

COMMUNITY RELATIONS COMMITTEE

STRATEGY
April 2011

CITY COUNCIL FOCUS AREA

**Housing and Neighborhood
Development**

SERVE THE CUSTOMER

Strengthen
Neighborhoods

- CRC opened 2 new fair housing cases as follows:
 - Complainant alleges discrimination in terms and conditions of rental based on familial status.
 - Complainant alleges discrimination in terms and conditions of rental and discriminatory statements based on familial status.
- CRC staff provided 5 fair housing training sessions to the following organizations/groups: Job Bank Participants (2 sessions); Greater Charlotte Association; CRC Members; and a group of students. A total of 71 persons were trained.

RUN THE BUSINESS

Develop
Collaborative
Solutions

Enhance
Customer
Service

- CRC staff attended 5 police chain of command review hearings as a voting member of the process.
- CRC Executive Director attended the Community Building Initiatives (CBI) Members Learning Network at the Park Road YWCA. The session was on building stronger connections for greater impact in the community.

- CRC Executive Director met with Maura Mohammed Hellmy and Ayman Mahmoud Moussa of Cairo Egypt to talk about the work of CRC and how we as a community handle issues of diversity.
- CRC Executive Director along with CRC Chair Angeles Ortega Moore, representatives of The Greater Charlotte Apartment Association and the Charlotte Realtors Association received a Proclamation from City Council declaring April 2011 as Fair Housing Month for Charlotte Mecklenburg.
- CRC Executive Director participated in the process to hire new staff for CMPD's Gang of One. These interviews were done in conjunction with his work as the co-chair of the Gang Prevention Coalition.
- CRC Executive Director participated in the 1st quarterly meeting of the City Manager's Office divisional meetings for the purpose of receiving information on City services, sharing information about CRC programs and announcements and making sure that the divisions are in the loop with regards to what's happening with City Manager's Office, City Council and City's KBE's.
- CRC Executive Director attended a Race Exchange Dialogue at Discovery Place as a member of the Leader's Lunch group.
- CRC Executive Director attended the Affordable Housing Expo in Winston Salem, NC to participate in a summit on The State of Fair and Affordable Housing for Housing Professionals.
- CRC Executive Director met with elected officials from cities in France for a 3 hour discussion on Managing Ethnic Diversity. The purpose was to show how we in Charlotte Mecklenburg have addressed issues of minority integration in both historical and contemporary perspectives; and to illustrate the role of civil society organizations in addressing issues of housing, education, urban economic development and alleviation of poverty as they relate to members of ethnic minority groups.
- CRC Executive Director attended an all day workshop on Leading Organizational Change. The purpose of the workshop was to improve leadership capabilities to effectively lead and drive organizational change through the application of a communication framework process, and set of best practice tools; to improve leadership abilities; to connect others leading organizational change efforts; and to understand how individuals experience changes.
- CRC Executive Director continued working with CBI and Mecklenburg Ministries to plan for a second facilitated community dialogue with the Mayor, County Commission Chairperson, and the CMS Chair and diverse citizens of Charlotte Mecklenburg to have civil conversation on how we can work together as a community and to collaborate to address disparities that exist in our community around jobs, housing, access to services, education, crime and public safety. The next dialogue is scheduled for Tuesday, May 10, 2011.
- CRC Executive Director has been working with the National Association of Human Rights Workers (NAHRW) to plan and coordinate the NAHRW Conference which will be held in Aurora, Colorado on September 19 – 24, 2011.

- CRC, in partnership with International House, served as a host site for two international guests from Tajikistan and Kazistan.
- CRC held its monthly CRC meeting for members and staff at Covenant Presbyterian Church.
- The Dispute Settlement Program (DSP) mediated 100 cases and conciliated 12 worthless check cases saving 224 criminal justice hours and \$22,400 in taxpayer dollars. \$1,589.01 was recovered for area merchants. \$780 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, 100% of clients believed going to court was their only option for resolving their dispute, 0% of clients believed their only option was to ignore their problem and 0% of clients believed their dispute could have been resolved by talking with the other party. After mediation, 0% of clients stated they would choose to go to court if they were involved in a future dispute and 0% of clients stated they would ignore future problems while 100% stated they would utilize mediation or talking to solve their problems.



Achieve Positive
Employee
Climate

- CRC staff has participated in 592 hours of career development during this fiscal year.