

COMMUNITY RELATIONS COMMITTEE

STRATEGY
November 2010

CITY COUNCIL FOCUS AREA

**Housing and Neighborhood
Development**

SERVE THE CUSTOMER

Strengthen
Neighborhoods

Strengthen Neighborhoods

CRC opened 2 new fair housing cases as follows:

- Complainant alleges discrimination in terms and conditions of rental based on national origin (Bosnian).
- Complainant alleges discriminatory refusal to rent based on race (African American) and national origin (Hispanic).

CRC closed 2 fair housing cases as follows:

- Complaint that alleged discriminatory eviction based on family status was withdrawn with resolution. Respondent paid Complainant \$1,000 and forgave \$600 of rent owed.
- Complaint that alleged retaliation was closed due to a no cause finding.

CRC staff provided 5 fair housing training sessions to the following organizations/groups: Job Bank Participants (3 sessions), Charlotte Housing Authority, and Keller Williams Realty. A total of 107 persons were trained.

RUN THE BUSINESS

Develop
Collaborative
Solutions

Enhance
Customer
Service

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 was one of several speakers to discuss Crossroads projects at CBI's and the Foundation for the Carolinas annual Champions Breakfast held at the Bank of America Urban Garden College. CRC held 2 Crossroads Projects- Community Theater-Theatre About Community for adults and Community Theater-Theatre About Community for Teens. CRC is planning its 3rd Crossroads Initiative in the development of a service directory for Immigrants, Refugees and Asylees living in Charlotte Mecklenburg.
- CRC Executive Director provided diversity training for Florence Crittenton staff. 24 persons were trained.
- CRC, CBI and Mecklenburg Ministries facilitated a community engagement discussion for citizens of Mecklenburg County to look at visioning for the county.
- At the request of a City Council Member, CRC staff provided resource support during a neighborhood homeowner's association meeting.
- The Dispute Settlement Program (DSP) provided Peer Mediation Training to 25 students from McClintock Middle School.
- The Dispute Settlement Program (DSP) mediated 53 cases and conciliated 28 worthless check cases saving 162 criminal justice hours and \$16,200 in taxpayer dollars. \$3,875.59 was recovered for area merchants. \$1,080 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, 43% of clients believed going to court was their only option for resolving their dispute, 57% 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 11% of clients stated they would ignore future problems while 89% stated they would utilize mediation or talking to solve their problems.



DEVELOP EMPLOYEES

Achieve Positive
Employee
Climate

Develop Employees

- CRC staff participated in 22 hours of career development during the month of November.