

Our Mission and Commitments

Our mission for the Office of Community Relations (OCR), is to foster effective and considerate interactions among the city's growing and diverse populous. We will make deliberate and concerted efforts through education and outreach to inform our citizens about one another and attempt to draw upon the strengths that lie within all of our residents. Our responsibility is to fight against discrimination in employment, housing, financial credit, and public accommodation. To accomplish our mission, we utilize a systematic approach to receive, analyze, process, investigate, monitor, and/or redress complaints of unlawful discrimination in the aforementioned areas.

City of Springfield
The Office of Community Relations
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Commitments and Programs

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Our Mission and Commitments



Equal Employment Opportunity

OCR's EEO program applies a two-fold approach to underscore our commitment to a city-wide equal employment opportunities and affirmative action policy. Our Contract Compliance Program implements sec. 93.13 of the City Code which provides that the City shall not contract with anyone for construction, financial services, labor or other commodities that has not first pledged compliance with equal employment opportunity and good-faith affirmative action obligations. Our office also receives, investigates, and conciliates complaints of unlawful employment discrimination within its jurisdiction. We also conduct statistical research to analyze the utilization of minorities and women in companies contracting with the City.



Community Outreach Program

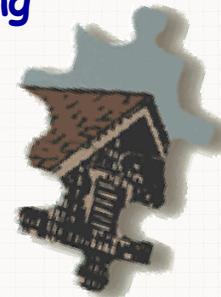
Our office also works cooperatively with other federal, state and/or city public agencies and private entities to address various community needs and concerns such as homeless and economically disadvantaged populations. We provide referral service for food, clothing, and shelter. We reach out to the community by publicity and educational programs relating to equal opportunity in employment, housing, financial credit, and public accommodation, and various other areas of community needs.

Anti-Discrimination Policies

It is the policy of the City of Springfield to prohibit unfair employment and housing practices. It is a civil rights violation for any employer, employment agency, or labor organization to refuse to hire, to segregate, or otherwise discriminate against anyone because of his/her race, color, religion, sex, national origin, ancestry, age, marital status, sexual orientation, or disability unrelated to ability. It is also a civil rights violation for an owner or any other person engaged in a real estate transaction to discriminate against an individual because of his/her race, color, religion, sex, national origin, ancestry, marital status, familial status, sexual orientation, or disability.

HUD Housing Counseling

- Pre-Occupancy Counseling
- Rental Delinquency and Mortgage
- Default Counseling
- Post-Occupancy Counseling
- Home Improvement and Rehabilitation Counseling
- Energy Conservation Counseling
- Housing Consumer Education Counseling
- Displacement and Relocation Counseling
- Home Equity Conversion Mortgage Counseling
- Fair Housing Laws and Landlord/Tenant Legislation
- Rights and Responsibilities of Home Owners and Tenants
- Grievance Procedures



Equal Housing Opportunity

The office of Community Relations is a HUD-certified Housing Counseling and Fair Housing Agency. As such, we provides HUD Housing Counseling Services to home owners and renters, especially to moderate and low-income home owners and tenants. The counseling service covers a variety of areas ranging from fair housing laws and landlord/tenant rights to home purchasing, financing and mortgage manage-



ment. Our office also receives, investigates, and conciliates complaints of unlawful discrimination within its jurisdiction. We also conduct statistical research on many housing issues in order to make our counseling program more effective for our clients and more responsible to HUD and the community. Working closely with other agencies, we make every effort to bring more financial resources from federal and state governments and/or private foundations in order to implement these programs that we may better address the housing needs, concerns, and problems of community.

