

LIANDREA GOATLEY



Experienced professional with a demonstrated history of working in human rights services. Strong skills developed specifically in: policy interpretation, personnel management, problem solving, research and data analysis, database management and communication.

EXPERIENCE

April 1, 2019 - Present

PROGRAMS DIRECTOR, LEXINGTON FAIR HOUSING COUNCIL, INC. – LEXINGTON, KY

- **Advisor;** Counseled housing seekers and housing providers regarding fair housing rights and responsibilities
- **Investigator;** Investigations for compliance with state and federal guidelines. Approved conciliated complaints of discrimination.
- **Presenter;** Training on discrimination complaint investigation processes for investigators and community members.
- **Analyst;** Reviewed evidence submitted by all parties, interviews and documents. Reviewed and approved complaints, memos, letters, and training materials before dissemination to the public.
- **Testing Program Coordinator;** Recruit, train, and assign tests of housing providers for fair housing compliance

December 2016- March 31, 2019

SUPERVISOR, ENFORCEMENT BRANCH; KENTUCKY COMMISSION ON HUMAN RIGHTS -LOUISVILLE, KY

- **Advisor;** Counseled investigators throughout the investigation process.
- **Evaluator;** Investigations for compliance with state and federal guidelines. Approved conciliated complaints of discrimination.
- **Presenter;** Training on discrimination complaint investigation processes for investigators and community members.
- **Analyst;** Reviewed evidence submitted by all parties, interviews and documents. Reviewed and approved determinations/findings and conclusions after analyzing the evidence submitted during the investigation process. Reviewed and approved complaints, memos, letters, and training materials before dissemination to the public. Monitored conciliation compliance.
- **Database Tracking;** Updated federal investigations.

November 2006- December 1, 2016

ENFORCEMENT OFFICER; KENTUCKY COMMISSION ON HUMAN RIGHTS -LOUISVILLE, KY

- **Investigator;** Conducted discrimination complaint investigations. Investigated civil rights complaints. Prepared written Data requests for a pattern and practice investigation. Determined which records were relevant in a case investigation.
- **Analyst;** Analyzed evidence submitted by all parties, interviews and documents. made determinations, findings and conclusions after analyzing the evidence submitted during the investigation process. conciliated complaints of discrimination. Developed conclusions and recommendations based on investigation analysis of cases. Independently identified new information sources to gather information.
- **Interviewer;** Conducted of complainants, respondents, and witnesses.
- **Negotiator;** Negotiated agreements with federally funded agencies.
- **Database Tracking;** Updated federal investigations for investigations.

EDUCATION

JULY 2019

INTERMEDIATE SKILLS FOR INVESTIGATORS WORKSHOP

AUGUST 2008

NATIONAL FAIR HOUSING TRAINING ACADEMY -WASHINGTON, DC

JULY 2005

MASTER OF ARTS ENGLISH; MOREHEAD STATE UNIVERSITY -MOREHEAD, KY

*magna cum laude

MAY 2003

BACHELOR OF ARTS ENGLISH; KENTUCKY STATE UNIVERSITY -FRANKFORT, KY

*magna cum laude

PROFESSIONAL DEVELOPMENT:

APRIL 4, 2018

FAIR HOUSING CENTER OF CENTRAL INDIANA FAIR HOUSING CONFERENCE -INDIANAPOLIS, IN

APRIL 10, 2018

FAIR HOUSING FIRST ACCESSIBILITY CONFERENCE -LOUISVILLE, KY

APRIL 12-13, 2018

FAIR HOUSING + CIVIL RIGHTS CONFERENCE -SPRINGFIELD, MA

APRIL 26, 2018

LEXINGTON FAIR HOUSING COUNCIL FAIR HOUSING CONFERENCE -LOUISVILLE, KY

JUNE 25-28, 2018

EEOC/FEPA NATIONAL ANNUAL TRAINING -SAN ANTONIO, TX

JULY 9-10, 2018

ADVANCED INVESTIGATOR TRAINING -EEOC -LOUISVILLE, KY

AUGUST 26-30, 2018

INTERNATIONAL ASSOCIATION OF HUMAN RIGHTS AGENCIES CONFERENCE -CINCINNATI, OH

OCTOBER 10, 2018

2018 REGION V FAIR HOUSING LAW AND POLICY CONFERENCE: 50 YEARS FURTHER -INDIANAPOLIS, INDIANA

PRESENTATIONS:

September 7, 2018

RESPONDING TO INTERNAL AND EXTERNAL COMPLAINTS OF DISCRIMINATION; NORTON HEALTHCARE WORKPLACE DIVERSITY CONFERENCE -LOUISVILLE, KY

TECHNOLOGY

Microsoft Office Suite

Adobe

Google Office Suite

Housing Enforcement Management System (HEMS)

integrated management system (IMS)

SKILLS

TECHNICAL

- CONDUCTING IN-DEPTH INTERVIEWS with persons who are experiencing a disappointing or discouraging experience with compassion and empathy
- WORDPROCESSING AND SPREADSHEET creation and maintenance
- ANALYZED AND EVALUATED INTAKE calls for the necessary information to file a complaint of discrimination under the Kentucky Civil Rights Act and the federal civil rights laws
- CONDUCTING COMPLAINT INVESTIGATIONS of claims of discrimination based on race, color, religion, national origin, disability, gender, and familial status
- ANALYZED EVIDENCE for complaints of discrimination and intake inquiries to determine if there is enough to substantiate a claim of discrimination or find cause in an open investigation
- CONCILIATED complaints of discrimination of complex and highly sensitive and difficult allegations for monetary compensation for the complainant or charging party which also included fair housing training for the Respondents, monitoring and reporting requirements and affirmative relief for the Agency
- PERFORMED REVIEWS OF THE POLICIES AND PRACTICES of Respondents, including multi-state organizations, to ensure that the policies comply with the local and federal civil rights laws

PROBLEM SOLVING

- CREATED unique resolutions for CONCILIATIONS that included donations to charities to reach an agreement with a Respondent
- IDENTIFIED OPERATIONAL PROBLEMS with respondent policies and RECOMMENDED CORRECTIVE ACTIONS that were implemented by the respondents
- CREATED AND IMPLEMENTED INTAKE UNIT POLICIES AND PROCEDURES for the agency to expedite the intake process and provide clear, concise complaints

COMMUNICATION

- PROVIDED RECOMMENDATIONS to leadership to improve communication with parties engaged in the investigation
- CONSULTED with inquiring parties regarding state and federal civil rights laws
- PROVIDED LEADERSHIP IN THE DEVELOPMENT of the Agency intake unit policies and practices