

COMMUNITY RELATIONS COMMITTEE

STRATEGY
September 2010

CITY COUNCIL FOCUS AREA

**Housing and Neighborhood
Development**

SERVE THE CUSTOMER

Strengthen
Neighborhoods

- CRC opened 3 new fair housing cases as follows:
 - Complainant alleges discrimination in terms and conditions of rental based on race (African American).
 - Complainant alleges discriminatory refusal to rent based on mental disability.
 - Complainant alleges refusal to make reasonable accommodations based on disability.
- CRC staff provided 4 fair housing training sessions to the following organizations/groups: Job Bank Participants (3 sessions) and Resource Center for Volunteer Training. A total of 35 persons were trained.

RUN THE BUSINESS

Develop
Collaborative
Solutions

Enhance
Customer
Service

- CRC staff attended 7 police chain of command review hearings as a voting member of the process.
- CRC Executive Director attended the IAOHRA Conference in Mobile, Alabama.
- CRC Executive Director met with the Gang Prevention Coalition. CRC Executive Director is the Co-Chair of the Gang Prevention Coalition along with Fran Cook of Gang of One.

- CRC Executive Director continues to work with NAHRW in planning the October 27th – 30th 2010 Annual Meeting and Training Conference to be held in Greensboro, NC.
- CRC Executive Director was the luncheon speaker at the EEOC Conference in Charlotte. The theme was “Diversity in the Workplace”. The event was held at the Hilton at University Place and 180 persons were in attendance.
- CRC Executive Director met with CM3A Steering Committee. The purpose of the meeting was to have discussions on ways to address the financial, social, and economic needs of the Charlotte Mecklenburg African American community.
- CRC Executive Director attended a Saturday brunch with Susan L. Taylor entitled, “Conversations about Youth Mentoring and Literacy in Charlotte”. The event was sponsored by Charlotte CARES Mentoring Movement.
- CRC Executive Director facilitated the CRC Leadership Team Meeting.
- At the request of Assistant City Manager Julie Burch, CRC Executive Director attended a meeting of staff of City Manager’s Office, City Attorney’s Office and CMUD to discuss the proposed new identity verification for setting up utility accounts with CMUD. CRC Executive Director attended the City Manager’s Leadership Team discussion as a follow-up to this meeting.
- CRC Executive Director met with Laura Everret of the Women’s Inter-Cultural Exchange to discuss plans for him to be a speaker at the Women’s Inter-Cultural Exchange Annual Multicultural Conference to be held at Johnson C. Smith University. The theme will be “Bridging the Chasm: Mentoring across Differences”.
- CRC Executive Director met with staff member Luis Matta and Mr. Hector Vaca at the request of Walter Abernathy in Neighborhood and Business Services to discuss ways that Mr. Vaca and the Hispanic Latino tenants that he represents along the Central Avenue Corridor can report code violations in a way that Code Enforcement can realistically address the complaints in a productive and timely manner. CRC Executive Director attended a follow –up meeting to continue this discussion with Hector Vaca, Luis Matta and Walter Abernathy.
- CRC Executive Director facilitated diversity training for Community Link at the Child and Family Services Center. 25 persons were in attendance.
- CRC Executive Director met with staff of Neighborhood Business Services and the City Attorney’s Office to discuss the assistance from the City Manager’s Office whereby CRC Executive Director would provide facilitation /staff services for the City’s Disparity Study Advisory Committee.
- CRC Executive Director facilitated a CRC meeting for board members and staff.
- CRC Executive Director conducted an interview for a video document that International House is producing to share information on their community outreach and the work they do to make Charlotte Mecklenburg a more inviting place for Internationals.

- CRC Executive Director facilitated diversity training at the Simmons YMCA on Democracy Drive for International Houses' Live, Learn and Grow program. 20 persons were in attendance.
- CRC Executive Director and CRC staff met with Mr. Andrea Manciuilli, who serves as the Tuscany Regional Secretary of the Democratic Party 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 continues to work with CBI and Mecklenburg Ministries to engage citizens of Mecklenburg County in a visioning process relative to the future of the County and to gather data and information which will be used to create a common vision which strategically identifies priorities for Mecklenburg County.
- The Dispute Settlement Program (DSP) mediated 61 cases and conciliated 17 worthless check cases saving 156 criminal justice hours and \$15,600 in taxpayer dollars. \$2,084.14 was recovered for area merchants. \$1,260 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, 60% of clients believed going to court was their only option for resolving their dispute, 40% 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.



- CRC staff participated in 104 hours of career development during the month of September.