

2017-2018 CAPER / HIGH POINT HUMAN RELATIONS DEPARTMENT

OTHER ACTIONS: SUPPLMENTAL INFORMATION

The division provides four principal services to facilitate human rights and plans special initiatives in conjunction with the commission.

The Human Relations Division provides four principal services:

- Fair Housing Inquiries
- Fair Housing workshops and seminars
- Landlord/Tenant Alternative Dispute Resolution
- Multiculturalism and Diversity Training

In addition, we:

- Partner with agencies on initiatives that address human rights and the quality of life
- Host community forums for public awareness and community engagement
- Convene special interest meetings with communities in partnership with the police department and other community agencies
- Provide special programming
- Conduct outreach to create awareness of civil rights and community collaboration

The High Point Human Relations Commission is comprised of 9 public citizens appointed by High Point City Council, who review and advise on issues of human rights. They help the Human Relations Division organize special events and build public awareness around human rights issues. There are three main committees under the commission: Executive, Interfaith Affairs, and International Advisory. The commission meets the second Thursday of each month at 5:30PM.

The High Point Human Relations Commission and Division continue to address equal opportunity housing issues within the jurisdiction through community outreach, education, and mediation. The focus of the Division is to provide effective Alternative Dispute Resolutions to reduce the number of eviction proceedings regarding landlord/tenant disputes. The Commission and Division direct special emphasis toward prevention of discrimination through education and actively engaging community stakeholders. Several points of focus during the past year highlight the commitment of the Department and Commission.

- **Education Is Key to Prevention**

The Human Relations Department seeks to educate and as consequence prevent discrimination in housing. To that end, departmental staff provides individual and group training. Staff design and redesign training sessions and materials on a case-by-case basis. The trainer assesses participants ahead of time to determine their current level of knowledge and their personal and professional needs. Based on the assessment, staff presents federal, state, and local laws in an engaging and personable manner that encourages attendees to empathize and identify with others when engaging in housing transactions. Core to these sessions is a practical and working understanding of fair housing law. Among those participating in training have been individual citizens, local housing authority staff, local housing authority contractors, real estate professionals, community and school groups.

- **Reaching Out Gets the Word Out**

The Human Relations Staff recognizes that there are groups of individuals who regularly assemble in and around community groups and gatherings. Staff members frequently make

outreach efforts to such groups and events. Included in these outreach encounters are a general introduction to the department and explanation of available services. Particular attention is given to the staff's role as fair housing educators and enforcers of the local fair housing ordinance.

In conjunction with other local agencies, Staff members were featured in a video presentation that gives a brief introduction to fair housing and resources available in the department.

- **Healthy Homes Support Healthy Children**

Staff members continue to collaborate with LEAD SAFE, a local initiative funded by federal grant monies to identify homes where small children live or frequent that are contaminated with lead paint. In addition to assisting with outreach efforts, the department is providing education and support for good fair housing practices so that in the process of helping families, caregivers, housing providers, and community members protect children, families are not discouraged from pursuing housing opportunities.

The Human Relations Division and Commission have engaged in activities this past year that promoted affirmative fair housing in our jurisdiction and the Triad. Standard practices continue to be:

- Supplying agencies with information about fair housing in different languages
- Providing training about fair housing to citizens engaging in real estate transactions
- Convening educational forums, seminars, and classes about fair housing
- Receiving and mediating fair housing and landlord tenant complaints
- Provided conciliation to resolve fair housing and landlord tenant issues
- Sponsoring/attending outreach events to disseminate fair housing information

Established partners in continuing to further affirmative fair housing in High Point are:

- Building Integrated Communities
- Welcoming America
- The City of High Point Community Development and Housing Department
- The Latino Family Center of High Point
- The High Point YWCA – Front porch conversations
- The Housing Coalition of High Point
- The Housing Consulting Group
- American Friends Social Justice Committee
- Turning Point 180
- Open Door Ministry
- Salvation Army of High Point
- Salvation Army of Greensboro
- South University
- UNCG New Comers Program
- High Point Regional Emergency Room
- Family Services of the Piedmont
- World Relief—International Community Clinic Initiative
- Local landlords & property managers
- Partners Ending Homelessness
- The Greensboro Office of HUD

- The City of Winston-Salem Human Relations Department
- The City of Greensboro Human Relations Department
- The City of Burlington Human Relations Department
- The City of Reidsville Human Relations Commission
- North Carolina Human Relations Commission
- The High Point Housing Authority
- The Triad Apartment Association
- The High Point Regional Association of Realtors
- Greensboro Realtors Association
- Triad Realtors Association
- Burns Hill Neighborhood Association
- Macedonia Neighborhood Association
- Newgate Apartments
- Greensboro Housing HUB -Housing Relocation
- Guilford County Schools
- HP CAV

The list that follows illustrates more specifically Human Relations activities during the 2017 - 2018 year. Based on the activity each has been placed into the category that best fits. No activity was counted twice or more.

Programs: 8

Events: 8

Trainings: 16

Investigation/Intake/Mediation: 187

Planning Session/Prep/Training for staff: 2

Community Meetings and Outreach: 41

Community Workshops and Training Attended:

Landlord/Tenant Relationships—Partners Ending Homelessness
 Training for Fair Housing for Ex-Offenders –Guilford County Jail Ministry
 Human Relations 101—NC Human Relations Commission
 Cultural Diversity – NC Human Relations Commission
 Affirmative Furthering Affordable Housing- NC Housing Coalition
 Conflict of Interest –Winston Salem Human Relations Commission
 Housing needs for the African Community---United Way African American Initiative
 Fair Housing update of rights Training/HUD changes – NCHRC
 World Relief Volunteer program welcoming community
 Domestic Violence Conference
 Young Leaders Conference
 Elder abuse training—NC Justice Center High Point
 National Association to End Homelessness
 Cities 4 Citizenship
 Inmates to Entrepreneurs
 High Point Food Alliance for Youth
 High Point Library Seed Folk program

Division Training Conducted:

Know your rights, “Students Edition”—HPU Students—50 people South University-

Cultural Diversity—High Point Association of Realtors—16 people
Fair Housing for Seniors—HP Housing Coalition – 50 people
Know Your Rights—Nurse Family Partnership—54 people
Housing Needs for Elderly and Disabled—Triad Food Pantry –36 people
Housing needs for Immigrant Community/Survey –World Relief—45 people
Community Roundtable –48 people

Fair Housing Inquiries: 156
Referrals to NC HRC: 6

NOTE:

The City of High Point Human Relations Commission (HPHRC) and Division have taken tremendous steps forward in the area of fair housing, diversity and inclusion. We have not taken these giant steps in fair housing alone. The Human Relations Department has moved onward with great support from High Point City Council, HPHRC Council Liaison – Jeff Golden, HPHRC Chair – Jenn Brandt, City Manager—Greg Demko, City Attorney—JoAnne Carlyle, CD & H Director--Mike McNair, High Point YWCA, Welcoming America, Latino Family Center of High Point, HPFD –Thomas Reid, HPPD – Chief Ken Schultz and Major Ken Steele, High Point 911 Center, Planning & Zoning Director – Lee Burnett, IT Communications Director – Steve Lingerfelt, Maintenance Operations Director – Tim McKinny, Communication and Public Engagement Director—Jeron Hollis, NC Human Relations Commission-Gene Troy and Customer Services Director – Bob Martin.

Each department specializes in its own area yet works collaboratively to address the fair housing needs of every citizen in High Point. This Collaboration demonstrates the positive continuum of care that creates a level of caring services and positive outcomes for all resident in High Point to enjoy and appreciate this international city.