

2020 HOUSING PROVIDER SYMPOSIUM

Mini Session 2: Relationship Building... Housing Providers & Residents

Tomico Evans | Executive Vice-President | C.O.R.E.

Gwenarda Miller | Community Relations Administrator | Char-Meck Community Relations

Nicholas Griffin | Property Owner

Derek Woods | Client Relationship Manager | Grate Woods, LLC

Maximizing Opportunities | Navigating New Landscapes



CHARLOTTE-MECKLENBURG
COMMUNITY RELATIONS



Community Relations

- Integral part of the human relations support system for the City of Charlotte and Mecklenburg County for over 50 years
- Works to enhance community harmony and promote Charlotte's growing cultural diversity
- Provides training to increase education and awareness around diversity, equity and inclusion; implicit bias and conflict resolution



Our Mission

Community Relations empowers, collaborates, engages and promotes opportunities to create positive outcomes.

Our Vision

Be recognized as a global model in building community harmony by advocating for diversity, equity and access for all.

Community Relations Department Divisions

Americans with Disabilities Act (ADA)



- ADA guarantees equal opportunity for individuals with disabilities.
- There are five titles of ADA: Employment, Public Service, Public Accommodation, Telecommunication and Miscellaneous.
- Community Relations serves as the lead agency for city ADA coordination and leads the ADA network team comprised of city and county agencies.
- Individuals can file ADA complaints and grievances (within 60 days of the alleged violation) to the Community Relations ADA program office at charlotteADA@charlottenc.gov.

Community Affairs

- The Community Affairs team develops, implements and supports programs and initiatives that advance the mission of the department.
- Focus areas include: police-community relations, engagement, diversity and inclusion, strategic planning and community partnerships.
- This team is also involved in review boards, community dialogues, youth programs, peer mediation in schools and conflict resolution training.



Community Relations Divisions

Dispute Settlement Program (DSP)

- Community Relations has been providing mediation and conciliation services to Charlotte-Mecklenburg residents since 1983.
- DSP's focus areas include: landlord tenant, private warrant court, juvenile offender, Medicaid, misdemeanor cases, truancy/school issues, Charlotte Housing Authority hearings, worthless check conciliation and 50-C No Contact cases.



Fair Housing & Public Accommodations

- The Fair Housing team works to ensure that equal access to housing and public accommodation is a right and not a privilege.
- Formal complaints are accepted from anyone who feels discriminated against in a public place or in housing because of their race, color, religion, national origin, gender, familial status or disability.
- Staff documents and investigates complaints and conducts standardized testing of alleged violator's facilities/properties within the city and county.





Rent and Utility Assistance Agencies

Charlotte-Mecklenburg Housing Partnership
charlottenc.gov/covid-housing-relief
704-351-6382

Legal Aid of NC
Free Legal Help for Tenants
704-594-8662

We're here to help!
Crisis Assistance Ministry
www.crisisassistance.org/applynow

Housing Opportunities and Prevention of
Evictions (HOPE)

www.nc211.org/hope/
Dial 211

Good Fellows Club/Charity
www.goodfellowsclub.org



C.O.R.E

C.O.R.E Programs is INLIVIAN's Non-Profit Supportive Services Entity.

Services Offered include:

- Life Coaching and Case Management Services
- Goal Setting
- Resource Connection
- Financial assistance for (Education, training, childcare, and transportation)
- Youth Services
- Homeownership

Please call 704-336-5317 for further information or to speak with a member of our team.

HOUSING PARTNERS



Nicholas Griffin

- Owner
- Partner with INLIVIAN since 2016

HOUSING PARTNERS

Derek Woods

Client Relationship Manager

Grate Woods, LLC

Partner with INLIVIAN since 2018





PANEL DISCUSSION

HCVP Participation

What factors lead you to participate in the HCVP?
What has been your experience with voucher holders?

Rent Collection

Have you had any challenges with collecting rent? If so, what recommendations would you give to other housing providers?

Tips / Lessons

What advice do you have for housing providers that are interested in participating in the HCVP or lessons learned?



Questions & Answers