



***ONI Mission: Enhancing the quality of
Portland's neighborhoods through
community participation.***

FY 2003 Goals and Objectives

June 2003 Update

Our Bureau Values...

As we move forward with our work, ONI staff are committed to, and will be 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

Major Bureau goals for the coming year...

External Goals

1. Increase working across Centers and integrating common bureau objectives and neighborhood projects.
 - Ongoing. This will be especially important given the new vision and direction for the bureau.
2. Support the ONI Guidelines Review process.
 - Ongoing. We hope to bring the revised Guidelines and Code (Chapter 3.96) to Council in Fall, 2003.
3. Continue to support work of coalitions and our other community-based partners.
 - Ongoing.
4. Improve public involvement practices among bureaus and across the City.
 - In April, we started the Public Involvement Standards Taskforce, an effort to develop citywide standards for public involvement. We hope to have the work completed in late Fall-early Winter 2003-04. We are working with neighbors and city staff to lead the process and develop the standards that will be approved by Council.
5. Work with Department of Transportation, Bureau of Licenses, and Parks Bureau to implement improved public involvement practices.
 - This goal was directly applicable when ONI was under Commissioner Francesconi's direction.
6. Develop a budget plan and a strategy to obtain more funds for the neighborhood system.
 - Ongoing.
7. Continue to develop and expand our efforts to partner with other bureaus.
 - Ongoing. Our new neighborhood team/center concept will require direct partnering with other bureaus to get more services out to neighborhoods.
8. Expand efforts to diversify our neighborhood system and expand access for all or Portland's neighbors.
 - Ongoing. Project Interwoven Tapestry has been a key project for this effort.

9. Continue to improve communication among neighbors, coalitions, community partners, and staff.
 - ONI-Notification continues to be a success. In addition, ONI was instrumental in developing and implementing Council Resolution 36109 that requires bureaus to update important projects, policies, and programs on the City's new homepage.

Internal Goals

1. Work to build a climate of trust and mutual understanding among employees within and across programs.
 - Ongoing.
2. Develop a formal recognition program for employees.
 - Delayed until expanded bureau (NIT and Noise) implemented.
3. Increase opportunities for training and continuing education for employees.
 - Ongoing, but difficult given severe budget constraints.
4. Support ONI's Diversity Committee efforts to improve multicultural competency across the Bureau.
 - Ongoing. ONI's Diversity Committee has developed a diversity plan, developed and administered a survey for ONI employees, and will use the survey results to change diversity plan and provide training and education as needed.

Specific Center Goals and Objectives:

Each of ONI's five Centers developed specific goals and objectives to accomplish during FY 2003. Many of these are continuing.

Civic Involvement Center (CIC)

The Civic Involvement Center will enhance the quality of Portland's Neighborhoods by working actively to improve participation of neighbors in the public involvement process.

CIC: Neighborhood Outreach Program

Goal 1: Provide increased capacity for Coalition/Neighborhood Offices and neighborhood associations.

Objective 1: Monitor compliance with ONI contract. Schedule quarterly site visits and prepare written progress reports. Ensure that

all reports (financial, performance indicators, etc) are completed on schedule.

- Completed quarterly site visits with all seven coalition/neighborhood offices and prepared report summarizing discussions for each quarter. Collected and compiled quarterly performance indicator reports.
- Collected and reviewed quarterly invoices and financial reports. Collected and reviewed final invoices for contact year and annual narrative reports
- Reviewed contract submissions for 2003-04 fiscal year including annual action plans, staff funding allocations, budgets and insurance requirements.

Objective 2:

Lead the process for review of the ONI Guidelines as required by City Code. Complete Code re-write and near completion of Guidelines.

- Coordinated GREAT committee that continues to meet every other month. Code revisions in near final draft form and significant sections of Guidelines completed. Two public hearings held.
- Facilitated Communities Beyond Neighborhood Boundaries Ad-Hoc committee and completed draft language.
- Facilitated the work of the Ad-hoc committee on Public Meetings/Public Records Law that developed a simplified interpretation of the law to be included in the revised Guidelines to provide clear direction to neighborhood associations and coalition/neighborhood offices on how to comply with the law. Monitored the work of the GREAT Committee and provided information on non-profit operations.

Objective 3:

Complete update of Citizen Involvement Handbook, a “How To” organizing neighborhood associations. New chapters on Getting the Word Out, Making Room at the Table, and Community Organizing.

- Wrote sections of the manual dealing with land use, diversity issues, non-profit law requirements, developing bylaws, working with the media and publicity, and others. Draft layouts completed for several of them.

Objective 4:

Improve ONI marketing strategy. Includes update of program brochures, tabling at 2-3 large events, marketing of ONI website. Explore partnership with Clear Channel Radio for media support of neighborhood coalitions.

- Completed ONI brochure and produced 3,000 of which all were distributed.
- Facilitated ONI's presence at Earth Day at the Zoo in partnership with the Bureau of Environmental Services.
- Developed new procedure to provide neighborhood information to the Oregonian.
- Assisted in developing Clear Channel marketing effort that was redirected to work with other diverse community organizations.

Objective 5: Plan and implement the annual Neighborhood Association Summit. This year focus on advance prep-work to develop vision from neighborhood leaders

- This year's summit postponed until January 2004. Prepared list of tasks to accomplish. Held meetings with Coalition/neighborhood office directors and chairs on the direction of the summit in January 2004.

Objective 6: Establish beginning of internship program with PSU working with Urban Planning & MURP, Urban Administration, and Capstone program.

- Developed job descriptions for interns and details of multiple projects. Built relationships with three professors and made presentations to four PSU classes on neighborhood system and recruiting interns. We had 10-12 interns work with the neighborhood program this year.

Objective 7: Continue development efforts to seek new funding sources for neighborhood offices and ONI programs.

- Developed a proposal for an ONI Small Grants Program. Funding for the program was suspended by budget reductions.

Objective 8: Provide limited leadership development trainings on an as-needed basis for neighborhood association leaders. Develop training partnerships w/ coalitions.

- Provided information on non-profit law, writing and amending bylaws, compliance with the Public Meetings/Public Records Law and Roberts Rules of Order to coalition/neighborhood offices and neighborhood associations upon request.
- Continue to review individual neighborhood association bylaws for compliance with ONI Guidelines as these bylaws are amended. Provided information on fiscal management and insurance requirements to the coalition/neighborhood offices.

- Completed one ABC's of Land Use workshop attended by 30 people. Worked with BDS staff to update some of the material.

Objective 9: Support monthly meetings of neighborhood office and coalition directors and board chairs.

- Attended the monthly meetings and engaged in dialog regarding contracts, performance indicator reports, etc.

Objective 10: Work with Metro to complete an update of their citywide maps of neighborhood association boundaries.

- Intern assisted with cross-referencing all 95 NA bylaws with Metro map, created detailed list of corrections, met with neighborhood coalition staff to confirm mistakes. Next step is to work with BOP to make the many corrections into mapping database.

Objective 11: Provide limited staff support to Old Town/Chinatown Neighborhood Associations. Encourage them to join a coalition.

- Facilitated retreat of OTCT Visions Committee of neighborhood and business leaders, attended by over 40 people.
- Continued to provide limited technical advice on fiscal management, organizational development, and interpretation of bylaws. Processed petty cash requests.

Goal 2: Expand participation in neighborhood associations with a focus on increasing participation of "non traditional" neighbors such as people of color, renters etc.

Objective 1: Strengthen involvement in Interwoven Tapestry Project with MHRC and IRCO. Participate in staff program meetings and planning.

- Assisted IRCO staff in strategic planning for numerous project-related activities including their immigrant/refugee workshops and legislative day. Participated in most bi-weekly meetings.

Objective 2: Create public involvement effort and committee to resolve issues of Communities Beyond Neighborhood Boundaries related to update of ONI Guidelines. (See Goal #1.)

- Created mailing sent out to over 250 diverse community organizations explaining the policy. Worked closely with APANO and Latino Network. Did not gain significant

interest. GREAT ad-hoc committee worked out draft language.

- Objective 3: Organize relationship building opportunities between immigrant/refugee leaders, community leaders of color, low-income/renter leaders, and neighborhood association leaders and staff.
- Major project was assisting NECN working with King Neighborhood Association to resolve land use conflicts with Miracles Club, a pre-dominantly African American AA/NA social club. Effort involved ongoing engagement with both boards of directors, helping King board with organizational development and outreach development, production of a newsletter distributed to over 4,000 people, and assisting with their annual meeting attended by over 40 people in which a new board was elected.
 - Increased informal networking opportunities throughout the year.
- Objective 4: Explore working partnerships between ONI neighborhood structure with Caring Community and Schools Uniting Neighborhoods to maximize use of public resources for community organizing.
- Participated in school parents and community conference attended by 100+ in November and maintained ongoing contact with key organizers about ways to link PTA's, school councils, and neighborhood associations. Communications strategies key goal, e.g. sharing newsletter resources.
- Objective 5: Assist neighborhood leaders in identifying contact info for community organizations working in their neighborhoods by utilizing existing community assets mapping, updating MHRC directories, and putting leaders in direct contact with other community organizations.
- Completion of directory update entering contact info into ACCESS database, sending a mailing with follow-up phone calls to confirm info. Design layout almost complete.
- Objective 6: Inform and link coalitions with each other where existing efforts to develop programs to serve low-income, communities of color, and immigrant and refugee communities exist.
- Organized non-competitive grant funding six Neighborhood Association initiated projects for

Interwoven Tapestry Project with immigrant and refugee groups to be completed summer of 2003.

Neighborhoods include Kenton, HAND, Cully, Lents, Eliot, and East Columbia.

- Assisted with outreach and managing grant cycle for competitive grant for Interwoven Tapestry Project, which funded six projects linking immigrant/refugee groups and neighborhood associations.

Objective 7:

Organize ONI and coalition staff diversity training and strategic planning to foster city-wide partnerships on diversifying involvement in neighborhood programs.

- Organized bureau diversity staff retreat with 35+ in attendance.
- Initiated ONI Diversity Committee now active for one year. Completion of diversity assessment survey.
- Participated as co-representative for ONI to citywide diversity committee.
- Wrote community outreach section for citywide diversity committee strategic plan that suggests best practices for improving diversity in bureau public involvement strategies.
- Provided advance copies of Making Room at the Table handbook (part of Citizen Involvement Handbook) to coalition staff for their use.

Objective 8:

Explore long-range creation of a youth leadership development program for getting high school age and young adults involved with neighborhood associations.

- Organized youth constituency discussion attended by 20 people as part of the public involvement standards task force.

Goal 4: Provide a stronger, consistent communication link among city bureaus and neighborhood regarding specific outreach endeavors.

Objective 1:

Expand the City of Portland Outreach staff network – CPIN (City Public Involvement Network) to focus on developing standard criteria for what public can expect from bureau public information and involvement efforts

- Initiated and now coordinating Citywide Public Involvement Task Force, charged with recommending to Council standards for public involvement to be used by all City bureaus. Recruited a diverse range of 35 people on Taskforce. Organized public workshop attended by

80, survey, and 11 constituency discussion groups attended by over 125 people.

Objective 2: Continue the partnership with BES regarding projects in the Columbia Slough, Johnson Creek, Tanner Creek and Willamette Watershed as well as the West Side Combined Sewer Overflow Project. .

- Developed the IGA for 2002-03 and working on the IGA for 2003-04.
- Added the East Side Big Pipe and various sewer repair projects to the work plan.
- Facilitated quarterly meetings between involved bureau staff. Prepared quarterly reports of activities of BES/ONI staff.

Objective 3: Continue support services to city bureaus on targeted outreach projects including but not limited to:

- Small Business Program with PDC and Commissioner Francesconi's office.
 - Organized two neighborhood and business association workshops with Commissioner Francesconi in attendance with 25+ participants at each.
 - Participated in initial Small Business Taskforce meetings.
 - Director serves as member of Interbureau Small Business Advisory Committee
- River Renaissance inter-bureau PI/PI coordination.
 - Wrapped up involvement over the summer finalizing draft organizational chart and public outreach plan for RR.
- Other fee for service and limited pro bono services.
 - Completed Water Bureau public involvement fee for service organizing four public workshops on proposed water filtration plant siting.
 - Developed and implemented public involvement plan for four public workshops for proposed Pioneer Square Ice Skating Rink.
 - Provided ongoing pro bono PI technical advice, list management of neighborhood contacts, etc. for other City staff.

- Objective 4: Provide list of pre-qualified PI/PI firms to city bureaus. Create intra-bureau web site listing firms and their specialties for access by city bureaus.
- Assisted seven bureaus to use the list and hire contractors. Bureaus used 18 firms on the list for a total contracted amount of \$ 164,865.00. Use of list saves significant resources across the City by limiting number of individual RFPs necessary.
 - Organized trade fair attended by over 60 city staff to learn about the pre-approved program and meet the public involvement firms.
 - Initiated plans with Purchasing to create an intra-net web site to access the contract information.
 - Completed 2nd RFSS round that sought to diversify the approved firms to include more M/W/EB firms.
- Objective 5: Continue to provide information to local, national and international jurisdictions regarding Portland's neighborhood system.
- Hosted visitors from Russia, Near East, Middle East, Africa, Latin America and Japan and provided information about the neighborhood system.
- Goal 5: Monitor workload for each contract and work with BES to determine the need for additional personnel to continue to provide excellent outreach in these areas.**
- Objective 1: Supervise staff working on the CSO central city projects including: Tanner Creek Stream Diversion Phases 2,3,4,5; Swan Island Pump Station; West Side CSO Tunnel; NW CSO Main Force and Pump Station; SW Parallel Interceptor.
- Work included site visits to affected businesses and residences, attendance at neighborhood association and business association meetings, and participation in other community groups. Coordination of mailings to stakeholders regarding the project. Creation and maintenance of contacts data base for the projects. Creation of a broadcast email system to alert businesses and residences of upcoming construction impacts. Facilitation of open houses, brown bag discussions, and project tours.
- Objective 2: Expand outreach to the business community by implementing Business for Clean Rivers, which consists of representatives from NW, SW and Eastside business

districts. These committees will serve as liaisons for the business communities regarding CSO project design and construction.

- Facilitated quarterly meetings of this committee. Prepared agendas, notification and meeting materials. Conducted a mid-year survey of committee members interests and concerns regarding the project. Prepared a report for the Commissioner and Bureau Director.

Objective 3: Monitor the progress of the outreach workers in each coalition/neighborhood office. Organize monthly meetings; collect data and formulate progress reports; troubleshoot as necessary.

- Provided direct supervision to employees on a weekly basis. Tracked hours worked on specific BES projects. Wrote monthly updates and quarterly activity reports for the Project manager.

Goal 6: Maximize uses of electronic communications for city staff public involvement and outreach efforts, communications between ONI and neighborhood coalitions, and between neighborhood associations themselves.

Objective 1: Improve ONI web site homepage user-friendliness. Including scroll/pull down features, eliminate frames, improve ADA access, meta links to search engines, and clean up organization.

- Assisted Information & Referral staff in development of new ONI home page layout and creating plan for transferring current site content to new City homepage format that is database driven.
- Participated in training for how to create new content on new system.

Objective 2: Complete web-based calendar of events linked to ONI Access database that will highlight city public involvement events, ONI sponsor events, neighborhood association, coalition and other appropriate community events (currently 70% complete).

- Bureau of Technology Services completed new city homepage. Calendar section incorporated many features identified by ONI through focus groups over one year ago.
- Citywide calendar feature is scheduled to be implemented by September 2004.

- Objective 3: Create an online “How To Toolbox” of documents for organizational development and community organizing tools for neighborhood association leaders.
- Not completed due to budget constraints and reduction in staff time.
- Objective 4: Expand “My Portland” section of ONI web site to have the following info for each neighborhood association online to include bylaws & state non-profit status.
- Most recent agreement (this June) with Todd Coward, ONI’s neighborhood leader resident web-master, is to develop template for information page for each neighborhood association.
- Objective 5: Expand Portlandmaps.com neighborhood association mapping capabilities to show one how to contact their coalition and association chair.
- In progress with Bureau of Technology Services.
- Objective 6: Continue exploring a portal system on the city web site so individuals can electronically self-identify their interest areas, (water, planning, transportation) and add themselves to topical mailing lists, regular email updates, and surveys.
- In progress with Bureau of Technology Services.
- Objective 7: Link Refugee and Immigrant Resource Directory of diverse community organization contacts to our web site.
- Not possible within existing resources.

CIC: Community Residential Siting Program

The Community Residential Siting Program will enhance the quality of Portland's neighborhoods through community participation by advocating for an ongoing, proactive exchange of information and education among providers of residential social services and members of the community to ensure a mutual understanding and respect that results in long-term, supportive, peaceful relationships that promote safe, livable communities.

GOAL 1: Provide a centralized, coordinated source of information and referral before, during, and after the siting of a community residential facility to eliminate confusion and potential conflict

- Objective 1: Build relationships among all siting stakeholders through a balanced and representative advisory committee to help guide the content of information and resources provided by the program.

- Conducted 12 Community Residential Siting Advisory Committee (CRSAC) meetings involving neighborhood activists, social service providers/developers, government agencies, clients and consumers of services, and advocacy groups to promote a shared understanding of issues and concerns that are commonly present in a siting situation and work towards developing siting “best practices”.
- Conducted 67 CRSAC Outreach meetings involving over 1,300 people. Such meetings include program presentations and discussions involving neighborhood associations, social service provider groups, advocacy organizations for the disabled, and businesses.

Objective 2: Develop legal and ethical guidelines, protocols, and “best practices” to address citizen questions and issues involved in residential group homes and facilities siting.

- Developed a comprehensive education/outreach plan to inform neighbors about how the siting process works, the regulations (or lack thereof) that guide the process, summarization and explanation of frequent issues/ concerns, and tools and resources that can be used by all stakeholders throughout a siting situation.
- Developed informational fact sheets for various special needs populations that demonstrate how an individual’s disability intersects their housing needs.

Objective 3: Advocate for the fair treatment of all citizens, including residential group homes and facilities and all other community members, in Portland and Multnomah County around siting issues

- Ensured that all resources met standards that comply with the Fair Housing Act, Confidentiality Laws, and other legal parameters.
- Continued to build relationship with Fair Housing Council of Oregon- attended training on Fair Housing Practices.
- Ensured that a diversity of perspectives was represented during each siting situation by working with non-traditional groups.

Objective 4: Develop and maintain relationships with technical resources to address issues concerning land use, facility licensing requirements, contracting/funding relationships, and other siting-related issues.

- Increased the involvement of CRSAC Resource Members (including CDCs, service providers, and government agencies) through presentations at quarterly meetings and various outreach events to share information about the types of CRFs for varying special needs populations; the funding and contracting procedures that are related to the siting process, and other relevant information for neighborhood activists
- Conducted presentations with government agencies that fund, contract, or license CRFs to encourage community involvement practices.

GOAL 2: Encourage government agencies, communities and other organizations to consider special needs housing in their community planning or visioning processes to proactively identify future siting opportunities for community residential facilities (CRFs).

Objective 1: Inventory current planning efforts among government agencies.

- Inventoried current planning processes through presentations at CRSAC meetings and continued tracking by staff. Agencies involved include:
 - Bureau of Planning
 - Housing Authority of Portland
 - City of Gresham, Planning and Economic Development
 - Portland Development Commission
- Assessed and prioritized planning processes to determine relevancy with the siting of CRFs
- Initiated contacts to determine strategy for CRSAC involvement
- Specific recognition of the Community Residential Siting Program (CRSP), incorporating siting “best practices” was made in several planning documents, including the Northwest Area Plan and Gateway Urban Renewal Area Housing Strategy.

- Objective 2: Explore what government agencies and other organizations are capable of doing to ensure that services are accessible and equitably distributed throughout the community.
- Conducted presentations about CRSP services to over 20 different social service providers/housing developers to encourage a thoughtful siting process that promotes an equitable distribution of housing and services in neighborhoods
- Objective 3: Explore the concept of community asset mapping in conjunction with neighborhood indicators that can be quantified to identify siting opportunity areas
- This item was not addressed in FY 2002-03 but may be possible with the use of TRACS in the NIT section.
- Objective 4: Encourage communities to proactively plan for the siting of community residential facilities.
- Provided updated GIS maps to neighborhoods that inventory persons living in Group Quarters as defined by the 2000 census.
 - Worked with several neighborhoods to conduct a custom analysis of census data that provides a better context to changing local demographics that might impact housing needs.
- Objective 5: Develop site selection guidelines for post incarceration facilities
- Developed site selection criteria for siting Post Incarceration Facilities (PIFs) including distance from sensitive areas including day care facilities and schools and distance from other similar situated group living facilities (as defined by the U.S. Census Bureau).
 - Encouraged facilities to be sited in relevance to public safety concerns as well as encouraging the siting of PIFs that are within close proximity of supportive services and infrastructure and can be developed and operated in an affordable manner.

GOAL 3: Improve the understanding between conflicted groups

- Objective 1: Provide collaborative problem solving services including mediation, facilitation and consensus building.
- Provided information & referral and conflict resolution services for over 30 siting situations serving over 1,400 people. These situations range from the siting of a group

home for people with a mental illness, to the siting of transitional housing for individuals recovering from a drug and alcohol addiction, to a group home for persons with developmental disabilities.

- Highlights of siting case work include:
 - The signing of a Good Neighbor Agreement (GNA) between Providence Portland Medical Center and the Center and Laurelhurst Neighborhood Associations that developed a structure for an ongoing communications committee to address redevelopment issues along NE Glisan.
 - The facilitation of an Ad Hoc Advisory Committee to create rules and regulations and a definition of 'day camping' to address livability issues impacting neighbors and businesses near the St. Francis Parish.
 - The signing of a GNA to address public safety concerns in the siting of housing for individuals living with a mental illness.
 - Working with neighbors and Multnomah County to address concerns of a proposed special needs housing development regarding the project mass, density, and design elements.

Objective 2:

Develop a trained and effective Problem Solver group.

- Trained volunteers have contributed to 168 hours in the provision of conflict resolution services and been involved in nine siting cases. Some examples of services include facilitating stakeholder meetings, co-facilitating large public forums, mediating two-party disputes related to siting, and providing administrative support such as note taking and case development work when needed.
- Conducted quarterly meetings with volunteers to discuss siting cases, share information and resources, and build conflict resolution/facilitation skills.

- Objective 3: Provide consensus building tools to community members and social service providers.
- Conducted a workshop on how to facilitate difficult meetings that was focused for neighborhood activists.
 - Provided ongoing conflict resolution training to volunteers through the development of a three-tiered system of training (supported by a grant from the Oregon Dispute Resolution Commission) including:
 - Ongoing mentoring/coaching from prequalified CRSP consultants
 - Continual skill building among CRSP volunteers in a “workshop setting”
 - Self-identified training opportunities- examples may include conferences, workshops, classes, training modules, etc.

CIC: Downspout Disconnection Program

The Downspout Disconnection Program will enhance the quality of Portland's neighborhood through community participation by actively involving neighborhoods in a positive partnership with the City in order to save money on disconnection, provide an organizing opportunity, support community-based efforts, encourage diversity at the grassroots level, and encourage neighbor-to-neighbor interaction.

GOAL 1: Increase public stewardship for the livability of their neighborhoods.

- Objective 1: Market participation in the Downspout Disconnection Program.
- 45,000 brochures & postcards were mailed directly to target area residents.
 - 15,000 door hangers were distributed.
 - 200 Posters were distributed in community centers.
 - More than 700 T-shirts were distributed to local community activists.
 - 1100 lawn signs announced to neighbors “I disconnected my downspouts to protect Portland’s rivers!”
 - 2500 postcard promoting a Friends of Trees/ downspout disconnection partnership that resulted in 900 trees planted and 1900 disconnected homes.
- Objective 2: Canvass 13,000 homes each year.
- Canvass staff had conversations with almost 9,500 homeowners and left an additional 15,000 door hangers, totaling 24,700 contacts.

- 55% of conversations resulted in a commitment of participation by owners.
- More than 4200 homeowners signed up for free City disconnection work.
- Almost 900 homeowners said they plan to disconnect their own houses.

Objective 3: Speak at over 25 community meetings each year.

- 14 presentations took place at Neighborhood Associations and 12 other community organization meetings with an emphasis on non-traditional organizations.

Objective 4: Conduct watershed curriculum for over 350 students each year.

- 300 High School and Middle School students participated in disconnecting downspouts after attending classes that used math, science and language arts curriculum designed to meet Oregon Benchmarks.
- PTA and other parent groups were regularly informed about the program, and the principals and teachers of participating schools received updates on the program progress.
- Each year an art class designs a T-shirt for downspout volunteers. Cleveland HS created this year's design.

Objective 5: Conduct a media campaign including events, major and local community media.

- Articles were printed at least 20 times in local community newsletters.
- Informational booths displayed downspout disconnection information in 7 community events in the target area, exposing the program to over 5000 residents.

GOAL 2: Increase public participation in a civic issue.

Objective 1: Mobilize 550 diverse volunteers each year.

- There were 36 community disconnection events this year.
- Almost 700 volunteers helped to disconnect over 4300 downspouts, earning over \$27,000 for projects that help improve the livability of the community.
- This brings total volunteer participation over the total years of the program to 4300+ volunteers and over \$182,000 invested in the community.

- Objective 2: Build and maintain over 300 diverse community partnerships.
- Money went to neighborhood emergency teams, neighborhood tree plantings, newsletters, anti-graffiti projects, church projects (e.g. youth, choir robes and renovation), ethnic organizations, sports scholarships for youth, mentorship programs, community gardens, affordable housing, and much more.
 - 12 new community groups joined the 165 organizations who have already participated. These new groups added to the diversity of the program. New groups include new neighborhood associations, the Native American Association, the Sexual Minority Youth Rec. Center, and several sports programs.
 - 20 new NWSA AmeriCorps volunteers attended a three day downspout disconnection training and led crews at 36 disconnection events. Since the summer of 1995, 140 AmeriCorps members have volunteered 50,000 hours to the program.
 - Annual evaluations indicate that downspout disconnection is rewarding and educational for AmeriCorps volunteers.

- Objective 3: Hire local diverse community partners to canvass.
- 22 outreach staff were hired to canvass door-to-door in the community.
 - Recruitment included outreach in the 179 community partners, announcements in diversity and environmental venues.
 - Hires represented ONI affirmative action & diversity goals including 13 women, 1 African American, 3 Latinos, & 6 Bi/gay/lesbian/trans.

Administration Center

The Administration Center will enhance the livability of Portland's neighborhood through citizen participation by providing high quality technological, fiscal, and personnel support services to ONI programs, Neighborhood Associations, and Coalitions.

GOAL 1: Implement quality fiscal policies.

- Objective 1: Emphasize cost center approach to all managers.
- Complete – and always ongoing. Managers and administration staff are more effectively tracking costs and allocating them to the correct cost pools.

- Objective 2: Bill back/invoice/cost trace on a quarterly (rather than semiannual) basis.
- Complete – and always ongoing.
- Objective 3: Implement coalition resource allocation methodology with an advisory board.
- Began June 23, 2003. This effort will last at least one year.
- Objective 4: Complete full cost recovery and IA analysis.
- Ongoing – a number of funders have resisted carrying overhead costs on IAs.
- Objective 5: Standardize IA procedures with client bureaus.
- Ongoing – a number of funders have resisted carrying overhead costs on IAs.
- Objective 6: Try to keep GF discretionary stable while IA revenues increase.
- Ongoing – this objective is difficult to meet in the current budget climate.

GOAL 2: Provide high quality fiscal, personnel, and clerical support to ONI programs, Neighborhood Associations, and Coalitions by front office staff.

- Objective 1: Work with I&R to cross train staff.
- Ongoing – With the addition of the NIT and Noise Control Staff and consolidation of administrative staff, cross-training will be even more important.
- Objective 2: Complete revision of ONI Employee Guidelines and Expectations Handbook by December 15, 2002.
- Ongoing – this major project was put on hold pending the finalization of HRAR and then the probable addition of the NIT and Noise Control staffs. It is ready to pick back up.

GOAL 3: Provide high quality technological support to ONI staff.

- Objective: Purchase and upgrade computers as possible.
- Ongoing – preparing to purchase new computers for all staff with the slowest machines, post NIT consolidation. May evaluate monitor needs in FY 2004.

GOAL 4: Implement quarterly site visits with coalitions.

- Objective 1: Work with ONI programs, Neighborhood Associations, and Coalitions to improve the overall fiscal accountability of coalition accounting practices for ONI contracts.
- Ongoing – Joleen Jensen-Classen has taken lead in this area. This is an area where more attention will be focused in the coming year.

GOAL 5: Complete transition of Neighborhood Mediation Center.

- Objective 1: Complete the RFP regarding Neighborhood Mediation and select a contractor to continue current services at greatly reduced cost.
- Complete. Passed by Council on November 6, 2002.
- Objective 2: Implement contract for mediation services once contractor is chosen.
- Complete – and passed on to Eric King for routine monitoring effective July 1, 2003.

Information and Referral Center

The Information and Referral Center will enhance the quality of Portland's neighborhoods by linking callers directly with the appropriate person who can provide consistently accurate, friendly, and timely information about city and county services.

Goal 1: Maintain the quality of function and customer service of the City and County Information and Referral Programs.

- Objective 1: Build a strong team of I&R professionals who can accurately, adequately, and professionally meet customer needs.
- Received and directed over 160,000 calls at 503-823-4000 during the year concerning all varieties of City and County and other local government services.
 - After nearly a year and a half process with BHR, we have hired on all permanent staff including a bilingual Spanish speaker. All permanent staff are well versed in information and referral system.

- Objective 2: Increase staff knowledge of local services and customer service skills through training.
- During the year we made a concerted effort to expand knowledge of local services through site visits, in-service training questions and reading up on various documents provided by bureaus and departments. Through the hiring of new staff and through this on-the-job training staff knowledge has definitely increased.
 - Limited opportunity for formal training during this past year due to budget constraints.
- Objective 3: Have regular staff meetings to improve communication and share information.
- Established a regular time to have a staff meeting during the slowest phone time we have during the week.
- Objective 4: Update / revise all I&R protocols and procedures.
- Progress made in updating various I&R policies and procedures. More work needs to be done to complete this project in this coming year.
- Objective 5: Ensure adherence to IGA and county satisfaction.
- Regular meetings held with at the Multnomah County Telecomm department. They are very satisfied with the job we are doing to provide information and referral for the County.
 - For the program year we are very close to goal of 90% of calls answered less than 25 seconds. We are currently at about 89.5%. The struggle to maintain 90% affected by instability of staffing at certain times, phone troubles, unusual call volumes due to special events and the lack of a sophisticated phone system to help us balance call intake with other database and administrative projects.
 - No formal complaints during this program year and every week have many complements from the public regarding the quality of the service we provide.
- Objective 6: Increase public awareness of the 503- 823-4000 number and the Information and Referral Program.
- Ability to increase awareness limited by the lack of any marketing budget to do much formal advertising. Much of our effort has been to market internally to date.
 - Information regarding the I&R Program sent to City Human Resources for the new revamped New Employee Orientation.

- Worked closely with both the City and the County as they have redone their websites in this past year to ensure that 503-823-4000 has a strong presence on these sites.
- Worked to promote program to City and County bureaus and departments and other social service agencies through the publication of our Pocket Phone Directory.
- Sent Pocket Phone Directory out along with our business cards to more and more community partners.
- Currently working on an update for July 2003 and plan to do site visits to ensure that all appropriate front desk areas in the City and County have this available for their customers.
- Last summer, spent \$1500 to do a three month ad program on the interior of 40 MAX Trains. We had a few comments from callers on these ads but it did not notice any increase in call volume attributable to this.

- Objective 7: Improve and streamline database application to increase efficiency and ease of use for staff.
- Spent considerable time and effort over the past year to rewrite Filemaker database to make it a more efficient tool as well as a shareable product to make available through the internet. Close to releasing this new version for use. By summer of 2003 we expect to be using this tool both internally and sharing it externally.
- Objective 8: Maintain an up-to-date and accurate database with updates performed at least every four months.
- Continued to maintain a very accurate and up-to-date database for both local services and employees through our relationships and work with liaisons in other bureaus, departments and agencies.
- Objective 9: Obtain phone system upgrades that would allow us to have priority call routing and backup call groups.
- Lack of IRNE use for I&R phones is very frustrating and limits productivity. Because we are still on Qwest it has been necessary for us to transfer to City numbers using 11 digit dialing versus the 5 digit dialing we previously were able to do. The latest update is that IRNE will be implemented on our ACD system "sometime this summer". We expect that the new ACD system will allow us to have more sophisticated call routing which will very positively change our ability to schedule phones to more efficiently use staff time.

- Objective 10: Through working with the City and County Telecommunication offices encourage departments and bureaus to make phone systems, recordings and routings more customer service oriented and easier for the public to use.
- Collected phone data for the County Telecomm office to try and figure out some of the County phone troubles. Some slight progress has been made but unfortunately most of the problems persist. We have worked as a group to discuss and implement policies/procedures for dealing with these calls, which include unexplained disconnect messages and dropdown calls.
 - The group manager worked with individual City and County departments as appropriate when the I&R group encountered citizen customer service concerns with a particular department call center or individual agent. We will continue to do this as well as work to find ways to improve customer service over the phone City and Countywide.

Goal 2: Improve access of both internal and external customers to the databases maintained by the I&R Program.

- Objective 1: Make services database available to city employees.
- About 90% complete. We currently have made the database available through the City Intranet to city employees but the application is very rough. Once the database rewrite is complete we will make this available to all city employees in a very easy-to-use format.

- Objective 2: Make city and county employee databases available to city and county employees.
- About 90% complete. We currently have made these databases available through the City Intranet to city employees but the application is very rough. Once the database rewrite is complete we will make this available to all city and county employees in a very easy-to-use format.

- Objective 3: Make services database available to the public at large through the city website.
- About 90% complete. Once the database rewrite is complete we will make this available to the public through the PortlandOnline website.

- Objective 4: Make the city and county employee databases available to the public through the city website.
- About 90% of the way to being able to make this available through the work we have done to rewrite our database. There are still several issues to be worked out at a higher level regarding how this information can or should be made available to the public.

Metropolitan Human Rights Center (MHRC)

The Metropolitan Human Rights Center will enhance the quality of Portland's neighborhoods by providing support and advocacy for the human and civil rights of all Multnomah County and the City of Portland neighbors.

Goal 1: Continue to implement Interwoven Tapestry Project.

- Objective: Manage and distribute discretionary funds for Coalition and Refugee/Immigrant community projects.
- Distributed funds for six competitive small grants and six non-competitive small grant projects. Grants involved neighborhood associations in the NECN, NPNS, EPNO, SEUL and SWNI coalition areas and partner with the Latino, Russian-speaking, Pan- African and Pan-Asian immigrant and refugee communities.

Goal 2: Develop a strategic plan for the future of MHRC.

- Further budget cuts on the part of the City have decimated what use to be MHRC. Remaining MHRC Staff have been folded into the Civic Involvement Center to form a new group called the Neighborhood Resource Center. We have held a half-day retreat for NRC staff to review the mission and goals of this center and to identify natural partnering opportunities that this consolidation offers.

Goal 3: Continue to staff the Burnside Triangle Advisory Group in partnership with the Bureau of Planning.

- Continued to staff the BTAG through their process to develop and present their recommendations for the triangle area to City Council. Also, linked the BTAG with the LGBTQ Community Center Fund – an exploratory committee to look at the feasibility of having a queer community center in Portland. Two members of BTAG are currently on the board of the Center Fund. Staffing of this group was passed on to Commissioner Leonard's office.

Goal 4: Work with the Police Bureau on establishing “dialogue circles” to facilitate understanding and appreciation of cultural, ethnic, and racial issues.

- Dialogue Circles Project is on hold pending funding.

MHRC: Refugee and Immigration Coordination Program

Goal: Provide programs and activities to support and improve services for immigrants and refugees.

Objective 1: Publish an updated 2002 edition of the "Community Resource Handbook" as well as posting it on the ONI website. The handbook will include networking information for refugee/immigrant Mutual Assistance Associations (MAAs), County and City services, local ethnic media, and other useful information.

- Worked with MHRC staff and refugee/ immigrant communities to update the "Community Resource Handbook". High points included obtaining help from several internship programs and securing \$1,000 for printing costs from the Portland State University Capstone Program.

Objective 2: Continue to work with IRCO/Asian Family Center, NECN, CNN, SEUL and the Refugee/Immigrant Consortium of Oregon & SW Washington on the joint “Interwoven Tapestry” project.

- Continued to work with IRCO/AFC, neighborhood associations, and the refugee/immigrant communities in completing the final year of the "Project Interwoven Tapestry". The project will end this September.

Objective 3: Work with the Portland Public Schools and other school districts in the Portland area to assist refugee and immigrant students.

- Worked with Portland Community College (PCC), Mt. Hood Community College, Portland Public Schools and other school districts in the Portland area to assist refugee/ immigrant students. Succeeded in bringing together the President of PCC and leaders of the refugee/immigrant community to improve services for refugee/immigrant students.

Objective 4: Continue to serve as the Chair of the Asian American Youth Leadership Conference and a key fund-raiser for the 11th

Annual Asian American Youth Leadership Conference, the 7th Russian Speaking Youth Leadership Conference, and the 13th Cesar Chavez Leadership Conference in Spring 2003.

- Served as Chair of, and the key fundraiser for, the Eleventh Annual Asian American Youth Leadership Conference, which took place at Lewis and Clark College on May 14, 2003. More than 450 high school students from 27 schools in the Portland area and more than 100 volunteers participated in the full-day conference.
- Participated on the planning committee for the Seventh Annual Slavic Youth Leadership Conference, which was held at Mt. Hood Community College on April 16, with more than 300 high school students in attendance.
- Participated in the Thirteenth Annual Cesar Chavez Leadership Conference, with over 1,200 students in attendance.

Objective 5: Continue to develop partnerships between community leaders and the INS Portland District to improve INS communication with and services for the community.

- Worked with refugee/immigrant community leaders and the INS Portland District to improve INS communication with, and service for, the refugee/immigrant community. High points included organizing several meetings to inform the community of significant changes within the INS prior to it becoming part of the Department of Homeland Security.

Objective 6: Work with the Refugee & Immigrant Consortium, local refugee/immigrant service providers and voluntary agencies for information sharing and advocacy for the refugee and immigrant community.

- Handed off consortium leadership and staffing to community members

Objective 7: Serve as an executive committee member of the Asian Law Enforcement Advisory Council of Oregon (ALEACO) on crime prevention and law-related issues.

- Continued to serve as an executive member of the Asian Law Enforcement of Oregon, which deals with crime prevention and law-related issues.

Objective 8: Serve as a volunteer consultant and government/community liaison for the Oregon Commission on Asian Affairs (OCAA), including organizing the annual Asian Heritage Month Festival.

- State budget cuts led to the de-funding of the Commission on Asian Affairs and their events.

Objective 9: Continue to work with the “Vietnamese American For Education Association” (VAFEA) and local business community leaders to organize their annual Excellent Students and Scholarship Awards.

- On going; continued to work with VAFEA and Vietnamese community leaders to support and encourage Vietnamese students to achieve their goals for higher education. This year VAFEA decided to join the Japanese community in the Nieke Student Commemorative’s Scholarship Program. Twenty Vietnamese students were awarded \$1,000.00 each on April 26, 2003, at Legin Restaurant. Commissioner Randy Leonard attended this event as a special guest.

MHRC: Disability Program

Goal 1: Increase access to sidewalks.

Objective 1: Assist neighborhood businesses in educating them of what is required by City Ordinance, recruiting volunteers to go out into their neighborhoods to talk to businesses on why it is important for them to keep their sidewalks accessible to everyone. Complete 100 on-site visits to businesses.

- In July and August of 2003, staff surveyed the downtown area between 4th and 6th from Morrison to Burnside. Other areas surveyed included: Paddy’s and Rock Bottom (from complaint) and 26 to 42nd on Hawthorne and 30 to 39th on Belmont.

Goal 2: Increase safe access to the streetcar for persons with disabilities.

Objective 1: Work with City officials and other stakeholders in identifying issues on the current streetcar and work with advocates and the stakeholders on scheduling a tour to identify the issues.

- Worked with the Streetcar, Independent Living Resources, Oregon Advocacy Center and Bob Pike. We have done a thorough survey of the ADA issues on the Streetcar. The Streetcar has put signage inside stating that the ramp is narrower than the door.

- Staff worked with TriMet in trying to get \$270,000 to install new ramps because the present ones are not in compliance.

Objective 2: Develop a plan to have the identified issues corrected.

- Plan should be completed by Summer's end.

Goal 3: Work with at least two neighborhood offices to increase their competency working with people with disabilities.

- Staff did not complete this work due to reduction in City support and MHRC reductions.

Neighborhood Mediation Center

The Neighborhood Mediation Center will enhance the quality of Portland's neighborhoods by providing professional and confidential neighbor-to-neighbor mediation services to resolve conflicts within neighborhoods.

NOTE: The following Goals and Objectives were written when the NMC was a city-staffed program of ONI. Given that on November 6, 2002, Council voted to issue an RFP for mediation services, these goals no longer apply. Goals and benchmarks for the mediation program with Resolution NW are embedded in their contract that is available if requested.

Goal 1: Strengthen core services: Increase cases to 800 per year.

Objective 1: Expand NMC's referral base to include and enhance referrals from those agencies and groups who in previous years referred situations to NMC in volume.

Objective 2: Expand use of PSAs for television and radio to help promote services. This assignment has actually been done.

Objective 3: Recruit a media person for NMC Advisory Committee to help build good relations with newspapers, radio and television.

Objective 4: Work for a minimum of two guest appearances on radio and/or television.

Objective 5: Increase members of the Community Relations sub-committee of Advisory Committee by two members.

Objective 6: Visit minimum of six neighborhood association meetings to present NMC services and encourage referrals.

- Objective 7: Continue targeted outreach to mobile home parks in Portland.
- Objective 8: Research and identify “performance based outcomes” and tailor services accordingly.

Goal 2: Develop School Mediation Program in Partnership with Portland Public Schools.

- Objective 1: Design conflict resolution workshop to focus on "Interpersonal Conciliation " and contact four schools to present to school identified groups of students.
- Objective 2: Make presentation about Mediation Center at a Portland Public School Board Meeting.
- Objective 3: Meet with Portland Public School Media Relations Director and request opportunity to distribute flyer/brochures to school counselors and curriculum teachers and place ad in PPS Newsletter.
- Objective 4: Maintain NMC "CRISIS INTERVENTION" component with the PPS and train a small group of selected NMC volunteers.

Goal 3: Develop a 3-year strategic-business plan for NMC.

- Objective 1: Develop strategies for City Neighborhood Mediation Center , networking with City Crime Prevention and Neighborhood Association Groups , and maintaining the ethics of "Best Practices" as defined by OMA and ODRC.
- Objective 2: Organize staff retreat for visioning and planning.
- Objective 3: Hold Advisory Committee retreat with staff for developing a 3-year plan in conjunction with staff retreat outcomes.
- Objective 4: Document and review outcome of strategic business plan study with ONI Director and City Commissioner.

Crime Prevention Center (CPC)

The Crime Prevention Center will enhance the quality of Portland's neighborhoods by providing public safety information, maintaining crime prevention services in the neighborhoods, coordinating graffiti abatement services, and providing liquor license neighborhood notification.

CPC: Center Services and Administration

Goal 1: Improve Center outreach tools and materials.

Objective 1: Complete non-English speaking materials.

- In progress.

Objective 2: Update Crime Prevention Center web page.

- Will be complete by 8/30/03.

GOAL 2: Develop Crime Prevention Center Policies and Procedures.

Objective 1: Complete confidentiality policy.

- In progress.

Objective 2: Develop system for program evaluation.

- Will be part of strategic plan.

Objective 3: Review program measurements and develop evaluation partnership with neighborhood offices and coalitions.

- Will be complete as part of the Crime Prevention strategic planning process.

GOAL 3: Develop working job description for all staff.

Objective 1: Improve center communication. Continue to work with IRNE project to get outer offices connected to high-speed Intranet services.

- In progress.

GOAL 4: Establish Center Advisory Committee.

Objective 1: Identify mission of committee. Recruit committee members. Implement committee.

- This goal is no longer applicable.

CPC: Graffiti Abatement Program

Goal 1: Recruit new graffiti abatement coordinator.

- Due to budget constraints position is frozen until 2003

Goal 2: Implement Shared Graffiti Database.

Objective 1: Receive input from community stakeholders and available groups.

- Deferred until Graffiti coordinator is hired.

Objective 2: Coordinate efforts with community and agency partners.

- Deferred until Graffiti coordinator is hired.

Objective 3: Disseminate information on graffiti database.

- Deferred until Graffiti coordinator is hired.

Objective 4: Train stakeholders on database.

- Deferred until Graffiti coordinator is hired.

Objective 5: Coordinate police “special operations” for target areas. Make database accessible to police and DA’s.

- Working with CGIS on database lay out. First phase was introduced as part of the Portland Online website.

Goal 3: Continue funding from Parks Bureau for graffiti abatement.

Objective 1: Create inter-agency agreement.

- Deferred until Graffiti coordinator is hired.

Objective 2: Identify and clean of graffiti in Portland parks.

- Deferred until Graffiti coordinator is hired.

CPC: Liquor License Program

GOAL 1: Increase Public Awareness of Liquor License Process.

Objective 1: Develop neighborhood liquor profiles.

- Completed profiles for selected neighborhoods working with Portland Police Bureau Drugs and Vice Division.

Objective 2: Provide training to neighbors on how to address problem locations.

- Develop City license ordinance for time, place, and manner (TPM).

- Objective 3: Increase level of knowledge of neighbors on liquor license process.
- Develop City license ordinance for TPM.

Goal 2: Complete Liquor License Advisory Group (LLAG) Report.

- Objective 1: Submit report to council.
- Report complete and waiting to present to Council.

CPC: Neighborhood Crime Prevention

Goal 1: Clarify and Enhance Crime Prevention Program Problem-Solving Methodology and Capacity.

- Objective 1: Develop crime prevention problem location case management protocols.
- In progress.

GOAL 2: Increase Training and Technical Assistance Capability.

- Objective 1: Continue to provide training and technical assistance to community organizations, business, and neighborhood associations.
- Ongoing.

- Objective 2: Update and expand crime prevention training curriculum.

Draft of personal safety and child safety to be included

- Ongoing.

CPC: Community Partnerships

Goal 1: Enhance partnership between Coalition offices and Crime Prevention Program

- Objective 1: Collaborate with coalitions to identify potential funding opportunities for public safety and crime prevention.
- Received Project Safe Neighborhood grant in partnership with Northeast Coalition of Neighborhoods and East Portland Neighborhood Office from Federal government.

- Objective 2: Develop roles, responsibilities, and protocols for addressing livability and crime issues.
- To be completed in strategic plan.

GOAL 2: Maintain Partnership with Portland Police Bureau to Increase Public Safety.

- Objective 1: Develop training protocol with Detectives Division.
- Completed.
- Objective 2: Continue partnerships with Operations, Investigative and Operational Support Division.
- Art Hendricks meets bi-monthly with Operations branch, monthly with Investigative and Operational Support. Crime Prevention is collaborating with DVD and Operations on liquor license ordinance.
 - Crime Prevention has collaborated with the Family Services Division on education and the sexual assault task force
- Objective 3: Participate in the Neighborhood Response Team.
- Crime Prevention attend regular Neighborhood Response Team meetings and shares information with NRT on crime hot spots.
- Objective 4: Participate in PPB advisory groups.
- Crime prevention participates in Portland Police Bureau Chief's Forum and Precinct Advisory Group.

GOAL 3: Work with Neighborhood Associations to Provide Information and Services to Neighbors that Address and Resolve Crime Livability and Issues.

- Objective 1: Provide neighborhood associations with information on crime related problems.
- Crime Prevention provides information to the neighborhood associations through electronic media, newsletter, and presentation.
- Objective 2: Assist neighborhood associations in resolving crime and livability issues. Disseminate information to associations on crime. Train associations on crime prevention techniques. Link associations to appropriate resources to resolve crime and livability issues.
- SE Portland and NW Portland has provided training to neighbor and business associations on crime prevention techniques.

Objective 3: Develop outline for neighborhood public safety plans.

- Currently researching safety plans from across the country. Have developed rough draft of a safety plan and presented it to Brent Canode.

Objective 4: Assist neighborhood associations in identifying priority public safety needs.

- Crime Prevention facilitates the Public Safety Committee in SW, NWDA, East Precinct and other forums.

GOAL 4: Maintain Communication and Collaboration with other City Bureaus.

Objective 1: Assist other City Bureaus with incorporating Crime Prevention through Environmental Design principles.

- Deferred to 2004.

Objective 2: Explore development of a city ordinance that incorporates CPTED principles into new building designs.

- Deferred to 2004.

Objective 3: Provide city bureaus with marketing material describing the types of services provided by the crime prevention center.

- Crime Prevention provides information to bureaus on an ongoing basis.

GOAL 5: Collaborate with County Departments on Public Safety Initiatives

Objective 1: Participate in Local Public Safety Coordinating Council.

- Crime Prevention staff attend the Local Public Safety Coordinating Council meetings.

Objective 2: Participate in the Hispanic Youth Gang Task Force.

- Crime Prevention participates on the Outreach, Evaluation and Executive Committees. Assisted in the organization of community forums at the Vista De Clara Vista.

Objective 3: Participate in Multnomah County Embrace.

- Staff participated in outreach committee and provided guidance on how to outreach to residents at the Vista De Clara Vista.

GOAL 6: Maintain Communication with Business Associations on Crime Issues and Crime Prevention Techniques.

Objective 1: Disseminate crime prevention information to business associations.

- Crime Prevention has provided information to Knob Hill, Hawthorne, Lloyd, Broadway, and Downtown Associations.

Objective 2: Provide public safety and training and technical assistance to business associations.

- Crime Prevention has provided trainings for Knob Hill Business Association, Hawthorne Business Association and Old Town Chinatown.

Goal 7: Develop and Maintain Positive Relations with Media

Objective 1: Provide media with crime prevention and community livability PSAs, updates.

- Worked with KPTV, Obie communications, Channel One, Oregonian and Tribune on crime prevention tips and strategies. KPTV is developing tips on car prowls and auto theft. Worked with Officer Jeff Myers, Obie communication, and Channel One on Car Prowl project. Marcia Dennis collaborated with Portland Tribune to publish public officials and volunteers who took the Hands are Not For Hurting Pledge.
- Crime Prevention provided articles to neighborhood newsletters on various crime prevention tips.