

City of Portland - Office of Neighborhood Involvement  
Bureau/Budget Advisory Committee (BAC) Summary Notes  
November 9, 2009

**In Attendance:**

Christina Albo (RNW), Daniel Amine (IRCO/Africa House), Richard Bixby (EPNO), Sylvia Bogert (SWNI), April Burris (SEUL/North Tabor NA), Polo Catalani (Office of Human Relations), Betsy Coddington (Resolutions NW), Anne Dufay (SEUL, BAC Co-Chair), Elizabeth Erickson (RNW), Donita S Fry (NAYA), Vicki Hersen (Elders in Action), Izzetta Irwin, Kayse Jama (CIO, BAC Co-Chair), Grassia Melendez (CIO), Jane Netboy (Goosehollow), Jerry Powell (Goosehollow), Midge Purcell (Urban League), Lisa Reed Guarnero (CIO), Joseph Santos-Lyons (IRCO), Tom Schaper (SWNI/Ashcreek NA), Doretta Schrock (Kenton/NPNS), Maryann Schwab (Sunnyside), Mark Sieber (W/NW), Martha Simpson (PDOC), Alison Stoll (CNN), Jen Tonneson (Rocky Point Marina, BAC Co-Chair), Bob Ueland (CNN), Dean Westwood (OHSU, Disability Commission)

**ONI Staff:** Afifa Ahmed-Shafi (NRC), Amalia Alarcón de Morris, Katherine Anderson (Labor/CP), Amy Archer, Kelly Ball (CP), Michael Boyer (Labor/CP), Celeste Carey (Labor/CP), Nickole Cheron (NRC), John Dutt (I&R), Brian Hoop (NRC), Paul Leistner (NRC), Judith Mowry (NRC), Teri Poppino (Labor/CP), Jeri Williams (NRC)

**Commissioner's office:** Tim Crail, Dora Perry

**Welcome and Introductions**

The group was reminded that the following co-chairs were nominated for the BAC this fiscal year:

- o Anne Dufay, Southeast Uplift
- o Kayse Jama, Center for Intercultural Organizing
- o Jen Tonneson, Rocky Point Marina

The following participate on the BAC Steering committee:

- o Christina Albo, Resolutions NW
- o Michael Boyer, ONI/Labor
- o Polo Catalani, Office of Human Relations
- o Paige Coleman, Northeast Coalition of Neighborhoods
- o Anne Dufay, Southeast Uplift
- o Kayse Jama, Center for Intercultural Organizing
- o Judith Mowry, ONI
- o Doretta Schrock, North Portland Neighborhood Services
- o Jen Tonneson, Rocky Point Marina
- o Amalia Alarcón de Morris, ONI
- o Amy Archer, ONI

Participants with experience budgeting at the City and ONI volunteered as potential “mentors” to be available to newer folks with questions throughout the process. If you have questions, please contact one of the following volunteers:

- Sylvia Bogert, Southwest Neighborhoods Inc, 503-823-4592, [Sylvia@swni.org](mailto:Sylvia@swni.org)
- Mike Boyer, ONI Crime Prevention, 503-823-5852, [Michael.boyer@ci.portland.or.us](mailto:Michael.boyer@ci.portland.or.us)
- Nickole Cheron, ONI Disability Program, 503-823-2036, [nickole.cheron@ci.portland.or.us](mailto:nickole.cheron@ci.portland.or.us)
- Anne Dufay, Southeast Uplift, 503-232-0010, [anne@southeastuplift.org](mailto:anne@southeastuplift.org)
- Vicki Hersen, Elders in Action, 503-235-5474, [Vicki@eldersinaction.org](mailto:Vicki@eldersinaction.org)
- Amy Archer, ONI Administration, 503-823-2294, [amy.archer@ci.portland.or.us](mailto:amy.archer@ci.portland.or.us)

### **Resource Sharing/Announcements**

- Mark Sieber announced that one of their neighborhoods in NW is an industrial district. The chair has an employment office and is offering workshops for those that can help others find jobs (not for applicants but for those helping applicants find work). If you are interested, please contact Mark at 503-823-4212 or [mark@nwnw.org](mailto:mark@nwnw.org).

### **General Budget Business**

#### Facilitation:

ONI does not have funding this year to hire a facilitator for the budget process. Joe Hertzberg has facilitated in prior years and is volunteering to provide guidance and support along with Judith Mowry to a team of volunteer facilitators. We will need approximately 6 volunteers – 3 will be the core facilitators and should be skilled facilitators that this opportunity could further elevate their skills. The other 3 could be folks that are familiar with ONI or a program and would be able to develop skills through facilitating some of the small group discussions. Commissioner Fritz has also offered to write letters of recommendation for the volunteers involved in this process. A job description has been developed and was emailed to participants following the meeting (copy attached to these notes). Responses are due by November 20<sup>th</sup>.

#### Cards:

Index cards are spread throughout the room and are available for participants to write down questions or concerns that they do not feel comfortable raising during the meeting or simply do not want to take meeting time to cover. ONI will collect those cards and compile answers and may provide answers during the next meeting and also post them online.

#### Notebook:

Budget notebooks were distributed during the meeting, and contents summarized. Notebooks will be available at the next meeting or through Amy Archer at ONI.

## **Recent History/Background**

Amalia gave a summary of the recent history of ONI programs and how we have our current priorities. ONI (at the time ONA – Office of Neighborhood Associations) started in 1974, and has had a focus on the core neighborhood system and providing funding through the seven coalition areas. In 2004, Mayor Potter did a survey about City services and initiated the Bureau Innovation Projects. ONI services were one area that rose to the surface. It identified that some communities were under engaged and that participation was not as robust as it could be. The Community Connect process stemmed from this and ultimately resulted in The Five Year Plan to Increase Community Involvement (information available online at <http://www.portlandonline.com/oni/index.cfm?c=43119>).

The Community Connect process shed some light on disparities as it identified some shifts in neighborhoods with growth. It also identified system disparities with communities underrepresented in the involvement system such as people of color, youth, people with disabilities, low-income, etc. Council ultimately adopted the Five Year Plan and the three goals also were adopted by ONI as bureau goals. ONI has spent the past 4 budget cycles working towards these goals. The Phase I implementation for the Five Year Plan included an increase in money going out to the communities including projects like increased communications dollars for neighborhoods, small grants, and the Diversity and Civic Leadership Program. This removes any possible expectation for one group to be the service provider and be all things to all people. The emphasis was on bringing people to the table with an intention of building partnerships among the various ONI programs and partners.

## **Vision Exercise**

Participants were asked to select a person they do not know well and to answer some questions. Those pairs were then combined with 2 other pairs to discuss similarities and differences identified. The questions were:

- What would you like your community to be like?
- What is your goal/contribution over the next 18 months to move in that direction?

In the reports back to the large group, several stated that there were a lot of similarities when they expected more differences. The summaries from each of the groups are attached to these notes.

## **Equity Lens**

Sustainability is often discussed but the social/people component is not talked about as much as economic or environmental sustainability. Amalia stated that ONI was about social sustainability so this is important to describe well when it comes time to budget. The group has talked about looking through an equity lens when we are budgeting, but what does that really mean? Amalia provided a

definition and asked participants to consider that definition and plan to discuss it when we meet again next week. Following are the definitions presented:

- Social sustainability – includes components of human rights, labor rights and corporate governance. It is where basic human needs such as nutrition, health and shelter are met and social cohesion allows people work toward common goals.
- Equity – something that is fair and just; impartiality; the opposite of disparity.

Think about what these terms mean to us around the table and how it impacts our criteria as we make decisions. We will discuss this as a group at the next meeting.

## **Program Presentations**

### Resolutions Northwest:

Key services provided are mediation for neighbors in conflict and facilitation for communities in conflict and ONI partners. Their services work to empower people and build capacity to deal with local issues, helping people work together even during difficult times. Their first quarter in FY2010 shows mediation cases increased by 23%, which was expected with the economic shift. The volunteers are the backbone of their work and staff offer training and provide support. A couple sample stories were provided to demonstrate the type of work:

- Neighbors that were friends for 17 years had an issue that created tension for 1 ½ years and they were considering lawsuits. The parties were avoiding one another and not able to communicate. They agreed to meet for 2 hours with a mediator to share their perspectives and listen to one another. They left the process excited to work on the problem together and to become friends again.
- RNW has worked with Africa House in order to support providing services that are accessible and culturally appropriate for their African immigrant communities. They partnered to train African Elders to share information about Western conflict resolution approaches and also to learn about their methods of conflict resolution within their community. One example was a situation where 5 sisters had an issue with their brother's wife and were even threatening her life. An elder got involved, helped solve the problem and the family came back together. The goal is to empower people within their community to gain skills to solve problems and create peace.

### Elders in Action

Since 1968, Elders in Action has been a voice for older adults (aged 60 and older). Their mission is to ensure a vibrant community through the involvement of older adults. They have 132 volunteers and a Commission that meets twice a month (liaison is Commissioner Fish). Services include getting representatives involved in stakeholder groups to provide perspective of older adults, advocating for the rights of adults (may include filling out forms, making calls, linking to

services, etc), and Elder friendly evaluations for City and County offices. Volunteers are available to evaluate any materials or websites to make sure they are accessible to older adults so please call if you want materials evaluated. Last year they recovered approximately \$231,000 for older adults, including those that were victims of fraud or had medical bills.

### Crime Prevention

Mission is to organize and support community partnerships to prevent crime and the fear of crime. Three major areas of service include problem solving, community organizing and education. Stories that provide an example of their work include:

- Prescription drug turn in coordinated by Jenni Bernheisel and Angela Wagon. The CP staff learned about the abuse by teenager of prescription drugs that are commonly stolen and either taken or shared with others (example of a pharm-party where all pills are put in a bowl and you take some). Staff partnered with Police and Eastport Plaza to raise awareness, collect and safely destroy the medications. They had 120 people turn in a total of 40 pounds of medicine, which totaled 4100 tablets of the most commonly abused medications (narcotic painkillers).
- A lot of their work is reacting to a problem and organizing the community to respond. CP staff heard from neighbors in a houseboat community that were concerned about suspicious activity at one of the properties. CP staff were able to educate about the warning signs and how to document what was going on for the police. The ultimate outcome was a raid, arrest, and seizure of drugs at the property.

### Information & Referral

The program answers the 503-823-4000 line, which is the City of Portland and Multnomah County central resource for information. The City and County split the costs of the program 50/50. Basic information and referral for City/County makes up approximately 80% of their work, but they also get calls about other community and social services as well as walk-ins in the Portland Building and City Hall. Call volume is approximately 12,000 per month, with 90% answered in under 25 seconds. Only 20% of the budget is general fund discretionary. John provided some audio examples of the types of calls they manage.

### Livability – Graffiti Abatement

Mission is to improve neighborhood livability by decreasing graffiti in Portland. In addition to ensuring removal of graffiti, a major area of focus is Education and coordination of volunteers. Saturday cleanups are often an introduction to graffiti removal. From this year's cleanups 3 neighborhoods have formally organized to do ongoing cleanup in their area and others are in process. Life Fellowship Church did a Saturday cleanup on Interstate, moved to a youth-oriented project in NW, and then a large cleanup event this last August. They are planning a really large cleanup in North Portland in June and intend ongoing work in this area. The program is focusing on training for organized volunteer groups to

assist with cleanups throughout the City. The program also developed a partnership with Central City Concern Community Volunteer Corps to provide training opportunities for adults in transition. They provide the volunteers, property owners provide paint and we coordinate the locations to clean up large scale properties that would not qualify for free removal. Have provided job training opportunities with cleanups at 9 locations since June with over 36,000 square feet of painting. Another focus is tracking graffiti in a database to support enforcement against graffiti vandals. Recently had 7 prolific taggers pled guilty to charges, 976 hours of community service and over \$60,000 in restitution to City and property owners. Funding has been historically ongoing, but in FY09 converted to one-time due to budget cuts so is in jeopardy of going away if funding isn't identified.

#### Livability – Liquor Licensing

Goal is to improve livability by ensuring liquor outlets do not unreasonably disturb the neighborhoods and operate in a lawful manner. It is funded by revenues collected processing liquor licenses (generally not impacted by general fund cuts). Focus on identifying problems and working with licensees, police and impacted neighbors to problem solve issues and/or advocate with OLCC for action. Last year, the liquor license team has dealt with a total of 60 problem locations through time place manner, many resulting in changes at the operation or a good neighbor agreement to address concerns. Following is an example of the type of problem solving in this program:

- Nine Muses, a tavern in a non conforming use residential property in Buckman, was issued a violation of Time Place Manner codes due to noise and disorderly conduct. The managers of the premise signed an abatement plan with the City of Portland, but were found to be in violation of the terms on multiple occasions throughout the 90 day abatement period. ONI and Police initiated Code hearings process and after hearing testimony from several affected neighbors, the Code Officer ordered immediate restrictions of the hours of operation and entertainment offered at the establishment. This resulted in changes necessary for the close residential and commercial interface to be less impactful on neighbors. The management at the business later changed and has not generated complaints.

#### Neighborhood Resource Center

Brian reported that the Neighborhood Resource Center (NRC) budget is approximately \$3.42 million, with approximately \$2.58 million going out in grants to community partners. Total internal program staffs are 7.75 FTE for an expense of approximately \$600,000. Program services include:

- Neighborhood program – funding to support activities of 95 neighborhood associations through 7 neighborhood coalitions. Responsibilities include leadership and organizational development, support for small grants, and communications. One example provided of staff support for this work was in relation to an East Portland neighborhood grant that was given to

- support efforts of engaging people in the neighborhood with mixed socio-economic status and people of color. Staff linked them with a program as Portland State to partner with students to assist with a door to door canvas of the neighborhood. 650 households were reached and they are planning 2 events.
- Diversity and Civic Leadership program – Jeri Williams work focuses on encouraging outreach to underrepresented groups and engaging those communities. She manages the grants to the DCL partners Center for Intercultural Organizing, Latino Network, Native American Youth and Family Center, VERDE, Urban League of Portland and Immigrant and Refugee Community Organization. She also has provided diversity training for many bureaus and partners and works to assist with getting emerging leaders involved in roles with other bureaus such as BES, Parks, the Portland Plan, etc. Jeri works to promote the DCL programs as well including presentation at the Neighborhoods USA conference with Judith Mowry and working with other jurisdictions wishing to replicate the program such as Beaverton.
  - Disability Program – Nickole gave an overview of her work as a “day in the life” of her work (or actually, just half the day since time was limited). The day was October 12<sup>th</sup>, and it was 2 days before they went to Council to authorize the new Commission on Disability. It was also 3 days before the Making a Difference awards event. She was working to get some auction paddles that would allow people unable to stand to be recognized for their work along with others. She also got a call from somebody in East Portland complaining that they could not park in a lot because there were no accessible spots. The lot had been converted to allow parking for those with wheelchairs. However, with the new placard system there are two types of placards and they are only permitted to park in the appropriate spots so people with disabilities parking in those spots were being ticketed. The owners had not realized that they eliminated any parking for those with disabilities that were under the other placard type. Nickole worked with Police to stop them from ticketing people parking in those spots while the business fixed the designated spots.
  - Effective Engagement Solutions Program – Judith Mowry works with the community to facilitate dealing with chronic community conflict. For example, she got involved in a case that had only 3 weeks for a group of 50 stakeholders to reach agreement on a community benefit agreement. She also coordinates the Restorative Listening project where residents share their experiences with gentrification and impacts on the community. She focuses on building the infrastructure of relationship in order to provide opportunities for community dialogue and conflict resolution.
  - Public Involvement Best Practices Program – Afifa Ahmed-Shafi coordinates the program to improve consistency and accountability in City public involvement processes and implementing recommendations on how it could be done better. She convenes and supports the Public Involvement Advisory Council that has broad participation and works to

establish consistent standards for public involvement across bureaus. She also convenes and supports the Citywide Public Involvement Network to train and network with public involvement staff across the City with the purpose of increasing competency. Other examples of her work include:

- **"Moving Beyond Diversity to Equity in Public Involvement Workshop"** In order to implement a past recommendation to provide cultural competency training for city public involvement staff so that public involvement processes are more inclusive and successful at engaging underrepresented communities. Jeri and Afifa partnered to develop a curriculum and workshop, with the help of summer intern Khanh Le, that helps city staff understand the concept of Equity and how to apply an equity lens to their work and lead an equitable and inclusive public involvement process. Khanh interviewed DCL partners to gain feedback about how their communities would like to be engaged by the City. This workshop has been given twice, including at the Regional Public Employees Diversity Conference, where 45 government staff attended, and several more were turned away due to a full room. There are plans to offer this workshop regularly for city public involvement staff.
- **Focus Group with ONI BAC members** on the City's Budget process: Since PIAC is working on recommendations to improve the City's budget process. Afifa convened a focus group consisting of ONI BAC members to discuss what their priorities were for improvements in the city's budget process. The group focused on the inconsistencies across bureau's budget processes and identified this as the earliest level of involvement where community members could have the most impact. This feedback informed the PIAC's recommendation and decision to focus on the bureau level of the City's budget process. The PIAC is now observing and evaluating bureau's budget processes for the purpose of developing recommendations for the next budget year.
- Spirit of Portland – ONI coordinates the nomination, selection and event for the Spirit of Portland awards presented by Council each year.

**Future Meeting Topics:**

- Program Presentations
- Equity Lens/Social Sustainability
- Program prioritization
- Mission/Goals/Values

**Next Meeting: Monday, November 16, 5:30pm**

Office of Neighborhood Involvement  
 Bureau/Budget Advisory Committee Visioning Exercise  
 November 9, 2009

Participants were asked to select a person they do not know well and to answer some questions. Those pairs were then combined with 2 other pairs to discuss similarities and differences identified. The questions were:

- What would you like your community to be like?
- What is your goal/contribution over the next 18 months to move in that direction?

Following are the notes from each of the groups:

Group 1

Visioning Exercise

- See how elders can lend their wisdom and experience to Portland
- Connect elders to needed resources
- Connect my neighborhood so neighbors know each other, create affinity groups (Parents, Gardening, etc.), Neighborhood Watch, Resource Sharing, helping each other
- Create caring community for elderly, disabled Adults, and children
- Better education and safety for kids
- Better public involvement and accountability
- Safer city by offering training and workshops
- Build more awareness about available resources (Ride Connect, City, etc.)

Similarities

- Connecting people of all ages and abilities with each other
- Creating safety
- Connecting people with needed and available resources (including transportation)
- Improving education for everyone (children and community members)
- Creating better and safer neighborhoods and communities

Group 2

- Groups more integrated into whole system
- Stronger relationships
  1. Disability
  2. DCL
  3. Neighborhoods
  4. I&R
- Community Mediation – build community
  - Library – building connections
- More volunteer opportunities – disability community isolated
  - To connect people/feeling of purpose/not isolated
- Minority student dropout rate – recent immigrants
  - Kids not engaged – get involved in community concerns
- Overcome siloed groups – bridge to communities
  - Knowledge and awareness of other disability communities
  - Us/We vs. Them
- Facilitate access
  - Encourage City/County entities to remove service barrier

Multi-lateral Impact to Disenfranchisement
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<u>Similarities</u> <ul style="list-style-type: none"> <li>● Access</li> <li>● Relationships</li> <li>● Connections</li> <li>● Engagement</li> <li>● Showing</li> </ul>
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<u>Differences</u> <ul style="list-style-type: none"> <li>● Not much</li> </ul>
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- Building bridges

### Group 3

#### Vision

- Find a confluence of interests among NA's and MAA's
- Connect people to place and community
- More gatherings around interests and fun instead of fighting and fears
- A safer, more cohesive neighborhood
- See every person in Portland believe that there is something they can do to make community better
- Increase capacity and empower community members to support each other to mine/mill?? through conflict dispersed everywhere.

### Group 4

- Assessment tool for "who is missing" not represented → Equity
- Community garden expansion
- More employment
- Better able to manage conflict
- Communities where everyone feels safe, building connections, increasing safety
- Breaking down barriers that create isolation
- Teaching people to leave comfort zone as part of the solution (starting with me)
- Building relationships, individual and partners, extending/linking
- Teaching ethics & value of volunteerism
- Succession planning

### Group 5

#### Build community and neighborhood connections

#### Roles:

- Facilitation, education
- Dialogue: culturally appropriate
- Conflict resolution
- Local (community) driven decision making process
- Community collaboration
- At least one (1) community dialogue
- Community dialogues with insight of conflict resolution/racial social justice analysis
- Empower community members to resolve their own conflict within the community
- Public policy that creates Sustainable Humanity: empowers community members through leadership skills, job skills and conflict resolution

### Group 6

#### Similarities/Our Vision

- Move diversity in groups we work with in common
- Want to offer new programs to attract more diverse groups
  1. Sustainability projects to increase involvement
  2. "Mediator on every block"
  3. More trained mediators in African refugee community
- More data/facts for neighborhood community leaders, (transparency) to be able to make decisions and priorities
- Increase in representation
- More skills/resources for staff to do outreach involvement to under represented communities

- More community building by the block, increase diversity, reduce barriers and inform how they can have an impact

#### Group 7

1. Implementing “Community Conversations”
2. Sharing our gifts from our cultures and neighborhoods
3. Embrace and celebrate our cultures
4. Reach out to “boundary-less” cultures
5. United effort addressing disparities. Come together for solutions.
6. Increase our diversity in solutions
7. Bring families with children into city diversity culture