**City of Portland - Office of Neighborhood Involvement (ONI)**
**Bureau/Budget Advisory Committee (BAC) Summary Notes**

**October 10, 2016**

**In Attendance:**
Jan Campbell (Portland Commission on Disability), Adriana Govea (EPAP), Octaviano Merecias (Latino Network, EPAP), Doretta Schrock (NPNS/NWNW), Claire Carder (DRAC), Katy Asher (SEUL), Jerry Powell (Goose Hollow, NWNW), Jill Erickson (Wilkes Community Group), Sandra Lefrancois (Central Northeast Neighbors, CNN), Kara Carmosino (APANO), Amira Streeter (Urban League of Portland), Lew Church (PSU), Mary Loos (Portland Downtown NA)

**ONI Staff:**
Richard Bixby (EPNO), Nicholas Carroll (Noise/Livability), Brian Hoop (CNIC), Teresa Solano (I&R), Joanne Johnson (CNIC), Jeri Jimenez (CNIC)

**Welcome and Introductions**
General introductions, welcome

**ONI Staffing Updates**

- Joanne Johnson is stepping in as new Disabilities coordinator.
- Director for East Portland Neighborhood Position is open for the next month.
- Mary Schneider as the new Administrative Assistant position.
- Amira Streeter is policy and advocacy director for Urban League of Portland.

**ONI / CNIC Strategic Planning**
A key theme of the upcoming audit of ONI is the need for follow-up on initiatives and recommendations in Community Connect's 2008 Five Year Plan for Increasing Community Involvement and the 2005 ONI Standards. We want to hear what you think should be strategic planning priorities for ONI to tackle in the next few years within existing resources? Commissioner Fritz's long time vision includes, how do we incorporate DCL program in City Code to make it permanent?

**Strategic Plan for DCL Programs**
Commissioner Fritz has asked to us to prioritize completing a plan for the DCL program including: How to incorporate into City Code? Are we missing any key constituencies to provide services for? What civic engagement services to prioritize? Strategies for advance funding equity?

**ONI Standards**
Need to update neighborhood related minimum requirements, grievance processes, open meetings and public records expectations, etc.  Another priority from Commissioner Fritz is that by code, our standards need to be reviewed and approved every 4 years. It has been 5 years. The first priority is to work with neighborhood coalition and partners for best practices and how to deal with grievances. Paul working with coalitions.

**Updating City Code 3.96**
There is a need to incorporate the comprehensive range of current CNIC civic engagement programs into code including DCL, Elders, Youth, Immigrants and Refugees, Individuals with Disabilities, internal culture change to City public involvement practices.

**Updating Bureau's Name**
A Community Connect recommendation was to update our bureau name to reflect the expanded range of civic engagement programming.

**Review of Community Connect Recommendations**
Strategic plan for CNIC. Which recommendations have been implemented? Which have not? Is there a need to re-prioritize which recommendations we invest in?

**Performance Measures**
We need to shift how we measure our civic engagement programming from work load, effectiveness, and outcomes. How do we build capacity and resources to track these more challenging metrics?

- How do you measure success in community involvement? How do you tell that story in a way that people recognize is successful?
    - Measure what people out in the community are doing, rather than what the staff is doing.
    - Track all projects over multiyear what projects were finished and which got council approval. It would take a full time staff to evaluate all of the data. We have to work with existing resources. Increasing diversity participation, measure through a census. But with thousands of events, it would take a lot of resources.

- How do we track people in the program?
    - It would take another staff member to do all that. Need extra hands to get the reporting work done, but would make a fascinating story. Talked to someone in Charlotte city government who was impressed with the website but could not believe that money was allocated for people to do certain things.

**Public Involvement Handbook and Policy**
The ONI Standards refers to completing a handbook to assist neighborhood associations leadership with navigating City governance and basic nonprofit management and community

organizing skills. The Standards refer to ONI completing a bureau-wide public involvement policy to guide how ONI programs engage the public when new rules or initiatives are proposed. CNIC Staff have long discussed developing a range of public involvement best practices to help guide City bureaus in their outreach efforts.

- Develop an annual community summit to review handbook and leadership development training.

- A PSU professor, Steve Johnson, recommended a full time staff to organize and train a community leadership development program, but could not get funding.
    - Would it be difficult / time consuming to look through recommendations?
    - We need to be intentional on the things we can actually get done and do it right, rather than promise to do everything.

- Community Connect wants to increase involvement in three areas. Should we fund organizations / umbrella groups forever? How many DCLs? We need to describe it in a way that includes as many groups as possible. First plan was DCLs and neighborhoods coming together to do specific things. What's the current plan?
    - We need a structure for ONI. If you want to be involved, here's how to do it. Everyone needs to feel like there's a place to plug in.
    - Geographic equity. Example: East Portland does not get as much attention or funding as the rest of Portland.

- Some of these issues are housekeeping issues that should be ongoing, but the big issues, such as DCL development and Public Involvement Handbook and Policy require more attention and needs to be priority, so it is difficult to put them all on the same level.

- Suggestions of:
    - Community Summit
    - Leadership Development
    - Funding Equity

- ONI Standards are not as high of a priority. Review of previous standards document has taken 3 – 5 years. Would ONI/BAC be willing to start the process over 6 months to work on specific parts of the ONI Standards instead of approaching all of it at the same time?
    - Larger group only has to approve, not do the work of review and recommendation. A smaller group can work on that and then provide the recommendations to the larger group for approval.
    - Too many ongoing important issues require a full review of the ONI Standards and recommended improvements / updates.
    - Needs political support behind the decision on how to do the improvement / recommendations process, no matter what is decided.

## Vital Documents for ONI

What are the most frequent non-English languages used in a community (Safe Harbor languages?)

- Arts Tax is a perfect example of miscommunication that resulted in so many phone calls. ASL has been used, real-time captioning on computer, Spanish interpretation have been used at legislative meetings in the past but there have been some difficulties because people have not been used to it.

Brian has reviewed the ONI documents handout on which documents should be translated into Safe Harbor languages. We cannot do all of the documents, so we have to pick the ones which are the most useful documents to translate into 11 languages. An email with the Safe Harbor languages will be emailed to everyone.

- If someone asks the Bureau to translate a document, the Bureau is required to do that, regardless of funds.

- Interpreters are immediate and I&R is well trained in providing that service for callers. ONI spends the most on translation services.

## Announcements

- City of Portland model employer for people with disabilities. City will start implementing a program with the H.R. office.

- Offering grants to do projects in SE Portland in November. Looking at reviewing grant applications.

- Housing engagement resolution will go to Council on Thursday. Present proposal with various speakers.

- City Hall might be in lock down tomorrow.

## Voting Results of BAC Priorities

Strategic Plan for DCL Program – **19**          ONI Public Involvement policy – **3**
Public involvement handbook – **10**          Funding Equity – **2**
Updating City Code 3.96 – **9**          ONI Standards – **6**
Leadership Development – **1**          Updating bureau's name – **0**
Review of Community Connect – **2**          Performance measures – **4**