

Problem Statement	Issue	Suggested Solution/Remedy	Source of Ideas
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Public Involvement Task Force

Diversity and Accessibility Workgroup

Summary of Problems, Issues and Solutions

Charge: Develop culturally appropriate public involvement models that effectively engage Portland's increasingly diverse demographics, including what are for engaging low-income renters, immigrants and refugees, seniors, youth, communities of color, etc.

Below is a summary of comments received to date broken down into problem, issue and solution statements. Source of ideas lists what constituency/summary document the idea originated from along with known examples of good models. This is meant to help each workgroup begin discussion and prioritization on the broad range of ideas. Not prioritized in any order. Some concepts duplicated in other workgroup summaries.

Process Design

Problem Statement	Issue	Suggested Solution/Remedy	Source of Ideas
City not adequately funding techniques for reaching diverse constituencies.	Need citywide commitment to fund efforts (budget line item) to effectively engage Portland's diversifying population including people of color, immigrants and refugees, youth, low-income renters, seniors, etc.	<ul style="list-style-type: none"> Use City overhead funding model to require each bureau to contribute to a common pool to fund interpretation and translation services, cultural competency skills training for staff, child care services, list management, capacity building with community leaders and organizations, etc. Require specific % of bureau budget line item, Capital Improvement Project, planning for land use or policy budgets to be dedicated to funding above needs. Organize citywide Citizen Advisory Committee for advising bureau and project managers on implementing new culturally appropriate strategies when funded by above methods. 	Comm. of Color mtg. Latino/APANO mtg. City staff mtg. Brian Hoop based on conversations w/task force members.
City does not have a coordinated work plan for achieving principle/goals for diverse participation in	A Council adopted or bureau adopted work plans would provide a template from which to evaluate the City's	<ul style="list-style-type: none"> Develop an annual work plan in coordination with the City's Affirmative Action Office and City staff diversity committee (CDDCC) effort to create a citywide work plan. 	Random comments summary March 03 survey

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PI efforts.	commitment and progress on diversifying participation in PI efforts. Should be reviewed on a regular basis.	<ul style="list-style-type: none"> • Organize citywide Citizen Advisory Committee for advising City on developing and implementing such work plan. • Pull together a team of city staff and community leaders who can review bureau work plans for ensuring diverse public involvement efforts. 	
City is not connecting with diverse community organizations and leaders who assist with access to their constituencies.	City missing opportunities to partner with existing trusted and respected community organizations and leaders who want to partner with City to provide public involvement services and expand engagement of diverse constituencies in City PI efforts.	<ul style="list-style-type: none"> • Develop flexible service contracting program targeted to utilize diverse community organizations with capacity to provide outreach services to their constituencies. • Develop RFP contractual program to provide ongoing funding to culturally appropriate organizations serving African-American, Latino, American Indian, Asian-American, immigrant/refugee, and low-income constituencies. • Partner with County Capacitation Center to expand City's capacity to work with diverse community interests. • Coordinate list management of diverse community organizations and leaders for City bureaus to work with. 	Comm. of Color mtg. Latino/APANO mtg. Brian Hoop based on conversations w/task force members.
RFP contracting process too complex. Qualification criteria too high for small emerging businesses and organizations.	To meet goal of diversifying PTE (Professional Technical and Expert) contracting opportunities for public involvement and facilitation services requires eliminating barriers that make it difficult for small emerging, women, and minority owned businesses to qualify.	<ul style="list-style-type: none"> • Work with PI staff, Purchasing Bureau and Risk Management to explore following: <ul style="list-style-type: none"> ○ Developing contracting opportunities specific to culturally appropriate public involvement. ○ Increase points for evidence of qualifications working with diverse communities, staff culturally appropriate skills, etc. ○ Lowering liability requirements for public involvement contracts. 	Latino/APANO mtg. Brian Hoop from conversations w/task force members.
Traditional meeting formats/Roberts Rules are not working for many constituencies. Not using popular education.	Utilize popular education models for engaging people in public involvement efforts, i.e. using "socio-dramas" to put an issue in context with their personal	<ul style="list-style-type: none"> • Partner with County Capacitation Center or develop RFP flexible service contract for popular education training for PI staff and/or delivery of services for key projects engaging diverse populations. • Organize citywide Citizen Advisory Committee for 	Comm. of color mtg. Latino/APANO mtg. City staff mtg. <i>(acknowledges</i>

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	cultural background. Culturally appropriate facilitation and meeting format styles can improve efforts to engage diverse constituencies.	<p>advising bureau and project managers on implementing popular education models when most appropriate for key projects.</p> <ul style="list-style-type: none"> • Develop best practices list for meeting facilitation, agenda format, and room layout styles that are culturally appropriate for diverse constituencies such as using graphic images, theater, chairs in a circle, small group format, etc. 	<i>traditional methods not always working.)</i>
Daytime public involvement and Council meetings are not accessible for many working people.	Schedule some Council, Commissions, and public involvement meetings during evening and Saturday morning hours to improve access to working people who cannot attend daytime meetings.	<ul style="list-style-type: none"> • Schedule one Council meeting per month (perhaps every other week) during evening hours. • Schedule Boards and commissions to hold every other meeting during evening hours. • Require bureau public involvement meetings to be held during the evening, when appropriate. 	Latino/APANO mtg. Inner SE mtg. North PDX mtg. Random comments summary Feb. 25 comm. mtg. March 03 survey
Downtown public involvement meetings and Council meetings are not accessible for many people.	Schedule some Council, Commissions, and public involvement events, hearings, etc. in non-downtown neighborhoods. Turning out increases when utilizing spaces where communities feel comfortable, local churches, community halls, etc.	<ul style="list-style-type: none"> • Schedule one Council meeting every other week in a non-downtown neighborhood. • Schedule Boards and commissions to hold every other meeting in a non-downtown neighborhood. • Require bureau public involvement meetings to be held in affected neighborhoods, when appropriate. • Create coordinated list of accessible community meeting spaces using senior centers, churches, community centers, etc. 	Youth mtg. Latino/APANO mtg. City staff mtg. Random comments summary
Meeting formats do not appeal to young adults.	Provide some targeted outreach formats identified by youth including informal/casual formats, and large group scale events where youth can hang out with other youth. i.e. Outdoor School, African-American young men and women's ceremonies.	<ul style="list-style-type: none"> • Build relationships with existing youth leadership groups (high school and college student governments and political groups, City Club, XPAC, ethnic youth leadership groups) for assistance in identifying opportunities to present City issue dialogues, project information. • Schedule several tabling events at large youth/ music events to coordinate displays of key City projects and contact info on how to get involved. 	Youth mtg. Comm. of Color mtg.
Project managers/middle managers are not	Need to expose middle management decision-makers to	<ul style="list-style-type: none"> • Coordinate one-on-one meetings/relationship building with key community leaders with bureau managers 	PI consultants mtg. Latino/APANO mtg.

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acknowledging Portland's diversifying population.	reality of Portland's diversifying demographics and gentrification trends shifting poverty and racial patterns throughout city.	<p>when appropriate for a specific project or policy. Coordinate amongst PI staff at networking meetings.</p> <ul style="list-style-type: none"> Require project managers, middle management, public involvement staff to spend one evening door knocking for a project and ask for and listen to the opinions of residents. 	City staff mtg. <i>(acknowledging need to build relationships.)</i>
Youth do not have any formal means of engagement with the City.	Provide a formalized structure for youth to provide ongoing input and evaluation of City efforts to engage young people.	<ul style="list-style-type: none"> Collaborate with Multnomah County's youth commission to provide ongoing 14-22 year olds input and evaluation of City efforts to engage young people. 	Comm. of Color mtg.
Families with children not able to access key meetings without childcare.	Provide childcare service indicates to working families with children that the City wants their input.	<ul style="list-style-type: none"> Identify and coordinate list of community meetings spaces where space would be appropriate for childcare. Develop contractual relationship with Just Kids Childcare in Portland Building for ongoing child care services for Council and Commission meetings, and key project events downtown. Develop contractual RFFS for flexible service with on-call childcare providers. Coordinate the acquisition and maintenance of child care supply boxes for each bureau for use at events, with books, toys, games, etc. Work with Risk Management on liability issues with childcare services. 	Comm. of Color mtg. Latino/APANO mtg. North PDX mtg. March 03 mtg.
Seniors and people with disabilities have transportation accessibility problems for getting to key meetings.	Provide limited transportation support for targeted populations that have expressed interest in a City topic.	<ul style="list-style-type: none"> Require bus line information to be listed on all notifications for public involvement events. Work with Tri-Met to purchase bulk discount passes to be given out for individuals requesting transportation assistance to key meetings. Provide limited reimbursement to community organizations, churches that provide advance notice they will provide vanpools/busses to transport public to key meetings. Work with Risk Management on liability issues with transportation services such as coordinating volunteer 	Comm. of Color mtg. Latino/APANO mtg. March 03 mtg.

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Not utilizing religious leaders and community leaders as ambassadors to many diverse constituencies.	Acknowledge that community leaders and religious leaders can be significant partners in accessing and getting the word out to their constituencies. Especially with Slavic religious community. Need to build relationships with them.	<p>carpool efforts for seniors and people w/disabilities.</p> <ul style="list-style-type: none"> • Coordinate list management of community organization leaders, area churches, mosques, and temples and their religious leaders for use by City PI staff. • Coordinate amongst PI staff relationship building efforts with various religious leaders and organizations to learn from other staff key interests, culturally appropriate info, distribution of info, etc. • Coordinate City staff attendance at diverse community group/neighborhood meetings w/o bringing an agenda, simply to learn their issues, identify possibilities of supporting their issues. Call in advance to schedule. 	Comm. of Color mtg. Latino/APANO mtg. City staff mtg. Random comments summary
City public involvement staff are not coordinated and biased to bureau needs.	Public involvement staff should be coordinated out of one bureau. Staff should be free from bias of bureaus specific project. ONI one idea but also does not represent all community interests.	<ul style="list-style-type: none"> • ONI house and coordinate all public involvement staff who provide services to bureaus. (<i>Recognizing ONI primarily serves NA's. Not representative of all community interests. Some want all bureaus to be public involvement sources.</i>) 	African-American mtg.
Too few city staff from minority constituencies City needs to be working with.	City recruitment and retention efforts for public involvement staff needs to emphasize culturally appropriate skill sets, include community leaders in hiring review.	<ul style="list-style-type: none"> • See City diversity committee. 	Latino/APANO mtg.
No food at key events tends to keep people away or make them lose interest.	Food for people to browse on, drinks and snacks, etc. can be a benefit to attracting people to event and holding their attention.	<ul style="list-style-type: none"> • Commit specific % of bureau and project budgets for providing food at key PI events. • When appropriate for an event appealing to a specific constituency consider ordering food that is culturally appropriate. 	Latino/APAON mtg. City staff mtg.

Education/Training

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City staff not trained in cultural competency skills to work effectively in diverse communities.	Provide on-going skills training for City staff to have cultural competency skills to work effectively with communities of color, immigrants and refugees, low-income renters, youth, etc.	<ul style="list-style-type: none"> Contract with key community organizations, (County Capacitation Center, Latino Network, APANO, Urban League, IRCO, Community Development Network, etc.) to develop and provide ongoing training program for City staff in cultural competency outreach skills. Consider collaborating with County, Metro, other governments. 	PI Consultants mtg. Latino/APANO mtg.
Lack of awareness on how City operates and how to get involved with public involvement efforts. Community groups need help developing leadership.	Similar to needs of volunteer neighborhood association leaders, diverse community organizations need training on how the city operates and leadership development so they can provide informed advocacy for their constituencies.	<ul style="list-style-type: none"> In coordination with trainings for Neighborhood Association leaders contract with key community organizations, (County Capacitation Center, Latino Network, etc.) to develop and provide ongoing leadership training program for individuals on how the city operates and how they can be informed and affective advocates for their constituent interests. Consider collaborating with County, Metro, other governments. County has been far more successful at building relationships with diverse community constituencies. 	Random comments summary

Communication

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Mainstream newspapers do not reach people of color, youth, etc. Daily Journal of Commerce not sufficient for official notice.	Provide media notice, both earned and paid, in a wide variety of community and neighborhood newspapers read by a broad sampling of Portland demographic groups including youth, people of color, immigrants, refugees, and seniors.	<ul style="list-style-type: none"> Coordinate centralized media list posted on City website of diverse community and neighborhood news outlets. Require public involvement efforts meeting specific criteria (such as a project budget threshold) to publish paid ads in Asian Reporter, Skanner, Hispanic News, Mercury, NW Senior Life, and 8+ neighborhood newspapers (others?). Require all press releases to be sent to same media list. 	Youth mtg. Comm. of Color mtg. Latino/APANO mtg.
People for whom English is a second language are unable to access key City decision-making meetings.	Provide interpretation services both when requested and proactively at key project and decision-making meetings, especially a site specific project	<ul style="list-style-type: none"> Key bureaus providing public involvement need to purchase multi-person radio transmitter for interpretation. Require notice on all public involvement marketing 	Comm. of Color mtg. Latino/APANO mtg. North PDX mtg. Feb. 25, 03 mtg.

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	in a language diverse neighborhood.	<p>that interpretation services available upon request within seven days advance notice.</p> <ul style="list-style-type: none"> • Encourage bureaus to proactively provide interpretation at key events for site specific projects in language diverse neighborhoods. • Create RFFS flexible service contractual agreement with interpretation service to coordinate bureau usage. • Coordinate volunteer/paid-internship interpreter program with area college language programs. 	
People for whom English is a second language are unable to read City web site and/or project literature.	Provide translation services both when requested and proactively for key City web pages, project info sheets, and how to get involved info.	<ul style="list-style-type: none"> • Require every bureau to have at least one overview web page in Spanish, Russian, Vietnamese, Chinese (others?) • Provide notice that language translator on City home page is not always accurate. 	Comm. of Color mtg. Latino/APANO mtg.
People for who English is a second language are unable to access information and referral services.	Provide interpretation services in several languages for information and referral services.	<ul style="list-style-type: none"> • Have bilingual staff in Spanish, Russian, Vietnamese, Chinese (others?) available at City/County Information and Referral lines. • Expand AT&T interpretation services and train front desk staff people throughout City how to quickly identify language, respond, and transfer call to Info and Referral. • Market that this bilingual service is available. 	Comm. of Color mtg. Latino/APANO mtg.
People can't find literature on City projects at community places and businesses where they frequent.	Distribute project info and set up displays on geographically specific projects in community gathering places and businesses frequented by diverse constituencies.	<ul style="list-style-type: none"> • Coordinate creating wall displays/kiosks to be located at all City run community centers for rotating project info displays. • Coordinate list management of ethnic minority businesses, churches, mosques, temples and other community halls to ask for leaving literature for distribution. 	Latino/APANO mtg.
Notices and meeting locations are not always clear if the event is ADA accessible for people with disabilities.	Notice of Council meetings, Public involvement meetings need to state how some one can request special assistance, the assistance needs to be funded, and meeting location needs to	<ul style="list-style-type: none"> • Commit specific % of bureau and project budgets for providing requested assistance such as ASL interpreter. • Require all notices of City sponsored public meetings to list how to request special needs with advance notice of 7 (?) days. 	Random comments summary Feb. 25, 03 community mtg. March 03 survey

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	meet ADA requirements.	<ul style="list-style-type: none"> Require all meeting locations for City sponsored PI events to be ADA accessible, i.e. wheelchair accessible. 	

Neighborhood Association system

The topics below are primarily related to the Neighborhood Association system. It needs to be determined if the PI Taskforce or Guidelines Review committee (GREAT) should address these topics.

Problem Statement	Issue	Suggested Solution/Remedy	Source of Ideas
People don't know how to get involved with neighborhood associations. Meetings are too formal for first time introductions.	Neighborhood Associations need to utilize alternative strategies for introductory events to entice new people to consider getting involved.	<ul style="list-style-type: none"> ONI and Neighborhood Coalition offices identify specific number of associations each year to assist with organizing and outreach for potlucks, block parties or informal social gatherings. Produce brochure for distribution on how neighborhood system works, how to get involved with diverse graphic images. Produce version in Spanish, Vietnamese, Russian, Chinese (others?) 	African-American mtg.
Don't find info about neighborhood associations at street fairs.	Provide neighborhood association info and literature at most street fairs and ethnic fairs where people may first go to find out about community.	<ul style="list-style-type: none"> Build several 10'X10' booth shelters for use at street festivals. Coordinate common calendar of yearly street festivals. Distribute to ONI and Neighborhood Coalition staff. Develop several tri-fold table displays on how neighborhood system works and how to get involved. Include overview panels in Spanish, Russian, Vietnamese, Chinese, (others?) ONI and coalitions coordinate staff and volunteer coverage at minimum of half of known community street festivals. 	African-American mtg.
Perception that many Neighborhood Association leaders have been around too long and are limiting opportunities for new leadership.	Frustration with lack of new or diverse leadership can often be attributed to lack of a workplan for helping current leadership deal with racism and bias in organizations, recruiting new	<ul style="list-style-type: none"> Proactively assist Neighborhood Associations with workshops on leadership development, recruitment and retention skills building, and how to overcome organizational biases and barriers. Target specific # of associations each year with 	African-American mtg. City staff mtg.

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	members, identifying future leaders, recruiting them, training them in leadership skills to increase likelihood of retaining them.	<p>aggressive outreach campaign to recruit new members and develop new leaders.</p> <ul style="list-style-type: none"> • Assist NA's with organizing one-on-one meetings between diverse community leadership living/working within their neighborhood boundaries to help identify new members and leaders. • Establish term limits for Neighborhood Association board officers. 	
Perception Neighborhood Associations not accessible for eople of color, immigrants and refugees, renters. Reach out beyond NA's.	Acknowledge there are perceived systemic barriers to participation in Neighborhood Associations. Create a workplan for rectifying barriers and building relationships with other community organizations. Share with community is a first step.	<ul style="list-style-type: none"> • Develop and implement diversity workplan for eliminating barriers to diverse participation in Neighborhood Associations as well as action steps for building relationships with diverse community organizations. • Basically, tell the community how are we going to implement all the above ideas. 	Random comments summary Feb. 25, 03 community mtg.