

COMMUNITY RELATIONS COMMITTEE

STRATEGY
April 2010

CITY COUNCIL FOCUS AREA

**Housing and Neighborhood
Development**

SERVE THE CUSTOMER

Strengthen
Neighborhoods

- CRC closed 2 fair housing cases as follows:
 - Complaint that alleged discrimination in terms and conditions/discriminatory statements in rental based on race (African American) and sex (Male) was closed due to a no cause finding.
 - Complaint that alleged discrimination in terms and conditions of rental based on race (African American) was closed due to a no cause finding.
- CRC staff provided 9 fair housing training sessions to the following organizations: Job Bank Participants (4 sessions), CMS Parent University, Greater Charlotte Apartment Association, CRC Members and Staff, DSP Volunteers and others and Habitat for Humanity. A total of 184 persons were trained.

RUN THE BUSINESS

Develop
Collaborative
Solutions

Enhance
Customer
Service

- CRC staff attended 9 police chain of command review hearings as a voting member of the process.
- CRC Executive Director has been working with the Men's Empowerment Coalition to address issues impacting young African American males in Charlotte-Mecklenburg. The group held a training conference for young men at Mecklenburg County jails to teach them about

fatherhood, manhood, what to expect when they are released from incarceration and the steps necessary to respect women. 50 people were in attendance.

- CRC Executive Director has met several times with the Gang Reentry Intervention Team. The purpose of the meetings was to receive recommendations on process with CMS, CMPD, and DJJDP to discuss and finalize criteria for the target population they want to serve and to design procedure for information sharing and development of Memorandum of Understandings.
- CRC Executive Director continues to meet with Diane English of Community Building Initiative and Maria Handlin of Mecklenburg Ministries to plan and coordinate 2 community dialogues on affordable housing entitled “Can We Talk about Affordable Housing? Fears, Facts and the Future”. The dialogues are planned for Thursday, June 24th and Wednesday, June 30th.
- CRC Executive Director continues to work with the North Carolina Advisory Committee to the U.S. Civil Rights Commission to look at incarceration rates for minority students in Charlotte-Mecklenburg.
- CRC Executive Director, in conjunction with Fran Cook of Gang of One and Grace Crockett of Area Mental Health, presented information on gangs in Charlotte-Mecklenburg to the Juvenile Crime Prevention Council.
- CRC Executive Director facilitated diversity training for staff of the YWCA Central Carolina’s on Park Road. 46 people were in attendance.
- CRC Executive Director served as the Keynote Speaker at a Fair Housing Training Conference in Fayetteville, NC. 80 people were in attendance.
- CRC Executive Director met with Race Matters Juvenile Justice Committee to continue to address issues of disproportionalities with adjudicated youth.
- CRC staff facilitated diversity and conflict resolution training for Jacob’s Ladder class members. 14 people were in attendance.
- CRC staff facilitated a meeting for the Homeowner’s Associations within Davis Lake Community in an effort to improve communication, increase their ability to work with one another and to come up with options to address the concerns in their community. 20 persons were in attendance.
- CRC staff facilitated a meeting for the Human Service Collaborative. The purpose of the meeting was to bring stakeholders together to discuss issues, concerns and service needs along the West Boulevard Corridor and to begin to develop community solutions to impact the area. 15 people were in attendance.
- CRC staff facilitated diversity and conflict resolution training for 15 participants of Habitat for Humanity’s Homeowners in Process program.
- The Dispute Settlement Program (DSP) mediated 34 cases and conciliated 12 worthless check cases saving 92 criminal justice hours and \$9,200 in taxpayer dollars. \$1,787.55 was recovered for area merchants. \$720 in reduced court fees were collected for the state.

- The Dispute Settlement Program (DSP) surveys clients in an effort to maintain and improve service delivery. Prior to mediation, 54% of clients believed going to court was their only option for resolving their dispute, 33% of clients believed their only option was to ignore their problem and 13% of clients believed their dispute could have been resolved by talking with the other party. After mediation, 25% of clients stated they would choose to go to court if they were involved in a future dispute and 6% of clients stated they would ignore future problems while 69% stated they would utilize mediation or talking to solve their problems.



- CRC staff has participated in 494.5 hours of career development during this fiscal year.