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





#### **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 standardize 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

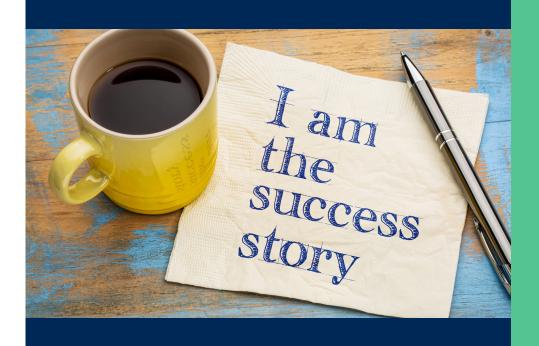
Legal Aid of NC Free Legal Help for Tenants 704-594-8662

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 <a href="https://www.goodfellowsclub.org">www.goodfellowsclub.org</a>



## 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.





#### 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