

COMMUNITY RELATIONS COMMITTEE

STRATEGY
May 2010

CITY COUNCIL FOCUS AREA

Housing and Neighborhood Development

SERVE THE CUSTOMER

Strengthen
Neighborhoods

- CRC closed 1 fair housing case as follows:
 - Complaint that alleged discrimination in refusal to rent based on disability was closed due to a no cause finding.
- CRC opened 4 new fair housing cases as follows:
 - Complainant alleges discrimination in terms and conditions of rental based on national origin, Hispanic (Columbian).
 - Complainant alleges discriminatory eviction based on familial status.
 - Complainant alleges discrimination in refusal to rent or otherwise make unavailable based on race, African American (interracial relationship).
 - Complainant alleges discrimination in refusal to rent or otherwise make unavailable based on race, Caucasian (interracial relationship).
- CRC staff provided 3 fair housing training sessions to the following organizations/groups: Future homeowner's class, Charlotte Housing Authority employees and Latino parents. A total of 72 persons were trained.

RUN THE BUSINESS

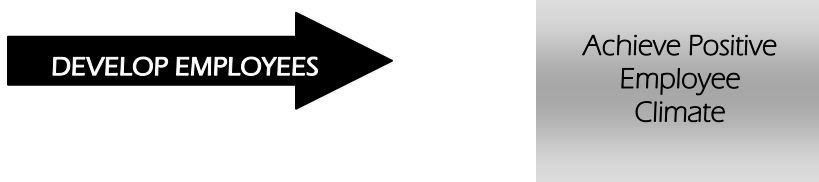
Develop
Collaborative
Solutions

Enhance
Customer
Service

- CRC staff attended 5 police chain of command review hearings as a voting member of the process.

- CRC Executive Director facilitated a dialogue between a citizen and the No Grease Barbershop where the citizen was offended by the logo of the barbershop for reasons of race. The process was successful in getting the parties together to come to a meeting of the minds of where both parties were coming from.
- CRC Executive Director facilitated the annual community meeting of FoxRidge Homeowner's Association and led them through a mediation/conciliation process to address conflict in their neighborhood.
- CRC Executive Director continues to meet with the Gang Reentry Intervention Team as well as the Gang Prevention Coalition.
- CRC Executive Director continues to meet with Diane English of Community Building Initiative and Maria Handlin of Mecklenburg Ministries to plan and develop our 10th community dialogue entitled "Can We Talk about Affordable Housing? Fears, Facts and the Future". The dialogues are scheduled for Thursday, June 24th and Wednesday, June 30th.
- CRC Executive Director met with Diane English, Kathy Ridge, Latoya Walker, and Maria Handlin to start plans for a community dialogue on poverty and education.
- CRC Executive Director attended the Carriage House Readers Theatre to hear a presentation on segregation, church bombings, freedom marches, sit-ins, cross burnings, assassinations and integration.
- CRC Executive Director met with Pat Mumford and staff of Neighborhood and Business Services KBE and Deborah Campbell, Director of Planning Commission to discuss potential revisions to the City's housing location policy. The primary interest is to make sure that any changes that might be made to the policy do not violate local, state or federal Fair Housing Law.
- CRC Executive Director continues to meet with the Council on Aging and serve as a board member.
- CRC Executive Director and staff attended the 4th Annual Evening at the Courthouse in recognition of 15 years of Drug Treatment Court, 10 years of Family Court and 10 years of Larry King's Clubhouse.
- CRC Executive Director facilitated diversity training at International House for 15 people visiting the United States from Azerbaijan.
- CRC Executive Director served as the Keynote Speaker for Parents of Charlotte's Headstart Children. The theme was "Soaring High through Difficult Times."
- CRC Executive Director met with Crossroads Charlotte for their Special Offering Series. This is a group of citizens who will be meeting on a regular basis to have race related discussions and discussions about race and ethnicity in Charlotte Mecklenburg.
- CRC staff facilitated diversity training in conjunction with Parkroad YWCA for their nationwide program called, Stand Against Racism. 25 people were in attendance.

- CRC Executive Director attended a session entitled “Sustainability and Civil Rights” at the International Civil Rights Museum in Greensboro, North Carolina.
- CRC staff continues to work with the Human Service Collaborative to bring stakeholders together to discuss issues, concerns and service needs along the West Boulevard Corridor and to discuss community solutions to impact the area. 25 people were in attendance.
- CRC Executive Director met with a community group to plan and implement a literacy celebration day in Charlotte Mecklenburg.
- CRC hosted the 31st Annual Police Community Relations Awards to honor CMPD officers who have gone above and beyond to promote positive community relations in Charlotte-Mecklenburg. Over \$9,000 was raised from the private sector to underwrite costs associated with this event.
- The Dispute Settlement Program (DSP) mediated 55 cases and conciliated 60 worthless check cases saving 230 criminal justice hours and \$23,000 in taxpayer dollars. \$8,981.89 was recovered for area merchants. \$3,660 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, 65% of clients believed going to court was their only option for resolving their dispute, 23% of clients believed their only option was to ignore their problem and 12% of clients believed their dispute could have been resolved by talking with the other party. After mediation, 22% 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 78% stated they would utilize mediation or talking to solve their problems.



- CRC staff has participated in 500.5 hours of career development during this fiscal year.