

## **Community Relations Commission Office**

### **Department Description**

In 1990, the Community Relations Commission (CRC) was established to help convene and facilitate discussions with civic leaders, business leaders, citizens and elected officials on issues of ethnic, racial and cultural diversity. The CRC is committed to creating connections between the neighborhoods of Columbus and all of our residents. Through the work of the CRC, our vision of “Building a Community For All” can become a reality.

### **Department Mission**

The mission of the CRC is to provide leadership to the people of Columbus by educating citizens about diversity, identifying and resolving community tensions and eliminating racism/discrimination.

## **Strategic Priorities for 2008**

### **From the Columbus Covenant:**

#### **Neighborhoods**

- Continue to work with area commissions on conflict resolution within various communities, provide technical training, and offer additional support as requested.
- Implement phase three of the Mayor’s New Americans initiative with a focus on integrating immigrant and refugee families into the community. This initiative will include orientation classes, distribution of civic guides and assistance with citizenship preparation.

#### **Economic Development and Technology**

- Continue to respond to requests for training and technical assistance on diversity, cultural awareness, civil rights compliance, changing demographics, non-discrimination practices and cultural sensitivity.
- Work in conjunction with EBOCO to build economic capacity within the refugee and immigrant communities.

#### **Safety**

- Improve residents’ general knowledge and awareness of safety forces operations and procedures, resulting in enhanced relationships and understanding between the community and safety forces.

### **Education**

- Increase the number of public forums on key issues facing our community. These forums will educate and allow critical community input and interactive participation. These programs will be televised and community reaction will be monitored.

### **Peak Performance**

- Continue to update and enhance the complaint tracking program, which tracks the CRC staff's performance on complaints and neighborhood issues and events. The database offers a real time status on each charge and complaint initiated through the complaint system.
- The CRC will continue to provide cultural sensitivity training to all city departments.

## **2008 Budget Notes**

- Funding for the New Americans initiative continues in 2008, to assist with the assimilation of new Americans arriving in Columbus from other countries. Services will include translation and interpretation services as well as training for police and fire personnel.

**Budget and Performance Measure Summary**

<b>COMMUNITY RELATIONS COMMISSION FINANCIAL SUMMARY</b>					
<b>DIVISION SUMMARY</b>	<b>2005 Actual</b>	<b>2006 Actual</b>	<b>2007 Original Appropriation</b>	<b>2007 Estimated Expenditures</b>	<b>2008 Proposed</b>
Community Relations	\$ 815,674	\$ 881,646	\$ 1,061,525	\$ 1,057,649	\$ 860,240
<b>TOTAL</b>	<b>\$ 815,674</b>	<b>\$ 881,646</b>	<b>\$ 1,061,525</b>	<b>\$ 1,057,649</b>	<b>\$ 860,240</b>

NOTE: For the general fund, 2008 budget figures, unlike in preceding years, do not include technology expenditures, which are budgeted in Finance and Management. For an adjusted historical comparison, see page 26-9.

<b>COMMUNITY RELATIONS COMMISSION SUMMARY BY CHARACTER</b>					
<b>COMMUNITY RELATIONS EXPENDITURES SUMMARY</b>	<b>2005 Actual</b>	<b>2006 Actual</b>	<b>2007 Original Appropriation</b>	<b>2007 Estimated Expenditures</b>	<b>2008 Proposed</b>
Personnel	\$ 591,684	\$ 696,300	\$ 723,544	\$ 724,668	\$ 703,960
Materials & Supplies	6,062	12,482	9,307	9,307	6,194
Services	217,928	172,864	328,674	323,674	150,086
Capital	-	-	-	-	-
<b>TOTAL</b>	<b>\$ 815,674</b>	<b>\$ 881,646</b>	<b>\$ 1,061,525</b>	<b>\$ 1,057,649</b>	<b>\$ 860,240</b>

COMMUNITY RELATIONS COMMISSION SUMMARY BY FUND					
FUND SUMMARY	2005 Actual	2006 Actual	2007 Original Appropriation	2007 Estimated Expenditures	2008 Proposed
General	\$ 815,674	\$ 881,646	\$ 1,061,525	\$ 1,057,649	\$ 860,240
<b>TOTAL</b>	<b>\$ 815,674</b>	<b>\$ 881,646</b>	<b>\$ 1,061,525</b>	<b>\$ 1,057,649</b>	<b>\$ 860,240</b>

COMMUNITY RELATIONS COMMISSION PERSONNEL SUMMARY					
DIVISION	FT/PT	2005 Actual	2006 Actual	2007 Budgeted	2008 Budgeted
Community Relations	FT	8	8	8	7
	PT	0	0	0	0
<b>TOTAL</b>		<b>8</b>	<b>8</b>	<b>8</b>	<b>7</b>
*FT=Full-Time PT=Part-Time					

<b>2008 Operating Budget</b> <b>Community Relations Commission</b>
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Program	Mission	<u>Financial History by Program</u>				<u>Personnel by Program</u>			
		2005 Budget	2006 Budget	2007 Budget	2008 Proposed	2005 FTEs	2006 FTEs	2007 FTEs	2008 FTEs
Community Relations Office	To provide leadership to the people of Columbus by educating citizens about cultural diversity, identifying and resolving community tensions, and eliminating racism/discrimination through training and awareness programs.	\$587,851	\$601,684	\$751,915	\$617,661	6	6	6	5
Special Events	To promote cultural diversity, awareness and education through CRC sponsored public events.	49,426	60,591	90,591	32,811	-	-	-	-
New Americans Initiative	To provide coordination and resources to the city, county, state and community in a culturally sensitive manner and address the needs of our growing immigrant and refugee population and maximize the impact of existing City of Columbus and Franklin County services.	74,150	191,951	219,019	209,768	1	2	2	2
		<b>\$711,427</b>	<b>\$854,226</b>	<b>\$1,061,525</b>	<b>\$860,240</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>7</b>

NOTE: For the general fund, 2008 budget figures, unlike in preceding years, do not include technology expenditures, which are budgeted in Finance and Management. For an adjusted historical comparison, see page 26-9.

Some program data will not match department summary data due to differences in data being reported (i.e., budgeted versus actual). This is compounded in cases of departmental reorganizations during the timeframe.

**2008 Operating Budget  
Community Relations Commission**

**Performance History by Program**

Program	Measure	Performance History by Program			
		2005	2006	2007 Mid-Year	2008 Target
Community Relations Office	Percentage of community relations complaints resolved w/in 7 days of complaint	n/a	68%	80%	68%
	Number of community outreach contacts	n/a	13,978	7,401	10,000
	Number of service requests handled per community relations staff person	n/a	145	61	145
Civil Rights	Number of discrimination complaint calls received	192	418	140	250
	Number of discrimination complaints closed by the director and/or commissioners	13	9	1	75
	Percentage of discrimination complaints resolved	23%	15%	8%	50%
Special Events	Percentage of special event participants reporting increased knowledge of other cultures	n/a	n/a	n/a	90%
	Percentage of participants that rate event as being good or excellent	n/a	n/a	n/a	90%
New Americans Initiative	Percentage of participants who are connected with a service w/in 7 days after requesting service	n/a	n/a	n/a	85%

<b>2008 Operating Budget</b> <b>Community Relations Commission</b>
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**Performance History by Program**

Program	Measure	Performance History			
		2005	2006	2007 Mid-Year	2008 Target
	Percentage of frontline city employees that have received New Americans cultural diversity training	n/a	n/a	n/a	10%
	Number of participants trained per New Americans training held	n/a	n/a	n/a	40
	Percentage of training participants rating training as good or excellent	n/a	n/a	n/a	90%
	Percentage of event participants rating event as good or excellent	n/a	n/a	n/a	90%

