

3 Year Program Goals by Center	STRUCTURES FOR INCLUSION	ADAPTIVE GOVERNANCE	FULFILLED / EMPOWERED PORTLANDERS
<b>Business Operations &amp; Administration</b> <ul style="list-style-type: none"> <li>All program services offered in English and Spanish (one-person programs not included/fewer one-person programs.)</li> <li>This team has operational competencies to support the many ways community want to engage digitally.</li> <li>Data and metrics are used to provide thorough analysis of ONI community impact, with adjustments made accordingly.</li> </ul>	X X	Y Y	Z Z
<b>Cannabis Program</b> <ul style="list-style-type: none"> <li>Create a local framework for social consumption of cannabis while advocating for change in State rule and law.</li> <li>Develop a multi-bureau model of local cannabis regulation.</li> <li>Fund and facilitate dispersal of funds for record clearing, expungement, and workforce development.</li> <li>Ensure 100% building code compliance with active commercial cannabis Producers and Processors.</li> </ul>	X	Y Y Y	Z X X
<b>Community &amp; Neighborhood Involvement Center</b> <ul style="list-style-type: none"> <li>Team actions will produce significant and meaningful increases in program inclusivity and diversity by 70%.</li> <li>In partnership with other ONI programs, expand the breadth of community and agency partnerships to develop a more holistic approach to public safety, livability, and resiliency.</li> <li>Generate the energy to connect through more art, play, and joy resulting in a doubling in participation of communities impacted by oppression at every CNIC gathering by 2021.</li> </ul>	X	Y	Z Z
<b>Crime Prevention</b> <ul style="list-style-type: none"> <li>Improve public safety awareness and increase civic engagement opportunities for communities that have historically been under engaged and not well served by government.</li> <li>Implement training and education initiatives, transitioning from solely complaint driven to a more proactive model.</li> <li>In partnership with other ONI programs, expand the breadth of community and agency partnerships to develop a more holistic approach to public safety, livability, and resiliency.</li> </ul>	X	Y Y	Z Z
<b>Information &amp; Referral</b> <ul style="list-style-type: none"> <li>Citywide Service Delivery System implemented, Portlanders can easily and effectively access City information and services.</li> <li>70% One Call Resolution Rate for call center.</li> <li>Rate of Contacting by Community Members Increase 20% and 30% for Underrepresented Community Members</li> </ul>	X	Y	Z Z
<b>East Portland Neighborhood Office</b> <ul style="list-style-type: none"> <li>Enhance community building and civic engagement infrastructures to increase the partnerships serving East Portlanders by 20% annually.</li> <li>Increase the coordination and collaboration between the Community-building and Advocacy Programs, and the East Portland Action Plan to address the 268 action items.</li> <li>Examine and evaluate city and community owned models for district collations to develop recommendations for their role, structure &amp; program delivery model.</li> </ul>	X X X	Y Y	Z Z Z
<b>North Portland Neighborhood Services</b> <ul style="list-style-type: none"> <li>Conduct a community needs assessment to evaluate community building and civic engagement infrastructures.</li> <li>Examine and evaluate city and community owned models for district collations to develop recommendations for their role, structure &amp; program delivery model.</li> <li>Develop non-governmental sources of funding for community driven programs.</li> </ul>	X X X	Y Y Y	Z Z Z
<b>Livability</b> <ul style="list-style-type: none"> <li>Develop a City-wide livability framework that incorporates methods for restorative well-being that enhances livability, quality of life, and sense of place.</li> <li>Empower community members by facilitating collaborative opportunities that encourage an inclusive community voice and constructive dialogues that contributes to problem-solving related livability issues.</li> <li>Increase outreach and education about the benefits of the Livability Programs to reduce the number of complaint-based calls by 20%.</li> <li>In partnership with other ONI programs, expand the scope of community and agency partnerships to develop holistic approaches to address nuisance and livability concerns.</li> </ul>	X X X	Y Y Y	Z Z Z Z