

Office of Neighborhood Involvement (ONI) FY 2006-07 Work Plan

Bureau Mission: The Office of Neighborhood Involvement's mission is to enhance the quality of Portland's neighborhoods through community participation. The Office of Neighborhood Involvement (ONI) provides opportunities for Portland neighbors to interact with their City government and help build safe and livable neighborhoods. The bureau's overall purpose is to facilitate open, inclusive community processes for discussion of important civic decisions among neighbors, neighborhood associations, businesses, and government.

City Goal 1: Improve the quality of life in neighborhoods

Bureau Goal: Strengthen existing partnerships and develop new partnerships between ONI, Neighborhood Coalitions and Community-Based Organizations in the City of Portland.

Bureau Goal: Provide consistent and effective communication links and coordination of activities between ONI programs, District Coalitions, Neighborhood Associations, City Bureaus and the broader community.

Bureau Goal: Promote outreach and leadership development efforts at the District Coalition and Neighborhood Association level that engage under-represented constituencies, recruit, train and retain neighborhood leadership and promote cultural competency with the neighborhood system.

Bureau Goal: Increase capacity for resource development, utilizing the skills, knowledge and experience of District Coalitions to secure contract opportunities with City Bureaus with particular focus on public involvement, citizen engagement in public decision-making and community empowerment at the neighborhood level.

Major Program or Initiative: Utilize ONI's Neighborhood Resource Center, Crime Prevention Center, Neighborhood Inspections Center, Information and Referral Center work activity to strengthen connection to the existing neighborhood system, community residents and key stakeholders. Through program activities each center will engage residents in inclusive community processes, promote participation in civic activity and public decision-making processes which are designed to make the City's neighborhoods safer and more livable. This work activity links to Bureau Innovation Project #1, Visioning Project, Bureau Innovation Project #2, Redefining ONI, and Bureau Innovation Project #9, Public Involvement.

Focus Areas Link: This work activity links to the Family-friendly city, Public safety and emergency preparedness focus areas.

Bureau Strategic Plan Link: The Office of Neighborhood Involvement and its key stakeholders, District Coalition Offices, completed ONI's Work Plan for FY 2005-06, during the second quarter of FY 2005-06. This work plan is comprised of four (4) core areas that assist the Bureau in maintaining strategic direction around citizen involvement, building partnerships, building capacity through outreach and leadership development at the neighborhood level and connecting with under-represented communities, promoting consistent and effective communication linkages between ONI, District Coalitions, Neighborhood Associations, City Bureaus and the community, and increasing the capacity for resource development utilizing District Coalitions in partnership with City Bureaus.

Background: Portland's current neighborhood system has been in existence since 1974. Although successful and viewed as a national model for citizen participation and engagement in civic issues, the growth in the City's ethnic and economic diversity during the past 30 years has strained the system's ability to actively engage community residents from ethnically and economically diverse neighborhoods. Additionally, the ability to outreach to community members is hampered by resource pools that have failed to keep up with rates of inflation, thus flat-lining the dollars that are utilized by District Coalitions and Neighborhood Associations to promote citizen engagement and civic involvement at the neighborhood level.

The Office of Neighborhood Involvement is currently involved in three (3) initiatives that seek to improve City residents' connection to local government, Bureau Innovation Project #1, Bureau Innovation Project #2 and Bureau Innovation Project #9. These initiatives are currently in various stages of activity. BIP #1 is moving forward in collaboration with BIP #8 to develop an effective outreach strategy to engage residents in dialogue about the future direction of the City, the development of an effective system that engages community members in civic dialogue, promotes neighbor to neighbor interaction and can be utilized to improve and enhance the livability of the City's neighborhoods. BIP #9 is seeking to develop strategies that effectively increase resident's ability to engage with City Bureaus during the course of project development that can impact the livability of neighborhoods and/or chart the direction of such development in the City. Each initiative is comprised of stakeholders representing the interests of neighborhoods, City residents, City Bureaus, the business community, community-based organizations and under-represented communities.

FY 06-07 Activities: Fiscal Year 2006-07 will find ONI continuing to strategically focus on Partnership Development, Outreach and Leadership Development, Communication and Coordination with Partners and Key Stakeholders, and Resource Development. The current focus within ONI will not dramatically change going into Fiscal Year 2006-07. Through ONI's program centers activity will continue that strengthens the existing connections to District Coalitions and Neighborhood Associations, builds partnerships between City Bureaus and the neighborhoods, promotes inclusion of under-represented community members in civic dialogues and decision-making at the neighborhood and City government level. Further ONI will continue to utilize the

effective tools offered by its Crime Prevention and Neighborhood Inspections program centers to engage citizens at the grassroots level to be empowered on the issues and challenges that impact neighborhood livability, specifically crime and neighborhood deterioration. As the information and technology activities increase within the City's structure, ONI is poised to increase its efforts to engage citizen's through improved access to Portlandonline, posting of information from District Coalitions and Neighborhood Associations on the ONI website, coordinating with the Bureau of Technology Services to improve access and content upload for neighborhoods, and improving the information and referral capabilities across municipal governments (i.e. City and County Information and Referral services).

Strategic Activities for FY 2006-07

1. Coordinating dialogues on public school issues that focus on shared facilities, recruitment of volunteers, partnership building, schools and neighborhood connection, and connection between District Coalition leaders, citywide school advocates, and school administrators; and assisting Coalitions in identifying resources that will assist in linking neighborhood schools with the community. Timeline: September 2006, January 2007, April 2007;
2. Assist Coalitions in implementing communication strategies utilizing a variety of stakeholders, but inclusive of neighborhood associations, Parent-Teacher Associations, School-Based Site Councils, Community and Parents for Public Schools and under-represented community advocates. Timeline: July 2006 – June 30, 2007
3. Develop and maintain organizational database of under-represented community organizations and coordinate activities that promote relationship development with District Coalitions and existing neighborhood associations. Timeline: July 2006 – June 30, 2007
4. Develop and maintain organizational database of youth organizations, School Administrators, SUN Community Schools that promote relationship development with District Coalitions and existing neighborhood associations. Timeline: July 2006 – June 30, 2007
5. Coordinate, plan and implement leadership development workshops at Citywide Youth Conferences on neighborhood organizing in FY 2006-07. Timeline: July 2006, October, 2006, January, 2007, April 2007;
6. Promote civic involvement through recognition of community volunteers utilizing Crime Prevention Volunteer Recognition Program, National Night Out activities and the City's Spirit of Portland Award process. Timeline: August, 2006, October, 2006, January 2007;
7. Provide leadership and involvement of ONI staff; collaborate with partners, Coalition and community-based organizations, community residents and key stakeholders in improving citizen access to government and partnership building between government and community members through the work of Bureau Innovation Projects #1, #8 and #9. July 2006 – June 30, 2007

Outcomes Connected to Strategic Activities: Key outcomes in FY 2006-07 include:

1. Improved relationships between District Coalitions and ONI;
2. Increased information sharing between the neighborhood system and community based organizations;
3. Increased number of leadership workshops provided for Neighborhood Association members and community members;
4. Establish pilot project with Coalitions and Neighborhood Associations on effective alliance building, outreach and leadership development targeting under-represented communities and align with Bureau Innovation Projects #1 and #8;
5. Increase number of volunteers honored for recognition related to civic involvement and crime prevention efforts through partnerships with Portland Police Bureau, District Coalitions and Neighborhood Associations.
6. Increase in number of projects established that link community residents to BIP #1 and BIP #8 activities;

Partners/Collaborations: Key partners for FY 2006-07 include:

- District Coalition offices and leadership (key connections to neighborhood volunteers and leaders, historical civic involvement and neighbor-to-neighbor engagement around issues impacting livability in neighborhoods);
- Neighborhood Association leaders and advocates (key connections to neighbor-to-neighbor interaction and engagement; grassroots community-building through Block Captains Program, Neighborhood Watch, Liquor licensing and advocacy at the local and state level; improving nuisance properties and creating safe living environments);
- Community-Based Non-Profit Organizations (non-traditional organizations not generally connected to the City's neighborhood system, but historically connected to issues that impact core communities around human, social, criminal justice and educational and youth issues);
- Advocates for Under-represented Communities, IRCO, APNO, Asian Family Center, Urban League, Self-Enhancement Inc., NAYA, the Latino Network, advocates for homeless, low income and economically disadvantaged community residents (non-traditional service organizations with connection to the City's diverse population base; ability to provide access, information, education and leadership development at the grassroots level);
- Portland Police Bureau (partnership through crime prevention, community-policing, citizen advocacy, program development and issues identification; utilization of ONI and neighborhood systems to access the broader community on issues of public safety);
- Bureau of Development Services (partnership with ONI Neighborhood Inspections to ensure that housing stock within the City is safe, structurally sound and assisting in the maintenance of livable communities);
- Bureau of Environmental Services (partnership with ONI on the development of community outreach efforts central to improved waste water and down spout disconnect activities, watershed restoration efforts in West Hills and East Portland);
- Office of Emergency Management (connection to emergency preparedness efforts at the local level, utilizing existing neighborhood networks to broaden information dissemination to community residents);
- Portland Public Schools (engaging neighbors in dialogue, decision making and focus on school based issues that impact the livability of neighborhoods and strengthening ties to neighborhood leadership);
- Bureau of Planning (assisting in the development of effective and efficient public involvement and citizen engagement activities that link communities to key City development efforts);
- Auditor's Office (development of appropriate and effective methods to generate feedback from community residents, describing the effectiveness of services generated through the Office of Neighborhood Involvement and its related programs);

City Goal 2: Deliver efficient, effective and accountable municipal services.

Bureau Goal: Increase information and referral functionality through staff development and establishment of new technological offerings designed to improve citizen access to the City's web-based environment.

Major Program or Initiative: Housed in ONI's Central Administration office, the City's Information and Referral system is the core component of "real time" interaction with community residents, the business community, local governments, the education community, and City/County staff, offering services that connect the public to municipal services throughout the region. This system supports access to the public through an average of 15,000 calls per month,

coordinates content information uploaded to Portlandonline, engages other information and referral programs in the metropolitan area to improve information offerings to the public, and supports special project development in conjunction with BTS and OMF (i.e. Evolvment Project in North Portland) and staffs operations in the Portland Building and City Hall for on-site visitors.

Focus Area Link: This program addresses the Infrastructure, public safety and emergency preparedness and family-friendly city focus areas.

Bureau Strategic Plan Link: The development of ONI's FY 2005-06 Work Plan included recognition of the importance and connection to the public, evidenced through the work of the Information and Referral center. Improved communication via web-oriented information linkages, the success of the Evolvment Project in North Portland and a growing demand for improving Portlandonline accessibility to the public, as a means to improve neighborhood association information sharing capabilities, promoting citizen engagement and involvement in public decision making are key components in ONI's service offerings for fiscal year 2006-07.

Background: The Information and Referral Center is a jointly funded center between Multnomah County and the City of Portland. The center answers phone calls and provides information to over 15,000 callers per month. Additionally, the center is responsible for notifying the public of City events, assuming responsibility of posting neighborhood calendars and events notification information to ONI's website. The success of the information and referral system is centered on the dedication of program staff to the values associated with "good public service and responsiveness to our customer base". Maintaining high levels of service and meeting goals established in the Inter-governmental Agreement between Multnomah County and the City of Portland are key components of this service delivery activity. In Fiscal Year 2006-07, Information and Referral will utilize a new phone ACD system to better handle incoming call volume. This new system will be able to set up new call routing mechanisms with priority group routing, thereby increasing efficiency of phone service to the public. The Information and Referral center will link with Multnomah County Chair's office to devise communication strategies with County agencies and the public to better promote the gateway phone number, 823-4000, as the way to connect with county services. The County Chair's office has brought forward a local consultant to assist in determining processes that will improve the community's ability to contact the County. It is anticipated this will result in strategies proposed to better utilize 823-4000 as the main entry point for county government services. In support of seeking innovative and creative methods to improve service delivery to City and County residents, this section will work with the Mayor's Office to devise communications strategies with City agencies and the public to better promote 823-4000 as the most effective manner in which to connect with City services. Staff will spend time in FY 2006-07 looking strategically at improving this sections critical role in linking community residents with public services. Strategies include seeking additional resources in FY 2006-07 to develop appropriate marketing tools around the use of the 823-4000 line as a link to public elected officials and Bureau staff.

FY 06-07 Activities: Supporting Bureau Innovation Project Activities: Information and Referral has been a member of BIP #7, working with city bureaus, the Mayor's Office and Customer Service Advisory Committee, to improve both internal and external customer service across city bureaus. In Fiscal Year 2006-07, Information and Referral will build off of the work of Bureau Innovations Project Team #7's work in FY 2005-06 and seek to improve customer service across the city. The section will follow up on BIP Team #7's recommendations and continue its membership through the establishment of a Customer Service Advisory Committee. While this committee is yet a recommendation from Team #7, there is strong focus at the Council level to promote improved customer service as a core value of service delivery in the City.

Strategic Activities for FY 2006-07

1. Implement a yearly survey of customers to solicit feedback and evaluate customer service efforts of the program. **Timeline:** Design survey by July 2006. Conduct and tabulate results by December 2006
2. Develop staff skill-set through customer service training and at least one other interpersonal skills training beginning FY 2006-07. Link staff to information resource trainings offered by AIRS and other local information and referral professional organizations. **Timeline:** Ongoing through June 30, 2007
3. Utilize new phone ACD system to better handle incoming call volume. New ACD phone system will be in place by third quarter of Fiscal Year 2006. **Timeline:** New ACD in place by Feb 2006. Management strategies and utilization scenarios established by July 2006.
4. Work with County Chair's office and Mayor's Office to devise communication strategies with County agencies and City Bureaus and the public to better promote 823-4000 as the way to connect with municipal services. **Timeline:** Ongoing through FY 2006-07.
5. Utilize the work of Bureau Innovations Project Team #7 to improve customer service across the city. Follow up on BIP Team #7's recommendations. Participate as a member of the Customer Service Advisory Committee upon adoption by City. **Timeline:** Ongoing through FY 2006-07.
6. Work with City's Enterprise Business Systems Project staff and BTS staff to create an integrated single city employee database and allow this resource to be available to improve customer service in a format accessible to the public at large. **Timeline:** April 2006 through June 2008.
7. Work with City BTS staff to put some version of the city employee database on the City's website so that the public will have access to this useful information. During the design of the EBSP explore the availability of placing a centralized city employee database (Jan 2008) in some form on the City's website, additionally in the interim Information and Referral will promote placing a version of the Information & Referral employee database available on the website. **Timeline:** Ongoing through June 2007.
8. Continue and increase involvement with local professional information and referral organizations. **Timeline:** Ongoing, continued membership and increased involvement in NW-AIRS Fiscal Year 2006-07.
9. Strengthen partnership with 211Info. City/County Information & Referral currently has a good partnership with 211Info which provides information and referral to social services in the Portland Metro Area. We will continue to maintain this strong partnership and look to strengthen it by holding some joint meetings, trainings and more regular communications. 211Info is planning to take over conducting many of the resource trainings that used to be conducted by NIRA. Once these are up and running we will participate and assist in organizing. **Timeline:** Ongoing through FY 2006-07.
10. Improve the ONI Website by making the site more useful to the user including more fully developing "Neighborhood Pages" section of the Website. **Timeline:** Basic Neighborhood Pages should be created by the early part of 2006. We will work with BTS staff to develop further enhancements to these pages as ongoing work.
11. Form an electronic communications committee of interested Web users who will advise the bureau regarding its Website and the city's overall Web presence. Meet quarterly with electronic communications committee for information sharing and advice on Web developments. **Timeline:** Committee will be formed by early 2006. Work will be ongoing. Work with BTS staff and city bureau webmasters to implement the tagging of event content in Portlandonline with "event type" tagging and more fully implement the use of geographic-based content. **Timeline:** The geographic tagging tool exists; the event type tagging tool needs further development. ONI working with BTS staff by the end of 2006 should have geographic subscriptions being fully utilized. Event type tagging should begin to be used by the end of 2006 and fully implemented by June 2007.

Outcomes Connected to Strategies:

1. Complete customer survey to better evaluate the program and look for ways to improve service to our customers into the future.
2. Improved customer service skills and high staff morale.
3. Improved efficiency in call routing and use of staff time, lowered number of abandoned calls.
4. Increased volume of community members calls to 823-4000 to access county services. Easier access to services should improve perception of county government
5. Improved internal and external customer service.
6. Improvements in staff time usage throughout the City.
7. Improved partnerships with other Information & Referral providers in the community. Better position of leadership within the I&R community
8. Increase access to public information and improving connection between the public and City staff.
9. Implement Neighborhood Pages to make it easier for Website users to find relevant information for their particular neighborhood through putting all information in one place.
10. An advisory committee will assist ONI in making useful improvements to its Website as well as giving a voice to the neighborhood system community to the city's continued developments to PortlandOnline.
11. More content being tagged and community Website users will get more useful information coming to them from the City through their PortlandOnline subscriptions.

Partners and Collaborations:

1. Multnomah County Chairs Office
2. Mayor's Office
3. BTS
4. District Coalitions and Neighborhood Associations
5. Neighborhood Resource Center staff
6. Office of Management and Financed
7. NW AIRS
8. Auditors Office

City Goal 1- Ensure a safe and peaceful community

Bureau Goal: Increase community participation in and stewardship of neighborhood public safety efforts

- **Major Program or Initiative: Create Public Safety Action Committees (PSACs) for each neighborhood coalition area** – These committees provide a forum for neighborhood-based problem solving and assist in directing crime prevention and other public safety resources. Currently, there are five active public safety committees. Through out the next fiscal year, efforts will be made to create PSACs for Northwest and Central NE Neighborhood Coalitions.

Focus Areas Link: Citizen/neighborhood-based community policing strategies.

Bureau Strategic Plan Link: Increase in community involvement and stewardship

Background: Over the past few years, each coalition area has adopted a version of a PSAC that meets the needs of their community to act as a clearinghouse for problem solving and identifying public safety priorities.

FY 06-07 activities: The goal is to have PSACs supported by ONI Crime Prevention that driven or lead by neighborhood public safety volunteers. The Crime Prevention program will continue to foster community leadership for all PSACs in FY06-07.

Partners/Collaborations: Portland Police Bureau, Neighborhood Coalitions, Social Service providers, government agencies, advocacy groups, and business and neighborhood associations.

Innovations: These groups have the ability to leverage the city's public safety resources through neighborhood involvement in preventing crime.

Results and Measures: The long-term goal for each of the PSACs is to be a local community-based clearinghouse for public safety issues and concerns that could be addressed by applying for grants and/or partnering with various public safety agencies to implement local crime prevention strategies.

Timeline: Seven active PSACs by December 31, 2006.

- **Major Program or Initiative: Promote, involve and coordinate public safety volunteer activities through Portland Citizen Corps Council**– Portland's Citizen Corps Council (PCCC), staffed by the Office of Emergency Management provides a vehicle for volunteer coordination among Neighborhood Watch, Neighborhood Emergency Teams, and Medical Reserve Corps volunteer programs. The Office of Neighborhood Involvement is working with PCCC to ensure that volunteers active in crime prevention programming are connected with those volunteers involved in emergency and disaster preparedness to help protect lives.

Focus Areas Link: Emergency and disaster preparedness and community involvement

Bureau Strategic Plan Link: Increasing community involvement through partnerships

Background: The Portland Citizen Corps Council was formed in 2005 and involves over 25 organizations/agencies. PCCC is currently developing its first action plan. Top priorities include an ongoing Community Preparedness Program and effective outreach on safety and preparedness to Portland's more vulnerable communities, including low-income families, seniors, people with disabilities, and those for who English is a second language.

FY 06-07 activities: Beginning in 2006, Crime Prevention will partner with PCCC to conduct a public safety training conference with an anticipated 1,000 participants.

Partners/Collaborations: PCCC includes: Portland Fire & Rescue, Portland Police Bureau, Multnomah County Health Department, Portland Public Schools, African-American Chamber of Commerce, Albina Ministerial Alliance, Alliance of Portland Neighborhood Business Associations, American Red Cross/Oregon Trail Chapter, District Coalition Public Safety Coordinating Teams, Ecumenical Ministries of Oregon, Elders in Action Commission, Hispanic Metropolitan Chamber, IRCO (Immigrant Refugee Community Association), Independent Living Resources, Oregon Association of Broadcasters, Portland Community College, Portland State University, State Independent Living Council, Northwest Natural, Pacific Power, and Portland General Electric.

Innovations: Through increased volunteer coordination, there is a greater likelihood of using resources more efficiently (i.e. applying for grants, promoting programs, etc...)

Results and Measures: Increase in number of active Neighborhood, Business, and Apartment Watches and Community Foot Patrols.

Timeline: Training Conference held in April 2006 and annually in April thereafter

- **Major Program or Initiative: Increase effectiveness of "National Night Out" as an outreach tool for citizen involvement in crime prevention**– National Night Out (NNO) is a unique community event that focuses on prevention of crime and drug activity, held the first Tuesday of August every year. Attracting over 15,000 participants, this is Crime Prevention's premier event.

Focus Areas Link: Public safety, community policing and citizen involvement, ONI/coalition partnership

Bureau Strategic Plan Link: Increasing community involvement through partnerships

Background: Portland began participating in NNO activities in the early 90's. Over the past fifteen years the event has grown to include a well-publicized kick-off event, local and national sponsors, and a steady growth of neighborhood watch and other crime prevention groups to host events ranging from a small block party to large events with over 500 people attending in parks or community centers.

FY 06-07 activities: NNO will continue to be supported primarily through sponsorships, which helps to provide each registered NNO event with give away and other promotional items.

Partners/Collaborations: The selection of give away items and the development of promotion strategies will be coordinated through a citizen/business planning committee as well as an inter-agency planning group that includes Police, Fire, Emergency Management, Parks, Transportation, and the Mayor's Office.

Innovations: Each year, the internal and external planning/coordinating committees help craft a theme or focus for NNO; for example, last year the focus was on connecting local businesses with crime prevention programs and strategies

Results and Measures: 10% annual increase in the number of citizens participating in NNO activities.

Timeline: August 3, 2006

- **Major Program or Initiative: Implement Enhanced Safety Property (ESP) Program citywide**– The ESP program provides an incentive to landlords and property managers to keep their property crime-free by taking preventive measures through education, management practices, and physical property improvements. Involvement in this program creates greater communication between landlords and property managers and law enforcement.

Focus Areas Link: Public safety, community policing

Bureau Strategic Plan Link: Increasing community involvement through partnerships

Background: Begun in the late 90's, this program was developed and supported by the Crime Prevention Association of Oregon, with local participation from Portland, Tigard, Washington County, and others to provide additional tools which encourage participation from landlords and property managers in community policing efforts to keep drugs and crime out of our neighborhoods.

FY 06-07 activities: In the fall of 2005, this program began as a pilot project in North Precinct, with intent to expand Citywide by FY06-07. To become ESP certified a property manager/landlord must 1) Attend the City-sponsored Landlord Training Workshop, 2) Comply with minimum management standards and meet minimum CPTED requirements, and 3) Participate in or help form a neighborhood or apartment watch that engages residents in crime prevention programs.

Partners/Collaborations: Portland Police Bureau, Crime Prevention Association of Oregon, and Rental/Property Management Associations.

Innovations: Once landlords receive certification in the three areas mentioned above, they will then receive ESP signage that can be used in their for-rent advertising and/or on-site marketing as well as the ability for Police to follow up with management when there has been illegal or suspicious activity occurring on their property.

Results and Measures: A decrease in drug activity related to or arising from rental properties.

Timeline: Citywide implementation January 2007

Bureau Goal: Offer training and educational resources to address crime trends and community needs

- **Major Program or Initiative: Coordinate annual Public Safety Training and Recognition Event** –An annual training and recognition event has been created to better promote the training programs offered by Crime Prevention and other public safety partners as well as recognize and honor those volunteers who participate in making their community safer.

Focus Areas Link: Public safety, community involvement, partnership building

Bureau Strategic Plan Link: Places information, tools, and resources directly in the hands of neighborhood activists through training and education

Background: Crime Prevention has always provided training and educational opportunities for neighborhoods tailored to the needs of a specific community. Recently, due to budget cutbacks we have sought out ways to increase the efficiency of providing training through a large-scale annual event.

FY 06-07 activities: The event will take place on a Saturday with an anticipated audience of over 1,000 neighborhood activists. There will be various training tracts that will provide opportunities for new information, networking, peer learning, and table-top exercises that apply newly learned tools and strategies.

Partners/Collaborations: As with other large Crime Prevention events, our goal is to partner with other agencies and seek out grants and/or sponsorship. This training and recognition conference will involve Police, POEM, Portland Community College, and many other organizations.

Innovations: Coordination of training programs with Office of Emergency Management-Neighborhood Response Teams (NET)

Results and Measures: Completion of evaluation surveys that show conference was well received.

Timeline: Conference occurs annually in April

- **Major Program or Initiative: Update and standardize curriculum for crime prevention specialty trainings**–Training materials are in the process of being developed for each of these areas to ensure that information is current and consistent among neighborhood coalition areas.

Focus Areas Link: Public safety, community involvement, partnership building

Bureau Strategic Plan Link: Places information, tools, and resources directly in the hands of neighborhood activists through training and education

Background: Each of the eleven Crime Prevention Coordinators is assigned a specialty area of expertise to focus on. These areas include Landlord Training, Crime Prevention through Environmental Design (CPTED), Good Neighbor Agreements, Personal Safety, ID Theft, Gangs and Youth Violence, Commercial and Residential Burglary Prevention, Problem Liquor Outlets, and Graffiti Abatement.

FY 06-07 activities: A training outline will be developed for each topic and reviewed internally and by content experts; some program materials may also be updated.

Partners/Collaborations: Each training topic will be reviewed by various content experts (i.e. Police Bureau, Multnomah County, etc...).

Innovations: Create a comprehensive training program that meets the demands of the community.

Results and Measures: Training programs that inform, involve, and prepare communities to prevent crime.

Timeline: Training outlines complete by July 2006

- **Major Program or Initiative: Conflict resolution and facilitation training for neighborhood activists and community leaders**—ONI has a contract with a non-profit conflict resolution provider, Resolutions Northwest (RNW). RNW pro.

Focus Areas Link: Leadership development, conflict resolution, community involvement and stewardship

Bureau Strategic Plan Link: Leadership development and service coordination with community partners.

Background: RNW provides neighbor-to-neighbor mediation services and handles about 500-600 cases per year resolving disputes such as barking dogs, noise, boundary/landscaping, etc. Over the past few years, RNW has begun providing an increasing amount of conflict resolution services for multi-party, multi-issue disputes, such as a neighborhood board in conflict, cross-cultural issues, and development disputes. As their expertise has expanded (along with their volunteer capacity), it is important that the City utilize these services as a preventative, less costly tool (i.e. costs involved in taking a case to court, the planning commission, or City Council).

FY 06-07 activities: Increase coordination amongst RNW and neighborhood coalition offices to train community activist in conflict resolution as well as providing direct services for groups in conflict through a peer to peer volunteer utilization model.

Partners/Collaborations: Neighborhood coalition offices, neighborhood and business associations, Council offices, City bureaus.

Innovations: Creation of a peer-to-peer conflict resolution service model for multi-party, multi-issue disputes that prevents conflicts from escalating and becoming more costly to all parties involved.

Results and Measures: Reduction in grievances filed from neighborhood coalition to City Council level.

Timeline: Proposal for expanding program drafted by August 2006

Bureau Goal: Facilitate community problem-solving efforts by coordinating public safety teams and resources

- **Major Program or Initiative: Implement ACCESS Street Intervention Program**—Reduce the number of chronic repeat offenders through a pilot project partnership between law enforcement, social service and housing agencies.

Focus Areas Link: Coordination and efficiencies amongst criminal justice/public safety agencies, community policing

Bureau Strategic Plan Link: Coordinated problem-solving

Background: This program began as a pilot project over five years ago with the goal of reducing livability crimes in the Old Town-Chinatown and Downtown Neighborhoods through intervention and coordinated service delivery among law enforcement, the courts, parole and probation, and the social service system. Over the past year, the program has been focused providing intervention services to those who are defined as chronic repeat offenders (appearing on the Neighborhood Livability Crime Enforcement Program 'NCLEP' list generated by the number of arrests within a 3-month period).

FY 06-07 activities: Although the program is only funded through the end of FY05-06, there continues to be broad based support for this approach to addressing chronic repeat offenders, and the hope is that funding and program activity will continue and expand from the Downtown area to Citywide.

Partners/Collaborations: The key partners in this project are the Portland Police

Bureau, Bureau of Housing and Community Development and Central City Concern. However, there is an extension of criminal justice partners that are crucial to its implementation and include the District Attorney's Office, the Portland Business Alliance, Multnomah County Community Justice, and the Sheriff's Office.

Innovations: By diverting chronic repeat offenders from the criminal justice system into social services and housing, we can show a reduction in resources articulated in fewer arrests and less time spent in jail.

Results and Measures: The goal of the program is an 80% retention rate for housing and services, and a reduction in the number of arrests.

Timeline: Client service report completed, showing progress towards meeting goals-July 2006.

- **Major Program or Initiative: Implement and assist in coordinating Inter-Bureau Problem-Solving Task Force (IBPSTF)** – This is a coordinated effort among city bureaus to address chronic problem locations that have a significant impact on neighborhood livability, involve multiple enforcement agencies, and could be used a catalyst for policy changes. A resolution creating the task force is expected to go before council in early December 2005.

Focus Areas Link: Inter-bureau collaboration

Bureau Strategic Plan Link: Coordinated problem-solving and involvement from City bureaus in addressing neighborhood livability and public safety issues and concerns.

Background: A similar task force was created in the early 90's to tackle chronic problem locations. The product resulting from this effort was the City's Chronic Nuisance Ordinance. Upon the implementation of this ordinance along with an increase in local problem solving groups that had been formed at the precinct-level, this task force dissolved. In the recent years we have seen a decline in the use of the Chronic Nuisance Ordinance due to fear of legal challenges and misinformation about how it can or should be used to address chronic problem locations. The newly formed IBPSTF will hopefully address these issues and will re-emphasize the need and direct benefit of coordinated problem solving amongst City bureaus.

FY 06-07 activities: This group will meet regularly to discuss problem locations and develop strategies or policies that provide solutions.

Partners/Collaborations: The core group of the IBPSTF consists of the Office of Neighborhood Involvement (Crime Prevention and Neighborhood Inspections), Portland Police Bureau (Drugs and Vice, Precinct Commander, and Neighborhood Response Team Officers), the Bureau of Development Services, Compliance section, and the Fire Bureau (HazMat, and Fire Inspections).

Innovations: This group will help focus the City's enforcement efforts to be more citizens driven, ensuring that we are addressing those activities which have the most negative impact on neighborhood livability.

Results and Measures: Increase in response time to chronic nuisances.

Timeline: Report to Council on progress of IBPSTF in February 2007

- **Major Program or Initiative: Implement Crime Prevention Through Environmental Design 'CPTED' practices as part of the development review process** – CPTED is a crime prevention tool that emphasizes the physical and environmental conditions of a property and their potential impact on crime and neighborhood livability. A CPTED evaluation conducted at the conceptual or early design phases of a project will have a greater likelihood of being implemented.

Focus Areas Link: Inter-bureau collaboration, coordinated pro-active problem solving

Bureau Strategic Plan Link: Coordinated problem-solving and involvement from City

bureaus in addressing neighborhood livability and public safety issues and concerns.

Background: A CPTED committee has been formed within the Crime Prevention program and is tasked with standardizing CPTED knowledge and service delivery, and creating a central clearinghouse of CPTED expertise for the City. This group strives to create a multi-agency CPTED task force, which will be responsible for implementing this practice citywide. Under direction from the Mayor's Office, the work of this group will expand, including other partner agencies to implement CPTED practices through our code for certain types of development.

FY 06-07 activities: An inter-agency committee will be formed to offer recommendations in developing potential code language, deciding which practices to institutionalize and the types of development that should be considered.

Partners/Collaborations: Participants of a citywide CPTED committee include representatives from Parks, Police, Fire, POEM, and Development Services.

Innovations: The implementation of early CPTED practices will contribute to a reduction in criminal activity, especially property crimes such as burglary and graffiti.

Results and Measures: Reduction in property crimes.

Timeline: CPTED code recommendations complete by February 2007

Bureau Goal: Provide sustainable communication links between the community and the law enforcement system

- **Major Program or Initiative: Create list-serves which allow the sharing of "real time" public safety information for each neighborhood coalition area** – This is an expansion of our current system of sharing law enforcement and other public safety information with neighborhood and public safety activists. The idea behind this initiative is to continue expanding the type and frequency of the information shared to ensure a well-informed and prepared community.

Focus Areas Link: Citizen involvement in emergency preparedness

Bureau Strategic Plan Link: Increased community involvement and partnership building.

Background: The process to create coalition public safety list serves or email contact groups has been in development over the past few years. Information about upcoming trainings or community events related to public safety along with press releases or statements from the Police Bureau Public Information Officer have been disseminated to thousands of public safety volunteers on a daily basis.

FY 06-07 activities: The Crime Prevention program would like to continue building upon this effort and perhaps collaborate with the Office of Emergency Management to further expand the information to include emergency preparedness and/or other key messaging to better prepare and inform our community.

Partners/Collaborations: Office of Emergency Management, Neighborhood Coalition Offices, and Portland Police and Fire Bureaus.

Innovations: Through increased information sharing, citizens will be better instructed on how to respond and become more engaged in crime prevention and disaster preparedness activities and programs such as Neighborhood Watch and Neighborhood Emergency Teams.

Results and Measures: Public safety list serves set up for each neighborhood coalition area.

Timeline: September 2006

City Goal 2 - Improve the quality of life in neighborhoods

Bureau Goal: Reduce incidents of graffiti through community stewardship

- **Major Program or Initiative: Increase stewardship among the residential and business community in keeping properties graffiti-free** – Given the reduction in funds available for the City to clean up graffiti on private property, the City has begun actively enforcing its property maintenance code (14B.080), which requires property owners to remove graffiti within ten days of it being reported. If it's not removed, then the City will remove it and bill the property owner for the clean up costs. In an effort to keep removal costs down and the need to enforce a code upon victims of vandalism, the program would like to focus on volunteer removal efforts from residential and business community.

Focus Areas Link: Services to small businesses, stewardship, community involvement, public/private partnership

Background: For the past twelve years, the City has contracted with a Youth Employment agency to provide free graffiti removal assistance for private property owners. Given the budget reductions over the past few years, the graffiti abatement program has explored alternative, more cost effective ways of abating graffiti. In FY04-05, the program contracted with two abatement contractors, each with an area of expertise (one focused on employing at risk youth in removal efforts and one that specializes in more technical removal methods); thereby creating efficiencies. We have also continued to involve volunteers in certain types of clean up efforts as well as step up our enforcement for those property owners that are not engaging in proactive measure to remove or prevent graffiti from occurring on their property.

FY 06-07 activities: In FY 06-07, we would like to explore the idea of working with other public and private agencies that may be interested in working with various business associations to create business improvement districts (similar to what exists downtown), where the business in an impacted area pool their resources to help maintain their properties, including graffiti removal service. We would like to start this as a pilot project, possibly in inner SE Portland, which is plagued by chronic tagging.

Partners/Collaborations: Business and neighborhood associations, Portland Development Commission, Mayor's Office- City Council.

Innovations: The creation of business improvement districts would foster more community stewardship, resulting in timely, efficient, and cost-effective graffiti removal.

Results and Measures: The formation of a business district (with possible "seed" money through grants or staff resources.

Timeline: June 2007

Bureau Goal: Ensure that all liquor outlets do not unreasonably disturb neighborhoods

- **Major Program or Initiative: Explore alternative funding source to continue neighborhood notification and problem-solving efforts related to liquor licensing**– Given pending legislative items, the liquor license renewal process is proposed to be extended from an annual to a 2-year cycle, thereby limiting funds available by approximately \$35,000 annually. A reduction in funds would limit the program's ability to notify and involve neighbors in liquor licensing issues that may impact neighborhood livability.

Focus Areas Link: Community involvement, direct services to neighbors, coordinated problem-solving

Background: The liquor license program, which has existed in various forms over the past ten years, provides community notification on all proposed establishments wishing to serve or sell alcohol in Portland. In addition to community notification, this program coordinates problem solving efforts, including the implementation of the City's Time, Place, and Manner Ordinance. All of these services and program functions are guided by a citizen driven Liquor License Advisory Group (LLAG).

FY 06-07 activities: This program works closely with the Oregon Liquor Control Commission (OLCC). The intent in FY06-07 is to strengthen that relationship and better define enforcement and licensing decisions impacting neighborhood livability between local and state responsibilities, ensuring that resources are appropriately directed.

Partners/Collaborations: Liquor License Advisory Group, Oregon Liquor Control Commission, Mayor's Office, Governor's Office, Neighborhood Associations, Oregon Partnership, National League of Cities, and industry and business representatives.

Innovations: Cost effective use of state and local resources; including funding and staffing levels that are results focused in addressing problem liquor outlets, rather than an institutional process or structure.

Results and Measures: City officials, including Government Relations office, Mayor's Office, Police Bureau and ONI work with OLCC to define and appropriately fund resources needed to ensure that liquor outlets operate responsibly.

Timeline: Agency responsibilities and functions defined in a partnership agreement- March 2007

City Goal 3 - Deliver efficient, effective and accountable municipal services

Bureau Goal: Create a data management system to track crime prevention problem-solving and community organizing activities

- **Improve IT connectivity for community-based Crime Prevention Program staff locations** – Each of the City's eleven Crime Prevention Coordinators are located in eight community based offices, creating IT connectivity barriers that prevent staff from being able to access and share data from the centralized office.

Focus Areas Link: Technology infrastructure

Bureau Strategic Plan Link: Provides business operation support to the Crime Prevention program

Background: Currently, the Crime Prevention staff is connected to the City server through a VPN connection that's run over a direct service line (DSL) connection. The connection has been unreliable, causing a reduction in work productivity (i.e. no access to email, inability to track project work in a database that resides on a shared network drive, etc...)

FY 06-07 activities: Beginning as early as January, 2006, an alternative connectivity option may be employed. However, there may be a need for continued infrastructure building in early FY06-07, depending upon which approach is in use. Once the upgrade has taken place, efforts will then be focused on the creation of a web-based case management system to track problem location activity and program services.

Partners/Collaborations: Bureau of Technology Services, Bureau Innovation Project #4, Mayor's Office.

Innovations: Improved connectivity will all staff to better communicate and facilitate problem-solving services

Results and Measures: A sustainable connection between city servers and remote locations.

Timeline: Infrastructure upgrade complete by July 2006.

City Goal 1- Improve the quality of life in neighborhoods &

City Goal 2 – Protect and enhance the natural and built environment

Bureau Goal: Strengthen existing & build additional partnerships between Coalitions, ONI & community-based organizations in the City of Portland

- **Major Program or Initiative** – Continue to build & expand the program's network of relationships with community-based organizations to provide at-risk/vulnerable citizens with additional problem-solving resources & assistance

Focus Areas Link: Family-friendly city: Housing, Public Safety

Bureau Strategic Plan Link: Partnership Development

Background: Low income & disabled owner occupied properties often lack resources & wherewithal to make code violation repairs. Historically BHCD funds were not available throughout the City, but only limited to targeted areas. Homeowner Loans through PDC were too bureaucratic and demanding for most low-income homeowners to be able to qualify. Neighbors making complaints on vulnerable neighbors without contacting them first to see if they can provide assistance or help to work together to correct the nuisance violations.

FY 06-07 activities: Continue to implement & refine process/procedure for referral of owner occupied Low Income Senior & Disabled properties to REACH CDC for grants & loans to help make code violation repairs & cleanups (Note that the program is only for those over 55 & physically disabled). Continue & expand outreach to the community & strengthen community collaboration by attending meetings, assist with cleanup of low income/vulnerable owner occupied properties by providing volunteers & vouchers, working more closely with neighborhood assns. & encouraging them to participate in cleanups of vulnerable properties, staffing of information booth/tables, supporting & working on joint initiatives with community group stakeholders, i.e. Community Alliance of Tenants, American Lung Assn., Metro Family Housing Council, Portland Housing Center, Multnomah County Health, PDC, HAP

Partners/Collaborations: BHCD – Funding, Metro – Vouchers, Project Linkage – Volunteers, Multnomah County Juvenile Justice Crews – volunteers, Neighborhood Assns. – Vouchers & Volunteers, George Fox College Students- Volunteers, REACH CDC – funding & volunteers & repairs, Multnomah County Health & American Lung Assn. – Healthy Home Initiative, Metro Home Safety Repair – Repairs, Unlimited Choices – Funding & Repairs, Rebuilding Together – Volunteers & Repairs, PDC – Funding, HAP – Housing

Innovations: Expand BHCD funded single family rehab program to include all low income owner occupied households, provide Healthy Home information to low income tenants, expand BHCD tenant relocation assistance to low income rental occupied properties with serious mold/mildew &/or elevated lead levels, attend Healthy Homes Initiative training for Inspectors, purchase & provide training for use of moisture meters for inspectors

Results and Measures: Refer 40 properties to REACH CDC for Housing & Nuisance Code violation assistance, Refer 18 properties to Project Linkage for nuisance code

violation assistance, Refer 12 properties to Neighborhood Assns. for nuisance code violation assistance.

Timeline: Ongoing

- **Major Program or Initiative** – Convene the Neighborhood Inspection Team Stakeholder Advisory Committee on at least a quarterly basis to seek input & feedback on policies & procedures & to advocate for the program.

Focus Areas Link: Family Friendly City: Housing, Public Safety

Bureau Strategic Plan Link: Partnership Development, Internal Communication & Coordination.

Background: Neighborhood Inspections has not had an ongoing Advisory committee in the past, recent negative publicity high-lighted the need for an advocacy & sounding board & policy/procedures & program input from a group of outside program stakeholders

FY 06-07 activities: Hold 4 – 6 meetings; expand the committee to 10 members.

Partners/Collaborations: Metro Family Housing council, Portland Housing Center, PDC, BHCD, Community Alliance of Tenants, Multnomah County Health Dept., Rose CDC, Gatekeepers-Multnomah County Aging & Disability Services, North Portland & East County Neighborhoods.

Innovations: Have committee elect a chair. Review proposed budget and new program initiatives & proposed code changes. Propose & implement a voluntary pilot project for certification of Rental properties as complying with Title 29, Property Maintenance Requirements

Results and Measures: Full implementation of above mentioned Pilot Project for certification of rental properties (stamp of approval) in compliance with Title 29. Adoption of proposed Title 29 code changes by City Council.

Timeline: Ongoing

Major Program or Initiative: Ensure that: 1. The residences of all Portland citizens are livable & safe which is achieved by enforcing the housing maintenance requirements of the Property Maintenance Code (Title 29), which establishes minimum standards for residential structures with respect to basic equipment, facilities, sanitation, fire safety & maintenance, 2. All properties of Portland are maintained at a minimum neighborhood livability standard which is achieved by enforcing the property maintenance standards (Title 29) which address the following issues: trash & debris, unsecured structures, rat harborage, emergency access routes around structures, overgrown lawn areas, garbage, storage of non-trash items, sidewalk obstruction, streets & other right-of-way, thickets that conceal hazards, visibly disabled vehicles, illegal dumps, failure of onsite storm & sewage disposal systems, holes that pose a threat to passersby & potential child traps

Focus Areas Link: Family Friendly City: Housing, Public Safety

Bureau Strategic Plan Link: Internal Communication & Coordination

FY 06-07 activities: Explore, Research & Develop a Pilot Project for voluntary certification of rental properties as complying with Title 29, continue & expand direct community outreach to Neighborhood Associations & Coalitions with presentations about the NIT program, implement code changes to Titles 3.30 & 29 to provide more flexibility in our enforcement for Homeowners, adopting new enforcement tools, updating & clarifying several sections & making housekeeping changes, implement the New Drug Lab Cleanup Program on State designated Meth Drug Labs that haven't been cleaned up within 6 months under the Nuisance Abatement Process, perform Enhanced Board ups of Drug Lab properties & other properties as requested by the Police Bureau

Partners/Collaborations: Multi-Family Housing Council, State Dept. of Human Services-Office of Public Health, Neighborhood Assns, Neighborhood Coalitions, Police
Innovations: declaring the structure on a State identified Drug Lab property as an Other Endangering Condition if not cleaned up & certified fit for use within 6 months as stated per 29.20.020 B., thus allowing for abatement & cleanup by a certified contractor and then the costs placed as a lien against the property

Results and Measures: cleanup of 12 State designated Meth Drug Lab properties that are more than 6 months old, perform approx. 19,500 inspections, mail out approx 13,000 letters & notices, bring into compliance & improve neighborhood livability on approx. 8,000 properties, bring approx. 1650 housing units up to the minimum code standards, attend approx. 300 community meeting/events, inspectors visiting Neighborhood coalition offices & attending Neighborhood Assn. Meetings in their district at least once a month, serving approx. 350 Administrative Search Warrants

Timeline: Ongoing.

City Goal 2 – Deliver efficient, effective and accountable municipal services

Bureau Goal: Provide a consistent & effective communication link & coordination of activities between ONI programs, Coalitions, Neighborhood Associations, City bureaus & the community

Major Program or Initiative: Improve customer service in the following program areas: Case Management, Client Assistance & Support, Community Outreach, and Staff Support

Focus Areas Link: Family Friendly City: Housing, Public Safety

Bureau Strategic Plan Link: Internal Communication & Coordination

FY 06-07 activities: update the ONI-NIT website to be able to accept & File Housing Complaints online; translate the NIT program brochure into Spanish, continue to provide Landlord Training sessions in both the Fall & Spring & increase the number of trainings, increase cost recovery for the Landlord Training Program by increasing the cost of the manual from \$15 - \$20 & not allow it to be downloaded from the web site, update NIT letters & notices to be more user friendly, update NIT violation MACROS & provide ability to high-light Fire/Life/Safety violations, implement code changes to Titles 3.30 & 29 to provide more flexibility in our enforcement for Homeowners, adopting new enforcement tools, updating & clarifying several sections & making housekeeping changes, send out notice of Charges for Red Tag Penalties & Hearing Filing Fees, offering the option of paying before they are placed as liens against the property, work with BDS to explore a potential pilot project that would test portable computer technology for use in the field, work with BDS to explore the potential of billing directly out of our database system TRACS, continue to problem solve and work with & make referrals to other agencies, i.e. Gatekeepers, Elders in Action, Crime Prevention, County Vector Control, BDS, Maintenance Bureau, Police Neighborhood Response Teams, Urban Forestry, Abandoned Autos, drafting & signing of a MOU with Urban Forestry regarding inspections, drafting & signing of an IGA with Metro regarding abating/removal of illegal dumps off of the public right of way, improve billing customer service issues with the Auditor's Office, implement code change with the City Auditor to allow representation of NIT on the City Foreclosure Committee,

Partners/Collaborations: BDS, TRACS, Campbell DeLong, Hispanic Community, BTS, METRO, Urban Forestry, Transportation Right of Way, Maintenance Bureau, other sections of ONI, Multnomah County, Abandoned Autos & Parking Patrol, Park Bureau, Auditor's Office, City Attorney, Legal Aid

Innovations: adding the following language on all Nuisance Abatement notices to give ADA reasonable accommodation notice: "If you have a disability that makes it difficult for you to comply with this notice, please call (503) 823-7034 to request a reasonable accommodation.", training of staff on City's obligation to provide reasonable accommodations to persons with disabilities, establishing an informal & formal process for accommodation requests, coordinating & arranging for Metro to pick up illegally dumped yard debris on the public right of way & allowing free dumping at Park Bureau locations, thus stretching our nuisance abatement budget for other cleanup uses, Results & Measures: Increase the number of landlord training sessions to 8, provide a Spanish language copy of the Neighborhood inspections Program brochure when needed, more timely payments of penalties, fees, bills & assessments, an insert in the initial billing notices sent by the Auditor's Office explaining, "What's this bill for?", less confused phone calls by the public

Timeline: Ongoing

City Goal 1- Deliver efficient, effective, and accountable municipal services.

Bureau Goal: Bureau Operations

- **Major Program or Initiative: Human Resource Management** – Provide leadership and expertise allowing ONI to attract, develop, and sustain a diverse workforce committed to quality public service to Portland's neighborhood systems.

Focus Areas Link: Provide administration and management in the areas of diversity development/affirmative action, legal/contractual/and policy compliance, wage and hour, classification assignment, recruitment and selection, performance management, and labor/employee relations.

Bureau Strategic Plan Link: Support ONI staff and management with human resource services that are both high quality and cost effective.

Background: ONI's staff size fluctuates from approximately 50 – 75 employees during the year filling regular, seasonal, and temporary positions. Staff members are either represented by DCTU or non-represented.

FY 06-07 activities: Continue to administer all core human resource functions, processes, and services. Anticipate the formation and implementation of a labor management committee during this fiscal year.

Partners/Collaborations:

DCTU: Represents ONI's labor group

Bureau of Human Resources: Facilitates ONI's human resource activities and objectives; conducts the collective bargaining process.

City Attorneys: Provides legal counsel to support ONI's HR objectives

Innovations: HR forum brown bags, enhancing career development opportunities for women.

Results and Measures: Low turnover, legal and procedural compliance, staffing levels maintained limited liability exposure.

Timeline: Ongoing

- **Major Program or Initiative: Finance, Budget, and Accounting** – Administration of ONI's Budget & Accounting functions.

Focus Areas Link:

- Annual Budget Development
- Ongoing Budget Monitoring for ONI and City Budget office needs.

- Accounts Payable processing
- Accounts Receivable billing
- Payroll & HR duties
- Contract Administration
- Maintenance of ONI chart of accounts
- Development of ONI financial forecast & revenue projections.

Bureau Strategic Plan Link: Facilitates efficient bureau operations and service delivery through comprehensive and responsible fiscal administration.

Background: The complexity of ONI's budget has increased significantly due to the addition of fee revenues and other non-discretionary revenues as a result of the inclusion of the NIT section in 2003.

FY 06-07 activities: Continue to perform routine duties in conjunction with above-captioned Focus Areas. Adapt the bureau's budget per the recommendations of BIP #8, BAC, and EMBAC, and begin administration of the new \$200,000 Investment/Empowerment Fund.

Partners/Collaborations: Participatory: Coalitions staff, BAC and EBAC members, Auditor's Office, OMF, and the Mayor's Office.

Results and Measures: Legal and procedural compliance as well as efficient, appropriate, and conservative use of ONI's fiscal resources.

Timeline: Ongoing.

- **Major Program or Initiative: General Bureau Administration** - Provides research, develops and implements operational policies and procedures for bureau administrative functions. Supervises and directs bureau-specific business, administrative or program processes.

Focus Areas Link: Oregon OSHA compliance, BTS coordination, Risk Management, daily business operations, accounting and financial transactions including revenue and expenditure reporting, accounts payable and receivable, payroll, contracts and procurement.

Bureau Strategic Plan Link: Plans, organizes, supervises and participates in providing a wide variety of business operations support services for the bureau, sections and work groups.

FY 06-07 activities: Implementation of BIP group #1, #7, #8 and #9 recommendations and those stemming from EMBAC and BAC recommendations.

Partners/Collaborations: Participatory: Coalitions staff, Coalition Director's and Chair's, BAC and EBAC members, community-based stakeholders, Auditor's Office, OMF, and the Mayor's Office, Portland Police Bureau, Multnomah County, State of Oregon, Department of Homeland Security, Criminal Justice Services Division, Youth Gangs Task Force. Advisory: BHR, Risk Management, and City Attorneys Office

Innovations: Conducting bureau business transparently by working collaboratively with community and contractual stakeholders. Continue joint meetings between ONI Management Team and Coalition Director's, implemented during FY 2005-06. Continue leadership development and partnership opportunities between Coalitions, Multnomah County's Department of Schools and Community Partnerships and Department of Community Justice. Utilize leadership position with Governor's Drug and Violent Crime Advisory Committee to provide information on Federal funding opportunities through Bureau of Justice Assistance programs, Justice Accountability Grant Program (JAG). Partner with Portland Police Bureau on holding quarterly "Community Conversation Forums". Implement the "Community Conversation Forums" and invite key City Bureaus to partner with ONI as a means to garner meaningful public involvement and dialogue with community members.

Results and Measures: Transparent bureau administration, meaningful public participation in all strategic planning for ONI, and the support of productive and innovating neighborhood programs.

Timeline: Ongoing.