Office of Neighborhood Involvement

Community Development Service Area

Mayor Tom Potter, Commissioner-in-Charge Amalia Alarcon, Interim Director

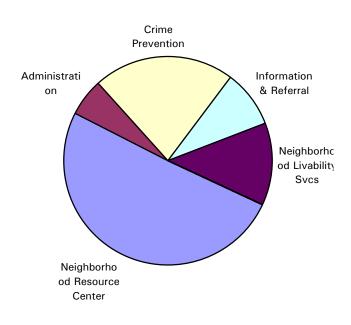
Percent of General Fund

ONI = \$5.4 Million

1.4%

General Fund = \$382.5 Million

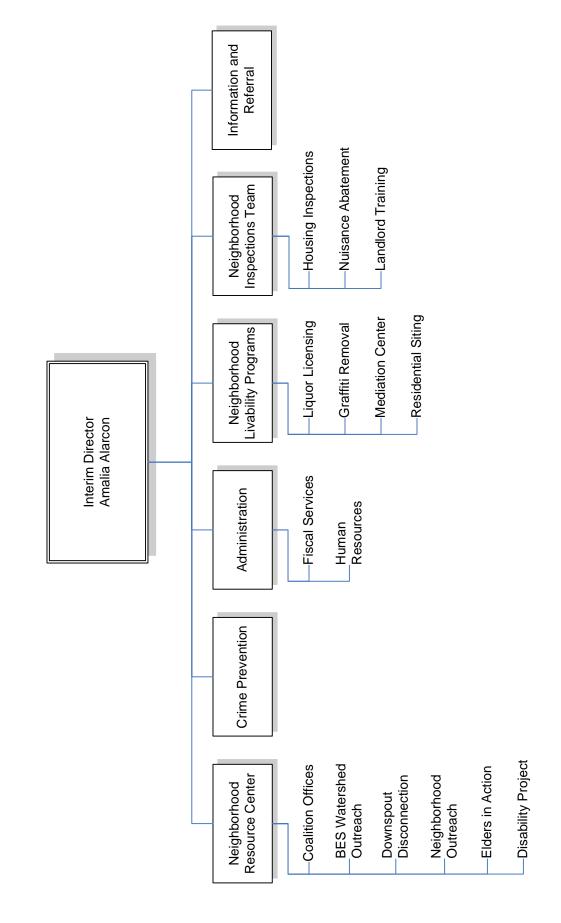
Bureau Programs



Bureau Overview

Expenditures	Revised FY 2005-06	Requested FY 2006–07	(Change from Prior Year	Percent Change
Operating Capital	7,182,925 0	5,354,084 0		-1,828,841 0	-25.5% 0.0%
Total Expenditures	\$ 7,182,925	\$ 5,354,084	\$	-1,828,841	\$ -25.5%
Authorized Positions	53.58	33.73		-19.85	-37.0%

Office of Neighborhood Involvement



Bureau Summary

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.

VISION AND VALUES

ONI staff are committed to and guided by the following values:

- Advocating for collaborative, fair, and accessible community processes
- Fostering community-centered activism
- Embracing diversity, understanding, and mutual learning
- Communicating in a respectful and timely manner
- Providing service with integrity
- Establishing a climate of equality, respect, and community empowerment
- Promoting a safe and healthy environment for everyone

BUREAU OVERVIEW

ONI is a key resource for citizens and City employees seeking to improve neighborhood and citizen involvement. ONI's purpose is to enhance the quality of Portland's neighborhoods through community participation. ONI programs also give Portland residents a voice in City Hall. The bureau is organized into six distinct program areas:

- Crime Prevention
- Information and Referral
- Administration
- Neighborhood Inspections
- Neighborhood Resource Center
- Neighborhood Livability

Neighborhood Inspections may be moved out of ONI's portfolio in FY 2006-07.

SUMMARY OF BUDGET DECISIONS

Required Cuts

The Requested Budget includes budget cuts of 1%, 2% and 3% from ONI's budget. With the help of a committed and diverse group of stakeholders, ONI was able to arrive at these decisions through a thorough and thoughtful public process.

1% Cut

Move Neighborhood Inspections to the Bureau of Development Services

The most overwhelming support from our budget committee was to move the Neighborhood Inspections Team (NIT) out of ONI and return it to the Bureau of Development Services (BDS). Committee members believed that although NIT does fit into ONI's mission and values, it seems to fit better in BDS. The committee also felt that ONI's core mission was getting lost in the Bureau's ever-widening scope of services. Although this move would not directly save ONI budget dollars, the resulting re-structuring of ONI would create some opportunities for savings and efficiencies.

The move of NIT to BDS would include 19 positions, and over \$2 million dollars of expenditures and their offsetting revenues.

Rent Savings

With the movement of NIT from ONI's portfolio, 3 ONI staff could be re-located to ONI offices at City Hall. Currently, non-NIT rent for ONI staff co-located at the Columbia Square building with NIT staff amounts to \$21,059. We recognize that the total costs of the lease at Columbia Square would still need to be covered, but there are strong indications that other City Bureaus would be willing to take over the remaining lease and relieve NIT of any increases to their rent costs.

Change to Elders in Action

The second part of ONI's reduction to meet the 1% cut level would be a reduction to the Elders in Action (EIA) contract of \$33,720. The EIA Executive Director has been a City employee for over 20 years. When EIA was spun off from the City and became a non-profit organization, the Executive Director remained a City employee. Contracts with EIA have always stated that once the City employee left EIA, the position would become an employee of the non-profit organization. The budgeted salary and benefits and retirement contributions for the EIA Executive Director as a City employee was \$93,720. Pursuant to published salary surveys and based on a typical Executive Director of an ONI affiliated non-profit who has comparable responsibilities receives a salary, befit and retirement package of approximately \$60,000. The budget committee felt that the reduction to the contract by the difference would have the least impact on ONI services..

Total Cut at 1%: \$54,779

2% Cut

The 2% cut includes the cuts from the 1% cut plus the following additional cuts:

Re-classification of existing ONI Positions

With the elimination of NIT from ONI's budget, the administrative and supervisory burdens of ONI would be reduced.

The ONI Director could take over supervision of the Neighborhood Resource Center (NRC), thereby eliminating the need for the NRC Program Manager. ONI would then convert the Program Manager position to a Neighborhood Programs Coordinator to provide more direct services to the community. This would result in a savings of \$22,320.

Administrative and fiscal responsibilities would also be lessened. The Business Operations Supervisor and the Financial Analyst could be downgraded to a Program Manager and an Assistant Financial Analyst respectively. The resulting savings from these two position changes would be \$23,832.

Total Cut at 2%: \$100,931

3% Cut

Eliminate a Position

At a 3% cut, ONI would enact the cuts from the 1% cut package, downgrade the NRC Program Manager as in the 2% cut package, and fully eliminate the Financial Analyst position. Savings from eliminating the Financial Analyst position would be \$83,208. The Business Operations Supervisor position downgrade from the 2% cut would not occur. This cut would severely impact the fiscal services provided by the Bureau and add an administrative burden to the Operations Supervisor.

Total Cut at 3%: 160,307

The Right Budget

ONI's budget committee has also come up with what it considers the Right Budget for ONI. This would not include any overall cuts to the Budget, but it would incorporate some of the savings listed above.

First, NIT would be moved back to BDS to focus ONI's mission. The savings from the 1% cut, and the savings from the downgrade of the NRC Program Manager would be added to ONI's \$250,000 Community Visioning & Empowerment funds. These funds would then be used to do the following:

- ◆ \$70,000 for Civic Leadership Academy for communities of color.
- ♦ \$45,000 for Community Engagement Initiative for Coalitions & Neighborhoods
- \$140,000 Neighborhood Grants Program for Coalitions based on the North Portland Trust model.
- \$60,000 Communications funds to be divided amongst the coalitions to bolster each coalition's ability to communicate with its constituency.
- \$5,000 allocation to the ONI Neighborhood Legal Defense Fund.

Add ACCESS funding for FY 2006-07

ONI has included a decision package to continue the ACCESS program in FY 2006-07 with interagency funding from the Police Bureau. The ACCESS program began in FY 2004-05 and has received continued funding though FY 2005-06. The ACCESS program has proven to be a success in reducing crimes in downtown Portland neighborhoods, and has significantly reduced the number of arrests of individuals receiving case management through the program.

Adds for NIT Projects.

NIT began drug lab clean-ups with an allocation of \$72,000 of general fund money added in the Fall Bump of 2005-06. NIT would like to continue this Pilot Program in 2006-07 by getting \$36,000 of funding for a second year of this project.

NIT would also like to drawdown an additional \$15,000 of one-time funds for a remote pilot project that would allow them to access the central TRACS database.

Strategic Direction

SIGNIFICANT ISSUES

Neighborhood Inspections Funding Gap The Neighborhood Inspections program may continue to face a funding gap in future years. Declines in General Fund support, code enforcement revenue receipts, and interagency funding over the past several years have created a shortfall in the program, despite significant expenditure cuts.

In FY 2005-06 NIT reserve balances were budgeted to be drawn down by \$67,000 to address this shortfall. To balance the Requested Budget in 2006-07, \$77,750 is being budgeted as a draw from the reserves. If necessary, like amounts can be transferred in each of the following four years while still maintaining a healthy reserve balance.

MANAGEMENT GOALS & OBJECTIVES

Major Bureau Goals for FY 2006-07

ONI has the following overarching goals for FY 2006-07.

• Strengthen existing partnerships and develop new partnerships between ONI, District Coalitions and community-based organizations in the City of Portland.

Program: Neighborhood Resource Center

◆ Provide consistent and effective communication links and coordination of activities between ONI programs, District Coalitions, Neighborhood Associations, City bureaus and the broader community to assist with the visioning project and in preparation to implement those recommendations that arise from BIP #8's work during FY '06 − 07.

Program: Neighborhood Resource Center

 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 within the neighborhood system.

Program: Neighborhood Resource Center

 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 in public decision-making and community empowerment at the neighborhood level

Programs: Neighborhood Resource Center

• Provide excellent Neighborhood Inspection services and continue to integrate this program with ONI's other neighborhood livability services.

Program: Neighborhood Resource Center

• Increase community participation in and stewarship of neighborhod public safety efforts.

Program: Crime Prevention

• Offer training and educational resources to address crime trends and community needs

Program: Crime Prevention

 Facilitate community problem-solfing efforts by coordinating public safety teams and resources

Program: Crime Prevention

 Assist in establishing sustainable communication links between the community and the public safety system.

Program: Crime Prevention

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

Program: Information & Referral

Decrease graffiti in Portland through improved education, prevention and coordination

of removal efforts in collaboration with Portland Police Bureau and other community partners.

Program: Neighborhood Livability Services

 Provide notification to and opportunity for input from neighbors, businesses and community groups on liquor license applications, renewals, and nuisance activities arising from liquor licensed establishments.

Program: Neighborhood Livability Services

 Provide professional and confidential neighbor-to-neighbor mediation services to resolve conflicts within neighborhoods

Program: Neighborhood Livability Services

• Coordinate the development of a strategic planning process that will better align the mission, vision, goals, and objectives of ONI with those of the City of Portland.

Program: Administration

Overview of Programs

CRIME PREVENTION

The Crime Prevention Program is designed to get neighbors involved in community policing efforts. Crime Prevention Coordinators work closely with public safety activists, the Police Precincts, community members, neighborhood associations, state agencies, city bureaus, businesses, and local service providers to address crime and livability issues. This program is linked with the City Goals of providing a safe and peaceful community and improving the quality of life in neighborhoods. The Crime Prevention program organizes and supports community partnerships to prevent crime and the fear of crime by:

- Increasing community participation in and stewardship of neighborhood public safety efforts
- Offering training and educational resources to address crime trends and community needs
- Facilitating community problem-solving efforts by coordinating public safety teams and resources
- Providing sustainable communication links between the community and the law enforcement system

Goals and Performance

In FY 06-07, the Crime Prevention program will:

- Continue to increase the number of community members involved in Neighborhood Watch, Business Watch, Community Foot Patrol, and other crime prevention programming by 10%;
- Institutionalize Crime Prevention Through Environmental Design 'CPTED' practices as part of the pre-development process on city-funded projects;
- Continue organizing Public Safety Action Committees (PSACs) in each of the neighborhood coalition areas, which help connect citizens to community policing efforts;
- Implement the newly formed Inter-Bureau Task Force and coordinate the problemsolving process for chronic problem-locations amongst various public safety and code enforcement bureaus;
- Implement a pilot project entitled "Enhanced Safety Properties" program, which provides an incentive to landlords and property managers to keep their property crimefree 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
- Organize the first annual Public Safety Volunteer Training and Recognition Conference in cooperation with the Office of Emergency Management, Portland Police Bureau, and the Citizen Corps Council.
- Provide a "best practices" template to guide communities in creating and maintaining good neighbor agreements

ACCESS Program

In late 2004, ONI Crime Prevention and the Portland Police Bureau partnered to provide street intervention services for the Downtown-Old Town-Chinatown Livability Pilot Project. The goal of this project, known as ACCESS, is to reduce the incidence of crimes in downtown Portland neighborhoods. Other partners in the effort are the Bureau of Housing and Community Development, Central City Concern, the Portland Business Alliance, and the Downtown Public Safety Action Committee. This program is based on a non-traditional, community-based approach that creates partnerships between government, social service, and criminal justice agencies having the resources to impact livability issues in a targeted area. This partnership utilizes the principles of Community Policing to identify and analyze neighborhood livability issues and develops programs and strategies to deal effectively with those issues.

In October 2005, the program was expanded to include the oversight of \$500,000 allocated by City Council towards Voluntary Substance Abuse Treatment (VSAT) programs in cooperation with Multnomah County. In addition to treatment dollars, the program was awarded grants from the Bureau of Housing and Community Development and the Portland Business Alliance that provided housing for approximately 40 people engaged in the program. These grants allowed a partnership to be created with Central City Concern's Community Engagement Program, which is providing both housing and wrap around support services. Since the second phase of the program began four months ago, 20 people have been moved from the jails and/or the streets into treatment; 13 people are awaiting treatment; and 24 people have been placed into housing.

Arrest data for the period of December 1, 2004 thru June 1, 2005, shows a significant decrease in the number of arrests for those individuals being case managed by the ACCESS and included in Central Precinct's Neighborhood Livability Crime Enforcement Program . ONI data shows that the intervention services provided by ACCESS have resulted in an estimated \$40,320 savings to the criminal justice system in just 6 months. Based upon this initial data, and ongoing trends in the program effectiveness, it appears that the program is self-sustaining. Current data projects that the cost savings for a given fiscal year would be near or above \$150,000 in resources that would've been spent in the criminal justice system (jail time, arrests, court system, etc.).

By diverting chronic repeat offenders from the criminal justice system into social services and housing, we can maximize resources - which translates into fewer arrests and less time spent in jail; and, at the same time improve neighborhood livability.

INFORMATION & REFERRAL

The City of Portland/Multnomah County Information and Referral (I&R) program is a central resource for basic information and referral to all City and County programs. I&R provides information and referral services to the community regarding other local community and social services. The staff of the program also provide assistance to walk-in patrons of both the Portland Building, at the information desk on the first floor, and City Hall, at the front desk of Room 110- the Office of Neighborhood Involvement. The program's mission is to serve as ambassadors for both the City and the County and to simplify citizen access to services. I&R program costs are shared equally between Multnomah County and the City of Portland.

In FY 2005-06, the program received an average of 15,000 calls, 2000 walk-ins and 150 emails per month. The program expects to receive more than 200,000 inquiries by phone, email and walkins over the next year. The program continues to expand its referral database to incorporated community and social services provided throughout the region. The database application has just been rewritten and will soon be published online to give community members another way to access this valuable information. Of the 5.75 FTE in I&R, one FTE is a management position and 4.75 FTE are call center positions. Approximately half of the program manager's time is devoted to answering calls.

Goals and Performance

ONI's primary goals for I&R are to continue providing excellent customer service and to improve community access to the services database through web, phone and walk-in assistance. These goals link to the City goal of improving the quality of life in neighborhoods, because they focus on providing neighborhoods and citizens with simplified access to thousands of government and nonprofit services. Specific program objectives for FY 2005-06 are to:

- Maintain high-quality customer service;
- Expand the availability of information and referral services to the community while streamlining service delivery;
- Increase awareness & utilization of the City/County I&R Program by working with the Mayor and Chair's office to increase awareness internally as well as exploring consolidation of I&R functions across city and county departments through potential pilot projects.
- Meet or exceed the performance benchmarks in the City/County intergovernmental agreement.
- Continue the work begun through the Bureau Innovation Project #7 process to improve customer service Citywide.

ADMINISTRATION

ONI's administrative staff are charged with sound and responsive management of the bureau's fiscal, personnel, and policy issues. One of ONI's major goals for administration staff in FY 2006-07 is to coordinate the development of a strategic planning process that will better align the mission, vision, goals, and objectives of ONI with those of the City of Portland and will be responsive to the visioning process, BIP #8 and BIP #9 recommendations that develop during FY 2006-07. ONI administration will also be working to implement and monitor the effectiveness of the revised ONI guidelines, which define the roles and responsibilities of the neighborhood offices and associations.

Goals and Performance

Specific program objectives for FY 2006-07 are to:

- Support ONI staff and programs with policy, fiscal, and human resources services that are both high quality and cost effective; and
- Participate in a collaborative community visioning process that develops a vision and set of goals to guide bureau operations.

NEIGHBORHOOD INSPECTIONS

The mission of the Neighborhood Inspections program is to protect the health, safety and welfare of Portland citizens, prevent deterioration of existing housing and contribute to neighborhood livability by requiring minimum standards for residential structures and maintenance of outdoor areas and adjacent rights of way. The Neighborhood Inspections Program is now part of the ONI Neighborhood Livability Center that brings together a number of teams such as Graffiti Abatement, Crime Prevention, and Noise Control to address livability issues. It is proposed for next budget year that Neighborhood Inspections be moved back to BDS.

Sub-Programs

Housing Code Enforcement

Ensuring safe housing for all of Portland's citizens is the core objective of this service area. This is accomplished via enforcement of the Housing Maintenance Requirements of the Property Maintenance Code (Title 29), which establishes minimum standards for residential structures regarding basic equipment, facilities, sanitation, fire safety and maintenance. Enforcement in this program is primarily based on complaints from citizens.

Nuisances, Illegal Dumps, Disabled Vehicles, and Sewer Breaks

The property nuisances section of the Property Maintenance Code (Title 29) addresses basic neighborhood livability issues such as: trash and debris, unsecured structures, rat harborage, emergency access routes around structures, overgrown lawn areas, garbage, storage of nontrash items, obstructions to sidewalks, streets and other rights of way, thickets that conceal hazards, visibly disabled vehicles, illegal dumps, failure of on-site storm and sewage disposal systems, holes and potential child traps, identified Meth drug labs. This is also a complaint-driven program.

Customer Service Initiatives

Case Management

Neighborhood Inspection Team staff participate in a case review process in which housing cases that are more than 2 years old are systematically reviewed by supervisors, administrative staff, and inspectors to develop strategies to resolve them. Some important tools in the resolution of housing cases include linking owners to support services, referral of cases to a Code Hearings Officer, housing waivers and administrative reviews. Waivers suspend code enforcement fees and provide property owners with extended timelines to make repairs if they meet certain waiver requirements. The Neighborhood Inspections Administrative Support Team conducts administrative reviews on cases at the request of property owners to insure correct enforcement and to consider lien reductions for cases where violations have been corrected.

Client Assistance and Support

Inspectors and support staff have increased efforts to link citizens to support services that can assist them in resolving housing and nuisance violations, as well as other problems in their lives. Citizens are regularly referred to agencies such as Portland Development Commission for low interest repair loans, Multnomah County Aging and Disability (Gatekeepers) for social services. In 2005 and 2006, we worked closely with the Bureau of Housing and Community Development Single Family Rehab Program to provide grant funding citywide, administered by REACH CDC, to assist Single Family Low Income Property Homeowners make repairs required to address housing and nuisance violations.

The Neighborhood Inspection Team has developed a partnership with the Community Alliance of Tenants called the Safe Housing Project. The goal of the project is to increase the capacity of low-income renters to use code enforcement strategies to address poor housing conditions and improve neighborhood livability through landlord compliance with the City's Property Maintenance Code.

Community Outreach

Neighborhood Inspections has continued to strengthen its collaborative efforts by attending regular problem solving meetings with neighborhood groups such as Hope and Hard Work, Lents Home ownership Initiative, Multnomah County Health Dept Healthy Homes Initiative, Portland Safety Action Committee, the Lents/Brentwood Darlington Weed & Seed as well as with government service providers such as Portland Police Neighborhood Response Teams, Bureau of Development Services, Maintenance Bureau and the Crime Prevention staff. Neighborhood Inspections also coordinates the Landlord Training program that offers landlords a comprehensive property management presentation and resource book. Additionally, the Neighborhood Inspections Team has worked hard to resolve issues that have broad livability impact on neighborhoods. One of several examples is a partnership with Multnomah County Juvenile Justice work crews to do nuisance cleanups in public areas. Another example is working with College Service groups to coordinate work crews to do nuisance cleanups on vulnerable properties. Finally, in 2005 we began meeting with a nine-member Stakeholder Advisory Committee to provide a direct voice to concerned advocacy groups in the development and implementation of our policies and procedures.

Changes to Service

Moving the Neighborhood Inspections Team (NIT) back to BDS will allow the inspectors greater access to tools that better support their workload and mission, help increase their efficiency, improve Customer Service and create a more coordinated and seamless structure for citizens in dealing with property related Code Enforcement, while still continuing the collaboration and partnership with the Neighborhood Livability Services of ONI that have been fostered and improved over the last couple of years.

Goals and Performance

ONI's primary goal for the Neighborhood Inspections program in FY 2006-07 is to continue to provide excellent inspection services and enforcement. This goal links to the City goal of improving the quality of life in neighborhoods. Specific program objectives for FY 2006-07 are to:

- Increase housing inspector productivity by implementing a one-point entry system for housing case information;
- Work with BDS to explore a potential pilot project that would test portable computer technology in the field;
- Work jointly with BDS to investigate the possibility of performing monthly invoicing/ billing of liens and enforcement fines;
- Continue to build and expand intra-bureau partnerships for referral, problem solving, and seamless customer services;
- Continue to build and expand the program's network of relationships with external organizations to provide at-risk or vulnerable citizens with additional problem-solving resources and assistance:
- Work with BHCD to help single-family, low-income property homeowners address housing and nuisance violations; and

- Convene the Neighborhood Inspection Team Stakeholder Advisory Committee on a quarterly basis to seek input and feedback on policies and procedures.
- Declare structures on the State identified Meth Drug Lab list as an Other Endangering Condition if not cleaned up and certified fir for use within 6 months as stated in the Property Nuisances section of Title 29, thus allowing for abatement and cleanup by a certified contractor and then those clean up costs would be placed as a lien against the property.
- Improve customer service in case management, client assistance, community outreach, and staff support;

In the upcoming fiscal year, the program expects to clean up nearly 8,000 properties and bring 1,650 housing units up to code. The number of property nuisance inspections may decline if a limited term nuisance inspector position is not extended.

NOISE CONTROL

Noise Control Moved to BDS in 05/06.

NEIGHBORHOOD RESOURCE CENTER

Portland's neighborhood network is made up of 95 Neighborhood Associations, seven District Coalition Offices, and 40 Business District Associations. Through the coalition offices, Portland neighbors are able to:

- Advocate for neighborhood interests to local government
- Develop neighborhood plans and priorities
- Review and offer advice on critical community concerns
- Discuss issues through meetings, newsletters, and online forums
- Organize community-building activities such as block parties, clean-ups, and tree plantings

The Neighborhood Resource Center (NRC) works to enhance the quality of Portland's neighborhoods through community participation in the City's public involvement processes. NRC funding provides communication, leadership development and technical assistance support to Neighborhood Associations through the District Coalitions. ONI contracts with five non-profit organizations and two City-staffed coalition offices. ONI also partners with the Bureau of Environmental Services and contracts with Elders in Action.

Neighborhood Outreach and Support

This program is the core of ONI's mission and history to administer, promote and advocate for Portland's neighborhood system. Guided by Council-approved contracts with the seven District Coalitions and neighborhood Standards, ONI works with the Coalitions, Neighborhood and Business Associations, city bureaus and community organizations to:

Build Partnerships

- Assist with the Mayor's Visioning Project. The small grant program is being funded from ONI's budget and ONI staff are providing advice to Vision program staff.
- ◆ Assist with the Mayor's Bureau Innovation Project on the future of Portland's neighborhood system and public involvement standards;
- Promote dialogue and relationship building between neighborhood leaders, school advocates and administrators; and,

 Work with Coalitions to build working relationships between neighborhood leaders with a diverse range of other community-based leaders especially from under represented communities.

Provide Communication Links

- Maintain contact info, bylaws, maps, and census data for neighborhood groups and a diverse range of other community organizations;
- Work with Coalitions to support and develop neighborhood communication efforts such as newsletters, web sites, email lists and online forums;
- Provide limited technical assistance and information on best public involvement practices to other City bureaus for their outreach efforts;
- Maintain regular dialogue between ONI management, District Coalition and neighborhood leadership on ongoing policy and admin issues;
- Assist Commissioner-in-charge of ONI with limited project support such as high-stakes facilitation, leading special task forces, etc.; and,
- Coordinate processing of applications for 35+ citywide boards and commissions with appropriate bureaus and commissioners.

Promote outreach and leadership development

- Provide workshops and toolbox of resources on a wide range of organizational and leadership development topics;
- Provide technical assistance to District Coalitions and Neighborhood Associations on ONI Standards, state non-profit law, etc;
- Work with Coalitions to develop outreach and leadership development efforts to engage underrepresented constituencies in civic issues;
- Promote civic involvement through recognition of volunteerism efforts with Spirit of Portland awards;
- ◆ Address legal concerns, grievances, and contract compliance issues within the neighborhood system;
- Engage residents in reviewing and updating Council-mandated ONI Standards and City Code Title 3.96 related to neighborhood system;

Increase Capacity for Resource Development

- Administer and monitor District Coalition contracts, develop meaningful performance indicators to improve transparency and accountability;
- Advocate for new funding initiatives for neighborhood system such as creating a Neighborhood Small Grants Program and public/private partnerships with District Coalitions;
- Advocate for City bureaus to contract with District Coalitions for appropriate public involvement projects; and,
- Complete implementation of Legal Defense Fund for Neighborhood Associations to supplement general liability insurance.

BES/ONI Partnership Programs

ONI has had an active partnership with BES since the mid-1990s. The partnership began with the Downspout Disconnection program and has been expanded to include the Combined Sewer Overflow/Clean Rivers program. The ONI/BES partnership is a cost effective way to integrate major City environmental initiatives and programs with the City's neighborhood system and public outreach programs. The partnership also provides organizing opportunities, supports community-based efforts, encourages diversity at the grassroots level, and promotes neighbor-to-neighbor interaction.

Elders in Action

ONI contracts with Elders in Action, a private nonprofit organization, to provide advocacy for the needs of seniors and help seniors advocate for themselves.

Changes to Services

The NRC manager position would be downgraded to a second Neighborhood Program Coordinator position resulting in a savings of \$22,320. This change would allow the position to focus more on neighborhood program duties such as outreach to underrepresented constituencies, neighborhood leadership trainings, and technical assistance to Coalitions. However, the Executive Director of ONI would take on additional supervision duties for the 10 NRC employees.

Goals and Performance

For FY 2006-07, the Neighborhood Resource Center plans to:

- Strengthen existing partnerships and develop new partnerships between ONI, District Coalitions and community-based organizations in the City of Portland.
- Provide consistent and effective communication links and coordination of activities between ONI programs, District Coalitions, Neighborhood Associations, City bureaus and the broader community.
- 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 within the neighborhood system.
- 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 in public decision-making and community empowerment at the neighborhood level.

All of these goals link to the City goal of improving the quality of life in neighborhoods and the focus area link to family-friendly city. The NRC has performance measurements for the District Coalition contracts centering on the number of staff and volunteer hours devoted to neighborhood-building and civic engagement activities, number of engagement activities targeted to underrepresented constituencies, the number of citizens reached through these activities, and the number of citizens actually engaging in neighbor-to-neighbor, public policy, and other citizen involvement events. ONI's budget process and involvement of community members for the FY 2006-07 budget modeled our commitment to transparency in our program and budget development

NEIGHBORHOOD LIVABILITY SVCS

Neighborhood Livability Services provides a range of problem-solving tools and resources to address neighborhood livability and nuisance problems. The sub-programs described below are all part of the Neighborhood Livability Services program because they reflect similar approaches to addressing neighborhood livability issues. Each sub-program:

- Directly impacts neighborhood livability;
- Uses similar tools to solve problems, from conflict resolution to regulatory enforcement:
- Addresses issues that are primarily referred or initiated by individual neighbors or businesses; and
- Has a case management component, whereby a specific property address is used to track the services provided and there is an intake, case development, and administrative tracking process.

Graffiti Abatement

The ONI graffiti abatement sub-program focuses on the enforcement of the City's Graffiti Abatement Code and the eradication of graffiti throughout the city. The graffiti abatement coordinator works with private contractors and volunteers to deliver services that:

- Encourage private citizens to report graffiti to the Portland Police Bureau via the graffiti hotline and Portland Online;
- Disseminate information about graffiti through business and property owner graffiti removal permission forms;
- Enhance community education with respect to best practices in graffiti removal;
- Partner with district attorneys and police in the arrest and prosecution of graffiti vandals; and
- Enforce the City's Graffiti Abatement Code, which requires property owners to abate graffiti within ten days of its report.

The graffiti abatement coordinator manages private graffiti removal contracts, coordinates all paid and volunteer graffiti removal efforts, and delivers presentations to community groups, schools, and other organizations regarding graffiti trends, community impacts, and opportunities for public involvement in graffiti prevention. The graffiti abatement subprogram has also developed and maintained a network of agency partnerships through ten years of monthly Graffiti Task Force meetings.

Liquor License Notification

The ONI Liquor License Notification sub-program:

- Coordinates with the Portland Police Bureau's Drug and Vice Division, Noise Control (transferred to BDS in FY 2005-06), the Bureau of Licenses, 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;

- 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 ordinance; and
- Provides public education regarding the liquor license application process and testimony preparation for OLCC hearings.

Neighborhood Mediation Program

The City of Portland has funded neighborhood mediation services in some form for over 20 years. Beginning in FY 2002-03, ONI began contracting with Resolutions Northwest, a private organization, for neighborhood mediation services.

Neighborhood mediation services include:

- Neighborhood-wide mediation (noise, pets, property maintenance, nuisances, boundary disputes)
- Interpersonal mediation (harassment, threats, minor assaults)
- Landlord-tenant mediation (repairs, damages, public safety, eviction)
- Organizational mediation (consultation and facilitation of problem-solving within neighborhood groups, churches, schools, and other community organizations)

Community Residential Siting Program

The Community Residential Siting Program (CRSP) provides neighbors, service providers, and developers with a range of tools and strategies to resolve disputes related to the siting of social service facilities. CRSP is jointly funded by Multnomah County, BHCD, and ONI. CRSP:

- Provides a centralized and coordinated information and referral source before, during, and after the siting of a community residential facility;
- Builds relationships among all siting stakeholders through a balanced and representative advisory committee, which helps guide the content of information;
- Ensures that all resources and siting practices comply with the Fair Housing Act, confidentiality laws, and other legal parameters;
- Gathers technical information concerning land use, facility licensing requirements, contracting/funding relationships, and other siting-related issues;
- Encourages government agencies, community groups, and other organizations to consider the siting of community residential facilities in their community planning or visioning processes to anticipate future siting opportunities;
- Provides collaborative problem-solving services, including mediation, facilitation, and consensus-building for groups in conflict around the siting or ongoing operations of a community residential facility; and
- Develops and trains volunteer mediators/facilitators to build capacity for conflict resolution services.

Goals and Performance

The Neighborhood Livability Center will enhance the quality of Portland's neighborhoods by coordinating the delivery of services and programs that provide a range of problem solving tools and resources to address and provide relief of neighborhood livability and nuisance issues. In addition, these Neighborhood Livability Programs will:

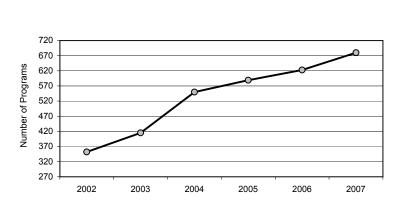
- Provide professional and confidential neighbor-to-neighbor mediation services to resolve neighborhood conflicts;
- Provide a centralized and coordinated information and referral source before, during, and after the siting of a community residential facility;
- Decrease graffiti in partnership with the Police Bureau, neighborhood and business associations, and other community partners; and
- 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.

The Neighborhood Livability program aligns with the City Goal of a safe and peaceful city.

Performance Measures

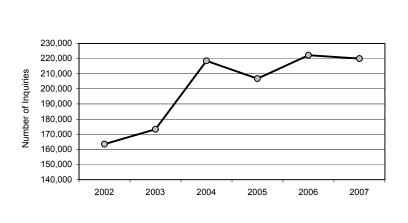
Crime Watch Programs Developed & Maintained

◆ The increase in crime watch programs is largely due to the success of the FY 2001-02 & FY 2002-03 block captain initiative.



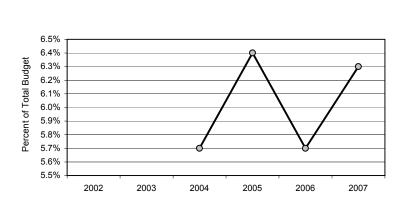
I&R: Number of Calls and Emails Received

◆ The number of inquiries made to the Information & Referral (I&R) program has grown steadily since the program's consolidation with Multnomah County.



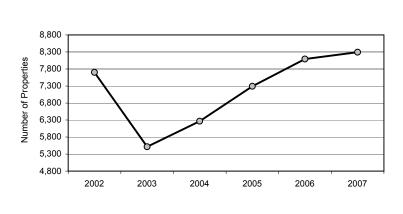
Administration Budget as Percent of Total Budget

 ONI strives to maintain a lean adminstrative budget.



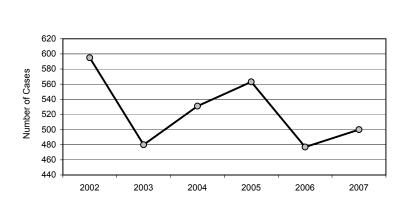
Number of Properties Cleaned Up

◆ The number of properties cleaned up has returned to previous levels over the last several years, following a fundingrelated dip in 2003.



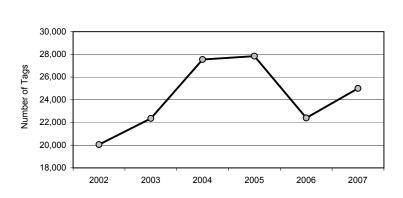
Mediation Case Intakes

◆ The mediation caseload has nearly returned to previous levels over the last several years, following a decline in cases in 2002 and 2003.



Number of Graffiti Tags Removed

 The number of graffiti tags removed will likely decline in FY 2005-06 as a result of a decision to cease providing free abatement to large businesses.



	Actual FY 2001–02	Actual FY 2002–03	Actual FY 2003–04	Actual FY 2004–05	Yr End Est. FY 2005-06	Requested FY 2006–07
OFFICE OF NEIGHBORHOOD INVOLVEMEN	Т					
Crime Prevention						
Workload						
Number of Crime Watch Programs Developed and Maintained	352	415	550	589	623	680
Information & Referral						
Effectiveness						
Number of Calls and Email Inquiries Responded to	147,890	169,369	191,658	191,444	166,728	167,000
Workload						
Number of Calls and E-mail Inquiries Received	163,451	173,270	218,538	206,773	222,208	220,000
Administration						
Efficiency						
Administration Staff as Percent of Total Bureau Staff	NA	NA	6.6%	7.0%	6.2%	6.8%
Administration Budget as Percent of Total Bureau Budget	NA	NA	5.7%	6.4%	5.7%	6.3%
Neighborhood Inspections						
Effectiveness						
Number of Properties Cleaned Up	7,702	5,517	6,265	7,293	8,093	8,293
Number of Housing Units Brought Up to Code as Result of Neighborhood Inspections Division Efforts	1,513	2,203	1,572	1,578	1,500	1,550
Workload						
Nuisance Inspections	17,463	11,711	13,058	15,238	17,500	18,500
Nuisance Intakes	NA	5,588	6,373	7,639	7,750	8,000
Housing Intakes	NA	1,912	1,456	1,578	1,625	1,650
Number of Housing/Derelict Buildings Inspections	4,974	8,114	3,988	4,739	4,750	4,800
Neighborhood Resource Center						
Effectiveness						
Number of People Reached through Community Newsletters and Communications Efforts	NA	NA	NA	0	829,192	825,000
Number of Attendees at Leadership Development Events and Activities	NA	NA	NA	0	2,944	2,900
Workload						
Number of Community Involvement Projects or Events Initiated, Maintained, or Completed	0	0	0	0	514	512
Number of Technical Assistance Contracts with Neighborhood Associations and the Public	0	0	0	0	46,456	47,000
Number of efforts to involve traditionally under-represented groups such as communities of color, renters, and elders in Neighborhood Association and Coalition meetings attended by contractor staff	0	0	0	0	213	212
Number of Neighborhood Association and Coaltion Meetings Attended by Contractor Staff	0	0	0	0	2,448	2,400
Neighborhood Livability Svcs						
Workload						
Mediation Case Intakes	595	480	531	563	477	500

	Actual FY 2001–02	Actual FY 2002–03	Actual FY 2003–04	Actual FY 2004–05	Yr End Est. FY 2005–06	Requested FY 2006–07
Number of Liquor License Applications Processed	66	348	332	355	362	350
Number of Graffiti Tags Removed	20,051	22,359	27,552	27,845	22,400	25,000
Number of Residential Siting Cases Needing Conflict Resolution	30	29	29	26	18	20

	F	Actual Y 2003–04	Actual FY 2004–05	Revised FY 2005-06	Requested FY 2006–07	Proposed FY 2006-07
EXPENDITURES						
Operating Budget						
Personal Services		3,998,128	4,036,712	4,006,350	2,705,930	
External Materials and Services		2,476,586	2,264,042	2,435,120	2,152,243	
Internal Materials and Services		910,118	775,266	741,455	495,911	
Minor Capital Outlay		0	0	0	0	
Equipment Cash Transfers		0	3,100	0	0	
Total Operating Budget		7,384,832	7,079,120	7,182,925	5,354,084	
Capital Improvements		0	0	0	0	
TOTAL BUREAU EXPENDITURES	\$	7,384,832	\$ 7,079,120	\$ 7,182,925	\$ 5,354,084	\$
Allocated Overhead		258,419	361,066	0	453,051	
Total Cost with Allocated Overhead		7,643,251	7,440,186	7,182,925	5,807,135	
RESOURCES						
Discretionary Revenue		4,473,231	4,365,866	4,482,439	4,262,285	
Non-Discretionary Revenues						
Grants & Donations		50,667	145,670	57,072	0	
Contract Revenues		298,413	244,408	245,328	267,484	
Interagency Revenues		754,179	620,030	703,021	608,253	
Program Revenue		1,481,357	1,657,927	1,501,080	78,000	
Overhead Recovery		119,441	131,159	126,985	138,062	
Total Non-Discretionary Revenues		2,704,057	2,799,194	2,633,486	1,091,799	
			\$ 7,165,060	\$ 7,115,925	\$ 5,354,084	\$

275,832 3.00 2,398,552 14.03 764,179 3.00 \$ 7,384,832	290,482 4.00 2,251,130 12.53 736,331 2.00 \$ 7,079,120	0 0.00 2,618,330 11.53 654,224 2.20 \$ 7,182,925	0 0.00 2,701,323 10.18 685,495 2.20 \$ 5,354,084	\$
3.00 2,398,552 14.03 764,179	4.00 2,251,130 12.53 736,331	0.00 2,618,330 11.53 654,224	0.00 2,701,323 10.18 685,495	
3.00 2,398,552 14.03	4.00 2,251,130 12.53	0.00 2,618,330 11.53	0.00 2,701,323 10.18	
3. <i>00</i> 2,398,552	<i>4.00</i> 2,251,130	0.00 2,618,330	0.00 2,701,323	
3.00	4.00	0.00	0.00	
•	, -	-		
275,832	290,482	0	0	
20.00	18.70	18.00	0.00	
2,242,623	1,855,481	1,964,439	0	
4.00	6.00	3.30	2.30	
420,819	454,055	408,055	323,800	
6.00	6.75	<i>5.7</i> 5	5.75	
393,282	429,525	428,463	474,968	
11.25	11.80	12.80	13.30	
889,545	1,062,116	1,109,414	1,168,498	
	11.25 393,282 6.00 420,819 4.00	11.25 11.80 393,282 429,525 6.00 6.75 420,819 454,055 4.00 6.00	11.25 11.80 12.80 393,282 429,525 428,463 6.00 6.75 5.75 420,819 454,055 408,055 4.00 6.00 3.30	11.25 11.80 12.80 13.30 393,282 429,525 428,463 474,968 6.00 6.75 5.75 5.75 420,819 454,055 408,055 323,800 4.00 6.00 3.30 2.30

		Actual Revised FY 2004 FY 2005 FY 2005-06				uested 2006–07	Proposed FY 2006–07		
Class	Title	No.	No.	No.	Amount	No.	Amount	No.	Amount
0100	Office Supp Spec I	1.00	1.00	1.00	34,140	0.00	0		
0102	Office Supp Spec II	9.00	9.00	4.00	138,036	1.00	38,561		
7102	Administrative Specialist, Senio	1.00	1.00	1.00	48,780	0.00	(4)		
7106	Administrative Supervisor I	1.00	1.00	1.00	63,984	0.00	0		
7107	Administrative Supervisor II	2.00	1.00	1.00	58,548	1.00	60,948		
7140	Bureau Director, Assistant to	1.00	1.00	0.00	0.00	0.00	0.00		
7110	Business Operations Supervisor	1.00	1.00	1.00	78,168	1.00	78,168		
2202	Code Specialist II	1.00	2.00	0.00	0.00	0.00	0.00		
2204	Code Specialist III	1.00	1.00	1.00	49,800	0.00	0		
7202	Community Outreach & Information	1.00	1.00	2.00	90,960	2.00	94,466		
7204	Community Outreach and Informati	1.00	1.00	0.00	0.00	0.00	0.00		
5185	Crime Prevent Prog Administrator	10.00	11.00	11.00	495,086	11.00	533,743		
7220	Disability Program Specialist	1.00	0.00	0.00	0.00	0.00	0.00		
7376	Financial Analyst	0.00	1.00	1.00	66,600	0.00	0		
7375	Financial Analyst, Assistant	1.00	0.00	0.00	0.00	0.00	0		
2135	Housing Inspector	7.00	7.00	7.00	323,960	0.00	4		
2136	Housing Inspector, Senior	2.00	1.70	1.80	111,696	0.00	192		
7771	Inspection Manager	1.00	0.00	0.00	0.00	0.00	0.00		
7770	Inspection Supervisor	1.00	1.00	0.00	0.00	0.00	0.00		
7131	Management Analyst	0.00	1.00	0.00	0.00	0.00	0.00		
7022	Neighborhood Involvement and Pro	1.00	1.00	1.00	109,032	1.00	95,442		
7218	Neighborhood Office Supervisor	2.00	2.00	2.00	134,616	2.00	137,244		
7214	Neighborhood Programs Coordinato	1.00	1.00	1.00	60,216	2.00	118,680		
7773	Noise Control Officer	1.00	1.00	0.00	0.00	0.00	0.00		
7154	Program Coordinator	2.00	2.00	1.00	67,908	1.00	59,064		
7156	Program Manager	3.00	3.00	3.00	219,660	1.00	74,232		
7153	Program Specialist	3.00	2.00	3.00	175,164	2.00	119,221		
7152	Program Specialist, Assistant	1.00	1.00	1.00	57,804	2.00	120,501		
0900	Staff Assistant	2.00	0.00	0.00	0.00	0.00	0.00		
TOTAL	FULL-TIME POSITIONS	59.00	55.70	44.80 \$	2,384,158	27.00 \$	1,530,462	;	\$
0102	Office Supp Spec II	1.48	1.48	0.73	25,344	0.73	28,152		
7220	Disability Program Specialist	0.00	1.00	1.00	46,896	0.50	24,486		
7218	Neighborhood Office Supervisor	0.80	0.80	0.80	55,212	0.75	52,944		
TOTAL	PART-TIME POSITIONS	2.28	3.28	2.53 \$	127,452	1.98 \$	105,582	;	\$
7202	Community Outreach & Information	0.00	1.80	0.50	19,326	0.00	0.00		·
7153	Program Specialist	0.00	1.00	0.00	0.00	0.00	0.00		
TOTAL	LIMITED TERM POSITIONS	0.00	2.80	0.50 \$	19,326	0.00 \$	0	;	\$