



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

2001-02 Goals and Objectives

PROGRESS 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

Highlights for Major Bureau goals for Fiscal Year 01-02

1. Develop plans for working across Centers on common bureau objectives and neighborhood projects.
 - Specific plans and actions towards meeting this goal are included in the following pages. This continues to be a major emphasis for the bureau and will continue to be a priority.
 - The Bureau Advisory Committee was comprised of neighbors representing each ONI Center. Working together on our budget proposals helped look at efficiencies and opportunities for collaboration across the Bureau.
 - Project Interwoven Tapestry helped blend the Civic Involvement Center and the Metropolitan Human Rights Program.
 - The Community Residential Siting Program and the Mediation Center continue to collaborate on issues.
 - All Centers offered trainings to neighborhood activists.
 - This year's Neighborhood Summit included staff and programs from all across ONI.
2. Support the ONI Guidelines Review process.
 - The GREAT (Guidelines Review, Empowerment and Assessment Team) process continues to look at the City Code establishing ONI and the ONI Guidelines. By the end of FY 02, the GREAT had almost completed its final draft of proposed Code revisions and began to look at the Guidelines.
3. Support *Re-Examine, Re-Connect* process.
 - Because of the budget shortfalls, the Bureau re-focused this process on looking for budget proposals to meet our projected reductions. Every aspect of ONI, managers, employees, coalitions, and neighborhood leaders were engaged and asked to participate in our budget process.
4. Implement ASR recommendations for public involvement as accepted by Council and directed by OMF.
 - Issued RFSS for public involvement services.
 - Continued to work with BIT to develop a citywide, web-based calendar for public involvement events.
 - Advocated for a more centralized public information position as recommended by ASR process.
 - Worked with OMF to develop a method to track PTE contracts for public involvement.
 - Worked on a variety of projects (CIP Outreach Fairs, River Renaissance, Memorial Coliseum, etc.) to coordinate public involvement efforts among bureaus.

5. Develop a budget plan and strategy to obtain more funds for the neighborhood system.
 - Recruited neighborhood leader and volunteer to work on possible Neighborhood Foundation.
 - Expanded BES-ONI partnership
 - Worked on expanding partnerships with other bureaus and coalitions on mutually beneficial projects.

6. Continue to develop and expand our efforts to partner with other bureaus.
 - Developed and implemented CIP Outreach Fairs
 - Coordinated public outreach for Memorial Coliseum open houses
 - Worked with OMF on Community Budget Forums
 - Developed on e-notification system
 - Partnered with Parks on off-leash areas
 - Worked with Water Bureau on Bull Run Reservoir issue
 - Worked with Management Team on River Renaissance Project to coordinate public involvement

Coalition/Neighborhood Offices

Performance Indicator Reports

First Quarter of 2001-02 Contract Year

During the first quarter of the contact year the coalition/neighborhood offices handled **3,260** requests for technical assistance from neighbors. Technical assistance requests are complex information and referral calls. They require more time, effort, and expertise on the part of staff. Neighborhood associations initiate many of these requests.

Over **6000** community members attended approximately **450** neighborhood association and district coalition meeting during the first quarter of 2001. District Coalition/Neighborhood Office staff attended **50%** of those meetings, the majority of which took place after regular office hours.

Neighbors participated in **174** community involvement projects during this time. Central NE Neighbors continued work on the NE 42nd avenue revitalization area and organized eight National Night Out celebrations in their neighborhood associations. The Northeast Coalition of Neighbors involved neighbors in the Alberta Street Fair and the North/Northeast Urban Renewal effort. Southeast Uplift initiated the Healthy Neighborhoods Campaign and supported 141 neighborhood block parties. Southwest Neighborhoods Inc involved over 2000 people in the Multnomah Days weekend celebrations and heightened support for Fanno and Tryon Creek Watersheds. East Portland Neighborhood Office assisted with the Lents Founders Day celebration, the Parkrose Harvest Festival

and the Oregon Symphony in Knott Park. Neighbors West/Northwest facilitated community involvement in the Guilds Lake Industrial Area Plan and the West Burnside Advisory Committee.

Over **300** community members received leadership development training from their District Coalition/Neighborhood Office between July 1 and September 30, 2001.

Approximately **9700** households received a newsletter from their Neighborhood Association or District Coalition/Neighborhood Office during this period.

Neighborhood Associations and District Coalition/Neighborhood Offices formed over **255** organizational partnerships. Central NE Neighbors worked with the Office of Sustainable Development to do bulky waste clean-ups. The Northeast Coalition of Neighbors partnered with the Community Alliance of Tenants in the Mississippi Target Area. Southeast Uplift formed a partnership with the Latino Network for their Sustainable Communities Program. Southwest Neighborhoods Inc joined with Neighborhood House to promote their activities in the coalition-wide newsletter. The East Portland Neighborhood Office worked with the Portland Development Commission on the Lents 2040 Plan area. Neighbors West/Northwest partnered with PDOT, Nob Hill Business Association and Legacy Good Samaritan Hospital to celebrate the grand opening of the Central City Streetcar.

The District Coalition Offices organized **33** efforts to involve new community members/new neighbors in their activities. The Northeast Coalition of Neighbors worked with business owners and residents to revitalize the Vernon Neighborhood Association. Southeast Uplift added 300 names to their database by having staff attend community events and distribute information about their program. Southwest Neighborhoods Inc. mailed their newsletter to every household within the boundaries of the coalition and 35 new people requested to continue to receive the newsletter. East Portland Neighborhood Office met with representatives from the Nazarene Ministry of Help and the Russian/English Learning center to discuss common issues and opportunities to work together.

Coalition/Neighborhood Offices Report for Second Quarter of 2001-02 Contract Year

- The coalition/neighborhood offices had **11,465** requests for technical assistance from neighbors. Technical assistance requests are complex information and referral calls. They require more time, effort, and expertise on the part of staff. Neighborhood associations, neighbors, and City Staff initiate most of these requests.
- Over **7,400** community members attended approximately **500** neighborhood association and district coalition meetings. Coalition/ Neighborhood Office

staff attended **340** of those meetings, the majority of which took place after regular office hours.

- Neighbors participated in **192** community involvement projects during this time. Specific projects included:
- Central NE Neighbors celebrated the opening of a new fire station and held their annual Volunteer Recognition Event.
- The Northeast Coalition of Neighbors worked with neighbors and Portland Community College regarding the proposed campus expansion and held the third annual Sharon McCormack Holiday Party.
- Southeast Uplift Began the Lents Urban Renewal Training sessions and continued work on the Healthy Neighborhoods Project.
- Southwest Neighborhoods Inc involved citizens in Naturescaping Workshops and held their annual Fall Yard Debris Clean up.
- East Portland Neighborhood Office facilitated community discussions around the proposed South Corridor Light Rail Project and supported a coalition-wide neighborhood clean up.
- Neighbors West/Northwest facilitated community involvement in the Highway 26 construction projects and supported citizen efforts to improve traffic safety on Highway 30 in Linnton.
- North Portland provided support to Art on the Peninsula and the Kenton Action Plan.
- Over **670** community members received leadership development training from their District Coalition/Neighborhood Office. These training opportunities will help neighbors run better meetings, understand city code and develop strategic plans.
- Approximately **133,070** households received a newsletter from their Neighborhood Association or District Coalition/Neighborhood Office during this period.
- Neighborhood Associations and District Coalition/Neighborhood Offices maintained over **325** organizational partnerships. Specific partnerships included:
 - ✓ Central NE Neighbors worked BHCD, Cully NA, Beaumont Wilshire NA, Concordia NA and the Hollywood Boosters on the 42nd Avenue Target Project.
 - ✓ The Northeast Coalition of Neighbors partnered with the U.S. Attorney's office, Multnomah county and ONI Crime Prevention on a Weed and Seed Grant.
 - ✓ Southeast Uplift formed a partnership ONI MHRC on Project Interwoven Tapestry.
 - ✓ Southwest Neighborhoods, Inc. provided technical support to the Neighborhood House Senior Center staff and provided the center with space in the SWNI newsletter.
 - ✓ The East Portland Neighborhood Office worked with David Douglas High School to develop signage for the school grounds.
 - ✓ North Portland Neighborhood Program continued work with the Latino Network and Portland International Raceway.

- ✓ Neighbors West/Northwest partnered with Legacy Health Systems to continue to provide off-street parking to residents in hospital garages.
- The District Coalition Offices organized **98** efforts to involve new community members/new neighbors in their activities. Specific efforts included:
 - ✓ The Northeast Coalition of Neighbors continued to work with business owners and residents to revitalize the Vernon Neighborhood Association.
 - ✓ Southeast Uplift worked with the Russian community, including youth and business leaders, on mural project.
 - ✓ Southwest Neighborhoods, Inc. supported the efforts of Collins View NA and Hayhurst NA to recruit new members.
 - ✓ East Portland Neighborhood Office met with representatives from the Nazarene Ministry of Help and the Russian/English Learning Center to discuss outreach methods.
 - ✓ Central Northeast Neighbors assisted the Madison South NA publish their newsletter in several languages.
 - ✓ North Portland supported the efforts of the Peninsula Clean Team.
 - ✓ NWNW---Recruited new neighbors by supporting the annual concerts in Couch and Wallace Park.

Coalition/Neighborhood Offices Report for the Third Quarter of 2001-02 Contract Year

- The coalition/neighborhood offices had **5325** requests for technical assistance from neighbors. Technical assistance requests are complex information and referral calls. They require more time, effort, and expertise on the part of staff. Neighborhood associations, neighbors, and City Staff initiate most of these requests.
- Over **7000** community members attended approximately **600** neighborhood association and district coalition meetings. Coalition/ Neighborhood Office staff attended **333** of those meetings, the majority of which took place after regular office hours.
- Neighbors participated in **325** community involvement projects during this time. Specific projects included:
 - ✓ Central NE Neighbors is working the Hollywood Development Corps to make improvements to Harold Kelley Plaza and place a flagpole on Sandy Blvd.
 - ✓ The Northeast Coalition of Neighbors worked with neighborhoods to plan and implement neighborhood clean-ups and tree planting events.
 - ✓ Southeast Uplift assisted neighborhood associations with planning retreats, planning summer special events, and several neighborhood clean-ups.

- ✓ Southwest Neighborhoods Inc worked Portland Public Schools, Neighborhood House and Commissioner Francesconi's office to host an event designed to assist schools in the Wilson School Cluster.
 - ✓ East Portland Neighborhood Office facilitated community discussions about proposals to mitigate impacts of a Tri-met bus facility and helped with the Argay Winter Games, a social event for the neighbors.
 - ✓ Neighbors West/Northwest facilitated community discussions regarding neighborhood planning in all ten neighborhood associations and continued to provide support for the Civic Stadium Oversight Committee.
 - ✓ North Portland provided support to several neighborhood events, block parties and clean-ups and continued work with the Peninsula Clean Team.
 - ✓ All the coalition/neighborhood offices provided opportunities for neighbors to discuss the Healthy Streams Initiative sponsored by the Planning Bureau
 - ✓ Six of the seven offices facilitated meetings to discuss possible locations for off-leash areas for dogs in public parks.
- Over **360** community members received leadership development training from their District Coalition/Neighborhood Office. These training opportunities will help neighbors run better meetings, understand city code and develop strategic plans.
 - Approximately **137,000** households received a newsletter from their Neighborhood Association or District Coalition/Neighborhood Office during this period.
 - Neighborhood Associations and District Coalition/Neighborhood Offices maintained over **325** organizational partnerships. Specific partnerships included:
 - ✓ Central NE Neighbors worked with the Hollywood Neighborhood Association, the Hollywood Boosters, and Multnomah County Library regarding the construction of a branch library in the Hollywood NA.
 - ✓ The Northeast Coalition of Neighbors worked with Emanuel Community Services, Parkrose Middle School, Jefferson High School, and the Youth Advisory Council on youth development projects.
 - ✓ Southeast Uplift formed a partnership with multiple community organizations to govern the overall Foster Target Area Project including Foster-Powell, Mt Scott-Arleta NA's, Foster Area Business Association, SE Works neighborhood Job Center, Arleta School Community Connections Team, Rose CDC, PDC and BHCD.

- ✓ Southwest Neighborhoods, Inc. provided technical support Tryon Creek Watershed Council, Multnomah Historical Association and Westside Caring Community.
 - ✓ The East Portland Neighborhood Office worked with the Russian /English Learning Center on Project Interwoven Tapestry.
 - ✓ North Portland Neighborhood Program continued work the St. John's Boosters and the Port of Portland
 - ✓ Neighbors West/Northwest continued their partnership with ODOT regarding the Camelot-Sylvan Construction Project.
- The District Coalition Offices organized **49** efforts to involve new community members/new neighbors in their activities. Specific efforts included:
 - ✓ The Northeast Coalition of Neighbors
 - ✓ Southeast Uplift provided technical assistance to three neighborhood associations in their efforts to produce a quarterly neighborhood news tree, which reached over 8000 households.
 - ✓ Southwest Neighborhoods, Inc. has a new web site with the latest issue of the Southwest Neighborhood News in .pdf format at www.sprirtone.com/~123. Many residents are now receiving the newsletter via web instead of by mail. The web site is attracting new residents and has links to member neighborhood associations, bureau sites, a calendar of neighborhood events and crime statistics.
 - ✓ East Portland Neighborhood Office partnered with the Russian/English Learning Center to provide information on civic involvement and encourage leadership among Russian-speaking immigrants.
 - ✓ Central Northeast Neighbors supports the 42nd Avenue Target Area Project, which is planning a Back to School Fiesta and is publishing its quarterly newsletter in English and Spanish.
 - ✓ North Portland is facilitated discussions between neighborhood associations, Portland International Raceway and youth activists regarding the problems created by late night street racing. As a result of these efforts, Portland International Raceway will host late night evening drags as an alternative to dangerous street racing.
 - ✓ Neighbors West-NW 's web page is active, the newsletter, The Activist, is online and can be downloaded. The WNW discussion list now has over 100 participants.

Specific Center Goals and Objectives:

Each of ONI's five Centers developed specific goals and objectives to accomplish this fiscal year. Many of these are currently underway.

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.

- Held several meetings with coalition staff and chairs to develop the contract for 2002-03.
- Negotiated a five-year contract to replace the one-year contracts.
- Worked with the coalition and neighborhood office to ensure that all contract requirements are clearly understood and implemented.
- Worked with the coalition and neighborhood office staff to clarify the Performance Indicator Reports.

Objective 2: Ensure all coalition and neighborhood association bylaws and amendments comply with ONI Guidelines and City Code. Provide direct technical assistance to neighborhood associations in cooperation with coalition staff.

- Provided coalition/neighborhood office directors with detailed reviews of all bylaws and provided suggested language.

Objective 3: Review neighborhood association issues and questions around ONI Guidelines compliance and interpretation of the Oregon Public Meetings Law. Provide direct technical assistance in cooperation with coalition staff.

- Developed process for ONI Guidelines Review and review of City Code Chapter 3.96. Staffed 24 meetings for committee of 15 neighborhood leaders to review and update ONI Guidelines. Ongoing.

- Provided assistance to staff and individuals regarding compliance with ORS 65 and the Oregon Public Records/Public Meetings Law.

Objective 4: Assist the District Coalitions with non-profit fiscal management issues.

- Conducted quarterly site visits with each office. and prepared a written report submitted to the Mayor and City Commissioners
- Provided technical assistance to the coalition/neighborhood offices to enable them to become pre-qualified to provide public information/public involvement services to city bureaus.

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: Assist coalition offices with educational opportunities for neighbors who want to become involved in civic affairs as well as more advanced opportunities for those already involved.

- Completed three board retreats for NECN, Old Town/Chinatown NA, and Downtown NA.
- Completed 10 workshops with approximately 150 in attendance. These workshops were organized by all ONI centers and programs.

Objective 2: Continue to develop and foster partnerships with other community-based organizations.

- Held the annual Neighborhood Association Summit in partnership with METRO.
- Worked with the Port of Portland to develop and implement a public involvement strategy for the renewal of the Port's conditional use master plan.
- Worked with community groups for assistance with ONI leadership workshops including: Immigrant Refugee Community Organization, Chinese American Alliance, Community Alliance of Tenants, Latino Network, APANO, Russian Learning Center, Dignity Village, etc.

Objective 3: Plan and implement the annual Neighborhood Association Summit.

- Held the event in March of 2002 with approximately 325 people in attendance. Over one-third of those attendees

were new to the neighborhood system. Evaluations were overwhelmingly positive.

- Sent out follow-up survey to gauge priorities participants have for ONI and coalition services. Results are still being collected.

Goal 3: Increase the capacity of ONI to address citywide issues that impact neighborhoods.

Objective 1: Continue support for the Citywide Land Use Forum.

- Supported CWLU Forum leaders' efforts to expand the Forum and make Forum more neighborhood-leader focused and independent.

Objective 2: Continue support for the Airport Issues Roundtable.

- Provided notice of meetings, prepared and distributed meeting summaries, and assisted with research.
- Provided support to AIR representatives who participated with the Port of Portland to develop the renewal of the Port's conditional use master plan with the City of Portland.

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

Objective 1: Re-activate the City of Portland Outreach staff network.

- Held several CPIN meetings to identify steps to follow up ASR recommendations.
- Held one workshop for 15 city staff on how to work with Portland Cable Access.

Objective 2: Work with the Bureau of Planning regarding the environmental zone re-mapping project; the Park Bureau on siting off-lease areas; CIP information forums.

- Organized four CIP Open Houses.
- Coordinated CIP planning committee with 15 staff from 10 bureaus. Organized major media and outreach campaign.
- Coordinated with development of CGIS Portlandmaps.com for inclusion and promotion at Open Houses. Over 10,000 people accessed information from web-site in first two months.
- Coordinated off-lease outreach for Parks Bureau through contracting out services with neighborhood offices.

- Objective 3: Partner with other Bureaus on public involvement projects.
- Completed four workshops and public hearings for Water Bureau on Bull Run Treatment project. 90 people attended the events (24 of them at a special neighborhood association meeting).
 - Completed two workshops and public hearings for Office of Management and Finance on Memorial Coliseum Redevelopment project. About 275 people attended the events.
 - Took on major role with River Renaissance Management Team coordination of public involvement and information. Coordinated several message development meetings and an all day retreat with 10+ staff. Developed comprehensive workplan/strategy for PI-PI. Initiated work on Portfolio of projects, orientation materials for CAC members, updated RR factsheet and an info table for Rose Festival for 10 days.
 - Provided BOP revised plan on EZONE outreach strategy. BOP chose to complete on their own.

- Objective 4: Continue to provide information to local, national and international jurisdictions regarding Portland's neighborhood system.
- Completed over 20 information sessions with visitors from Canada, California, 12 African nations, Japan, South Korea, Robert Wood Johnson Foundation, and others.

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: Continue the partnership with BES regarding projects in the Columbia Slough, Johnson Creek, Tanner Creek and Willamette Watersheds as well as the West Side CSO Project.
- Currently 2.8 ONI FTE participate in this partnership.
 - 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.

- 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.

- Staff committee serving as liaisons for the business communities regarding CSO project design and construction.
- Prepared materials for three meetings and prepared the meeting summaries.
- Provided information on projects as requested by individual committee members.
- Assisted the Commissioner's office in expanding committee membership.

Objective 3: Monitor the progress of the outreach workers in each coalition/neighborhood office.

- Organize monthly meetings
- Collect data and formulate progress report
- Transitioned outreach worker and projects from North to Northwest offices.

Goal 6: Provide a stronger, consistent communication link among city bureaus and neighborhood regarding specific outreach endeavors.

Objective 1: Develop an ONI marketing strategy that includes production of program brochures, marketing of ONI website, lists of services we provides other city bureaus.

- Completed list of services we provide to other bureaus.
- Completed ONI brochure and distributed 2500 copies.
- Developed oni e-notification system, an electronic email-based system that can notify over 2000 activists about various city events and announcements. Reports continue to indicate that oni e-notification is effective in increasing participation.

Objective 2: Update and produce ONI Citizen Involvement Handbook that serves as a "How To" for neighborhood association leaders on understanding how city hall works, how to run their meetings, how land use decisions are made, etc.

- Text for 10 chapters completed. Design to be late 2002.

Goal 7: 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: Create a web-based calendar of events linked to ONI Access database. Will highlight city public involvement events, ONI sponsor events, neighborhood association, coalition and other appropriate community meetings and events.
- Held two planning meetings with coalition and bureau staff. CGIS working on it. No completion date confirmed.
- Objective 2: Increase ability of ONI to notify neighbors and provide accurate information to other City bureaus.
- Developed oni e-notification system that can alert over 2000 activists about city programs and announcements.
 - Improved accuracy of electronic database with over 26,000 activist records.
 - Provided web-based access to key neighborhood leaders through ONI web site.
 - Combined mailing lists from several bureaus, removed duplicates, and cleaned thousands of records to avoid duplicate mailing costs. This will potentially save the City thousands of dollars.
- Objective 2: Link the ONI Neighborhood Directory in Access database to the ONI web site listing updated association and coalition contact info instantaneously.
- Completed. Copies updated every two weeks.
- Objective 3: Create an online “How To Toolbox” of documents for organizational development and community organizing tools for neighborhood association leaders.
- Ongoing. We plan to include the Citizen Involvement Handbook and all ONI brochures on line in pdf format to increase accessibility. Where appropriate, we will provide multiple language translations.
- Objective 4: Create a search engine for ONI web site that allows multiple search options or pull down boxes to speed access to web info on ONI programs and services.
- Search engine completed. Easier navigation of home page with pull down boxes to be completed by fall 2002.

- Objective 5: Continue exploring city-wide web-based database connectivity for city public involvement staff to share databases of committee lists, topical interest lists, legal notification lists, neighborhood associations.
- On-going. Met with BIT and CGIS. Got BIT and CGS to include in their long-range workplans.
- Objective 6: Expand “My Portland” section of ONI web site to have the following info for each neighborhood association online: Officer contact info, maps of neighborhood borders, bylaws, state non-profit status.
- Completed linkage to ONI database with search engine to find NA and coalition leadership and staff contact information. Also have maps in PDF form for all NA’s. Electronic copies of bylaws and state non-profit status still in progress.
 - US Census Data being included in neighborhood information.
- Objective 7: Work with Corporate GIS to link ONI database to city GIS system and Portland Maps.com so individuals can type in their address and immediately locate which neighborhood they are in and how to contact their coalition and association chair.
- Partially completed. System now online. Does identify neighborhood. CGIS still working on linking to ONI database and listing NA contact information.
- Objective 8: 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.
- Ongoing. Held several meetings to discuss with CGIS. Is included in BIT workplan.

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 14 Community Residential Siting Advisory Committee (CRSAC) meetings involving neighborhood activists, social service providers/developers, government agencies, clients and consumers of services, and advocacy groups. The group was instrumental in developing public involvement guidelines for siting Community Residential Facilities (CRFs) and participating in outreach events to educate citizens about the provision of special needs housing in our community.
 - Conducted 65 CRSAC Outreach meetings involving 1,300 people.
 - Created GIS maps and information that show the distribution of Community Residential Facilities throughout Multnomah County.
 - Developed informational packets on Fair Housing, Zoning, strategies for public involvement.
- 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.
- Created comprehensive public involvement guidelines for providers and developers who site Community Residential Facilities that include information relevant to the siting process- with a focus on community involvement/notification procedures as well as technical resource information on zoning/land use, fair housing practices, and ORS 169.690.

- Worked with graphic designer and advisory committee to package document and to determine appropriate marketing strategy.
- Distributed document to over 50 providers and government agencies that fund, contract, or license CRFs.

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.
- Built 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.

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
- Included additional resource members on CRSAC from the Bureau of Planning and Office of Planning and Development Review (OPDR).
- 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.

- Objective 1: Inventory current planning efforts among government agencies.
- Inventoried current planning processes including:
 - Bureau of Planning
 - Housing and Community Development Commission
 - Housing Authority of Portland
 - City of Gresham, Planning and Economic Development
 - Metro
 - State Office of Housing and Community Services
 - Portland Development Commission
 - Multnomah County, Office of Sustainable Development
 - 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) was made in several planning documents, including the North Interstate Urban Renewal Housing Strategy and will most likely be mentioned in the updated Northwest Area Plan.
- 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.
- Reviewed local policies related to the siting of post-incarceration facilities (PIFs) ; i.e. zoning codes (proposal #4)
 - Inventoried existing Code- defined distinction between Household, Group Living, and Detention Facility definitions.
 - Developed site selection criteria for siting 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). Also encouraged facilities to be sited in relevance to public safety concerns as well as encouraging the siting of PIFs that are within

close proximation of supportive services and infrastructure and can be developed and operated in an affordable manner.

- Conducted an inventory of other city codes/policies that have dealt with siting issues.

Objective 3: Encourage communities to proactively plan for the siting of community residential facilities.

- Identified neighborhoods that have planned or are currently planning for the siting of CRFs.
- Currently working to identify neighborhoods interested in utilizing tools and resources to suggest sites for CRFs.

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 nearly 40 siting situations serving over 1,200 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.
- Strengthen relationships with existing funding partners through review of inter-governmental agreements with the Bureau of Housing and Community Development and Multnomah County's Public Affairs Office.
- Developed and enhanced reporting methods to document services that met all CRSP funding partner needs.
- Continued to meet with providers proactively in an effort to market services.
- Enhanced marketing materials that emphasize the community relation/public involvement services provided prior to a CRF being sited, during the siting process, and after a facility has been sited.
- Began the process of developing baseline performance measures for services and a standard reporting format to communicate case activity to CRSAC and other funding partners that includes data from the case management system, informal survey data that measures the satisfaction of CRSP services, and other anecdotal information about successes and challenges of a siting process.

Objective 2: Develop a trained and effective group of volunteer facilitators to assist in providing conflict resolution services in a siting situation.

- Eight volunteers provided nearly 200 hours of conflict resolution services for the CRSP. 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 bi-monthly meetings with volunteers to discuss siting cases, share information and resources, and build conflict resolution/facilitation skills.
- Provided ongoing conflict resolution training to volunteers through the development of a 3-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.

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.

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.
- Development of web, brochure and other designs--on going.
- Objective 2: Canvass 20,000 homes each year.
- Canvassed 23,000 homes with a participation rate of 45%.
- Objective 3: Table at events that will expose the program to 10,000 people.
- Tabled at events that exposed the program to about 16,500 people
- Objective 4: Speak at over 25 community meetings each year.
- Spoke at almost 40 community meetings.
- Objective 5: Conduct watershed curriculum for over 350 students each year.
- 380 students participated.
- Objective 6: Conduct a media campaign including events, major and local community media.
- On going.

GOAL 2: Increase public participation in a civic issue.

- Objective 1: Mobilize 650 diverse volunteers each year.
- 660 volunteers participated with about 3900 volunteer hours. Forty of the volunteers were core crewleaders.
- Objective 2: Build and maintain over 300 diverse community partnerships.
- Partnered with about 200 diverse community organizations to date.

Objective 3: Hire local diverse community partners to canvass.

- Hired 20 diverse canvassers.

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. Managers with budget oversight are cognizant of cost allocation methodologies and center costing.
- Objective 2: Bill back/invoice/cost trace on a quarterly (rather than semiannual) basis.
- Ongoing. The varied partners we work with make this initiative difficult to attain and sustain, but progress has been made.
- Objective 3: Implement coalition resource allocation methodology with an advisory board.
- Ongoing. We have had preliminary conversations with Commissioner Francesconi's office around this issue, and will need to revisit this year.
- Objective 4: Complete full cost recovery and IA analysis.
- Completed.
- Objective 5: Standardize IA procedures with client bureaus.
- Ongoing. Several client bureaus are resistant to full cost recovery models.
- Objective 6: Ensure GF discretionary is not reduced while IA revenues increase.
- Completed.

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

Objective 1: Hire permanent front office staff.

- Completed.

Objective 2: Completely cross train front office staff.

- Ongoing effort. Family medical absences prevented comprehensive cross-training efforts. With the addition of I&R staff, this objective should be attainable in FY2003.

Objective 3: Complete revision of ONI Employee Guidelines and Expectations Handbook by December 15, 2001.

- Revision project timeline expanded to November 15, 2002 due to changes in, and delay in implementation of, City personnel rules.

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

Objective 1: Replace and cascade 7-8 new computers as needed.

- Completed.

Objective 2: Work with BIT to link outer offices with city intranet service and web-based access to all ONI databases.

- Completed for most offices. Technological or organizational barriers exist for the others. IRNE should permanently resolve these issues.

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. A great deal of progress has been made with the coalitions in terms of cost accounting. In FY2003, we will continue to work in this area.

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: 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.
- Referred approximately 15,000 neighbors to all varieties of city, county and other local services and information.
 - Team has continued to provide high level of service despite significant changes in the past year with two new staff and a new supervisor coming on board.
- Objective 2: Establish clear management structure.
- A new supervisor was hired in October of 2001. Clear management structure exists.
- Objective 3: Complete technological transition with county IT staff.
- Transition complete and everything running smoothly. The county is successfully sharing county employee data with the city and the city is working out the final kinks with it's sharing of employee data with the county.
- Objective 4: Update / revise I&R protocols and procedures as needed.
- Some I&R protocols and procedures have been updated since the new supervisor was hired in October 2001. Updates are ongoing and the goal for next year is to update all protocols and procedures.
- Objective 5: Ensure adherence to IGA and county satisfaction.
- We exceeded the requirement in the IGA that 90% of calls would be answered under 25 seconds.
 - We received no formal complaints during the year concerning the I&R service.
 - Through monthly meetings with the County Telecommunications Office we have maintained an excellent working relationship and they have indicated they are very pleased with the job we are doing.

- Objective 6: Work with County to place City/County I&R phone number on all county vehicles.
- Worked with Commissioner Rojo de Steffey's office to get county to place new decals on all the county vehicles with 503-823-4000 on them.

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 strengthen funding base and to look for partnerships to maximize resources

- Objective 1: Look for funding for "Building Bridges" Project developed in partnership with both Portland and Gresham police.
- Building Bridges Project was rejected for funding by the NIJ. Information from this grant proposal has been shared with PPB as they implement their new Dialogue Circles Project.

Goal 2: Continue to implement Interwoven Tapestry Project.

- Objective: Manage and distribute discretionary funds for Coalition and Refugee/Immigrant community projects.
- Interwoven Tapestry has funded five small grant projects to help enhance partnerships and increase participation of immigrants and refugees in Portland's neighborhood system. The grants involve SEUL, NPNO, and EPNO and form partnerships with the Latino, Russian-speaking and Hmong communities. A grant to support the partnerships with the African community is forthcoming this summer.

Goal 3: Create and staff an MHRC Advisory Group.

- Objective: Determine desired demographic composition, member criteria and required time commitment. Set up recruitment and publicize.
- Project Interwoven Tapestry Project Advisory Committee formed and staffed in partnership with IRCO. This advisory committee is extremely active and productive.
 - Budget cuts to the program have led to cuts in staffing and services. Development of a separate MHRC

advisory group will need to be re-thought based on the outcomes of this budget season.

Goal 4: Work with Bureau of Planning and PDC to develop selection and participation criteria for Burnside Triangle Advisory Group.

- There are 11 members that have been appointed to the Burnside Triangle Advisory Group (BTAG).
- BTAG has elected its leadership and has gone through a strategic planning process. It has developed a vision statement and is now in process of meeting with potential partners and stakeholders.

MHRC: Dialogue Facilitation and Diversity Training Program

Goal 1: Train and sustain a new base of volunteers to assist in Facilitating both multi-issue dialogue and Dynamic Differences workshops.

Objective 1: Develop training program for volunteer trainers. Get trainers adequately trained in presentation skills, facilitation skills, cultural competency series, and experiential dialogue and crisis intervention strategies.

- Eleven volunteers were recruited and trained.
- Coordinator for this effort was one of the positions that was cut as a result of the budget situation.

Goal 2: Re-connect with different stakeholders in both the city and county to collaborate in projects that mutually support our mission.

Objective 1: Outreach to different organizations and neighborhood associations, set up workshops and dialogues to respond to issues and addresses community concerns.

- Multiple dialogues were co-facilitated with the African Refugee and Immigrant Network of Oregon, Oregon Uniting and YMCA (the latter in response to the events of 9/11).

Goal 3: Proactively rally collaborating partners and community members to address community crisis.

Objective 1: Develop crisis intervention strategies that will help MHRC and partner organizations respond to community crisis.

- Developed a crisis response plan that is currently in use by the Coalition Against Hate Crimes.

MHRC: Refugee and Immigration Coordination Program

Goal 1: Provide programs and activities to improve services and support to immigrants and refugees.

Objective 1: Continue to work with IRCO/Asian Family Center, NECN, CNN, SEUL and the Refugee/Immigrant Consortium of Oregon & SW Washington to meet the goals of the joint “Interwoven Tapestry” project, which is being funded by the National Conference of State Legislatures as part of a national effort to build the “New American Community” over the next two and a half years (June 2001 – October 2003).

- Have worked with all listed organizations to collaborate with and advise Interwoven Tapestry.
- Five small grants were given out, three training workshops have been organized (attendance: approx. 150 neighbor activists) and one more workshop and a conference is being planned by the end of September 2002.

Objective 2: Work with the Asian, Hispanic, and Russian communities to organize annual Youth Leadership Conferences in the spring of 2002.

- Youth Leadership conferences took place in April and May of 2002.
- 1,200 youth attended 11th Annual Hispanic Youth Leadership Conference.
- 474 youth attended 10th Annual Asian Youth Leadership Conference.
- 365 youth attended the 6th Annual Russian Speaking Youth Leadership Conference.

MHRC: Disability Program

Goal 1: Work with District Coalitions offices as well as City Bureaus and County Departments to enhance accessibility.

Objective 1: Provide training to five district offices on how to reach out to persons with disabilities and to include people with disabilities in the neighborhood organization process. The training would include the basic steps necessary to make a neighborhood accessible to people with disabilities.

- Ongoing site visits with Coalition offices to improve accessibility.

- Provided training for neighborhood leaders on increasing accessibility for neighborhood activists.

Objective 2: Work with the County's Aging and Disabilities Services Department to implement the reorganization of the State's Department of Human Services at the local level.

- Involved in hiring the Manager for our DHS District.
- Worked with County to improve how advocates will be involved in the design of the District offices.
- Currently on a screening committee that will select individuals to serve on the State's local committee to monitor the implementation of the reorganization.

Objective 3: Distribute the revised "Sharing our Sidewalk" brochure to businesses. Areas of concentration will be the Hawthorne area from SE 30th to 50th, SE Belmont from 30th -39th, NW 21st and 23rd from Burnside to Lovejoy, the Hollywood district, and the main street in Troutdale.

- Distributed over 400 brochures and will be doing more of that this summer.

GOAL 2: Monitor city/county compliance to the ADA

Objective 1: Review city/county transition plans to see if they are meeting their timelines for compliance to the ADA.

- To be completed summer 2002.

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.

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

Objective 1: Develop a PSA for television and radio to help promote services.

- PSA submitted to Portland Cable Access for Mediation Month.

- Objective 2: Recruit a retired media person for NMC Advisory Committee to help build good relations with newspapers, radio and television. Work for a minimum of two guest appearances on radio and/or television.
- Slot for media person unfilled. AC members charged with more active outreach for board development focused energies on budget advocacy to sustain the program.
 - Two staff and two volunteer mediators appeared on KBOO Radio Show – Proverbial Perspectives to speak about community mediation.
- Objective 3: Increase members of the Community Relations sub-committee of Advisory Committee by two members. Get commitment of members to promote program at large.
- AC members made a commitment to promote program goals and make referrals. Board development needs to be met first.
- Objective 4: Visit minimum of six neighborhood association meetings to present NMC services and encourage referrals.
- Accomplished.
- Objective 5: Continue targeted outreach to mobile home parks in Portland.
- Outreach to Mobile Village Mobile Park, Aspen Meadows Arbor, Cedar Shade , Mobile Estates, Hayden Island, and Rainbow Villa.
- Objective 6: Research and identify “performance based outcomes” and tailor services accordingly.
- The loss of a staff position designated to work on outcomes specific to NMC has impacted progress.
 - Survey recently developed by a special committee of ODRC’s Technical Assistance Group (TAG) is a good measurement tool that can be used by NMC.

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

- Objective 1: Implement designed conflict resolution workshop for middle school and high schools. Present to four schools.
- Partnership in place with Roosevelt High School in collaboration with SUN Schools and PSU Capstone Program.

- This fall will begin series of conflict resolution workshops combined with diversity dialogues facilitated by Capstone students.
- NMC is also participating in summer classes at Helensview High School, facilitating dialogues about conflict and offering techniques for resolution.

Objective 2: Make presentation about Mediation Center at a Portland Public School Board Meeting.

- Carry over to next year due to too many significant issues at PPS taking up Board time and energy.

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

Objective 1: Organize staff retreat in fall for visioning and planning.

- Staff retreat happened September 2001 at Overlook House. Staff felt neighbor-to-neighbor mediation should remain as core service, with a comprehensive plan to increase community awareness of services. Greater emphasis is being placed on community education through training and workshops.

Objective 2: Hold Advisory Committee retreat in fall for developing a 3-year plan in conjunction with staff retreat outcomes.

- AC retreat happened October 2001 at Belmont Dairy in SE Portland.
- Priority goals established by AC to be set forth as 2003 NMC Program Goals. Timelines to be developed by AC and staff.

Objective 3: Document and review outcome of strategic business plan with ONI Director and City Commissioner.

- Carry over to next fiscal year depending on outcome of delivery of mediation services.

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: Review and update Crime Prevention program materials

- The crime prevention staff have reviewed the available material, conducted searches on the Internet, library, attended national conferences, and incorporated information into existing and new materials. Developed a brochure and referral card for the block captain program.

Objective 2: Develop new Crime Prevention program materials. Develop non-English speaking materials

- Draft of the neighborhood crime prevention brochure in Spanish is complete and being reviewed
- Working on draft of the Apartment Watch which will be complete and integrated with other watch program material
- Graffiti Abatement brochure has been revised and completed.
- Brochure summarizing the liquor licensing process in Portland completed and distributed at Neighborhood Association meetings, Coalition offices, and workshops.
- Materials completed for identity theft, meth labs, problem solving 101, maintenance NW completed. Draft of Block Captain emergency preparedness guide to be complete in the fall of 2002.

Objective 3: Develop and maintain Crime Prevention Center web page
Web page up.

- New material will be added in July 2002.

GOAL 2: Develop Crime Prevention Center Policies and Procedures

Objective 1: Develop confidentiality policy

- On going. Working with BHR.

Objective 2: Create uniform crime prevention filing system

- Electronic database and procedure manual completed for filing system.

- Training completed for staff. All crime prevention specialists enter contracts, track conversations, and follow-up in the database.

Objective 3: Develop monthly reporting procedures

- Completed

Objective 4: Develop system for program evaluation. Review program measurements and develop evaluation partnership with neighborhood offices and coalitions.

- Carry over to 2003 work plan.

Objective 5: Revise staff work schedule and overtime policy and tracking system. Clarify meeting attendance policy

- Minimum meeting attendance completed. Crime Prevention staff will attend a minimum of 4 meetings per NA per year.
- Electronic timesheet accounting system developed.
- Overtime policy changed and agreed to by staff and DCTU.

GOAL 3: Increase Center Productivity

Objective 1: Establish written roles and responsibilities of center staff and administration

- Completed with the implementation of the lead crime prevention specialist and for the crime prevention proposal. Unfortunately, this program was eliminated because of budget reductions.

Objective 2: Develop working job description for all staff

- Deferred to 2003 work plan

Objective 4: Improve center efficiencies ((i.e. reduce duplicative meetings, increase center communication)

- Ongoing

Objective 5: Improve center communication. Link outstation staff to ONI Intranet.

- All offices except for North and NW linked. Offices are able to get past fire wall by ISP. NW scheduled to be linked in fall of 2002.
- Continue to work with IRNE project to get outer offices connected to high-speed Intranet services.
- Monthly calendar for meetings and programs established

GOAL 4: Establish Center Advisory Committee

- Objective 1: Identify mission of committee. Recruit committee members. Implement committee.
- Deferred to 2003 work plan because of budget reduction proposal to transfer crime prevention services to coalitions.
 - Active crime prevention representative to Bureau Advisory Committee recruited.

CPC: Graffiti Abatement Program

GOAL 1: Implement pole/poster pilot project

- Objective 1: Identify target communities, gather community response/input regarding efficacy of pole litter project. Collect community responses, analyze community input, select pilot communities, and secure funding for pilot.
- Pilot project implemented. Feedback from community was split, with slightly more opposed to cleaning graffiti off poles.
 - Funding secured from PPL, PGE, Qwest, who contributed \$3,000 dollars each for pilot project.

- Objective 2: Organize pilot graffiti work crews
- Contract developed with County Sheriff for inmate crews to conduct removal projects.
 - Work crews implemented and partnerships developed with Multnomah County, Tri-met, and SOLV.

- Objective 4: Evaluate pole litter project
- Evaluation currently being conducted. To be completed in 2002.

GOAL 2: Expand Graffiti Free Zone (This Goal was deferred to 2003)

- Objective 1: Increase the area of the graffiti free zone
- Objective 2: Review current progress/pattern of YEI crew
- Objective 3: Increase output.
- Objective 4: Identify neighborhood volunteer group for targeted area to assist (adopt-a-street/neighborhood, etc.)
- Objective 5: Select neighborhood group
- Objective 6: Increase of community/volunteer involvement

Goal 3: Implement Shared Graffiti Database (This Goal was deferred to 2003)

Objective 1: Receive input from community stakeholders and available groups

Objective 2: Coordinate efforts with community and agency partners

Objective 3: Disseminate information on graffiti database

Objective 4: Train stakeholders on database

Objective 5: Provide PSA's Graffiti Hot Spots

Objective 6: Coordinate police "special operations" for target areas. Make database accessible to police and DA's.

Goal 4: Continue funding from Parks Bureau for graffiti abatement

Objective 1: Create inter-agency agreement

- Inter-agency agreement completed with Parks to clean Esplanade and other identified parks.

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

- Graffiti crews cleaned Esplanade and other parks in the graffiti zone.

Objective 3: Update and expand crime prevention training curriculum. Develop training outlines on identified topics i.e. Drug houses, workplace violence, apartment watch, etc.). Collaborate with PPB to develop advanced block captain training. Provide training to targeted groups.

- Deferred to 2003

CPC: Liquor License Program

GOAL 1: Increase Public Outreach of Liquor License Process

Objective 1: Continue with community outreach and notification of liquor license applications.

- Outreach to neighbors has occurred on a routine basis. Webpage, brochures and training manual completed.

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

- Four trainings scheduled for winter and spring. Training provided in February in partnership with the OLCC. Low interest from neighbors for other trainings.
- Presentation and problem solving training provided directly to neighborhood associations throughout the year. Problem solving and good neighbor agreement facilitation provided in response to neighbor concerns on specific applications.
- Technical assistance frequently provided directly to affected neighbors via telephone.

Objective 3: Increase level of knowledge of neighbors on liquor license process.

- Developed liquor licensing guide and geo-mapping to increase community knowledge and information regarding liquor licenses.
- Presentations made at neighborhood association meetings summarizing the licensing process.
- Notification to neighborhoods, press release and media coverage of license renewal periods.
- Support and participation in OLCC neighborhood roundtable discussion.

GOAL 2: Support Liquor License Advisory Group (LLAG)

Objective 1: Review role of liquor license process

- LLAG identified goals and objectives.

Objective 2: Develop report for improvements to the liquor license process

- In progress. Recommendations for City's Legislative Agenda to be made by October 2002 to Commissioner.

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

- Ongoing.

Objective 2: Implement crime prevention center database

- Completed. Crime prevention staff provided with training on database and a procedure manual developed for database.

Objective 3: Provide monthly reports of problem solving activities and projects

- Completed.

GOAL 2: Increase Training and Technical Assistance Capability

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

- Monthly training is provided to block captains.
- Additional training was provided in NE, SE, and East on child safety and gangs.
- North Portland provided training and assistance on issues related to animal control.

Objective 2: Update and expand crime prevention training curriculum. Develop training outlines on identified topics (i.e. Drug houses, workplace violence, apartment watch, etc.).

- Collaborated with PPB to develop advanced block captain training.
- Provided training to targeted groups.

GOAL 3: Maintain Involvement in Public Safety-Related Community Organizing Projects.

Objective 1: Maintain involvement in Weed and Seed sites

- Ongoing in North, Northeast, and Southeast.
- Consulting with leaders in East about developing a Weed and Seed Project.

Objective 2: Maintain involvement in “Hands are not for Hurting” project.

- Staff took active role in project.
- Staff led City’s effort to develop community partnerships.

Objective 3: Maintain National Night Out (NNO) Community Partnerships

- Staff worked to secure additional NNO sponsors when PGE dropped out.

Objective 4: Collaborate with Public Safety Coordinating Council on Racial Overrepresentation in the criminal justice system

- Manager was coordinator of public outreach sub-committee.
- Council has completed its work and forwarded recommendations.

CPC: Community Partnerships

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

Objective 1: Develop coalition-based crime prevention budget.

- Material and Service budget developed and presented to coalitions.

Objective 2: Collaborate with coalitions to identify potential funding opportunities for public safety and crime prevention.

- Deferred to 2003

Objective 3: Develop roles, responsibilities, and protocols for addressing livability and crime issues

- Deferred to 2003

Objective 4: Coordinate with coalitions on block captain program and orient coalitions on block captain program.

- Completed.

Objective 5: Develop communication system with coalitions regarding block captain program.

- Completed

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

Objective 1: Implement Block Captain Program. Establish steering committee, develop database to track block captains, develop protocols with PPB, and provide training to volunteer block captains.

- Completed. Steering committee is operational and meeting.

Objective 2: Work in collaboration to implement Senior Neighborhood Officer Program.

- Crime prevention specialists routinely coordinate with the Senior Neighborhood Officers as they are deployed at each precinct.

Objective 3: Explore with PPB how to work in partnership to increase participation in traffic safety and education programs.

- Crime Prevention continues to work in partnership with the Police Bureau on several partnerships.

Objective 4: Participate in PPB advisory groups.

- Crime prevention staff participate in Chief's forum and precinct advisory committees.

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 staff provide information on a myriad of topics on a as needed basis. Crime prevention staff provide information regarding crime statistics to neighborhood associations.

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.

- North, CNN, SE have provided training tailored for neighborhood associations. The block captain program has provided training to neighborhood associations.

Objective 3: Develop outline for neighborhood public safety plans.

- Deferred to 2003

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

- Deferred to 2003

GOAL 4: Maintain Communication and Collaboration with other City Bureaus (This Goal was deferred to 2003)

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

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

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

GOAL 5: Collaborate with County Departments on Public Safety Initiatives

Objective 1: Participate in Local Public Safety Coordinating Council

- The crime prevention manager attends meetings of the local public safety coordinating council.

Objective 2: Collaborate with Department of Community Justice in community Initiatives

- Crime prevention coordinates with community justice on several initiatives in North and NE Portland. Initiatives that crime prevention is actively involved in is the NE Youth Advisory council and Multnomah Embrace.

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

Objective 1: Disseminate crime prevention information to business associations

- Ongoing.

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

- Ongoing.

Goal 7: Develop and Maintain Positive Relations with Media

Objective 1: Provide media with crime prevention and community livability PSA's, updates

- Crime Prevention routinely provides information on neighborhood crime to the media