

Office of Neighborhood Involvement

Highlight of Anticipated Outcomes by December 2007

In fiscal year 2007-08, ONI will utilize existing program funds to continue a number of projects started in prior years, including neighborhood grants, increased communications dollars for neighborhoods and operations dollars for insurance costs for coalitions, neighborhood and community engagement initiative, and Diversity and Civic Leadership Academy. ONI received additional funding in FY2007-08 for a variety of programs and projects, including:

- Additional Coalition Staffing Resources
- Diversity and Civic Leadership Organizing Project
- Accommodations fund for translation and child care services
- Additional staff to support implementation of public involvement standards
- Development and evaluation of performance indicators
- Additional Crime Prevention Staffing
- Continue Business Support Program

Updates are also provided for recent new funding in FY 2006-07 for the following projects, including:

- Diversity and Civic Leadership Academy
- Communications fund for District Coalitions

Following are the summaries of program and project outcomes anticipated by December 2007.

Neighborhood Resource Center

Highlight of Anticipated Outcomes by December 2007

- **Additional Coalition Staffing Resources:** Each coalition is receiving an additional \$50,000 in resources to meet contract expectations and new initiatives, including expanding capacity for outreach to under-represented groups, communications efforts, and neighborhood grants. Of the City-run coalition offices, NPNS has submitted paperwork required to recruit a part-time outreach position and EPNO is working with their board to determine whether to pursue hiring staff or contracts to meet the coalitions needs. We anticipate having staff hired and/or contracts entered with outreach work ongoing no later than December 2007.
- **Diversity and Civic Leadership Organizing Project:** ONI is working with a citizen committee, the Diversity and Civic Leadership Advisory Committee, to develop a \$200,000 competitive grant proposal that will fund three community organizations to broaden diverse participation in the civic governance of the City, build constituent identity and communication structures, improve the livability and sense of community with a focus on communities of color, immigrants and refugees.
- **Accommodations fund for translation and child care services:** ONI is working with Bureau Advisory Committee members to develop the criteria and process for accessing these funds. This should be developed by July 2007 and utilized throughout FY2007-08.
- **Additional staff to support implementation of public involvement standards:** ONI has received approval for the additional position and will begin recruitment. We anticipate having the position filled in July 2007. By December 2007, the position will be convening the internal stakeholders, developing best practices and coordinating the Public Involvement Standards Commission.
- **Diversity and Civic Leadership Academy:** A contract for \$70,000 was awarded to Latino Network, partnering with Center for Intercultural Organizing and Oregon Action to develop a leadership training program for communities of color, immigrant and refugee communities. The training program will be initiated in the summer of 2007 with a minimum of 30 participants. They will participate in eight trainings each and two celebration events.
- **Communications funds:** An additional \$95,000 was provided for the seven neighborhood District Coalitions in FY 2006-07 to coalition and build neighborhood association capacity for print newsletters, electronic communications, marketing and outreach efforts, and new hardware

such as database software. In FY 2007-08 a number of projects will be implemented that were developed in this past year including new websites for several coalitions, a new coalition-wide insert in the Portland Observer for NECN, and marketing brochures for all 12 east Portland neighborhood associations.

Administration and Neighborhood Resource Center

Highlight of Anticipated Outcomes by December 2007

- **Development and evaluation of performance indicators:** ONI will be included in the Auditor's Service Efforts and Accomplishments review this fall. ONI has also been allocated \$50,000 in FY 2007-08 to contract with a professional consultant to assist in the development of updated performance measurements for ONI's neighborhood programs. The goal is to finalize draft recommendations by December ultimately for implementation with the FY 2008-09 budget.

Information and Referral Program

Highlight of Anticipated Outcomes by December 2007

- Maintain high level of customer service and meet all goals set forth in the intergovernmental agreement with Multnomah County. The IGA with Multnomah County states that 90% of calls to the 823-4000 line be answered within 25 seconds and less than 5% of calls to the line are abandoned
- Continued participation in the city's Customer Services Advisory Committee to improve internal and external service across the city. The I&R Supervisor has participated in both the BIP Team #7 and the CSAC since it's inception. The group is currently working with bureaus to implement recommendation of the BIP Team #7 to improve customer service.

Crime Prevention Program

Highlight of Anticipated Outcomes by December 2007

- With the addition of our new Events/Training Coordinator, we anticipate the best-coordinated National Night Out yet. We expect that our staff will experience the least disruption of their regular duties because the Events person will perform the functions that they used to perform for NNO.
- New Columbia in North and Cully neighborhood in Central Northeast are two of the busiest places in Portland right now for our staff. At each location, we have only one staff member. Their need to respond to emerging issues in these two hot spots has often taken them away from their other tasks. The addition of new Crime Prevention Coordinator at North and Central Northeast will allow for better service to the hot spots, without sacrificing service to the other neighborhoods in those areas.
- We expect to update and expand our training offerings for the public and for other agencies because of the addition of the Events/Training Coordinator.
- Overall, the expanded capacity of the program after the 3.4 additional positions will allow us to reach more people more effectively with skill- and capacity-building trainings, problem-solving assistance, and community organizing.

Livability Programs

Highlight of Anticipated Outcomes by December 2007

- With the additional funding for .6 FTE support staff, it will allow the Liquor and Graffiti programs to have consistent administrative support. The position shared with Crime Prevention will provide support for processing the Temporary Liquor Sales licenses, mailing of notices, data entry into program tracking databases and general administrative support allowing the program coordinators time to address broader program and policy issues.
- Posting of Temporary Liquor Sales licensed events on the ONI website.

- Continue enhanced neighborhood cleanups, organizing 4 volunteer projects throughout the City for clean-up and graffiti documentation
- Continue outreach efforts and collaboration through training Parks staff on documenting graffiti, recruiting volunteers for park cleanups, and making presentations to neighborhood associations, business associations, public safety committees and other community groups.

Business Support Program

Highlight of Anticipated Outcomes by December 2007

Created by one-time funds in fiscal year '06-'07, the ONI Business Program Coordinator position has created value for Portland's business district associations, underrepresented small business organizations, business service providers and neighborhood organizations. The program will continue to provide:

- Direct technical assistance to three targeted business district associations including North-Northeast Business Association (NNEBA), the Portland International District (NE Central Sandy Blvd.), and Midway Business Association
- Assistance on neighborhood livability issues involving the business community,
- Facilitating connectivity to the neighborhood system and helping create healthy and livable neighborhood business districts throughout Portland
- Developing of marketing material,
- Assisting with event coordination,
- Supporting grant project implementation,
- Assisting with organizational strategic planning, and
- Providing support to business organizations,

Following are some specific accomplishments anticipated by December 2007.

Technical Assistance to Targeted Business District Associations (BDAs)

North-Northeast Business Association (NNEBA)

- Assistance with coordinating a summer board of directors retreat to work on strategic planning, bylaws, membership recruitment.
- Continued participation in NNEBA technology center grant project implementation.
- Facilitate increased communications and coordination with Alberta Street merchants and other area business and neighborhood associations.

NE Central Sandy Business Association (The Portland International District)

- Logistical assistance and participation in the International Day Street Festival, 7/14.
- Development of a membership brochure.
- Follow up consultation on organizational development – strategic planning, membership recruitment and marketing activities.

Midway Business Association (MBA)

- Assistance with coordinating a board of directors retreat to work on strategic planning, identity building, event planning and membership recruitment
- Possible replacement of Midway with another BDA.

Foundational Support for Business District Associations (BDAs) Citywide

- Finalization of a business district support program proposal.

Business/Neighborhood Livability and Bridge-building

- A better organized Last Thursday event.
- An established and active Alberta Street Business Association.
- Creation of a business/neighborhood relations best practices guide
- Increased interaction of targeted neighborhood groups/business associations.