

**OFFICE OF NEIGHBORHOOD INVOLVEMENT**  
**BAC/BUDGET WORK GROUP**  
**December 8, 2008**

<b>Attendees</b>	Cassandra Adams-Murray, Christina Albo, Abdirahman Ali, Katherine Anderson, Trish Bake, Ann Balzell, Bill Barber, William Barnes, Richard Bixby, Sylvia Bogart, Claudia Borvanova, Jan Campbell, Ronault Catalani, Betsy Coddington, Sunshine Dixon, Amanda Fritz, Vicki Hersen, Fritz Hirsch, John Horvick, Cece Hughley-Noel, Kayse Jama, Margot Kniffin, Ron Laster, Paul Leistner, Jerry Powell, Tom Schaper, Doretta Schrock, Mark Sieber, Igor Sobolevskaya, Natalya Sobolevskaya, Stephanie Stephens, Lyubov Tsinovkina, Joe VanderVeer, Pam VanderVeer, Frank Walsh,
<b>ONI Staff</b>	Amalia Alarcon de Morris, Amy Archer, Sanj Balajee, Kelly Ball, Michael Boyer, Celeste Carey, John Dutt, Brian Hoop, Dennis LoGiudice, Judith Mowry, Stephanie Reynolds, Jonah Willbach
<b>Facilitator</b>	Joe Hertzberg

**BAC Process**

Based on conversations with BAC members, Joe offered thoughts about decision-making with such a diverse group:

- ◆ No one is entirely familiar with every culture represented in this group. It would be very easy to offend someone due to our differences, and not even know it.
- ◆ Everyone needs to be patient, listen, and work to develop trust within the group.
- ◆ There is a difference between blocking a decision and making a conscientious objection.
- ◆ Some cultures value group solidarity so highly that people choose to go along rather than expressing their own opinion.
- ◆ There are two different adversarial traditions in western culture: One seeks to win by over-stating positions and arguing loudly; the other seeks to find the very best solution by testing and challenging every idea. These are very different, but easy to confuse.
- ◆ We must work together to make our setting as comfortable as possible for everyone to share their thoughts and feelings.
- ◆ Our language may get complex, fast, or technical. People should ask the speaker to stop and repeat their statements. We will provide a glossary of initials and abbreviations. Finally, come early and ask questions, as well as during breaks and after the meeting.

**Performance Measures**

Sanj Balajee presented a revised draft of the Performance Measurement System which incorporated changes from the last meeting. BAC members suggested adding “country of origin” and “language spoken” to Measure B2: Attendance Demographics. It was also suggested that new measures of network be explored.

The BAC approved the Performance Measures to be used in a pilot program beginning in January 2009, with full year implementation beginning July 2009.

## Background Presentations

### ONI Programs

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Neighborhood Program and District Collations: The Neighborhood Program supports Portland's network of 95 Neighborhood Associations working in collaboration with seven District Coalitions, which provide support, information, and technical assistance to the volunteer-based associations.

The Neighborhood Program, District Coalitions, and Neighborhood Associations have been an integral part of the 5-year Plan for Community Involvement (Community Connect)--an effort to update Portland's community involvement system by responding to three goals:

1. Increase the number and diversity of people involved in their communities.
2. Strengthen community capacity.
3. Increase community impact on public decisions.

Disability Program: The City's Disability Program was re-established in 2006 in ONI to connect, support, and encourage collaborative civic engagement between the people of the disability community, neighborhoods, and government.

The Disability Program provides:

- ◆ Information and referral.
- ◆ Community advocacy through the Portland Citizen's Disability Advisory Committee.
- ◆ Engagement opportunities with City government and neighborhoods, as well as community building and awareness raising events.
- ◆ Voluntary Emergency Registry (VER).

Effective Engagement Solutions/Neighborhood Resource Center: The Effective Engagement Solutions Program provides resources to address chronic community conflict that creates barriers to effective civic engagement. High conflict issues such as gentrification, race relations, and development (including infill and density) tend to be addressed only when specific projects and issues arise. Creating the capacity for the community to dialogue and deliberate on these issues, and particularly on how they impact relationships, allows the community to develop new understanding and to grow in its ability to develop a city that meets the best interests of its residents.

City of Portland/Multnomah County Information and Referral Program: The I&R program is a central resource for basic information and referral to all City and County programs and services. The primary mission of the program is to simplify community access to services and information.

I&R provides information and referral services to the community regarding other local community and social services. Staff provides assistance to walk-in patrons of both the Portland Building and City Hall. I&R also responds to email inquiries that come from a variety of online sources for both the City and County.

In FY 2007-08 the program received an average of 11,000 calls, 2,500 walk-ins, and 200 emails per month. The program expects to receive approximately 200,000 inquiries by phone, email, and walk-in over the next year.

Liquor License Notification Program: The program's mission is to ensure that all liquor outlets meet the high expectations of the community, operate in a lawful manner, and do not unreasonably disturb the peace and tranquility of our neighborhoods.

A primary function of the program is to process liquor license applications for outlets located within the city limits. Although the Oregon Liquor Control Commission ultimately makes decisions about licensing matters, the local government is allowed by law to review applications and provide recommendations. The program also provides problem solving with licensed establishments that generate complaints or public safety issues. Processing fees cover the majority of the cost of the program.

Graffiti Abatement Program: The Graffiti Abatement Program mission is to decrease graffiti in partnership with the Police Bureau, neighborhood and business associations, and other community partners.

The primary function of the program is to work with neighbors and business-owners to identify, report, and remove graffiti from public and private spaces. The program provides grants and refers graffiti reports to the Youth Employment Institute and Goodbye Graffiti for graffiti removal services on private property that qualify for free removal. The program also coordinates annual collaborative neighborhood/business area cleanups.

## **Grantees and Contractors**

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Elders in Action: Elders in Action, a powerful voice of older adults since 1968, works with the City of Portland to help ensure that city services are "elder friendly" and that City staff and community partners are prepared to meet the needs of the growing senior population. City dollars help Elders in Action to continue to advise city officials, connect the talent of older adults for the good of the city, and provide services so that residents may be actively involved with their community. This work is carried out by harnessing the wisdom, talent, and experience of 130 volunteers.

Elders in Action volunteers provide aging-awareness training, elder-friendly evaluations, and related services for City personnel and partner agencies.

Resolutions Northwest: RNW addresses neighborhood livability, nuisance, and safety issues by providing free neighborhood mediation services, collaborative decision-making and problem-solving groups in conflict (including siting of community residential facilities and good neighbor agreements), and training and education in community conflict-resolution. By utilizing professionally-trained and mentored volunteer mediators and facilitators and building partnerships and collaborative relationships with diverse community partners, RNW empowers community members to use appropriate conflict resolution skills in all areas of their lives.

Portland Citizens' Disability Advisory Committee (PCDAC): The PCDAC consists of 11 volunteers. Nine experience a disability and five, most with disabilities, also work. These volunteers advise Portland's City Council and bureaus about disability issues. PCDAC also responds to questions from Portland bureaus and residents and informs the general public

about disability issues. Our goal is that Portland will become the model of a welcoming and accessible municipality.

## **ONI Labor-Management Committee**

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A Labor-Management Committee (LMC) is a tool to help improve overall workplace environment and relationships. Labor and Management designate representatives who meet regularly to jointly identify, discuss, and resolve problems.

The goal of LMC is to create and sustain a supportive and cohesive ONI, where all employees have a sense of connection to a common purpose, and work together effectively to better serve citizens.

### **Program Definitions**

The City's Budget Memo #2 requires all bureaus to take the following steps as they develop their budget submissions:

1. Define programs and services.
2. Rank those programs and services on two scales: core mission and community priority.
3. Develop cut packages of 2.5% and 5% by first looking for efficiencies and then using the rankings to determine which programs and services should be reduced and/or eliminated.
4. Convene a bureau Budget Advisory Committee (BAC) to review and comment on the bureau's efforts on each of the above steps.

How we define our programs will have an impact on every aspect of the BAC's process. A subcommittee was formed to recommend program definitions prior to the December 16 meeting. The process of ranking programs and services will begin at that meeting.

A handout was distributed providing some preliminary thoughts on possible program definitions. The BAC decided to form a subcommittee to develop recommendations for the larger committee for the December 16<sup>th</sup> meeting. The handout also captures the general financial picture for ONI. Since the bureau has substantial one-time funds that will not be continued next fiscal year. Current program's one-time versus ongoing funding is not to be considered in the program ranking. ONI will need to go from current year budget of \$7.27 Million to either \$5.78 Million (loss of one-time plus 2.5% cut) or \$5.51 Million (loss of one-time plus 5% cut). This results in a cut ranging from \$1.49 to \$1.76 Million.

**Next Meeting**  
**Tuesday, December 16, 2:00-5:00pm**  
**Portland Building, 1120 SW 5th Ave, 2nd Floor**