

Frequently
Asked
Questions

About the work of the
**PA Human Relations
Commission,
discrimination
and other
related topics**



Prejudice is a belief. It is a pre-judgment of people based on very little information. **Discrimination is an act or conduct that can be regulated by law.** It is treating different people in different ways.

Some forms of discrimination are unlawful in Pennsylvania. Sometimes people are treated differently in employment, housing or commercial property, services offered to the public, or education. Discrimination in these areas may be a violation of state law when it is based on someone's race, color, sex (gender), age (40 and above), religious creed, disability, known association with a person with a disability, use of guide or support animals, national origin, ancestry, family status, or possession of a GED.

If you or someone you know believe that unlawful discrimination is taking place, the Pennsylvania Human Relations Commission can help. Our mission is to enforce Pennsylvania's civil rights laws through investigation, identification and elimination of unlawful discrimination and promoting equal opportunity for all persons.

This booklet covers multiple areas of the Commission's responsibilities: the Commission's discrimination complaint investigation process is described and other topics that the Commission receives the most questions about are discussed.

Table of Contents

Page 1	PHRC Laws and Protected Classes
Page 2	PHRC Complaint Investigation – Understanding the Process
Page 2	Where to file a complaint
Page 3	Steps in the complaint process
Page 4	Pre-Employment Inquiries
Page 7	Sexual Harassment
Page 8	Hate Crimes
Page 10	Predatory Lending

FAQ

Frequently Asked Questions

PHRC Laws

The PHRC enforces two state laws: the Pennsylvania Human Relations Act and the Pennsylvania Fair Educational Opportunities Act. These laws prohibit discrimination because of:



race, color, religion, ancestry, age (40 and above), sex, national origin, disability, known association with a person with a disability, use of guide or support animals because of the blindness, deafness or physical disability of the user or because the user is a handler or trainer of support or guide animals, possession of a diploma based on passing a general education development test, retaliation, familial status (families with children under 18) or refusal or willingness to participate in abortion procedures.

Protected Classes

Age: Any person 40 years of age or older. (Is covered only in employment and housing.)

Color: (of skin): Black, brown, white, yellow, etc.

Ancestry: Location where parents/grandparents are from (ie. Croatian, Cambodian, Japanese, Korean)

Disability: Is a physical or mental impairment, which substantially limits one or more of the person's major life activities such as hearing, seeing, speaking, breathing, performing manual tasks, walking, caring for oneself, learning or working; OR has a record of an impairment; OR is regarded as having an impairment. *"Disability" does NOT include current, illegal use of, or addiction to, a controlled substance.*

Familial Status: Families with children under the age of 18. (Housing only)

Gender/Sex: Female or male, includes discrimination based on pregnancy.

National Origin: The country of birth of a person such as China, Mexico, Russia)

Race: Examples: Asian/Pacific Islander, American Indian, Black or White.

Religion: Examples: Seventh-Day Adventist, Catholic, Jewish, Muslim or Protestant.



The Commission's jurisdiction covers employment, housing and commercial property, public accommodation and education. PHRC also monitors bias-related incidents that create community tension.

Most of PHRC's work focuses on investigating discrimination complaints and explaining the many, different areas of the law. This booklet is designed to provide an overview of the areas most commonly addressed by the public the Commission serves.

Complaint Investigation: Understanding the Process

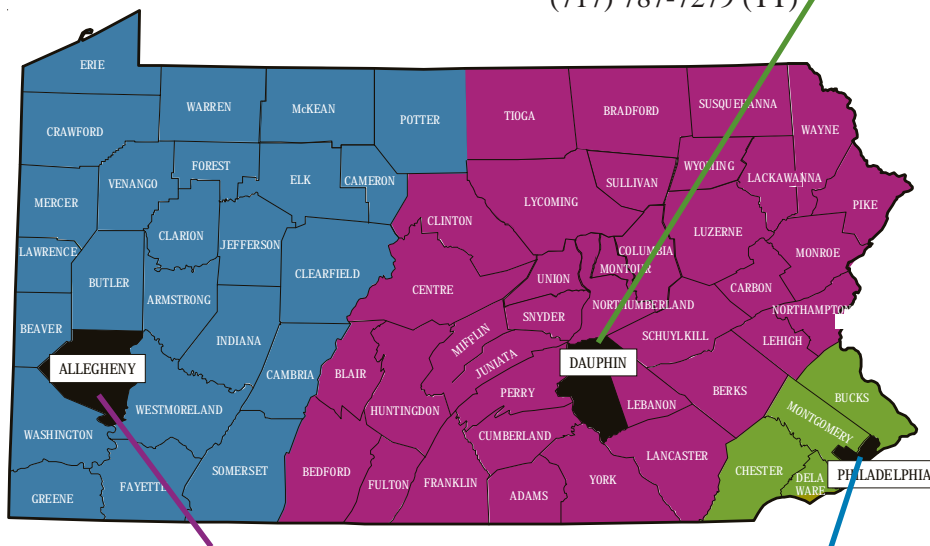
If you feel that you have been the victim of discrimination and want to begin the complaint process, you need to file your complaint with one of the Commission's three regional offices. The county is determined by the location of the alleged act of harm — **NOT** the county in which you live.



County Coverage by Regional Office

Harrisburg Regional Office

Riverfront Office Center-5th Floor
1101-1125 South Front Street
Harrisburg, PA 17104-2515
(717) 787-9784 (VOICE)
(717) 787-7279 (TT)



Pittsburgh Regional Office

11th Floor State Office Building
300 Liberty Avenue
Pittsburgh, PA 15222-1210
(412) 565-5395 (VOICE)
(412) 565-5711 (TT)

Philadelphia Regional Office

711 State Office Building
1400 Spring Garden Street
Philadelphia, PA 19130-4088
(215) 560-2496 (VOICE)
(215) 560-3599 (TT)

You must file your complaint within 180 days of the alleged act of harm. You may choose to be represented by an attorney, but it is not required. If federal laws also cover your allegations, the Commission will process your complaint with the appropriate federal agency.

PHRC will help you to prepare your complaint. You need to make sure that the complaint is an accurate account of what happened to you, to the best of your knowledge and belief. This is important because Pennsylvania law provides penalties for persons who knowingly file false complaints.

Intake

The first step in the process is Intake. Individuals who believe they have been discriminated against may telephone, write or come into one of our regional offices, which will explore whether a formal complaint is appropriate.

Inquiries

Often, there is a situation, which is not within PHRC's area of jurisdiction. In this instance, the individual may be referred to an appropriate source of help. Sometimes the problem can be resolved informally, without the need for a formal complaint. Examples of this include referrals to numerous state and local agencies that provide services for the aging, disability and welfare communities, connection to housing resources and legal aid. Each year, PHRC responds to over 30,000 inquiries.

Complaint Filed

However, when the individual wishes to file a formal complaint, the intake investigator will secure all relevant information available from the individual and draft the formal complaint of discrimination for the complainant's notarized signature.

Complaint Docketed/Served

The complaint is then docketed and a formal complaint is served on the business or person charged (the respondent) along with a request for information. Where the Equal Employment Opportunity Commission (EEOC) or the U.S. Department of Housing and Urban Development (HUD) has jurisdiction in the matter, the complaint may also be filed with the federal agency, which holds its action in abeyance pending the outcome of PHRC's investigation. Housing complaints are also referred to the Pennsylvania Real Estate Commission.

Respondent Answer

The respondent then has 30 days to file a formal answer to the complaint.

Fact-Finding Conference

In most cases, the next step of the investigation is a fact-finding conference (FFC) conducted by an investigator. A FFC is **not** a formal hearing. It is an early step in the investigative process designed to speed up the investigation.

Voluntary Settlement?

The FFC serves several purposes. At the conference, the investigator identifies disputed points and determines what additional evidence is necessary to resolve those issues. The investigator receives evidence and statements at the conference and clarifies issues. Also, efforts are made to secure a voluntary settlement between the parties without a formal finding. Our law was amended in 1991 to encourage early settlement efforts.

Or more Investigation?

In many cases, voluntary settlement is secured in conjunction with the conference. In other cases, sufficient information is secured before and during the conference, so that a recommended finding can be prepared. Often, additional investigation is necessary.

Reasons why a Fact-Finding Conference MAY NOT BE held

In some cases, there might not be a FFC. This may occur for a variety of reasons. Sometimes it is inconvenient for the parties to attend such a conference. Sometimes the case is too complex for a FFC to be feasible. Sometimes it is not possible to schedule a FFC early enough for it to serve the function of expediting the investigation and resolution of a complaint. And, since the FFC is a voluntary procedure, there are times when one of the parties does not want a FFC.

Formal Investigation Begins

When a fact-finding conference is not held (as well as cases which are not resolved through the fact-finding process) the case must be investigated through formal investigative procedures.

Investigation Continues

The investigation includes securing relevant documents, getting statements from witnesses and securing all other information necessary to address the charges in the complaint. Where necessary, PHRC has the power to subpoena pertinent information.

Investigator makes a Finding

When the investigation is completed, the information is carefully analyzed and documented and the investigator prepares a recommended finding.

No Probable Cause Finding

If it is determined that there is no probable cause to credit the allegations, the finding is reviewed by regional office and Central Office staff and then submitted to the Executive Director for closing. The complainant whose case is dismissed has the right to petition for reconsideration, to request a preliminary hearing or to file suit in a Court of Common Pleas.

Probable Cause Finding

If the investigator recommends a finding of probable cause, the finding is forwarded to a staff attorney for review and approval. Notice of the finding of probable cause is served on the respondent and efforts are made to conciliate the complaint.

Conciliation Agreement or Public Hearing

When a formal conciliation agreement is obtained, it is submitted to the Commission for review and approval. If conciliation efforts are unsuccessful, a public hearing is approved and the Commission Chair appoints a Hearing Examiner or a panel of Commissioners to conduct the hearing. In many cases that are listed for public hearing, a settlement is reached prior to the hearing being held or completed.

Final Order

After a public hearing, the Hearing Examiner or panel prepares recommended findings of fact, conclusions of law, opinion and order.

The full Commission, after reviewing the entire record, approves, disapproves or modifies the Order.

Possible Court Appeal

The Commission's order may then be appealed or enforced in Commonwealth Court, with a discretionary appeal to the Pennsylvania Supreme Court.

Pre-Employment Inquiries

It is reasonable to assume that all questions on an application form or in a pre-employment interview are for a specific purpose and the selection or hiring decisions are made on the basis of the answers given. When questions are asked that do not obtain relevant, job-related information, this is often the start of a discrimination complaint.



Some employers in Pennsylvania may still ask questions that are unfair to female applicants or applicants that are new to Pennsylvania and may not be familiar with the employment laws that apply. The following section contains issues that most often raise “red flags” about the reason they were asked.

Before answering any questions, ask yourself “why is it important for the employer to know that information?”

Why is it important to know my age? Why is it necessary to know what type of childcare arrangements I have? How come only the women are asked how many pounds they can lift?

If the answers to these questions do not provide job-related information to determine your job qualifications, it might be a strong indication that the question should not have been asked. Questions that do not lead to information that helps the employer choose qualified persons tend to raise questions about the employer’s motive for asking.

Date of Birth

Inquiries regarding the applicant’s date of birth or age are unlawful.

Marital Status

It is recommended that questions regarding marital status not be asked since it is doubtful the information could be job-related and has been used discriminatorily in the past. Information regarding family needed for tax, insurance, social security or for other similar legitimate business purpose may be obtained **after** employment.

Dependents

The number of persons dependent upon the applicant for support is not relevant to a determination of whether or not the applicant can perform the job. This information can be requested **after** hire.

Child Care Arrangements

It is illegal to require pre-employment information about childcare arrangements from female applicants only. An employer may not have different hiring policies for men and women with preschool age children.

Color of Eyes and Hair

Eye and hair color are not related to the performance of jobs and may serve to indicate an employee’s race, religion or national origin, which are illegal pre-employment inquiries.

Height and Weight

It is illegal to use this information for screening purposes unless the employer can show that a height and weight requirement is essential to perform the job.

Availability for Weekend Work

If a question about Saturday and Sunday work is asked, the employer should indicate that a reasonable effort is made to accommodate religious needs of employees. The employer has some duty to accommodate and must show that a requested religious accommodation would present an actual undue hardship. Actual undue hardship is more than a minor financial cost or minor disruption of the employer’s work policies or manner of doing business.

Arrest or Conviction Record

Without proof of business necessity, an employer’s use of arrest records to disqualify applicants is unlawful. An employer must be able to show that inquiry into conviction is substantially related to an applicant’s suitability to perform major job duties.

Conviction records should be cause of rejection **only** if their number, nature or recentness would cause the applicant to be unsuitable for the position. If the question is asked, it is recommended that the clarifier be added, “A conviction will not necessarily disqualify you from the job for which you have applied.”

Language Proficiency

For safety, job performance and other reasons, some English skill is probably required for most jobs. For many jobs, however, total English fluency or the absence of an accent may not be relevant. If English language skill is not a requirement of the work to be performed, it could be a criterion that would unfairly eliminate certain minority groups. Additionally, some jobs may prefer bi-lingual individuals. The requirement **should not exceed** the level of proficiency necessary for the job in question.

U.S. Citizenship and Right To Work

The Immigration Reform and Control Act of 1986 (IRCA) requires employers to verify the legal status and right to work of all new hires. Employers should not ask applicants to state their national origin, but should ask if they have the legal right to work in the United States, and explain that verification of that right must be submitted **after** the decision to hire has been made. To satisfy the verification requirements, employers must ask **all new hires** for documents establishing both identity and work authorization. Certain documents can establish both:

- ☑ A U.S. passport
- ☑ A certificate of U.S. Citizenship
- ☑ A certificate of naturalization
- ☑ An unexpired foreign passport, but only if it contains an unexpired endorsement of the Attorney General authorizing employment in the U.S.
- ☑ A resident alien card that contains a photograph of the person or other identifying information (i.e., a physical description)

If an individual cannot produce a document establishing both identity and work authorization, then the employer must request two documents: One establishing identity, the other work authorization. Documents establishing **“work authorization only”** are:

- ☑ A Social Security card (unless the card specifically says the individual is not authorized to work in the United States)
- ☑ A birth certificate issued in the United States, or a certificate establishing birth abroad
- ☑ Other work authorization documents deemed acceptable under final regulations (For more information on those regulations, contact the INS at (202) 786-4764.)

Documents establishing **“identity only”** are:

- ☑ A driver’s license or any other state identity documents, provided they contain a photograph of the person or a detailed description of the person (i.e., name, address, date of birth, color of eyes, height, weight, etc.)
- ☑ Other identity documents deemed acceptable under final regulations for cases in which state driver’s licenses or identity cards do not contain photos or adequate personal descriptions, or if the individual is under 16 years of age.

Health and Disability

The PA Human Relations Act (PHRA) and the Americans with Disabilities Act (ADA) provide that an employer may not ask about the existence, nature or severity of a disability and may not conduct medical examinations until **after** it makes a conditional job offer to the applicant. This prohibition ensures that the applicant’s hidden disability is not considered prior to the assessment of the applicant’s non-medical qualifications. At this pre-offer stage, employers **may** ask about an applicant’s ability to perform specific job-related functions. An employer also may ask other questions that are not disability-related and may require job-related examinations that are not medical, provided that all applicants are asked these questions or are given these examinations.

The following **examples are acceptable inquiries**:

Can you perform the functions of this job with or without reasonable accommodation?

Examples: Can you carry 20-pound bags? Can you distinguish color for color-coded wires?

If the applicant needs a reasonable accommodation to demonstrate their ability, that accommodation should be provided or the person would be permitted to explain how they could do the job with accommodation.

Please describe or demonstrate how you would perform these functions?

How well can you handle stress?

Can you meet the attendance requirements of this job?

Do you currently use illegal drugs?

Do you have the required licenses to perform this job?

The following **examples are unlawful inquiries**:

Do you have AIDS? Do you have asthma?

Do you have a disability, which would interfere with your ability to perform the job?

Do you ever get ill from stress?

How many sick days did you take last year?

Why do you need a wheelchair?

Have you ever filed for workers' compensation? Have you ever been injured on the job?

Have you ever been treated for drug or alcohol problems?

What prescription drugs are you currently taking?

After a conditional offer is made, an employer may require medical examinations and may make disability-related inquiries if it does so for all entering employees in the job category. If an examination or inquiry screens out an individual because of disability, the exclusionary criterion must be job-related and consistent with business necessity. The employer must also show that the criterion cannot be satisfied and the essential functions cannot be performed with reasonable accommodation.

Sexual Harassment

Harassment on the basis of sex is a violation of state law. Sexual harassment can be any **unwelcome** sexual advance, request for sexual favors or other verbal or physical conduct of a sexual nature.



Primary Forms of Sexual Harassment

Physical Harrassment/Abuse

This includes unwanted touching, fondling, patting, pinching or kissing. Extreme forms of sexual harassment include assault or rape.

Verbal Harassment/Abuse

This includes requests or demands for sexual favors, propositions, questions about a person's sexual practices, lewd comments, sexual insults, innuendoes, "wolf whistles," threats or sexually explicit jokes.

Visual Harassment/Abuse

This includes "X-ray vision" leering, obscene gestures or displays and decorations of sexually explicit pictures, objects, materials or crude cartoons in work areas. These unwanted sexual harassment advances are illegal when:

The employee believes that they must put up with it in order to keep their job, **OR** the employee believes that employment decisions are based upon how they respond to the unwanted sexual advance (For example, the employee's promotion or pay raise is controlled by the harasser), **OR** the employee is so offended or intimidated by the unwanted sexual advances that their work is negatively affected, **OR** the harassment creates a hostile, offensive or intimidating environment.

Advice to Victims

- ⇒ Don't think it is your fault.
- ⇒ Say **NO**. Be assertive. Don't ignore the problem. It won't go away.
- ⇒ Tell a supervisor and a union representative.
- ⇒ Check with others and ask if anyone else has had the same problem.
- ⇒ Tell your harasser in writing that you object to such behavior. Be specific and keep a copy of the letter.
- ⇒ Keep a log of the harassment and of any changes that occur on your job after you speak up.
- ⇒ File a civil rights complaint **and** a union grievance.
- ⇒ Seek professional counseling if the harassment is harming your well-being.
- ⇒ Sometimes it is necessary to file criminal charges with the police.

... and remember **IT IS NOT YOUR FAULT.**

People who are personally and professionally secure,
DO NOT harass others.

Sexual harassment is also a violation of Title VII Civil Rights Act and the Pennsylvania Human Relations Act when it occurs in a public school, college or any educational institution. It is also illegal in landlord/tenant relationships in housing and in public accommodations such as restaurants, movie theaters, fitness centers or department stores.

Other Forms of Harassment

Harassment on the basis of your race, color, religion, nation origin, ancestry, age (40 and above), sex, disability, use of a guide animal or having a GED instead of a high school diploma is also a form of discrimination under section 5(a) of the Pennsylvania Human Relations Act in employment, housing, public accommodation and education.

If you believe you have been the victim of sexual harassment or any other form of unlawful discrimination, you have the right to contact one of the three Pennsylvania Human Relations Commission's Regional Offices to file a complaint of discrimination.

Hate Crimes

Hate crimes are criminal offences and are therefore investigated and prosecuted by police and district attorneys, not the PHRC. Because hate crimes impact entire communities and can lead to severe escalation of intergroup tension, PHRC provides education and training on hate crime and assists schools and communities in responding to their impact.



Hate crime in Pennsylvania is called "ethnic intimidation." When certain crimes against people (like harassment, terroristic threats or assault) or certain crimes against property (like criminal trespass, criminal mischief or arson) are committed **AND** when these crimes are motivated by hatred toward the victims' *actual or perceived race, color, religion, national origin, ancestry, mental or physical disability, sexual orientation, gender or gender identity*, ethnic intimidation can be charged.

If, for example, someone motivated by hatred toward the national origin of a newly arrived immigrant family paints ethnic slurs on their home, the offender faces **TWO** criminal charges — criminal mischief **PLUS** ethnic intimidation. The charge of ethnic intimidation exposes an offender to much more severe penalties.

What is institutional vandalism?

Institutional vandalism is another criminal offense that was created in Pennsylvania with the passing of the “Ethnic Intimidation and Institutional Vandalism Act” in 1982. Institutional vandalism is any damage, regardless of the motivation of the offender, that is done to a:

church, synagogue, mosque, temple, cemetery, mortuary, memorial to the dead, school, educational facility, community center, municipal building, courthouse, state or local government building or vehicle, or juvenile detention center

Damage to the grounds surrounding these kinds of places or damage to any personal property located in these places are also considered institutional vandalism.

Institutional vandalism is a very serious offense. If the offender knows that the damage will outrage persons who observe it **OR** if the damage exceeds \$5,000, the offense is classified as a third degree felony (maximum 7 years prison and \$15,000 fine). Otherwise, the offense is classified as a second degree misdemeanor (maximum 2 years prison and \$5,000 fine).

What should I do if I become a victim or a witness to a hate crime?

Immediately call 911. Tell police what has happened. Tell police why you believe the crime was motivated by hate. Stay away from the scene of the crime and do not touch anything. Even when the offender cannot be immediately identified, report what happened to police. Police have resources to identify offenders, and they are responsible for making every effort to do so.

Police officers are trained to respond promptly with a full, professional investigation based on a clear understanding of the law. Officers should question witnesses and gather evidence related to both the crime and the motivation for the crime. Officers should respond with sensitivity to the needs of the victim(s) and with concern for the impact on the community.

People who feel they are victims of either a hate crime or institutional vandalism may consult with a lawyer and file a complaint in a civil court. This can be done whether or not the case was prosecuted criminally, and whether or not there has been a criminal conviction. Victims who do not have a lawyer can be assisted in finding one by a county bar association.

A person who is injured or whose property is damaged by a hate crime or by institutional vandalism can ask a court to take action to stop the harmful act that is happening or about to happen. This is called an injunction. A victim can also ask the court to award a financial judgment against the person(s) responsible. In addition to financial damages for both the harm done and for emotional distress, a court can award money to the victim in an amount that punishes the wrongdoer. A court can also make the responsible person(s) pay for the victim’s attorney fees and other costs of the case.

In addition to being criminal offenses, hate crimes may violate the civil rights of the victim(s) and/or be a form of unlawful discrimination in employment, housing, education or public services. If federal, state or local anti-discrimination laws are violated in the course of a hate crime, victims can seek remedies by contacting the governmental agencies that enforce those laws.

After contacting the police, you may also report a hate crime to the Inter-Agency Task Force on Civil Tension – which coordinates response activity, conducts training, works with law enforcement and government officials, and assists hate crime victims and local schools and communities – by calling 717.783.8264 or by using the reporting form available at the Task Force’s web site at www.stopbias.org. The Task Force also receives reports of incidents that are not criminal offenses, but that may lead to harmful inter-group tensions. These incidents include unlawful discrimination, some organized hate group activities, racial conflict situations in schools, and “everyday” expressions of prejudice or bigotry in public settings.

Predatory Lending

Abusive lending practices which may be characterized as “predatory” are more easily described by their features, than by a specific, legal definition. Most banks and lending institutions do not participate in predatory lending. However, some do. And that is why you must be aware of the signs to avoid predatory lending.



The reason for charging one loan customer a higher cost (fees and interest) for a home loan than another customer is to compensate for the different levels of risk, based upon the borrowers’ credit profiles. High-interest, high-fee loans are referred to as subprime mortgages. The lenders who specialize in this niche market are called subprime lenders.

Subprime loans **may or may not** be predatory loans. It depends on their terms and on how and why they are offered to particular borrowers. **Loans become predatory when they are based on race, ethnicity or other protected class status and are violations of the Pennsylvania Human Relations Act.**

Proving predatory lending requires examining borrower loan documents and conducting interviews to determine if there has been a violation of consumer laws. **In theory, a predatory loan is any loan where the borrower’s expenses cannot be justified on the basis of the lender’s risk and cost.**

Predatory Lending has been defined based on three main parts:

Terms of the Loan

A lender must review the ability of the borrower to repay the loan based on the borrower’s income and debts. A lender who fails to conduct such a basic review is lending without regard to the borrower’s ability to repay the loan. This process begins with a loan that is based on equity in a property rather than on a borrower’s ability to repay the loan. This is known as *asset-based lending*. The Rule of Thumb in this situation is: loans made to people who do not have the income to repay the loans usually are designed to fail. They frequently result in the lender acquiring the borrower’s home equity. The borrower is likely to default and then lose the home through foreclosure or by signing over the deed to the lender instead of foreclosure.

The Needs and Capabilities of the Borrower

Loan flipping is the “practice of repeatedly refinancing a mortgage loan without benefit to the borrower in order to profit from high origination fees, closing costs, points, prepayment penalties and other charges.” This eliminates the borrower’s equity in their home. The loan may also be written in such a way to make sure that it will be refinanced in a short time period. While the borrower may receive a modest decrease in the interest rate of the loan with a slightly smaller payment, the additional points and fees make the total transaction more costly to the borrower than the original loan.

The Intent, Effect and Impact of the Lenders Actions

A third abusive practice is simply outright fraud, which takes advantage of a borrowers lack of understanding and inexperience. Such practices involve a wide range of cases often involving home improvement scams, the falsification of information on loan documents, failure to disclose information regarding the terms of the loan,

obstructing customers from refinancing with other companies to gain better terms and high pressure sales tactics.

Potential Warning Signs of Predatory Lending

During the Marketing Process

- Aggressive solicitations to targeted neighborhoods
 - Home improvement scams
 - Kickbacks to mortgage brokers
 - Steering to high-rate lenders
- Targeting first-time home buyers (i.e. Habitat for Humanity buyers)

During the Sales Process

- Purposely structuring loans with payments the borrower cannot afford
- Falsifying loan applications (particularly regarding income level)
 - Adding insincere co-signers
 - Making loans to mentally incapacitated homeowners
- Forging signatures on loan documents (i.e. required disclosures)
 - Paying off lower income mortgages
 - Shifting unsecured debt into mortgages
 - Loans in excess of 100% LTV (Loan-to-Value)

Conditions of the Loan Itself

- High annual interest rates
- High points or padded closing costs
 - Balloon payments
 - Negative amortization
 - Inflated appraisal costs
 - Padded recording fees
 - Bogus broker fees
- Unbundling (itemizing duplicative services and charging separately for them)
 - Required credit insurance
- Falsely identifying loans as lines of credit or open-end mortgages
 - Force-placed homeowners insurance
 - Mandatory arbitration clauses
 - Single premium life insurance policies

After the Closing Process

- Flipping (repeated refinancing, often after high-pressure sales)
 - Daily interest when loan payments are late
 - Abusive collection practices
 - Excessive prepayment penalties
 - Foreclosure abuses

Further Information

There are four different ways to obtain Commission information.

1. Print from our Website – www.phrc.state.pa.us
2. Request by email – mahurst@state.pa.us
Send an email requesting any of the publications listed. Remember to include your complete mailing address and a phone number or an email address where you can be reached.
3. Request by Telephone – (717) 772-2845
4. Order by Mail - Pennsylvania Human Relations Commission, Communications Division, Pennsylvania Place, 301 Chestnut Street, Harrisburg, PA 17101.

PA Human Relations Commission

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