

Jan 7, '98 Council mtg.
Item # 1 Res. 35667

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BY _____

Lee Perlman
512 N.E. Brazee
Portland, Ore. 97212
January 27, 1998

Portland City Council
C/O City Auditor's Office
1220 S.W. Fifth
Portland, Ore. 97204
Re: Citizen Involvement and the Office of Neighborhood
Associations.

Honorable Council Members:

Incredible! You want to know what I think of the new ONI Guidelines? I can't believe you mean it, but you did say it, and here it is, however delayed.

First, some specifics about the new guidelines: _

The Expanded Recognition Process

Handled properly, this might have been a chance to do something positive. You could have decided, as I have been urging you to do for years, that neighborhood associations are seldom THE representatives of any community, but only A representative. You might have concluded that no single organization can be all things to all people, and in particular that no activist group in history has ever been perfectly representative of the larger community. You might have concluded that if everyone has an equal chance to play, neighborhood associations did not need the unbelievable baggage of rules they have been bound by for the last 12 years.

In particular you might have rethought applying the state Open Meetings Law, regulations designed for legislative

committees and the like, to volunteer groups like neighborhood associations. They go much further, you should know, than simply keeping meetings open. In inner northeast, people have found that someone who has been disruptive, even physically violent, at past meetings cannot be barred from future ones. In East Portland foes of neighborhood groups have written letters demanding that leaders turn over to them all financial records, all minutes, all mailing lists, correspondence received and sent, and "any other scrap of paper" relating to neighborhood business in the last 30 months, and to do all this in five business days. The object of these demands are ordinary citizens whose crime has been to take on leadership positions that no one else wanted. They received no useful aid from ONA.

You could have done something about all this. Instead, not only did you keep all this baggage intact, you placed it on the newly recognized business associations and Communities Outside Neighborhood Boundaries - on the theory that misery loves company, I suppose.

The whole push for recognition is akin to a six year old who sees other six year olds with toys: "I don't know what it is, but they have them and I want one too." Now they's gotten...what? In exchange for assuming this straight jacket, business and ethnic groups will get the chance to participate in city processes, something they already have and always did; a right to services from ONI "if resources are available" from a bureau you just cut to the bone ("You've got a stamp there; can you prove it's pledged to someone else?"); and a chance to receive "official" recognition - that and a buck will buy coffee.

Beyond this, the whole thing is illogical. You could decide to make neighborhood associations as friendly and inclusive of other groups as possible. Or you could conclude that it wouldn't work and encourage such groups to pursue a parallel path. You are trying to pursue both directions at once. It's self-defeating.

Boundaries

Overlapping boundaries between neighborhood associations have existed from long before there was an ONA. It is not an ideal to be encouraged, but usually has been no big deal, either. It has become one because the city has put so much emphasis on the importance of where these lines go, instead of just saying, "Don't sweat the issue."

The current regs propose various formulas for the issue to be thrown into different laps. All require, for success, that the people involved be reasonable and motivated to reach a solution; where you have that, there's no need for regulations anyway. If none of this works, ONA has the option of shutting off aid to both sides, an interesting approach that assures that if there is an innocent party here, it will be punished.

Once again, the object of all this is imaginary lines on a map, of no relevance to any issue in the real world. Devoting so many volunteer hours and city resources to this is obscene.

Mediation

It is notable that a previous version of this draft offered the services of the Neighborhood Mediation Program as the cure for all ills in the system. Now the guidelines mention generic "mediation services." We all know why.

The Neighborhood Mediation Program is like neighborhood

associations, in a way: too much has been asked of each.

Mediation is a useful tool, NOT the panacea it has been touted as. Likewise, the old neighborhood association network has been asked to do too many things with too few resources. It is like saying a state of the art stapler is bad because it's not useful for hammering nails.

An Alternate Vision

Imagine that I am a professional sports coach addressing a new team for the first time: "I have good news and bad news for you. The good news is that from now on there will be no curfew and no bed check. I'm not a warden or a day care provider, and presumably you're not convicts or wayward children. Either way, I have no time or desire to supervise your private time. If you honestly think you can party until 1 a.m. and practice and play well the following day, more power to you.

"Now here's the bad news: if you want to play, or stay on the team, you will practice every day, and your playing time will depend on how you look in practice compared to the people competing for your job. I don't care about what kind of status you have or think you have, I care about how you perform."

Stop trying to make ONI the neighborhood cop; it was never suited to the role, it isn't doing a good job of it, it creates a fearful waste of time and resources for all involved, and it's the source of nine tenths of the problems in the system. Offer advice, not rules. Provide minimal maintenance assistance for bare minimum standards.

For anything beyond this, however, be as tough as you want to be, and let neighborhood associations know that whether they get satisfaction from the city, and anyone else, depends on how they conduct themselves. Let the word go out that participation or leadership in a neighborhood association is an invitation to work, not automatic status, that you are handed not a gavel but a broom and a shovel. Do this and you'll see more committed, serious volunteers and fewer head cases.

Does this mean there will be no internal problems within neighborhood associations? Of course not, any more than a city-county reorganization would bring an end to political infighting. However, each neighborhood association has bylaws, annual elections and a grievance process. If it goes bad, their constituents have the means to change it - and if they don't, they deserve what they get. In any case, the issues should be decided at that level, not policed by the city. As Hans Morgenthau said during the Vietnam war, the Vietnamese people "would rather be miserable on their own than 'happy' under you."

Response to Council comments

Charlie Hales: "This needs to be taken down and burnished, not set up as an icon."

Yes, stagnation is bad, but change for change sake can be equally harmful, especially when the consequences of the change are not fully understood.

Erik Sten: "Neighborhood associations are all different."

Comes the dawn! Yes, they are, and they don't fit the cookie-cutter-one-size-fits-all approach ONA has taken for the last 12 years.

For instance, the North Portland Citizens Committee, the old

North Portland area coalition, used to function as one giant neighborhood association, with all activity at the center. Not a universal model, of course, but it worked in that area at that time, and was very effective. Sarah Newhall insisted on pushing a "conventional" model on the area, and, not coincidentally, it was at that point that internal problems began.

Vera Katz: "The Hope and Hard Work Committee meets every Thursday without any of these guidelines."

Brava, madam mayor, that proves two of my points. First, no neighborhood association could devote so much energy to the single issue of public safety. Hence the need for something else, hence the Hope and Hard Work Committee. Second, not everything has to fit guidelines to be a "community representative." It may not be a universal or permanent model - it remains to be seen what it would be like without Richard Brown - but for now it works, and that's what you should look at.

Gretchen Kafoury: "We disagree."

We do. The difference is that I've taken the trouble to find out what I'm talking about from first hand experience, and know more about this subject than you can ever hope to know.

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VII. NEIGHBORHOODS WITHOUT BOUNDARIES

DEFINITION

Neighborhoods Without Boundaries is the unique situation of refugee/immigrant families in a new homeland - being bonded to their respective ethnic communities irrespective of geographical neighborhood boundaries and distances.

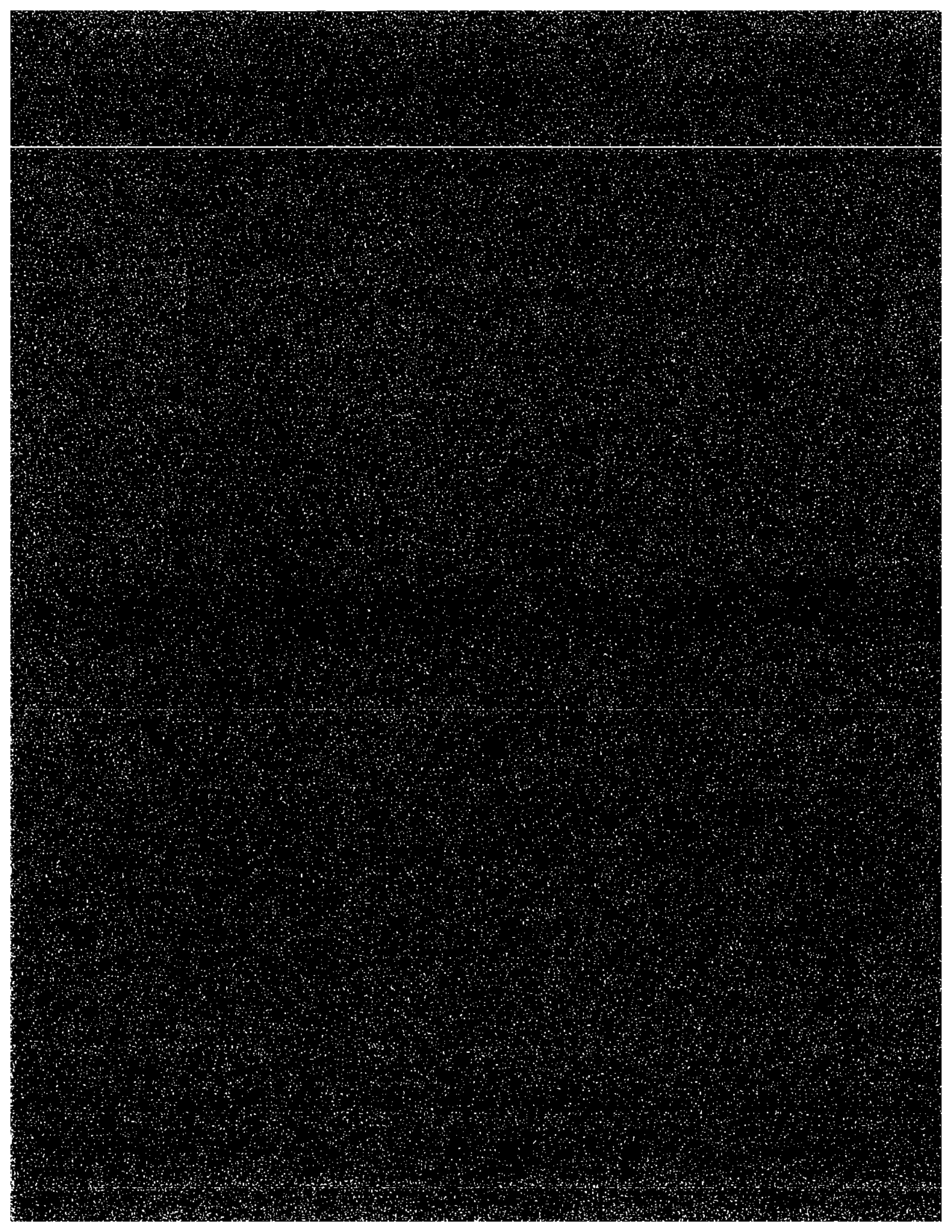
The goal of the concept "Neighborhoods Without Boundaries" is to create a network and to promote a working relationship among:

- * Ethnic Organizations also known as Mutual Assistance Associations (MAAs)
- * Ethnic Business Associations
- * Religious groups (churches, temples, mosques .)

(The status of these organizations should be: a non-profit corporation, registered with the State, preferable with a 501(c)3 tax exempt status)

Recognition of ethnic organizations as an unique type of neighborhood can effectively increase the well-being of the established immigrant community and the new refugee/immigrant families in the following aspects:

- * Liveability (non-nuisances, land zoning issues, etc. .)
- * Accessibility to city/mainstream services
- * Participation/partnership with the community-at-large
- * Promote better understanding and communication
- * Adaptability to new society



Hazelwood Neighborhood Association

TESTIMONY ON OFFICE OF NEIGHBORHOOD INVOLVEMENT GUIDELINES RECOMMENDATIONS

Requirements for Neighborhood Associations [(Reference: Section II A 5. Bylaws)]

Devise a plan to monitor neighborhood association compliance with reporting requirements and following their bylaws. Funding through ONI should be contingent on consistent and equal monitoring, with swift and sure suspension of funding and services to those who are out of compliance.

Boundary Overlaps [Reference: Section II A 2 Boundaries; Section VI D. Overlapping Boundaries]

Alter the policy on overlapping boundaries to state that no new overlaps of services will be permitted.

Grandfather current overlaps that were legal when they were set up.

Boundaries Outside Portland City Limits [Reference: Section VI C. Neighborhood Boundaries Falling Outside the Portland City Limits]

Withhold services and funding for neighborhood areas outside the City Limits, whether they are unincorporated or another jurisdiction. (All planned annexations have occurred and it is inappropriate for city funds to provide service to these areas.)

Resolution of Inter-neighborhood Disputes [Reference: Section VI B. Resolution of Boundary Disputes]

Omit District Coalitions from this section. Coalitions should not be involved in resolution of disputes between neighborhood associations on **any issue** unless a mediation role were requested by both parties. An arbitration role places the board members and other neighborhood associations' members in, at best, an uncomfortable position because the situation will lead to bad feelings by any neighborhood that is the "loser" in a dispute. Dispute resolution by a coalition board will affect the board members' working relationship with one another.

Grievances Relating to ONI and the Guidelines [Reference: Section VII GRIEVANCE PROCEDURES]

Include a Procedure for Appeal of ONI decisions. ONI must not be the only appeal for grievances against it and its decisions. This process has been amply demonstrated to be completely self-serving on ONA's part and appeals are always lost. A suggested mechanism might be a council or commission made up of some citizen representatives and some staff to City Commissioners. Whatever the appeal group, it must show objectivity and in a given situation decisionmakers should not be a party to the dispute.

Clarifications

[Reference: Section II B. Liaison to District Coalition Board]

Add language that will include liaisons to the board or advisory committee of any alternative service delivery structure for those neighborhoods not in district coalitions.

[Reference: Section X A. Basic Requirements]

Clarify the nature and intent of the "Community Beyond Neighborhood Boundaries" designation. The word "ethnic" does not appear in the Basic Requirements portion. In general, the entire section appears to leave open the possibility of a wide variety of organizations and groups receiving this recognition.

According to one member of the Guidelines committee the intent was to include persons who have language and cultural barriers keeping them from adequate representation by traditional neighborhood associations. If so, these guidelines and limitations should be explicit.

#1

WILKES COMMUNITY GROUP

Sunday, January 4, 1998

Mayor Vera Katz
City Hall
1220 S. W. Fifth Avenue
Portland, OR. 97204

Re: Recommendations by ONA *Guidelines* Review Committee

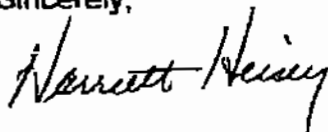
Dear Mayor Katz,

The above referenced recommendations for ONA *Guidelines* are due before the City Council for approval on January 7. By this letter, the Wilkes Board of Directors respectfully requests the City Council postpones their decision adopting the new *Guidelines* until an early date in February. This request is submitted for the following reasons.

1. The final recommendations of the Review Committee were received on December 10. The mailing of the recommendations in December is extremely poor timing. As you all know, December is a month of holidays and a time when many people are out of town. This has made it difficult, if not impossible, for full boards to meet or to call a general membership meeting to review and discuss the revisions.
2. Given the fact the Review Committee worked 18 months drafting the *Guidelines*, this rush (less than 30 days) to present for adoption does not seem to be justified.
3. For many individuals who may be new to their neighborhood association boards, a Review Committee studying new ONA *Guidelines* was unknown to them until December. A postponement of four (4) weeks would allow the neighborhood associations to review and discuss at their January board and/or general membership meetings.

Thank you for your consideration of this request.

Sincerely,



Harriett Heisey, Chair

fax: 289-2256 mail reply: c/o EPNO
735 S.E. 106th Ave.
Portland, OR. 97216

Guidelines for Neighborhood Associations, District Coalitions, Neighborhood Business Associations, Communities Beyond Neighborhood Boundaries, Alternative Service Delivery Structures and the Office of Neighborhood Involvement

**FINAL RECOMMENDATION
TO CITY COUNCIL**

(Developed by the citizen *Guideline* Review Committee in response to the recommendations of the Task Force on Neighborhood Involvement)

December 18, 1997

Guidelines for Neighborhood Associations, District Coalitions, Neighborhood Business Associations, Communities Beyond Neighborhood Boundaries, Alternative Service Delivery Structures, and the Office of Neighborhood Involvement

I. DEFINITIONS

NEIGHBORHOOD ASSOCIATION (NA)

A "neighborhood association" is a group of people organized for the purpose of considering and acting upon any of a broad range of issues affecting the livability and quality of their neighborhood. A neighborhood association normally functions as a non-profit organization or is incorporated as a non-profit.

RECOGNIZED NEIGHBORHOOD ASSOCIATION

A "recognized neighborhood association" is one which meets the minimum standards of the City of Portland Code (Chapter 3.96) and applicable guidelines adopted by the Office of Neighborhood Involvement and is currently recognized by the Office of Neighborhood Involvement. ONI formally recognizes the neighborhood associations with a "Letter of Recognition" which remains in effect unless a neighborhood association fails to meet the minimum standards and guidelines, at which point the association may be "derecognized" by ONI.

DISTRICT COALITION /DISTRICT COALITION BOARD (DCB)

A "district coalition" is an independent non-profit corporation which contracts with the Office of Neighborhood Involvement to facilitate citizen participation services and related neighborhood crime prevention activities for neighborhood associations and citizens within a geographically defined area. The board of a district coalition (DCB) is primarily composed of representatives from its member neighborhood associations.

OFFICE OF NEIGHBORHOOD INVOLVEMENT (ONI)

ONI is an agency of the City of Portland the purpose of which is to facilitate citizen participation and improve communication among citizens, neighborhood associations, district coalitions/neighborhood offices and other entities.

NEIGHBORHOOD BUSINESS ASSOCIATION (NBA)

A "neighborhood business association" is an organization within a specific geographic area, often along a commercial strip or in an industrial area, which promotes the general well-being of the business community and neighborhoods in that area.

COMMUNITIES BEYOND NEIGHBORHOOD BOUNDARIES (CBNB)

"Communities beyond neighborhood boundaries" are ethnically-based community organizations whose members face unique differences, particularly in the areas of language and cultural adjustment.

ALTERNATIVE SERVICE DELIVERY STRUCTURES

An "alternative service delivery structure" is a mechanism for delivering neighborhood services on a model other than the standard neighborhood district coalition. A "neighborhood office," as is the North Portland Neighborhood Office, is one example of an alternative service delivery structure.

II. REQUIREMENTS FOR BEING RECOGNIZED AS A NEIGHBORHOOD ASSOCIATION OF THE CITY OF PORTLAND AND TO BE ELIGIBLE FOR SERVICES FROM ONI

A. Basic Requirements

Neighborhood associations which meet the following requirements will, upon request, be officially recognized by the City of Portland, and be eligible for the range of services provided by the Office of Neighborhood Involvement and/or district coalition/neighborhood offices:

1. Membership

Maintain membership which is open to any person who lives and/or owns any real property within the recognized boundaries of the neighborhood association. Other individuals or organizations may be members as further set forth in each neighborhood association's bylaws.

2. Boundaries

Have clearly stated boundaries in its bylaws. The boundaries should not overlap those of any other neighborhood association, except to the extent that each neighborhood association affected agrees in writing. (See also Section VI)

3. Non-Discrimination

Not discriminate against individuals or groups on the basis of race, religion, color, sex, sexual orientation, age, disability, national origin, income, or political affiliation in any of its policies, recommendations or actions.

4. Dues

Collect membership contributions on a voluntary basis only.

5. Bylaws

Maintain and file with ONI an up-to-date set of bylaws which provide for meeting the above criteria and include provisions for adopting and amending bylaws, establishing a quorum, and setting the agenda.

6. Grievances

Bylaws shall include provisions relating to the resolution of grievances concerning the activities, policies, or recommendations of the neighborhood association including who is eligible to grieve, a process for the receipt of complaints, and a procedure for final resolution. (Also, see Section VII.)

7. Meeting Requirements

Set forth meeting requirements for the membership in the neighborhood association bylaws.

8. Public Meetings/Public Records Law/Minutes/Dissent

Abide by the open meetings/open records policy governing the neighborhood system as set forth in the operating ordinance. Official action(s) taken by a neighborhood association must be on record as a part of the minutes of each meeting. The minutes shall include a record of attendance and the results of any vote(s) taken. A summary of dissenting views should be transmitted along with any recommendation made by the neighborhood association to the City. (For further information, see *Appendix* on Public Records and Public Meetings Law.)

B. Liaison to District Coalition Board

To have a voice in setting goals and priorities for a district coalition and in determining the allocation of the coalition's resources, a neighborhood association must participate as a member of its district coalition board or approved alternative service delivery structure.

1. Each neighborhood association which elects to participate should have a written procedure for selecting a delegate(s) to the district coalition board.
2. To become affiliated with a district coalition, a recognized neighborhood association shall obtain a written agreement with the appropriate district coalition board and inform ONI no later than the end of the current calendar year. Affiliation shall become effective at a time agreed to by the district coalition board and the neighborhood association.

C. Recognition as a Neighborhood Association by the City of Portland

A neighborhood association meeting the requirements in Section II-A will, upon request, be recognized by the City of Portland. The Office of Neighborhood Involvement will send a "Letter of Recognition" to the neighborhood association. Recognized neighborhood associations are entitled to receive services including, but not limited to:

1. Placement on the ONI contact sheet which lists the names, addresses and phone numbers of the neighborhood association, its president and a designated contact person. This contact sheet is widely used throughout the City government for informational mailings relating to a variety of topics;
2. Notification by all appropriate City bureaus as required in the City Code on all matters that fall within its boundaries;
3. Placement on official neighborhood association maps, in brochures and handbooks relating to neighborhood affairs; and,
4. Support services when affiliated with a district coalition or alternative service delivery structure which may include assistance with general communications, crime prevention activities, newsletters, grant-writing, activity-planning, public relations, and general information and referral.

D. Communication

NAs are encouraged to maintain open communication with neighborhood business associations and communities beyond neighborhood boundaries on pertinent matters and issues of mutual interest and to seek opportunities for discussion prior to taking action on such issues.

E. Mediation

NAs are encouraged to seek mediation with NBAs and/or among themselves or other organizations and entities, including communities beyond neighborhood boundaries, if disagreements arise over issues.

III. ROLE AND RESPONSIBILITY OF DISTRICT COALITION(S)

A. Except as otherwise stated, the working and procedural relationship(s) among neighborhood associations, district coalitions and district coalition staff shall be determined by the groups involved, and these relationships shall be respected by the Office of Neighborhood Involvement.

B. District Coalition Boards

Each district coalition is represented by a district coalition board (DCB) which is composed of delegates duly selected by member neighborhood associations and any at-large members provided for in the coalition bylaws. District coalitions represented by DCBs are the neighborhood-based contracting agents with the City which support citizen participation services and provide crime prevention linkages. As the contracting agent for the coalition, each board must ensure that the coalition meets the following requirements:

1. Incorporation

Be a not-for-profit corporation in good standing and registered with the Oregon Corporation Commissioner.

2. Tax-exempt Status

Qualify for exemption from corporate taxation under either 26 USC 501(c)(3) or 26 USC 501 (c)(4).

3. Bylaws

Maintain a current copy of the district coalition's bylaws with the Office of Neighborhood Involvement.

4. Personnel Policies

Develop a set of personnel policies, which include hiring procedures, internal grievance procedures, and procedures for annual performance review of the district coalition's staff.

5. Affirmative Action

Have an Affirmative Action and Equal Opportunity Policy approved by the City.

6. Public Meeting/Public Records Law

Abide by the open meetings/open records policy governing the neighborhood system as set forth in the operating ordinance. (For further information, see *Appendix* on Oregon Public Meetings and Public Records Law.)

7. Non-Discrimination

Not discriminate against individuals or groups on the basis of race, religion, color, sex, sexual orientation, age, disability, national origin, income, or political affiliation in any of its policies, recommendations or actions.

8. Grievances

Bylaws shall include provisions relating to the resolution of grievances concerning the activities, policies, or recommendations of the district coalition including who is eligible to grieve, a process for the receipt of complaints, and a procedure for final resolution. (Also, see Section VII.)

9. Meeting Minutes

Record in the minutes of each meeting all official action(s) taken by the district coalition board. Minutes shall include a record of attendance and the results of any vote(s) taken. A copy of the minutes with dissenting views highlighted should be transmitted along with any recommendation made by the district coalition to the City.

10. City Contract

Administer all City contractual funds, develop district coalition budget, and negotiate contracts in accordance with the procedures established by the Office of Neighborhood Involvement and in line with standard accounting and business practices.

11. Annual Work Program

Develop an annual work program with objectives set by the district coalition and submit same to the Office of Neighborhood

Involvement.

12. Reports to ONI

File a written progress report at mid-year and an annual accomplishments report at the end of the contract year with the Office of Neighborhood Involvement.

13. Allocations to Neighborhood Associations

Establish written policies and procedures for the allocation of contractual funds for printing and mailing to affiliated neighborhood associations.

14. Newsletter Policies

Agree to uphold ONI newsletter policies. Ensure compliance with federal postal service regulations for bulk mailings and 501(c)(3) or 501(c)(4) regulations for not-for-profit organizations. (See: "Newsletter Policies," Section VIII.)

15. Staff Salaries

Compensate staff paid for by ONI funds based on their own salary policies but keeping equity among similar positions throughout the neighborhood structure in mind.

16. Orientation

Provide for the orientation of neighborhood association members and district coalition board members on the operations and procedures of the DCB and the district office. Orientation topics or materials may include materials related to the activities of the district coalition such as:

- Important dates (e.g. district coalition board meetings, neighborhood associations meetings, upcoming workshops and special events)
- District coalition board policies and procedures
- ONI and district coalition office resources
- Outreach and advocacy techniques.

17. Staff Evaluation

Evaluate the performance of district coalition staff annually.

18. Communication

District coalitions are encouraged to maintain open communication with neighborhood business associations and communities beyond neighborhood boundaries on pertinent matters and issues of mutual interest and to seek opportunities for discussion prior to taking action on such issues.

19. Mediation

DCBs are encouraged to seek mediation with NBAs and/or among themselves or other organizations and entities, including communities beyond neighborhood boundaries, if disagreements arise over issues.

IV. ROLE AND RESPONSIBILITY OF DISTRICT COALITION STAFF

The staff hired by each district coalition board (DCB) is primarily funded with monies from the district coalition contract with the City. The staff serves the district coalition and is accountable to it. The district coalition is the employer--not the City. The staff is subject to the district coalition personnel policies, and staff performance should be measured in light of these policies and in furthering the activities set out in each district coalition annual work plan.

All personnel issues relating to these employees are the responsibility of the district coalition board. It is recommended that each board clearly establish the supervisory relationship between the board and staff and among staff members themselves in order to have positive communication in both directions.

A primary role of a district office is to increase the effective communication and flow of information between citizens and government by providing support to citizens who are involved in neighborhood activities, particularly activities of recognized neighborhood associations.

Staff should provide training, orientation, information and consultation to neighborhood associations and other citizens according to the policies and directives of the district board. It is the role of the staff to be a resource to citizens who in turn advocate a particular position on an issue, rather than for staff to become advocates themselves. In short, the staff role is to work to increase citizen participation and to provide technical support on pertinent issues. Advocacy of neighborhood concerns is and should be left to the citizens, except when staff is specifically directed to do otherwise by the board.

V. ROLE AND RESPONSIBILITY OF THE CITY OF PORTLAND OFFICE OF NEIGHBORHOOD INVOLVEMENT

- A. The Office of Neighborhood Involvement will meet the following requirements:
1. Negotiate contracts and maintain fiscal and program accountability for the funds routed to each district coalition/neighborhood office through its board or as appropriate;
 2. Monitor for compliance and enforce the contracts entered into between the City and the district coalitions through their boards;
 3. Act as an information clearinghouse and resource to neighborhood associations and other citizens or groups;
 4. Provide for orientation on ONI/City structure and procedures to neighborhood association boards, district coalition boards/neighborhood offices, staff, and other interested citizens;
 5. Facilitate open communication among City bureaus, other government agencies, neighborhood associations, district coalition boards/neighborhood offices, NBAs, CBNBs, other entities, and other citizens;
 6. Assist neighborhood associations and district coalition/neighborhood offices in planning, developing and coordinating programs for citywide citizen participation and crime prevention activities;
 7. Process requests from neighborhood associations seeking recognition from the City;
 8. Maintain a current listing of all neighborhood associations and contact persons for each group;
 9. Assist district coalitions/neighborhood offices and neighborhood associations in identifying and submitting proposals for ~~alternative~~ other funding sources for expanding citizen participation services;
 10. Manage the various citizen involvement programs as are assigned by Council to the office, including the Metropolitan Human Relations Center as well as an information and referral phone line

to link citizens to City bureaus and neighborhood associations and coalitions/neighborhood offices and other entities, and fulfill other responsibilities as developed;

11. Publicize the citizen participation activities and meetings of the neighborhood association network in print and electronic media and other forums;
12. Respond to complaints about neighborhood associations or district coalitions/neighborhood offices pertaining to their activities, policies or actions;
13. Encourage City bureaus to increase their outreach as well as their timely and appropriate notification of citizens about matters affecting their neighborhood. Coordinate City bureau outreach activities that specifically involve neighborhoods and citizens. Act (in conjunction with MHRC) as a clearinghouse for facilitation and coordination of efforts to engage diverse individuals and neighborhoods in discussions with and feedback to City bureaus and other agencies. Encourage City bureaus to adhere to the *Principles of Citizen Involvement*, adopted February 7, 1996;
14. Report to the Commissioner-in-charge on activities and concerns relating to citizen participation, crime prevention, and other programs funded through the office;
15. Make provisions for assisting newly forming neighborhood associations;
16. Within budget and program limits, provide minimum services to recognized neighborhood associations not affiliated with a district coalition/neighborhood office, including printing and mailing support, appropriate notification to citizens on matters affecting their neighborhoods, and general assistance;
17. Develop an annual work plan with the ONI Bureau Advisory Committee and in communication with the district coalitions/neighborhood offices;
18. Make supplemental training and technical assistance available to neighborhood associations, coalitions/neighborhood offices, citizens, and other citizen participation groups;

19. Promote communication and collaboration among neighborhood associations, neighborhood business associations, ethnic and civic community organizations, and institutions. While neighborhood associations continue to be the primary City-supported structure for neighborhood involvement, ONI shall assist--within budget and program limits--neighborhood business associations, ethnic and other civic and community-based groups in their efforts to communicate effectively with neighbors and with the City and to participate in their appropriate neighborhood association(s).

VI. NEIGHBORHOOD ASSOCIATION AND DISTRICT COALITION BOUNDARIES

A. Designating Neighborhood Boundaries

1. Recognized neighborhood associations are responsible for establishing their own boundaries and describing them accurately in their bylaws.
2. Recognized neighborhood associations desiring to change their boundaries shall do so in cooperation with adjoining associations.
3. All changes in boundaries must have the written consent of all the recognized neighborhood associations affected.
4. The district coalition board/neighborhood office and the Office of Neighborhood Involvement should be promptly notified in writing of all boundary changes so that notification processes, maps and brochures can be kept current and accurate.

B. Resolution of Boundary Disputes

Boundary disputes should be resolved at the neighborhood association or district coalition board/neighborhood office level. If two or more neighborhood associations are unable to agree to a proposed boundary change the district coalition board shall assist in resolving the dispute through the following process:

1. The district coalition board and the neighborhood associations shall meet together to review the proposed boundary changes and attempt to reach a compromise solution. Mediation services are available as a helpful resource if requested.
2. If a solution to the boundary dispute cannot be reached by the affected neighborhood associations, they may select an alternate process, such as requesting a decision from the district coalition board, or a survey or vote of the residents in all affected neighborhood associations. Before any such process is undertaken to resolve a boundary dispute, it shall be clearly described and agreed to in writing by all affected neighborhood associations. The results of any such process shall be final.
3. If the conflicting boundary dispute is not resolved within six months of the time it is formally brought to the attention of the appropriate

coalition board(s), ONI, in conjunction with the coalition(s), may withhold services and/or funds to the neighborhood associations involved. Where no coalition exists, ONI will facilitate a process to develop and maintain a map, with no overlapping boundaries, of the recognized neighborhood associations. This will be done in conjunction with the boards and/or general membership of the neighborhood associations involved and will be based on the boundaries as stated in the formally adopted bylaws of the respective associations.

C. Neighborhood Boundaries Falling Outside the Portland City Limits

Boundaries of recognized neighborhood associations may extend beyond the Portland City Limits at the discretion of the respective neighborhood association. However, services to non-city residents may be limited by the district coalition or the City.

D. Overlapping Boundaries

Overlapping boundaries confuse identification, create duplication in service delivery and in the notification process and are discouraged.

E. Size of Recognized Neighborhood Association

A boundary change resulting in a neighborhood association with less than 200 households should be discouraged.

F. Changes in District Coalition Boundaries

District coalitions/neighborhood offices are allocated resources to provide services to a specified geographic area. Proposed changes in district coalition/neighborhood office boundaries will be negotiated during the contracting process between the Office of Neighborhood Involvement and the affected district coalition board(s) or similar group.

VII. GRIEVANCE PROCEDURES

Any major grievance or complaint against a neighborhood association, district coalition, or neighborhood business association must be filed in writing with the appropriate neighborhood association, district coalition, or business association.

Resolving the grievance is the responsibility of the neighborhood association or the district coalition or neighborhood business association involved. Each affected board is responsible for following the grievance procedure set forth in its bylaws.

A. Mediation Services

If necessary or desirable, the parties involved may request the assistance of mediation services. However, it is the responsibility of the parties involved to achieve a fair resolution of the grievance. If not otherwise provided for in the association or coalition bylaws and in cases where the parties cannot reach an agreement, a decision by the majority of the neighborhood association board or district coalition board will be final.

B. Grievances Regarding These *Guidelines*

In the event that a grievance is made against a neighborhood association or district coalition or neighborhood business association concerning compliance with these *Guidelines*, and after all of the review procedures of the neighborhood association or district coalition have been exhausted, a determination may be sought from the Office of Neighborhood Involvement. The Office of Neighborhood Involvement Director will review the grievance and make a determination after discussing the grievance with the parties involved, and after reviewing any material in support of or in opposition to the grievance. A request for corrective action, if required, will be made to the neighborhood association board or district coalition or neighborhood business association board. The neighborhood association board or district coalition or business association board will be asked to respond in writing with a corrective action plan.

C. Grievances Against the Office of Neighborhood Involvement

Any major grievance against the Office of Neighborhood Involvement must be filed in writing with ONI. ONI shall respond to the written grievance within ten (10) working days. A subsequent meeting(s) shall be scheduled by request and at the convenience of both parties. If

necessary or desirable, the parties involved may request a mediation process acceptable to both parties. Resolution of the grievance should be the sole responsibility of ONI and the other party.

VIII. NEIGHBORHOOD AND DISTRICT COALITION NEWSLETTER POLICIES

The following are newsletter policies for newsletters funded with City dollars:

- A. Neighborhood associations and district coalitions/neighborhood offices are responsible for the content of their newsletters. Neighborhood associations using district coalition/neighborhood office funds for printing and/or distribution of newsletters and the like will be expected to familiarize themselves with and comply with all applicable U.S. Postal Service and Internal Revenue Service regulations that affect a district coalition's not-for-profit status. If upon review the content is not in compliance with these regulations, the matter will be resolved cooperatively with the neighborhood association newsletter editor and the district office/neighborhood office.
- B. A copy of each newsletter should be on file at the district coalition or neighborhood office.
- C. Articles presenting personal opinions of a citizen must be identified as such and the name of the author must be included.
- D. Newsletters should not include statements which could be considered libelous or defamatory.
- E. Statements in support of or in opposition to any political candidate or ballot measure cannot be printed.
- F. Other than the above referenced statements, which may not be made by neighborhood associations, positions taken or recommendations voted on are matters of record and may be reported in newsletters. Efforts should be made to report positions taken by neighborhood boards and, if possible, to include principle topics to be discussed at board, committee or general membership meetings.

IX. REQUIREMENTS FOR BEING ACKNOWLEDGED AS A NEIGHBORHOOD BUSINESS ASSOCIATION WITH THE NEIGHBORHOOD ASSOCIATION SYSTEM

A. Basic Requirements

Neighborhood business associations which have status, in good standing, as non-profit corporations of the State of Oregon and meet the following will, upon request, be officially acknowledged by the City of Portland and be eligible for services and/or support (if available) provided by ONI :

1. Membership

Maintain membership which is open to any business licensee or owner of property zoned for, or used for, a business purpose within the boundaries of the business association. Other individuals or organizations (such as neighborhood associations) may be members as set forth in each NBA's bylaws.

2. Boundaries

Have clearly stated geographic boundaries in its bylaws, be comprised of a minimum of 40 members, and meet the same standards as required by the *Guidelines* that apply to neighborhood association boundaries.

3. Non-discrimination

Not discriminate against individuals or groups based on race, religion, color, sex, sexual orientation, age, disability, national origin, income, or political affiliation in any of its policies, recommendations or actions.

4. Dues

Membership and participation in a NBA shall not be conditional upon the payment of dues or other mandatory fees. Such dues or fees may be collected on a voluntary basis only.

5. Bylaws

Maintain and file with ONI an up-to-date set of bylaws which provide for meeting the above criteria and include provisions for

adopting and amending bylaws, establishing a quorum, and setting the agenda.

6. Grievances

Bylaws shall include provisions relating to the resolution of grievances concerning the activities, policies, or recommendations of the NBA, including who is eligible to grieve, a process for the receipt of complaints, and a procedure for final resolution. (Also, see Section VII.)

7. Meeting Requirements

Bylaws must provide for regular meetings.

8. Open Meetings/Open Records

Abide by the open meetings/open records policy governing the neighborhood system as set forth in the operating ordinance. Official action(s) taken by a neighborhood business association must be on record as a part of the minutes of each meeting. The minutes shall include a record of attendance and the results of any vote(s) taken. A summary of dissenting views should be transmitted along with any recommendation made by the neighborhood association to the City. (For further information, see *Appendix on Public Records and Public Meetings Law.*)

B. Affiliation with Coordinating Body and Communication with Neighborhood Associations

1. NBAs are encouraged to participate in a city-wide or in an area-wide coalition(s) through which the City coordinates its activities with the associations.
2. In addition to individual members NBAs themselves are encouraged to attend and participate in appropriate neighborhood associations and are encouraged to maintain open communication with neighborhood associations, district coalitions, and communities beyond neighborhood boundaries on pertinent matters and issues of mutual interest and to seek opportunities for discussion prior to taking action on such issues.
3. NBAs are encouraged to seek mediation with NAs, DCBs, and/or

among themselves or other organizations and entities, including communities beyond neighborhood boundaries, if disagreements arise over issues.

C. Acknowledgment as a Neighborhood Business Association of the City of Portland

A NBA meeting the requirements in Section IX will, upon request, be acknowledged by the City of Portland. The Office of Neighborhood Involvement will send a "Letter of Acknowledgment" to the NBA. Acknowledged NBAs are entitled to receive services and/or support including but not limited to:

1. Neighborhood business associations shall receive placement on the ONI "contact list/directory" which lists the names, addresses, and phone numbers of the NBA, its president and a designated contact person. This contact list is widely used to send mailings from the bureaus of the City on livability issues, decision-making processes, policy development and public notices. NBAs will also receive newsletters and neighborhood information from ONI, the district coalitions/neighborhood offices, and appropriate neighborhood associations;
2. To the extent possible a neighborhood business association shall also receive notification by appropriate City bureaus on pertinent matters that fall within its boundaries;
3. Support services from ONI--if resources are available-- may include assistance with general communications, newsletter production and distribution, activity planning, public relations, and general information and referral. Acknowledgment does not automatically entitle a NBA to receive support services.

X. REQUIREMENTS FOR BEING ACKNOWLEDGED AS A "COMMUNITY BEYOND NEIGHBORHOOD BOUNDARIES" BY THE CITY OF PORTLAND AND TO BE ELIGIBLE FOR SERVICES AND/OR SUPPORT THROUGH ONI

A. Basic Requirements

In the interests of addressing the need for inclusiveness in neighborhood associations and increasing diversity in citizen involvement, "communities beyond neighborhood boundaries" which meet the following requirements will, upon request, be officially acknowledged by the City of Portland and be eligible for support services, as available, from the Office of Neighborhood Involvement:

1. The organization must maintain status in good standing as a non-profit corporation of the State of Oregon;
2. The by-laws of the organization must stipulate that membership shall not be conditioned on mandatory payment of dues or other contributions or fees;
3. The organization must be included on the data/ mailing list maintained by the Metropolitan Human Relations Center (MHRC) in coordination with the Office of Neighborhood Involvement Refugee Coordinator. Responsibility for ensuring that the information is accurate and current should be shared by the organization and MHRC;
4. The organization must abide by the open meetings/open records policy governing the neighborhood system as set forth in the operating ordinance. Official action(s) taken by a community without neighborhood boundaries must be on record as a part of the minutes of each meeting. The minutes shall include a record of attendance and the results of any vote(s) taken. A summary of dissenting views should be transmitted along with any recommendation made by the neighborhood association to the City; (For further information, see *Appendix* on Public Records and Public Meetings Law.) and
5. The organization must not discriminate against individuals or groups based on race, religion, color, sex, sexual orientation, age, disability, national origin, income, or political affiliation in any of its policies, recommendations or actions.

B. Acknowledgment as a "Community Beyond Neighborhood Boundaries" by the City of Portland

An ethnic organization designated as a community beyond neighborhood boundaries meeting the above requirements will, upon request, be sent a "Letter of Acknowledgment" by the Office of Neighborhood Involvement.

C. Assistance and Support Services for Communities Beyond Neighborhood Boundaries

ONI will assist in coordinating the increased dissemination of public notices and mailings from the bureaus of the City of Portland on livability issues, decision-making processes, and policy development to CBNBs. Further, CBNBs will receive newsletters and neighborhood information from ONI, the district coalitions/neighborhood offices, and from neighborhood associations upon request. ONI will make every attempt to ensure that an eligible organization which specifically requests land use notices in a specific geographic area or areas of the city will receive them.

Delivery of these services and any others which CBNBs may receive are dependent upon the resources available to ONI, the district coalitions, and neighborhood associations.

D. Communication

CBNBs are encouraged to maintain open communication with neighborhood associations, district coalitions, alternative service structures and neighborhood business associations on pertinent matters and issues of mutual interest and to seek opportunities for discussion prior to taking action on such issues.

Organizations acknowledged as CBNBs shall encourage their members to participate directly in appropriate neighborhood business associations and shall work with neighborhood associations to facilitate such participation.

E. Mediation

CBNBs are encouraged to seek mediation with NAs, DCBs, and/or among themselves or other organizations and entities, including neighborhood business associations, if disagreements arise over issues.

XI. POLICY FOR THE DEVELOPMENT OF ALTERNATIVE SERVICE DELIVERY STRUCTURES

A. Alternative structures developed for the delivery of neighborhood association services must meet the following criteria:

1. Shall be proposed in writing to ONI at the request of a minimum of 3/4 of the recognized neighborhood associations within the same coalition area at the time of the request.

To join such request a NA shall previously have ratified its approval by a vote at a duly scheduled, publicized, and conducted general membership meeting. Unless the bylaws of a NA state differently, the vote shall require a simple majority;

2. Shall have the concurrence of the ONI Director or her/his designee to ensure compliance with City policies and procedures;
3. Shall be capable of delivering comparable or better services--in kind, quantity, and quality--to those being delivered at the time of the request and/or contracted for at the time of the request;
4. Shall assure the neighborhood associations' continued and on-going compliance with the "*Guidelines*";
5. Shall be cost-neutral, unless additional funds are specifically provided by City Council or other sources;
6. Neighborhood associations participating in an alternative structure must:
 - a. maintain liability insurance comparable to that of those involved in the standard structure;
 - b. acquire a federal tax ID number as necessary for the transfer of funds;
 - c. incorporate under the laws of the State of Oregon if necessary for legal or financial reasons;
 - d. develop and sign a letter of agreement for operations with ONI, including an annual workplan; and

- e. meet all requirements of neighborhood associations participating in the standard service delivery model as set forth in these *Guidelines*, except those specifically referring to service delivery structural issues.
7. Shall be reaffirmed by vote, at a general membership meeting, of each of 3/4 of the individual participating neighborhood associations and be reapproved by the ONI director one year after its original approval.

If reaffirmed following a one year period, the new alternative structure may not be substantially altered for a minimum of three years unless "unusual circumstances" (as decided by ONI with advice from the Bureau Advisory Committee) arise. Any such subsequent change(s) must meet the criteria of the original change, with the exception of changes due to reductions in funds or other emergencies.

XII. AMENDMENTS TO OFFICE OF NEIGHBORHOOD INVOLVEMENT GUIDELINES

Any party wishing to propose amendment(s) to the *Guidelines* may do so by submitting the proposed amendment(s) in writing to ONI.

The Office of Neighborhood Involvement, in cooperation with neighborhood groups, will review the *Guidelines* at least every four years. A committee composed of a representative of each district coalition/neighborhood office, at least one representative of district coalition or neighborhood office staff, at least one of ONI staff, a citizen representing the unaffiliated neighborhoods, and at least one member representing neighborhood business associations and one representing communities beyond neighborhood boundaries will receive and review proposed changes and revisions to the *Guidelines*.

Proposed amendments will be developed and distributed to each neighborhood association, district coalition, or affected entity for review and comment during a 60-day period. A public hearing will be scheduled to receive oral and written testimony from all interested parties.

The committee will then review the citizen comments and develop and distribute amendments to refer to the Commissioner-in-charge for approval.

RESOLUTION No. 35667

As Amended

Adopt the revisions to the Office of Neighborhood Association *Guidelines* as recommended by the *Guidelines* Review Committee and resolve that the Office shall henceforth be known as the Office of Neighborhood Involvement.
(Resolution)

WHEREAS, the citizen Task Force on Neighborhood Involvement made a variety of recommendations to be implemented through the Office of Neighborhood Associations *Guidelines*; and

WHEREAS, a *Guidelines* Review Committee was duly convened, deliberated, and prepared recommendations for revision; and

WHEREAS, public reaction was sought and considered by the Committee in making its recommendations; and

WHEREAS, it is the desire of the Committee that neighborhood business associations and ethnic communities beyond neighborhood boundaries be acknowledged as important aspects of Portland's neighborhood association system; and

WHEREAS, it is the desire of the Committee that a process for establishing alternative neighborhood association service delivery models be legitimated; and

WHEREAS, the Office of Neighborhood Association's role in coordinating and facilitating citizen participation activities extends beyond the basic foundation of the neighborhood association system;

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Portland, a municipal corporation of the State of Oregon, that the Council adopts the *Guidelines for Neighborhood Associations, District Coalitions, Neighborhood Business Associations, Communities Beyond Neighborhood Boundaries, Alternative Service Delivery Structures and the Office of Neighborhood Involvement* as revised.

BE IT FURTHER RESOLVED that, henceforth, the Office of Neighborhood Associations shall be known as the Office of Neighborhood Involvement.

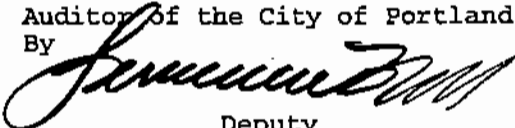
Adopted by the Council: **JAN 07 1998**

Comm. Miller Kafoury

DL:SLY

December 31, 1997

BARBARA CLARK
Auditor of the City of Portland
By



Deputy

Agenda No.

RESOLUTION NO. 35667

Title

As Amended.

Adopt the revisions to the Office of Neighborhood Association Guidelines as recommended by the Guidelines Review Committee and resolve that the Office shall henceforth be known as the Office of Neighborhood Involvement. (Resolution)

<p style="text-align: center;">INTRODUCED BY</p> <p>Comm. Gretchen Miller Kafoury</p>	<p>DATE FILED: DEC 31 1997</p>
<p style="text-align: center;">NOTED BY COMMISSIONER</p> <p>Affairs <i>[Signature]</i></p> <p>Finance and Administration</p> <p>Safety</p> <p>Utilities</p> <p>Works</p>	<p style="text-align: center;">Barbara Clark Auditor of the City of Portland</p>
<p style="text-align: center;">BUREAU APPROVAL</p> <p>Bureau: Office of Neighborhood Associations</p> <p>Prepared by <i>[Signature]</i> Date: Steve Young 12/31/97</p> <p>Budget Impact Review:</p> <p><input type="checkbox"/> Completed <input checked="" type="checkbox"/> Not Required</p> <p>Bureau Head: Diane Linn <i>[Signature]</i></p>	<p>By: <u><i>Ray Kerahner</i></u> Deputy</p> <p>For Meeting of: _____</p> <p>ACTION TAKEN:</p>

AGENDA		FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:	
			YEAS	NAYS
Consent	Regular <input checked="" type="checkbox"/>	Francesconi	Francesconi	✓
NOTED BY		Hales	Hales	✓
City Attorney		Kafoury	Kafoury	✓
City Auditor		Sten	Sten	✓
City Engineer		Katz	Katz	✓