

COMMUNITY RELATIONS COMMITTEE

STRATEGY
July 2010

CITY COUNCIL FOCUS AREA

**Housing and Neighborhood
Development**

SERVE THE CUSTOMER

Strengthen
Neighborhoods

- CRC opened 6 new fair housing cases as follows:
 - Complainant alleges discrimination in terms and conditions of rental based on family status and disability.
 - Complainant alleges discrimination in terms and conditions of rental based on sex (Female).
 - Complainant alleges discrimination in terms and conditions of rental based on national origin (Hispanic).
 - Complainant alleges discrimination in terms and conditions of rental based on disability.
 - Complaint alleges refusal to rent and terms and conditions based on race (African American).
- CRC staff provided 2 fair housing training sessions to the following organizations/groups: Job Bank Participants (2 sessions). A total of 12 persons were trained.

RUN THE BUSINESS

Develop
Collaborative
Solutions

Enhance
Customer
Service

- CRC staff attended 6 police chain of command review hearings as a voting member of the process.

- CRC Executive Director met with the Gang Reentry Intervention Team (GRIT) Steering Committee to continue plans for a comprehensive gang intervention process for potential, current and ex-gang members in Charlotte Mecklenburg. This work is in conjunction with Gang of One, CMPD, Area Mental Health and other partner community organizations.
- CRC Executive Director met with staff of Neighborhood and Business Services to assist in planning for their Housing Locational Policy Forums. CRC staff helped facilitate one of those forums on July 7th at St. Matthews Catholic Church. 50 persons were in attendance.
- CRC Executive Director continues to work with the National Association of Human Rights Workers (NAHRW) Conference Planning Committee to plan for the 63rd Annual Meeting and Training Conference to be held in Greensboro, North Carolina October 27-30, 2010.
- CRC Executive Director met with several community organizations to discuss and plan for the upcoming RACE exhibit that is being brought to town by Discovery Place. The idea here is for the community to dive deeper into how we can connect, support and share programming that is either already underway or is being considered as we seek to pull the community together around issues of race and division.
- CRC Executive Director provided Stakeholder Process training for the Northeast Corridor Infrastructure Program, which is a complement to the CATS Blue Line extension.
- CRC Executive Director traveled to Greensboro, NC to meet with the North Carolina Advisory Committee to the U.S. Civil Rights Commission. The purpose of the meeting was to discuss a completed draft report that examines school discipline practices and its possible impact on minority school-aged children leading them down a pathway to prison.
- CRC Executive Director and 4 staff persons traveled to New Orleans for HUD's Bi-Annual Policy Conference. Attendees received training in Fair Housing, analysis of impediments to housing choice, components for affirmatively furthering Fair Housing, legal updates and case processing.
- CRC Executive Director and staff served as facilitators for Neighborhood and Business Services' second Housing Locational Policy Public Forum on July 27th at Hickory Grove Baptist Church. 60 persons were in attendance.
- CRC Executive Director facilitated diversity and conflict resolution training for 20 participants of Habitat for Humanity's Homeowners in Process program.
- CRC Executive Director and CRC staff met with 6 mediation professionals visiting from Israel to share experiences with mediation processes and training and to learn from each other about successful projects that have been put into place that promote community harmony.
- CRC Executive Director attended the Youth Education Society Inc's Open House for their announcement on a new mentoring program for adjudicated youth. This program is the culmination of a one year process led by Judge Rickeye McKoy Mitchell, Rosalyn Jacobs and Willie Ratchford to meet the mentoring needs of young people in Charlotte Mecklenburg who have been incarcerated or caught up in the legal system and are in need of a mentor.

- The Dispute Settlement Program (DSP) mediated 39 cases and conciliated 36 worthless check cases saving 150 criminal justice hours and \$15,000 in taxpayer dollars. \$7,737.65 was recovered for area merchants. \$1,680 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, 55% of clients believed going to court was their only option for resolving their dispute, 36% of clients believed their only option was to ignore their problem and 9% 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 participated in 235 hours of career development during the month of July.