Winston-Salem

Human Relations Department

ANNUAL REPORT

Fiscal Year 2014-2015

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Human Relations Director

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HUMAN RELATIONS COMMISSION

MISSION STATEMENT

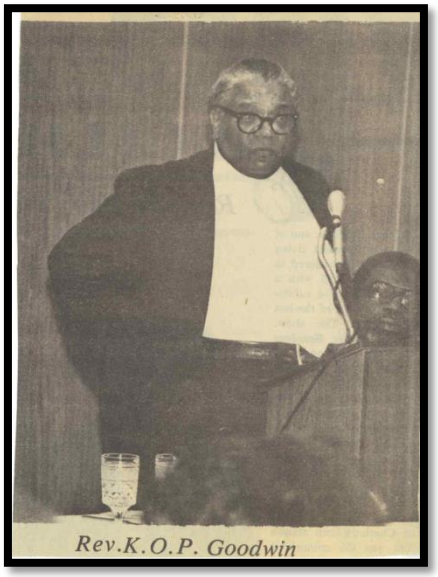
The mission of Human Relations is to create, facilitate, promote, anticipate, study, and recommend programs, projects, feedback, and actions for the elimination of discrimination in any and all fields of human relationships.

COMMISSION'S VISION

"Winston-Salem—A Place Where Everyone is Treated Fairly"

HISTORY

In February 1978, the City Council amended Section I, Chapter 2 of the City Code and created the Winston-Salem Human Relations Commission by adopting an ordinance entitled "An Ordinance Creating A Human Relations Commission." In June of 1978, the Commission was funded $31,000 by the City Council to carry out the provisions of the Ordinance. On August 2, 1978, A Memorandum of Understanding was signed between the City of Winston-Salem and the U.S. Department of Housing and Urban Development. Through this agreement, the City established a fair housing strategy task force, which became the New Horizons Fair Housing Committee, the only mandated committee of the Human Relations Commission. The first Human Relations Director, Herman Aldridge, was hired on October 30, 1978, as Director of the Human Relations Department.



Reverend K.O.P. Goodwin
Original Chair of the
Human Relations Commission
1978

THE COMMISSION'S RELATIONSHIP TO CITY GOVERNMENT

The government of the City of Winston-Salem and the general management and control of all its affairs are vested in the City Council and the Mayor. The City Council appoints the City Manager who is the administrative head of City government and is responsible for the administration of all departments of City government. The City Council is also the appointing authority for members of the Human Relations Commission.

The Commission keeps the City Manager and the City Council informed of its activities. To further that communication, the chairperson or a designated member of the Commission shall appear annually before the City Council to provide them with information on the pulse of the community; a yearly progress report on Commission programs and projects; and a presentation on noted problem or possible problem areas within the community.

The Commission makes suggestions and recommendations to the City Council concerning new City ordinances or amendments to existing local ordinances relevant to the welfare and needs of the citizens of Winston-Salem.

THE COMMISSION'S RELATIONSHIP TO THE STAFF

The Commission's relationship with the Human Relations staff involves advising in the directing of staff regarding fair housing and cultural community concerns and issues. During the process of initiating programs and investigating complaints and problems, the Commission calls on the staff for technical assistance and research into matters that are brought to the Commission.

THE COMMISSION'S RELATIONSHIP TO THE COMMUNITY

The Human Relations Commission is the body through which citizens' problems and concerns can be relayed to City officials. Often, this is accomplished through public hearings and forums. Through these hearings and forums, the Commission can actively solicit citizen input and monitor the climate of the community in an effort to proactively minimize problems and stay abreast of changing needs. Citizens may also contact individual Commissioners with concerns or attend Commission meetings and voice their concerns.

THE WINSTON-SALEM HUMAN RELATIONS COMMISSION

OVERVIEW

The Winston-Salem Human Relations Department is the working arm of the Commission and is responsible for the overall operation of the Department and Commission.

The staff is comprised of a Human Relations Director, two Human Relations Specialists, an Outreach Specialist, and an Intake Specialist, who work under the general direction of the City Manager. The staff is guided by laws, ordinances and regulations pertaining to the operation of municipal government and is subject to policies, procedures and guidance adopted by the Winston-Salem City Council.

The staff performs professional and creative work in planning, promoting, coordinating, and implementing programs related to an extensive range of municipal human relationships. The objectives of the programs are to eliminate discrimination and to develop mutual respect and understanding among all racial and ethnic groups throughout the city. The work requires specialized performance on a wide variety of human problems and human relationships, which are generally of a complex social nature. The Director, through her staff, provides liaison, clerical assistance, and research support to the Commission and the committees appointed by the Commission.

Activities of the Commission are oriented toward the reduction of conflict and tension among all racial and ethnic groups, and toward equal rights, responsibilities and privileges for all citizens of the community. The Director also affects and maintains liaisons and coordinated relationships between her department and other City departments, boards, committees and commissions, organizations and agencies within the City.

The Commission establishes and maintains efficient, effective and dependable communication with individual citizens, citizen groups, the business community, churches, and social organizations as a representative of City government in a continuous relationship.

MANAGEMENT'S COMMENTS

WANDA ALLEN-ABRAHA, DIRECTOR

The vision of the Winston-Salem Human Relations Commission is: **"Winston-Salem: A place where everyone is treated fairly."** Since the arrival of the current director in November 2001, the Commission continues to make improving its image and visibility in the community a Strategic Action Plan priority. By implementing the director's approach in implementing new systems and streamlining successful procedures, an increase in productivity with regard to the number of investigations, special projects, and community outreach efforts will result. Specifically, the department continues to disseminate quarterly newsletters and tape two quarterly television shows on WSTV-13 (Nexus and Tu Comunidad) that feature human relations topics, programs, issues, and partners.

The Commission continues to focus its investigations on the areas in which it has jurisdiction and enforcement authority. These areas are primarily focused on discrimination issues, as described in the Fair Housing Act. The Department will also continue to mediate, investigate and process landlord/tenant issues, as per North Carolina General Statutes, specifically Chapter 42. Additionally, the Department has forged an historic partnership with the Forsyth County District Court, the City Attorney's Office, and Legal Aid of Northwest North Carolina to implement the Alternative Residential Mediation program, which will provide residents with a free, expedient, non-litigious way to resolve landlord/tenant complaints. It is the first of its kind in North Carolina.

The Commission continues to participate in the administration of the Fair Housing Assistance Program (FHAP) grant through the U.S. Department of Housing and Urban Development (HUD). The FHAP grant's focus parallels the focus of the Commission by emphasizing the importance of continual community education and outreach. Additionally, the FHAP grant utilizes a system of tracking fair housing investigations that is compatible with the Department's internal system of ensuring a thorough, step-by-step process for enforcing the Fair Housing Act.

The Commission will continue its focus on community education and outreach with respect to Fair Housing and landlord/tenant laws. The Commission will expand its efforts in ensuring that every segment of the City's population has access to the services of the Department. For instance, the Department launched the Fair Housing Media Campaign to begin a multi-media effort to raise awareness of the investigative and mediation services that are offered by the department. Specific media outlets include the Internet, radio, television, and print media. The Department also continues to employ two bilingual staff members who can communicate with members of the Hispanic community. Staff will continue to field questions from the general public via telephone and in person. Staff will also continue to conduct and track at least one outreach and/or training per month.

DESCRIPTION OF COMMISSION PROGRAMS/PERFORMANCE MEASURES

I. Complaint Resolution. This program receives, investigates, conciliates, and mediates citizens' allegations of discriminatory civil rights complaints and unfair treatment in residential housing based on race, national origin, gender, familial status, disability, and color, and religion, as per the federal Fair Housing Act. This program also promulgates adherence to North Carolina General Statute Chapter 42, as it relates to landlord/tenant law.

II. Education and Training. This program sponsors education, training, and outreach that provide formal, informal, and informational classes and seminars to citizens, citizen groups, businesses, and others about fair housing, landlord/tenant issues, cultural diversity, disability, and other human and civil rights issues.

III. Community Relations. This program sponsors and co-sponsors forums and projects for the community that provide information to citizens in partnership with community grassroots organizations and agencies who serve specific segments of the population who are traditionally overlooked.

IV. Limited English Proficiency. This program and policy sets forth the basic requirements and procedures intended to ensure City of Winston-Salem government takes reasonable steps to consistently meet its legal obligation of language access requirements in compliance with Title VI and E.O. 13166. The City of Winston-Salem is committed to improving the accessibility of services to persons with Limited English Proficiency (LEP) and to developing and implementing a system that gives LEP persons "meaningful access" to the City of Winston-Salem's programs and services. The City of Winston-Salem has adopted the goal of improving Hispanic Relations, as per the City Council's Strategic Plan. As a result, the City of Winston-Salem has delegated authority for an LEP Compliance Coordinator (the Human Relations Director) within the Human Relations Department.

Congress enacted Title VI of the Civil Rights Act of 1964 to ensure federal money is not used to support discrimination on the basis of race or national origin in government activities. Section 601 states: "No person in the United States shall, on ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." Neither Title VI, nor its implementing regulations discuss linguistic access per se; however, the courts have consistently found a close connection between national origin and language.

In 2000, the President signed Executive Order (E.O.) 13166 mandating all federal agencies and recipients of federal financial assistance take reasonable steps to ensure meaningful access to their programs to limited English proficient (LEP) individuals. These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

DESCRIPTION OF PROGRAMS CONTINUED

The City of Winston-Salem receives federal funding in support of programs, services, and activities through the following all departments receiving federal funding. The City also receives special federal grants or appropriations from time to time to undertake capital projects.

The LEP Compliance Coordinator (Human Relations Director) in the Human Relations Department is responsible for examining all City services, providing outreach to the growing LEP community, and interfacing with all City Departments to help ensure meaningful access to LEP clients and customers. The LEP Compliance Coordinator is able to assist and support Departmental staff in assessing their specific needs and preparing a draft LEP document. The LEP Compliance Coordinator performs the role of resource and advocate for effective plan development.

The LEP Compliance Coordinator also coordinates the Spanish Language Assessment Tool used by hiring Departments in conjunction with normal Human Resources processes to evaluate the Spanish language proficiencies of prospective employees whose jobs may require or prefer bi-lingual abilities, or current employees who may be called upon by the Department to assist their Spanish-speaking customers or clients.

The LEP Compliance Coordinator is not unilaterally responsible for directly providing translation or interpretation services to City Departments. The LEP Compliance Coordinator is responsible for identifying and maintaining a network of qualified community resources for referral to City Departments.

V. Boards and Commissions

College Advisory Board (CAB) (See the separate College Advisory Board Annual Report)

In May 2010, the Winston-Salem City Council designated the Human Relations Department to administer a newly-created advisory board consisting of full-time volunteer college students from Forsyth County colleges and universities. The newly-created College Advisory Board (herein after referred to as “CAB”) advises the Winston-Salem City Council regarding matters of interest to students who are enrolled in colleges and universities in Winston-Salem.

The CAB serves to represent the needs, interests, and concerns of college students and recent graduates by engaging them in relevant community projects, programs, and issues. The CAB serves as a college advisory entity to the City Council regarding areas such as economic development projects, transit advocacy, and student housing issues (and other issues the group may suggest) that will encourage students to remain in Winston-Salem post graduation. All of these areas either directly or indirectly impact student fair housing opportunities and/or impediments.

DESCRIPTION OF PROGRAMS CONTINUED

One of the goals and objectives of the CAB is to voice concerns and resources pertaining to off-campus student housing issues involving landlords, property managers, and fair housing matters. A specific plan of action is to develop a sub-committee of the CAB to receive and mediate fair housing and landlord/tenant issues, which could potentially develop into fair housing complaints, from the college students and against the college students who reside in off-campus housing. This sub-committee would work in partnership with other city departments and community agencies, as needed. Fair housing and landlord/tenant training would also be a component of the resolution. CAB students and neighborhood leaders would be encouraged to coordinate and assist in conducting these trainings in partnership.

The duties of the board are:

(a) Suggest and contribute ideas to economic development projects that will appeal to college students and young professionals;

(b) Advocate for public transit availability and accessibility at various colleges and universities;

(c) Voice concerns and resources pertaining to off-campus student housing issues involving landlords, property managers, and fair housing matters;

(d) Actively engage in learning about community leadership opportunities that will encourage and foster partnerships with colleges and universities, as well as young professionals; and

(e) Encourage college students to remain in Winston-Salem after graduation.

2014-2015 College Advisory Board

Human Relations Commission (HRC)

In 1975, the Winston-Salem Human Relations Commission was established as an advisory board by city ordinance by the Board of Aldermen (now the "City Council"), pursuant to the provisions of G.S. 160A-492. The Commission was originally established to study race relations and forms of discrimination. The nature and the extent of its policies and programs are determined and set by the commission and shall be implemented within accepted policies and procedures of the city.

The Duties of the Commission are:

(A) To **study problems of discrimination** in any or all fields of human relationships and **encourage fair treatment and mutual understanding** among all ethnic groups in the city;

(B) To **promote equality of opportunity** for all citizens;

(C) To **provide channels of communication** among all ethnic groups;

(D) To **encourage the employment of qualified people** of all ethnic groups;

(E) To **encourage youth** to become better trained and qualified for employment opportunities;

(F) To **anticipate and discover those practices and customs most likely to create animosity and unrest** among racial and ethnic groups and by consultation **seek a solution** as these problems arise or are anticipated;

(G) To hold such meetings as the Commission may deem necessary or proper to assist in carrying out its functions;

(H) To **make recommendations to the City Council** for action it deems necessary to the furtherance of harmony among racial and ethnic groups in the city; and to perform such other duties consistent with the general law as may be assigned it from time to time by the City of Council.

(I) On August 2, 1978, A Memorandum of Understanding was signed between the City of Winston-Salem and the U.S. Department of Housing and Urban Development. Through this agreement, the City established a fair housing strategy task force, which became the New Horizons Fair Housing Committee, the only mandated committee of the Human Relations Commission.

Through efforts of the New Horizons Fair Housing Committee and others, the Board of Aldermen adopted the Winston-Salem Fair Housing Ordinance on May 17, 1982. In addition to the Ordinance, the City Council adopted Rules and

Regulations to provide guidelines for the Human Relations Staff in carrying out the provisions of the Ordinance.

(J) In accordance with the ordinance amending Article III, Division 8 of Chapter 2 of the City Code, as adopted by the City Council on January 21, 2003, **to facilitate partnerships with fair housing and cultural community organizations** in furtherance of the Commission's purpose.

(K) In accordance with the ordinance amending Article III, Division 8 of Chapter 2 of the City Code, as adopted by the City Council on January 21, 2003, to perform other duties as necessary to enforce the powers assigned it in accordance with Article IV, the Fair Housing Ordinance of the City of Winston-Salem, of Chapter 38 of the City Code.

The Fair Housing Ordinance makes it unlawful for an owner or any other person engaging in a real estate transaction, or for a real estate broker or salesman to discriminate because of race, color, religion, national origin, or sex, against a person or a person residing with that person or of friends or associates of that person. The Federal Fair Housing Law was amended on March 12, 1989, to include handicapped and families with children as protected classes under the law. These are now included in the Winston-Salem Fair Housing Ordinance.

The Commission has four other standing committees -- Community Relations, Hispanic Relations, Student Relations, and Interfaith. The **Community Relations Committee** duties are to develop programs to enhance cultural exchange, such as Beyond Soul and Salsa; **Hispanic Relations** partners with Hispanic organizations to develop outreach for and to educate the Hispanic community, such as Fiesta; **Student Relations** develops programs to engage the youth in leadership and civil rights education and training, such as the annual awards banquet; the **Interfaith Committee** networks with civic organizations and churches across religious denomination lines to develop unifying programs, community education, and special projects, such as the Martin Luther King Jr. Noonday Observance.

Although these committees must be chaired by a Human Relations Commissioner, MEMBERSHIP ON ANY OF THE HUMAN RELATIONS COMMISSION'S COMMITTEES IS OPEN TO ALL INTERESTED RESIDENT(S) WHO RESIDE IN THE CITY.

Youth Advisory Council (YAC) (See the separate Youth Advisory Council Annual Report)

In 2010, the City Council designated the Human Relations Department to administer the Youth Advisory Council. The purpose of the Youth Council will be to provide a venue for youth between the ages of 14-18 to have an active means of civic engagement in local government. General duties will include, but will not necessarily be limited to:

(1) Actively promoting the participation of the youth in city government programs and activities;
(2) Promoting positive human relations among all youth;
(3) Providing channels of communication among all ethnic groups;
(4) Encouraging the employment of qualified people of all ethnic groups;
(5) Encouraging youth to become better trained and qualified for employment opportunities;
(6) Performing duties consistent with general law as may be assigned it from time to time by the City Council; and
(7) Performing such other duties as necessary to enforce the powers assigned to it.

As established by the City Council, the Youth Council's mission is to serve as a conduit between city government and their younger constituents. Their core focus is to include youth civic engagement by way of community programming, developing youth-oriented activities, contributing at least 40 volunteer hours per school year to government-related initiatives, projects, and programs, providing information to the community regarding topics that are important and relevant to the youth in our community, and to advise the City Council and the Human Relations Department on matters that relate to the community's youth population.

The Youth Council is charged with the authority and responsibility of making recommendations to the City Council concerning the needs and concerns of community youth and the appropriate means by which city government can work with public and private agencies to address such needs and concerns.

2014-2015 Youth Advisory Council

PERFORMANCE INFORMATION BY PROGRAM

I. Complaint Resolution: Program Goals (Fair Housing/Landlord Tenant Focus)

- Assist citizens with complaints of alleged discrimination or unfair treatment in housing, Americans with Disabilities Act issues, and landlord/tenant disputes.
- Provide citizens referral assistance to City, county, state, federal and nonprofit agencies on complaint issues not related to program descriptions.

Performance Measures: Complaint Resolution	Actual 2013-2014	Objective 2014-2015	Actual 2014-2015	Objective 2015-2016
Effectiveness				
Immediate response time to citizens' complaints	100%	100%	100%	100%
Percentage of complaints resolved	100%	100%	100%	100%
Efficiency				
Percentage of staff time for complaint processing and resolution	56%	55%	55%	55%
Workload Indicators				
Housing Discrimination Complaints Processed	12	15	5	10
Housing Complaints Processed	550	500	550	500
Employment Complaints Referred to EEOC	0	5	0	5
Miscellaneous Complaints Processed	145	100	125	100

Performance Measures: Case Investigation	Actual 2013-2014	Objective 2014-2015	Actual 2014-2015	Projected 2015-2016
Effectiveness				
Resolve 50% of landlord/tenant cases through mediation	47%	50%	50%	50%
Close 10% of landlord/tenant cases due to impasse	10%	10%	0%	10%
Close 75% of landlord/tenant cases within 45 days	80%	75%	84%	75%
Maintain average investigative time per landlord/tenant case of 45 days or less	31 days	45 days	13 days	45 days
Maintain average investigative time per housing discrimination case of 100 days or less	95 days	100 days	104 days	100 days
Workload				
Total housing discrimination cases processed	13	27	13	30
Total landlord/tenant cases processed	76	110	76	100
Total forums and public discussions held	60	63	60	60

FY 2014-2015 Complaint Resolution Program Accomplishments

- ✓ Continued implementation of the fair housing, landlord/tenant-oriented of the Human Relations Commission's Strategic Action Plan initiatives.
- ✓ Continued cross-training with key community partner agencies and departments, such as Legal Aid and the Housing Authority of Winston-Salem and Center for Homeownership.
- ✓ Increased staff productivity by continuing to hire student interns to assist staff with training and outreach preparation.
- ✓ Continued the Fair Housing Media Campaign, which is a multi-year radio and television campaign advising the community of the complaints resolution services available from the department.
- ✓ Increased fair housing complaint accessibility for the Hispanic community by continuing to employ two bilingual Human Relations Specialists and a grant-funded, bilingual Intake Specialist as well as continuing with the *Tu Comunidad* quarterly Spanish television show that educates the Hispanic community by highlighting key City services and programs, including Fair Housing.

II. Education and Training: Program Goals (Newsletters, TV Shows, Employee Training Reach Focus)

- Sponsor formal and informal education, training and other outreach programs for citizens, citizen groups, businesses and others in the areas of fair housing, landlord/tenant issues, disability (ADA), cultural diversity, and other human/civil rights topics.
- Promote equality of opportunity for all citizens.

Performance Measures: Education and Outreach

	Actual 2013-2014	Objective 2014-2015	Actual 2014-2015	Objective 2015-2016
Effectiveness				
Number of educational programs	60	50	50	50
Percentage of staff time conducting outreach	25%	20%	40%	20%
Workload				
Number educated	15,865	11,000	10,000	10,000

See Appendix A for Detailed Outline of FY 2013-2014 Education and Outreach.

FY 2014-2015 Key Education and Training Program Accomplishments Summary

- ✓ Continued substantial equivalency status with the U.S. Department of Housing and Urban Development by continued funding of the FHAP (Fair Housing Assistance Program) Grant for housing discrimination cases and fair housing training;
- ✓ Continued to provide staff for the following Human Relations Subcommittees:

  New Horizons Fair Housing Committee
  Student Human Relations Committee
  Interfaith Committee
  Community Relations Committee
  Multicultural Relations Committee

FY 2014-2015 Education and Training Program Key Objectives

Key objectives include:

- ✓ Increasing **utilization and distribution of newsletters and brochures** in public education, training and outreach efforts.
- ✓ Continuing with the Housing and Urban Development Fair Housing Assistance Program Grant to **provide expanded programs, projects, and resources in support of fair housing** and outreach.
- ✓ Continuing the Department and Commission's **exposure through television and print media** through the quarterly Nexus Newsletter, the quarterly Nexus Television program and the quarterly Tu Comunidad Spanish television program on WSTV-13.
- ✓ Continuing with the three strategies to **increase and expand outreach to the public in areas of race relations and cultural diversity**, to be accomplished by:

  1. Following strategies outlined in the Human Relations Strategic Action Plan.
  2. Ensuring that a Human Relations Specialist is employed who is bilingual with special emphasis on the Hispanic community;
  3. Continuing partnerships with at least ten (10) key community agencies.

- ✓ Continuing current **fair housing education and cultural outreach programs**, to be accomplished by:

  1. Working with the Regional Association of Realtors on the American DREAM Weekend, which is an affordable housing partnership initiative;
  2. Locating and disseminating culturally-based pamphlets and brochures.

- ✓ Conducting appropriate **training for the Human Relations Commission** and its committees/subcommittees to be accomplished by:

  1. Updating orientation materials for all Human Relations Commissioners;

2. Conducting training for new Human Relations Commissioners, as needed;
3. Conducting new refresher fair housing training for all Commissioners;
4. Conducting Hearing Board training as appropriate for Hearing Board members.

✓ Continuing **outreach to local high schools** with cultural diversity/racial equity forums, accomplished by:

1. Encouraging the Student Human Relations Committee assist the local high schools with establishing Human Relations Committees at each school;
2. Continuing the Student Race Relations Forum during Race Equality Week.

✓ **Producing a comprehensive cultural diversity training module for City employees** that emphasizes all of the protected classes under Title VII.

✓ Continuing to **increase the media publicity** of Human Relations Commission and Department programs.

III. Community Relations: Program Goals

- Promote equality of opportunity for all citizens.
- Study problems of discrimination in any or all fields of human relationships.
- Encourage fair treatment and mutual understanding among all ethnic groups in the city.
- Provide channels of communication among all ethnic groups.
- Encourage cultural understanding amongst all ethnic groups.
- Encourage youth to become more involved with cultural diversity initiatives.

Performance Measures: Community Relations

	Actual 2013-2014	Objective 2014-2015	Actual 2014-2015	Objective 2015-2016
Effectiveness				
Number of public forums and discussions	65	50	50	50
Efficiency				
Percentage of staff time with Community Relations	20%	20%	40%	20%
Workload				
Number of attendees	6100	5000	6000	5000
Community groups contacted	325	300	300	300

See Appendix A for Detailed Outline of FY 2014-2015 Community Relations Programs Accomplishments.

MAJOR PROGRAM /PROJECT HIGHLIGHTS

Year Round

Cross Trainings: Human Relations partners with various community agencies, such as the Housing Authority of Winston-Salem (HAWS), Legal Aid of Northwest North Carolina, Salvation Army and Center for Homeownership to cross-train regarding services. Approximately 100 people were trained.

Employee Training: Human Relations partnered for half of this past fiscal year with Human Resources to provide cultural diversity and inclusion training to city employees.

September

International Village: International Village is a showcase of our community's international populations via food, dance and arts and crafts.

Race Equality Week: Human Relations sponsored the annual "Race Equality Week," as sponsored nationally by the National League of Cities. This program consisted of various events such as sponsoring Fiesta, the Hispanic League of the Piedmont Triad's annual festival, in partnership with several other City departments. Fiesta attracts between 10,000 and 20,000 visitors yearly. The Department also hosted and coordinated International Village in partnership with the City's Marketing and Communications Department.

Student Race Relations Forum: The high school Student Race Relations Forum was held at Forsyth Country Day School. Students from each of the Winston-Salem/Forsyth County public high schools participated in a panel-led discussion to address perceptions and stereotypes based on race and culture.

Trust Talks Series: The Human Relations Commission partnered with the Winston-Salem Police Department to continue the community relations outreach program entitled, "Trust Talks." The purpose is to build public trust in our local police department by encouraging open, frank, honest, productive dialogue about mutual perceptions, needs, and solutions. In the wake of the Trayvon Martin incident in Ferguson, MO, the September Trust Talks included the District Attorney, the Forsyth County Sheriff, the Winston-Salem Police Chief, and a representative from the Human Relations Commission.

November

Trust Talks Series: The Human Relations Commission partnered with the Winston-Salem Police Department to initiate a community relations outreach program entitled, "College Trust Talks." The purpose is to build public trust between our local police department, local college police staff, and students by encouraging open, frank, honest, productive dialogue about mutual perceptions, needs, and solutions. In addition to the Winston-Salem Police Department, Salem College, Wake Forest University, Winston-Salem State University, and Forsyth Technical Community College students and police personnel participated. There were approximately 75 attendees.

December

March for Homeless Children: The Human Relations Department sponsored its 12th Annual March for Homeless Children as part of the Winston-Salem Holiday Parade.

Open House: The Commission hosted its annual holiday "Open House" at City Hall. Commissioners, City officials, and Human Relations staff met and greeted the public while celebrating the 36th anniversary of the Human Relations Commission. Approximately 250 people attended.

January

Martin Luther King, Jr. Young Dreamers Award: The Human Relations Commission honored Young Dreamers Award recipients for the third year in a row during the televised Winston-Salem City Council meeting. The award recognizes residents, aged 18-40, who are up-and-coming social change agents in the community and embody the principles of Dr. Martin Luther King, Jr.

Martin Luther King Breakfast with The Chronicle: The Human Relations Commission was a sponsor for The Chronicles Martin Luther King Breakfast. This free breakfast and program served over 1000 community members.

Created Equal Film Series: In partnership with Old Salem, the Created Equal Film series highlighted various documentaries based on civil rights historical moments and turning points in the United States.

February

35th Annual Human Relations Student Awards Banquet: The 35th Annual Human Relations Student Awards Banquet was held at the Twin City Quarter. The banquet honored youth who made significant contributions to the community in the area of human relations and human rights. Approximately 600 persons attended and was later televised on WSTV-13.

Black History Month- Showcase of Song: In celebration of Black History Month, the Winston-Salem Human Relations Commission sponsored the third annual "Showcase of Song: An African-American Cultural Celebration," at the Benton Convention Center. There were approximately 100 people in attendance from across the Triad.

Clergy Trust Talks: The Human Relations Commission partnered with the Winston-Salem Police Department to initiate a community relations outreach program entitled, "Clergy Trust Talks." The purpose is to build public trust between our local police department and local religious leaders by encouraging open, frank, honest, productive dialogue about mutual perceptions, needs, and solutions. There were approximately 50 attendees.

Created Equal Film Series: In partnership with Old Salem, the Created Equal Film series highlighted various documentaries based on civil rights historical moments and turning points in the United States.

March

College Trust Talks: The Human Relations Commission partnered with the Winston-Salem Police Department to initiate a community relations outreach program entitled, "Wake Forest Trust Talks." The purpose is to build public trust between our local police department, Wake Forest University police staff, and students by encouraging open, frank, honest, productive dialogue about mutual perceptions, needs, and solutions. There were approximately 35 attendees. A "Winston-Salem State University Trust Talks" was also held. There were approximately 100 attendees.

Building Integrated Communities Public Meeting: Local Building Integrated Communities stakeholders worked with UNC-Chapel Hill's Latino Migration Project to host a public meeting for service agencies that work with the local immigrant population. The purpose of the meeting was to identify and share needs pertaining to assimilation and barriers as newcomers relocate to Winston-Salem/Forsyth County.

April

Fair Housing Month: The Human Relations Commission observed "Fair Housing Month" throughout the city. The month-long Fair Housing Month celebration included the 10th Annual Fair and Affordable Housing Summit, at which housing industry professionals throughout Forsyth County gathered to discuss housing discrimination and the overall state of housing in the community. Approximately 130 individuals attended this program. This program was later televised on WSTV-13. Additional activities included the Fair Housing Month Kick-Off and Veterans Homeless Connect.

Trust Talks Series: **T**he Human Relations Commission partnered with the Winston-Salem Police Department to initiate a community relations outreach program entitled, "Salem College Trust Talks." The purpose is to build public trust between our local police department, Salem College police staff, and students by encouraging open, frank, honest, productive dialogue about mutual perceptions, needs, and solutions. There were approximately 30 attendees.

Created Equal Film Series: In partnership with Old Salem, the Created Equal Film series highlighted various documentaries based on civil rights historical moments and turning points in the United States.

June

Juneteenth Festival: The Human Relations Commission, in partnership with several community organizations, co-sponsored the Annual Juneteenth Africana Cultural Festival. These events educated the community about the history of African-American culture in the community. Approximately 2,000 residents attended and participated.

WINSTON-SALEM HUMAN RELATIONS DEPARTMENT
2015-2016 OUTLINE OF GOALS

For the fiscal year of 2015-2016, the goals of the Winston-Salem Human Relations Department will focus on the following ten goals:

1. To **maintain the Fair Housing Media Campaign** in order to advertise fair housing laws as well as department and commission events/programs on the Internet, television, radio, and print media;

2. To **continue the International Village Cultural Festival during September (Cultural Diversity Month)** each fall for the citizens of Winston-Salem;

3. To **continue to serve as a resource for City employees for comprehensive, substantive cultural diversity and inclusion training materials** in partnership with the Human Resources Department;

4. To **report on Phase II of the Fair Housing Testing Program via the Human Relations Commission** and the Fair Housing Center of Legal Aid of North Carolina that will aid in affirmatively furthering fair housing laws, as per HUD's mandate;

5. To **continue the Alternative Residential Mediation program**, in partnership with the Forsyth County District Court and the City Attorney's Office, in order to provide a free, expedient, non-litigious option for landlord/tenant complaints;

6. To **continue administering the Limited English Proficiency policy and procedure guide** in satisfaction of federal requirements that are imposed on recipients of federal funding and to assure fair and equitable treatment throughout the community;

7. To continue the **expanded focus on the international community, particularly the Hispanic Community,** in the inclusion of services (to include fair housing, landlord/tenant, and race relations) via the UNC- Chapel Hill Building Integrated Communities' Latino Migration Project and the continuation of the Tu Comunidad Spanish-language television show on WSTV-13;

8. To **continue as a partner of the Winston-Salem Police Department** in holding Trust Talks to facilitate a trusting relationship between the community and police;

9. To **encourage the City to sponsor events** such as the Student Awards Banquet, Fiesta, Cultural Diversity Month, Triad Juneteenth, the Fair Housing Summit, Cultural Connections, the American DREAM Weekend, and the Martin Luther King, Jr. Young Dreamers program with coordination through the Human Relations Department;

10. To **continue creative, effective community service leadership programs and projects through the Youth Advisory Council and College Advisory Board for positive youth and young adult community engagement.**

WINSTON-SALEM HUMAN RELATIONS DEPARTMENT EDUCATION/OUTREACH TRAINING MODULES

In order to satisfy the requirements of HUD's Fair Housing Assistance Program (FHAP), the Commission's Strategic Plan, and the Department's Business and Performance Plans, the following training modules have been developed and implemented by the Human Relations Department staff:

FAIR HOUSING

Audience: General Public

Training Time: Two or four-hour training (for each level after Level 1, the preceding levels are prerequisites)

Level 1	Discrimination as defined by the FHA
Level 2	Tenants' Rights
Level 3	HUD/City Complaint Process and Investigative Procedures
Level 4	Disability Requirements per the FHA and the City Ordinances
Level 5	Domestic Violence and Fair Housing
Level 6	Mortgage Lending Practices

LANDLORD/TENANT

Audience: General Public

Training Time: Two-hour training (for each level after Level 1, the preceding levels are prerequisites)

Level 1	Landlord/Tenant Rights and Responsibilities as per NCGS Chapter 42
Level 2	City Complaint Process and Investigative Procedures
Level 3	Domestic Violence and Fair Housing
Level 4	Disability Requirements

DIVERSITY

Audience: City of Winston-Salem Employees; General Public

Training Time: One to Four-hour training, as needed

Level 1	Cultural Diversity and Inclusion Training
Level 2	Unlawful Workplace Harassment Training
Level 3	Race Relations Training
Level 4	Sexual Harassment Training
Level 5	Inter-Generational Training

Human Relations Budget Summary				
EXPENDITURES BY PROGRAM	**Actual 2013-2014**	**Budget 2014-2015**	**Adopted 2015-2016**	**Percent Change**
General Fund				
Human Relations	$352,246	$356,540	$367,670	3.1%
Contributions to Mediation Services of Forsyth County	$0	$7,110	$7,500	5.5%
Subtotal	**$352,246**	**$363,650**	**$375,170**	**3.2%**
Grants Fund				
Fair Housing Assistance Program Grants	$53,431	$34,500	$34,510	-.03%
Fair Housing Information Fair (Fair Housing Summit and American Dream Weekend)	$15,170	$14,000	$14,000	0%
Fiesta	$3,000	$3,000	$3,000	0%
Subtotal	**$71,600**	**$51,500**	**$51,510**	**0%**
Total Expenditures by Program	**$423,846**	**$415,150**	**$426,680**	**2.8%**
EXPENDITURES BY TYPE	**Actual 2013-2014**	**Budget 2014-2015**	**Adopted 2015-2016**	**Percent Change**
General Fund				
Personnel Expense	$289,666	$298,760	$304,650	2%
Supplies and Services	$62,580	$64,890	$70,520	8.7%
Subtotal General Fund Expenditures	**$352,246**	**$363,650**	**$375,170**	**3.2%**
Grants Fund/Fair Housing Enforcement				
Personnel	$37,040	$2,180	$2,190	0.5%
Supplies and Services	$34,561	$49,320	$49,320	0%
Subtotal Grants Fund Expenditures	**$71,600**	**$51,500**	**$51,510**	**0%**
Total Expenditures by Type	**$423,846**	**$415,150**	**$426,680**	**2.8%**
RESOURCES BY TYPE	**Actual 2013-2014**	**Budget 2014-2015**	**Adopted 2015-2016**	**Percent Change**
General Fund				
Human Relations Banquet Ticket Sales	$25,930	$12,000	$15,000	25.0%
Other General Fund Resources	$326,316	$351,650	$360,170	0%
Subtotal General Fund Resources	**$352,246**	**$363,650**	**$375,170**	**2.8%**
Grants Fund/Fair Housing Enforcement				
U.S. Dept. of Housing and Urban Development	$52,126	$50,000	$50,000	0%
Fair Housing Event Sponsorships	$1,985	$1,500	$1,500	0.7%
NC State Grant	$35,350	0	0	N/A
Subtotal Grants Fund Resources	**$54,111**	**$51,500**	**$51,510**	**0%**
Total Resources by Type	**$406,357**	**$415,150**	**$426,680**	**2.8%**
POSITIONS	**Actual 2013-2014**	**Budget 2014-2015**	**Adopted 2015-2016**	**Percent Change**
Full-Time	5	5	5	0

BUDGET HIGHLIGHTS

- Funding for conflict resolution services provided by Mediation Services of Forsyth County is budgeted at $7,500, an increase of 5.5% from FY 2014-2015.

RECOMMENDATIONS TO THE CITY COUNCIL

The Human Relations Commission in adopting its new Strategic Plan recognizes the need to continue fostering an environment that initiates and supports multiracial and multi-ethnic dialogue and understanding in our community. We respectfully request your support of the following recommendations:

1. The Human Relations Commission recognizes the importance of building and maintaining effective lines of communication between city government and the community. By improving the dialogue with our diverse community groups, city government can ensure that the City of Winston-Salem fosters an environment that is conducive for an atmosphere in which everyone is treated fairly. In carrying out its strategic goals, the Commission will **increase its outreach efforts in all areas of the community and will seek input from the City Council on issues or concerns in their respective wards**. We ask that the City Council support the Commission's goals in this effort.

2. We ask that the City **Council support the Commission's goal of building a stronger relationship with City officials and City commissions**.

3. We ask that the City Council **support the Human Relations Department as it provides a bilingual staff member** who can assist with proactive outreach measures that will facilitate building positive relations between the City government and our rapidly increasing Hispanic population.

The Commission appreciates the continual support it has received from the City Council. Your continued support will only strengthen the Human Relations Commission efforts in working on behalf of all the citizens in Winston-Salem.

2015 City Council

Mayor: Allen Joines City Council: Vivian H. Burke, Mayor Pro Tempore, Northeast Ward; Denise D. Adams, North Ward; Dan Besse, Southwest Ward; Robert C. Clark, West Ward; Molly Leight, South Ward; Jeff MacIntosh, Northwest Ward; Derwin L. Montgomery, East Ward; James Taylor, Jr., Southeast Ward

RELATED BOARDS AND COMMISSIONS

2014-2015 COLLEGE ADVISORY BOARD

Name	School
Patrick Frantz	Forsyth Tech
Ella Hill	Salem College
Alisha Giri	Wake Forest
Lauren Formica	Wake Forest
Keva Kreeger	Salem College
Erica Shepperd-Debnam	Salem College
Rae-Ling Lee	Wake Forest
George O. Bailey IV	Winston-Salem State
Derrick Mobley	Winston-Salem State
Roby D. Lovett	Forsyth Tech
Chris Reyes	Forsyth Tech

2014-2015 HUMAN RELATIONS COMMISSION

First Name	Last Name	Position
Nora	Baker	Chairperson
Timothy	Auman	
Michael	Clinton	Vice-Chairperson, Community Relations Committee Chair
Sonny	Haynes	
Robert	Leak III	New Horizons Fair Housing Committee Chair
Barbara	Saulpaugh	Multi-Cultural Relations Committee Chair
Manjunath	Shamanna	Interfaith Committee Chair
Hon. Ben	Tennille, Ret	Hearing Board Chair
Eusebio	Velez	Student Relations Committee Chair

2014-2015 YOUTH ADVISORY COUNCIL

First Name	Last Name	School
Oryn	Swaso	Mt. Tabor
Dalia	Namak	Parkland High
Darian	Thompson	Parkland High
Quentin	McCullough*	Parkland High
Zach	Skillings	Parkland High
Bryan	Christ	Forsyth Country Day
Sara	Lane*	Forsyth Country Day
Anusha	Doshi	Reagan
Aditi	Pilani*	Reagan
Ryan	Carter	Walkertown High
Devika	Ghosh	Atkins
Victoria	Rivera	East Forsyth
Andrew "Drew"	Lischke*	East Forsyth
Harley	Magno*	Early College
Isabella	Rico	Early College
Robert	Ganzert*	Bishop
Nicholas	Dioli	Bishop
David "Gabe"	Herman*	Paisley
Kirsten	Smith	Paisley
Carolina	Juanico-Cela	Glenn
Kenhoor	Saur*	Glenn
Corrina	Parriman*	North
Keyla	Lewis-Fleming*	W-S Prep
Zamier	Gillespie	W-S Prep
Dakota	Pinckney	Carver High School
Logan	Short	Calvary Baptist Day School
Ross	Hickman	Calvary Baptist Day School
Jabrea	Jackson*	Kennedy High School
Abdull	Mosley	Kennedy High School

*Denotes student serving as alternate

APPENDICES

A. FY 2014-2015 Education and Outreach Report

B. FY 2014-2016 Commission Strategic Action Plan

C. Compassionate Winston-Salem Plan of Action