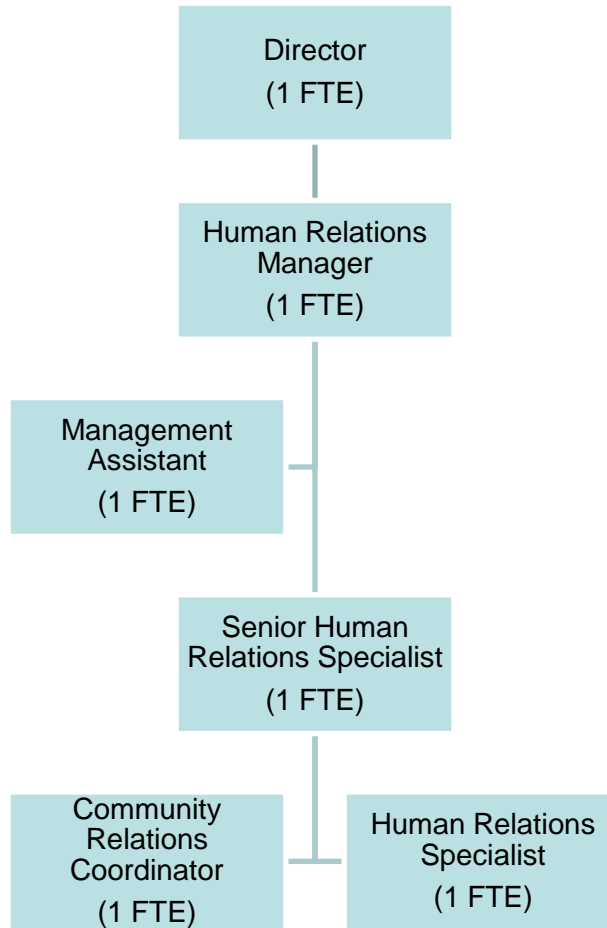




Human Relations

(6 FTEs)



HUMAN RELATIONS

Mission:

To improve race and human relations in the City of Durham by working to eliminate discrimination in the areas of employment, housing and public accommodations. To prioritize community outreach and educational activities to meet the needs of our citizens.

DEPARTMENT DESCRIPTION

Non-Grant Funds \$568,275
6 FTEs
Grant Funds \$60,426
0 FTEs

Fair Housing Program

The Human Relations Department accepts formal complaints from citizens who feel that they have been discriminated against in housing because of their race, color, religion, national origin, gender, familial status, or disability. Department staff members provide intake, investigation and enforcement of complaints as well as conciliation whenever possible. These services, as well as education and outreach activities, are provided in collaboration and conjunction with the US Department of Housing and Urban Development (HUD) Fair Housing Assistance Program (FHAP). Fair Housing Department staff has been certified by HUD to investigate fair housing complaints and assist in qualifying the city to receive FHAP funds.

The Human Relations Department administers the City of Durham's Fair Housing Ordinance and is responsible for enforcing City and Federal Fair Housing Laws, processing alleged cases of housing discrimination and conducting education and training on fair housing issues. The Fair Housing Ordinance is equivalent to federal civil rights law.

Dispute Settlement Program (DSP)

The Dispute Settlement Program (DSP) provides mediation and conciliation services covering a variety of areas such as landlord –tenant disagreements, employee-employer disputes, school juvenile offender and suspensions, consumer complaints and general complaints.

Community Relations

The Human Relations Department develops and fosters programs aimed at addressing and improving human relations in Durham. Community Relations deals primarily with efforts to enhance racial and cultural relations to create a greater level of harmony in the community. The department coordinates the city's Diversity Council, the People Inclusion in Employment Program (P.I.E.), the Mayor's Hispanic-Latino Inclusion Initiative and the Mayor's Domestic Violence, Sexual Assault and Rape Task Force.

Education and Training

Human Relations staff provides training to housing providers, city employees and residents concerning their rights and responsibilities under the city's Fair Housing Ordinance and related civil rights laws. Staff also provides mandatory diversity training to all city employees.

Domestic Violence Court Project

The Domestic Violence Project and Community Life Court, previously administered by the Police Department were transferred to the Human Relations Department effective July 1, 2008. The Domestic Violence Court contract funds a victim/witness legal assistant and a part time domestic violence judge. In addition, an interlocal agreement was executed between the City and County of Durham to pay the salary of the Asst. District Attorney for Domestic Violence cases.

RESOURCE ALLOCATION

<i>Non-Grant</i>	Actual	Adopted	Estimated	Adopted	Change
	FY 2007-08	FY 2008-09	FY 2008-09	FY 2009-10	
Appropriations					
Personal Services	\$ 456,976	\$ 483,617	\$ 442,866	\$ 438,361	-9.4%
Operating	19,374	168,110	168,788	129,914	-22.7%
Total Appropriations	<u>\$ 476,350</u>	<u>\$ 651,727</u>	<u>\$ 611,654</u>	<u>\$ 568,275</u>	<u>-12.8%</u>
Full Time Equivalents	7	7	7	6	-1
Part Time	-	-	-	-	-
Revenues					
Discretionary	\$ 476,120	\$ 651,727	\$ 611,654	\$ 568,275	-12.8%
Program	230	-	-	-	0.0%
Total Revenues	<u>\$ 476,350</u>	<u>\$ 651,727</u>	<u>\$ 611,654</u>	<u>\$ 568,275</u>	<u>-12.8%</u>
<i>Grants</i>					
Personal Services	\$ 41,000	\$ 51,926	\$ 51,926	\$ 60,426	16.4%
Operating	-	-	-	-	0.0%
Total Appropriations	<u>\$ 41,000</u>	<u>\$ 51,926</u>	<u>\$ 51,926</u>	<u>\$ 60,426</u>	<u>16.4%</u>
Full Time Equivalents	-	-	-	-	-
Part Time	-	-	-	-	-
Revenues					
Program - HUD	\$ 41,000	\$ 51,926	\$ 51,926	\$ 60,426	16.4%
Total Revenues	<u>\$ 41,000</u>	<u>\$ 51,926</u>	<u>\$ 51,926</u>	<u>\$ 60,426</u>	<u>16.4%</u>
Total Budget	<u>\$ 517,350</u>	<u>\$ 703,653</u>	<u>\$ 663,580</u>	<u>\$ 628,701</u>	<u>-10.7%</u>

BUDGET ISSUES FOR FY 2009-10

- None

COMPLETED INITIATIVES FOR FY 2008-09

- Completed the Human Relations Month celebration.
- Conducted two Fair Housing Seminars for landlords and property managers.
- Conducted two Spanish Fair Housing workshops.
- Conducted the Domestic Violence Candlelight Vigil.
- Coordinated the city Employee Diversity Council.
- Coordinated the People Inclusion in Employment Program (P.I.E.).
- Hosted and organized the Cole-McFadden Diversity Award Luncheon.
- Provided fair housing outreach through Durham Job Link Centers.
- Conducted one employment/mediation seminar.
- Conducted the Women's Forum during Women's History Month.
- Coordinated the Mayor's Hispanic/Latino Initiative.
- Conducted the Hispanic Heritage Month Celebration.

DEPARTMENT INITIATIVES FOR FY 2009-10

- Continue fair housing assistance program.
- Continue Dispute Settlement Program (DSP).
- Coordinate city Employee Diversity Council.
- Coordinate the Cole-McFadden Diversity Award Luncheon.
- Coordinate the Mayor's domestic violence, sexual assault and rape task force.
- Monitor the Domestic Violence Court Contract.
- Conduct the domestic violence forum and candlelight vigil.
- Coordinate the Mayor's Hispanic-Latino inclusion program.
- Conduct the Human Relations Month banquet and activities.
- Conduct a fair housing accessibility study.
- Present the annual human rights conference.
- Conduct Women's Forum during Women's History Month.

GOALS, OBJECTIVES & STRATEGIES FOR FY 2009-10

GOAL: *To provide a neutral, impartial process to mediate citizen disputes utilizing the alternate dispute resolution method.*

OBJECTIVE: To prevent the escalation of conflict through mediation, conciliation, facilitation and training.

STRATEGY: To bring together disputing parties and obtain a peaceful settlement of disputes.

MEASURE:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
# Successful mediations	30	30	30	30

GOAL: *To improve the quality of life by ensuring the availability of and access to fair housing for every resident.*

OBJECTIVE: To continue to process housing discrimination complaints in a timely manner as mandated by the Fair Housing Ordinance.

STRATEGY: To continue to provide training for staff and monitor the caseloads/processing times.

MEASURE:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
Average number of days to process a housing case	87	N/A	100	94
MEASURE: Percent of complaints processed within 100 days	90%	75%	80%	90%

GOAL: To enhance the Durham residents' understanding of diversity relating to race and cultural relations by planning and conducting community-based programs and disseminating information.

OBJECTIVE: To increase resident participation in the year-round activities and programs organized by the department by 10%.

STRATEGY: Work with community groups, businesses, governmental agencies, schools and other groups to develop and promote the activities or programs.

MEASURE:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
% Increase of event attendees	15%	20%	20%	20%

GOAL: To enhance Durham's Hispanic/Latino residents' understanding of diversity relating to race and cultural relations by planning and conducting community-based programs and disseminating information, and to increase knowledge of their rights in the areas of employment, public accommodations and Fair Housing.

OBJECTIVE: To provide Fair Housing outreach for Hispanic/Latino residents in the year-round activities and programs organized by the department. To reduce discrimination against Hispanic/Latino residents in the areas of Fair Housing, employment and public accommodations by providing supportive services for Hispanic/Latino residents.

STRATEGY: Work with community groups, businesses, governmental agencies, schools and other groups to develop and promote the activities or programs. Create and disseminate audio and visual material in Spanish to promote the programs and activities organized by the department.

MEASURES:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
# Hispanic residents being served by outreach activities	500	500	500	500
# Hispanic residents receiving supportive services	500	500	500	500

GOAL: To provide education and training to employees, citizens and housing industry representatives about specific civil rights law issues.

OBJECTIVE: To maintain the number of participants trained in the area of fair housing.

STRATEGY: Educate and train citizens and housing industry representatives regarding Fair Housing Laws and conduct Fair Housing Law Sessions.

MEASURE:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
# Participants	1,000	1,200	1,200	1,500