

METRO HUMAN RELATIONS COMMISSION

Mission Statement

The mission of the Metro Human Relations Commission is to protect and promote the personal dignity of all people by protecting and promoting their safety, health, security, peace, and general welfare. The commission will endeavor to carry out this mission both proactively and reactively by:

- Investigating complaints within the general services district regarding perceived discrimination
- Reviewing allegations of discriminatory misconduct by metropolitan government employees, including but not limited to employees of the police department, fire department, health department, department of codes administration, public works, metropolitan beer permit board, metropolitan development and housing agency and department of water and sewerage services, and fostering better relations between employees of metropolitan government and the people they seek to serve
- Lessening and eliminating prejudice and discrimination through educational and awareness-enhancing programs designed to promote tolerance, respect, and the value of diversity
- Proposing legislation addressing human relations issues in the general services district and enhancing the enforcement of statutes and ordinances that already exist
- Fostering mutual understanding, tolerance, and respect among all economic, social, religious, ethnic, and other community groups by working with existing educational, religious, governmental, social and community agencies

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Strategic Goals

1. **By 2012, employers and employees working in the Nashville community will have increased access to fair and comprehensive alternative dispute resolution process as evidenced by:**
 - The establishment of formal collaborations between the MHRC and identified ADR service providers
 - MHRC promotion of its ADR services and agreements to clients, community partners, and the public at large
 - MHRC staff adding restorative justice and conflict circles to its menu of direct ADR services

2. **By 2013, the Nashville community will experience increased appreciation and understanding of cultural diversity as evidenced by:**
 - MHRC community engagement survey aimed at benchmarking perceptions of equality of opportunity in Nashville Davidson County in the following areas:
 - Inclusivity and Wellbeing
 - Employment Opportunity
 - Fair Housing
 - Educational Opportunity
 - Law Enforcement and Administration of Justice
 - MHRC information and service provision scoring at least an 80 percent approval/usefulness rating from clients and training participants
 - MHRC conducting a needs assessment of Metro departmental Title VI coordinators and publishing the findings
 - MHRC conducting at least two, synchronous (in-person) Title VI trainings in each fiscal year
 - MHRC identifying and reporting new opportunities for community partnerships and ways to serve these group/organizational needs

3. **By 2012, MNPS will experience greater intercultural understanding and mutual respect among students, staff, parents and community members as evidenced by:**
 - Establishment of a *Metro Student Human Relations Commission* (MSHRC) pilot project in select area high schools
 - Comprehensive overview and implementation guidelines for the MSHRC
 - Direct linkage between the goals of MSHRC and the 21st century SEL skills demanded for lifelong achievement and success

4. **By 2012, the Nashville community will recognize the brand and services provided by the Metro Human Relations Commission as evidenced by:**
 - Initiation of a public service campaign aimed at increasing public familiarity with the Commission
 - Percentage increase in community partnerships
 - Percentage increase in public speaking / outreach engagements by the MHRC
 - Targeted outreach to Davidson County small business owners who confirm receiving useful information from the Metro Human Relations Commission

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- 5. By 2012, the community will better understand and recognize MHRC's responsibility to propose and/or support existing policies, legislation and ordinances addressing human and civil rights in the general services district as evidenced by:**
 - MHRC convening at least six (6) public forums to hear citizen's concerns regarding potential violations of civil and human rights in the general services district
 - MHRC proposing or registering support for critical policy and legislation during the 2011-12 legislative years.

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Education Line of Business

The purpose of the Education Line of Business is to lessen and eliminate harmful prejudice and discrimination by providing education and awareness-enhancing programs and initiatives that foster mutual understanding, respect, and positive conflict engagement among all economic, social, religious, ethnic, and other community groups.

Multicultural Education Program

The goal Multicultural Education program is to provide information, training, and facilitation services to Metro Government, schools, and the community at large to increase awareness and understanding of Nashville's racial, ethnic and cultural diversity and improve and enhance intergroup relations.

Result Measures

- MHRC *direct* delivery of general and custom education programs in three target areas: (KEY)
 - General Diversity Education (schools & community)
 - Title VI Compliance (LEP, small and emerging businesses)
 - Intercultural Conflict (Understanding and Reduction)
- MHRC expands multicultural education and outreach through increased collaboration with state, federal, and local community-based agencies and organizations (including higher education)
- MHRC positions itself for grant-funding to support its education initiatives

Output Measures

- Number of educational sessions delivered
- Number of participants reached
- Staff pursues public and private funding opportunities to advance its mission, activities

Demand Measures

- Number of educational sessions requested
- Types of programs/subject matter requested

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Compliance Line of Business

The purpose of the Compliance Line of Business is to receive and investigate inquiries, allegations, and complaints of perceived discrimination and discriminatory misconduct in the general services area and by metropolitan government employees, as well as to foster improved relations between employees of metropolitan government and the people they serve.

Civil Rights Compliance Program

The goal of the Civil Rights Compliance program is to provide complaint resolution services to Metro Government and the Nashville community that ensures their formal or informal claims are addressed and/or resolved in an appropriate, professional manner.

Result Measures

- Number of individuals/organizations that register inquiries or complaints with the MHRC
- Number of actual complaints addressed; type of service rendered
- Number/percentage of clients who rate MHRC problem-solving appropriate
- Number/percentage of clients who rate MHRC response professional
- Percentage of formal/informal claims resolved in mediation (KEY)
- Percentage of formal/informal claims resolved in conciliation

Output Measure

- Number of inquiry and complaint responses delivered

Demand Measure

- Number of inquiry and complaint responses requested