Safety, Trust & Accountability

As part of the letter, we committed to strengthening relationships and trust between our residents and law enforcement so that the community is protected and public safety is maintained across the city, while also reviewing policing policies and practices.

Key themes under Safety, Trust & Accountability:

1) Positive Youth Development
2) Personal Responsibility for Officers and Residents
3) Relationship Building to Enhance Trust

Positive Youth Development: CMPD offers positive experiences for local youth, which includes connecting youth with officers and other caring adults to help them with decision making and to overcome challenges.

Personal Responsibility for Officers and Residents: CMPD supports fair and balanced policing where officers and members of the public accept personal responsibility during interactions.

Relationship Building to Enhance Trust: CMPD strengthens relationships and trust between residents and officers so that public safety is protected across the city.
Quality, Affordable Housing

Open access to safe, quality and affordable housing is critical to our community’s success. As our city continues to grow, we want to ensure residents can afford to live in homes. Our plan will create 5,000 workforce and affordable housing units over the next three years.

Key themes under Quality Affordable Housing:

1) Creation of affordable housing units on accelerated timeline
2) Development of a Strategic Housing Plan
3) Collaboration across agencies to support affordable housing efforts

Creation of 5,000 workforce and affordable housing units: Housing and Neighborhood Services (HNS) is working toward council’s goal to create 5,000 units within 3 years through a combination of new and existing housing programs.

Development of a Strategic Housing Plan: HNS is developing of Strategic Housing Plan that unites all strategic efforts including services for homeowners and renters, planning for single and multifamily housing and community engagement efforts.

Collaboration across agencies to support affordable housing efforts: HNS partners with several government, private and non-profit agencies to provide affordable housing units and to educate the community on affordable housing needs.
Good Paying Jobs

Residents, of all ages, must have the ability to compete for good paying jobs to live fulfilling lives and save for their futures. Our efforts connect workers to high demand occupations and assist those with barriers to employment.

Key themes under Good Paying Jobs

1) Offer training and career coaching in high growth industries and remove barriers to employment.
2) Connect youth employment, mentoring and other services with similar activities for adults.
3) Promote equitable economic development through community engagement efforts that link residents, businesses and other agencies.

Offer training and remove barriers to employment: Economic Development (ED) partners with Goodwill Industries of the Southern Piedmont and the Urban League of Central Carolinas to sponsor a workforce development program that provides skills and training as well as supportive services to help people obtain and keep a job.

Connect youth employment/mentoring with similar activities for adults: City youth programs support the improvement of life outcomes for our youngest citizens and improve the quality of life of our city, our neighborhoods, and our families.

Promote equitable economic development through community connections: To promote prosperity across all of Charlotte, ED emphasizes corridor revitalization, entrepreneurial start-ups and small business growth by tapping residents, businesses and other organizations.
Community Engagement

Through partnerships, we pledged to provide opportunities for the community to engage and provide feedback on actions outlined in the Community Letter, as well as to offer ideas for future work and partnerships.

**Key themes under Community Engagement:**

1) Offer community forums co-hosted with other city departments and Community Building Initiative
2) Equip city employees and resident ambassadors to discuss Community Letter initiative with others in the community.
3) Provide feedback surveys for input from community members on recommendations on other areas of focus city council might consider.

**Community Forums:** Conversations led by Charlotte Mecklenburg Community Relations and the Community Building Initiative allowed the community to discuss events that occurred in Charlotte and other places across the county in a safe space for honest and open dialogue.

**Equip Employees and residents to discuss Community Letter:** Through city government’s Take 10 Initiative, a group of city employees and residents had conversations with community members about the Community Letter and how to make Charlotte a better community.

**Provide feedback surveys and other ways for community to share input:** Those participating in various engagement activities have been provided an opportunity to share feedback on actions outlined in the Community Letter and to provide other ideas for consideration.
City Operations

We pledged to remove barriers for economic opportunity by looking at existing city services, programs, and policies based on recommendations of the Charlotte Mecklenburg Economic Opportunity Taskforce. This included an internal opportunity approach to ensure the city is a model employer.

**Key themes under City Operations:**

1) *Creation of internal opportunity team, review of city employee benefits and creation of apprenticeship program for city jobs*
2) *Review of city policies and services through a lens of economic mobility and racial equity*
3) *City government Budget adjustments to align with Community Letter objectives and economic mobility lens.*

**Internal Opportunity Team:** The Internal Opportunity team works to align employment practices and service delivery with the broader community effort around economic opportunity. The first phase of the work focuses on City employment practices and culture.

**Review of city policies through economic and racial equity lens:** City employees are also developing skills to analyze policies and practices from an economic and racial equity perspective and communicate about race.

**Budget adjustments to align with Community Letter:** The Adopted FY 2018 Budget and FY 2018-2022 Community Investment Plan (CIP) include key investments that support safety, trust, and accountability, quality, affordable housing, and good paying jobs. These investments are designed to create a more inclusive community where all residents can benefit from the city’s growth and economic prosperity.