

Charlotte-Mecklenburg Community Relations Committee (CRC)

2025 Annual Report

PREPARED FOR THE MECKLENBURG
BOARD OF COUNTY COMMISSIONERS





CRC At-A-Glance

VISION: Be recognized as a global model in building community harmony by advocating for diversity, equity and access for all.

MISSION: CRC empowers, collaborates, engages and promotes opportunities to create positive outcomes.

- Current Membership: 39 of 45 seats filled
 - Charlotte Mayor appoints eight members
 - Charlotte City Council appoints 16 members
 - Mecklenburg Board of County Commissioners appoints 21 members
- CRC's Primary Functions:
 - Provide authentic feedback on community issues
 - Assist in the facilitation of communication between the committee, community, and elected officials
 - Promote community harmony, civic opportunities, respect, and understanding among all residents
 - Advocate for equity across Charlotte-Mecklenburg

Committee Structure

COMMUNITY LIAISON REPRESENTATIVES

- ADA
- Community Affairs
- Dispute Settlement
- Fair Housing

COMMUNITY/CULTURAL ENGAGEMENT

- Annual MLK Celebration
- Police-Community Relations Awards

PUBLIC RELATIONS/NEWSLETTER

- CRC Newsletter
- Speaking (in the community)
- Speaker Series (internal)
- Partnerships

Community Liaison Representatives

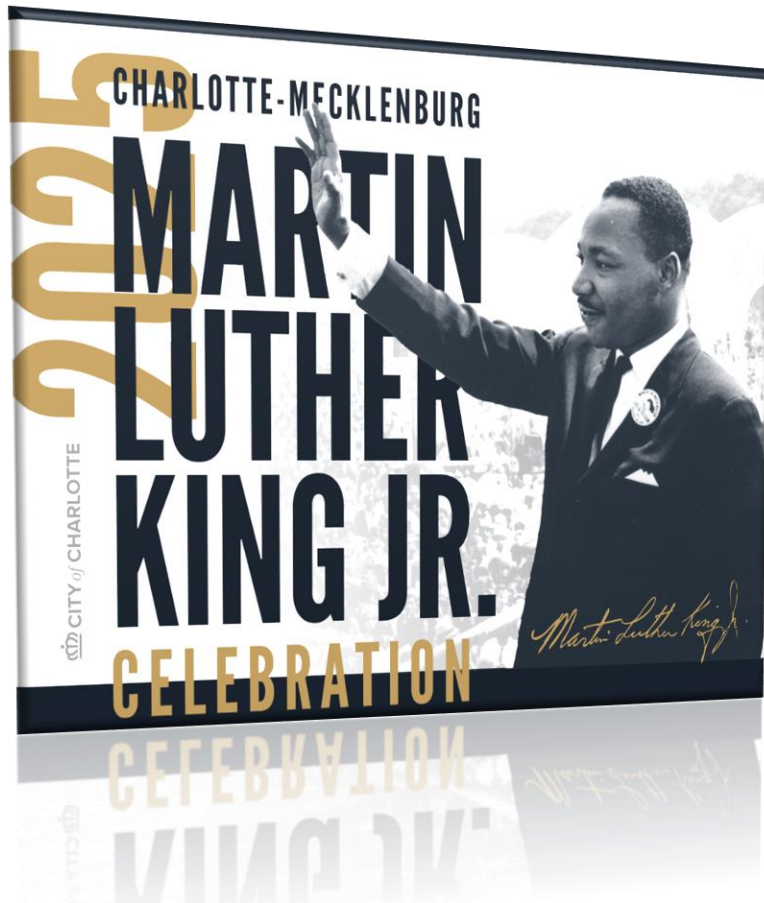


This subcommittee actively engages with each division of the Community Relations Department (CRD) to explore collaboration opportunities that advance the vision and mission.

Two impactful events hosted by this subcommittee in FY25 were:

- An in-person panel discussion on landlord tenant rights and responsibilities.
- A virtual panel discussion focused on building lasting solutions for the unhoused.

Community Engagement & Cultural Events



- **Annual Charlotte-Mecklenburg MLK Celebration:** Lead/host engaging activities and meaningful awards programs that honor Dr. King's legacy.
- **Police-Community Relations Awards:** Lead/host annual awards program honoring CMPD officers who go above and beyond to foster meaningful connections with residents and neighborhood groups.

Public Relations/Newsletter



- Developed and distributed the CRC newsletter, keeping the community informed about CRC's work, events, and other relevant topics.
 - Distribution includes: 3,500+ subscribers; city and county employees.
- Successfully hosted a "*Think Local, Act Global*" event during Welcoming Week. This dynamic panel discussion highlighted the vital contributions of immigrants to Charlotte, reinforcing the importance of diversity and inclusion in our community.
- Developed a robust infrastructure and protocols to ensure seamless and productive workflows for the public relations subcommittee's key initiatives.



Community Relations Department

Americans With Disabilities Act (ADA) Program

FY25



ADA guarantees equal opportunity for individuals with disabilities.

- Twenty citywide ADA training sessions conducted in FY25.
- Seven Lunch & Learns held in FY25 to elevate conversations about disabilities across the city and county, and engage community partners in this work.
- Physical barriers removed in FY25: 382. Currently tracking the remaining 7,457 physical barriers.
- The City of Charlotte received 45 ADA inquiries and filled five ASL interpreting requests in FY25.
 - Individuals can file ADA complaints and grievances (within 60 days of the alleged violation) to the Community Relations ADA program office at charlotteADA@charlottenc.gov.



Community Affairs

FY25

- Implemented new programs focused on bridging intergenerational gaps and connecting with residents in creative ways.
- Increased community engagement by attending festivals, events and community meetings.
- Worked with 100+ students through the Peer Club Program in schools.
- Continued work to build police-community relations.
- Continued to develop initiatives that promote the programs and services offered by CRD.

Dispute Settlement Program

FY25



- Continued to provide weekly mediation services in Private Warrant Court
- Mediation referrals: 871; cases mediated/conciliated: 754 cases.
- Criminal justice dollars saved: \$95,400.
- Collected \$17,755 in restitution for complainants because of successful mediations.
- Received and processed 716 calls regarding our services.
- Continued to recruit and train new volunteer mediators.
- Continued to foster partnerships with CMPD, Sheriff's Office, Courts, City and County departments.
- Increased education and outreach efforts.



Fair Housing/ NDO/SOIP

FY25

- The Fair Housing Division opened 28 inquiries for investigation and closed 29. The monetary relief received for Complainants during that time totals \$31,563. Most complaints were race and disability related.
- The Nondiscrimination Ordinance program opened eight inquiries and closed 10. The total dollars received through conciliation is \$30,787.59. Most complaints were employment related and based on disability.
- There have been five Source of Income inquiries, but none meeting elements of jurisdiction for investigation.



CRC: A Look Ahead

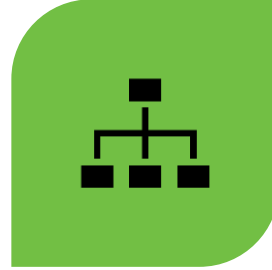
Year One - ***DISRUPTIVE***



Community/Civil Visit
– Listening Sessions
(City, County, CC,
CRC, etc.)



Increase CRC
Membership to
the Full Body
(Understanding
Roles)



Create/Restructure
Committees
(Formalize)



Decorum and
Respect



Revisit
Mission/Value/
Goals – Staff
Roles vs. CRC
Roles

Year Two - **GROWTH**

Increase

- Increase community engagement efforts/initiatives

Form

- Form strategic partners

Build

- Build a talk series

Year Three- ***STABILIZING***



Retain 100%
membership and
engagement



Strong leadership
transition



A Look Forward

- Strengthen partnerships across Mecklenburg County.
- Explore opportunities for CRC community service projects.
- Continue participation at various cultural events.
- CRC member spotlight.
- Quarterly gathering w/ previous CRC members.



Needs & Support

- Considering reducing the threshold of members to 30 – this will allow room for more engagement.
- Partnership with countywide initiatives – how can CRC get more involved?

THANK YOU!

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Thank you for your continued support of the Charlotte-Mecklenburg Community Relations Committee. We feel our partnership is vital to a healthy community in promoting harmony, facilitating resolution and celebrating diversity.