REPORT OF INVESTIGATION AND FINDINGS

Allegations of a Sexually Hostile Environment Residential and Student Service Programs December 2011

I. BACKGROUND

is an	
,	contacted the Campus
Climate and Compliance Office on November 14	, 2011 to register her concerns about
inappropriate behavior from two	ndents, Frank Narvaez and Chuck McCartney.
expressed specific concerns about remark	s that Narvaez and McCartney had allegedly
made about her during a conversation in which s	he was not present, and about how the content of
that conversation had been shared with numerous	
The CCAC investigation included interviews wit	h the , Narvaez and McCartney. The
following	mployees were also interviewed ¹ :
,,	,
	and

II. JURISDICTION

The Title IX Compliance Officer has campus-wide responsibility for initially responding to sex discrimination complaints and implementation of the University Policy on Sexual Harassment and Complaint Resolution Procedures, which includes the investigation and resolution of complaints received from faculty, staff and students.

III. APPLICABLE POLICY [complete text available: http://ccac.berkeley.edu/]

The University is committed to creating and maintaining a community in which all persons who participate in University programs and activities can work together in an atmosphere that is free from all forms of harassment, exploitation, or, intimidation, including sexual harassment. Thus, sexual harassment is prohibited by law and University policy.

Definition of Sexual Harassment:

Sexual harassment is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when submission to or rejection of this conduct explicitly or implicitly affects a person's employment or education, unreasonably interferes with a person's

and direct witness to the incidents described in this report, refused my request for an interview. A record of this refusal is attached.

work or educational performance, or creates an intimidating, hostile or offensive working or learning environment. In the interest of preventing sexual harassment, the University will respond to reports of any such conduct.

Sexual harassment may include incidents between any members of the University community, including faculty and other academic appointees, staff, coaches, housestaff, students, and non-student or non-employee participants in University programs, such as vendors, contractors, visitors, and patients. Sexual harassment may occur in hierarchical relationships or between peers, or between persons of the same sex or opposite sex.

In determining whether the reported conduct constitutes sexual harassment, consideration shall be given to the record of the conduct as a whole and to the totality of the circumstances, including the context in which the conduct occurred.

This policy covers unwelcome conduct of a sexual nature. Consensual romantic relationships between members of the University community are subject to other University policies, for example, those governing faculty-student relationships are detailed in the Faculty Code of Conduct. While romantic relationships between members of the University community may begin as consensual, they may evolve into situations that lead to charges of sexual harassment, subject to this policy.

IV. ISSUES PRESENTED

The Telephone Conversation

reported that she received a call on Thursday, November 10, 2011 from longtime friend and colleague who was calling on behalf of explained that was 'too embarrassed to call directly. It told "something bad had"
happened" and said she "would be really upset and that it was "really bad."
for more details. responded that he couldn't share details, but that it was "terrible" and
"sick" and that was "not going to be happy." I informed that Frank Narvaez
and Chuck McCartney had engaged in a phone conversation that had received on his
work cell phone from Narvaez. explained that the conversation between Narvaez and
McCartney may have been recorded during a "pocket call" from Narvaez's phone to
phone. said she could imagine how this could have happened, since she was aware that
Narvaez nad nad to call following a conversation she had had with Narvaez
the day before about a sessignment. State told that the
phone conversation contained inappropriate language and references to her.
asked for details about the recorded conversation. He replied again that he couldn't give
her more details. In the course of talking to learned that another female employee
at had heard the recording and had become so upset by its contents that she
had to go home. also learned that also learned that also listened to the
recording, and that several other employees, whose names could not recall during our
interview, had either heard the recorded call or knew about its contents.

She recalled
asking if he had heard the recording and he said that he had. She asked again that he share the recording with her or give her more information, and once again refused to share it with her at that moment. He stated that was with him, and offered to let him speak to on the phone.
asked to send her the voicemail message, but he said he couldn't do that. asked to talk to again and "begged" for more details. She recalled saying to "just give me something." then shared that the phone recording contained references to "bedbugs ² " in "vagina." recalled being completely shocked at this point. She asked for a copy of the recording for a fourth time and again refused, explaining that was going to take it to his union, so would "have to wait." at not to being able to know exactly what had been said about her, while numerous other employees seemed to have known. Further, she realized that she had no idea how many others would gain access to this information before she was able to do so. She said it seemed that and wanted to use the information to address their own (as opposed to her) issues with Narvaez and McCartney and thus withheld the information when they easily could have given it to her.
The following day, Friday November 11, 2011, called her friend and colleague, who was on vacation. She shared the information and had relayed to her the day before. On Sunday,
November 13, 2011 called and told her that had contacted him and told him about the recording. told him that the information about was "terrible." said that remainder of the weekend, knowing that increasing numbers of people knew about the contents of phone message.
On Monday, November 14, 2011 decided to come to work late so that she could skip a morning meeting where Narvaez and McCartney would be present. She came in at about 11am. called her on her office phone to see if she was in, and informed her that would call. called right after, and asked to come to her office said ok. came to her office, played the recording from his phone, and then transferred it directly to phone. He also said he would send it to her as an email attachment, which he did later that day.
said that she was particularly shocked to hear Narvaez and McCartney talking about her in such a graphic and derogatory way. Prior to this incident she believed she had a good relationship with both superintendents. She could not recall ever having a dispute with either of them, and described their interactions as professional and friendly.

stated that this reference was most likely connected to a bedbug infestation that she Narvaez and McCartney had been addressing in some of the

workplac had "hand had had either	e had had to hear such thin dled things differently." W ad their own problems with	knowing that significant saidered to be "downright policy said about her. She said hen asked to elaborate, she hoth Narvaez and McCart sharing it with other employed	she wished and explained that both they, and taking the reco	thers in the and and ording to
of the rec including one had o six other	cording. said she dis managers, had knowledge come to her directly to share	cating that she had already stinctly recalled wondering of this inappropriate behave it with her. In the past few about the recording, and	once again how so man vior that involved her bu v days she had learned o	existence y people, at that no of at least
The recor	ding			
copy of the impossible sounds the speaker, I rollout of meeting, is clear. I make neg see while statement	le to understand. Two voice at indicate the conversation later identified as Narvaez, a required program that The remarks are laden with McCartney makes comments ative and crude comments driving along. The conversation	it, followed by a remark ab	ed and parts of it are almost talking. There are backing in a vehicle. The mater wanting to participate and presented in an earlisdain for the upcoming ilence follows, and then a unidentified woman where, with Narvaez making	kground ain in a arlier ag project both men ho they ng
recognized acknowled other. He making the well as the recently be has not be listened to appeared during an	ed his voice on the recording adged that his was one of the said he did not specificall he comments about he negative remarks about he negative remarks about he one "" een himself, and has recent When I asked how his woo, Narvaez did not provide	a coherent answer. I point and McCartney could be h body. Narvaez r	at he wasn't sure, then eemed like" McCartney oversation. He acknowled about "bedbugs in her per was deeply sorry, and eased responsibilities. Heeds time off to address to the conversation we ded out that the conversation	's was the edged bussy," as that he has He said he his did just tion points

Narvaez said that, although he did not specifically remember the conversation, it was clear to him that no one else was present, and that he had no idea that the conversation had been recorded in a voice message to be a second of the conversation of the conversation had been recorded in a voice message to be a second of the conversation had been recorded in a voice message to be a second of the conversation had been recorded in a voice message to be a second of the conversation had been recorded in a voice message to be a second of the conversation had been recorded in a voice message to be a second of the conversation had been recorded in a voice message to be a second of the conversation had been recorded in a voice message to be a second of the conversation had been recorded in a voice message to be a second of the conversation had been recorded in a voice message to be a second of the conversation had been recorded in a voice message to be a second of the conversation had been recorded in a voice message to be a second of the conversation had been recorded in a voice message to be a second of the conversation had been recorded in a voice message to be a second of the conversation of the conversation had been recorded in the conversation of th

McCartney

In his interview McCartney acknowledged that his voice was one of those on the recording. He said he didn't specifically recall the conversation, but was appalled by what he heard on the recording. He commented that the tone and content of the conversation was inappropriate at work, whether or not he was talking privately to Narvaez at the time. McCartney mentioned that Narvaez had come to him the previous week, noting that he (Narvaez) regretted making earlier derogatory comments about and saying McCartney said he had heard rumors about the "pocket call" from at least three other employees who had let him know the recording was being discussed widely. He said he was extremely sorry and humiliated at his behavior, and said there was "no excuse" for that kind of language at work, in any context.

The Dissemination of the Telephone Conversation

explained that on Wednesday afternoon, November 9, 2011, he saw a voice message on work cell phone from Narvaez. He said listened to the recording but could not decipher the message clearly. He recognized the voices of Narvaez and McCartney, and recalled hearing lots of profanity, mostly iterations of the word "fuck." He also heard comments about a woman's weight, and thought he heard first name, but wasn't sure. When he got home, he listened to the message again more carefully, and clearly heard name and some "very graphic" descriptions of her body. said he was extremely disturbed, and shocked that Narvaez and McCartney would say such things about , a colleague that he and everyone else liked and respected. That evening, he phoned his. to get his advised him to forward him the recording so that he could talk to their advice. about what to do. The following day aid he went to work at where he had a He revealed that he subsequently shared the information with explained that he and trusted these individuals and wanted their advice. I asked why it wasn't sufficient to simply who would work with the union representative to report the phone call. had been treated badly by both Narvacz and McCartney for many years, and he had recently had specific problems with Narvaez. He said that numerous individuals had complained about Narvaez's and McCartney's inappropriate behavior toward staff, with little response from management. said the recording was "proof" of their complaints against both superintendents, and thus he wanted to get the opinions of a few colleagues before taking action. He said he also believed should be notified, but was too embarrassed to confront her himself. Since was also a longtime personal friend of believed he was the right person to tell about the phone call. said he also for advice about what to do, but could not recall exactly what asked told him. He said he also shared a copy of the recording with employed

asked him why he would share a further copy of the recording with yet another employee. replied that he shared it because asked him to." about the situation on Friday, November 11, 2011. On said he informed and played the recording for her. He said he met with Monday November 14th, recalled her being upset. When asked if he told any other employees directly about the phone call he had received, said he was pretty certain he had not. I also asked him whether or not he advised anyone he told not to share the information further. He replied that he had not done so. He reiterated again that the contents of the phone call were "proof" of their ongoing and longstanding complaints about the inappropriate behavior of the two superintendents, and in particular, Narvaez. was asked why he shared this information with employees after being informed by not to do so. said he did not instructing him not to forward the recording. confirmed that phoned him to notify him about the phone message he had to send him a copy so that he could approach their received, and that he had advised for help bringing the matter to management's who played the phone also said he received a phone call at home from attention. not to erase the message, but to give it to message for him. said he advised who would handle the matter through official channels. recalled telling him about the incident on Thursday, November 10, 2011 at He said he recommended talk to but was not in that day, so later spoke to and he discussed whether or not He said was the right person to tell her. should know about the phone call, and decided that He explained that he was especially admitted discussing the matter with his and other women, and wanted his offended by the cruel remarks about She agreed with him that those remarks would be particularly hurtful to any woman. All three employees stated that within days it was apparent that many employees had learned about the phone message. All three men individually indicated that while they were shocked at the remarks targeted at they were not at all surprised at the tone of the conversation in general. Like they expressed that the recorded phone call illustrated their complaints about the way Narvaez and McCartney regularly behaved. When asked if all or some of the conversation was typical of the way they talked in front of other staff, they responded that the tone of the conversation and the constant use of profanity common characteristics of verbal interactions with both Narvaez and McCartney at work. When asked, they all individually stated conversations similar to the training portion of the recorded message had been frequently conducted in their presence. They stated that the latter remarks about body would likely not have been shared in front of them.

They individually described that Narvaez, in particular, had a reputation among many staff for being insensitive, indiscreet and unfair in his management of others. They claimed that there is widely-held belief among non-supervisory staff that unless one "pleases" Narvaez, less desirable

assignments, aggressive treatment and even retaliatory behavior will follow. Further, Narvaez has made it known to numerous staff that he "has the support of the folks on the floor³." Narvaez reportedly stated on several occasions that he was "untouchable," and frequently reminded staff that he socialized with senior managers, e.g. playing golf with them or entertaining them at parties with his guitar playing. They expressed that McCartney is reputed to talk poorly to and about his staff, but not as badly as Narvaez. One employee stated, "Let's put it this way, McCartney is bad, but Narvaez is worse." Another stated that he believed McCartney may have been called on the carpet for his constant use of profanity, because in the last his year behavior seems to have improved.

recalled that said he had received an accidental phone message from Narvaez that was disturbing, but did not know what to do. We explained the nature of the phone message, and played some of it for to also contact "the compliance office," referring to Campus Said he advised to also contact "the compliance office," referring to Campus Climate and Compliance, which handles sexual harassment compliants. Climate and Compliance, which handles sexual harassment compliance. Climate and Compliance office would be a better path than going to through union, or that at least should pursue both avenues. The conversation continued, and said it became evident that, at that point, was not aware of the comments Narvaez had made about her. "targets" for a long time, and that now he help him with his own problems with management. "had the goods on" Narvaez, which could help him with his own problems with management. Extremely upset about the content of the message and the focus on knocked on his door and entered to ask a question about work. It quickly became clear that that had already listened to the recorded phone call, and was extremely upset about the content of the message and the focus on the first people had consulted about how to proceed with reporting the incident. He wrapped up his conversation with by repeating that he should pursue the compliance office avenue. Climate and consulted about how to proceed with reporting the incident. He wrapped up his conversation with the should pursue the compliance office avenue.
Several hours later he returned to was surprised to see still there, talking to other employees, though he didn't hear specifically what was saying to them. He recalled being curious as to why was still at the site, as his job should have finished long ago. Said he wondered whether was using the as "the HQ" for sharing information about the phone message.
Concerned that someone in a compliance role had not been contacted, left a message with of the Campus Climate and Compliance Office, explaining that in incident of

possible sexual harassment had been revealed to him and that he wanted advice on how to follow up the report. Said that "within days" he had the impression, from listening to people around him taking, that "everyone at the knew about the Narvaez phone call and the comments about	r
and	
confirmed account of his conversations with her on November 11 and 13, 2011. He recalled hearing her about the disturbing contents of the phone call, which is why, once he'd spoken to about the disturbing contents of the phone call, he felt obliged to contact and share what he had learned with her. In a had communicated that she was extremely upset that she "had to wait for the information" from and and stated that had known for many years, and interpreted her decision to call him about the Narvaez matter as an indication of its seriousness. He felt that, as a friend, he needed to "prepare her" so that when she eventually heard the recording she wouldn't be completely shocked.	
know that she had learned about the Narvaez phone call from and other staff. She said that many staff were outraged at the contents of the phone message. had heard the actual message, but she was not sure now many others had. mentioned that involvement was not a surprise. She explained that is not only a longtime friend of but is also known as a kind of "spokesperson" for staff who object to Narvaez's and McCartney's behavior. She stressed her belief that the intent behind actions was to bring to management's attention a concrete example of the very behavior from these two superintendents about which numerous staff have complained for months.	
staff member called him to report that was playing a phone recording for some unknown number of staff. The recording featured Narvaez's voice making disparaging remarks about It appeared that a number of staff had heard the remarks and were quite upset, and one staff member had gone home because she was so upset. Said he called cell phone a few minutes later and left him a voice message asking for the day. The recording and wanted to hear it first hand so as to take appropriate action. At about 3:00 pm left another message. The left another message and missed calls and exchanged voice messages again during the next hour. In each message that he left for said he indicated that he wanted to send him a copy of the recorded message from Narvaez. Then left a similar message on home phone. In total, said he left 4 phone messages for asking him to forward the recording so that he could take appropriate action.	
got a phone message from at about 3:45 pm that same day notifying him of the existence of the phone recording.	

recalled that said the recording contained a number of inappropriate and offensive
remarks made about other staff by Narvaez. said he had recommended that
notify "compliance."
said he spoke with several times over the weekend. On Friday, November 11, 2011 told that he would forward the message, but did not receive it.
said he then provided instructions for forwarding the message from one phone to another,
and recalled assuring that forwarding the message would not delete it from
voice mail. said he asked not to talk with others about the call and not to forward
called back and said he would send the message to phone, and added
that if forwarding it did not work, he would email it to to to told the that he
and would be meeting with
the state of the s
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V. DISCUSSION OF THE ISSUES

Sexually Hostile Environment for

alleged that both the sexualized content of Narvaez's and McCartney's phone conversation and the apparent widespread distribution of their remarks created a hostile environment for her. To explore these assertions, it is necessary to examine them in relation to the relevant definitions of hostile environment sexual harassment.

The University Policy defines sexual harassment as "...unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature, when submission to or rejection of this conduct explicitly or implicitly affects a person's employment or education, unreasonably interferes with a person's work or educational performance, or creates an intimidating, hostile or offensive working or learning environment..."

Corresponding federal and state guidelines contain similar language to describe hostile environment in the context of sexual harassment, i.e., one in which sexual conduct exhibited toward the complainant is unwelcome, and severe or pervasive enough to alter the conditions of the complaint's employment and create an abusive working environment.

Based on the above, and central to this discussion, is the question of whether the alleged conduct was sexual in nature or based or gender; whether it was unwelcome, severe or pervasive, or whether it had the purpose or effect of unreasonably interfering with her work performance or creating an intimidating, abusive or offensive environment for her. According to UC policy and related state and federal standards, assessments of potential violations should be made in consideration of the totality of circumstances, including the context in which the conduct occurred.

The Phone Call

I listened to the original phone message on work cell phone, and well as a copy sent to me by Both versions are of poor quality, but the audible comments made by Narvaez about specifically about the size of her "pussy" and the remark that bedbugs would "have a feast" in her large vagina are, to any reasonable person, highly sexualized and objectively offensive. McCartney is clearly heard laughing at Narvaez's comments. The comments by both men about the weight of an unidentified woman that immediately preceded the remarks about point more strongly to a context that is derogatory and hostile toward women.

The Dissemination of the Phone Call The accounts of Narvaez, McCartney and all support the idea that the conversation between the two superintendents was not meant to be shared with others. However, the circumstances of its dissemination, i.e., an accidental redialing of subsequent deposit of the message in voice mailbox, is not substantially different than a circumstance where two employees engage in similar conversation in the workplace break room and, unbeknownst to them, other staff overhear their remarks and are offended. Some level of responsibility lies with the originators of the conversation for its lewd and thoroughly inappropriate tone and content. with the inflammatory and sexualized and others connected The actions of explained that her concern was not that remarks made about her. initially notified her about the phone message, but rather that she had to wait for detailed information about it. Even before she was notified as well as while she waited over the Veteran's Day weekend, numerous staff – who were not directly connected to the negative comments about her - were made privy to exactly those comments. argued that if she had been given more details or a copy of the recorded phone message, she could have alerted Human Resources sooner and perhaps stopped the tide of dissemination. expressed his individual outrage at hearing the sexualized comments about For his part. as well as the generally inappropriate tone of Narvaez's and McCartney's comments in the phone call. He pointed out that he had been advised by a through the union to bring the issue to management's attention. Further, he said he believed that,

as the (albeit unintentional) recipient of the information from Narvaez, he had the right to use

of grieving disciplinary action taken against him by Narvaez, and believed that pointing out Narvaez's inappropriate behavior is directly relevant to his ongoing management dispute. He

this information to support his own claims of mistreatment by Narvaez.

claimed that until he was able to confer with his union representative, he did not feel comfortable releasing the information to
It is difficult to assess the motivations and intentions behind involvement in this matter, given his refusal to participate in the investigation process. Said her impression was that was actively involved in advising and and an informing other staff about the contents of the phone message. Like and commented that is known to stand up for staff who are discontented with the management decisions and conduct of Narvaez and McCartney.
Impact on
As stated above, Narvaez and McCartney stated that they did not intend to target their offensive and sexualized comments to or any other staff member. (and probably did not intend to cause distress by alerting her to their conduct, nor by sharing it with other staff. Nevertheless, collective impact of the Narvaez's and McCartney's behavior and the actions of and numerous other staff regarding the dissemination of information about the superintendent's behavior, resulted in a negative impact on
VI. CONCLUSION
I evaluated the record of the allegations as a whole and gave consideration to the totality of the circumstances, including the context in which the alleged incidents occurred. Based on the information gathered I determine that the University of California Policy on Sexual Harassment was violated. I find that the collective impact of the conduct of Frank Narvaez and Chuck McCartney, coupled with the actions of and numerous other employees regarding the dissemination of information about the superintendent's behavior, created a hostile, offensive and intimidating environment for

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