

## Committee Name: Community Relations Committee (CRC)

Period of time this report covers: July 1, 2018 to June 30, 2019

Prepared June 13, 2019.

Approved by full Committee on June 18, 2019

Committee Chairwoman: Patricia Albritton

Committee Vice Chairman: Michael Smalenberger

## Committee Members: As of June 4, 2019

First Name	Last Name	Special Category (Appointment by)	Current Term Period	CRC Subcommittee
Patricia	Albritton	City Council	Appointed chair 11/9/2012. New term July 1 2016 - June 30 2019	CRC Chair/Program
Alicia	Benjamin	Mecklenburg County	March 21 2017 - July 30 2020	Communications/Crisis Response
Mark	Boone	Mayor	July 21 2016 - July 20 2019	Leader/MLK/Communications
Kelvin	Brim	Mecklenburg County	September 20 2017 - September 30 2020	Education/Young Leaders
Vanessa	Clarke	Mecklenburg County	March 21 2017 - July 30 2020	Leader/Education/Young Leaders; Communications
Rosanny	Crumpton	Mecklenburg County	Sept 18 2018 - Sept 30 2020	Intercultural Relations
Roderick	Davis	Mecklenburg County	Oct 17 2017 - Sept 30 2020	Crisis Response
George	Dortche	Mecklenburg County	September 20 2017 - September 30 2020	Education/Young Leaders/Police Community Relations//MLK/Crisis Response
Kimberly	Edmonds	Mayor	July 1 2018 - June 30, 2021	Education/Young Leaders/Intercultural Relations
Gina	Esquivel	Mayor	Feb 5 2019 - June 30 2020	Intercultural Relations
LaToya	Evans	City Council	January 22 2018 - June 30 2019	Crisis Response

Wesley	Farnam	City Council	Feb 25 2019 - June 30 2019 and July 1 2019 - June 30 2022	Intercultural Relations
Avery	Faucett	Mayor	Aug 4 2016 - Aug 3 2019	Education/Young Leaders
Bonnie	Foster	Mecklenburg County	March 21 2017 - July 30 2020	Police Community Relations/Crisis Response
Karen	Gipson	City Council	April 23, 2018 - June 30 2019	Vice Leader MLK
Gary	Leake	City Council	July 1 2016 - June 30 2019	MLK
Eboni	Lewis	Mecklenburg County	Dec 5 2017 - Sept 30, 2020	Communications
Angela	Lindsay	Mecklenburg County	Mar 17 2015 - July 31 2020	Communications
Adrienne	Martinez	Mecklenburg County	Aug 8 2018 - Sept 30, 2020	Intercultural Relations
Jason	Michel	Mecklenburg County	Nov 15 2016 - July 31 2020	MLK/Communications/Crisis Response
Jorge	Millares	Mayor	Nov 4 2018 - Nov 3 2021	Intercultural Relations
Frederick	Murphy	City Council	Feb 25 2019 - June 30 2021	Education/Young Leaders
Arun	Nair	Mecklenburg County	Aug 8 2018 - Aug 31 2021	Vice Leader/Intercultural Relations; Education/Young Leaders
Aaron	Orr, Sr.	City Council	July 1 2016 - June 30 2019	Police Community Relations
Manisha	Parekh	Mecklenburg County	January 15 2019 - Sept 30 2020	Intercultural Relations
Beth	Pickering	City Council	July 1 2016 - June 30 2019	Crisis Response
Joseph	Raines	Mecklenburg County	July 11 2017- July 31 2020	Police Community Relations
Barbara	Ratliff	City Council	Jan 8 2018 - June 30 2019	Crisis Response
Delores	Reid-Smith	City Council	July 1 2016 - June 30 2019	Leader MLK Events; Police Community Relations
Rochelle	Rivas	City Council	April 23, 2018 - June 30 2019	Police Community Relations
Tonya	Rivens	Mayor	June 20 2017 - June 19 2020	Police Community Relations

Rhonda	Rivers	Mecklenburg County	April 5 2018 - July 31 2020	Crisis Response
Dana	Sidberry	Mecklenburg County	July 11 2017- July 31 2020	Leader/Police Community Relations/MLK
Gina	Sirhan	Mecklenburg County	April 5 2018 - July 31 2020	Crisis Response
Michael	Smalenberger	Mayor	<b>Appointed Vice Chair 6/14/2018.</b> Nov 5 2015 - June 30 2020	CRC Vice Chair; Education/Young Leaders
Samuel	Smith, Jr.	Mecklenburg County	Aug 8 2018 - August 31 2021	MLK Events/Communications/Police Community Relations
Vivian	Spruill	Mecklenburg County	Nov 15 2016 - July 31 2020	Leader/Crisis Response
Michael	Tanck	City Council	July 1 2016 - June 30 2019	Communications
Yvette	Townsend-Ingram	Mecklenburg County	April 2 2019 - Sept 30 2019	Education/Young Leaders
Hector	Vaca, Jr.	City Council	March 9 2019 - March 8 2022	Leader/Intercultural Relations
Michael	Whitener	Mayor	July 1 2018 - June 30 2021	Police Community Relations/Education/Young Leaders

### **Committee Vacancies as of June 4, 2019 – One County appointment**

### **The main goals and objectives for the Committee:**

#### **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 creates opportunities to effect positive outcomes.

To better reflect the vision and the evolving mission of the CRC, the above vision and mission statements were updated on May 24, 2019 after discussions between the CRC staff managers and the CRC chairwoman.

**Goals:**

Together CRC committee members and staff work to enhance human relations through seven core service areas: intergroup relations, fair housing assistance program, police-community relations, conflict management, communications, education, crisis response, intercultural relations, and ADA–Title II. CRC also seeks to accomplish the following goals:

- Ensure fair housing practices and equal access to public accommodations, City services, policies, programs and communications
- Assist in settling disputes and group conflicts
- Improve inter-racial, inter-ethnic and community relations
- Prevent discrimination
- Improve communications among various community groups and individuals
- Promote equitable opportunity, understanding, respect and goodwill among all citizens
- Provide channels of communication among the various racial, religious and ethnic groups in Charlotte-Mecklenburg
- Study problems in the areas of human and community relations.

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**Charges or tasks of the Committee (Action items for the reporting year)**

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**Summary of accomplishments:**

1. Updated the CRC membership guidelines for new and existing members.
2. The Vision and Mission statements were updated to more closely reflect the current work of the CRC. The vision and mission statements were also updated for the CRC subcommittees.
3. Completed the annual retreat which included a historical tour of Charlotte.
4. In partnership with CMPD, the “Bridging the Difference” dialogues were designed to engage the community in conversation on topics such as: Immigration, Access, and Opportunity, the Opioid Epidemic, Building a Positive Future for Youth, as well as conversations regarding the officer-involved shooting and the subsequent release of the body-cam video.
5. In partnership with the Charlotte Mecklenburg Library system, conversations were held with youth regarding the book “The Hate You Give”.
6. Community Relations, in collaboration with the Housing and Neighborhood Services Department and CMPD, has developed the JumpStart Safety Micro-Grant initiative. The goal of this initiative is to quickly infuse local grassroots community groups and organizations with small grants to support programing around the Community Empowerment Initiative themes of:
  - Conflict Resolution and Mediation
  - Crime Fighting and Prevention
  - Opportunities for Youth and/or Parents
  - Family Stability
  - Addressing Racial Segregation.

Organizations may apply for a one-time grant of \$500 or \$1,000 for a small project.

Applications are accepted on a rolling basis. All projects must be concluded, with a close-out report, by June 30<sup>th</sup> of the award cycle. Organizations do not need to be a formal 501c3 organization to apply for funding. Additionally, grantee organizations are asked to participate in a JumpStart Community Safety Expo, in the fall, to share their successes and best practices with the Charlotte community.

7. The Community Relations Department served as the lead department in developing and organizing work teams comprised of an array of City departments to serve the individual council members. Utilizing the assistance of more than 8,000 city employees, members of the team provided council members and their respective constituents assistance by:
  - Anticipating and bringing district/city issues forward
  - Prepping materials, as needed, for Council, Committee, and community meetings
  - Attending community meetings to provide staff services and support
  - Keeping the Council members updated and informed
  - Providing direct connection to resources for all neighborhoods – either via the City or community partners.

The purpose of the Council Member Support Teams is to act as a more efficient and effective resource for Council.

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8. As part of the City's Neighborhood Development Committee, Community Relations Department staff was instrumental in obtaining community feedback on proposed changes to the City's Noise Ordinance. The Department hosted several Engagement sessions that included residents, business owners, and groups representing the hotel and construction and developer industries. CRC also implemented an online survey to solicit feedback. The common themes from the stakeholder feedback were concerns with the impact of noise on:
- The Economy
  - Health and Safety
  - Types and Degree of Enforcement
  - Effective Policy
  - Necessity of Public Outreach.
- The data gathered was used to inform the Committee on the various considerations needed as they voted to send the proposed changes to the Noise Ordinance to the full City Council for discussion and approval.
9. The Intercultural Relations subcommittee completed several initiatives:
- Provided a recommendation to update the ordinance governing boards and commissions in Charlotte. As a result, being a registered voter is no longer required to apply and be appointed to a commission or board.
  - Assisted the members of the two tenant association groups to prepare fair housing complaints to the City.
  - Participated in multiple public events to distribute information on the CRC and invite the public to join and attend regular CRC meetings.
  - Facilitated meetings, specifically for the International community, to introduce the CRC and how the CRC may provide guidance to community services.
  - Partnered with immigration attorney Cynthia Aziz to educate the CRC on immigration law and alternatives for new and existing immigrants.
10. The Communications subcommittee members volunteered a total of more than 300 hours of their time to write, edit and publish a quarterly newsletter which focused on the work of the CRC, its members, city employees, and community partners.
- The Communications Subcommittee members secured more than \$100,000 worth of in-kind graphic design and advertisement resources. This included billboards, websites, print media, television and radio ads to promote community engagement events including the Charlotte-Mecklenburg Martin Luther King Jr. National Holiday Celebration and the Police Community Relations Awards.
11. The Charlotte-Mecklenburg Martin Luther King Jr. Planning Committee is a citizen group, led by CRC subcommittee members, which plans the annual Martin Luther King, Jr. (MLK) Holiday activities. The events for January 2019 included the following events:
- **Martin Luther King, Jr. Memorial Wreath Laying**  
Tuesday, January 15: Marshall Park. Speaker: Dr. Robert Scott, Senior Pastor, St. Paul Baptist Church.
  - **Atrium Health Martin Luther King, Jr. Holiday Parade**  
Saturday, January 19, Tryon Street from 9th Street to Stonewall Street. A Charlotte tradition since 1981, the MLK Holiday Parade in Uptown Charlotte includes more than 100 community organizations, marching bands, floats and dance performers.
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Approximately 5,000 people participate in the parade. Parade Marshal: Erica Bryant, Anchor, WSOC.

- **United Way's Hands On Charlotte Martin Luther King Jr. Call to Service**  
Saturday, January 19, at Blythe Elementary, East Mecklenburg High School, Marie G. Davis Academy, Renaissance West STEAM Academy. Activating more than 1,600 individuals, this drop-in volunteer event featuring a variety of on-site service projects. The projects include the creation of finished goods which are used by Mecklenburg nonprofits.
- **Martin Luther King, Jr. Growing the Dream Awards Ceremony**  
Saturday, January 19, at Johnson C. Smith University.  
Attended by nearly 350 people, this program recognizes Mecklenburg's unsung heroes, including grassroots leaders who work behind-the-scenes for the betterment of our neighborhoods. Speaker: Ross Cockrell, former player, Charlotte Panthers
- **Martin Luther King Jr. P.E.A.C.E. (Please Educate All Children Equally) Basketball Showcase**  
Saturday, January 19, Second Ward Gym. Attended by more than 700 people, the third annual invitational competition featured eight high school teams from across North and South Carolina. The 2019 teams included West Charlotte High School, Rock Hill High School, Harding University High School, Winston Salem Prep School, Cornelius School, Rocky River High School and West Mecklenburg High School. The Medallion award was presented to Reverend Jacotron Potts, The Park Ministries. Speaker: John Mendez, retired U.S. Judge.
- **Martin Luther King, Jr. National Observance**  
Monday, January 21, Halton Theater @ CPCC Elizabeth.  
The 2019 Dr. Martin Luther King Jr. National Observance Celebration was attended by nearly 700 people. The event recognizes community members who further Dr. King's legacy of promoting equity and social justice. The Celebration also features award-winning work of Charlotte-Mecklenburg School students. Art and writing submissions from more than 124 students were displayed in the lobby area of Halton Theatre. The program highlighted talented students from across the community. The speakers for the event provided the perspective of King as moral cleric. This event was produced in partnership with Charlotte-Mecklenburg Schools and the City of Charlotte.

12. The Education and Young Leaders subcommittee completed several community initiatives:

- The first Book Bag Giveaway was held to coincide with the new school year. Education and Young Leaders members collaborated with dozens of organizations to provide more than 500 book bags. Each book bag included the essentials of reams of paper, notebooks, packs of pens, pencils, highlighters, craft and glue sticks, 6 pairs of socks, and personal care items.
- The Book Bag Giveaway program provided clothes and thousands of pairs of socks for all community members who attended. Free food and drinks fed hundreds of community members. Activities included a bouncy house, video game truck, dance and music, other games for the youth.



- The subcommittee continued the Nonprofit Connect initiative by bringing together non-profit organizations with a focus on mental and physical health of young people, youth homelessness, literacy, and STEAM-based initiatives.
  - The subcommittee conducted workshops covering:
    - i. A partnership with the United Way that provided training on grant writing.
    - ii. Business Building and how to start a non-profit, non-profit finance management, and marketing.
  - Job Confidence geared solely for men and women. Provided donated clothing, résumé building information, information on how to dress for a job interview, and how to maintain professionalism once you are hired.
  - Youth Ambassador Program was started as a three-part summer series for youth that covered: Networking Your Way to a Career, Leadership and Collaboration, and The Importance of Being on a Non-profit Board.
  - Created a collaboration with GenerationNation's Charlotte-Mecklenburg Youth Council to open opportunities to work with local officials and the community while identifying local issues and creating a means to solve them.
  - Created a corporate and government mentoring base to work with Charlotte-Mecklenburg Schools, Charlotte Fire Department, and the Charlotte Mecklenburg Police Department.
  - Created a Social Awareness Event. The social awareness sessions will be held quarterly with various social topics. In collaboration with Race Matters for Juvenile Justice (RMJJ) the first event included information on Diversity, Inclusion, Equality, and Equity.
13. The Police Community Relations subcommittee held the 40<sup>th</sup> annual Charlotte-Mecklenburg Police Community Relations Awards was held on May 17<sup>th</sup>, 2019. The awards recognize police officers who work to improve their community work areas. With over 600 recommendations from the Charlotte-Mecklenburg community, awards were presented to twenty-one semi-finalists and twelve finalists. The semi-finalists and finalists were selected through an interview process between the police officers and members of the CRC subcommittee. The awards are made possible by the generous support of local corporate sponsors.

#### Balanced Scorecard Highlights (July 1, 2018 – May 31, 2019)

Measure	Target	YTD Totals	Percentage of Target
# of Fair Housing Trainings	30	36	120%
# of Persons Trained in Fair Housing	1000	1074	107%
# of Attempted Fair Housing Conciliations	15	82	547%
Number of Volunteer Hours	3700	3714.5	100%



Dollars Saved through Volunteer Hours (\$24.69 per hour)	90000	\$91,711	102%
Number of Conflict Resolution Trainings	100	189	189%
Number of Persons Trained in Conflict Resolution	600	1768	295%
% of Cases Successfully Resolved through Mediation / Conciliation	85%	87%	102%
# of ADA Trainings	20	27	135%
# of Persons Trained in ADA	250	474	190%
# of Police Complaints Processed	220	244	111%
# of Police Community Relations Awards Nominations	400	630	158%
# of Community Dialogues	25	50	200%
# of Persons in Attendance at Community Dialogues	500	1894	379%

Five year trend data is provided to better highlight the ongoing work and success of the CRC:

Americans with Disabilities Act (ADA)	Dispute Settlement	Fair Housing	Community Affairs / Police Community Relations
90 ADA Trainings; 1222 persons trained	Conflict Resolution / Mediation	140 Cases Investigated	Conflict Resolution & Mediation (Youth)
Increased Accessible signage by 30%	7506 Cases Mediated	228 Fair Housing Trainings; 3,778 persons trained	Large-scale City event support
9 City Buildings Improved	\$1.5M Criminal Justice Dollars Saved	\$489K – Grant Funding	Increase Social Capital
25 ADA Department Liaisons	229 Conflict Resolution Trainings; 2476 persons trained		107 Diversity Trainings; 3722 persons trained
	\$588K – Grant Funding		125 Police – Community Dialogues
			313 Chain of Command Hearings
Public- Private Revenue Secured			
Federal – HUD \$489K 1FTT Position	State – NC \$588K 2FTT Positions	Private Businesses \$498K Police Community Relations and MLK	CMPD \$255,475 2FTT Positions
In-Kind & Local Taxpayer Dollars Saved			
In-Kind Volunteer Hours – 19,038 In-Kind Dollars - \$490,934	Local Taxpayer Dollars Saved \$3.57M (HUD, State, Private, Criminal Justice Savings, In-Kind)		

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**List of activities in progress including upcoming events/discussions:**

1. The CRC is reviewing the total number of committee members and the purpose of each subcommittee.
2. The CRC is reviewing skills assessment tools that may be used to assess the talents of potential and appointed community members.
3. The CRC is reviewing the City policy for social media and looking for ways to provide more information and access to community members and other human relations teams from around the country.
4. The CRC is considering the legality and effectiveness of fundraising to assist with the costs of future initiatives and community events.
5. The CRC is developing a community letter, for the Republican National Committee (RNC), and the community expectations for the RNC convention in August 2020.

**Issues that need to be addressed:**

1. The size of the CRC needs to be addressed. Even though the CRC Advisory Board is one of the largest, the work of the CRC crosses multiple areas of a growing Charlotte community.
2. A skills assessment may be necessary to find the correct mix of appointments for the CRC.
3. Some training may be mandatory to serve on the CRC. This training may include mediation, conflict resolution, implicit bias, diversity and inclusion, and fair housing.
4. A budget needs to be established for the CRC office that supports the Americans with Disability Act (ADA).
5. A budget needs to be established for CRC's Community Affairs program which began in FY2019.
6. An updated procedure will need to be developed with CMPD to allow the safe return of legal and illegal weapons.
7. Because of the lack of clarity involving the status of documented and undocumented immigrants, public awareness campaigns and community meetings are needed to provide accurate information on the immigration status in Charlotte-Mecklenburg.
8. Conflict resolutions programs need to be expanded in CMS and throughout the Charlotte-Mecklenburg communities. Programs are in process to train the trainers.
9. Update the social media policy to allow social media accounts and websites to be managed by the chair, vice-chair, and subcommittee leaders of the CRC.

**Recommendations to the City Council:**

1. The Memo of Understanding (MOU) needs to be developed to document the working relationships between the City Council, Board of County Commissioners, and the CMS School Board and school superintendent. This updated MOU should allow the CRC to provide more assistance with programs for Charlotte-Mecklenburg schools.