Impact Analyst reviewed her notes, identified specific issues raised by the stakeholders, and recorded this information into a database. She used the database to capture each individual issue and categorize the individual issues by primary topics. Table 3d. below shows the number of unique primary topics and issues identified. Table 3e. below shows the number of specific issues that fell under each primary topic.

Table 3d.

Measure	Total
Unique primary topics	12
Unique issues identified	47

Table 3e.

Primary Topic	Total Specific Issues
Mental Health	13
Housing	10
Wraparound Services	5
Childcare	4
Transportation	3
Food Insecurity	3
Employment	1
Medicaid Eligibility	1
Immigration	1
City Services	1
Language Access	1
Other	4

While much more community engagement is needed to broaden the sample size, when looking at the preliminary data from the stakeholder engagement alongside the HRC’s 2025 public poll results, and OHR service data, some trends begin to emerge, as presented in the table below.

Table 3f.

Trend	2025-26 Stakeholder Engagement	2025 HRC Public Poll	2025 OHR Service Data
<p>Housing is a primary concern for Charlottesville residents as expressed by service providers, community members, and those seeking supports through the OHR.</p>	<p>During 11 meetings from October 2025 through February 2026, the 10 community stakeholders mentioned housing issues 10 times. Specifically, stakeholders mentioned low availability of safe, livable, and affordable housing.</p>	<p>Out of 262 community responses, 159 people (60%) selected housing affordability, tenants’ rights, and homelessness as the issue most important to them.</p>	<p>From 2018 through 2025, housing has consistently been the protected activity most often identified in all inquiries and complaints received by the OHR, and housing navigation has been the most requested type of navigation and advocacy service from 2023 through 2025.</p>
<p>Housing stability for people with disabilities in Charlottesville is a complex and ongoing concern.</p>	<p>The 10 stakeholders mentioned mental health 13 times, specifically as related to housing access, homelessness, and inconsistent or unavailable clinical care.</p>	<p>While only 27 people (10%) of 262 community members identified accessibility through improved access and opportunities for people with disabilities as the issue most important to them, of the 7 comments that mentioned disability, 4 referenced housing accessibility.</p>	<p>From 2018 through 2025, disability was the most often identified protected class in all inquiries and complaints received by the OHR and is the most often identified protected class in housing complaints.</p>

4. CITY POLICIES AND PRACTICES

Charlottesville Human Rights Ordinance Sec. 2-433. (c)

Identify and review policies and practices of the City of Charlottesville and its boards, commissions, and other public agencies within the City and advise those bodies on issues related to human rights.

(1) Such policies, practices, and systems may include those of an institutional nature that:

- (i) May be unlawful discriminatory practices; or*
- (ii) May not constitute unlawful discriminatory practices but nevertheless produce disparities that adversely impact individuals in accordance with the protected classes identified within this ordinance.*

(2) Any review undertaken pursuant to this section may be initiated at the request of any other public or private entity, or by the Commission on its own initiative.

(3) The Commission may conduct its own research and review of existing studies and literature, collaborate with other research organizations, organize public focus groups, and hold such hearings as may be necessary to identify policies, practices and systems as referenced above. For each such identified policy, practice or system, the goal of the Commission will be to formulate recommendations and to propose to City Council concrete, actionable reforms that will eliminate discriminatory practices or the adverse effects of lawful other practices. The Commission will report the status of its ongoing project(s) or review(s) to City Council within its quarterly and annual reports.

While the HRC is responsible for developing and delivering City policy and practice recommendations to City Council, the OHR staff provide considerable support by coordinating the community outreach and engagement necessary to ensure that the HRC recommendations are informed by community member input. As shown in Table 3a. in report section 3.1., the HRC consulted many different subject matter experts and stakeholders for information and insights as they developed their City policy and practice recommendations in 2025. One of the main reasons for creating the Policy & Impact Analyst position was the realization that, with additional support from OHR staff, the HRC could engage more community members, gather more information, and make better informed recommendations to City Council. This speaks to the important relationships between the HRC and the OHR's staffing structure, as presented in report section 1.4. and the ongoing need for consistent community outreach and engagement.

Per the HRC’s focus on **housing access and stability across protected classes and economic status**, most of the policy and practices recommendations related to housing issues. The table below lists the HRC’s actions in 2025 that aligned with the duties and responsibilities in Sec. 2-433. (c).

Table 4a.

Date	Primary Action	Summary of Action
4/24/2025	Stakeholder Meeting	HRC Chair and OHR staff met with Riaan Anthony, Director, and Annie Sechrist, Management Specialist, of the Charlottesville Parks and Recreation Department to discuss a concern raised by community members related to equity and access to play surfaces in City parks.
6/13/2025	Letter of Position	HRC Chair sent a letter to Riaan Anthony, Director of Charlottesville Parks and Recreation, regarding the allocation process for City play surfaces (see appendix document 9.7.).
9/2/2025	Council Recommendation	HRC Chair sent a letter to City Council regarding a proposed ordinance to ban camping and storage of personal items on City property (see appendix document 9.8.).
9/30/2025	Policy Review	Chair contacts Riaan Anthony, Director of Parks and Recreation, regarding the opportunity for the HRC to review the updated Parks and Recreation play surface allocation procedure.
11/25/2025	Council Recommendation	HRC Chair sends 2025 City Policy Recommendations letter to City Council (see appendix document 9.9.).

Following the resolution of the concern about equitable access to playing fields, the community member, who had been the primary contact with the HRC and OHR regarding this matter, followed up by sending OHR staff the message below:

“Just wanted to send you and the rest of the team/board a note saying thank you again for all of your help with the tennis courts. We had our second session today and it has been amazing to have so many kids enrolled (19 showed up today!) and have the space to play. We have a lot of new students, and the girls are having a great time!! I told them I wanted to share a team photo with the people who helped us book the courts, and they decided to make little hearts for you :) So, from the bottom of our hearts, thank you!!”



5. FEDERAL WORKSHARES

Charlottesville Human Rights Ordinance Sec. 2-433. (d)

Seek a Fair Employment Practices Agency (FEPA) workshare agreement with the Equal Employment Opportunity Commission (EEOC) and a Fair Housing Assistance Program (FHAP) workshare agreement with the Department of Housing and Urban Development (HUD) to conduct investigations of employment and housing discrimination on their behalf and enter into such agreement(s) subject to approval of City Council upon a finding that the agreement(s) would be in the best interest of the City.

Most of the duties and responsibilities relating to the pursuit of a Fair Employment Practices Agency (FEPA) workshare with the Equal Employment Opportunity Commission (EEOC) and a Fair Housing Assistance Program (FHAP) workshare with the U.S. Department of Housing and Urban Development (HUD) fall to the OHR, with the HRC playing a supporting role. These workshare agreements are directly related to the enforcement processes within the CHRO in *Section 2-437.1. Investigation of individual employment discrimination complaints and issuance of findings, Section 2-437.2. Investigation of individual housing discrimination complaints and issuance of findings, and Section 2-439.1. Enforcement authority – The role of the Commission regarding individual complaints of discrimination.*

In 2021, the HRC decided to prioritize pursuit of the FHAP workshare over the FEPA because simultaneous pursuit of both workshares without additional staff support was not practical. The FHAP workshare also offered the opportunity of funding for additional staff and training, whereas the FEPA workshare did not. Therefore, work on the FEPA workshare continued to remain on hold for the entirety of 2025.

In March 2025, after five years of work, including multiple rounds of ordinance revisions, the Director of Fair Housing Assistance Programs confirmed that the CHRO met the requirements for substantial equivalence to federal fair housing law and that FHAP interim certification for the HRC and OHR was likely. Unfortunately, by September 2025, the same Director reported that interim certification had been denied for two reasons. First, HUD had shifted from certifying new, locality-level FHAP agencies to only certifying state-level agencies. Second, the CHRO protects against discrimination on the basis of gender identity and sexual orientation, protections that were no longer supported by the federal government.

Given the changing federal priorities regarding civil rights protections both in housing and employment, no additional action is being taken to pursue federal workshares, currently. However, the expanded enforcement authorities granted by the ordinance amendments adopted by City Council on January 21, 2026, remain in effect and strengthen the HRC and OHR's ability to investigate and resolve complaints.

6. LEGISLATIVE PROGRAM

Charlottesville Human Rights Ordinance Sec. 2-433. (e)

Make recommendations regarding the City's annual legislative program, with an emphasis on enabling legislation that may be needed to implement programs and policies that will address discrimination.

This role rests primarily with the HRC, with support from the OHR, and is closely related to the roles under Sections 2-433. (b) and (c) of the CHRO. As noted in report sections 3. and 4., community outreach and engagement are also important for ensuring that the HRC's annual legislative program recommendations to City Council are relevant and meaningful to the community. In addition to the community outreach and engagement activities listed in report section 3.2.1., on May 15, 2025, Commissioners hosted Delegate Katrina Callsen and Senator Creigh Deeds for a discussion about current and upcoming legislative issues being considered at the Virginia General Assembly.

As with the City policy recommendations, the HRC's legislative recommendations to City Council in 2025 focused on **housing access and stability across protected classes and economic status**. The letter of recommendations sent to City Council, on August 29, 2026, see appendix document 9.10. (HRC 2026 Legislative Program Recommendations), along with the follow-up prioritization of recommendations requested by City Council, see appendix document 9.11. (HRC 2026 Legislative Recommendations – Annotated), can be found on the Human Rights Commission sub-page on the Human Rights webpage of the City's website.

City Council chose to include all five of the HRC's highest priority recommendations in the 2026 Legislative Agenda. Those recommendations included the following:

- Support the expansion of Permanent Supportive Housing (PSH) for people with disabilities and others with complex needs.
- Amend the Virginia Residential Landlord and Tenant Act to allow tenants to raise unsafe or unsanitary conditions as an affirmative defense to non-payment of rent in eviction cases.
- Reinstate fourteen-day pay or quit notices. Under current law, after a tenant is five days late in paying rent, a landlord can issue a five-day "pay or quit" notice requiring the tenant to pay full rent or face eviction proceedings. By extending the five-day "pay or quit" window to fourteen days, tenants have a better chance of accessing funds and avoiding housing instability and homelessness.
- Increase funding for the Virginia Eviction Reduction Pilot Program (VERP). Established in 2020 to support the creation of local/regional coordinated systems to prevent evictions, this program provides local organizations with resources to help families access emergency financial assistance, case management, and court navigation.

City Council also included the following HRC recommendations that did not appear to have patrons in other localities:

- Limit fees for rental applications and/or allow groups of tenants to submit a single application.
- Require that critical lease information be made available in languages other than English.
- Require landlords to disclose to prospective rental applicants a complete list of additional fees involved in renting as a separate document prior to tenant application.
- Establish statewide pilot program funded at \$60 million annually for two years to provide rental assistance for 5,000 very low-income families across Virginia.
- Increase annual funding for Virginia Housing Trust Fund (VHTF) from \$87.5 million to \$150 million. The VHTF provides loans to create, preserve, and support affordable housing, and provides grants targeted at reducing homelessness.
- Support comprehensive probation reform bills that offer increased housing support and services to aid in successful reentry of those exiting incarceration

As noted above, the HRC and OHR rely on input from other local and regional partners when learning about trends in legislative advocacy. These trends include what legislation other advocacy organizations are supporting, what issues have been sponsored by a local legislator versus those that have been sponsored by a legislator in another locality, what bills have been sponsored that include the specific issues in City Council's legislative agenda, and which of those bills has been passed or vetoed. Legislative staff and other non-profit organizations have been extremely helpful sources of this information for the last several years.

There is also room for growth in the HRC and OHR's ability to track legislative trends, especially regarding the status of recommendations the HRC has previously made to City Council. In 2025, the Policy & Impact Analyst began expanding the scope of the OHR's legislative tracking work. With consistent staffing in the OHR in 2026, it may be possible to develop systems to better track the success of the HRC's legislative program and use that information to guide strategic advocacy in the future.

7. HRC POLICIES

Charlottesville Human Rights Ordinance Sec. 2-433. (f)

Prepare recommendations to City Council as to policies and procedures the HRC believes are necessary for the performance of the roles, duties and responsibilities assigned to the HRC within this article, and for modifications of operating procedures approved by City Council.

This role is shared by the HRC and OHR and relates to all other duties and responsibilities detailed in the CHRO. Activities associated with this section generally include any changes to the CHRO and/or HRC Rules & Procedures. The HRC Rules & Procedures is a guiding document equivalent to bylaws that the HRC uses to codify protocols such as officer elections, meeting planning, and voting.

7.1. ORDINANCE AMENDMENTS

In December 2024, the HRC adopted amendments to the CHRO for recommendation to City Council. City Council approved the amendments on January 21, 2025. As noted in report section 5., these amendments included final recommendations from HUD to make the CHRO substantially equivalent to federal fair housing law, clarified the HRC's public administrative hearing protocols, and expanded subpoena powers for both the HRC and OHR. Although it was disappointing that HUD did not grant interim FHAP certification to the HRC and OHR. The CHRO remains substantially equivalent to federal fair housing law and offers additional protections that federal and state agencies do not currently enforce.

7.2. RULES & PROCEDURES AMENDMENTS

On September 19, 2025, the HRC adopted amendments to the HRC Rules & Procedures, which moved the officer election process into the main body of the document. The amendments also included the addition of an ad-hoc officer election process, giving the HRC a mechanism for electing officers outside the annual election cycle when an officer position is vacated mid-term.

8. OBSERVATIONS AND OPPORTUNITIES

This section includes a summary of key takeaways from 2025 and recommendations for potential future action.

Observations	Recommendations
<p>The creation of the Human Rights Policy & Impact Analyst position marked a significant step in establishing the OHR staffing structure necessary to adequately support the work of the HRC, engage community stakeholders to learn about current and emerging issues, and assess gaps in service delivery.</p>	<p>Funding and rehiring for the Outreach Specialist position is the next important step in making sure the OHR can fulfill its duties under the CHRO while also keeping workloads manageable and avoiding staff burnout.</p>
<p>The volume of incoming OHR contacts in 2025 was slightly above the volume seen in 2024, while the total number of filed complaints in 2025 was the highest it has been since 2018.</p>	<p>As intake and investigation processes become more efficient, and staff take on greater workloads, it will be important to continue to monitor workflows, recognize system bottlenecks, and make appropriate staffing and contracting decisions.</p>
<p>The process of intake, alternative dispute resolution, and investigation require staff with specialized knowledge and skills that take time and practice to develop. Given the unique type of work done by the OHR, there are limited external opportunities for training, so the experience that staff gain by handling cases becomes invaluable, pointing to the high importance of retaining high-performing staff who have a year or more of experience working in the OHR.</p>	<p>Staff development and retention in a small office can be difficult when the work is challenging and there is little opportunity for advancement. Continuing to review job descriptions to make sure they reflect the true scope of job duties and ensuring that wages are equitably matched to the position and the person's contributions to the City will remain key for the long-term retention of skilled staff and thus the effectiveness of the HRC and OHR.</p>
<p>Race was the most often identified protected class in complaints received by the OHR from 2018 through 2025 and was also the most often identified protected class in all employment complaints.</p>	<p>The HRC, working closely with the Policy & Impact Analyst, Director, and community partners, could look deeper into the underlying causes for racial inequity, especially in employment and advocate for systemic change.</p>
<p>Disability was the second most often identified protected class in complaints received by the OHR from 2018 through 2025 and was the most often identified protected class in all housing complaints.</p>	<p>Examining the root causes of inequity for people with disabilities, especially in the realm of housing, is another possible area of focus for deeper research and systemic impact work by the HRC.</p>
<p>As federal protections of human and civil rights weaken, state agencies and local bodies like the HRC and OHR become increasingly important, especially for people who identify as LGBTQ+ and immigrants.</p>	<p>Being able to reach specific groups that may be experiencing an uptick in inequitable treatment will require the OHR to be fully staffed and functional, and the City must continue to evaluate whether entering federal workshares is in the best interest of the community.</p>

9. APPENDIX

The appendix contains documents that were either referenced in the body of this report or are sources of data cited in the report. As with all sections in this report, OHR staff have attempted to present these documents in an ADA accessible format for people who are visually impaired. Upon request, the OHR can provide additional information or clarification for documents that are found to not be optimally accessible.

9.1 OHR 2025 DATA DICTIONARY

Term	Definition
Administrative Closure	The dismissal of a complaint due to a complainant's non-response for over 30 days, unwillingness to work in good faith with the Office of Human Rights, or threats to the wellbeing of City employees.
Administrative Hearing	A public meeting during which the Commission reviews a finding of reasonable cause or no reasonable cause made on a case investigated by the Office of Human Rights.
AG OCR Liaison	Any activity related to assisting an individual with accessing services of the AG OCR, such as providing support for the filing of a complaint through the AG OCR.
Alternative Dispute Resolution	An attempt to resolve a complaint through informal dialogue, mediation, or conciliation.
Application Assistance	Any activity related to assisting individuals with applications to outside services, including jobs or services from agencies.
Case	A complaint of unlawful discrimination that has been accepted for further action by the Office of Human Rights.
Case Administration	The provision of services related to open complaints, including scheduling meetings, sending case notification letters, and other complaint management not defined as Mediation Activity, Intake Activity, or Investigation Activity.
Charlottesville Human Rights Ordinance	A part of the Code of the City of Charlottesville found in Chapter 2, Article XV, that explains the roles and responsibilities of the Human Rights Commission and Office of Human Rights and defines the protected activities, protected classes, and enforcement mechanisms authorized to address unlawful discrimination within the jurisdiction of the City of Charlottesville.
City Agency Liaison	Any activity related to assisting an individual with accessing services provided by another office or department in the city. This includes third-party incoming contacts from the agency when that agency provides information in response to a request from OHR staff regarding an individual Navigation & Advocacy contact. This does not include staff follow up with the individual to relay information provided by the agency.

Term	Definition
Clerical Support	Providing access to a phone, computer, fax machine, printer, or comparable resource to an individual.
Closed Complaint	A complaint that is no longer being addressed by the Office of Human Rights. Reasons a Complaint may close include Conciliation, Court Action, Informal Resolution, No Response, Non-jurisdictional, Private Counsel, Referral, Settlement, Withdrawal, or No Reasonable Cause.
Closed Inquiry	An inquiry that is no longer being addressed by the Office of Human Rights. Reasons an inquiry may close include Informal Resolution, Navigation Only, No Response, or Referral.
Complainant	An individual or group of individuals who have filed a formal complaint of unlawful discrimination with the Office of Human Rights.
Complaint	A timely filing of a jurisdictional allegation of unlawful discrimination, as defined by the Human Rights Ordinance.
Conciliation	The process by which Fair Housing Complaints may be resolved through facilitated formal dialogue between a Conciliator, the Complainant, the Respondent, and/or legal representation appointed by either party. Conciliation must be attempted in the period following the filing of the complaint and concluded prior to either the issuance of a charge on behalf of the complainant or upon dismissal of the complaint. Successful conciliation results in a Conciliation Agreement between the Complainant, the Respondent, and the City. In this Agreement, the role of the City is to enforce compliance and bring forth a case in court if the terms of the Conciliation Agreement are breached.
Conciliation Activity	Activity involving the provision of services related to attempts to resolve a Fair Housing Complaint through a Conciliation process; may include scheduling or updates to the status of Conciliation or the Conciliation Agreement.
Contact	All walk-ins, appointments, interactions in the community, phone calls, phone messages, text messages, emails, and postal mail related to services provided to an individual.
Court Action	Used when an Inquiry or Complaint is closed due to the filing of a civil suit in a court of competent jurisdiction.

Term	Definition
CRHA Liaison	Any activity related to assisting an individual with accessing services provided by CRHA, including communication on behalf of the individual. This includes third-party incoming contacts from the agency when that agency provides information in response to a request from OHR staff regarding an individual Navigation & Advocacy contact. This does not include staff follow up with the individual to relay information provided by the agency.
Crisis Response	Any activity related to assisting a community member with a crisis, including de-escalation.
Determination	A decision made by the Director regarding whether there is cause to believe that a violation of the Charlottesville Human Rights Ordinance has occurred. This decision is based on the evidence presented in an investigative report regarding a complaint of unlawful discrimination. This term is used synonymously with "Finding."
Dismissed Complaint	A complaint that has been closed by the Director due to the case being outside the jurisdiction of the Office of Human Rights, the lack of a prima facie case of discrimination, or because of a finding of no reasonable cause.
DPOR Liaison	Any activity related to assisting an individual with accessing the services of DPOR, such as providing support for the filing of a complaint through DPOR. This includes third-party incoming contacts from the agency when that agency provides information in response to a request from OHR staff regarding an individual Navigation & Advocacy contact. This does not include staff follow up with the individual to relay information provided by the agency.
EEOC Liaison	Any activity related to a Navigation & Advocacy contact that involves assisting an individual with accessing the services of the EEOC, such as providing support for the filing of a complaint through the EEOC. This includes third-party incoming contacts from the agency when that agency provides information in response to a request from OHR staff regarding an individual Navigation & Advocacy contact. This does not include staff follow up with the individual to relay information provided by the agency.

Term	Definition
Finding	A decision made by the Director regarding whether there is cause to believe that a violation of the Charlottesville Human Rights Ordinance has occurred. This decision is based on the evidence presented in an investigative report regarding a complaint of unlawful discrimination. This term is used synonymously with "Determination."
Further Action	Steps taken to address a complaint of discrimination that may include informal conciliation, mediation, and investigation. A complaint is approved for further action following a prima facie and jurisdiction assessment.
Housing Navigation	Any activity related to a Navigation & Advocacy contact that involves assisting individuals experiencing difficulty with matters related to housing. This may include facilitating dialogue with landlords, providing rent ledger assistance, handling potential evictions, accessing emergency housing resources, and more. It can also include staff follow-up or individual follow-up during which information about a non-complaint housing issue is discussed.
Incoming Contact	Any walk-ins, appointments, interactions in the community, phone calls, phone messages, text messages, emails, and postal mail from an individual seeking assistance from the Office of Human Rights or from a third-party entity.
Individual Follow-up	An incoming contact from an individual who has an open inquiry or complaint.
Informal Dialogue	A contact related to staff attempts to resolve a dispute that is related to a jurisdictional Complaint of employment, public accommodation, credit, or private education discrimination through the facilitation of meetings or other means not described as Conciliation or Mediation. Informal dialogue is currently not applicable to housing complaints.
Informal Resolution	A cause for the closure of a case indicating that an agreement has been reached through informal dialogue or other informal means.
Information	A contact in which staff answers questions of a general nature or provides information regarding services, events, or program.
Inquiry	A new incoming contact involving a request for individual assistance outside of, or prior to, the filing of a complaint and/or an individual allegation of discrimination that falls outside the jurisdiction of the OHR, as defined by the CHRO.

Term	Definition
Intake Activity	A contact related to the provision of service following a Complaint or Inquiry including acquiring information to determine the type of service to be provided, setting appointments, and other services related to new requests for service.
Investigation	The formal process of gathering factual evidence regarding a complaint of discrimination. Fact gathering can include interviewing the Complainant, Respondent, and Witnesses. It may also include gathering other evidence such as documents, audio recordings, video footage, or physical evidence.
Investigation Activity	Any activity associated with the formal investigation of a complaint.
Jurisdiction	The geographic and legal scope of enforcement authority as defined by the Charlottesville Human Rights Ordinance.
Legal Aid Liaison	Any activity related to a Navigation & Advocacy contact that involves assisting individuals with accessing legal aid service organizations, including communicating on behalf of individuals or facilitating appointment set-up. This includes third-party incoming contacts from the agency when that agency provides information in response to a request from OHR staff regarding an individual Navigation & Advocacy contact. This does not include staff follow up with the individual to relay information provided by the agency.
Mediation	A method of resolving a complaint of unlawful discrimination in which a third-party licensed mediator facilitates a formal dialogue and negotiation between the Complainant and Respondent. If mediation is successful, the resulting settlement agreement is a private, legally binding contract between the Complainant and Respondent that is enforceable through civil action in the appropriate court.
Mediation Activity	Any activity associated with the request for or coordination of mediation services in conjunction with a complaint.
Mental Health Navigation	Any activity related to a Navigation & Advocacy contact that involves assisting individuals with accessing mental health services, including facilitating appointments, communicating with mental health organizations on behalf of individuals, or attending therapy appointments. It can also include staff follow-up or individual follow-up during which information about mental health services is discussed.

Term	Definition
Navigation & Advocacy	A contact in which staff facilitates an individual's connection to external resources, assists with access to other agencies' services, or provides additional support that does not directly pertain to the filing and investigation of a complaint with the Office of Human Rights. This includes third-party incoming contacts from other agencies relaying information to OHR staff regarding an inquiry for which the OHR is providing support.
Non-jurisdictional	Indicates that a Complaint or Inquiry does not fall within the geographic and legal scope of enforcement authority as defined by the Charlottesville Human Rights Ordinance. Can be used as a reason for case closure.
Open Complaint	A complaint that is still being addressed by the Office of Human Rights.
Open Inquiry	An inquiry that is still being addressed by the Office of Human Rights.
Other Agency Liaison	Any activity related to a Navigation & Advocacy contact that involves assisting individuals with accessing services provided by a community organization not specifically listed and not affiliated with the City of Charlottesville. This includes third-party incoming contacts from the agency when that agency provides information in response to a request from OHR staff regarding an individual Navigation & Advocacy contact. This does not include staff follow up with the individual to relay information provided by the agency.
Outgoing Contact	All service-related contacts initiated by Office of Human Rights staff.
Outreach Coordination	Any service related to community outreach regarding service provision, education & awareness, or facilitation & leadership.

Term	Definition
Prima facie	<p>A term used to define whether an allegation of discrimination is supported by sufficient evidence “on its face” to be plausible. In a prima facie case, the following general criteria must be met:</p> <ul style="list-style-type: none"> • Complainant was engaged in a protected activity. • Complainant either self-identifies or is perceived by Respondent to be a member of a protected class. • There is direct or circumstantial evidence of a practice or policy to exclude or otherwise adversely treat individuals in Complainant’s protected class. • There is evidence of specific harms identified by Complainant resulting from the alleged discrimination.
Private Counsel	<p>Used as a reason for Case or Inquiry closure to indicate that an individual chose to seek private legal counsel rather than further pursue the Complaint process through the Office of Human Rights.</p>
Protected Activity	<p>An activity of daily life in which a person who identifies as a member of a protected class can participate without fear of discrimination. The Charlottesville Human Rights Ordinance lists the following activities as protected: housing, employment, public accommodation, credit, and private education.</p>

Term	Definition
Protected Class	<p>A grouping of people, as defined by state and federal law, of which an individual either self-identifies as a member or is perceived to be a member, that is protected from discrimination when an individual is participating in a protected activity. The Charlottesville Human Rights Ordinance lists the following classes as protected:</p> <ul style="list-style-type: none"> • Age/Elderliness • Childbirth or related medical conditions • Disability • Familial Status (in housing) • Gender Identity • Marital Status • National Origin • Pregnancy • Race • Religion • Sex • Sexual Orientation • Color • Source of Funds (in housing) • Status as a Veteran
Public Accommodation	<p>A protected activity relating to the use of public space or other services generally assumed to be available to the public. For example, patronage of a business, use of a park, ability to receive a vaccination at a pharmacy, etc.</p>
Public Hearing	<p>A service provided by the Human Rights Commission and coordinated by the Office of Human Rights, as specified by the Charlottesville Human Rights Ordinance, involving the recommendation of remedies related to either a determination of reasonable cause after the formal investigation of a complaint or a review of a determination of no probable cause for which a complainant seeks an appeal.</p>
Referral	<p>A recommendation made by OHR staff for an individual to contact another agency in order to address a concern raised during an individual contact with the Office of Human Rights.</p>
Respondent	<p>An individual, group of individuals, or agency that is named by the complainant in a formal complaint of unlawful discrimination as responsible for a discriminatory act against the complainant.</p>

Term	Definition
Safe Space	Any activity related to a Navigation & Advocacy contact that involves the provision of a safe and comfortable space to an individual experiencing a form of difficulty.
Settlement	Used as a reason for Case closure to indicate that a settlement was reached between the Complainant and Respondent meaning that further action by the Office of Human Rights Staff is not needed.
Staff Follow-up	An outgoing contact in which staff communicates with an individual who has previously contacted the Office.
Third-Party Incoming Contact	An incoming contact with a person other than the individual directly involved with an inquiry or complaint being discussed.
Third-Party Outgoing Contact	An outgoing contact with a person other than the individual directly involved with an inquiry or complaint being discussed. The person directly involved must give verbal or written consent for staff to initiate a third-party outgoing contact.
Translation Services	Any activity related to a Navigation & Advocacy contact that involves assisting individuals with language access, including translating documents or facilitating communication across a language barrier.
Unlawful Discrimination	The denial of a person's opportunity to engage in a protected activity, on the basis of their membership or perceived membership in a protected class.
Withdrawal	A reason for complaint closure indicating that an individual has chosen to rescind their complaint and halt further action on behalf of Office of Human Rights Staff.

9.2. OHR 2025 AGGREGATED INDIVIDUAL SERVICE DATA

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Open office days in the month	18	19	20	22	21	20	18	21	21	23	17	21	241
Total Incoming & Outgoing Contacts	309	227	329	250	268	285	377	207	317	254	175	315	3313
Total Incoming Contacts	165	126	218	118	147	166	235	131	163	139	105	168	1881
Average Incoming & Outgoing Contacts/Day	17	12	16	11	13	14	21	10	15	11	10	15	14
Average Incoming Contacts/Day	9	7	11	5	7	8	13	6	8	6	6	8	8
Total Unique Individuals Served (rough count due to some anonymous contacts)													181
Contacts Requiring Interpretation Services	8	3	1	1	0	3	4	0	1	1	3	5	30
Language Interpretation: Arabic	0	1	0	0	0	0	0	0	0	0	1	0	2
Language Interpretation: Dari	0	0	0	0	0	0	0	0	0	0	0	0	0
Language Interpretation: Nepali	0	0	0	0	0	0	0	0	0	0	0	0	0
Language Interpretation: Pashto	0	0	0	0	0	0	0	0	0	0	0	0	0
Language Interpretation: Spanish	8	2	1	1	0	3	4	0	1	1	2	5	28
Language Interpretation: Swahili	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Staff Follow-ups (Outgoing)	84	53	83	84	97	75	76	51	63	67	40	99	872
Total Third-Party Contacts (Outgoing)	60	48	28	48	24	44	66	25	91	48	30	48	560
Total Individual Follow-ups (Incoming)	96	61	163	63	98	116	175	97	79	73	59	125	1205
Total Third-Party Contacts (Incoming)	52	50	34	42	33	35	44	25	67	60	36	30	508
Total Inquiries (Incoming)	15	15	16	10	15	15	16	9	14	5	9	13	152
Total Complaints (Incoming)	2	0	5	3	1	0	0	0	3	1	1	0	16
Total Duration of all Incoming and Outgoing Contacts	42.70	30.65	42.58	40.11	27.50	37.90	47.71	21.52	42.91	26.73	21.46	46.89	428.66
Total Duration of Conciliation Activity Contacts	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Duration of Informal Dialogue Contacts	1.14	2.16	0.08	0.41	0.08	0.16	0.32	0.00	1.66	0.56	1.48	4.07	12.12
Total Duration of Information Contacts	0.00	0.08	0.32	0.00	0.00	0.00	0.00	0.16	0.00	0.00	0.00	0.00	0.56
Total Duration of Intake Activity Contacts	20.15	11.19	26.02	13.97	9.14	15.11	18.35	13.20	16.56	7.59	7.25	20.41	178.94
Total Duration of Investigation Activity Contacts	3.02	1.12	6.13	8.43	10.34	10.34	17.91	3.74	8.32	3.60	0.72	8.61	82.28
Total Duration of Mediation Activity Contacts	0.00	0.00	0.80	0.72	0.08	0.16	0.16	0.00	0.96	3.04	3.81	1.60	11.33
Total Duration of Case Administration Contacts	7.97	13.54	8.17	15.94	6.78	7.58	6.35	2.25	10.91	9.92	7.55	9.66	106.62
Total Duration of Navigation & Advocacy Contacts (All Staff)	10.42	2.56	1.06	0.64	1.08	4.55	4.62	2.17	4.50	2.02	0.65	2.54	36.81
Total Duration of Navigation & Advocacy Contacts (TN)	8.03	2.48	1.06	0.56	1.08	4.55	3.73	0.08	3.06	1.14	0.33	2.54	28.64
Total Duration of Navigation & Advocacy Contacts (CC)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Duration of Navigation & Advocacy Contacts (TN & CC)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Duration of Navigation & Advocacy Contacts (LG)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Duration of Navigation & Advocacy Contacts (BCC)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Duration of Navigation & Advocacy Contacts (LH)	1.14	0.08	0.00	0.08	0.00	0.00	0.89	2.09	1.44	0.88	0.32	0.00	6.92
Total Duration of Navigation & Advocacy Contacts (TN & LH)	1.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.25
Total Duration of Navigation & Advocacy Contacts (CC & LH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Duration N&A Contacts (All Staff) out of Duration of All Contacts (%)	24%	8%	2%	2%	4%	12%	10%	10%	10%	8%	3%	5%	9%
Total Duration of N&A Application Assistance Contacts	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.33	0.00	0.00	0.33
Total Duration of N&A AG OCR Liaison Contacts	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Duration of N&A City Agency Liaison Contacts	1.05	1.04	0.00	0.48	0.00	0.32	0.73	0.48	0.80	0.88	0.16	0.00	5.94
Total Duration of N&A Clerical Support Contacts	0.25	0.00	0.58	0.00	0.00	3.08	1.00	0.00	0.00	0.08	0.00	0.08	5.07

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Total Duration of N&A CRHA Liaison Contacts	1.73	0.00	0.00	0.00	0.00	0.00	0.25	0.00	0.00	0.08	0.00	0.00	2.06
Total Duration of N&A Crisis Response Contacts	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Duration of N&A DPOR Liaison Contacts	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Duration of N&A EEOC Liaison Contacts	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Duration of N&A Housing Navigation Contacts	5.27	0.40	0.82	0.16	1.00	3.75	4.21	0.16	0.24	0.00	0.33	0.82	17.16
Total Duration of N&A Legal Aid Liaison Contacts	1.04	0.72	0.00	0.00	0.00	0.00	0.00	0.89	0.00	0.00	0.00	0.00	2.65
Total Duration of N&A Mental Health Navigation Contacts	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.32	0.56	0.00	0.00	0.16	1.04
Total Duration of N&A Other Agency Liaison Contacts	2.58	0.32	0.16	0.08	0.08	0.40	0.08	0.32	2.65	0.40	0.08	1.31	8.46
Total Duration of N&A Other Contacts	0.40	0.08	0.00	0.00	0.00	0.00	0.25	0.08	0.33	0.33	0.08	0.33	1.88
Total Duration of N&A Translation Services Contacts	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Duration of N&A Safe Space Contacts	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Incoming & Outgoing Navigation & Advocacy Contacts	85	32	8	8	2	13	20	25	30	21	6	19	269
Total Incoming & Outgoing Navigation & Advocacy Contacts (CC)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Incoming & Outgoing Navigation & Advocacy Contacts (TN)	74	31	8	7	2	13	11	1	12	10	2	19	190
Total Incoming & Outgoing Navigation & Advocacy Contacts (LG)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Incoming & Outgoing Navigation & Advocacy Contacts (BCC)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Incoming & Outgoing Navigation & Advocacy Contacts (LH)	10	1	0	1	0	0	9	24	18	11	4	0	78
Total Incoming & Outgoing Navigation & Advocacy Contacts (TN & LH)	1	0	0	0	0	0	0	0	0	0	0	0	1
Total Incoming & Outgoing Navigation & Advocacy Contacts (CC & LH)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Incoming & Outgoing Navigation & Advocacy Contacts (TN & SK)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Incoming & Outgoing Navigation & Advocacy Contacts (TN & CC)	0	0	0	0	0	0	0	0	0	0	0	0	0
Percentage: Navigation & Advocacy out of Total Contacts	28%	14%	2%	3%	1%	5%	5%	12%	9%	8%	3%	6%	8%
Total N&A Application Assistance Contacts	0	0	0	0	0	0	0	0	0	2	0	0	2
Total N&A AG OCR Liaison Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
Total N&A City Agency Liaison Contacts	11	13	0	6	0	4	7	6	10	11	2	0	70
Total N&A Clerical Support Contacts	1	0	2	0	0	2	1	0	0	1	0	1	8
Total N&A CRHA Liaison Contacts	7	0	0	0	0	0	1	0	0	1	0	0	9
Total N&A Crisis Response Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
Total N&A DPOR Liaison Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
Total N&A EEOC Liaison Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
Total N&A Housing Navigation Contacts	27	5	5	2	1	3	17	2	3	0	2	6	73
Total N&A Legal Aid Liaison Contacts	13	9	0	0	0	0	0	9	0	0	0	0	31
Total N&A Mental Health Navigation Contacts	0	0	0	0	0	0	0	4	7	0	0	2	13
Total N&A Other Agency Liaison Contacts	28	4	2	1	1	5	1	4	9	5	1	10	71
Total N&A Other Contacts	5	1	0	0	0	0	1	1	2	2	1	2	15
Total N&A Translation Services Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
Total N&A Safe Space Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Inquiries: P.A. - Employment	5	6	5	3	2	2	1	2	5	1	2	8	42
Total Inquiries: P.A. - Housing	3	1	3	3	7	6	8	4	3	2	4	4	48
Total Inquiries: P.A. - Public Accommodation	0	3	2	0	1	0	0	0	2	1	0	0	9
Total Inquiries: P.A. - Credit	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Inquiries: P.A. - Private Education	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Inquiries: P.A. - Other (Unprotected)	7	5	6	4	5	7	7	3	4	1	3	1	53
Total Complaints: P.A. - Employment	2	0	3	1	1	0	0	0	0	0	0	0	7
Total Complaints: P.A. - Housing	0	0	1	1	0	0	0	0	3	1	1	0	7

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Total Complaints: P.A. - Public Accommodation	0	0	1	1	0	0	0	0	0	0	0	0	2
Total Complaints: P.A. - Credit	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Complaints: P.A. - Private Education	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Complaints: P.A. - Other (Unprotected)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Inquiries & Complaints	7	6	8	4	3	2	1	2	5	1	2	8	49
Employment inquiries & complaints in Charlottesville	6	3	6	2	3	0	0	0	1	0	1	2	24
Employment inquiries in Albemarle Co.	1	0	0	1	0	1	1	2	1	0	1	3	11
Employment inquiries in other and unspecified localities	0	3	2	1	0	1	0	0	3	1	0	3	14
Total Housing Inquiries & Complaints	3	1	4	4	7	6	8	4	6	3	5	4	55
Housing inquiries & complaints in Charlottesville	3	1	4	2	7	3	3	2	3	2	4	1	35
Housing inquiries in Albemarle Co.	0	0	0	1	0	2	2	1	0	0	1	1	8
Housing inquiries in other and unspecified localities	0	0	0	1	0	1	1	1	1	1	0	2	8
Total Public Accommodation Inquiries & Complaints	0	3	3	1	1	0	0	0	2	1	0	0	11
Public accommodation inquiries & complaints in Charlottesville	0	2	3	1	1	0	0	0	1	0	0	0	8
Public accommodation inquiries in Albemarle Co.	0	1	0	0	0	0	0	0	1	0	0	0	2
Public accommodation inquiries in other and unspecified localities	0	0	0	0	0	0	0	0	0	1	0	0	1
Total Credit Inquiries & Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Credit inquiries & complaints in Charlottesville	0	0	0	0	0	0	0	0	0	0	0	0	0
Credit inquiries in Albemarle Co.	0	0	0	0	0	0	0	0	0	0	0	0	0
Credit inquiries in other and unspecified localities	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Private Education Inquiries & Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Private education inquiries & complaints in Charlottesville	0	0	0	0	0	0	0	0	0	0	0	0	0
Private education inquiries in Albemarle Co.	0	0	0	0	0	0	0	0	0	0	0	0	0
Private education inquiries in other and unspecified localities	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Other (Unprotected) Inquiries & Complaints	7	5	6	4	5	7	7	3	4	1	3	1	53
Other (Unprotected) inquiries & complaints in Charlottesville	2	1	0	2	2	3	4	1	1	0	0	1	17
Other (Unprotected) inquiries in Albemarle Co.	1	0	1	0	1	1	0	0	2	0	2	0	8
Other (Unprotected) inquiries in other and unspecified localities	4	4	5	2	2	3	3	2	1	1	1	0	28
Total Complaints in Charlottesville	2	0	5	3	1	0	0	0	1	1	1	0	14
Total Inquiries in Charlottesville	9	7	8	4	12	6	9	3	5	1	4	4	72
Total Inquiries in Albemarle County	2	1	1	2	1	4	3	3	4	0	4	4	29
Total Inquiries & Complaints in other and unspecified localities	4	7	7	4	2	5	4	3	5	4	1	5	51
Total I&C: P.C. - Age	1	2	1	0	1	0	0	0	0	0	1	0	6
Total I&C: P.C. - Elderliness (Housing)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total I&C: P.C. - Disability	1	1	6	2	3	1	1	0	6	0	3	2	26
Total I&C: P.C. - National Origin	0	1	0	0	0	0	1	0	1	1	0	0	4
Total I&C: P.C. - Pregnancy	0	0	0	0	0	0	0	1	0	0	0	0	1
Total I&C: P.C. - Childbirth or Related Medical Conditions	0	0	0	0	0	0	0	0	0	0	0	0	0
Total I&C: P.C. - Familial Status (Housing)	0	0	0	1	0	0	0	0	0	0	0	0	1
Total I&C: P.C. - Race	3	2	2	3	0	1	1	0	4	2	2	1	21
Total I&C: P.C. - Color	1	0	0	0	0	0	0	0	1	0	0	0	2
Total I&C: P.C. - Religion	0	0	0	0	0	0	0	1	2	0	0	0	3
Total I&C: P.C. - Sex	1	0	3	0	0	0	1	0	0	0	0	0	5
Total I&C: P.C. - Gender Identity	0	1	1	1	0	0	0	0	0	0	0	0	3
Total I&C: P.C. - Sexual Orientation	1	0	2	1	0	0	0	0	0	0	0	0	4

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Total I&C: P.C. - Source of Funds (Housing)	0	0	1	0	0	0	0	0	0	0	0	0	1
Total I&C: P.C. - Military Status	0	0	0	0	0	0	0	0	0	0	0	0	0
Total I&C: P.C. - Not specified	7	6	4	4	10	9	9	4	4	3	4	6	70
Total I&C: P.C. - Marital Status	0	0	0	0	0	0	0	0	0	0	0	0	0
Total I&C: P.C. - Retaliation	0	0	0	0	0	2	1	1	1	0	0	0	5
Total I&C: P.C. - Other (Unprotected)	5	3	4	2	2	3	4	2	1	0	1	4	31
Total Contacts resulting in Referrals	12	7	5	7	15	10	10	8	11	3	7	12	107
Referrals to AG OCR	3	2	1	0	0	2	0	0	4	0	0	0	12
Referrals to AIM	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to APS	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to CPD	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to CPS	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to CRHA	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to CRL	1	0	0	0	2	0	1	1	0	0	0	0	5
Referrals to CVLAS	4	0	0	0	3	1	0	4	0	1	3	2	18
Referrals to DARS	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to DBHDS	1	1	0	3	0	0	0	1	2	0	0	2	10
Referrals to DHS	0	0	0	0	0	0	0	1	0	0	0	0	1
Referrals to DJC	1	1	0	0	0	0	0	1	0	0	0	0	3
Referrals to DLC	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to DOJ	1	0	0	0	0	0	0	0	0	0	0	0	1
Referrals to DPOR	1	0	0	0	3	0	1	0	0	0	0	0	5
Referrals to EEOC	0	2	1	0	0	2	2	1	4	0	1	5	18
Referrals to EHC	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to FIC	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to H2H	0	0	0	0	0	0	1	0	1	0	0	0	2
Referrals to HIL	0	0	0	0	0	2	0	0	0	0	0	0	2
Referrals to IP	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to LAJC	2	1	0	0	5	1	1	4	0	0	2	3	19
Referrals to N2Work	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to PCOB	1	0	0	0	0	0	0	0	0	0	1	0	2
Referrals to PHA	0	0	0	0	1	1	1	0	0	0	1	0	4
Referrals to PHA FOC	1	0	0	0	1	0	0	0	0	0	0	0	2
Referrals to PHA Mediation	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to PHP	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to PMH	0	0	0	0	0	0	0	0	0	0	0	1	1
Referrals to R10	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to Ready Kids	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to SARA	0	0	0	0	0	1	0	0	0	0	0	0	1
Referrals to SB	0	1	0	0	0	0	0	0	0	0	0	0	1
Referrals to SHE	0	0	0	0	0	1	0	0	0	0	0	0	1
Referrals to Haven	0	0	0	0	0	0	0	0	0	0	0	0	0
Referrals to UVA WC	1	2	0	3	1	1	2	2	1	0	1	1	15
Referrals to VLRS	2	2	0	3	0	0	0	0	1	0	0	1	9
Referrals to Other	0	1	3	0	1	0	1	0	3	2	1	0	12

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Total Contacts related to Community/Systemic Issue	0	0	0	0	0	0	0	0	0	0	0	0	0
Related to CRHA	0	0	0	0	0	0	0	0	0	0	0	0	0
Related to PHA	0	0	0	0	0	0	0	0	0	0	0	0	0
Related to The Haven	0	0	0	0	0	0	0	0	0	0	0	0	0
Related to Salvation Army	0	0	0	0	0	0	0	0	0	0	0	0	0
Related to VEC	0	0	0	0	0	0	0	0	0	0	0	0	0
Related to ACOH	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Age	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Disability	0	0	2	0	1	0	0	0	0	0	0	0	3
Total Employment Complaints: P.C. - Marital Status	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - National Origin	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Pregnancy	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Childbirth or R.M.C.	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Race	2	0	1	0	0	0	0	0	0	0	0	0	3
Total Employment Complaints: P.C. - Color	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Religion	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Sex	0	0	1	0	0	0	0	0	0	0	0	0	1
Total Employment Complaints: P.C. - Gender Identity	0	0	0	1	0	0	0	0	0	0	0	0	1
Total Employment Complaints: P.C. - Sexual Orientation	1	0	0	1	0	0	0	0	0	0	0	0	2
Total Employment Complaints: P.C. - Military Status	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Not specified	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Employment Complaints: P.C. - Other (Unprotected)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Elderliness (Housing)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Familial Status (Housing)	0	0	0	1	0	0	0	0	0	0	0	0	1
Total Housing Complaints: P.C. - Disability	0	0	0	0	0	0	0	0	2	0	0	0	2
Total Housing Complaints: P.C. - Marital Status	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - National Origin	0	0	0	0	0	0	0	0	0	1	0	0	1
Total Housing Complaints: P.C. - Pregnancy	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Childbirth or R.M.C.	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Race	0	0	0	0	0	0	0	0	1	0	1	0	2
Total Housing Complaints: P.C. - Color	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Religion	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Sex	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Gender Identity	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Sexual Orientation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Source of Funds	0	0	1	0	0	0	0	0	0	0	0	0	1
Total Housing Complaints: P.C. - Military Status	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Not specified	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Housing Complaints: P.C. - Other (Unprotected)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Age	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Disability	0	0	1	0	0	0	0	0	0	0	0	0	1
Total Pub. Accom. Comp.: P.C. - Marital Status	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - National Origin	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Pregnancy	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Childbirth or R.M.C.	0	0	0	0	0	0	0	0	0	0	0	0	0

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Total Pub. Accom. Comp.: P.C. - Race	0	0	1	1	0	0	0	0	0	0	0	0	2
Total Pub. Accom. Comp.: P.C. - Color	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Religion	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Sex	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Gender Identity	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Sexual Orientation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Military Status	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Not specified	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Pub. Accom. Comp.: P.C. - Other (Unprotected)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Open Inquiries	0	0	0	0	0	0	0	0	0	0	3	1	4
Total Closed Inquiries	15	15	16	10	15	15	16	9	14	5	6	12	148
Total Open Complaints	1	0	4	3	1	0	0	0	2	1	1	0	13
Total Closed Complaints	1	0	1	0	0	0	0	0	1	0	0	0	3
Reason for Complaint Closure: Conciliation	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Complaint Closure: Court Action	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Complaint Closure: Informal Resolution	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Complaint Closure: No Response	1	0	0	0	0	0	0	0	0	0	0	0	1
Reason for Complaint Closure: Non-jurisdictional	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Complaint Closure: Private Counsel	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Complaint Closure: Referral	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Complaint Closure: Settlement	0	0	1	0	0	0	0	0	1	0	0	0	2
Reason for Complaint Closure: Withdrawal	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Complaint Closure: Finding	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Complaint Closure: Administrative Closure	0	0	0	0	0	0	0	0	0	0	0	0	0
Reason for Inquiry Closure: Informal Resolution	1	0	2	0	0	1	1	1	0	0	0	0	6
Reason for Inquiry Closure: Navigation Only	10	11	7	6	12	11	13	6	12	4	6	11	109
Reason for Inquiry Closure: No Response	4	2	6	4	2	3	1	2	0	0	0	0	24
Reason for Inquiry Closure: Referral	0	0	0	0	0	0	0	0	0	0	0	1	1
Reason for Inquiry Closure: Complaint Filed	0	2	1	0	1	0	1	0	2	1	0	0	8
Reason for Inquiry Closure: Administrative Closure	0	0	0	0	0	0	0	0	0	0	0	0	0
Primary Service: Case Administration	43	51	34	61	71	37	55	26	94	87	62	63	684
Primary Service: Conciliation Activity	0	0	0	0	0	0	0	0	0	0	0	0	0
Primary Service: Informal Dialogue	10	27	1	3	1	2	4	0	3	7	7	31	96
Primary Service: Information	0	1	4	0	0	0	0	2	0	0	0	0	7
Primary Service: Intake Activity	147	102	210	94	90	128	158	124	96	56	57	137	1399
Primary Service: Investigation Activity	24	14	62	75	103	103	138	30	82	45	9	45	730
Primary Service: Mediation Activity	0	0	10	9	1	2	2	0	12	38	34	20	128
Primary Service: Navigation & Advocacy	85	32	8	8	2	13	20	25	30	21	6	19	269

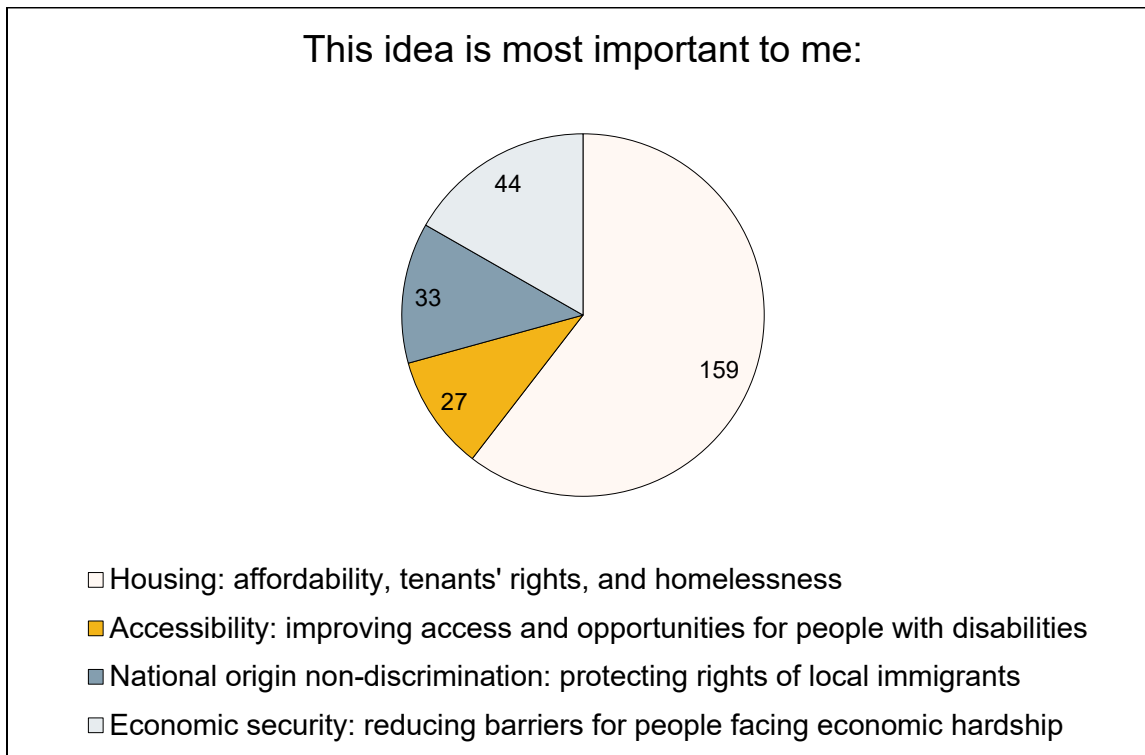
9.3. HRC 2025 PUBLIC POLL RESULTS



City of Charlottesville Office of Human Rights Summary of 2025 Public Poll Responses

Note: the following statements were submitted by community members and do not necessarily reflect the beliefs of the Office of Human Rights, Human Rights Commission, or City of Charlottesville.

Question #1: Most important topic (combined English and Spanish responses)



Transportation

- Transportation/mobility equity. How the physical designs of the city, including public transit, basically require the use of a personal vehicle (and significant associated expenses) to function and have agency in the city.
- Improving public transit routes and frequency
- Has the atmosphere on riding CAT improved?
- Continue funding JAUNT. Especially important for handicapped and elderly.

LGBTQ+ Rights

- Protection for trans and nonbinary members of the community
- LGBTQ+ rights - especially trans rights and access to healthcare
- protecting rights of trans people

- Assist any way possible with the planned LGBT center on 801 Main. These types of community centers are greatly needed in this current political climate.
- The well-being of queer and trans people here over the course of the Trump administration
- Special protections and awareness of Transgender rights
- Protections for LGBTQI+ youth and adults to medical care
- Support for our Queer community- push local politicians to legislate
- Gender nonconforming and transgender rights
- There is a lot of anti-immigrant hate going around in the nation, but please keep in mind LGBTQIA+ people are being targeted too.

Immigration

- They seem of equal priority to me, but I think immigrants need the greatest protection right now.
- Given the new federal administration, I voted for protecting the rights of local immigrants. I believe this goes hand in hand with housing and both are important.
- Protecting immigrants is a close second to aff. housing.
- Everything regarding immigrants should legal and comply with regulations
- The IRC is about to get gutted due to the new administration's stopping the Refugee Admission Program. We're about to have a lot fewer paid immigrant advocates in the area while the need for help for this population will likely increase. I believe our city to be welcoming, and I hope we continue to protect the most vulnerable among us.
- Focus on citizens or legal immigrants first
- No illegal aliens. Help our impoverished citizens first. There's not enough to go around.

Mental Health

- Police Training (specifically around mental health)
- Enhancing mental health services for un-housed people might keep some off the streets.
- helping people with mental illnesses and providing their families with ways to assist them

Accessibility

- Accessibility is #2 as far as direct impact on my life, but all of these are important!
- Improving accessibility per the Americans with disabilities act
- I feel just as strongly about disability access as affordability
- I have a friend who is wheelchair bound and in searching for a new place to live, the front door for many properties is in accessible.
- Housing for people with medical complexities and disability. Should not be discharged to the No where or the Haven
- If accessibility doesn't also encompass all of the other issues presented it is not truly accessible. Disability is present in every group so making the world more accessible includes economic security, housing, and anti-discrimination.
- Disabled ppl are trapped at home, so the general public literally doesn't see them or know we have disabled ppl in our community. We need accessible and reliable transit, sidewalks, post office, public buildings, and restrooms.

Schools

- Making Charlottesville public school teachers the best-compensated educators in the south.
- Education for low SE
- Not everything is a race issue, lets prioritize schools and extra curriculums that gives kids a chance to learn real world skills.
- In the CHS classrooms is there equal representation of all in the AP classes and well as the remedial classes. The students that leave Buford after 8th grade, but don't enroll Students that don't show up the first ten days of school are they considered drop outs? Does the school reach out to those students. High school students have rights that are either ignored or abused. .
- Rooting out hateful anti-Semitic "education" and treatment in schools.

Incarceration/re-entry

- Anything related to our city's reentry services for those coming here from jail and prison. It's a human rights issue that related to much of the other suggestions above.
- Could the Human Rights Commission help advocate for a permanent reentry services hub, perhaps even using the old Greyhound station or the old Community Bikes property? Talk to Martize Tolbert or Sam Heath to hear more.

Economic Security

- Economic security and housing affordability go hand in hand. The cost of housing, particularly in comparison to wages in the area, is likely a strong contributor to the disparity.
- Establishing a minimum wage in the area (including at UVA) that is much closer to whatever the living wage is here at any given moment
- Attacking the gross disparities in income and wealth.
- The rising cost of living and its impact on Cville minority population who are being forced out.

Housing

- IMPORTANT NOTE: Housing affordability MUST include the issue of rising property taxes in the face of yearly multi-million dollar surpluses. Assessments, i.e. property taxes were hiked AGAIN this year with a 22 million dollar surplus. Property taxes MUST COME DOWN to keep the working class and those on fixed incomes in their homes!
- Why do my property taxes go up each year even though there is a budget surplus?
- Economic disparity for aging in place residents who cannot afford increased assessments and tax rates for their homes - ageism is an increasing issue in this city
- property taxes are hurting people who have lived in the city for a long time. their houses are worth more but taxes are going to force them to sell. we need a homestead exemption like Florida has
- Have a meeting with homeless people and citizens. This might open some eyes.
- All of these issues are incredibly important, but housing is in a real crisis locally.
- Please find a solution that gets unhomed people a safe place to sleep and live. ad
- Housing for homeless veterans
- housing for veterans and families before illegal immigrants.
- Stop wasting time and money. Focus on veterans and citizens ONLY.

- We need a family shelter in the area!
- shelter for families that are homeless that include children not just adults.
- PACEM is a great model for a low barrier shelter that allows the homeless a safe place off the street. Finding several locations that allow this to occur year round and still respects the other area residents is a crucial need.
- Is there a way to have commutes for helping those who are homeless and need more help getting into decent housing. Not just subpar housing. Many homeless people really dominant to get a step up not a hand out. And be treated better. Getting to know what is the first step.
- The housing issue requires a multi-year commitment clearly stated goals, and workplaces to meet each goal. Please continue on this journey.
- While all the above issues are very important to me, I think housing is an area where the Charlottesville local government can make a particularly large difference
- housing is a priority, and homelessness is a continued issue

Public Safety

- Basic right if the people in our community, Noone should feel unsafe in thier home or neighborhood
- Stop making Charlottesville a hostile city for our unhoused community members. Build a community that you would want to live in if you lost your home. Build a community that you would want to live in if you were disabled. Invest in the most marginalized groups always.
- I would like to see work done on high gun violence areas. I am blessed not to live in one of these areas. Especially elderly citizens living under these conditions.
- Not sure if public safety is considered a human right but it is the responsibility of local government to initiate policies and procedures and to build positive relationships that foster a safe community. Address the issue of random shooting of dozens of bullets at multiple locations in the city.

Federal Government

- Do not cave in the face of Trump's emphasis on ridding the federal government of DEI initiatives.
- Plans for meeting unlawful executive orders.
- Thank you for your work. Please push to protect the rights of the most vulnerable in the City. This has always been important, but the impacts of the EOs will inevitably exacerbate the challenges.
- It is very important for the City of Charlottesville to HOLD THE LINE on protection of human rights. What are the City's plans for dealing with ICE? What are the City's plans for dealing with the inevitable financial impacts of distasterous Executive Orders and other actions? What is the City's plan for resisting the use of armed forces (police or military) against protestors in Charlottesville?
- Preserving the free exercise of religion and thought according to the First Amendment.
- Try to find ways to continue working on programs to get around hurdles set by President Trump and Elon Musk against them directly and indirectly (such as limiting federal funds).
- Please protect us from the Trump administration's efforts to undermine DEI policies and whatever other policy advances they try to undo.

- Keep ICE and any other gestappo out of our town. Also make ownership of a cyber truck punishable by a fine of at least 10,000 dollars.
- Because of the current climate of the Federal Government coupled with the already solid resources in place in Charlottesville...are you all anticipating this city becoming a Sanctuary City?
- I believe ya'll are doing as good a job as you can. Please do stand up to the hate-right of Elon Musk and Donald Trump in whatever way you can.
- How are we going to navigate the federal cuts that are going to be felt across through the majority of our community?
- How to overturn bad governmental decisions.
- Safeguarding local laws & political structures threatened by the current national administration. It will take a systemic effort to bring about any of the needed changes. We (our nation) has the resources, we have just lacked the political will to implement and communicate the necessary changes consistently for lasting change.

Other/miscellaneous:

- Civil rights — broadly interpreted — including rights of immigrants, minority groups.
- Civil rights protections for immigrants and marginalized people- access to education and healthcare for all people living in our area- supports and protections for children of marginalized groups
- Behind all of the issues listed on this survey is access to justice. Find ways to ensure legal representation across a range of civil issues.
- All your topics are important -- best wishes to you.
- All of the above
- All of those options are important!
- All four areas are so connected that it's possible to address others even if focusing on just one. Also, thank you for sharing this survey.
- All of the 4 potential focus areas are important to me.
- I personally feel all the right in number one are equal. And all should be addressed as soon.
- All of those issues are important -- it was hard to choose one. I hope all people in Charlottesville can feel welcome and cared for and have what they need with dignity
- protect our immigrants, protect all human rights, housing homeless homes and shelter, stop book banning ,
- The above issues are intersectional and it's hard to choose one that's a priority.
- Economic security is also directly tied to affordable housing options too. I feel like addressing one will help the other.
- These are all excellent ideas. Economic security and housing go hand-in-hand. I am also aware of the need to protect immigrants and other populations given new policies advanced by the US government. Such a critical time.
- The list above is difficult to narrow on the most important item as I feel I support something out of each of them. I think it is important that we retain the rights of our local neighboring immigrants against the current administration's changes. Housing affordability and homelessness are an immediate need. But also to keep those close to being unhoused, we need to address economic barriers.

- I would add other forms of non-discrimination to this category--marginalized people of all kinds in the US are facing threats right now.
- Making sure policies include people in need from all racial backgrounds
- Maintaining an open and welcoming community of support for all people
- Inclusion, acceptance, economic security for all regardless of gender, income, race, national origin with taxes and services.
- Protecting Diversity, Equity and Inclusion initiatives
- Charlottesville is host to over 400 non profits, several of whom address these 4 areas of focus. The commission could be a force to encourage them to cooperate and achieve greater success.
- Food insecurity and cost-subsidize local farms to give locally
- Racial discrimination in the workplace in hiring by, promotions, firings, salary. The original intent of the HRC as it evolved from the Dialogue on Race, was to do a deep dive on workplace discrimination and how it affected economic equity in Cville. As envisioned it was to be a 2 year study with town halls, experts, and survey work.
- All of it is the most important: there are enough of us that all the work that needs to be done can be done if we would step away from the old way of thinking and use enough imagination to consider what living outside of fascism looks like (which shouldn't be as hard as it is for folks here in the US). Also police abolition (need a budget, take theirs.)
- How many of these are intertwined and have historical legacies that will take international work to overcome just as they were intentionally constructed to divide and belittle.
- It will take a systemic effort to bring about any of the needed changes. We (our nation) has the resources, we have just lacked the political will to implement and communicate the necessary changes consistently for lasting change.
- healthcare access
- How to return to a merit-based system of government.
- Choosing people in position based on ethnicity
- The proposed potential focus areas the commission has provided appear to be address what I hear in the community.
- **HELP CITY EMPLOYEES**
- I am relatively new to the area so this may have been addressed. I wonder if there are semiregular collaborations/meetings between the various collectives that work in the areas of JEDI, IPV, housing, immigrant and refugee initiatives locally? It seems that there are many advocacy and activist groups working in these areas. Curious how interconnected they all are related to access and housing.
- Please consider ranked order voting for this survey. It could produce different and more nuanced results.
- The limits set use capitalism as a scapegoat, when capitalism and colonial methods/mindsets are at the heart of all of this lack. Be braver.
- put all city county offices meeting etc I've stream transparency there
- investigate the university of virginia for their shady business practices and for the mold in my dorm
- Prioritize tax paying individuals and families. Stop wasting our money on things no normal people care about (Gaza, Israel, Ukraine)

- Lower taxes. Give tax rebates to tax payers when there is a budget surplus. Repeal rezoning.
- Don't raise my taxes for any of the above ideas
- Eliminate excessive taxes
- This commission is a ridiculous waste of tax payer dollars.
- Cut the HRC and save taxpayers money.
- Getting rid of DEI and bringing jobs to Cville to employ people
- I'm grateful for your service to our community.
- Shut yourself down. Idiotic to have a commission for this at the level of a small town.
- This HRC really is a waste of time. We have existing laws that protect people.
- Abolish this commission asap
- I would like to see this body disbanded Think about how the money wasted on this boondoggle could be used for programs that are the proper function of a town government and hide your faces in shame.
- We
- arrest president jim

9.4. HRC RESOLUTION HR25-1

Resolution expressing the sense of the Human Rights Commission relating to access to gender-affirming care
CHARLOTTESVILLE HUMAN RIGHTS COMMISSION
RESOLUTION #: HR25-1

WHEREAS, President Donald J. Trump signed Executive Order 14187 on January 28, 2025, which directs federal agencies to withhold funding from institutions that provide gender-affirming care to individuals under the age of 19; and

WHEREAS, in consequence of Executive Order 14187, Virginia Attorney General Jason S. Miyares dispatched a memorandum dated January 30, 2025, to the University of Virginia and Virginia Commonwealth University directing their compliance with the Executive Order by requiring they cease gender-affirming care to individuals under the age of 19; and

WHEREAS, according to major medical organizations, including the American Medical Association and the American Academy of Pediatrics, gender-affirming care is safe, evidence-based, and essential to the mental and physical health of transgender youth and is lifesaving and necessary;

WHEREAS, restricting access to medically necessary care on the basis of a person's gender identity violates protections afforded by the Virginia Human Rights Act, the Affordable Care Act, and the Americans with Disabilities Act; and

WHEREAS, policies that curtail healthcare access based solely on protected status not only violate fundamental human and civil rights but also set a dangerous precedent for the treatment of patients; and

WHEREAS, Section 2-431, et. seq., of the Code of the City of Charlottesville provides, in general, protections from unlawful discrimination and more specifically in places of public accommodation, which has the same meaning as in the Virginia Human Rights Act; and

WHEREAS, it is the mission of the Human Rights Commission to act as a strong advocate for justice and equal opportunity by providing citywide leadership and guidance in the area of civil and human rights and act as an advisory body to City Council in matters pertaining to human and civil rights; now, therefore,

BE IT RESOLVED that it is the sense of the Commission that individuals accessing gender-affirming care have legal protections to do so and that federal agencies, political subdivisions of the Commonwealth, including publicly-operated health systems such as the University of Virginia Medical Center, and private entities that offer healthcare as a public accommodation have a legal obligation to not discriminate on the basis of protected status, including gender identity; and,

BE IT FURTHER RESOLVED that the Director of the Human Rights Commission prepare a copy of this resolution for presentation to City Council, the Rector & Visitors of the University of Virginia, and the University of Virginia Health System Board as an expression of the Commission's concern regarding equal access to healthcare.

Dated this 20th of February, 2025

Heather Roberson Gaston, Chair, Human Rights Commission

9.5. OHR 2025 COMMUNITY OUTREACH DATA

Measures	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
<i>Open office days in the month</i>	18	19	20	22	21	20	18	21	21	23	17	21	241
<i>Total service provision events</i>	2	1	2	2	0	0	1	1	1	0	0	0	10
<i>Total education & awareness events</i>	0	0	0	2	0	1	0	0	0	0	0	0	3
<i>Total collaboration & leadership events</i>	14	6	8	10	6	6	6	5	5	6	8	10	90
<i>Total outreach activities</i>	16	7	10	14	6	7	7	6	6	6	8	10	103
<i>Total unique primary collaborators (estimate)</i>	<i>No monthly count, only total count</i>												30
<i>Total collaborative activities</i>	15	4	9	14	6	7	7	6	6	6	8	10	98
<i>Total attendees at service provision events</i>	8	0	15	32	0	0	0	130	133	0	0	0	318
<i>Total attendees at education & awareness events</i>	0	0	0	20	0	5	0	0	0	0	0	0	25
<i>Total newsletter opens</i>	271	186	0	0	0	0	0	0	0	0	0	0	457
<i>Total attendees at OHR General Presentations</i>	8	0	0	0	0	0	0	0	0	0	0	0	8
<i>Total attendees at fair housing presentations</i>	0	0	0	20	0	0	0	0	0	0	0	0	20
<i>Newsletter</i>	2					0		0		0			2
<i>Tabling events</i>	1						2		2		0		5
<i>Flyering</i>	0	0	1	0	0	0	1	0	0	0	0	0	2
<i>Fair Housing Presentations (#)</i>													2
<i>OHR General Presentations (#)</i>													1

9.6. OHR 2025-6 POLICY & IMPACT COMMUNITY ENGAGEMENT PLAN

1. Executive Summary

In a time of widespread social vulnerability corresponding with an increased imperative to strengthen local institutions, this project aims to map the evolving human and civil rights challenges Charlottesville residents are currently facing and develop innovative strategies to mitigate harms experienced by individuals and the community at large. This project aligns with the duties and responsibilities of the Human Rights Division as defined by the Charlottesville Human Rights Ordinance, particularly those described in section 2-433(b) and 2-433(c). The project will begin in June 2025 and culminate in a written report and overview presentation to be delivered by October 2026.

2. Project Definition

This project is designed to articulate trends in current community needs through engagement with individuals and groups protected under the Human Rights Ordinance in service of proposing interventions for systemic issues that are reflective of the identified needs.

Scope

Given current staff capacity, this project will primarily rely on engagement with community groups and staff of organizations providing services in the city, with a focus on those serving members of protected classes under the Charlottesville Human Rights Ordinance. Staff will aim to engage with at least three groups affiliated with each protected class and utilize existing data and reports to fill any gaps in knowledge. This will ensure that information gathered is broadly representative and holistic, and any subsequent recommendations are comprehensive despite resource constraints.

Objectives

- Engage with a broad selection of service providers and groups to understand trends in current and emerging needs
 - Literature review
 - 1:1 meetings
 - Group meetings
- Use the information gleaned from this engagement to inform the following
 - OHR structure and services provided
 - HRC structure and function in the community
 - Legislative priorities
 - City policy recommendations

Work Products

This project will culminate in a written report and presentation, to be delivered to the Director and other leadership as appropriate. This report should include a variety of data types, including:

- Qualitative data

- Stories from community members that illustrate current or emerging concerns related to human and civil rights or equity
- Stories of unmet community needs or unresolved issues
- Stories of successful community-driven interventions
- Aggregated stories to show systemic issues spread across multiple groups
- Quantitative data
 - Number of groups reached as well as the number of people affiliated with or served by each group
 - Affiliated protected class(es) identified by groups
 - Data indicating where respondents live/work/engage with services in the city

Proposed Timeline

Our goal is to complete all components of this project by October 2026. If, at the end of this period, the work seems incomplete or there appear to be opportunities for expansion, OHR staff will consider and propose a new timeline for completion of the original project or any modifications.

Project Phases

Phase	Objectives	Target Start Date	Target End Date
Literature Review & Skill Building	Review existing reports and data, review relevant training materials	6/1/25	8/1/25
Plan Engagement Phases	Create detailed plan for completing EPI and outline for EPII, share with Director for approval	8/4/25	8/16/25
Engagement Phase I	Implement plan	8/18/25	1/9/26
Mid-year Checkpoint	Report progress to Director and CPO, ask questions, adjust as needed (LG will decide content/format)	1/12/26	1/16/26
Plan Engagement Phase II	Create detailed plan for completing EPII, incorporating feedback from Director and/or CPO	1/19/26	1/23/26
Engagement Phase II	Implement plan	1/26/26	6/12/26
Report Drafting I	Compile information gathered, draft report of project and findings	6/15/26	7/31/26
First Draft	Share first draft report with Director for feedback	7/31/26	8/14/26
Report Drafting II	Incorporate feedback and develop second draft and presentation slide deck	8/17/26	8/28/26
Second Draft	Share second draft report with Director for feedback	8/31/26	9/4/26
Final Draft & Finding Report	Share final draft report and presentation with CPO	9/7/26	10/1/26

9.7. HRC LETTER TO CITY PARKS & RECREATION DEPARTMENT

CITY OF CHARLOTTESVILLE

To be a place where everyone thrives

Human Rights Commission
P.O. Box 911
Charlottesville, Virginia 22902
Telephone: 434-970-3023
www.charlottesville.gov

June 11, 2025

Mr. Riann Anthony
Charlottesville Parks and Recreation Department
Via email to anthonyr@charlottesville.gov

Dear Mr. Anthony,

Thank you for the meeting on April 24, 2025, and for your spirit of collaboration in working with the Human Rights Commission.

As chair of the Charlottesville Human Rights Commission, I requested this meeting after receiving public comment and documentation from community members Jackie Temkin and Alexandra de Guzman, who raised concerns regarding inequitable distribution of tennis court space and difficulties in procuring court time for the non-profit *Girls Rule the Court!*

While it is beyond the purview of the Human Rights Commission to deliberate on this specific case, it is our role under the Charlottesville Human Rights Ordinance, Sec. 2-433.(c), to identify and review systemic issues, policies, and practices of the City of Charlottesville and to advise its boards, commissions, and other public agencies within the City on issues related to human rights. In this situation, Ms. Temkin and Ms. Guzman presented a concern that the Charlottesville Parks and Recreation Department playing field allotment system had a disparate impact on girls' access to playing fields.

In that capacity, I reviewed the Parks and Recreation Master Plan, which was adopted by City Council on April 8, 2025, to guide the Parks and Recreation department for the next decade. In so doing, I noted that among the stated objectives of the Master Plan project, was to create “a plan that is grounded in inclusive and accessible community engagement,” the creation of “a future strategy for parks, recreation and greenspaces that is equitable to the entire community regardless of socioeconomic, cultural, racial, or geographic differences;” and the utilization of “a wide variety of data sources and best analytical practices to predict trends and patterns of use, community impact, and how to address unmet needs in the City of Charlottesville.” The Master Plan also acknowledges a number of historic weaknesses in park policy, including that “there are

entities that monopolize field use (and use more than they really need),” and that the CPRD does not necessarily program to a diverse community (section 4.3.2), both concerns that were listed by community-members Jackie Temkin and Alexandra de Guzman.

In our meeting on April 24, we discussed that equity of access is indeed a central goal of the Master Plan and is very much a priority of Parks and Recreation going forward. We discussed that you are aware as well of the concerns of Ms. Temkin and Ms. De Guzman, and that you will make every effort to ensure that *Girls Rule the Court!* will be able to book court time this coming fall. We discussed that you are currently drafting a new allocation policy and process for Parks and Recreation facilities, and that you will share this with the Commission, giving us an opportunity to review it and make recommendations if necessary.

We thank you again for meeting with the Commission in a spirit of cooperation, and we look forward to following up with you in six months after the new protocols proposed in the Master Plan have been established and put into practice.

Sincerely,

Heather Roberson Gaston
Chair
Charlottesville Human Rights Commission

9.8. HRC POSITION REGARDING HOMELESSNESS ORDINANCE

CITY OF CHARLOTTESVILLE

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Human Rights Commission
P.O. Box 911
Charlottesville, Virginia 22902
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www.charlottesville.gov

September 2, 2025

Dear Mayor Wade and City Councilors,

Pursuant to Charlottesville Human Rights Ordinance, Sec. 2-433.(c), it is the role of the Human Rights Commission to identify and review systemic issues, policies, and practices of the City of Charlottesville and to advise its boards, commissions, and other public agencies within the City on issues related to human rights.

During our annual planning meeting on March 22nd, Commissioners identified "Housing Access and Stability Across Protected Classes and Economic Status" as the primary focus of our work in 2025. We followed this by convening meetings with multiple stakeholders across the Charlottesville community, including service providers in the area of housing and homelessness. Although every service provider presented new insights, we heard multiple times of our community's need for an adequate homeless shelter, for increased rental assistance, and for increased supportive housing, among other solutions. We did not once hear anyone suggest measures such as those listed in the ordinance you will hear tonight that would act to criminalize homelessness and increase the suffering of our community's most vulnerable.

In the coming weeks, the Commission will share with you our recommendations regarding what the City can do to assist those who face housing insecurity and homelessness in finding stable housing and the support they need to live and to thrive. We are here should you have any need to discuss our findings thus far, and the recommendations that we will deliver.

Sincerely,

Heather Roberson Gaston
Chair
Charlottesville Human Rights Commission

9.9. HRC 2025 CITY POLICY RECOMMENDATIONS

CITY OF CHARLOTTESVILLE

To be a place where everyone thrives

Human Rights Commission
P.O. Box 911
Charlottesville, Virginia 22902
Telephone: 434-970-3023

Dear Mayor Wade and City Councilors,

Pursuant to Sec. 2-433.(c) of the Charlottesville Human Rights Ordinance, it is the role of the Human Rights Commission to “identify and review systemic issues, policies, and practices of the City of Charlottesville and advise its boards, commissions, and other public agencies within the City on issues related to human rights.” During our annual planning meeting on March 22, 2025, Commissioners identified *“Housing Access and Stability Across Protected Classes and Economic Status”* as the primary focus of their work in 2025. Commissioners sought feedback from community members and subject matter experts regarding specific, city level priorities that may have both local and regional impacts on housing across protected classes and economic status.

The Commission is deeply grateful for the ongoing efforts of City Manager Sam Sanders and City Council in the area of preventing homelessness and resolving Charlottesville’s housing affordability crisis.

At its work session on November 6, 2025, the Commission voted to recommend the following:

1. Expand access to immediate shelter

- **Open an equitable and low-barrier year-round shelter.**

We consider the purchase and renovation of the property at 2000 Holiday Drive a positive development.

The Commission recommends that an array of services be made available on-site regularly, including three hot meals per day; laundry and shower facilities; a way for community members experiencing homelessness or housing instability to receive mail; and regular opportunities to meet with caseworkers to help navigate social services, legal challenges, and next steps to finding stable housing.

Given that the site is located a distance away from services offered in more central locations, we recommend that a door-to-door shuttle be made available, or that every effort to be made to ensure the nearby bus stop is fully accessible to residents.

We understand that City management is currently in dialogue with local service providers to determine how to use this site to best serve the community. The Commission supports that ongoing dialogue.

- **Multi-sited effort to provide shelter in additional locations.**

Whereas the development of the site at 2000 Holiday Drive will be a long-term process, the need for housing and immediate shelter is acute. For this reason, the Commission recommends that the City continue to move forward to develop housing and shelter options at additional sites including Cherry Avenue, Avon Street/Levy Avenue, and Zero East High.

We recommend that the Council support the exploration of different shelter options, especially emergency shelter for families experiencing homelessness.

2. **Expand opportunities for community-members to obtain stable housing, or to remain housed.**

- **Expand Charlottesville Supplemental Rental Assistance Program (CSRAP) to increase the total number of vouchers.**

This program makes affordable rental housing a reality for low-income, elderly, disabled, and veteran members of our community.

- **Explore a pilot program to incentivize landlords to rent to individuals facing barriers to housing access.**

The Commission is aware that the Housing Advisory Committee (HAC) is exploring the feasibility of a risk reduction fund that is geared toward incentivizing landlords to rent to voucher-holders. The Commission supports this effort, and we hope to engage with HAC to explore the possibility of expanding the incentive program to reach other populations that face barriers to accessible housing, such as prior evictions, large judgments, poor credit, and previous involvement with the criminal justice system.

- **Increase City-funded rent relief for those experiencing evictions.**

Raise maximum City-funded rent relief available through the Pathways Program from \$1,000 per request to an amount commensurate with an average month's rent in Charlottesville.

- **Continue to encourage the building of housing, including affordable housing.**

We recommend that Council continue to support efforts to address the housing shortage, with an emphasis on housing that is affordable to individuals earning 0-20% AMI, Asset Limited Income Constrained Employed (ALICE) households, and voucher holders. For voucher holders specifically, consider ways to increase the availability of housing priced within the voucher payment standard and maintained sufficiently to pass HUD inspection.

Sincerely,

Heather Roberson Gaston
Chair
Charlottesville Human Rights Commission

9.10. HRC 2026 LEGISLATIVE PROGRAM RECOMMENDATIONS

CITY OF CHARLOTTESVILLE

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September 2, 2025

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In the coming weeks, the Commission will share with you our recommendations regarding what the City can do to assist those who face housing insecurity and homelessness in finding stable housing and the support they need to live and to thrive. We are here should you have any need to discuss our findings thus far, and the recommendations that we will deliver.

Sincerely,

Heather Roberson Gaston
Chair
Charlottesville Human Rights Commission

9.11. HRC 2026 LEGISLATIVE RECOMMENDATIONS - ANNOTATED

Summary of Human Rights Commission Recommendations by Category

Highest priorities for the Human Rights Commission:

Recommendation	Previously Introduced	Patron identified for 2026
Support the expansion of Permanent Supportive Housing (PSH) for people with disabilities and others with complex needs.	Yes	No
Amend the Virginia Residential Landlord and Tenant Act to allow tenants to raise unsafe or unsanitary conditions as an affirmative defense to non-payment of rent in eviction cases.	Yes	Likely
Reinstate fourteen-day pay or quit notices. Under current law, after a tenant is five days late in paying rent, a landlord can issue a five day "pay or quit" notice requiring the tenant to pay full rent or face eviction proceedings. By extending the five-day "pay or quit" window to fourteen days, tenants have a better chance of accessing funds and avoiding housing instability and homelessness.	Yes	Likely
Increase funding for the Virginia Eviction Reduction Pilot Program (VERP). Established in 2020 to support the creation of local/regional coordinated systems to prevent evictions, this program provides local organizations with resources to help families access emergency financial assistance, case management, and court navigation.	Yes	Likely

Recommended items that do not appear to have patrons in other localities:

Recommendation	Previously Introduced
Limit fees for rental applications and/or allow groups of tenants to submit a single application.	Yes
Require that critical lease information be made available in languages other than English.	No
Amend the Virginia Residential landlord and Tenant Act to increase transparency during the tenant screening process by requiring landlords to list minimum criteria before accepting applications and provide reasons for a tenant's application denial.	Yes
Require landlords to disclose to prospective rental applicants a complete list of additional fees involved in renting as a separate document prior to tenant application.	Yes
Establish statewide pilot program funded at \$60 million annually for two years to provide rental assistance for 5,000 very low-income families across Virginia.	Yes
Support the expansion of Permanent Supportive Housing (PSH) for people with disabilities and others with complex needs.	Yes
Recognize homelessness as a protected class in the Virginia Human Rights Act and Virginia Fair Housing Law to prohibit discrimination based upon an individual's housing status.	No
Support the passage of a Homeless Bill of Rights codifying the right of unhoused individuals to move freely in public spaces; to receive equal treatment by state and municipal authorities to maintain employment, privacy, and personal property; and to vote.	Yes

Recommended items that likely have patrons in other localities:

(Each of the recommendations below was previously introduced by a state legislator.)

- Amend the Virginia Residential Landlord and Tenant Act to allow tenants to raise unsafe or unsanitary conditions as an affirmative defense to non-payment of rent in eviction cases.
- Amend the Virginia Residential Landlord and Tenant Act to remove barriers to tenants enforcing the right to habitability. Under current law, a tenant must follow often lengthy procedures and be up to date on all rent payments before suing a landlord for conditions that make their homes uninhabitable.
- Reinstate fourteen-day pay or quit notices. Under current law, after a tenant is five days late in paying rent, a landlord can issue a five day "pay or quit" notice requiring the tenant to pay full rent or face eviction proceedings. By extending the five-day "pay or quit" window to fourteen days, tenants have a better chance of accessing funds and avoiding housing instability and homelessness.
- Amend the Virginia Residential Landlord and Tenant Act to allow localities to sue landlords who fail to maintain health and safety standards of rental units.
- Increase protections against landlord retaliation by including nonrenewal of leases as a form of prohibited landlord retaliation against those who have filed complaints of discrimination.
- Grant localities right of first refusal during the sale of publicly-supported affordable housing. This would ensure localities have the opportunity to purchase affordable housing before it expires.
- Support enabling legislation to allow for local rent stabilization to prevent price gouging and resultant housing instability and displacement.
- Increase funding for the Virginia Eviction Reduction Pilot Program (VERP). Established in 2020 to support the creation of local/regional coordinated systems to prevent evictions, this program provides local organizations with resources to help families access emergency financial assistance, case management, and court navigation.
- Increase annual funding for Virginia Housing Trust Fund (VHTF) from \$87.5 million to \$150 million. The VHTF provides loans to create, preserve, and support affordable housing, and provides grants targeted at reducing homelessness.
- Support comprehensive probation reform bills that offer increased housing support and services to aid in successful reentry of those exiting incarceration.

Items for future consideration:

- Require that each county and city in Virginia maintain a public overnight homeless shelter or fund a private equivalent.
 - At the time of submission, statewide advocacy organizations contacted were uncertain if any legislators plan to reintroduce this in 2026.
- Increase public mental health care funding.

Additional context for categorized recommendations presented above.

Highest priorities for the HRC:

- Support the expansion of Permanent Supportive Housing (PSH) for people with disabilities and others with complex needs.
 - Budget amendments for this were introduced in 2025.
 - At the time of submission, statewide advocacy organizations contacted were uncertain if any legislators plan to reintroduce this in 2026.
- Amend the Virginia Residential Landlord and Tenant Act to allow tenants to raise unsafe or unsanitary conditions as an affirmative defense to non-payment of rent in eviction cases.
 - Delegate Cousins (District 79 - Richmond) plans to introduce legislation related to this in the 2026 General Assembly session.
- Reinstate fourteen-day pay or quit notices. Under current law, after a tenant is five days late in paying rent, a landlord can issue a five day "pay or quit" notice requiring the tenant to pay full rent or face eviction proceedings. By extending the five day "pay or quit" window to fourteen days, tenants have a better chance of accessing funds and avoiding housing instability and homelessness.
 - This bill was passed in the House and Senate in 2025, but was vetoed by Governor Youngkin ([HB 1719/SB 812](#)).
 - Statewide advocacy organizations have identified potential patrons to reintroduce this bill in the 2026 General Assembly Session.
- Increase funding for the Virginia Eviction Reduction Pilot Program (VERP). Established in 2020 to support the creation of local/regional coordinated systems to prevent evictions, this program provides local organizations with resources to help families access emergency financial assistance, case management, and court navigation.
 - Statewide advocacy organizations and legislative staffers have identified potential patrons to reintroduce this in the 2026 General Assembly Session.

Recommended items that do not appear to have patrons in other localities:

- Limit fees for rental applications and/or allow groups of tenants to submit a single application.
 - This was introduced in the 2022 General Assembly Session by Delegate Marcia Price and was left in the Committee on General Laws ([HB804](#)).
 - At the time of submission, statewide advocacy organizations were uncertain if there is a patron for this in 2026.
- Require that critical lease information be made available in languages other than English.
 - At the time of submission, no legislators' offices or statewide advocacy organizations contacted were aware of potential patrons to introduce a bill addressing this in the 2026 Session.
 - In the 2025 Session, HB 1587 was passed and signed by the Governor directing the Department of Housing and Community Development (DHCD) to translate all forms and documents that it is legally required to create and post on its website for use by residential landlords and tenants into the five non-English languages most commonly spoken in Virginia.

- Amend the Virginia Residential landlord and Tenant Act to increase transparency during the tenant screening process by requiring landlords to list minimum eligibility criteria before accepting applications and provide reasons for a tenant's application denial.
 - This bill was passed in the House and Senate in 2024, but was vetoed by Governor Youngkin ([HB996](#)).
 - At the time of submission, statewide advocacy organizations were uncertain if there is a patron for this in 2026.
- Require landlords to disclose to prospective rental applicants a complete list of additional fees involved in renting as a separate document prior to tenant application.
 - This bill was passed in the House and Senate in 2024, but was vetoed by Governor Youngkin ([HB996](#)).
 - At the time of submission, statewide advocacy organizations were uncertain if there is a patron for this in 2026.
- Establish statewide pilot program funded at \$60 million annually for two years to provide rental assistance for 5,000 very low-income families across Virginia.
 - These bills were left in the House Appropriations and Senate Finance and Appropriations in 2025 ([HB1879](#), [SB832](#)).
 - At the time of submission, statewide advocacy organizations contacted were uncertain if there is a patron for this in 2026.
- Support the expansion of Permanent Supportive Housing (PSH) for people with disabilities and others with complex needs.
 - Budget amendments for this were introduced in 2025.
 - At the time of submission, statewide advocacy organizations contacted were uncertain if any legislators plan to reintroduce this in 2026.
- Recognize homelessness as a protected class in the Virginia Human Rights Act and Virginia Fair Housing Law to prohibit discrimination based upon an individual's housing status.
 - At the time of submission, statewide advocacy organizations contacted were uncertain if there is a patron for this in 2026.
- Support the passage of a Homeless Bill of Rights codifying the right of unhoused individuals to move freely in public spaces; to receive equal treatment by state and municipal authorities to maintain employment, privacy, and personal property; and to vote.
 - This was introduced in the 2025 Session by Delegate Joshua Cole and was left in the Counties, Cities, and Towns Committee ([HB2602](#)).
 - At the time of submission, statewide advocacy organizations contacted were uncertain if any legislators plan to reintroduce this in 2026.

Recommended items that likely have patrons in other localities:

- Amend the Virginia Residential Landlord and Tenant Act to allow tenants to raise unsafe or unsanitary conditions as an affirmative defense to non-payment of rent in eviction cases.
 - This was introduced in the 2023 Session by Senator Adam Ebbin and was left in the Committee on General Laws and Technology ([SB284](#)).
 - Delegate Cousins (District 79 - Richmond) plans to introduce legislation related to this in the 2026 General Assembly session.
- Amend the Virginia Residential Landlord and Tenant Act to remove barriers to tenants enforcing the right to habitability. Under current law, a tenant must follow often lengthy procedures and be up to date on all rent payments before suing a landlord for conditions that that make their homes uninhabitable.

- Staff from Delegate Rae Cousins' office (District 79 - Richmond) indicated that Del. Cousins plans to introduce legislation related to this in the 2026 General Assembly session.
- Delegate Cousins introduced legislation to remove the requirement that tenants be current on their rent in order to file a tenants assertion in 2024 and 2025; this passed in the house and senate in 2025, but it was vetoed by Governor Youngkin ([HB 2229](#)).
- Delegate Alfonso Lopez introduced legislation in 2025 to prohibit a landlord from waiving the duty to maintain a fit premises ([HB2075](#)); this is commonly referred to as "warranty of habitability" legislation. HB2075 was left in the Committee on General Laws. Statewide advocacy organizations have identified potential patrons to reintroduce this bill in the 2026 General Assembly Session.
- Reinstating Fourteen-day pay or quit notices. Under current law, after a tenant is five days late in paying rent, a landlord can issue a five-day "pay or quit" notice requiring the tenant to pay full rent or face eviction proceedings. By extending the five-day "pay or quit" window to fourteen days, tenants have a better chance of accessing funds and avoiding housing instability and homelessness.
 - [HB 1719/SB 812](#): This bill was passed in the House and Senate in 2025, but was vetoed by Governor Youngkin.
 - Statewide advocacy organizations have identified potential patrons to reintroduce this bill in the 2026 General Assembly Session.
- Amend the Virginia Residential Landlord and Tenant Act to allow localities to sue landlords who fail to maintain health and safety standards of rental units.
 - Legislation to allow this has been introduced multiple times and passed in the house and senate in 2025, but it was vetoed by Governor Youngkin ([HB1718](#)).
 - Delegate Callsen was a patron on this bill in 2025, and staff from her office have indicated that she may support it again in 2026, if another delegate reintroduces it. Statewide advocacy organizations have identified potential patrons to reintroduce this bill in the 2026 General Assembly Session.
- Increase protections against landlord retaliation by including nonrenewal of leases as a form of prohibited landlord retaliation against those who have filed complaints of discrimination.
 - This bill was passed in the House and Senate in 2024, but was vetoed by Governor Youngkin ([HB817](#)).
 - Statewide advocacy organizations have identified a potential patron to reintroduce this bill in the 2026 Session.
- Grant localities right of first refusal during the sale of publicly-supported affordable housing. This would ensure localities have the opportunity to purchase affordable housing before it expires.
 - Legislation to allow this has been introduced multiple times and passed in the house and senate in 2025, but it was vetoed by Governor Youngkin ([HB1973](#)).
 - Statewide advocacy organizations have identified potential patrons to reintroduce this bill in the 2026 General Assembly Session.
- Support enabling legislation to allow for local rent stabilization to prevent price gouging and resultant housing instability and displacement.
 - This bill failed in the Senate General Laws and Technology Committee in 2025 ([SB 1136](#)).
 - Statewide advocacy organizations have identified potential patrons to reintroduce this bill in the 2026 General Assembly Session.
- Increase funding for the Virginia Eviction Reduction Pilot Program (VERP). Established in 2020 to support the creation of local/regional coordinated systems to prevent evictions, this

program provides local organizations with resources to help families access emergency financial assistance, case management, and court navigation.

- Statewide advocacy organizations and legislative staffers have identified potential patrons to reintroduce this in the 2026 General Assembly Session.
- Increase annual funding for Virginia Housing Trust Fund (VHTF) from \$87.5 million to \$150 million. The VHTF provides loans to create, preserve, and support affordable housing, and provides grants targeted at reducing homelessness.
 - Budget amendments for this have been introduced multiple times.
 - Statewide advocacy organizations have identified potential patrons to reintroduce this in the 2026 General Assembly Session.
- Support comprehensive probation reform bills that offer increased housing support and services to aid in successful reentry of those exiting incarceration.
 - Criminal justice reform is often a priority for Delegate Katrina Callsen.