

COMMUNITY RELATIONS COMMITTEE

STRATEGY
October 2010

CITY COUNCIL FOCUS AREA

**Housing and Neighborhood
Development**

SERVE THE CUSTOMER

Strengthen
Neighborhoods

Strengthen Neighborhoods

CRC opened 6 new fair housing cases as follows:

- Complainant alleges discrimination in terms and conditions of rental based on race (African American) and sex (Female).
- Complainant alleges discrimination in terms and conditions of rental based on race (African American).
- Complainant alleges failure to make reasonable accommodations based on disability.
- Complainant alleges failure to make reasonable accommodations based on disability.
- Complainant alleges discrimination in terms and conditions of rental based on race (African American and White).
- Complainant alleges discrimination in terms and conditions of rental based on national origin (Kenyan).

CRC closed 3 fair housing cases as follows:

- Complaint that alleged discrimination in terms and conditions of rental based on national origin (Hispanic) was closed due to a no cause finding.
- Complaint that alleged discriminatory refusal to rent based on family status was closed due to a no cause finding.
- Complaint that alleged discrimination in terms and conditions in homeowners' association membership based on race (Black) was closed due to a no cause finding.

CRC staff provided 6 fair housing training sessions to the following organizations/groups:

- Job Bank Participants (3 sessions), Latino parents at Parent University, Habitat for Humanity and Homebuyers Program Participants. A total of 59 persons were trained.



Develop
Collaborative
Solutions

Enhance
Customer
Service

Develop Collaborative Solutions/Enhance Customer Service

- CRC staff attended 4 police chain of command review hearings as a voting member of the process.
- CRC Executive Director and staff met with Marc Friedland, Chair of CRC's Communications Subcommittee and with staff of City's Corporate Communications KBE to discuss development of a CRC brand and a redesign of CRC's website. This work will require a communication audit and a review of current CRC flyers, brochures and correspondence as a foundation for developing new and innovative ideas on sharing the CRC brand with the larger community.
- CRC Executive Director provided diversity training and conflict resolution training for 2 UNCC Social Welfare Policy Classes. 60 persons were trained.
- CRC Executive Director attended a Community Building Initiative Learning Network general session. The purpose of the session was to develop ways to use CRC's Crossroads Initiative as a vehicle for raising awareness and providing change within CRC and the community.
- CRC Executive Director was one of the keynote speakers at the WIE Conference held on the campus of Johnson C. Smith University. He spoke about mentoring across racial and ethnic difference. 280 persons were in attendance.
- CRC Executive Director met with International House staff and their guests from several African countries to talk about transparency and good governance. 15 people were in attendance.
- CRC Executive Director met with NC State Advisory Committee to the U.S. Civil Rights Commission to discuss the initial draft of a research paper that the group is working on which looks at alternative school placement of children and their eventual incarceration in the penal system.
- CRC Executive Director accepted an assignment from the City Manager's Office to act as facilitator to the City's Disparity Study Advisory Committee. The group held its 1st meeting on Monday, October 18th. The director developed discussion guidelines for the group and facilitated the meeting with City staff, the Advisory Study Committee members and the staff of the contractor who will conduct the research on this work.
- CRC Executive Director continues to meet with CBI and Mecklenburg Ministries in the development of a community engagement process for citizens of Mecklenburg County to look at visioning for the county. Plans are to have a facilitated discussion with citizens on Thursday, November 11th.

- CRC Executive Director provided diversity training for International House’s Community Connections Division. This training was provided for a group of physicians and professionals from Turkmenistan. The idea was to weave diversity management into evidence based medicine as a basis for successful disease management.
- CRC Executive Director attended the Annual Conference of the National Association of Human Rights Workers in Greensboro, NC. During this week, he facilitated a group discussion with human relations directors and commission members from across the country on the role of staff vs. members and on strategies for human relations commissions to unite in the face of efforts to eliminate and/or decrease commissions locally, statewide and nationally.
- CRC Executive Director provided diversity and conflict resolution training for Habitat for Humanity. 16 persons were in attendance.
- The Dispute Settlement Program (DSP) mediated 50 cases and conciliated 39 worthless check cases saving 178 criminal justice hours and \$17,800 in taxpayer dollars. \$5,787.38 was recovered for area merchants. \$1,500 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.



Develop Employees

- CRC staff participated in 128 hours of career development during the month of October.