

# Civil Rights Reporter

Issue  
07  
April  
2023

JOURNAL OF THE TEXAS WORKFORCE COMMISSION CIVIL RIGHTS DIVISION.



#### Mission Statement

Our mission is to reduce discrimination in employment and housing through education and enforcement of state and federal laws.

#### Vision

Our vision is to help create an environment in which citizens of the State of Texas may pursue and enjoy the benefits of employment and housing that are free from discrimination.

TEXAS WORKFORCE COMMISSION COMMISSIONERS  
BRYAN DANIEL - CHAIRMAN AND COMMISSIONER REPRESENTING THE PUBLIC  
AARON DEMERSON - COMMISSIONER REPRESENTING EMPLOYERS  
ALBERTO TREVIÑO, III - COMMISSIONER REPRESENTING LABOR



Civil Rights Division

# In This Issue

**Director**  
Bryan Snoddy

**Editor**  
Jeff Riddle

## Fair Housing Month

Housing investigations are complicated and require teamwork and constant process improvement. Our first two articles highlight how our Fair Housing Team gets to the heart of the matter and how our new partnership with the the Texas Appraiser Licensing and Certification Board will ensure that complaints relating to appraisal bias are investigated from every angle.

## Continued Employment Complaint Process Improvement

Technology has always been at the forefront for the Division. The Employment Intake Team continues to utilize our resources to better address the needs of Texans to process hundreds of complaints each month.

## Partnerships Drive Collective Success

Director's Corner. Bryan Snoddy explains the importance of inter-agency collaboration and how that work will benefit Texans.

## The Most Important Factor in Addressing Workplace Stress

Do you you have some days that are better than others. EEO Investigator Monica John reminds management that the key to helping employees through stress is quite simple

## See Us In Action

Though most of our work is taking place in the virtual world, we're still getting out across the state.

## Events

A look at the different trainings and information session hosted by the Civil Rights Division.

Texas Workforce Commission  
101 E. 15th Street  
Austin, Texas 78778-0001

Phone Number.  
512-463-2642 or 888-452-4778  
Relay Texas:  
800-735-2989 (TTY)  
and 711 (Voice)

For more information or to subscribe to this newsletter, please visit: [www.twc.texas.gov/partners/civil-rights-reporter](http://www.twc.texas.gov/partners/civil-rights-reporter). Auxiliary Aids and Services are available upon request to individuals with disabilities.

Copies of this publication (01/2022) have been distributed in compliance with the State Depository Law, and are available for public use through the Texas State Publication Depository program at the Texas State Library and other state depository libraries.

# Cheating Done Right

**Joe Rosser**  
Housing Supervisor

In 2019, the director of the Texas Workforce Commission’s Civil Rights Division challenged his management team to review processes of how housing investigations are conducted to eliminate those practices that are found inefficient and no longer required. Housing management was also challenged to simplify how to identify and process information to assist investigators with collecting relevant evidence to speed up the investigative process. The purpose was to gain efficiencies, to save time and to reduce the number of cases that require rework directed by HUD. At the conclusion of the review, a “cheat sheet” or desk aid was created that assisted in the identification of factual evidence to establish a charge of discrimination.

Over the years, the division has amassed volumes of information relating to fair housing. From investigator manuals and court precedence to HUD guidance memos, the amount of information is staggering. All of this was either in hard copy forms or stored on various computer drives and was in many cases necessary for investigators to do their jobs. Finding the correct fair housing statutes and prima facie element to internal procedures and document templates; all were difficult to find. This slowed down the investigative process and was frustrating for investigators. Additionally, investigators with little or no previous experience in fair housing were not asking the right questions or not requesting the proper documentation and didn’t know where to find the guidance they needed, which resulted in cases remaining open beyond 100-days or returned to the division for rework.

In establishing the analysis cheat sheet, management reviewed every fair housing issue received over a period and ranked them in order from the most common allegation; failure to grant a reasonable accommodation, discriminatory refusal to rent or discriminatory terms and conditions, to the least common allegations, such as steering or redlining.

The issues were placed on a spreadsheet which included a brief definition of the issue, an example of the type of allegation, the Texas fair housing statute, the prima facie elements for each issue and a color-coded column suggesting the basic questions in black that needed to be asked of the parties and the documentation to request from each in red, to satisfy each element of the prima facie.

Example 1: analyzing discriminatory terms and conditions.

+Most to Least Common	Type of Discrimination	Definition	Statutory Reference	Elements	Questions/Documents to Satisfy the Element
4	Discriminatory terms and conditions-prior to tenancy	Defined by an <b>applicant</b> of ANY protected class who has applied to rent a unit or home and their application is subjected to different terms or conditions than applicants of a different class. <i>Example: a landlord may require a disabled applicant or someone with children to pay a higher deposit or application fee, than applicants of a different protected class.</i>	TPC §301.021(b) based on all protected classes except disability  TPC §301.025(b) based on disability only	<ol style="list-style-type: none"> <li>1. The complainant is a member of a protected class.</li> <li>2. The complainant inquired about or applied for a dwelling from the respondent.</li> <li>3. The respondent imposed specific terms, conditions or criteria on the complainant which had a negative effect on the complainant’s housing.</li> <li>4. The respondent did not impose such terms or conditions on similarly situated inquirers or applicants not of the complainant’s protected class.</li> </ol>	<ol style="list-style-type: none"> <li>1. a. Identify your protected class. <i>(If disabled, medical documentation)</i></li> <li>2. a. When did you first contact the property owner/manager of the subject property, expressing an interest in renting? b. Who did you speak with? When did you submit a signed application? <i>(Copy of your submitted application, correspondence from RP)</i></li> <li>c. Identify the rental criteria to qualify for unit. <i>(Criteria provided by RP)</i></li> <li>3. a. Identify what terms or conditions you believe were different than what other applicants were subjected to. <i>(Rental criteria)</i></li> <li>b. Identify the rental criteria or what is required by RP to qualify for a unit/home?</li> <li>4. a. Identify what terms/conditions you believe you were subjected to that others were not.</li> <li>b. Identify other applicants who you believe were given more favorable terms/treatment. Identify their protected class.</li> </ol>

# HOUSING MATTERS

+Most to Least Common	Type of Discrimination	Definition	Statutory Reference	Elements	Questions/Documents to Satisfy the Element
3	Fail to grant a reasonable accommodation	Defined by a current tenant or applicant who is limited in one or more of life's activities and has made one or more requests to a landlord respondent to change their rules or policies, which would assist them with their disability. <i>Example may be a request to a property with a "no pets" rule to have an emotional support animal because of their disability.</i>	TPC §301.025(c)(2) based on disability only	<ol style="list-style-type: none"> <li>1. The complainant is a person with a disability.</li> <li>2. The respondent knew or reasonably should have known that the complainant is a person with a disability.</li> <li>3. The complainant requested a reasonable accommodation in the rules, policies, practices, or services of the respondent.</li> <li>4. The requested accommodation may be necessary to afford the complainant an equal opportunity to use and enjoy the dwelling.</li> <li>5. The respondent refused the complainant's request to make such accommodation or failed to respond or delayed responding to the request such that it amounted to a denial.</li> <li>6. The respondent's refusal made housing unavailable to the complainant.</li> </ol>	<ol style="list-style-type: none"> <li>1. <ol style="list-style-type: none"> <li>a. Identify your disability and how it substantially limits one or more life's activities. (<b>Medical docs or obvious</b>)</li> <li>b. Who did you receive your medical documentation from? Online provider? Face-to-face / in office visit?</li> <li>c. How much did you pay for the visit/ESA letter?</li> <li>d. Do you have an ongoing or previous relationship with the medical provider or was this a one-time visit?</li> <li>e. When did you make this visit? (before or after they were caught with ESA, etc.)</li> <li>f. When were you first diagnosed with a NEED for an ESA?</li> </ol> </li> <li>2. a. How were the RP made aware of your disability? When? Who is aware? (<b>SSI income, obvious, verbally/written notification</b>)</li> <li>3. a. When did you make a reasonable accommodation and what specifically was the request(s)? (<b>Copy RAR document</b>) <ol style="list-style-type: none"> <li>b. Who did you make the request to?</li> <li>c. How was the request made? In writing? Verbal request? If verbal, is there a witness who can verify you made the request to the RP? (<b>Copy of RAR doc, email request, witness who heard request</b>)</li> </ol> </li> <li>4. a. Identify how the accommodation requests will assist you with your disability. (<b>Medical documentation showing clear nexus</b>) <ol style="list-style-type: none"> <li>b. When did you provide medical documentation of your disability to RP?</li> <li>c. Identify any documentation you provided to RP showing you are disabled and require the accommodation requested.</li> </ol> </li> <li>5. a. Identify how the RP reacted to your accommodation request. (writing, verbal, etc.) (<b>Copy of written denial/rejection</b>) <ol style="list-style-type: none"> <li>b. Identify if they granted, denied or asked you for additional information.</li> </ol> </li> </ol>

Example 2: analyzing failure to grant a reasonable accommodation.

After the analysis cheat sheet was implemented, investigators had a tool they could use to conduct interviews and collect evidence. Although the need for more detailed questions and documentation may be required, the basics were being covered. The results speak for themselves. The number of closures has increased for three straight performance years and the average number of days it takes to close a case has decreased.

The success of the analysis cheat sheet has led to the division creating similar desk aids for other day-to-day tasks like intake and closing processes. Fair housing investigations can be complicated and time consuming. With the ever-changing landscape of fair housing issues, the division is striving to make our processes simpler and easier to access, for the purpose of greater efficiency and customer service.

# Texas State Agencies Partner to Address Appraisal Bias, Fair Housing Violations

Summer Mandell

A new partnership between the [Texas Appraiser Licensing and Certification Board \(TALCB\)](#) and the [Texas Workforce Commission Civil Rights Division \(TWC\)](#) benefits Texas consumers who may experience discrimination or bias in their home appraisal.

Federal and state laws prohibit discrimination by appraisers in conducting home appraisals. Yet, research shows there is bias in property valuations at the national level [based on race, ethnicity, or national origin](#), particularly [in majority-Black and majority-Latino neighborhoods](#), resulting in undervalued properties and ultimately [lower financial returns on homeownership](#).

“Appraisal bias is a serious concern for the appraisal industry. The vast majority of appraisers work to ensure appraisals are completed objectively and without bias. As a Board, we strive to ensure fairness and thoroughness in the investigative process for all involved. Our partnership with TWC expands the resources available to achieve this goal,” said TALCB Chair Sara Oates, president of Total Appraisal Management & Review in Austin.

Appraisal bias is now being addressed by the federal [Interagency Task Force on Property Appraisal and Valuation Equity \(PAVE\)](#), which is composed of 13 federal agencies, including representatives from the U.S. Department of Housing and Urban Development (HUD), the Consumer Financial Protection Bureau (CFPB), and the Appraisal Subcommittee (ASC).

TWC, the state agency that investigates complaints alleging violations of the Texas Fair Housing Act, and TALCB, the state agency that licenses and regulates real property appraisers, will each review complaints by consumers related to appraisals that involve possible fair housing violations.

“The partnership between TALCB and TWC ensures highly-trained staff in both agencies are able to respond to possible instances of bias in appraisals of housing,” said TWC Executive Director Ed Serna. “TWC remains dedicated to ensuring all Texans are protected against bias in housing sales, rentals, financing, and appraisals.” “The partnership between TWC and TALCB means Texas consumers affected by appraisal bias can trust that their complaints will be investigated from every angle by professionals with deep knowledge in both fair housing and appraiser industry standards and regulations,” said TALCB Commissioner Chelsea Buchholtz. Get more information on filing a complaint [with TALCB](#) or [with TWC](#). A complaint that alleges appraisal bias can go to either agency.

*The Texas Legislature established the Texas Appraiser Licensing & Certification Board (TALCB) to safeguard consumers in matters of real property appraisal services. TALCB shares staff members and resources with the Texas Real Estate Commission (TREC). TALCB provides education and licensing services, as well as regulation and enforcement of state and federal laws and requirements that govern real property appraisals.*

## DIRECTOR'S CORNER

# Partnerships Drive Collective Success

BRYAN SNODDY - DIVISION DIRECTOR

On September 19, 2022, the Civil Rights Division (CRD) and The Texas Appraisal Licensing and Certification Board (TALCB) entered a formal partnership through a Memorandum of Understanding. If you are asking so what and what is the big deal, then you are asking the rights questions. Let us take a quick minute to unpack what makes this partnership especially valuable as we enter in Fair Housing Month.

First, strategic partnerships provide an opportunity to enhance customer service in ways that neither entity could achieve on its own. The TALCB has experts on staff concerning appraisals, standards of care and the training and certification process. They are also the licensing body responsible for ensuring that the standards are upheld for its licensees. But while the TALCB does not have an enforcement function or training structure designed to tackle fair housing, the CRD is designed and well-positioned to oversee such matters. We have been able to fully reenforce each other's missions by borrowing expertise, providing training, and using a cooperative agreement to combat unfair appraisals or identify appraisers that are not acting within the licensing standards.

Second, forming strategic partnerships works to supplement and further legislative intent without creating duplication of effort or waste of resources while defining the rights, duties, and expectations of each entity. A common refrain that we hear from many customers within state government is that the resources that they need are available, but they are lost in the miry bog of super-secret decoder language and an alphabet soup of agencies and boards of which many government employees are even unaware. The very nature of partnership begins to remove walls and silos and expands cooperation that leads to natural connections which provide all customers with the services that they are seeking and justly due as taxpayers.

Simply, partnerships create more connections and more opportunity to achieve success. One of the critical areas where this matters most is with data and information sharing. What we learned from the pandemic is that information is only powerful if we have access to it, an understanding of it, and can leverage the tools that we have to actively employ that information. The CRD and TALCB actively and routinely share results of investigations that will enable us to identify trends, topics for additional industry training and problems or issues well before they require outside resources. Imagine if the various world health organizations and health departments of the world had a common data set and were able to identify the first set of persons suffering from Covid. How different would the last few years have been? Certainly, I am suggesting something of that gravity here, but the simple truth of strategic partnerships is that they act as a force multiplier and create the possibility of achieving benefits beyond the initial investment of time, finances and resources.



## Reasonable Accommodation Considerations

Jeffrey Riddle, Editor and Trainer

When was the last time you went to the doctor? When you did go, was it for a specific illness or injury? If I'm not mistaken (and can be so bold), you probably never went back for that reason after you received the service/visit/medication that would help the momentary problem. Why am I asking about your medical history; wait... asking you to think about your medical history? The reason is that many of us do not get seen on a regular basis by a medical provider unless we need it and I want to frame that norm. For those who have regular medical insurance which offsets most of the cost of doctor visits, these simple visits with a primary care physician are not a major factor in most budgets. Now think about those who do not have great, if any, coverage. This person needs a solution, to be seen once for an issue, get what they need, and then not go back without severe need due to the cost.

You're probably asking yourself, where is he going with this? Well, it's Fair Housing Month and with that comes my editorial focused on issues within housing. One of the biggest complaints we get concerning fair housing is the failure to accommodate. That means a housing provider is not willing, or refuses, to grant a change, exemption, or adjustment to rules, policies, or services for a person with a disability that would allow them to use or enjoy a dwelling. I see and hear time and time again housing providers ask applicants and tenants additional questions and request additional information because they need "updated" information.



For example, a person is diagnosed with a mental health disorder and, as part of the treatment for that, the person is advised to have an Emotional Support Animal (ESA). That person responds to the animal and can function better because of it. Much like a person who has asthma and receives an inhaler. There is no "fix" for asthma, but there are medicines that alleviate the conditions. The same can be applied to mental health disorders. A person might not need constant out of pocket expenses for therapy when an ESA or medicine works.

Most disabilities do not go away and do not get better. A person with asthma probably won't wake up one day and find their lungs are healthy. A person who loses their eyesight because of diabetes does not find that one day it returns. In these situations, there is probably never a question of having a medical note that is dated within the last six months, or from the local area, to validate the disability. But I have seen and heard the questions housing consumers are asked when it comes to ESAs. "This doctor's note is from 2018, I need something that shows you still need this." "That doctor is from outside the state, there is no way you're being seen from someone that far away."

It is important to remember in these times that we live in a world that is vastly interconnected. As a former military person, if I found a therapist that was amazing when I was stationed in Alaska, you can bet that I would still be doing phone or Zoom meetings with them. The same works for the letters. Remember, disabilities do not typically go away, and the conditions caused by them won't suddenly cease to require the treatment that has been so helpful. That means there's no reason for a landlord to see a doctor's note, letter, or prescription that is "recent," or for them to require a new visit (expense) for that person to get a letter with a different date.

Most people, yours truly included, do not go to the doctor regularly unless there is some form of continuous treatment plan that needs to happen or be monitored. For the average person that may not have the best medical coverage, once that disability is documented and something is identified as an accommodation, there probably won't be return visits. If you are in a position that deals with reasonable accommodation requests, remember the law does not specify timeframes or geographical regions as part of the documentation for said request and I hope that you can see your tenant's needs from a different perspective.

# Work Stress

Monica John, Investigator

Since the height of the Covid-19 pandemic in 2020, there has been an increased number of employees feeling stressed due to work. Stress affects an employee's ability to focus, their attendance and productivity; thus, affecting their entire staff. Our world has changed and so should the way we deal with and manage stress at work, without causing a significant decrease in production or employee burnout.

How do you deal with stress? How should management address an employee dealing with stress? Do you empathize, sympathize? What works for one person might not work for another. The options are numerous and varied, each depending on the situation and what works best for that person. Suggestions like taking a walk around the block, taking additional breaks, granting an unscheduled vacation, or contact Employee Assistance Program (EP) all could be used in assisting employees dealing with stress.

A simple search of the internet will turn up countless articles and blogs from numerous sources providing ways to deal. Many of these involve physical activity such as taking a walk during lunch or after work or participate in some form of exercise. Let's not forget our favorite -- taking a vacation. We are all focused on getting the tasks completed, deadlines met, and reports written. Good mental health is pertinent for all of us to tackle our workday and when it's off, it shows.

We all must show kindness when dealing with employee work related stress. Showing kindness is a great start to help someone having a stressful period in their life. Understanding is equally important, and when we show an employee both, that employee is in a better place to address their needs. Exhibiting this attitude towards employees, will result in employee retention and high morale, which in turn can help improve the workplace. The approach of showing kindness and understanding also boosts the mood of that stressed employee.

Employers must make a concerted effort to identify, understand, and assist employees who are dealing with work stress. Continue to check in on your employees, your peers and managers and ask, "how can I help?" This act of kindness does wonders and contributes to lowering stress levels.





# Continued Employment Complaint Process Improvement

The Employment Intake Team

Recently, the employment intake team highlighted the efforts taken to address the high number of employment discrimination complaint submissions and our focus to reduce the backlog of those unprocessed complaints.

The process to streamline employment intake operations actually began in the fall of 2019. At that time, those actions included updating our processes and procedures, digitizing all paper files, re-defining certain roles, establishing new functions for the intake specialists, and expanding the use of empirical data to identify areas needing additional attention.

In May 2021, a sixty day “in progress review” (IPR) was conducted to assess the process improvements to date. The IPR consisted of a “360 degree review” of the entire process from initial customer contact through case assignments to investigators.

In the continued effort to improve customer service, several initiatives were implemented. One initiative, an increase in our proactive communication with parties added steps to the process. Documents which require a signature, such as a charge of discrimination, or the charge notifications which include the invitation to mediate, are sent via DocuSign. Anytime a document is sent via DocuSign, a concurrent Outlook email notification is also sent to alert the recipient to be on the lookout for the DocuSign email. Many customers are not familiar with DocuSign and feel it may be a scam. Additionally, many IT sections often filter DocuSign to the spam folders, so the concurrent Outlook email truly helps save time.

Another added step was a “mid-point” follow up email. If a customer is provided fourteen days to sign and return a document, but has not done so within seven days, we send an addition email to remind them that a document requiring their attention had been sent to them. The same process is used following the charge notification and position statement requests. We continue to innovate ways to use technology to better serve our customers. What seems a simple, automatic email, has saved time, money, and resources that would take away from our ability to process complaints in a timely manner.

Employment discrimination complaints are being submitted at record levels. FY2023 complaint submissions have already surpassed all of FY2021, which at the time was a record high. However, the process improvements have worked to successfully reduce intake’s backlog and customer wait time. Just a few examples of the improved customer service are:

- At one point in 2022, the intake backlog was more than 800 complaint forms with an office age of up to 180 days, or more. Today, the intake backlog is now referred to as the intake inventory, and it consists of approximately 100 complaint forms with an average office age of less than 30 days;
- Since October 2022, the number of charges dismissed for a failure to sign by the customer has been reduced from a high of 40 cases to 7 in March 2023;
- Since September 2022, the difference between the date an employment discrimination complaint was received, and the date it was perfected has been reduced by 20%;
- In July 2021, intake’s case developer had 666 cases, and 9% were eligible for assignment to an investigator. Today, the case developer inventory is over 1200 cases, yet 87% are eligible for assignment; and
- In the last 12 months, 1341 detailed case status updates containing an overview of the investigation process have been sent out to customers.

We continue to look at new ways to challenge our systems, use technology to our advantage with the goal of providing the best service to our customers. We look forward to continuing our efforts and sharing them with you in future newsletters.



## Women's History Month

Faith Penn

Without women's hard work and contributions to society, life as we know it would be much more difficult. Women are often referred to as the "backbone" of civilization, society, and the world. Could you imagine where the world would be without inventions such as the fire escape, created by Anna Connelly or the glass aquarium, created by Jeanne Villepreux? Not interested in hand washing dishes? We have Josephine Cochrane to thank for the creation of the automatic dishwasher. Let's show some love to Katharine Blodgett for the creation of non-reflective glass. Without this breakthrough invention, the world would not be blessed with eyeglasses, camera lenses, or microscopes. Without Maria Beasley's creation of the life raft, an additional 706 surviving passengers would have been added to the 2,224 non-survivors of the RMS Titanic. We have Marie Van Britten Brown to thank for the invention of the home security system, Mary Anderson for the invention of the windshield wiper, Madam C. J. Walker for the creation of Black hair products, and Stephanie Kwolek for creating Kevlar. This material is up to five times stronger than steel, is used in bulletproof vests, racing sails, bicycle tires, armored cars, musical instruments, frying pans, and even building construction materials.

A woman I would like to bring attention too is Patricia Bath, who created the machine that uses a laser to dissolve eye cataracts. Patricia Bath was a ground breaker before her invention within the ophthalmology field. Bath was the first-ever black person to work as a New York University ophthalmology resident and the first-ever woman to become a part of the UCLA Jules Stein Eye Institute's staff. In 1983, Bath was appointed Chair of the Dr. Martin Luther King- Charles Drew-UCLA Ophthalmology Residency Program, becoming the first woman in the United States to head an ophthalmology residency program. But Bath's most significant achievement is the fact that she was also the first African American female doctor to earn a patent for medical purposes. This patent was for the medical device Laserphaco Probe, which Bath developed in 1981, but did not apply for a patent until 1988. The Laserphaco Probe painlessly and quickly uses a laser for dissolving eye cataracts. It then cleans and rinses the eyes to make it easier and faster to insert the replacement lens. The Laserphaco Probe is currently used worldwide as a safe and quick way to avoid blindness because of cataracts.

While at UCLA Jules Stein Eye Institute, Bath established the Keratoprosthesis Program to provide advanced surgical treatment for blind patients. Dr. Bath's program continues today as the KPRO. Today, thousands of patients have had their eyesight restored with this innovative technology.

As Women's History Month ends, I hope that you were able to celebrate in the various accomplishments women have made and hopefully have been introduced to many more over the last month.

# EEO Violations

## Texas

**AUSTIN** – Ohio-based Safelite AutoGlass, a vehicle glass repair and replacement business, agreed to pay \$45,000 to settle a sex-based discrimination lawsuit filed by the U.S. Equal Employment Opportunity Commission (EEOC), the federal agency announced today.

According to the EEOC’s lawsuit, a woman applied for an auto glass technician trainee position at a Safelite AutoGlass location in Austin, Texas. During the interview, the applicant informed the store manager she had two years of experience as a repair technician, which required her to lift and move heavy furniture. Despite this information, the store manager expressed concern about the female applicant’s ability to lift heavy weight. The store manager suggested a lower-paying position would be a better fit because it involved lifting less weight. The applicant did not receive a written job offer or hear from Safelite after the interview. Safelite hired two male technician trainees, who were not better qualified than the female applicant, within one week of her job interview.

In addition to the monetary relief, the three-year consent decree resolving the suit prohibits sex-based discrimination at Safelite’s facilities in Austin, Texas. Safelite is prohibited from denying employment opportunities to women or engaging in any employment practice that discriminates against employees and applicants for employment due to their sex. It also requires Safelite to reissue its written equal employment opportunity policies to employees and to provide mandatory training on sex discrimination to all supervisory and/or management employees of its stores in Austin. The EEOC will monitor Safelite’s compliance with these obligations while the decree is in effect.

**DALLAS** – Alden Short and Hinson Jennings, a Dallas-based property management company, will pay \$85,000 and furnish other relief to settle a national origin harassment lawsuit filed by the U.S. Equal Employment Opportunity Commission (EEOC), the agency announced today.

According to the EEOC’s suit, the owner and president and the chief operating officer (COO) subjected three Hispanic female employees to a hostile work environment at the company’s Richardson facility. The agency’s suit claimed top management officials made comments to the employees relating to their heritage, their parents, and children all relating to their national origin. “These three professional women were subjected to discriminatory criticism and comments from the owner and COO,” said EEOC Assistant Regional Attorney Suzanne Anderson. “One former employee said the COO told her he could treat her any way he wanted to because she is Mexican. That treatment in a workplace creates a hostile work environment that can constitute a violation of federal law.”

“The employees complained because these companies rent to tenants in predominantly Hispanic communities, yet management treated their Hispanic employees with disparagement or discrimination,” said EEOC Trial Attorney Brooke López. “This resolution points to a better approach that should benefit both employees and their employers.”



# TEXAS CONFERENCE FOR EMPLOYERS

As I've mentioned we do get out and about. One of the events we participate in is the Texas Conference for Employers. Come out and join us at our booth to talk over our training programs or try your hand at winning one of our fancy coffee mugs.

TWC's Office of the Commissioner Representing Employers sponsors the Texas Conference for Employers, a series of employer seminars held each year throughout the state. Employers who attend the seminars learn about state and federal employment laws and the unemployment claim and appeal process. We assemble our best speakers to guide you through ongoing matters of concern to Texas employers and to answer any questions you have regarding your business.

We encourage every employer to attend at least one of these conferences every year, since the topics are updated whenever there are new laws, regulations or court cases. Each conference is geared toward small business owners, HR managers and assistants, payroll managers, and anyone responsible for the hiring and managing of employees.

All in-person meetings do have a virtual option available that is attended via Zoom. The same material is presented and all informational handouts provided in-person, are provided in a digital format to virtual attendees. The virtual option is also great for companies that are headquartered outside of Texas and have operations within the state or planning to.

### [Event Location - Midland, May 5](#)

DoubleTree at Midland Plaza  
117 W. Wall Street  
Midland, TX 79701

### [Event Location - Longview, May 19](#)

Holiday Inn Infinity Event Center  
300 Tuttle Circle  
Longview, TX 75605

### [Event Location - Waco, June 2](#)

Waco Convention Center  
100 Washington Avenue  
Waco, TX 76701

### [Event Location - San Antonio, June 22 - 23 \(2-day\)](#)

Grand Hyatt  
600 East Market Street  
San Antonio, TX 78205

### [Event Location - Marfa, July 28](#)

The Hotel Paisano  
207 North Highland  
Marfa, TX 79843

### [Event Location - College Station, August 25](#)

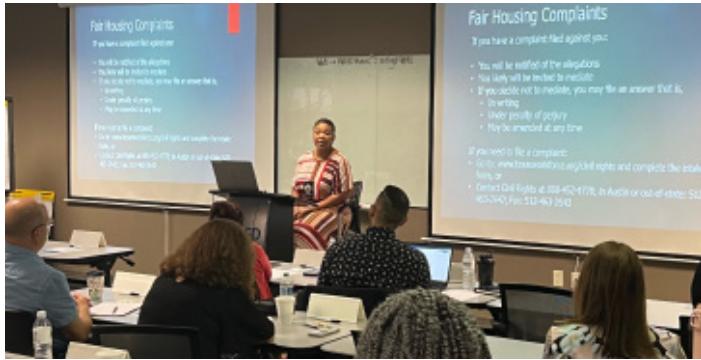
Hilton College Station & Conference Center  
801 University Drive East  
College Station, TX 77840

### [Event Location - Del Rio, September 15](#)

Ramada by Wyndham  
2101 Veterans Blvd.  
Del Rio, TX 78840

# CIVIL RIGHTS OUT AND ABOUT

## HOUSING INTAKE AND INVESTIGATORS PRESENTING TO THE APARTMENT ASSOCIATION



Frances Reese-Seeger presenting to an Apartment Association



The attendees learning how our investigators address cases.

## TEXAS CONFERENCE FOR EMPLOYERS HARLINGEN



Faith Penn and Brittany Sherwood from the Office of ADR along with Commissioner's Trevino and Demerson.



Commissioner Trevino being quizzed by Faith Penn over the seven protected classes.



Our editor, Jeff Riddle, posing for a picture with our Commissioner for Employers, Aaron Demerson and our ADR team.

## EVENTS

---

### RESOLUTIONS Q&A

Ever wondered what Mediation or Conciliation is, or what it would take to resolve an issue or complaint without having to go through court? Come join us for the Texas Workforce Commission-Civil Rights Division (TWCCRD) Live Mediation/Conciliation Q&A. Brought to you by the Resolutions Team of the Outreach, Compliance and Resolutions (OCR) Unit.

In this monthly session, you will be able to ask questions regarding Mediations/Conciliations, find out information regarding common resolutions for filed complaints, steps leading up to your complaint being scheduled for a Mediation/Conciliation session with one of our experienced Mediators/Conciliators, and much much more!

What: Live Mediation/Conciliation Q&A. Brought to you by OCR.

When: May 8, 2023

Where: From the comfort of your own home---Webinar

Time: 11:00 - 12:00 (CST)

So come on, take control of your case. Let us help you prepare for your scheduled Mediation/Conciliation session!

<https://forms.office.com/g/XvBdHiP3Uz>

For additional questions about this Live Q&A, please e-mail [eeomediation@twc.texas.gov](mailto:eeomediation@twc.texas.gov)

---

### FAIR HOUSING TRAINING

Join us on every first and third Tuesday from 10:00 - 11:00 (CST) where we discuss Fair Housing and Housing Accommodations. This is a great webinar for those interested in their rights or those that manage or own properties. Did we mention it is free!

Register Here. <https://forms.office.com/g/ZBm7gtJLjg>

---

### EQUAL EMPLOYMENT TRAINING

Are you a private employer looking to develop your company on the basics of Equal Employment Opportunity or for a better understanding of how to prevent sexual harassment in the workplace. The Civil Rights Division's Training team can help. We offer numerous EEO training presentations or can tailor training to your needs. Reach out to our training team at [CRDTraining@twc.texas.gov](mailto:CRDTraining@twc.texas.gov) to discuss are low-cost options for your company.

Our complete our form found here. <https://forms.office.com/g/2hRSC8xqVU>

A portion of the work that provided the basis for this publication was supported by funding under a Cooperative Agreement with the U.S. Department of Housing and Urban Development. The substance and finding of the work are dedicated to the public. The author and publisher are solely responsible for the accuracy of the statements and interpretations contained in this publication. Such interpretations do not necessarily reflect the views of the Government.