

Human Relations 2024 Annual Report

STAFF

Amber Mulder, Assistant City Attorney

Lyndsey Meier, Human Relations Specialist

Sage Stansell, Housing Intake Specialist (Through April 2024)

HUMAN RELATIONS COMMISSION MEMBERS

Megan Grode-Wolters, Chair (5/2018 – 5/2028)⁺

Elmar Delibasic, Vice Chair (2/2022 – 5/2028)⁺

Kassidi Smith, Secretary (6/2018 – 5/2028)⁺

Anny Libengood (8/2017 – 5/2026)⁺

Sheku Bannister (5/2021 – 5/2026)

Tajuan Jackson (5/2023 – 5/2029)⁺

Vicki Stewart (5/2023 – 5/2028)

Amber Corey (6/2024 – 5/2026)

Meghann Joyce (5/2023 – 8/2024)⁻

Tony Burke (10/2020 – 4/2024)⁻

Nassir Yemam (10/2020 – 4/2024)⁻

DISABILITY AWARENESS AND ACCESSIBILITY REVIEW BOARD MEMBERS

Tana Zwart, Chair (10/2020 – 10/2026)⁺

Sarah Jorgensen, Vice Chair (10/2020 – 10/2026)⁺

Josh Mueller, Secretary (3/2024 – 5/2027)

Cathleen Zepeda (7/2021 – 7/2025)⁺

Patricia Herman (10/2021 – 12/2026)⁺

Jamie Reindl (1/2023 – 12/2027)⁺

Mychelle Garrigan (7/2023 – 7/2026)

Devin Labee Darling (7/2023 – 7/2026)

Michele Snyder (12/2024 – 12/2026)

Kristen Barnhardt (4/2022 – 9/2024)⁻

⁺ Reappointed/second term

⁻ Inactive Member

CONTACTS

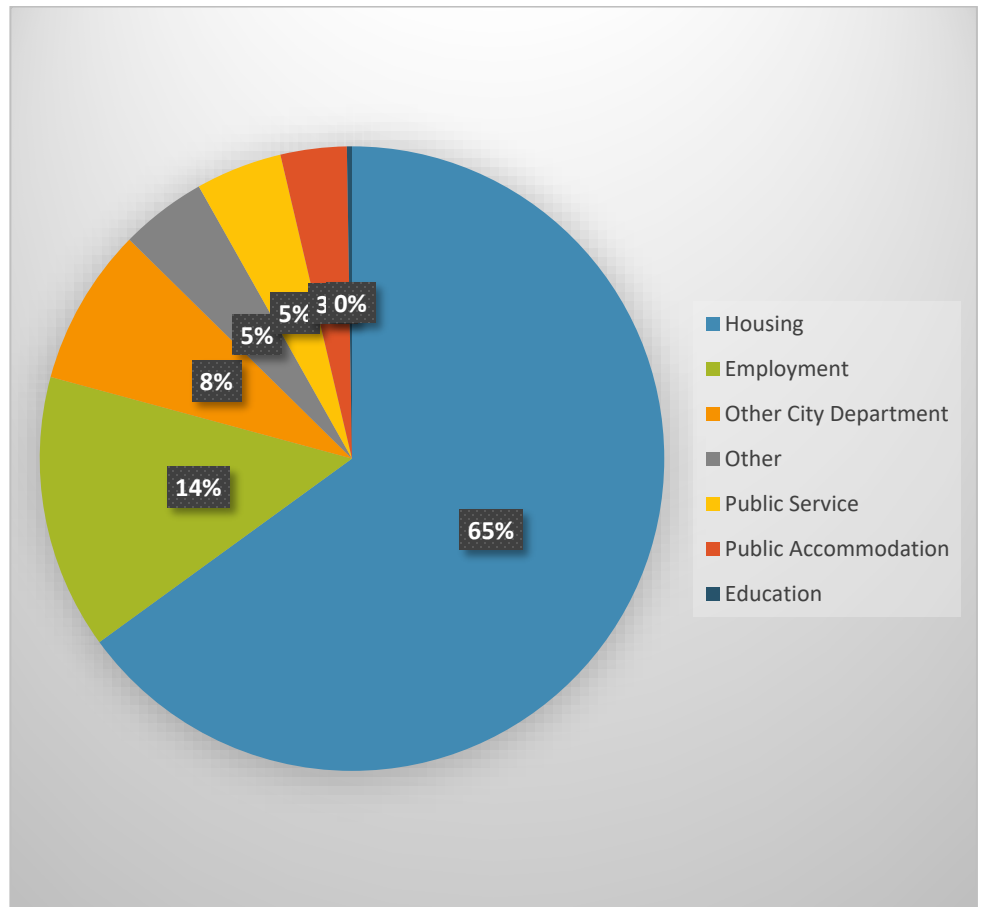
In total, the Human Relations Office fielded 380 new inquiries.¹ Consistent with previous years, Housing was the most common reason for incoming calls (accounting for 65% of the total inquiries).

Total: _

247 Housing
54 Employment
31 Other City Department
17 Other
17 Public Service
13 Public Accommodation
1 Education

By Type:

347 Phone Call
14 Walk In
19 Email



LEP Contacts: 5²

¹ 2023 Contacts were 798 total. 2022 Contacts were 325 total. 2024 Contacts are a 52% decrease from 2023. Last year, other than Housing (503), primary call reasons were Other City Department (110) and Other (83).

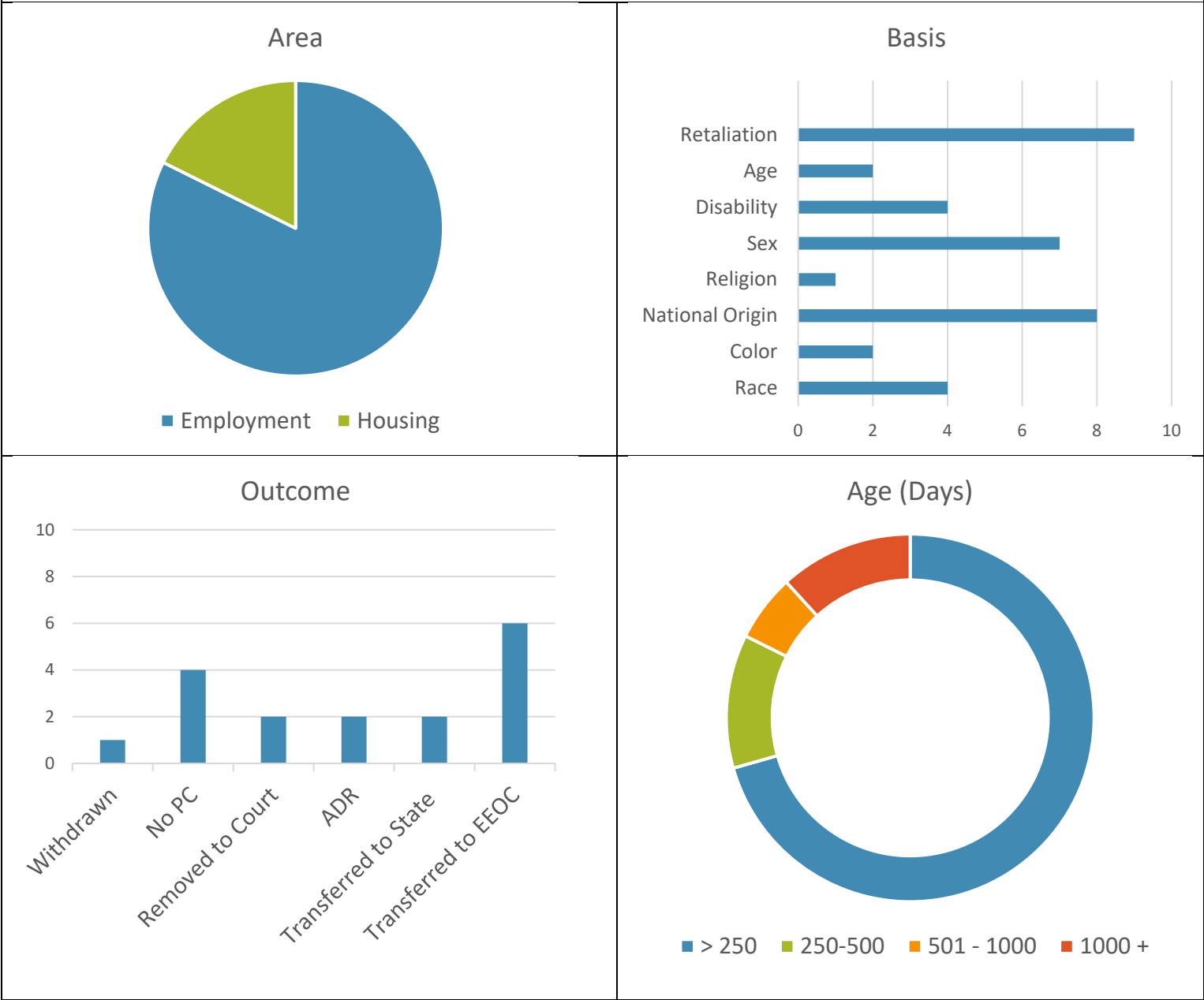
² The primary language service provided was Spanish. This number does not include contacts with 7 LEP individuals through case activity.

2024 CASE ACTIVITY

In 2024, Human Relations filed 12 new complaints.³ The office also received 21 intake packets that did not result in formal complaints.⁴ A total of 17 active cases were closed through the year.

In case resolutions reached through alternative dispute resolution in any format (internal or external), Complainants received a total of \$10,050 in compensation.

2024 Case Closure Activity Detail

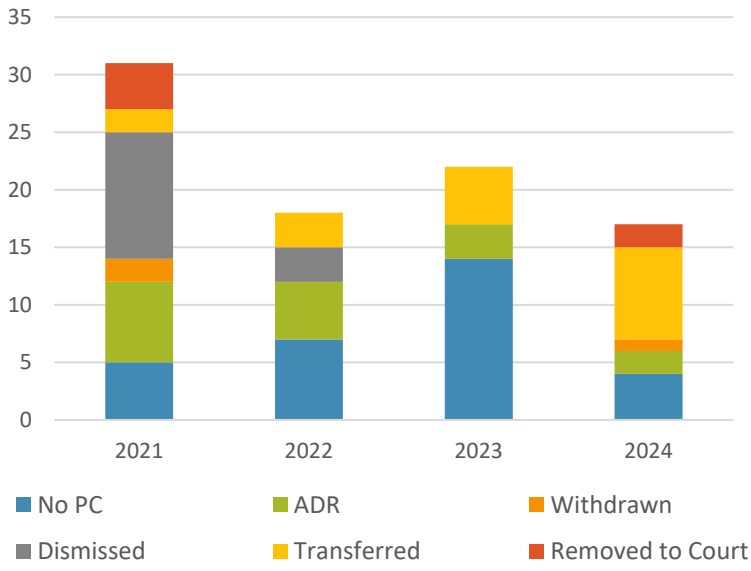


³ Compared to 9 new complaints filed in 2023. All 2024 complaints were filed under Employment. The most common basis for filing was Retaliation (8), followed by National Origin (6), Sex (5), Disability (3), Race (2), Color (2), Age (2), and Religion (1).

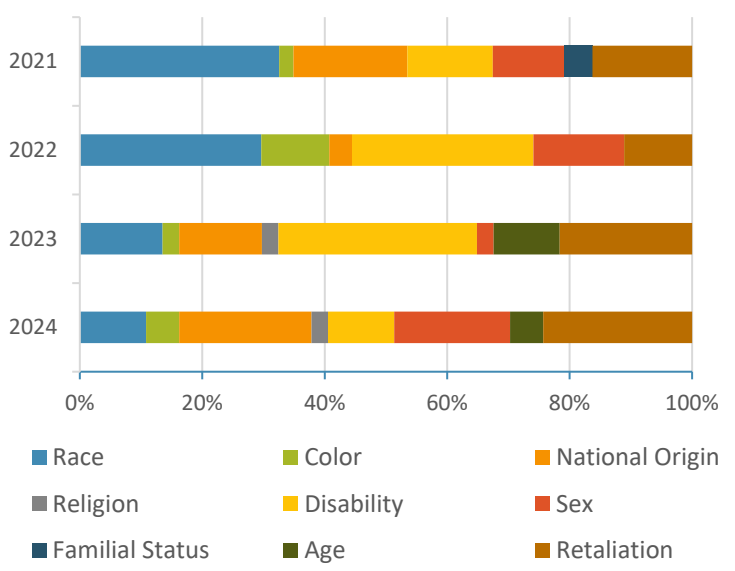
⁴ 9 intake packets were submitted by one complainant with the majority (8) of those complaints being non-jurisdictional. Of the other intake forms not resulting in a formal complaint, 5 reached a resolution pre-filing. The remainder were not filed due to failure to state a claim or insufficient facts (3), non-jurisdictional (2), untimely (1), already filed with other agency (1), and nonresponsive (1).

4-Year Case Activity Trends

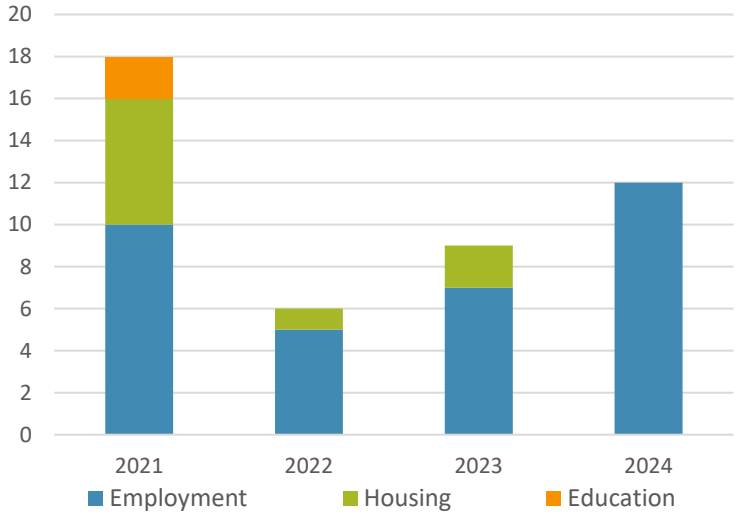
Outcomes by Year (Closed)



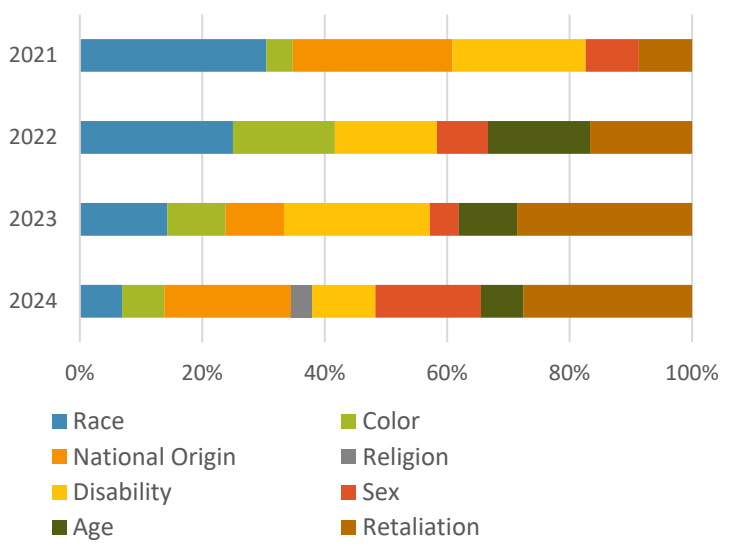
Basis by Year (Closed)

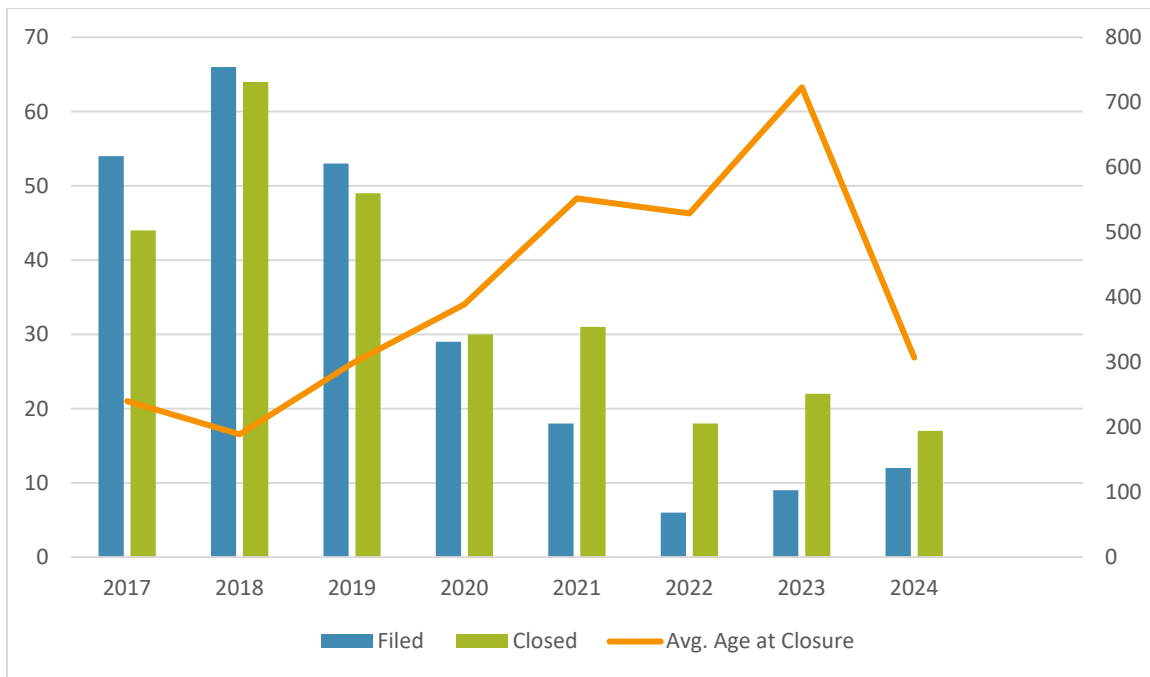


Area by Year (Filed)



Basis by Year (Filed)





The closer the green and blue bars are to even, the better we are doing at maintaining our existing caseload. When blue is higher, we have more incoming complaints than case closures – when green is higher, we have more closures than incoming complaints, which also means we are working through any existing backlog. The orange line represents the average age of cases when they are closed in the relevant year. For reference, federal guidelines aim (but very rarely stick to) 100-180 days for resolution for their own agency processes (HUD/EOC).

OUTREACH

Human Relations committed to connecting with the community in a number of ways throughout 2024.⁵ Human Relations facilitated **20** training sessions totaling over **32 hours** for just over **700 individuals**. Throughout the year, we were involved in **8** community events at varying degrees that collectively reached an estimated **52,930 individuals**.

See the monthly breakdown of these activities below:

January

Cultural Orientation | Training | New Americans @ LSS | Est. 15 Attendees

Rental Permit Education | Training | Landlords & Property Managers @ DT Library | Est. 60 Attendees

Rental Permit Education | Training | Landlords & Property Managers @ DT Library | Est. 40 Attendees

February

Rental Permit Education | Training | Landlords & Property Managers @ DT Library | Est. 64 Attendees

Rental Permit Education | Training | Landlords & Property Managers @ DT Library | Est. 64 Attendees

Cultural Orientation | Training | New Americans @ LSS | Est. 35 Attendees

March

Rental Permit Education | Training | Landlords & Property Managers @ DT Library | Est. 60 Attendees

Rental Permit Education | Training | Landlords & Property Managers @ DT Library | Est. 50 Attendees

April

Rental Permit Education | Training | Landlords & Property Managers @ DT Library | Est. 40 Attendees

⁵ 2023: 14 trainings, 6 events; 2022: 10 trainings, 11 events.

Cultural Orientation | Training | New Americans @ LSS | Est. 30 Attendees
Rental Permit Education | Training | Landlords & Property Managers @ DT Library | Est. 24 Attendees
ArtAbility | Event | General Public @ Rehfeld's Underground | Est. 250 Attendees
100 Miles 100 Days Kickoff | Event | General Public @ Cherapa Place | Est. 75 Attendees

May

EEOC + HRC Employment Rights | Training | Service Providers @ Washington Pavilion | Est. 35
Rental Permit Education | Training | Landlords & Property Managers @ DT Library | Est. 28 Attendees
Cinco de Mayo Fiesta | Event | General Public @ Downtown Sioux Falls | Est. 10,000 Attendees
Cultural Orientation | Training | New Americans @ LSS | Est. 35 Attendees
Rental Permit Education | Training | Landlords & Property Managers @ DT Library | Est. 42 Attendees

June

Juneteenth Celebration | Event | General Public @ Downtown Sioux Falls | Est. 2500 Attendees

July

Living Library | Event | General Public @ Sertoma Park | Est. 25 Attendees

August

SJC Community Block Party | Event | General Public @ Emerson Park | Est. 40 Attendees
Cultural Orientation | Training | New Americans @ LSS | Est. 15 Attendees
SJC Community Block Party | Event | General Public @ Hayward Park | Est. 40 Attendees
Outreach Letters | Marketing | Community Stakeholders | Est. 39 Attendees

September

Cultural Orientation | Training | New Americans @ LSS | Est. 30 Attendees

October

Cultural Orientation | Training | New Americans @ LSS | Est. 20 Attendees

November

Civil Rights Education | Training | Bridges Program @ USF | Est. 8 Attendees
Cultural Orientation | Training | New Americans @ LSS | Est. 25 Attendees
Parade of Lights | Event | General Public @ Downtown Sioux Falls | Est. 40,000 Attendees

OTHER ACTIVITIES & RECOMMENDATIONS

Other work initiated or completed by Human Relations throughout 2024 include the following:

- Draft amendments to Chapter 98 were completed and ready to be sent to Council for consideration.
- The Commission and Office Staff completed strategic planning sessions, and the Commission voted to approve five primary objectives.
- Staff facilitated two-hour mandatory training curriculum for landlords under the City's new rental permit ordinance.
- EO 236 went into effect in July establishing a City-wide Language Access Plan. Staff continue to rollout employee training to ensure compliance and effective communication. Spanish intake forms available online.
- EO 180 was signed designating an ADA Coordinator and establishing an ADA Grievance Procedure. This ensures compliance with Title II of the ADA which prohibits all government agencies from discriminating on the basis of disability.
- In partnership with the Levitt, DAARB began planning a celebration for the 35th Anniversary of the ADA to be held July 26, 2025. Their fundraising goal is \$50,000.



CITY OF
SIOUX FALLS
HUMAN RELATIONS