

# Charlotte-Mecklenburg Community Relations Committee (CRC)

## 2024 Annual Report

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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.*

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- Current Membership: 30 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 civic opportunities, respect, and understanding among all residents
  - Advocate for equity across Charlotte-Mecklenburg

# Committee Structure

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## CRC Engagement

- ADA
- Community Affairs
- Dispute Settlement
- Fair Housing

## COMMUNITY/CULTURAL ENGAGEMENT

- Police-Community Relations Awards
- MLK Parade

## PUBLIC RELATIONS/NEWSLETTER

- Quarterly Newsletter
- Speaking (in the community)
- Speaker Series (internal)
- Partnership

# Community/Cultural Engagement

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- Lead/Host Annual MLK Celebration
- Lead/Host Police Community Relations Awards
- Promote Equality of Opportunity
- Conducted outreach at international festivals
- Planned visits to various cultural institutions for CRC members to hear speakers and experience different cultures
- International Women's Day festival

# CRC Engagement

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This committee aims to actively engage with the CRD to explore collaboration opportunities that involve CRC members in advancing the core services of the CRD. This collaboration could involve various activities, such as brainstorming, planning, and implementing initiatives to enhance the delivery of CRD's essential services.

- Community Affairs
- Fair Housing
- ADA
- Dispute Settlement



# Public Relations

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The Public Relations Subcommittee is working on revamping the new member orientation. This Subcommittee also:

- Builds/strengthens external partnerships and identifies collaboration opportunities
- Develops and distributes the CRC Newsletter to keep community members informed about committee work, events, and other relevant topics
  - Community Relations distribution network:
    - 2,400+ subscribers (via Public Input)
    - 8,000+ city employees
    - 6,000+ county employees





# Special Events

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- Assisted with interviews, planning and logistics for the annual Charlotte-Mecklenburg Police-Community Relations Awards.
- Assisted with the events and awards celebration for the annual Dr. Martin Luther King Jr. Holiday Celebrations
- Hosted CRC members only Town Hall meeting to address police community interaction after the Bojangles incident







**Community Relations Department**



# Americans With Disabilities Act (ADA) Program

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ADA guarantees equal opportunity for individuals with disabilities

- Fifteen citywide ADA training sessions conducted in FY24
- Eleven Lunch & Learns held in FY24 to elevate conversations about disabilities across the city and county, and engage community partners in this work
- Currently tracking 8,315 ADA barriers indicated in the Transition Plan
- The City of Charlotte received 47 ADA inquiries and filled eight ASL interpreting requests in FY24
  - 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](mailto:charlotteADA@charlottenc.gov).



# Community Affairs

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- Worked with 175+ students through Peer Club Program this school year
- Continued focus on increasing youth engagement through events, field trips, and conflict resolution training
- Strengthened community connections by attending festivals, events and community meetings
- Continued work to build police-community relations
- This division is currently working on youth program expansion and community engagement initiatives to address the needs of our residents

# Dispute Settlement Program

***FY24***



- Continued to provide weekly mediation services in Private Warrant Court
- Mediated/Conciliated 674 cases
- \$131,200 criminal justice dollars saved
- Provided town hall style meetings to address increasing HOA issues
- 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 by presenting information to referral groups, attending resource fairs and community conversations



# Fair Housing/ NDO/SOIP

***FY24***

- Investigated/closed 27 Fair Housing cases and negotiated \$26,665.82 in settlements for Complainants
- Nondiscrimination Ordinance staff investigated/closed eight cases, the majority of which have been disability-related employment complaints, \$45,000 have been negotiated in settlements
- April commemorates 56 years of the Fair Housing Act and staff hosted a Fair Housing Mini Conference on April 4, and partner with various organizations to host additional education and outreach events







# CRC: A Look Ahead

# Year One - ***DISRUPTIVE***

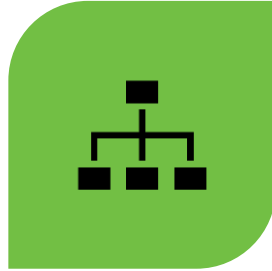
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Community/Civil  
Visit – Listening  
Sessions (City,  
County, CC, CRC,  
etc.)



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**

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### Increase

- Increase community engagement efforts/initiatives

### Form

- Form strategic partners

### Build

- Build a talk series

## Year Three- ***STABILIZING***

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Retain 100%  
membership and  
engagement



Strong leadership  
transition

A close-up photograph of a light-colored wooden letter 'A' resting on a surface with a blue grid pattern. The letter is slightly angled, and the background is softly blurred.

# Opportunities

01

More engaged  
committee

02

Increased  
collaboration

03

City/County  
partnership





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## 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!

Sam Smith Jr.  
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CRC Executive Director  
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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.*