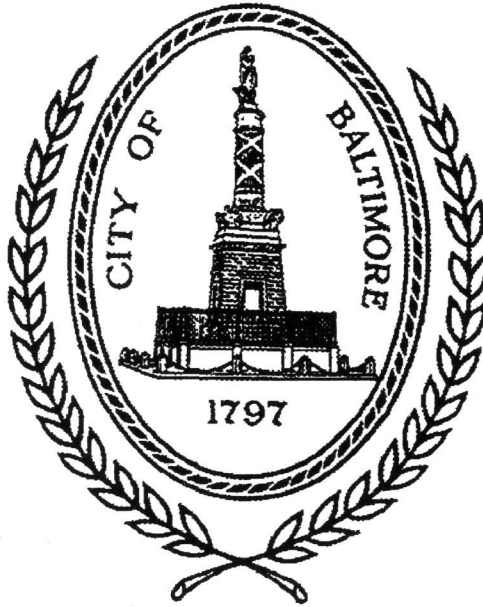


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**BALTIMORE
COMMUNITY RELATIONS
COMMISSION**



**ANNUAL REPORT
1992 - 1993**



MESSAGE FROM THE CHAIRPERSON

Chairperson
FATHER DONALD STERLING
Vice-Chairperson
WILLIAM CARLSON
Secretary
ANN GORDON
Director
JOHN B. FERRON

CITY OF BALTIMORE
BALTIMORE COMMUNITY RELATIONS COMMISSION
10 N. Calvert Street, Suite 915
Baltimore, Maryland 21202
(410)396-3141
(410)396-9586 (FAX)

COMMISSIONERS
CARL ADAIR
PAUL E. OSORIO-CARMONA
EDWARD HARGADON, ESQ.
IN WOOK HU
GLORIA JONES
CAROLYN JOYNER

The Honorable Kurt L. Schmoke
Mayor, City of Baltimore

The Honorable Members of the
Baltimore City Council

Dear Mayor Schmoke and
Members of the Baltimore City Council:

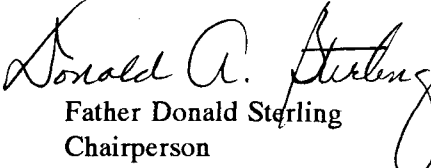
In compliance with section 16(7) of Article IV of the Baltimore City Code we are pleased to submit to you the 1992-93 Annual Report of the Baltimore Community Relations Commission.

The Commission has the responsibility to enforce Article IV of the Baltimore City Code in the areas of employment, public accommodations, education, health and welfare agencies and housing on the bases of race, religion, national origin, ancestry, age, sex, physical and mental disability, sexual orientation and marital status. It is also responsible for formulating a comprehensive action program designed to eliminate and prevent prejudice and discrimination. The agency enlists the cooperation of racial, religious, ethnic groups, community organizations, fraternal and benevolent societies, veterans organizations, and other groups in carrying out its duties and functions. The Commission fulfills its mandate through its two primary divisions, the Investigative/Compliance and Community Relations/Public Information Divisions.

The Commissioners work closely with the Director and staff to ensure that the agency is effective in carrying out its mandate. It is a working body, often volunteering to assist staff in planning and implementing programs and activities. We hold at least one meeting per year in the community in order to inform the community of the Commission's work and to learn the issues and concerns of residents of the selected community.

The Commission held its 1993 Community Meeting in the Harbel community which was sponsored by the Gatch Memorial Methodist Church. It was an educational experience for both residents and Commissioners.

This report will highlight the various services provided and activities engaged in by the Commission in 1992 and 1993.


Father Donald Sterling
Chairperson

BALTIMORE COMMUNITY RELATIONS COMMISSION 1992-93

OFFICERS

Father Donald Sterling, Chairperson
William Carlson, Vice Chairperson
Ann Gordon, Secretary

COMMISSIONERS

Carolyn Joyner
In Wook Hu
Carl Adair
Edward Hargadon
Gloria Jones
Paul E. Osorio-Carmona

EXECUTIVE OFFICE

John B. Ferron, Director
Renee' B. Lacks, Administrative Coordinator
Michele Waugh, Secretary to the Director

INVESTIGATIVE & COMPLIANCE UNIT

Pursuant to Article 4 of the Baltimore City Code the Commission is charged with the responsibility of receiving, investigating and resolving formal complaints of discrimination based on race, color, religion, natural origin, ancestry, sex, physical and mental disability, sexual orientation, marital status and age. These complaints can be in the areas of employment, public accommodations, education, health and welfare services or housing. This responsibility is shouldered by the Investigative and Compliance Unit.

The Unit is also responsible for complying with the provisions of a contract with the federal Equal Employment Opportunity Commission (EEOC). Most of our cases are dual filed with the EEOC and our performance on these cases is reviewed under the terms of that contract.

The Unit fulfilled the requirements of the reduced FY93 contract on September 30, 1993 by submitting 124 case completions for the federal fiscal year. We were complimented for achieving a 100% acceptance rate for this year. This production resulted in a case processing income from EEOC to the Commission of \$55,800.00.

Since September, 1993, the Investigative and Compliance Unit has obtained a total of nearly a quarter of a million dollars in benefits for charging parties. The largest of these resolutions was a \$123,000.00 benefit for lost wages and interest paid to a charging who was denied employment based on a perceived disability. In another case, a pre-determination settlement resulted in a payment of \$29,000.00 to a charging party who alleged that he had been denied a promotion based on his race.

In a bank case, staff was able to obtain reinstatement for the charging party in addition to \$5,000.00 in back pay. And in a hospital case staff was able to obtain another reinstatement in addition to over \$7,000.00 in back pay for the complainant.

In a compliance situation, staff was successful in negotiating a \$20,000.00 payment for

lost wages in a case in which the respondent had failed to comply with the terms of an agreement originally negotiated for an "immediate" promotion.

Unfortunately, however, at the same time that we have been securing record benefits for complainants and reducing our inventory of cases, we have been unable to keep pace with production goals mandated under the terms of the FY94 contract with the EEOC. In December 1993, we were behind by several cases and are attempting to meet our contractual obligations.

In response to this situation management has procured the transfer of 40 cases from EEOC for processing and has instituted a case management plan patterned after EEOC's procedures to increase production.

Public Hearings

In addition to the benefits won for charging parties directly through the efforts of the Investigative and Compliance Unit, our hearing process has resolved a number of cases during the past year. A public hearing is held after the investigative staff has found probable cause to believe that discrimination occurred and efforts to conciliate fail.

During the past year the Commission certified eight cases for public hearing. These cases were all employment cases involving race and/or sex discrimination; one case involved sexual harassment. Six of these cases were settled with a total damage award of \$47,500.00 paid to the complaints.

The largest settlement in these cases involved a Black woman who was discharged because she closed her department early during a snowstorm. She received a settlement of \$30,000.00 in back pay and compensatory damages combined. Evidence showed that a similarly situated white department head who had also closed her department, was not terminated.

COMMUNITY RELATIONS-PUBLIC INFORMATION-EDUCATION UNIT

Touring Baltimore Together

Staff met with representatives of the Hampden community, the St. Ambrose Housing Aid Center and members of the Baltimore City Police Department to plan tours in an attempt to educate youngsters of various cultures in Baltimore since some of the children were responsible for writing racial epithets on the equipment at the Union Avenue Apartment's playground. In order that they understand the feelings generated for some by the sight of a swastika or being called a "n____r", we decided that it was important for the children to meet people outside of their community and to talk with victims of hatred.

On July 29, 1993, we began by touring Hampden. The children learned about the old mills, Robert Poole and the patriotic pride of its inhabitants. Taking the tour was a racially mixed group of 32 children (ages 7 - 11 years old) and six adults.

We then visited the Jewish Historical Society and the B'nai Israel Synagogue where they heard from a Holocaust survivor and of Jewish traditions, religious symbols, Hebrew words and were even taught a dance.

The second part of "Touring Baltimore Together" took place on August 11, 1993 during which time the children visited various African-American historical sights, including the Orchard Street Church, the National Headquarters for the NAACP, the Peale Museum (Baltimore's first public school for Coloreds) and The Great Blacks in Wax Museum.

Bag lunches, paid for by the BLEWS, were prepared by the staff of the Commission and provided free to the participants.

Intergroup Relations Training

A primary function of the Community Education Division is the development and presentation of Intergroup Relations Training Workshops. During the year the staff developed training for the following:

1. Department of Aging - Ombudsman Program - 60 participants
2. Department of Juvenile Services - 10 participants
3. Enoch Pratt Free Library - 75 participants
4. Department of Housing, Housing Authority - 4- participants
5. Department of Education - 100 students
6. Department of Social Services, Balto. Co. - 25 students
7. Department of Social Services, Balto. Co. - 30 participants
8. The SECO Association - 25 participants
9. The Orleans/Milton Avenue Association, Neighborhood Housing Service - 20 participants

Staff represents the Commission on the Police Complaint Evaluation Board, and the Board of Licenses for Hucksters, Hawkers and Peddlers.

Presentations by staff on topics ranging from the services of the agency to issues of intergroup relations were given to the following:

1. The Southeast District Police Community Relations Council
2. The Vista Program of the Sandtown Winchester Project
3. The Break Through Team of the Department of Education

COMMUNITY RELATIONS-PUBLIC INFORMATION-EDUCATION UNIT**Public Information/Education**

Forty guests were interviewed on the agency radio show "Captive Audience", among whom were Mexican Journalist, Patricia Quintana; Gay Rights advocate/author/playwright David Drake; Floraine Appelfeld of the Governor's Office; college professor, author and renowned civil rights activist Dr. August Meier; George Buntin of the Baltimore Chapter, NAACP; George Laurent and Martin Dyer of Baltimore Neighborhoods, Inc.; Ronald Cuffie, Director of Geriatrics, Baltimore City Health Department; Erma Perry, Citywide Coordinator of ADA Programs; William Kladky of GBCHRB; Laurie Schwartz, President of the "Downtown Partnership"; ACLU Director Stuart Comstock - Gay & Baltimore Magazine Editor, Jonathan Wiltz, to name a few.

Agency publicity was facilitated through the production and mass mailing of printed and taped PSA's disseminated for the agency radio show. In addition, airtime was secured on "44 Minutes", the city's cable T.V. public affairs program, and a Spring Edition agency newsletter is being produced for 1993 and 1994.

On Friday, November 29, 1993, Baltimore City held its first "Going Out of Business Day", an effort to help put drug dealers out of business by joining fellow citizens in taking back the streets of Baltimore. CRC contributed through the operation of its renowned Rumor Control Center and director John B. Ferron coordinated a strong corner post in one of the drug hot spots.

Volunteer Mediation Program

Baltimore is typical of the modern city in that it is comprised of many ethnic and age groups of people hailing from all areas of the globe. It is not unusual then, that conflicts arise due to the diversity in the backgrounds of the people. The

agency's Mediation Unit has mediated disputes between conflicting individuals and groups for over fifteen years. Referrals are received from many sources such as: the Police Department, NAACP-Local Branch, self referrals, HUB staffs, ministers, schools, churches, lawyers, judges and others.

Mediation is being used across the country by many organizations which have found that a number of murders, assaults, property damage and vandalism take place as the result of conflict between neighbors and friends. It has been determined, therefore, that an impartial third party intervention is a successful alternative to expensive legal fees, time lost from work and even more hostile actions.

It became necessary to expand the program due to a shortage of staff. A proposal was written by two agency interns. One was later contracted to assist a very busy staff in developing a Volunteer Mediation Program.

Students from the University of Baltimore School of Law, other agencies and Coppin State University are scheduled to be solicited for the program. Also, individuals representing the various communities in Baltimore will be contacted for volunteer mediation training.

During the past fiscal year, staff mediated over one hundred cases.

Additional Services Provided

Staff serve on many committees and boards and provide technical assistance to numerous organizations. Additional programs/services provided by the Community Relations-Public Information-Education Unit are: The Rumor Control Center, The Complaint Evaluation Program, VIVA(Victims of Intimidation and Violence Assistance Program) and the Vendors Board.

COMMISSIONERS

Ten Commissioners are appointed by the mayor to serve staggered three year terms and they can succeed themselves for a second term. The Commissioners are the policy makers of the agency and the policies are carried out by the director and, under his direction, staff of the agency.

The mayor's appointees are serious about their roles and are very supportive of the staff in carrying out the mandate of the agency. They are reflective of the demographics of Baltimore.

The incumbent commissioners are:

1. Father Donald Sterling, is the Pastor of All Saints Catholic Church. He serves as Chair of the Commission.
2. Mr. William Carlson, Vice-Chair, is an attorney with the law firm of Shapiro & Orlander.
3. Ms. Ann Gordon, Secretary to the Commission, is a community activist and a Human Services Manager for the Baltimore City Department of Social Services. She is a former Chair of the Commission.
4. Ms. Carolyn Joyner, a community activist and recent Chairperson is a professional Social Worker with the Baltimore County

Department of Social Services.

5. Mr. Edward Hargadon is an attorney with the Maryland Port Administration. He is a former Commission Chairperson.
6. Mr. Carl Adair, a successful businessman, is the owner and manager of Carl's Amoco Stations and a Department Head at Coppin State College.
7. Mr. In Wook Huh is the Chief Reporter and Branch Manager of the Baltimore Bureau of the *Korea Times*. He is also a self employed businessman, and the President of Kor-In-More, Inc.
8. Mr. Paul E. Osorio-Carmona, is an accountant, and is also President of the Hispanic Foundation and a deacon in the Catholic Archdiocese of Baltimore.
9. Mrs. Gloria Jones is the director of the Marshall Jones Funeral Home.

The Composition of the Commission reflects a diverse racial, religious and ethnic mix, a representation of both sexes, and a variety of professional backgrounds, community and civic involvement and a demonstrated interest in civil rights.

ADMINISTRATION

Director, John B. Ferron, has the overall responsibility for the operation of the Agency, final internal and external decision making as it relates to the agency and the approval of all programmatic operations. He represents the agency on the local, state and federal levels when necessary, networks with other agencies and organizations and ensures that the agency is fiscally responsible. He is also involved in a significant amount of volunteer work in both his immediate and other communities.

Assisting Mr. Ferron in the administrative office are Mrs. Lillian B. Jones-Cuffie, Assistant Director for Programs, Ms. Renee' Lacks, Administrative Coordinator, Walter Shook, Investigative/Compliance Unit Supervisor and Mrs. Michele Waugh, the Director's Secretary.

Alvin O. Gillard is the Coordinator of the Intergroup Relations Training Program and represents the director on the Police Complaint Evaluation Board and the Board of Licenses for *Hucksters, Hawkers and Peddlers*. He is often asked to give intergroup relations presentations to community organizations and groups.

Thomas Saunders is the Coordinator of the Mediation Program, VIVA (Victims of Intimidation

and Violence Assistance Program) and serves as the Agency's Public Relations Specialist. He also coordinates special projects for the Agency.

Paula M. Green, Special Assistant to the Director, has been assigned the responsibility for coordinating the agency's public information efforts and hosting the agency's public service radio show, "Captive Audience"; additionally, she is assigned many special projects and activities as deemed appropriate by the director.

The legal component of the Agency is provided by Judge Solomon Baylor who serves as the agency's Hearing Examiner, Mrs. JoAnn Evans-Anderson, the agency's legal representative in matters involving the private sector and Mr. Norris Ramsey, in matters involving city government.

The Agency has a high retention rate of staff; their tenure ranges from three to in excess of twenty five years. During the 1992-93 fiscal year we lost two investigators to other agencies.

Staff of the Commission is very dedicated to their work, highly trained, and skilled. Their outstanding ability is reflected in their work with both complainants and employers.

CRC STAFF

John B. Ferron, Director

COMMUNITY RELATIONS/EDUCATION

Lillian Jones-Cuffie

Assistant Director for Programs

Alvin Gillard

Community Liaison/Training & Mediation Officer

Thomas Saunders

Community Liaison/Public Relations Officer

Paula Green

Special Assistant to the Director

INVESTIGATIVE COMPLIANCE

Walter Shook

Community Relations Supervisor

Evelyn Davis

Community Relations Representative

Gloria Harper

Community Relations Representative

Ronald J. Kimball

Community Relations Representative

Margaree Lee

Community Relations Representative

Susan Randall

Community Relations Representative

ADMINISTRATION

Renee Lacks

Administrative Coordinator

Shirley Reed

Office Supervisor

Michele Waugh

Secretary II

Shirlene Thomas

Secretary II

Sharon Edwards

Office Assistant II

Leslie Lewis

Office Assistant II

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