

SUPPORT SERVICES AVAILABLE TO NEIGHBORHOODS IN THE CITY OF PORTLAND

The basic purpose for provision of support services for citizen associations is to encourage and enhance the involvement of citizens in matters that affect neighborhood liveability. In order to accomplish this end, citizen groups need to know where to turn for such services. The following is a delineation of services that are available to (1) the general citizenry through the City's Office of Neighborhood Association (ONA) and (2) those available to citizens within designated Housing and Community Development project areas. It is anticipated that this listing of available services will assist citizens in their efforts in developing and maintaining a viable neighborhood association.

SERVICES PROVIDED BY ONA

- 1) Has four area offices in North, Northwest, Northeast, and Southwest. All offices are fully staffed with the exception of the Southwest office. Meeting space available.
- 2) Will print newsletters for neighborhood associations at the rate of twelve (12) legal-size, two-sided per year.
- 3) Will print meeting notices, and will reimburse for delivery of notices at the rate of two cents per notice.
- 4) Primary responsibility for taking of minutes at neighborhood meetings is with the neighborhood, but minutes and meeting agendas can be copied at area office.
- 5) Staff will telephone key people for matters requested by the association.
- 6) Preparation of correspondence involves typing only.
- 7) Primary responsibility for meeting arrangements is with the neighborhood, but staff will attend meetings as requested.
- 8) Staff serves as a facilitator for information sharing and dialogue within neighborhoods.
- 9) Consults with new neighborhoods requesting organizing assistance by developing and providing community organizational information.

SERVICES PROVIDED BY PDC IN HOUSING AND COMMUNITY DEVELOPMENT PROJECT AREAS

- 1) Has four project area offices in North, Northeast (2), and Southeast project areas. Meeting space for HCD-related activities is available.
- 2) Will reproduce and mail minutes and meeting agendas on HCD-related matters. Each association must take its own minutes. Minutes and meeting agendas will be mailed to association board members but not to the general membership.
- 3) Will print HCD-related meeting notices, but the neighborhood must assume responsibility for distribution of the notices.
- 4) Makes arrangements for HCD-related meetings; makes arrangements for resource people at meetings as requested.
- 5) Telephones key people as requested.
- 6) Preparation of correspondence as requested.
- 7) Provides attendance rosters and staff reports of meetings attended.
- 8) Staff attendance is primarily HCD-related, and at non-HCD-related meetings as requested.
- 9) Will reproduce newsletters that are primarily HCD-related, and refers neighborhoods to ONA for general newsletter printing.

SERVICES PROVIDED BY PDC IN THE SOUTHEAST UPLIFT PROGRAM

- 1) Has an area office, fully staffed.
- 2) Prints neighborhood newsletters, but neighborhood must assume primary responsibility for door-to-door delivery. Will mail a maximum of 400.
- 3) Prints meeting notices, but neighborhood must assume primary responsibility for distribution. Will mail a maximum of 400.
- 4) Takes and reproduces minutes of all SEUL board meetings. Individual neighborhood associations must assume responsibility for taking their own minutes. Will reproduce minutes for individual neighborhood associations and will mail to members of the neighborhood association executive committees and/or affected

SERVICES PROVIDED BY PDC IN THE SOUTHEAST UPLIFT PROGRAM (cont'd)

- residents as necessary.
- 5) Meeting space available for individual neighborhood meetings, but primarily for SUEL Board meetings.
  - 6) Prepares correspondence as requested.
  - 7) Telephones key people on issues and/or meetings as requested.
  - 8) Provides staff reports and attendance records of meetings attended.
  - 9) Staff attendance at neighborhood meetings is primarily HCD-related, and at non-HCD-related meetings as time permits or as requested.
  - 10) Arranges neighborhood meetings and makes necessary arrangements for resource people as requested.
  - 11) Contacts zoning petitioners and affected neighborhood representatives by telephone and mail regarding zoning matters being considered by SEUL Board.

FRB/jab  
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PDC