

**Neighborhood Resource Center**  
**ONI FY 2007-08 budget planning process**  
Update to the Bureau Advisory Committee  
November 13, 2006

**Mission and Major Work Focus**

The Neighborhood Resource Center program's are at the core of ONI's mission is to enhance the quality of Portland's neighborhoods through community participation. The Neighborhood Program and the seven District Coalitions provides opportunities for Portland neighbors to interact with their City government towards building safe and livable neighborhoods. The neighborhood system accomplishes this through facilitating open, inclusive community processes for discussion of important civic decisions among neighbors, 95 Neighborhood Associations, seven District Coalitions, 40 Business District Associations, and a diverse range of community organizations and government agencies.

Major Work Focus for the Neighborhood Program includes:

1. **Building partnerships** between District Coalitions, Neighborhood Associations, City bureaus and community-based organizations,
2. **Building capacity through outreach and leadership development** at the neighborhood level and connecting with under-represented communities,
3. **Promoting consistent and effective communication linkages** between ONI, District Coalitions, Neighborhood Associations, City Bureaus and the community, and
4. **Increasing the capacity for resource development** utilizing District Coalitions in partnership with City Bureaus.

In addition the Disability Program provides similar opportunities for the disabilities community to connect with City government. The ONI/Bureau of Environmental Services partnership provides for public involvement services for the City's Downspout Disconnection Program, Combined Sewer Overflow Program, Stormwater Management Program, and SW Watershed Resource Center.

**FTE staffing totals**

ONI staff funded through the Neighborhood Resource Center include:

- **Neighborhood Program:** 3.5 FTE, (2 FTE is new funding with staff not hired yet. At full staffing two Neighborhood Program Coordinators, one Business Association Program Coordinator, .5 Office Support Specialist III)
- **Disability Program:** 1 FTE (Newly funded last year, Disability Program Coordinator)
- **ONI/BES partnership:** 4 FTE and up to 10 seasonal (one Downspout Program Coordinator, two big pipe Community Outreach and Information Assistants, one watershed management Community Outreach and Information Assistant, and 10 Downspout seasonal workers.)

## **Programs/Services**

### **Neighborhood Program**

#### **Civic leadership development, diversity outreach, building partnerships**

- Neighborhood leadership training workshops with district coalitions.
- Diversity and Civic Leadership Academy- for under-represented communities.
- Community Engagement Initiative- resources to Coalitions for diversity outreach.
- Mayor's annual Spirit of Portland - leadership and volunteer recognition.
- Provide toolbox of citizen involvement best practices and how-to information.
- School partnerships with neighborhoods and school PTA's, SUN, Site Councils.
- Intake applications for 35+ Boards and Commissions.
- Limited financial/technical assistance to five unaffiliated neighborhood groups.
- Limited financial/technical assistance to citywide land use and parks committees.

#### **Resource development/Contract management**

- Manage \$1.7 million in coalition contracts/MOUs. Negotiate FY 07-08 contracts.
- Neighborhood Small Grants Program- manage, workshops, program information.
- Legal defense fund and info about liability insurance coverage, incorporation.

#### **Manage neighborhood contact information and public records**

- Neighborhood directory – manage database of leadership contact information.
- Association public records including updated bylaws and boundary maps.
- Reviewing neighborhood bylaws for compliance with ONI Standards.
- Database of diverse organizations and media lists info.
- Manage monthly calendar of neighborhood and business association meetings.

#### **Information and Referral/Technical Assistance**

- Triage ONI main line 823-4519, phone and email inquiries.
- Technical assistance on ONI Standards, non-profit law, and organizing basics.
- Respond to grievance appeals and information inquiries.

#### **Communications/Marketing**

- New communications funds to district coalitions. Provide assistance as needed.
- Assist with coordination of monthly coalition directors and chairs meetings.
- Update and print neighborhood association brochure and ONI bureau brochures.
- Meet with visiting delegations who want to learn about neighborhood system.

#### **Special projects**

- Community Connect- assist with research, outreach to neighborhood associations. Next year will include implementing recommendations from this project.
- BIP #9 Public Involvement- committee leadership, future committee lead role.
- VisionPDX – assist with outreach, provide contact information.
- Assist on special projects of City commissioners (lobbyist registration ordinance.)
- ONI committees - staff participation on diversity, safety, labor/mngmt committee.

## **Business Association program**

- Develop new program to provide support to Business District Associations.

## **Disability Program**

- Organize a stakeholder advisory committee, provide information resources to people with disabilities community, organize public education on disability issues, and assist with City ADA policy development.
- Develop new database tracking system with Emergency Management to identify persons with disabilities in case of citywide disaster.

## **ONI/BES partnership**

- Provide supervision, professional training and development, and fiscal administration support for 4 FTE and 10 seasonal employees for BES projects.
- Downspout Disconnection Program – Coordinate ongoing outreach efforts to reach property owners utilizing volunteer neighborhood and community groups.
- Combined Sewer Overflow (Big Pipe) Program – Provide public information and outreach efforts to engage neighborhood, business groups, and residents in Westside and Eastside big pipe capital improvement construction.
- Stormwater Management Program – Provide public involvement services for engaging neighborhood and business groups in development of alternative stormwater diversion projects.

## **Updates on new programs/impacts on programs**

- **Neighborhood Small Grants Program** – providing \$200,000 in new resources for neighborhood and business association projects. Engaging district coalitions in building new connections with diverse range of community organizations.
- **Communications funds** – providing \$95,000 in new resources through coalitions for newsletter, online, and other outreach strategies to support neighborhood association communication efforts.
- **Community Engagement Initiative** – providing \$45,000 in new resources to District Coalitions to engage under-represented populations in the neighborhood system.
- **Diversity and Civic Leadership Academy** – \$70,000 in new resources to develop program to build leadership capacity for under-represented community organizations on City civic involvement efforts.
- **Business Program Coordinator** – \$100,000 in new resources to hire new staff to develop new program to support Business District Associations with organizational and leadership development.
- **Neighborhood Program Coordinator** – Management position reallocated to provide for hiring new staff to expand capacity of neighborhood program to support District Coalitions and Neighborhood Associations.
- **Insurance funds and legal defense fund** – providing \$35,000 in additional funds to coalitions for general liability insurance. Additional \$5,000 to defense fund.

## **Services or programs to consider with additional resources**

Below are project ideas that have been previously proposed, received some initial consideration or work, or identified as important projects we currently do not have the capacity or resources to implement. Implementing the recommendations of the Community Connect effort will be the biggest new priority. BAC input would help to identify priorities:

### **Civic leadership development, diversity outreach, building partnerships**

- ❑ Expand how many leadership workshops can be offered to neighborhood leaders in coordination with district coalitions. Provide additional resources to coalitions to provide consistent and high quality board orientations and trainings specific to their coalition needs. Add leadership “how-to” content to the website.
- ❑ Expand diversity and civic leadership academy project to broaden how many diverse community organizations and individual leaders can be involved.
- ❑ Expand neighborhood and community engagement initiative to provide consistent additional resources to all coalitions dedicated to targeted outreach efforts between diverse communities with neighborhood associations.
- ❑ Provide sufficient resources to coalitions to ensure adequate organizer/outreach staffing support for a ratio of one staff to five neighborhood associations.
- ❑ Work with coalitions to develop youth civic leadership opportunities with NA’s to build future generation interest in civic and neighborhood involvement.

### **Resource development/Contract management**

- ❑ Expand neighborhood small grants program to provide more grant funds and additional staff support within coalitions to provide adequate administration and technical support to grantees which is limited with current funding.
- ❑ Provide additional resources to coalitions to create salary and benefits equity between all coalition staffing positions - administration, organizers, and directors. Upgrade coalition staff salaries to be comparable to City wage levels.
- ❑ Coordinate with coalitions to develop college internship program to recruit and place students with coalition and ONI offices. Consider Americorp partnership.
- ❑ Work with coalitions to identify language translation and interpretation services.
- ❑ Work with coalitions to identify child care resources for neighborhood groups.
- ❑ Research and develop new resources for coalitions such as foundations, corporate sponsorships, etc.

### **Manage neighborhood contact information and public records**

- ❑ Shared citywide web-based database of public involvement contacts for all city bureaus and district coalitions to coordinate and utilize. Or provide additional resources for coalitions to update their individual database needs.
- ❑ Update neighborhood directory database four times a year instead of current twice a year update. Data is outdated too quickly resulting in complaints.

### **Information and Referral/Technical Assistance**

- ❑ Update lists of neighborhood fairs and festivals and low-cost meeting spaces.
- ❑ Provide adequate resources to ensure all coalition offices have comparable updated computer and high-speed connectivity support.
- ❑ Provide adequate resources for each coalition to maintain an administration support staff position to ensure coalition office is opened 40 hours per week.

### **Communications/Marketing**

- ❑ Work with coalitions to coordinated bulk mailing services (including GIS addressing, carrier route lists, and reverse directory data) for neighborhood use.
- ❑ Additional resources are needed for all coalition newsletter printing and postage. Provide adequate resources to coalitions to ensure each household in Portland receives a minimum of one neighborhood or coalition newsletter per year.
- ❑ Coordinate dialogue with coalitions on long-range e-government strategy for neighborhood system.
  - Expand ONI website to include toolbox of leadership how-to skills and capacity to allow neighborhood associations to create their own pages.
  - Determine next phase of Evolvement Project, North Portland pilot project.
  - Lobbyist Registration proposal to post meeting minutes online.
  - Develop Mt. Hood Cable Commission grant funding for coalition high speed connectivity and neighborhood online projects.
- ❑ Work with coalitions to partner with Portland Community Media cable resources.
- ❑ Work with coalitions to incorporate neighborhood news in ONI e-newsletter.
- ❑ Explore public service announcement campaigns with Clear Channel, Comcast, Trimet to promote neighborhood involvement.

### **Special projects**

- ❑ Create ONI public involvement policy as directed by ONI Standards and to be a model for BIP #9 committee establishing public involvement practices.
- ❑ Create ONI annual report in coordination with other bureau programs.
- ❑ May have a role with next phase of post-BIP 9 public involvement committee.
- ❑ Organize citywide public involvement staff networking meetings to share info.
- ❑ Develop public involvement performance measurements for Auditor's survey.