

ANNUAL REPORT

Fiscal Year 2009-2010



Winston-Salem

CITY OF WINSTON-SALEM



HUMAN RELATIONS DEPARTMENT

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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.

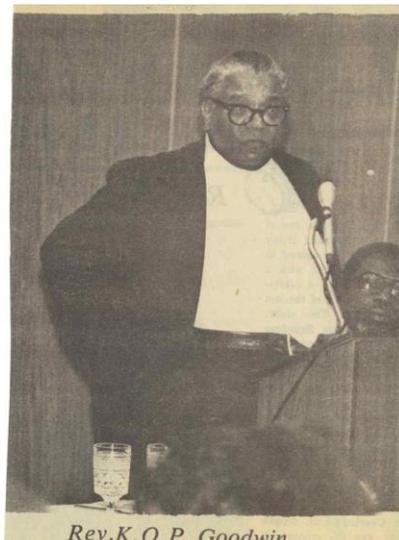


COMMISSION'S VISION

"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 or possible problem areas within the community.

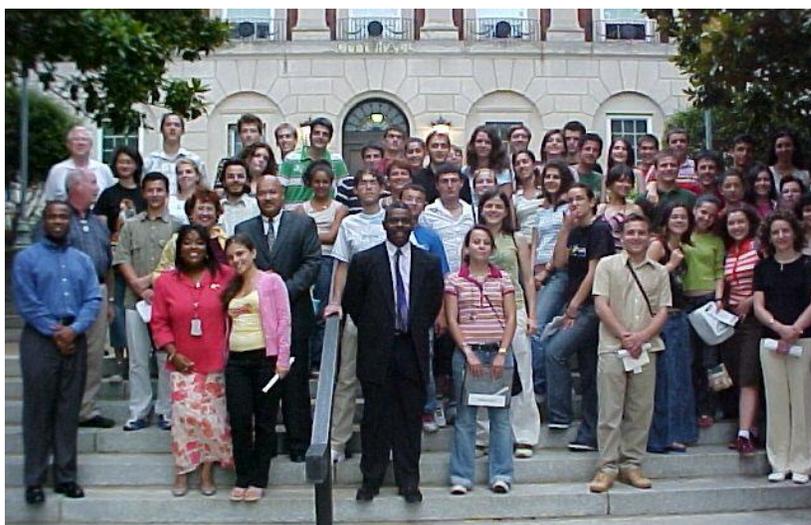
The Commission makes suggestions and recommendations to the City Council concerning new City ordinances or amendments to existing local ordinances relevant to the welfare and needs of the citizens of Winston-Salem.

THE COMMISSION'S RELATIONSHIP TO THE STAFF

The Commission's relationship with the Human Relations staff involves advising staff regarding fair housing and cultural community programs, 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 DEPARTMENT

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, Human Relations Specialists and an Administrative Secretary, who work under the general direction of the Deputy 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, religious, differently-abled, generational, gendered, 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, practical implementation, and research support to the Commission and the committees appointed by the Commission.

Activities of the department are oriented toward the reduction of conflict and tension among all diverse populations, 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.

The staff 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.

Considerable independent professional judgment and ingenuity in carrying out the above tasks are undertaken. The following duties, although not all inclusive, are undertaken by the Human Relations staff:

- ✓ **Preparing and presenting talks** for delivery to schools, colleges, civic and social organizations and other interested groups.
- ✓ **Conducting research and maintaining source files** in areas of human relations with emphasis on models in other communities, particularly looking for successful approaches and analyzing and avoiding unsuccessful models.
- ✓ **Organizing and preparing materials** for inter-group seminars and training programs.

- ✓ **Serving the Human Relations Commission and its committees** during meetings or other Commission activities, and keeping the Commission fully informed of activities of the Department.
- ✓ **Conducting inquiries into complaints** received in the various areas of human relations, **conducting investigations of complaints**, and preparing reports for dissemination as appropriate or as required to complainants and others accountable for the resolution of respective complaints.
- ✓ **Preparing studies and making recommendations** to the Commission.
- ✓ **Working with educational groups** in preparing programs for improving youth education and minimizing school dropouts.
- ✓ **Preparing press releases for the City and the Commission** on human relations, racial, ethnic, housing, and other matters.
- ✓ **Maintaining working relationships with other city government departments** concerning human relations matters. Attending city staff conferences and meetings to assure sound workable staff relationships, and keeping the City Manager and city staff informed on human relations matters, particularly where other city departments are concerned.
- ✓ **Maintaining working relationships with other groups in the city** that may be working on human relations programs.
- ✓ **Maintaining continuing liaison with all city, county, state, and federal government agencies** involved in the areas of human relations.
- ✓ **Preparing the department annual budget** for submission to the City Manager and City Council for approval, and maintaining responsible supervision of the departmental budget execution plan throughout the fiscal year.
- ✓ **Preparing reports for the Commission and the City Council** as required or as directed on activities of the department.

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 a quarterly television show on the Government Channel that features human relations topics, programs, issues, and partners.

The Department 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 Department 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 Department will continue its focus on community education and outreach with respect to Fair Housing and landlord/tenant laws. The Department 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 will also continue to employ a bilingual Human Relations Specialist 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 PROGRAMS

- 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. **Training and Outreach.** This program sponsors 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 and Education.** This program sponsors and co-sponsors public forums and projects that educate 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)

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.

Human Relations Commission

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

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.

PERFORMANCE INFORMATION BY PROGRAM

I. Complaint Resolution: Program Goals

- 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 2008-2009	Objective 2009-2010	Actual 2009-2010	Objective 2010-2011
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	75%	75%	75%	75%
Workload Indicators				
Housing Discrimination Complaints Processed	23	15	35	15
Housing Complaints Processed	666	618	587	600
Employment Complaints Referred to EEOC	20	10	3	0
Miscellaneous Complaints Processed.	74	252	105	100

Performance Measures: Case Investigation			
	Actual 2008-2009	Estimated 2009-2010	Projected 2010-2011
Effectiveness			
Resolve 50% of landlord/tenant cases through mediation	56%	50%	50%
Close 60% of housing discrimination cases within 100 days	73%	50%	50%
Close 100% of landlord/tenant cases within 30 days	67%	70%	70%
Maintain average investigative time per landlord/tenant case of 30 days or less	26 days	28 days	30 days
Maintain average investigative time per housing discrimination case of 100 days or less	92 days	158 days	130 days
Workload			
Total housing discrimination cases investigated	11	15	15
Total landlord/tenant cases investigated	41	41	40

FY 2009-2010 Complaint Resolution Program Accomplishments

- ✓ Continued implementation of the new Human Relations Commission's Strategic Action Plan initiatives.
- ✓ Continued cross-training with key community partner agencies and departments, such as the Housing Authority of Winston-Salem and Center for Homeownership.
- ✓ Increased staff productivity by more than doubling the number of student interns to assist staff with training and outreach preparation.
- ✓ Began 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 a bilingual Human Relations Specialist and by 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

- 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 2008-2009	Objective 2009-2010	Actual 2009-2010	Objective 2010-2011
Effectiveness				
Number of educational programs	50	50	49	50
Percentage of staff time conducting outreach	50%	50%	50%	50%
Workload				
Number of program attendees	6000	6000	6000	6000

FY 2009-2010 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
 - Hispanic Human Relations Committee
- ✓ See Appendix A for detailed table of education and training accomplishments.

FY 2010-2011 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 memoranda of understanding with at least ten (10) key community partners.
- ✓ 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 2008-2009	Objective 2009-2010	Actual 2009-2010	Objective 2010-2011
Effectiveness				
Number of public forums and discussions	37	37	37	37
Efficiency				
Percentage of staff time with Community Relations	40%	40%	40%	40%
Workload				
Number of group participants	5000	5000	5000	5000
Community groups contacted	250	250	250	250

See Appendix A for Detailed Outline of FY 2009-10 Community Relations Programs Accomplishments.

2009-2010 MAJOR PROGRAM /PROJECT HIGHLIGHTS

September

- **Beyond Soul and Salsa:** The Human Relations Commission, in partnership with the Winston-Salem/Forsyth County NAACP, sponsored its eighth Beyond Soul and Salsa: African-American/Hispanic Race Relations Forum to encourage and facilitate a positive race relations dialogue amongst members from these communities regarding employment, economic development, and immigration. Approximately 75 individuals attended.
- **American Dream Weekend:** The Annual Housing Expo, in partnership with the Winston-Salem Regional Association of Realtors American DREAM Weekend, which is a one-stop resource for anyone interested in buying a home. Approximately 200 people attended the Expo.
- **Race Equality Week:** The Commission sponsored the annual "Race Equality Week," as sponsored nationally by the National League of Cities. This program consisted of various events such as a Student Race Relations Forum at West Forsyth High School.

November

- **Global Festival Series:** The International Club at Salem College, in partnership with the Human Relations Commission, hosted the annual International Dinner, in which members of the community are invited to attend a dinner offering various international cuisines and cultural performances

December

- **Open House:** The Commission hosted its annual holiday "Open House" at City Hall. Commissioners, City officials, community members and others attended the open house. This event also served as an open invitation to the public to meet and greet the new Human Relations staff. Approximately 100 people attended.
- **March for Homeless Children:** The Commission sponsored the annual Homeless March for Children in downtown Winston-Salem, in partnership with the Winston-Salem Jaycees, to raise awareness of fair housing issues concerning the homeless. Approximately 400 people participated.

January

- **Martin Luther King, Jr. Young Dreamers Award:** The Human Relations Department began the inaugural Annual Martin Luther King Jr. Young Dreamers Award to recognize residents aged 18-40 who are up and coming social change agents in the community who embody the principles of Dr. Martin Luther King, Jr. Approximately 1,250 persons attended the program.

February

- **30th Annual Human Relations Student Awards Banquet:** The Human Relations Commission held its 30th Annual "Human Relations Awards Banquet" 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 500 persons attended the awards banquet, which is an annual project of the Commission's Program/Community Relations Committee.



April

- **Fair Housing Month:** The Human Relations Commission observed “Fair Housing Month” throughout the city. Staff taped the Nexus Television segment with a focus on fair housing by discussing the Winston-Salem Fair Housing Ordinance and the Federal Fair Housing Laws. The month-long Fair Housing Month celebration also included the annual Fair 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 200 individuals attended this program.
- **Global Festival Series:** The International Club at Salem College, in partnership with the Human Relations Commission, presented the annual International Show, in which members of the community are invited to attend an evening of cultural performances by Salem college students, presenting the cultures, dances, and song of various international communities.

May

- **UNC School of the Arts/Kenan Arts Institute:** The Human Relations Commission was awarded a grant to work with college artists from Wake Forest University and high school students from the Winston-Salem/Forsyth County School system to create art work that represented racial and social perceptions in the community. The orientation for the artists and students was held during this month.

June

- **Juneteenth Festival:** The Human Relations Commission, in partnership with several community organizations, co-sponsored the 6th Annual Triad Juneteenth Festival at Winston Lake Park. These events educated the community about the history of African-American culture in the community. Approximately 500 residents attended and participated.

WINSTON-SALEM HUMAN RELATIONS DEPARTMENT 2010-2011 OUTLINE OF GOALS

For the fiscal year of 2010-2011, 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 and programs on the Internet as well as televised and print media;
2. To **continue the annual celebration of culture during Race Equality Week** each fall for the citizens of Winston-Salem;
3. To **continue comprehensive, substantive cultural diversity and inclusion training materials for training City employees**, in partnership with the Human Resources Department ;
4. To **explore implementing a Fair Housing Testing Program via the Human Relations Commission** that will aid in affirmatively furthering fair housing laws, as per HUD's mandate;
5. To **review 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 **develop a 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 a focus on the Hispanic community** by continuing fair housing, landlord/tenant, and race relations efforts in addition to continuing the Tu Comunidad Spanish-language television show on Los TV13, which focuses on City services, including fair housing investigations;
8. To **continue as a partner of the Neighborhood Improvement Plan**;
9. To **encourage the City to sponsor events** such as Fiesta, Race Equality Week, Triad Juneteenth, the Fair Housing Summit, Lanterns of Hope, African-American/Hispanic Relations Forums, the American DREAM Weekend, and the Martin Luther King, Jr. Young Dreamers program with coordination through the Human Relations Department;
10. To **continue partnering with the Recreation and Parks Department in identifying, developing, or implementing positive activities for the youth.**

WINSTON-SALEM HUMAN RELATIONS DEPARTMENT 2010-2011 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	Section 8 Guidelines in Rentals
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	Section 8 Guidelines in Rentals
Level 3	Disability Requirements
Level 4	City Complaint Process and Investigative Procedures

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

FISCAL YEAR 2009-2010 BUDGET SUMMARY

Human Relations Budget Summary				
	Actual 2008-2009	Amended 2009-2010	Proposed 2010-2011	Percent Change
EXPENDITURES BY TYPE				
General Fund				
Personnel Expense	\$283,754	\$287,610	\$290,350	1.0%
Supplies and Services	\$68,299	\$63,940	\$60,470	-5.4%
Equipment Leasing Expense	\$109	\$0	\$0	0.0%
Subtotal General Fund Expenditures	\$352,162	\$351,550	\$350,820	-0.2%
Grants Fund/Fair Housing Enforcement				
Personnel Expense	\$32,354	\$0	\$0	0.0%
Supplies and Services	\$83,349	\$58,150	\$34,070	-41.4%
Subtotal Grants Fund Expenditures	\$115,703	\$58,150	\$34,070	-41.4%
Total Expenditures by Type	\$384,331	\$403,480	\$388,870	-3.6%
RESOURCES BY TYPE				
General Fund				
Interfund Revenue	\$0	\$12,000	\$0	-100.0%
Human Relations Banquet Ticket Sales	13,600	10,800	12,000	11.1%
Other General Fund Resources	338,562	328,750	338,820	3.1%
Subtotal General Fund Resources	\$352,162	\$351,550	\$350,820	-0.2%
Grants Fund/Fair Housing Enforcement				
U.S. Dept. of Housing and Urban Development	\$15,085	\$49,930	\$37,550	-24.8%
Fair Housing Information Fair Sponsorships	2,000	2,000	500	-75.0%
Subtotal Grants Fund Resources	\$17,085	\$51,930	\$38,050	-26.7%
Total Resources by Type	\$369,247	\$403,480	\$388,870	-3.6%
POSITIONS				
Full-Time	4	4	4	0

BUDGET HIGHLIGHTS

- The Human Relations Department's general fund budget is decreased by \$730, or 0.2%. This decrease is primarily the net result of \$4,900 in reductions to printing, discretionary advertising, office supplies, catering, and equipment rental, combined with increases in supplies and services expense and travel (+\$2,500) associated with reassignment of oversight for the Youth Advisory Council, a youth development and outreach program, from the Recreation Department to Human Relations.
- Federal funding through the Fair Housing Assistance Program is project at \$13,880, or 26.7%, below the current year budget. The Human Relations Department uses these funds to investigate complaints of housing discrimination and to sponsor education and outreach programs such as the Fair Housing Summit and American Dream Weekend.
- Funding for conflict resolution services provided by Mediation Services of Forsyth County is included at \$6,600, or \$1,000 less than the current year. This decrease approximates the cost associated with the resolution of landlord tenant disputes, a service provided by the Human Relations Department staff; therefore, this reduction is not expected to impact the level of service provided to citizens.

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.

RELATED BOARDS AND COMMISSIONS

The Winston-Salem City Council created the Human Relations Commission, currently a thirteen-member citizen board, in 1978 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.

WINSTON-SALEM HUMAN RELATIONS COMMISSION*

Alan Doorasamy, Sr., Chairman
Mustafa Abdullah
Nora Baker
Mischi Binkley
Guy Blynn
Chanthini Cruise

Pam Peoples-Joyner
Allison Tomberlin
Enid Velez
Jenny Viars
Ernie Wade

*There are currently two vacancies on the commission.



APPENDICES

A. FY 2009-2010 Education and Training Program Accomplishments

B: Commission Strategic Action Plan 2009-2011