

## ONI Budget Advisory Committee: Program Summary

Organization / Program title

**Office of Neighborhood Involvement, Graffiti Abatement Program, 503-823-5860**

### **Briefly describe the program funded with city dollars**

The City of Portland/Office of Neighborhood Involvement Graffiti Abatement Program mission is to improve neighborhood livability by decreasing graffiti in partnership with the Police Bureau, neighborhood and business associations, and other community partners.

The graffiti abatement program focuses on the enforcement of the City's Graffiti Abatement Code (PCC 14B.80) and the Graffiti Materials and Sales Code (PCC 14B.85). The graffiti abatement coordinator works with private grantees and volunteers to:

- Encourage community members to report graffiti to the Portland Police Bureau via the graffiti hotline and online reporting;
- Disseminate information about graffiti through business and property owner graffiti removal permission forms;
- Respond to concerns, complaints and suggestions from interested community members;
- Enhance community education with respect to best practices in graffiti removal and deliver presentations to community groups, schools, and other organizations regarding graffiti trends, community impacts, and opportunities for public involvement in graffiti prevention;
- Organize volunteer cleanup efforts including training and coordination of volunteers, coordination with Volunteer Corps for regular cleanups at difficult chronic locations, and through organized neighborhood-business area collaborative graffiti cleanup events;
- Partner with district attorneys and police in the arrest and prosecution of graffiti vandals;
- Coordinate monthly Graffiti Task Force meetings, enhancing a network of agency partnerships;
- Enforce the City's Graffiti Abatement Code, which requires property owners to abate graffiti within ten days of its report; and
- Monitor the compliance with the Graffiti Materials and Sales code, working in coordination with Crime Prevention staff to monitor compliance and provide technical assistance to retailers in securing and tracking sales of graffiti materials.

The primary function of the program is to work with neighbors and business-owners to identify, report and remove graffiti from public and private spaces. The program provides grants and refers graffiti reports to the Youth Employment Institute and Goodbye Graffiti for graffiti removal services on private property.

**Major activities and accomplishments during current budget cycle (ending June 30, 2010). Include Summary of what changed as a result of FY2010 budget cuts.**

Prior to FY2010, the program was funded with ongoing general fund dollars. In FY2010 that funding changed into one-time general fund dollars. The program continues to work to refer reports to appropriate agencies and coordinate cleanup with grantees. The program coordinated 8 neighborhood-business area collaborative Saturday cleanups, and provided summer job opportunities for 18 youth to staff summer walking crews removing graffiti in the public right of way along major business corridors in Northeast and Southeast Portland.

The graffiti program developed a partnership with Central City Concern Volunteer Corps program, to provide job training opportunities for adults in transition as volunteers to do targeted graffiti cleanups in the City. This has resulted in an additional 16 cleanups at chronic properties that are large properties and would not have qualified for free removal. Many of the property owners have provided funds for the paint and each cleanup includes approximately 8 volunteers. There have already been 4 individuals that have graduated from the program as of November 2009.

The graffiti program also increased focus on training and coordination of volunteers for ongoing graffiti cleanup in Portland. There are now 2 neighborhood areas that have organized ongoing graffiti cleanup in their area, with several others currently in development. This is developing further into a "Master Graffiti Remover" training program to be provided in Winter/Spring 2010. The program is also developing a small grant program to focus on locations that are chronic targets of graffiti.

**Summary of program budget and staffing**

The current program budget is approximately \$409,000. This includes:

- o ONI personnel expenses for 1.0 FTE Program Specialist and 0.4 FTE Office Support Specialist II (Admin support shared with Liquor and Crime Prevention Programs)
- o Grant with the Youth Employment Institute for approximately \$205,000, provides 2 crew leaders, youth crew participants and administrative/program staff for graffiti removal services upon referral. Also provided 2 summer walking crews.
- o Grant with Goodbye Graffiti for approximately \$50,000 provides graffiti removal services upon referral.

The funds for this program have historically been on-going general fund dollars, but in FY2010 changed into one-time general fund dollars. Although alternative funding opportunities have been explored, nothing has been identified to replace general fund dollars.

**Partnerships with other organizations**

The program partners with neighbors, neighborhood association representatives, businesses, business associations, Portland Police Bureau, ONI Crime Prevention, Bureau of Maintenance, Portland Department of Transportation, Oregon Department of Transportation, Tri-Met, Youth Employment Institute, Goodbye Graffiti, Multnomah County Bridges, PGE/Utility companies, Central City Concern, city bureaus and other regional public safety departments and programs addressing graffiti abatement.



**Organization / Program title**

**RESOLUTIONS NORTHWEST – Community Mediation & Facilitation**

**Briefly describe the program funded with city dollars**

Resolutions Northwest's city contract funds two community-based programs Mediation and Facilitation. The City of Portland has been funding Neighborhood Mediation for nearly 30 years; RNW has been the provider of the services for the past 7 years. The Mediation Program has two goals:

1. To offer conflict resolution education and training to the community
2. To provide mediation services to neighbors in conflict

RNW has been providing Facilitation services for the past 7 years as well; and in 2008 we restructured to provide more dedicated facilitation services to the community. The Facilitation Program has two goals:

1. To build community capacity in effective group process
2. To support communities in conflict with inclusive, collaborative and participatory decision making processes

Both of our programs rely on a large and growing pool of professionally trained and mentored community volunteers, who take leadership in working with individuals and community groups.

The underlying premise of our work is to empower individuals and communities to work together to make decisions that meet both individual and collective needs. Our work builds community capacity to thoughtfully deal with local issues and builds leadership around working through difficult conversations. A city that works is a city in which people can work together – our goal is to support people in working together more effectively.

**Major activities and accomplishments during current budget cycle (ending June 30, 2010). Include Summary of what changed as a result of FY2010 budget cuts.**

**FY 2008-2009**

**Community Education & Capacity Building**

This fiscal year RNW conducted 130 hours of conflict resolution and facilitation training in the community, reaching 338 community members; we also added two new regular continuing education opportunities for our volunteers and staff to deepen their knowledge and skill base: a quarterly RNW Book Club and a Monthly Diversity Series. Training highlights include:

- Conflict Resolution Training for Somali elders, hosted by Africa House & RNW
- Building Stronger Communities through Effective Conflict Management Skills, hosted by RNW & Marlo Goldstein, Adelante Services

- Resolving Conflicts in the African Immigrant Community of Portland, delivered by Africa House to RNW staff, volunteers & community partners
- Facilitating Inclusive and Effective Meetings for IRCO's Engage '09
- Racism & Mediation: It's Business, Not Personal. Or is it? workshop for RNW volunteers and community partners
- Facilitating Inclusive and Effective Meetings for SEUL
- Conflict Resolution Training for Great Lakes of Africa community members, hosted by Africa House & RNW
- Interrupting Racism for Everyday Living workshop for RNW volunteers & community partners

### Mediation

During the 2008-2009 fiscal year RNW drew from over 75 volunteers to provide services to over 1000 community members. Together, our junior and senior volunteers managed over 380 neighborhood disputes; dedicating nearly 1600 hours to case development and conflict conciliation and another 143 hours to direct work with clients at the mediation table. That is a total of over 2,000 hours of direct volunteer service to the community (amounting to \$61,700 @ the 2008/2009 federal volunteer rate of \$30.85). The types of disputes resolved include harassment, boundaries, foliage, trespassing, noise, roadway improvements, property maintenance, and animal complaints. Many of these livability issues are outside the scope of law and code enforcement, and without mediation, people have no other option but to live with anger, stress, threats, annoyance, insecurity, and animosity.

### Facilitation

Our new crop of facilitation volunteers collectively contributed over 300 hours to serving over 650 community members. Our cases were drawn from 6 of the 7 coalition areas and 2 of the 6 DCL partners. Our Facilitation Program helps build capacity in neighborhood associations, coalitions and community groups to more effectively run meetings, make collaborative decisions, engage with each other and the city, and impact public decisions.

### Volunteers

Our volunteers contributed a total of 2,541 hours to the community during the fiscal year 2008-2009, amounting to \$78,390 of in-kind contributions. Over the past couple of years, RNW has spent time examining outreach and recruitment efforts for our volunteer pool to see where potential barriers for participation exist, as well as how we can be more inclusive once we draw our volunteers into the organization. Each year since the fall of 2008 a group of staff members come together to fine-tune a comprehensive outreach and recruitment plan with an eye towards recruiting people from underserved communities. Additionally, over the past two years we have conducted an outgoing survey of our volunteers about their experience with us, as well as their thoughts on how we are serving communities that are important to them.

These efforts have paid off with respect to increasing the diversity of our volunteer pool, as well as retention:

**Our 2008 pool of 22 *volunteer mediators* included:**

32% People of color  
9% Immigrant  
35% Spanish speakers

**Our 2009 pool of 22 *volunteer mediators* included:**

32% People of color  
18% Immigrant  
36% Spanish speakers  
23% Speak other languages (Somali, Swahili, French, Arabic, Italian)

**Our 2008 pool of 12 *volunteer facilitators* included:**

50% People of color  
17% Speak other languages (Spanish & Urdu)

Outreach & Education

In the FY 2008-2009 RNW conducted 146 outreach and education activities, reaching over 10,000 community members. Some highlights include:

- National Night Out presence
- Presentations at 13 Neighborhood Association meetings
- Church newsletter announcements
- Article in University of Oregon Appropriate Dispute Resolution Center newsletter & MSN/Real Estate story on neighborhood conflict
- Individual relationship building meetings with ONI partners & community leaders
- Tabling at community resource fairs
- Attendance at City Budget Forums
- Presentations at Portland Police Bureau Roll-Calls

**FY 2009-2010**

1. 23% increase in mediation cases for 1<sup>st</sup> quarter as compared to last year
2. Served 112 more clients than same time last year
3. 10% increase in volunteer hours for 1<sup>st</sup> quarter (557 hours)
4. Will train 18 new volunteer mediators and increase weekly mentorship to three hours/week for one year
5. Will train and mentor 9 new volunteer facilitators
6. Will translate and disseminate brochures in Somali, French, Swahili to better serve African immigrant communities

As a result of the 2009-2010 budget cuts, RNW cut our front desk position, and .5 FTE of professional staff. As a result, our front desk reception is closed on Fridays and only has part time coverage the rest of the week. Furthermore, both our training budget (cut by 30%) and part of a mediation specialist position (.5 FTE) were cut. As a result, our

reduced professional mediation staff has added intake duties and increased responsibilities for volunteer recruitment and basic training curriculum delivery. With the increase in caseload and the reduced staff, we have experienced slight delays getting back to clients. If the current increase in cases continues, we will likely have to implement a triage system to handle only higher risk cases and turn away others in need.

### **Summary of program budget and staffing**

FY 2009-10 Contract: \$244,966 (\$106,309 shifted to one-time only funding)

Staffing: includes Neighborhood (1.5 FTE) and Facilitation (.55) Program Coordinators, with supervision management and administrative support from the Director of Mediation Services, Executive Director and Executive Assistant. Our Spanish Language Mediation Specialist also provides program support for Spanish speaking clients and volunteers.

Volunteers: 2228 hours (estimated) @ \$24.76/hour\* = \$55,165 = approx 1.3 FTE

Prior to FY 2009-10, the funds for this contract have come from general funds (with a small portion contributed by the County to support the Community Residential Siting Program (CRSP)). This year funding changed and 43% of our funding is now one-time only funding. In addition to the staffing cuts mentioned above, we anticipate having to reduce mediation cases by 10%, facilitation cases by 5%, number of volunteers trained by 10% and outreach/educational activities by 10%.

\*Current federal volunteer hourly rate

### **Partnerships with other organizations**

RNW partners with Neighborhood Associations and Coalitions, Africa House/IRCO, Urban League, DCL Partners, Portland Police Bureau, Multnomah County Animal Control, Portland Parks and Recreation, Portland Water Bureau, Metro Collaborative Group (other local dispute resolution centers), Oregon Office of Community Dispute Resolution, Community Alliance of Tenants, HAP, Programa Hispano, People Celebrating People, Ortiz Center, CAT, Sisters of the Road.

## ONI Budget Advisory Committee: Program Summary

Organization / Program title

**Office of Neighborhood Involvement, Liquor License Notification Program, 503-823-3092**

### **Briefly describe the program funded with city dollars**

The City of Portland/Office of Neighborhood Involvement Liquor License Notification Program mission is to ensure that all liquor outlets meet the high expectations of the community, operate in a lawful manner and do not unreasonably disturb the peace and tranquility of our neighborhoods.

One of the primary functions of the program is to process liquor license applications for outlets located within the City of Portland. Although the Oregon Liquor Control Commission ultimately makes decisions about licensing matters, the local government is allowed by law (Oregon Revised Statutes) to review applications and provide recommendations to the OLCC using the general guidelines provided by Oregon Administrative Rules. The City of Portland has adopted Portland City Code 14B.100 to define the local recommendation process. The program collects fees for the processing that covers the cost of the program. In providing this function and other functions the program conducts the following:

- Coordinates with the Portland Police Bureau's Drug and Vice Division, Noise Control, the Revenue Bureau, ONI Crime Prevention, Neighborhood Response Team Officers, and the Oregon Liquor Control Commission (OLCC) to process liquor license applications within the City of Portland for recommendation to the OLCC;
- Notifies affected community residents and businesses of pending liquor license applications;
- Collects community responses to license application notices, forwarding them to the Portland Police Bureau and the OLCC for consideration during the license recommendation process;
- Processes temporary liquor license permits to ensure that neighbors are notified, especially if the event may cause livability concerns in a neighborhood; application fees generate revenue for the part-time administrative assistance
- When appropriate, assists with problem resolution between neighbors and liquor license applicants, including resource and referral, meeting facilitation, and the good neighbor agreement process;
- Convenes and facilitates problem-solving and enforcement activities related to the City's Time, Place, and Manner code (intended to assist with addressing problems at locations generating nuisance activities such as disorderly conduct and noise);
- Provides public education regarding the liquor license application process and testimony preparation for OLCC hearings;
- Convenes an oversight committee to engage stakeholders in evaluation of program policies and to formulate recommendations on areas of potential change;
- Monitors legislative issues for proposed legislation that may have an impact on the program and the community on alcohol related issues; and

- Convenes internal and external stakeholders to review existing city codes relating to livability issues that peripherally relate to liquor establishments and recommend changes to address concerns.

**Major activities and accomplishments during current budget cycle (ending June 30, 2010). Include Summary of what changed as a result of FY2010 budget cuts.**

The program activities in the current year have increased in comparison to the prior fiscal year, with a noticeable increase in new liquor applications. In FY 2008-9, the program processed:

- 400 New Liquor License Applications
- 1026 Temporary liquor applications
- 2400 Renewal liquor applications
- Over 16,000 mailings to the public regarding new license applications

The program also refocused efforts on problem solving with locations identified as generating nuisance activities. This resulted in a total of 60 problem locations being reviewed by the Liquor License Team, with 18 locations receiving violation and enforcement through the City's Time, Place, Manner code (an increase from prior year with 8 locations under enforcement). These locations resulted in 13 abatement plans, 2 code hearings, 2 settlement agreements, 1 change in owner/operation, and 2 OLCC license revocations. Many of the locations that did not receive violation notices were resolved through dialogue with 18 additional locations resulting in control plans, partnership agreements or good neighbor agreements to address the concerns. In FY2009-10 the problem solving efforts are continuing to increase including abatement plan development and when unsuccessful in those efforts taking cases to the Code Hearings office for enforcement.

**Summary of program budget and staffing**

The current program budget is approximately \$125,439. This is primarily personnel expenses for 1.0 FTE Program Specialist and 0.4 FTE Office Support Specialist II (Admin support shared with Graffiti and Crime Prevention Programs) with materials and services for rent, technology, and to support mailings and related supplies. The funding for this program is 100% funded through program revenues collected.

The program collects the maximum fee allowed by law for processing applications and these funds are used for program expenses. The program does not receive general fund resources and therefore is not impacted if general fund cuts are required.

**Partnerships with other organizations**

The program partners with neighbors, neighborhood association representatives, community organizations, businesses, Portland Police Bureau's Drug and Vice Division, Noise Control, the Revenue Bureau, ONI Crime Prevention, Neighborhood Response Team Officers, the Fire Bureau, Multnomah County, and the Oregon Liquor Control Commission (OLCC)