



## *2011 Neighborhood Programs Report*

August 30, 2012



Minneapolis **Neighborhood & Community Relations**

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## EXECUTIVE SUMMARY

Welcome to the first annual report on neighborhood programming from the Neighborhood and Community Relations Department (NCR). This report covers

- Calendar year 2011 activities of the new Community Participation Program (CPP),
- An update on recent Neighborhood Revitalization Program (NRP) activities, and
- An overview of the Department's expanded work with neighborhood groups.

It is our hope that by examining and discussing this information on an annual basis, NCR will continue to improve the services it provides to Minneapolis residents, and will assist neighborhood groups bettering their own processes and expanding outreach to previously underserved residents.

The report draws on information from a variety of sources, but three are primary. A sampling of Neighborhood Annual Reports on their CPP activities is the first source. This information is primarily qualitative. Financial data from NCR's PlanNet database and from the City's Development Finance Division (DFD) is a second source, and is more quantitative in nature. The third source of information are the responses from a June 2012 Neighborhood Survey. Additional information is derived from NCR department work on governing and access issues.

## NEIGHBORHOOD PROGRAM TRANSITIONS

2011 was the first year of the Community Participation Program and was a year of changes for neighborhood organizations. The nature of the Minneapolis neighborhood programming began its formal transition from an investment based model (NRP) to the new focus on community engagement (CPP). The NRP office that neighborhoods had grown to know over 20 years closed, with all of the administrative support and neighborhood support services being transferred to the new NCR Department.

Neighborhoods were also met with changes to the still new CPP program guidelines.

- In December 2010, City Council action reprogrammed \$10 million from the NRP to the CPP program as a result of this action near the end of the 2011, the City Council adopted a major revision to the original CPP guidelines. It also:
  - repurposed the Neighborhood and Community Engagement Commission (NCEC),
  - established the new NRP Policy Board, and
  - advanced the Equity Funds to address the inequities created with the reprogrammed funds.

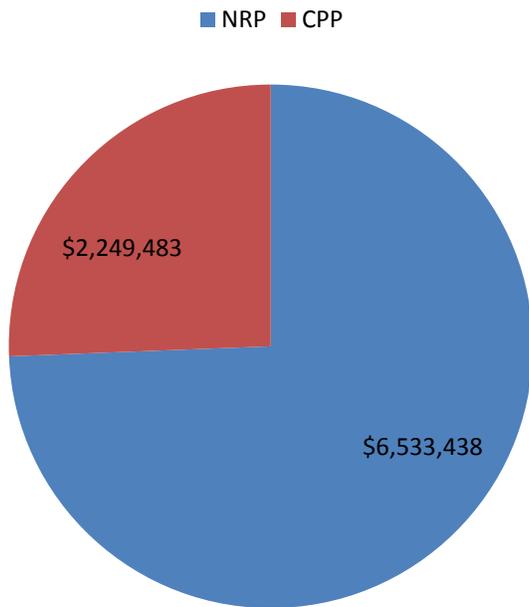
## NEIGHBORHOOD FUNDING

We are happy to report that, despite these challenges, 2011 brought many successes.

- The Neighborhood and Community Engagement Commission (NCEC) approved 69 CPP submissions sent in by neighborhood groups.
- 2011 CPP expenditures including *Rebuilding Our Communities* funds totaled \$2,249,483 – an underestimate of the true level of activity, given that many neighborhood groups do not bill until after the end of a calendar year.
- 2011 NRP expenditures totaled \$6,533,438, with \$5,371,017 going to neighborhood groups.

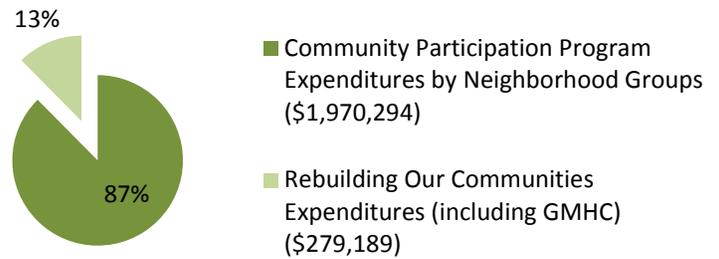


## 2011 CPP and NRP Expenditures



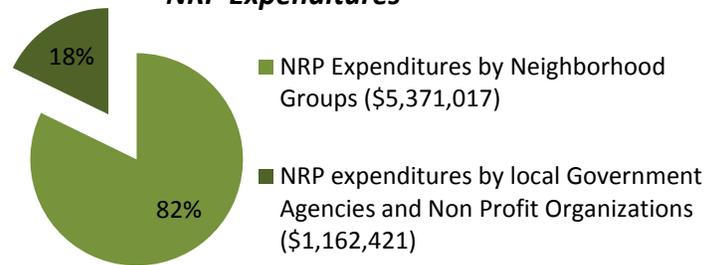
Total 2011 CPP and NRP Expenditures: \$8,782,921  
 Source: City of Minneapolis NCR Department, PlanNet

### CPP Expenditures



Total 2011 CPP Dollars Expended: \$2,249,483

### NRP Expenditures



Total 2011 NRP Dollars Expended: \$6,533,438

## NCR DEPARTMENT PERFORMANCE

The NCR Department is committed to helping neighborhood groups continuing to succeed. In addition to day-to-day staff guidance, NCR works to establish strong connections with neighborhood groups by providing them with the following services:

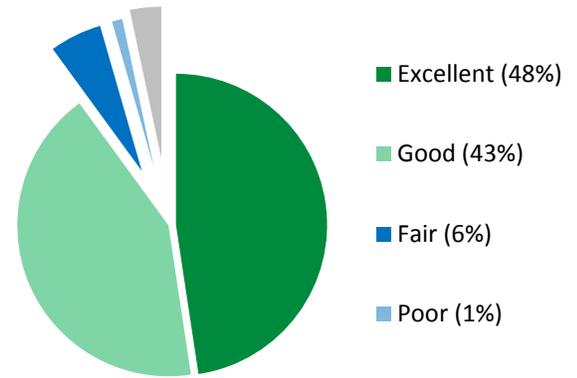
- **Training** - In 2011, NCR staff provided 11 workshops for neighborhood organization boards on topics such as Board roles and responsibilities, strategic planning, and conducting focus groups.
- **Audits** - NCR is continuing the practice of conducting regular audits and limited financial reviews of neighborhood organizations using an independent auditor, Mike Wilson and Associates, as well as the Office of the State Auditor.
- **Legal Services** - NCR retained the services of Borenstein and McVeigh Law Firm to provide outside legal counsel for neighborhood organizations on governance issues.
- **Insurance** - NCR manages two insurance pools – Directors and Officers and General Liability – to protect neighborhood organizations against the cost of unforeseen mishaps and liabilities.

The beginning of 2012 indicates a promising future for neighborhood programming within NCR.



- Over half of eligible neighborhood organizations have submitted Community Participation Plans for the program's second cycle of funding (2012).
- Most submissions include requests for assistance in increasing outreach to populations not previously involved.
- Over 72% of neighborhoods were represented at NCR's first Community Connections Conference in February.
- Dozens of neighborhoods are working on details related to the May 2013 national Neighborhoods, USA (NUSA) conference in Minneapolis.
- The NCR Department has assumed NRP administrative responsibilities, coordinating the approval of
  - 27 plan modifications,
  - one Phase II plan approval, and
  - 130 contracts or amendments totaling \$3.8 million.

### Conference Overall



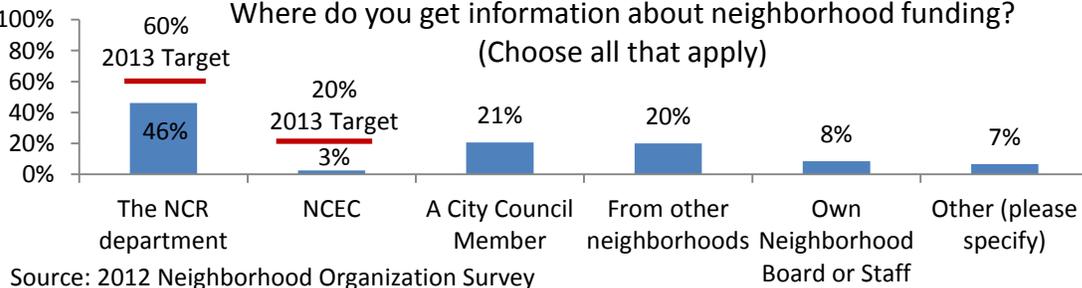
Source: Post Conference Survey, conducted by the NCR Department

Customer service is important in supporting ongoing, strong relationships with community partners and neighborhood organizations. During this transition year, with the closure of the NRP office and when sensitivity was heightened among many involved in neighborhood organizations, the levels of satisfaction of Department staff returned was unexpectedly high.

NCR Staff Very Good or Good Favorability Ratings (as reported by the 2012 Neighborhood Organization Survey):  
 Timely Response: 83%  
 Knowledge: 73%  
 Courteousness: 69%

### NEIGHBORHOOD AND COMMUNITY ENGAGEMENT COMMISSION (NCEC)

#### Where do you get information about neighborhood funding? (Choose all that apply)



Source: 2012 Neighborhood Organization Survey

NCR's advisory body, the NCEC, shares the Department's commitment to well-functioning and inclusive neighborhood groups. The NCEC reviewed and approved all 2011 CPP submissions and has taken on several thankless jobs, including responding to the City

Council's Equity Directive, reviewing NRP ordinance changes, revising the CPP guidelines, and repurposing its own mission and outreach practices. Even with the work they have done, neighborhoods are not looking to the NCEC as an information resource.



## NRP CLOSE OUT

At the end of 2011 the NRP office closed due to the legislated sunset of the NRP Joint Powers Agreement. During 2011, NCR prepared for assuming responsibilities for continuing NRP programs and obligations. As a result, most NRP programs, policies and procedures have been successfully taken up and continued by NCR.

### NRP PROGRAM ADMINISTRATION

In coordination with the Development Finance Division (DFD), NCR assumed responsibility for oversight of NRP programs and procedures, including continued NRP action plan development and implementation, action plan modifications, NRP contract development and oversight, as well as the review and processing of neighborhood organization payment requests. NCR and DFD staff are in the early stages of reviewing and updating NRP policies, including the NRP Newsletter Policy, Grievance Procedure Policy, Audit Policy and others.

### NRP POLICY BOARD

The re-established NRP Policy Board began meeting in February 2012. The Policy Board will continue to review NRP plans submitted by neighborhoods as well as review of the new neighborhood priority plans called for in the CPP.

### NRP OFFICE CLOSEOUT EXPENSES

In early 2012, NCR assumed responsibility for conducting the final closeout of the NRP office. In January and February of 2012, NCR inventoried the NRP office to determine how to dispose of remaining NRP records and materials. NCR staff, in coordination with CPED and DFD staff, identified materials that were to be retained by NCR and DFD as active files, and which would be retained by the office of the City Clerk and others, such as the Minneapolis Central Library for archiving. Expenses also include the cost of moving NRP records, materials and equipment to the NCR and DFD offices.

The following are the final reported expenses related to the actual closeout of the NRP office:

Expense	Amount
NRP Office Rent- January and February, 2012	\$ 12,292
NRP Policy Board Audit	\$ 3,870
Morse Agency (D&O Insurance)	\$ 10,583
Property Services (office move)	\$ 2,968
PlanNet Database Transfer	\$ 10,000
<b>Total</b>	<b>\$ 39,713</b>



These costs were incurred by NCR, but were not included in its 2012 budget. At its final meeting in December 2011, the NRP Policy Board designated \$50,000 of its unexpended administrative fund balance (Fund 42300) to be used for final close-out costs, with the remainder being made available to neighborhood organizations.

The City Council has already authorized the release of the remainder of the NRP Administrative Fund to neighborhood organizations through the 2012-13 Equity Fund. These allocations were included as part of the 2012-13 Community Participation Program allocations.

#### AGREED UPON PROCEDURES

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A review of the financial processes of NRP was conducted a report prepared by the Office of the State Auditor in March of 2012, a copy of which can be found on the website of the Office of the State Auditor.

#### NEW NCR DEPARTMENT INITIATIVES

Based on the information contained in this report, the department will focus its resources in the following areas:

- **Training** - Phase in required training for neighborhood staff and board members on financial procedures, roles and responsibilities. The goal will be to build the capacity of neighborhood organization by providing training every three years.
- **Americans with Disabilities Act (ADA)** - Continue efforts to bring a greater level of visibility and awareness about ADA issues. The Department has also worked to increase both access and participation of individuals with disabilities into City and neighborhood organizations activities and is developing a City-wide plan to build ADA compliance. This plan will include the following components:
  - ADA Board and Staff Training
  - ADA Resource Manual
  - Inspections and Compliance Inventory Checks
  - Recommendations on Grievances Procedure
- **Neighborhood and Community Engagement Commission** - Increase awareness of the work and purpose of the NCEC by encouraging Commissioners to attend meetings in their neighborhoods and increase outreach to stakeholders in the community.
- **Cultural Engagement** - Support the work of neighborhoods to increase levels of cultural engagement in their organizations. The Department is working with the NCEC to develop the Blueprint for Equity – a strategic plan for building and supporting greater cultural engagement and inclusion in the work of neighborhood organizations.

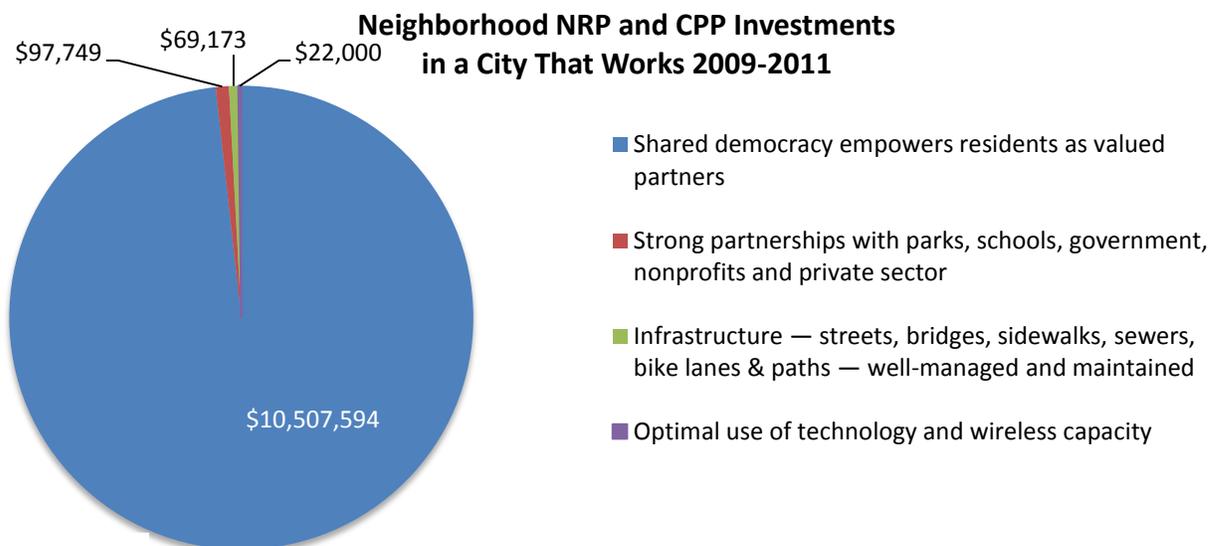




## NEIGHBORHOOD WORK AND CITY GOALS

The following stories demonstrate the impact of neighborhood groups as key City partners. Some stories exemplify what most neighborhoods routinely do (e.g. run a housing program) and those so long running that it would be easy to take them for granted (e.g. the 4<sup>th</sup> Precinct CARE Task Force and the South Minneapolis Housing Fair). Other stories, however, tell about the capacity of neighborhood organizations to develop unique, small scale, and detailed responses to local issues (e.g. the Building Bridges Book Club, or the Seward Bike-Walk center). Often lost in the data, these stories highlight where neighborhood organizations provide the most important contribution to City life. This report attempts to provide a taste of a few of these valuable projects and a closer look at neighborhood organization work by City goal.

### CITY OF MINNEAPOLIS GOAL: A CITY THAT WORKS



Total: \$10,696,516

Source: PlanNet

Listed below are samplings of projects funded under the City of Minneapolis Goal: A City That Works

#### CORCORAN: 2225 EAST LAKE STREET REDEVELOPMENT

In December 2010, the School Board voted to support L&H Station Group's concept redevelopment plan for the 6 ½ acre property at 2225 East Lake Street. The plan included space for the Midtown Farmers Market and addressed other community objectives. Since then, the Corcoran Neighborhood Organization has organized a task force of local stakeholders to work with the developer to further articulate the goals of the site. On November 3, 2011, L&H Station Group presented revised plans in anticipation of approaching the City Planning Commission and



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Minneapolis City Council for approvals to break ground on the first of several anticipated phases of construction. The neighborhood organization's role has been to educate and engage residents and stakeholders to ensure the best result for Corcoran. Efforts by residents and local government to shape the future of 2225 East Lake extend back over 10 years.

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#### MARCY HOLMES: FOCUS GROUPS

As part of its Community Participation Program efforts, the Marcy-Holmes Neighborhood Association expanded its outreach efforts by leaps and bounds. Focus groups were held with riverside residents, neighborhood religious institutions, students, international students, sorority house directors, landlords and property managers, people familiar with real estate and fund raising, "creative neighbors", and non-student renters. A focus group was offered to neighborhood businesses, but there were no participants, perhaps because the neighborhood group already collaborates with the Dinkytown Business Association. One result of the neighborhood's focus groups was that residents said they do not want to attend many meetings but were eager for more social/informational functions. In response, neighborhood quarterly general membership meetings are now held at neighborhood restaurants to boost meeting attendance and enhance sociability. For those unable to attend focus groups, the neighborhood association widely circulated a short questionnaire to help identify neighborhood priorities. Written responses came from neighborhood institutions, such as Marcy Open School staff members. Several one-on-one interviews were also conducted with newer residents, especially those with children.

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#### FOLWELL AND WEBBER-CAMDEN: TORNADO RESPONSE

On May 22, 2011, a tornado blew through North Minneapolis, leaving a path of destruction that affected hundreds of families and dwellings. The morning after the storm, Folwell Neighborhood Association and the Webber-Camden Neighborhood Organization opened their doors, operating with emergency lighting and cell phones, but with a clear understanding that their work was to be present, to communicate information to residents in need of resources, and be a point of contact for city agencies. In 2011 alone, more than 500 people used Folwell's free fax and notary service – many for transmitting multi-page, storm related insurance documents and responding to requests for assistance. In the months following the tornado, the neighborhood groups were pivotal in Northside projects that marshaled hundreds of volunteers who collected and removed hundreds of tons of debris from the affected neighborhoods. Staff and program energy continues to be directed towards rebuilding the physical and social infrastructure of the community.

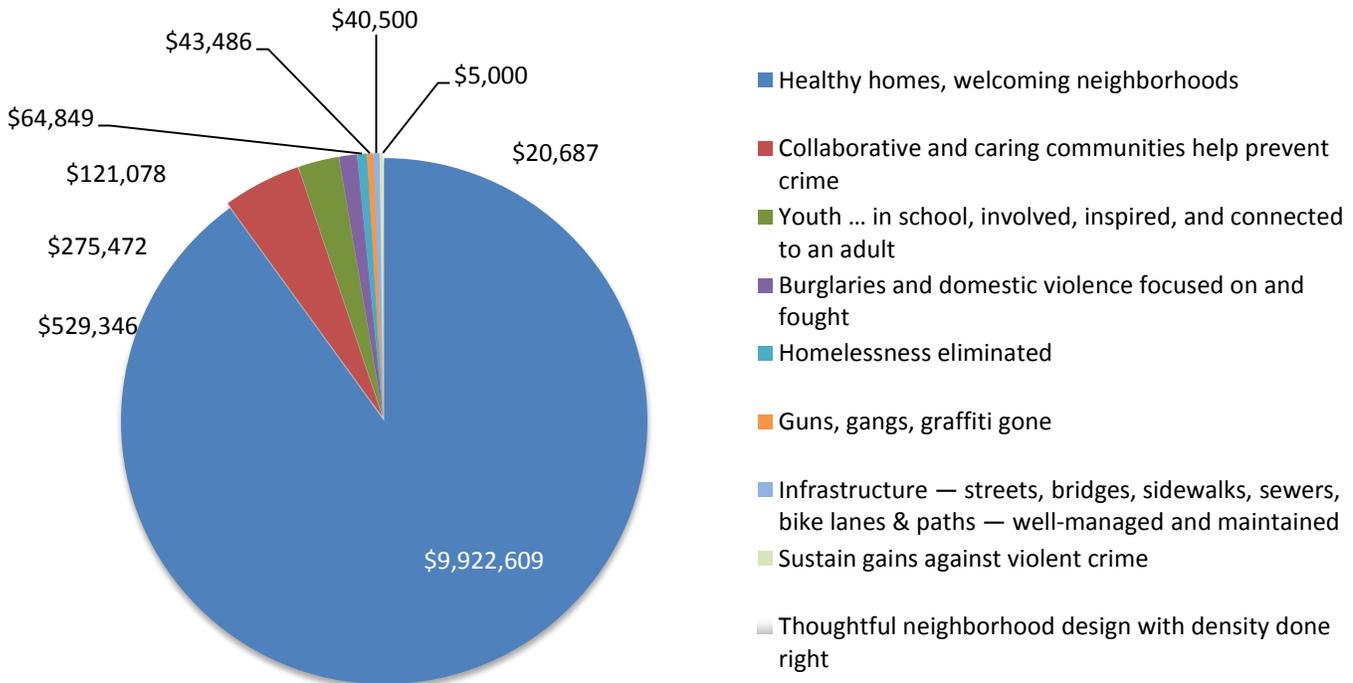
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#### NORTHSIDE NEIGHBORHOODS COUNCIL

Following the May 2011 tornado, NCR worked with North Minneapolis neighborhoods to form the Northside Neighborhoods Council. In one of its first projects, the Council partnered with the Public Works department and other neighborhood groups to organize two Saturday clean sweeps in June. After all the cameras had left, some 350 volunteers (including city employees) braved more rain and picked up almost 700,000 pounds of debris (including 5,760 pounds of tires) in North Minneapolis – several times the amount collected by larger groups a couple of days earlier. The Northside Neighborhoods Council continues its work – now hosting forums as residents continue the work needed to rebuild this community.



### Neighborhood NRP and CPP Investments in A Safe Place to Call Home 2009-2011



Total: \$11,023,027

Source: PlanNet

Listed below are samplings of projects funded under the City of Minneapolis Goal: A Safe Place to Call Home

#### FOLWELL: 4TH PRECINCT CARE TASK FORCE

The Folwell Neighborhood Association originated the 4th Precinct CARE Task Force in 1998 and has met weekly ever since. The work of the CARE Task Force is centered in public safety, crime prevention and intervention. The successful “We Watch We Call” initiative builds resident awareness and community engagement by connecting residents on each block with solutions to problems. It also introduces the idea of neighbor to neighbor support as a sign of a healthy neighborhood. Over 3,000 “We Watch We Call” signs have been placed in Northside neighborhoods – 1,300 of those in 2011 alone.



## FIELD: SCHOOL PROJECTS

The Field-Regina-Northrop Neighborhood Group has always enjoyed a close partnership with area schools, including Field Community School. In addition to supporting projects brought forth by the Field PTA, the neighborhood has recently sponsored projects including the installation of a new fence and an electronic sign. The easily visible electronic sign advertises events related to both the school and the neighborhood organization. The wrought iron fence along the 46th Street school boundary provides an attractive barrier between the playground and a busy street.

## WAITE PARK AND MARCY-HOLMES: NRP HOME LOAN PROGRAMS

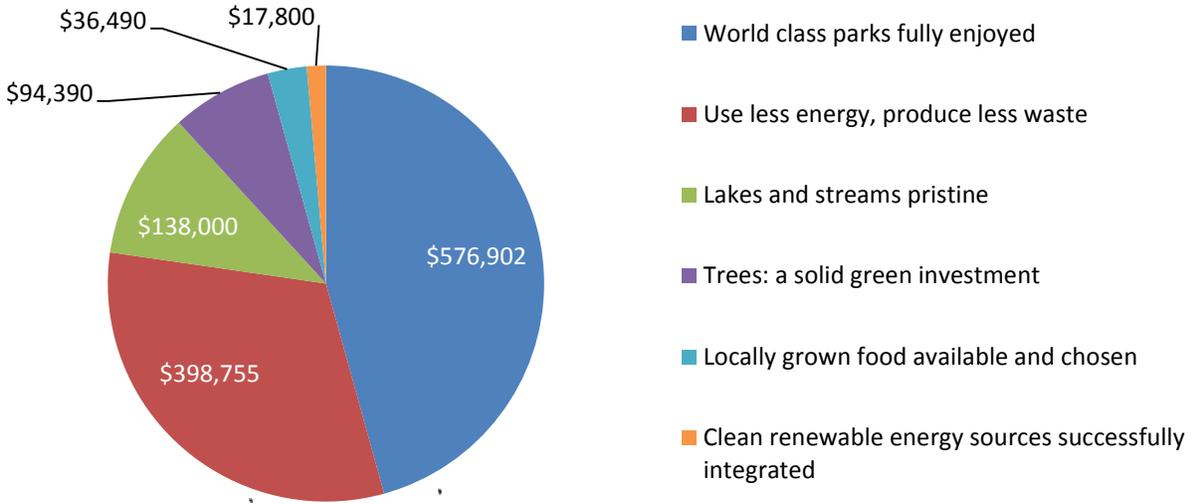
Several neighborhoods retooled and relaunched their home improvement programs. The Waite Park Community Council, for example, retooled an existing home loan program with over \$100,000 worth of untapped funds, added program income from four dormant loan programs and reintroduced the program. Marcy-Holmes, another example, reduced the interest rate on their loans to 2.5% to attract more participants but kept the program available to absentee landlords and owner-occupants of housing containing 1 – 4 units. In 2011, an additional \$90,000 in home improvement loans was originated in this neighborhood alone.

## WAITE PARK: WELCOME PACKETS

Waite Park Community Council launched a “welcome package” program for new residents. The package includes a t-shirt or travel mug with the Waite Park Neighborhood logo, a Waite Park magnet advertising neighborhood public meetings and contact information, a map displaying the area’s amenities, and a \$50 security rebate form for homeowners. During National Night Out (NNO), neighborhood board members brought welcome packets to each block party and met with neighbors to discuss area concerns. The packets proved to be a great way of introducing new residents to Waite Park and informing them of the opportunities for them to voice their issues and get involved.



### Neighborhood NRP and CPP Investments in Eco-Focused 2009-2011



Total: \$1,262,377  
Source: PlanNet

Listed below are samplings of projects funded under the City of Minneapolis Goal: Eco-Focused

#### COMMUNITY ENERGY SERVICES

Over the past three years, 28 Minneapolis neighborhood groups have participated in the Community Energy Services Program run by the Center for Energy and Environment (CEE). In this program, homeowners were able to attend free workshops where they could learn new, no cost or low cost strategies to save energy and money in their homes. Workshop attendees could then sign up for personalized home visits by energy professionals who ran diagnostic tests, installed free energy saving materials and found the home’s best opportunities for saving energy and reducing utility bills. Neighborhoods such as Cleveland and Hawthorne used NRP funds to make home visits free for homeowners, and neighborhoods such as Corcoran (with a 15% participation rate) won awards for mobilizing residents to adopt energy-efficient behaviors. Over 3,500 home visits were made in all.



## MCKINLEY: MCKINLEY COMMUNITY CSA



In 2010, the McKinley Community began pursuing urban farming as a way to improve the use of their community garden space and learn organic growing practices. In the inaugural year, volunteers and supporters of the new McKinley CSA (community supported agriculture) provided weekly shares of vegetables from the community garden to seven paying member households. In 2011, with \$85,000 of NRP funds and support from the McKnight and Pohlad Foundations, McKinley Community was able to hire people to manage the CSA, more than triple (from 8 to 28) the number of paying members, and buy a vacant commercial building that houses the operations of the CSA, the offices of the neighborhood

organization, and community meeting space.

## LINDEN HILLS: WASTE FREE EVENTS

In 2006, a group of citizens concerned about climate change thought that they might be able to identify some actions that regular people could take to make a difference. Organized as Linden Hills Power and Light (LHP&L), the group worked with the City to introduce a curbside composting pilot in Linden Hills and then looked for other ways to reduce waste. LHP&L worked with the Linden Hills Neighborhood Council (LHiNC) to make their annual neighborhood festival "zero waste". The festival generated just two bags of trash the first year (2008), one bag the next year and half a bag in their third year. Lynnhurst and Fulton festivals took note of the LHiNC success and introduced zero waste efforts at their events as well. Since then, the group has successfully worked with the Uptown Art Fair (the second biggest event in the State after the State Fair) to add organics recycling, and with the City to change policy, requiring all events to offer recycling starting in 2013.



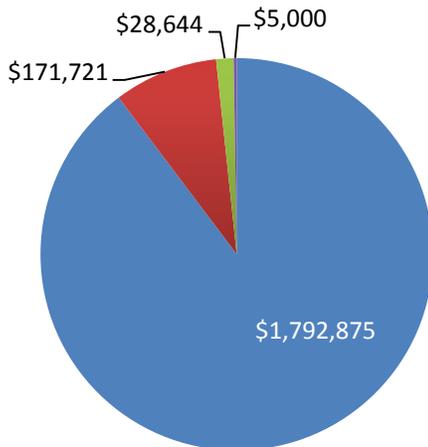
## EAST CALHOUN: WASTE WATCHERS



East Calhoun Community Organization's (ECCO's) Green Team used a \$2,000 Hennepin County grant to create Waste Watchers – a program to reduce neighborhood waste through the organics collection pilot program and increase curbside recycling. ECCO promoted the program through the Uptown Neighborhood News (UNN), monthly e-newsletters, the ECCO website, door-knocking and neighbor-to-neighbor discussions. It also provided participants free supplies (cloth bag, compostable bags and countertop compost pail) to help implement the new system. To create further awareness, they designed, built and raced a Waste Watcher-themed boat in the Aquatennial Milk Carton Boat Races; organized a Tour de Compost and two waste reduction workshops; and conducted two surveys whose results showed that 84% of those surveyed reduced their household trash over the course of the project and, of these, 75% were composting more and 44% were recycling more. East Calhoun was selected as one of two neighborhoods in Minneapolis for the single-sort recycling pilot (in part due to the neighborhood's 32% increase in the amount of recycling collected) and contributed to the City's decision to implement single-sort recycling citywide in 2013.



### Neighborhood NRP and CPP Investments in Jobs and Economic Vitality, 2009-2011



- Strong commercial corridors, thriving business corners
- Proactive business development in key growth areas
- Teens prepared with career and life skills
- Talent magnet connecting people to training and jobs to people

Total: \$18,282,240

Source: PlanNet

Listed below are samplings of projects funded under the City of Minneapolis Goal: Jobs and Economic Vitality

#### SHERIDAN: 13TH AVENUE NORTHEAST STREETLIGHTS

The Sheridan Neighborhood Organization (SNO) continued its focus on 13th Avenue NE by using approximately \$300,000 of NRP funds to pay for the installation of streetlights along the Avenue. This builds on SNO’s early work with artists and its previous commitment to 13th Avenue that have supported the renovation the Ritz Theatre, provided facade improvement assistance to 13th Avenue businesses, and installed bike racks along 13th. In addition to supporting the goal of Jobs and Economic Vitality along a “minor corridor”, the new 13th Avenue streetlights address the City goal of A Safe Place to Call Home - People and businesses thrive in a safe and secure city. Next on SNO’s list for 13th Avenue is assisting with completion of the much awaited Sheridan Memorial Park.

#### ELLIOT PARK: CHICAGO AVENUE CORRIDOR

Few projects happen overnight. In the Elliot Park neighborhood, work on Chicago Avenue between 17th and 5th Streets progressed from redesign to reconstruction to analysis of property development potential in 2008-2011. In 2008 Elliot Park Neighborhood, Inc. (EPNI) used a Mayor’s Great City Design Teams grant to conduct workshops on the redesign of Chicago Avenue, with AIA architects and 50 Elliot Park community members participating. In 2009, EPNI collaborated with the City to incorporate these redesign elements into the actual reconstruction plans and secured the support of property owners for additional assessments for amenities. In 2011, EPNI received funds



from CPED to produce site plan analyses and project development proposals for undeveloped and underdeveloped parcels. Although the investment in Downtown East and Elliot Park was not originally forthcoming, the level of investment will likely increase with the decision to build the new Vikings stadium on the Metrodome site. The Avenue will transect the public plaza planned for the west side of the new stadium. As a result, EPNI believes that the Chicago Avenue redesign and reconstruction work will finally pay off.

#### CEDAR RIVERSIDE: TRIPLE C CAFÉ

In 2011, the Brian Coyle Community Center opened the Triple C Café, a youth run coffee cart. Created to provide youth from the Cedar Riverside neighborhood the opportunity to learn valuable business and leadership skills and gain on-the-job training experience, the Triple C Café has successfully supported over 25 youth in their efforts to be contributing members of the community. The \$8,000 in Cedar Riverside NRP funds committed to the project has leveraged an additional \$37,000 in private foundation funding.



#### PROSPECT PARK: 2020 DEVELOPMENT FRAMEWORK



In 2011, the Prospect Park-East River Road Improvement Association (PPERRIA) used \$15,000 of NRP funds to support a predevelopment framework for the new Central Corridor LRT Prospect Park Station area. PPERRIA's goal is to ensure that new development contributes to a diverse, vibrant, accessible, connected and affordable transit oriented community by its planning, design and sustainability criteria. The study area is one of four designated growth centers in Minneapolis, and Prospect Park is predicted to experience the earliest development pressure on the Central Corridor. Market analysis indicates the area can attract development totaling about \$438 million including 1,950 residential units

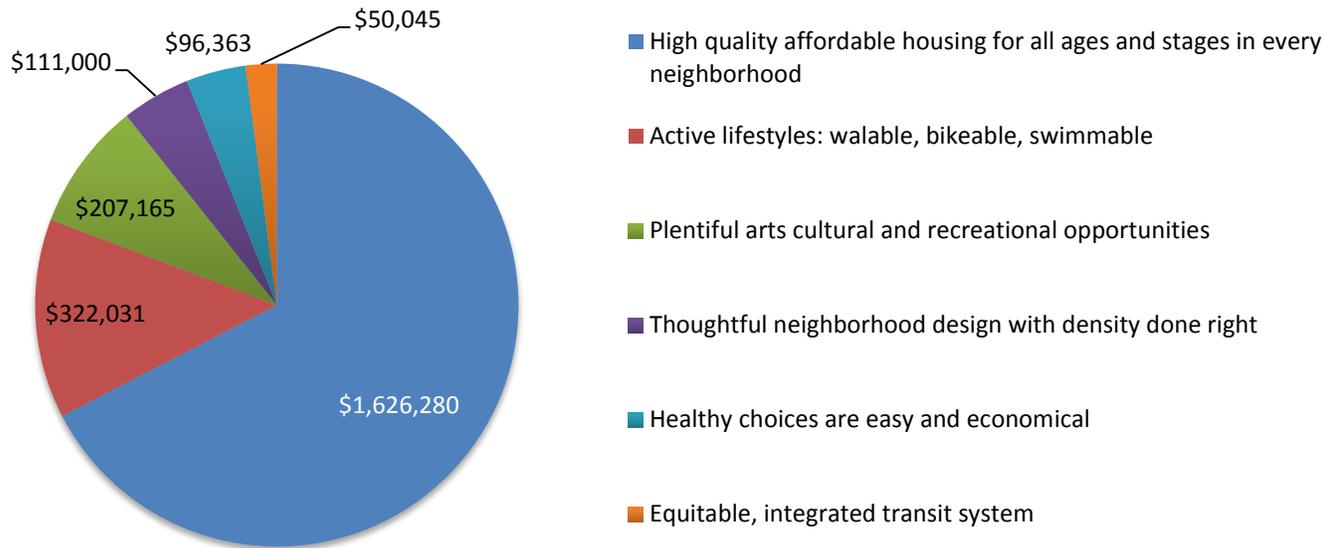
and 614,000 square feet of commercial/cultural development.

#### WHITTIER: VERTICAL ENDEAVORS

From stacks of ice to walls of stone, the conversion of the former Cedar Lake Ice House to Vertical Endeavors' urban climbing facility was a clever and appropriate adaptive reuse of a unique property. The facility has drawn a new population to the Whittier neighborhood to support its active commercial corridor. Additionally, the Ice House public plaza highlights the "destination" aspect of the development and Eat Street. The Whittier Alliance and neighborhood were active participants in achieving a neighborhood preferred outcome for the development. The adaptive reuse of the property also supports the historic preservation component of Whittier's new Strategic Plan.



### Neighborhood NRP and CPP Investments in Livable Communities, Healthy Lives, 2009-2011



Total: \$2,412,884

Source: PlanNet

Listed below are samplings of projects funded under the City of Minneapolis Goal: Livable Communities, Healthy Lives

#### WENONAH: BENEFITING BOSSEN

The Benefiting Bossen Group started by Council Member John Quincy has created an opportunity to make lasting improvements in the safety, appearance, building conditions and overall livability in the Bossen area. The group’s work is a concerted effort to bring concerned parties from multiple areas of government together with neighborhood representatives, social service agencies, and property owners and management companies. Representatives of the Nokomis East Neighborhood Association have door-knocked in Bossen to learn about residents’ concerns and to let Latinos in the area know about the neighborhood association and to encourage them to attend the NNO parties. Group participants are committed to supporting initiatives that will improve the living conditions for Bossen residents.



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#### EAST PHILLIPS: BII DI GAIN DASH ANWEBI



Opening fall 2012 by CommonBond Communities, Bii Di Gain Dash Gain Anwebi offers an affordable, accessible and comfortable lifestyle for seniors through its 47 one-bedroom apartments. Its amenities include: controlled access entry, laundry facilities, a community room with full kitchen, a computer lab, and both covered and uncovered surface grade parking. Bii Di Gain Dash Anwebi's

convenient location at 24th and Bloomington in the East Phillips neighborhood also offers easy access to medical services, bus lines, communities of faith and shopping. Income qualified seniors will pay only 30% of their monthly income for rent. Advantage Services provides support services designed to help residents live independently in a caring community. Support for this development includes over \$300,000 in NRP Affordable Housing Reserve Funds from the Midtown Phillips and East Phillips neighborhoods.

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#### LONGFELLOW: UNIVERSAL ACCESS PLAYGROUND

A new playground in the works for the Wabun Picnic Area in the Hiawatha Neighborhood will be "universally accessible," meaning that 70% of the play features will be accessible, far more than required by the American Disabilities Act (ADA). It will be a playground where children and adults, with or without disabilities, can challenge themselves to explore, interact and play with independence and dignity. The playground has received support from the Minneapolis Park and Recreation Board, People for Parks, Falls for All, the Longfellow Community Council, and many others.

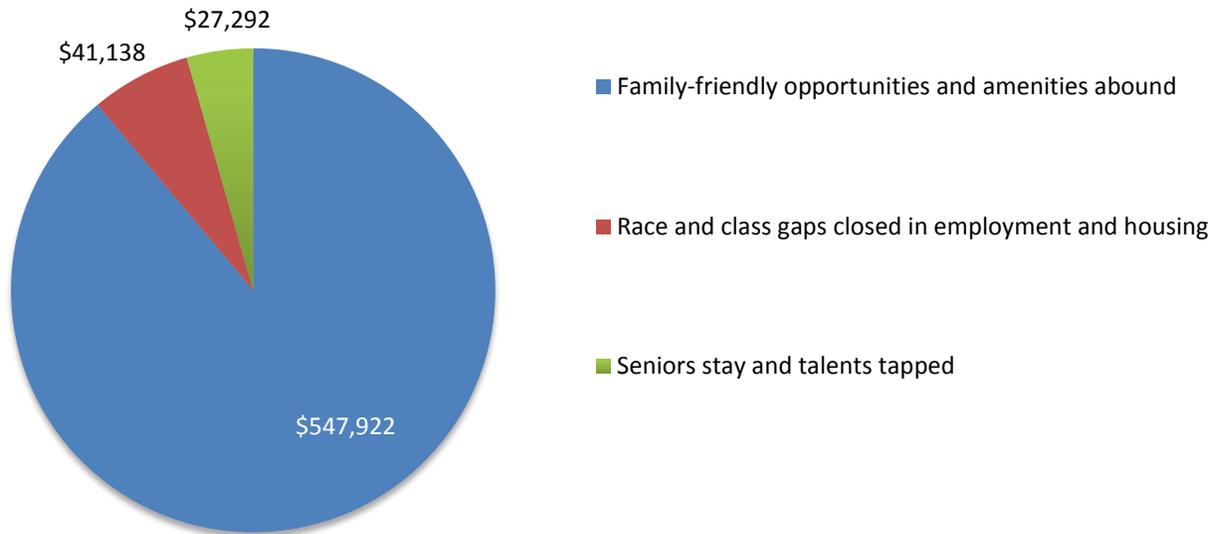
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#### SOUTH MINNEAPOLIS HOUSING FAIR

Having just completed its 18th year, the South Minneapolis Housing Fair is another example of a neighborhood-supported resource that Minneapolis residents have come to expect. Traditionally held at South High School, the Housing Fair offers over a dozen workshops and information by nearly 100 exhibitors. The Fair is sponsored by the Nokomis East Neighborhood Association in cooperation with the Bancroft, Bryant, Corcoran, Lyndale, Seward neighborhood groups, business representatives and South Community Education. This event has been attended by thousands of residents since its inception.



### Neighborhood NRP and CPP Investments in Many People, One Minneapolis, 2009-2011



Total: \$616,352

Source: PlanNet

Listed below are samplings of projects funded under the City of Minneapolis Goal: Many People, One Minneapolis

#### CENTRAL: BUILDING BRIDGES

When race-based dialogue about a dog park highlighted the need to build stronger relationships and understandings between neighbors of diverse race, culture and age, South Minneapolis neighbors from East and West of I-35W gathered together to reconnect the communities. This work includes representatives from the Central, Bryant, Kingfield, Regina and Northrop neighborhoods. Building Bridges aims to understand how race and racism impacts communities and to build the future of our neighborhoods together. Over 60 neighbors participated in conversations about race conducted by the St. Paul Foundation through its Facing Race initiative. The Building Bridges Book Club grew from these efforts, and has been meeting monthly for over a year.

#### CALHOUN: CARAG MOSAIC

Partnering with the Volunteers of America - Southwest Senior Center, the Calhoun Area Residents Action Group (CARAG) worked to envision, construct, and install a mosaic mural at Bryant Market. The creation of the mosaic



involved more than 100 neighbors. It both beautifies a rundown commercial building and prevents graffiti adjacent to the neighborhood park.

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#### HALE PAGE DIAMOND LAKE: FROST FEST AND PICNIC IN THE PARK

The Hale, Page, Diamond, Lake Community Association's first event of the year is Frost Fest, which routinely draws around 450 people. Frost Fest is a time for families and neighbors to gather and have fun playing games, enjoy the ice skating at the park, and help support the Pearl Park hockey program. Come summer, the HPDL Business Association Treasure Hunt is a partnership with the neighborhood group and offers a fun way for people to get out in the community to explore area businesses, looking for clues posted over 10 days and leading to the rabbit that is hidden in the neighborhood. Following that, the celebration continues with Picnic in the Park – which just celebrated its 20th Anniversary.

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#### HARRISON: UNDOING RACISM TRAINING

Understanding and undoing racism and promoting economic and environmental justice are at the core of Harrison Neighborhood Association's efforts. The neighborhood strives to:

- Build a group of diverse resident leadership and organizational partners that share a common worldview based on their experiences and community history,
- Promote community healing and overcome racial divisions by building intentional interpersonal connections between residents and institutions,
- Build consensus around community identified visions and issues of common cause that are relevant to the lives our constituents, and
- Build the political power of community to effectively represent/advocate for themselves and hold decision-makers accountable to community created visions and plans.

Harrison leaders have attended the ISAIAH sponsored organizer training, participated in the Equity Conference in Detroit and in the Overcoming Racism Conference, and led a workshop entitled "Neighborhood Organizing for Racial Justice and Equity" at the 1st Annual Community Connections Conference.

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#### KENNY: TRUST SENIOR CHORE / HANDYPERSON SERVICES

When seniors in the Kenny neighborhood reported that what they needed most was assistance with outdoor chores and home repair, the Kenny Neighborhood Association (KNA) decided to help by committing NRP funds for a contract with TRUST, Inc. in 2004. TRUST (Toward Renewed Unity in Service Together) is a nonprofit interfaith coalition of 18 congregations providing household chore and maintenance services to seniors and disabled persons living in South and Southwest Minneapolis. The project uses a neighborhood skills bank to match workers having the necessary skills with those needing assistance, with the goal of helping seniors and disabled persons continue living safely and independently in their own homes. Continued popularity of this program has lead KNA to add funds to the contract three times, most recently in 2012. Depending on the season, the project currently serves between 5 and 14 Kenny residents each month.

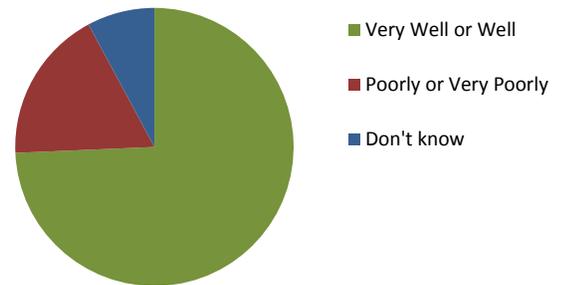


# AMERICANS WITH DISABILITIES ACT

According to the United States Census Bureau, about 20% of the US population has some type of disability. The proportion is higher for the older age groups. As society ages and the number of older residents increase, this will become even more important. Over the last two years, the department has undertaken various efforts to bring a greater level of visibility and awareness about Americans with Disabilities Act (ADA) issues to neighborhood organizations. The Department has also worked to increase both access and participation of individuals with disabilities into City and neighborhood organizations activities.

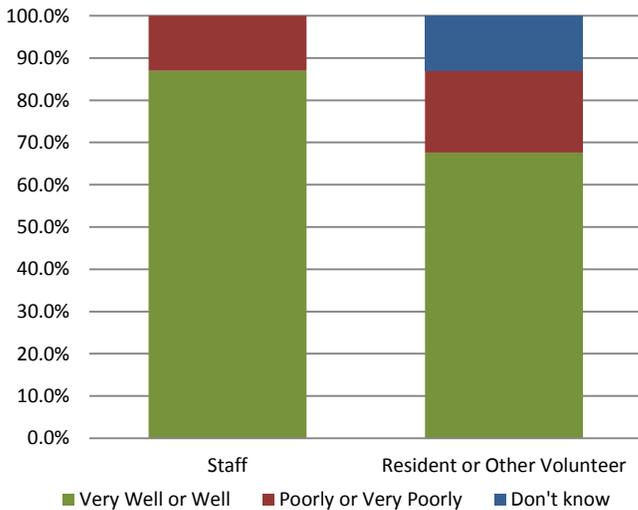
The recent Neighborhood Organization Survey conducted by the Department showed that there was a high level of awareness and compliance with the American with Disabilities Act. However, occasional ADA-related grievance complaints and a recent in-depth inventory of about 30 neighborhood organizations indicate that there is a considerable amount of opportunity for increase ADA awareness and compliance. As a result, the Department is developing a city-wide strategy to help neighborhoods address ADA awareness and compliance.

How well does the organization encourage participation of people with disabilities



Source: 2012 Neighborhood Organization Survey

How well does the organization encourage participation of people with disabilities



Source: 2012 Neighborhood Organization Survey

**Area of Opportunity: Develop and implement a city-wide plan for neighborhoods to address ADA awareness and compliance. As part of this plan, the Department will offer:**

1. **ADA Board and Staff Training**
2. **ADA Resource Manual**
3. **Inspections and Compliance Inventory Checks**
4. **Recommendations on Grievances Procedures**

The Department is also partnering with the Public Works Department in an effort to increase compliance with sidewalk shoveling while at the same time aligning support networks to assist those that are not able to shovel their sidewalks due to their age or disability.

NCR has also begun working with the Civil Rights department to improve the City's ADA grievance tracking procedures.



## ADDITIONAL 2012 NEIGHBORHOOD ORGANIZATION SURVEY RESULTS

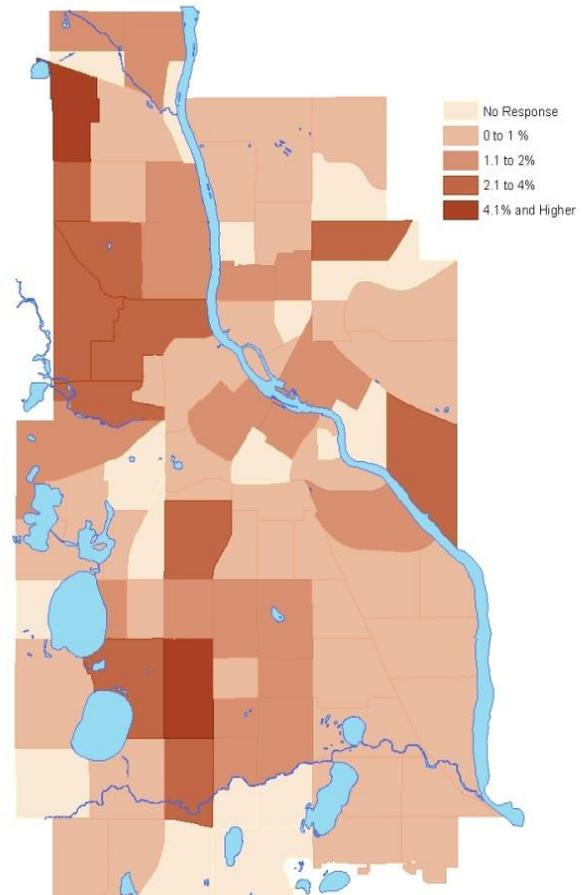
Between May 31 and June 25, 2012 neighborhood leaders, staff and community volunteers and residents were asked to participate in the first annual neighborhood organization survey. The purpose of the survey was to review the perceptions of the community related to the effectiveness of neighborhood organizations, the Neighborhood and Community Relations Department, the Neighborhood and Community Engagement Commission and programs administered by each. This information will help guide future programs and help to assess current ones.

The survey was administered online and distributed to over 900 people via email. Contacts at neighborhood organizations were encouraged to share the survey with others who are active in the neighborhood organization system. For an increased response rate, future surveys could be presented in alternate formats, such as paper and alternate languages. Given the limitations of the survey, the results should be seen as broad indicators of the general sentiment rather than factual data points. Due to the varying level of responses across the city and between respondent demographics, answers are represented in percentage terms.

### Survey Limitations:

- Self-selected
- Not random
- Validity based on response rate
- Responses are self-reported
- Response rate based on estimated number of participants
- Electronic administration only

### Survey Response Rate



Source: 2012 Neighborhood Organization

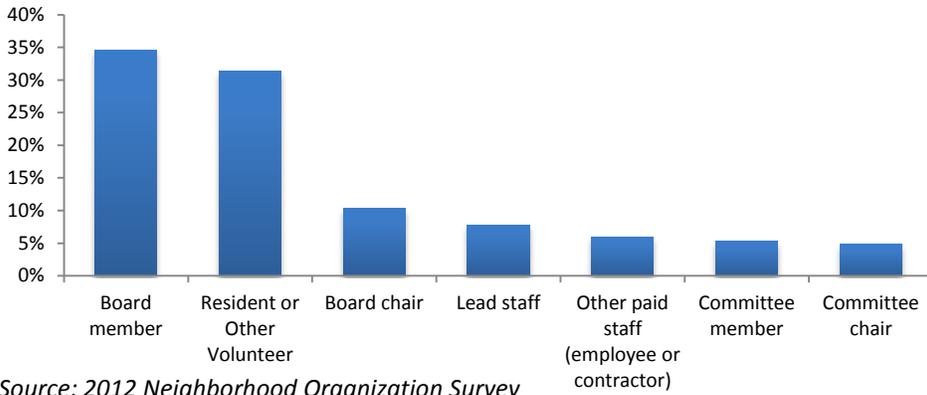
### Survey Response Rates:

- 435 respondents
- 30% Response Rate
- 67 neighborhood organizations responded, of 71
- An estimated 20 active board members, staff and volunteers per organization



## RESPONDENT DEMOGRAPHICS

### ROLE IN THE ORGANIZATION



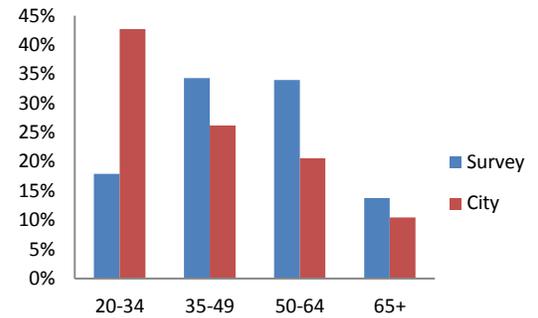
Source: 2012 Neighborhood Organization Survey

Citywide participation of the survey was strong. The findings showed that answers were often based on the role the respondent plays in the organization. The largest respondent groups were those who responded as a “board member” or “resident or other volunteer.” This was expected given that these are the largest pools of individuals in the neighborhood organization system.

### AGE REPRESENTATION OF SURVEY RESPONDENTS

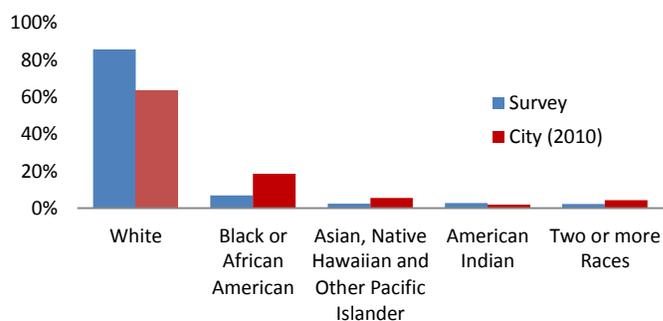
Neighborhood organizations tend to be older than the City average so initiatives that include younger people will help to broaden the pool of participants. While this information is directionally accurate it is not numerically precise.

**NCR Area of Opportunity:** *Support the inclusion of the young people in Minneapolis by working with youth organizations such as the Youth Coordinating Board and encourage the use of social media and other alternative engagement formats.*



Source: Neighborhood Organization Survey

### RACE REPRESENTATION OF SURVEY RESPONDENTS



Source: 2012 Neighborhood Organization Survey

The survey indicates that there is a significantly higher level of participation by whites in neighborhood organizations. It should be noted that the Neighborhood Organizations Survey is voluntary. Respondents’ participation is neither compulsory nor random. As a result, the survey is not statistically precise. Any propensity for one demographic group to participate or not participate is not weighted in the results. The validity of the survey is based on the response rate.

**NCR Area of Opportunity:** *Continue working with neighborhood organizations to increase the level of involvement of people of color on neighborhood boards.*

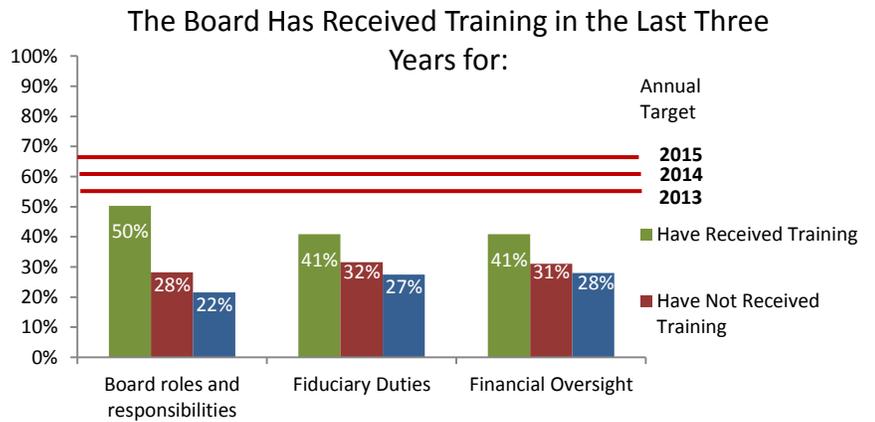


Minneapolis Neighborhood & Community Relations

Call 311 or visit [www.minneapolismn.gov](http://www.minneapolismn.gov)

If you need this material translated or in an alternative format, please call 673-2162.

Well trained board members who understand their roles and responsibilities lead to more effective and impactful neighborhood organizations. The health of a neighborhood organization is heavily dependent on its members having a firm understanding of these indicators. When staff and volunteers have a solid understanding of the core organization fundamentals they are able to maintain a higher level of capacity. Neighborhood organizations that do not have this capacity often experience issues around board and/or community interaction and financial issues. These type of issues often require a significant amount of the Department’s resources to address. Being proactive in building the capacity of neighborhood organizations is beneficial to all parties.



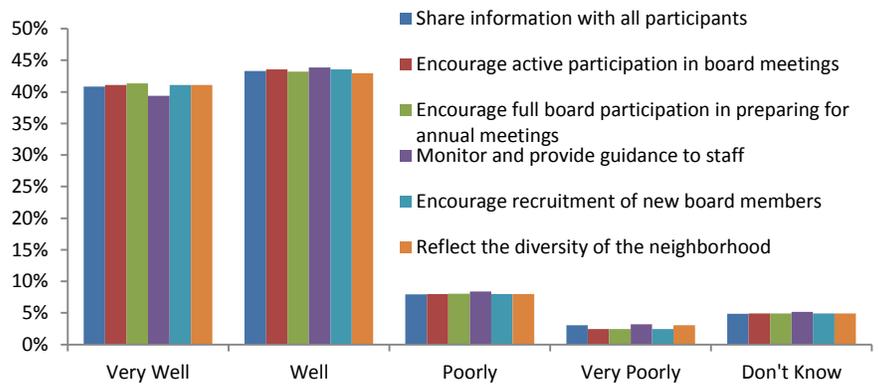
Source: 2012 Neighborhood Organization Survey

Additionally, board members who undergo training might be more likely to have an understanding and knowledge of where to find important documents and training sessions would provide a good opportunity to equip them with electronic or paper versions of these documents. Regular training would provide an opportunity for distribution of key organization documents.

**NCR Area of Opportunity: Implement regular training requirements to better inform board members about important documents and policies as required by state statute.**

AT THE BOARD LEVEL, HOW WELL DOES THE ORGANIZATION...

Respondents overall indicated that they felt work being done by the board being done well. Each of the indicators represents Board Members rate these items slightly lower than staff does but generally the responses to each of the qualifying questions about the neighborhood organizations. Each question was asked as a way to understand the level of effectiveness the members feel the organization meets in its work.



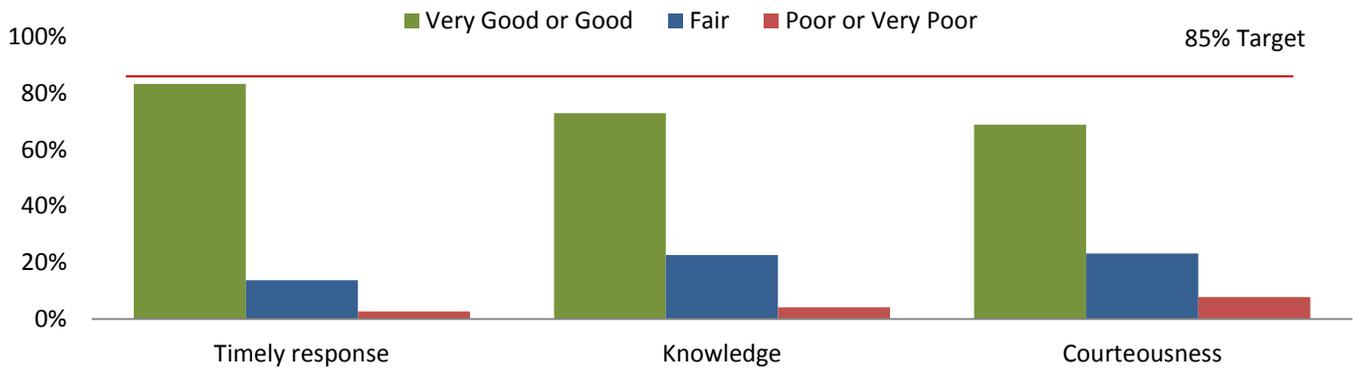
Source: 2012 Neighborhood Organization Survey



THE NEIGHBORHOOD AND COMMUNITY RELATIONS DEPARTMENT

The perception of Department staff is a direct reflection of our customer service and our ability to manage community relations. Relationships are a key component to community engagement. Customer service is important in supporting ongoing, strong relationships with community partners and neighborhood organizations. During this transition year when sensitivity was heightened among many involved in neighborhood organizations the levels of satisfaction of Department staff returned unexpectedly high.

HOW WOULD YOU RATE THE STAFF PERSON AT THE NEIGHBORHOOD AND COMMUNITY RELATIONS DEPARTMENT WHO WORKS WITH YOUR NEIGHBORHOOD ORGANIZATION?



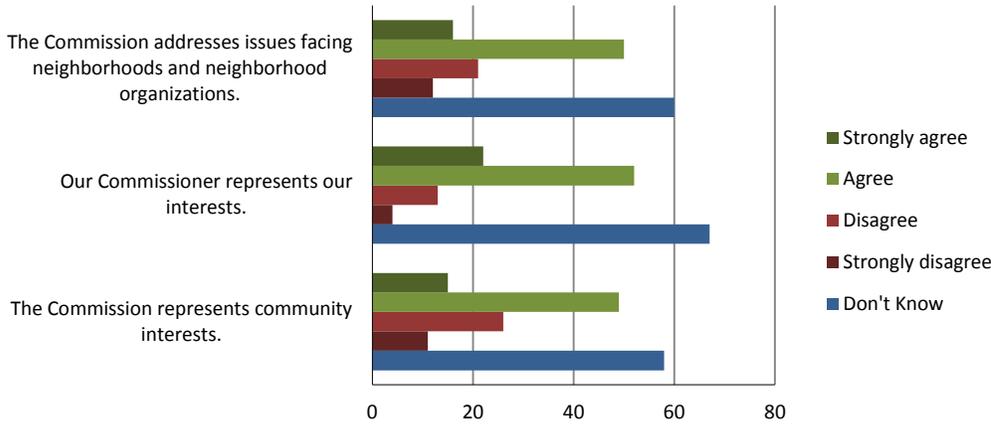
Source: 2012 Neighborhood Organization Survey

***NCR Area of Opportunity: Reinforce the skills necessary to increase customer service satisfaction expectations.***

Neighborhoods expect to receive a response in a reasonable amount of time so that they can perform the work necessary for their neighborhood. The neighborhoods also need the information they get to be correct, so the knowledge of the staff person is important. Lastly, while at times NCR staff is responsible for giving bad news to some organizations, it is important that they present that information as courteously as possible. By achieving high positive ratings in each of these the department can be more effective in managing community relations.



Please indicate your level of agreement with the following statements as they relate to the NCEC:



Source: 2012 Neighborhood Organization Survey

The purpose of the Neighborhood and Community Engagement Commission (NCEC) is multifaceted but ultimately calls for the inclusion of all residents in the City of Minneapolis in the neighborhood system. This includes building partnerships between the various stakeholder groups in the City as well as building capacity within the neighborhood organizations.

For the purposes of this survey we asked broad questions related to how well the NCEC

represents the community it serves. For each of the issue areas, the highest chosen answer was “don’t know” followed by “agree.” This would indicate that there is an opportunity for the NCEC to work on the visibility of the work of the commission. Among those who are aware of the work of the NCEC the approval rating ranges between 30% and 50% so although there is room for improvement, there is also a strong base of support for the Commission. Given the responses to this question, the Commission should consider increasing their profile within the neighborhood organizations.

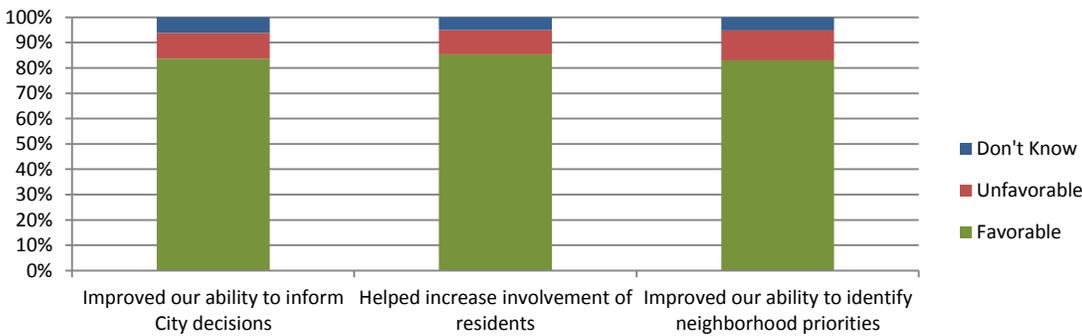
**NCR Area of Opportunity: Increase awareness of the work and purpose of the NCEC by encouraging Commissioners to attend meetings in their neighborhoods and regularly reach out to stakeholders in the community.**



THE COMMUNITY PARTICIPATION PROGRAM AND DEPARTMENT FUNDING

The Community Participation Program (CPP) has concluded its first 18 month cycle on June 30, 2012. This program was designed in partnership with neighborhood leaders to better address the needs of the community. Overall the perception of the program is favorable, which is a direct result of the collaborative work done during the planning stages of the program development. A greater than 80% satisfaction level will be difficult to maintain but continuing to work with the community to develop future objectives for this program will contribute to its success.

THE COMMUNITY PARTICIPATION PROGRAM HAS...



**NCR Area of Opportunity:** Maintain current satisfaction levels for the CPP by continuing to coordinate and communicate with community leaders on the future of the program.

Source: 2012 Neighborhood Organization

Neighborhood NRP and CPP investments are strong indicators of resident preferences for shared action. Neighborhood organizations are key partners in achieving city goals. Neighborhood investments will decline as NRP funds are expended over the next few years. As NRP funds diminish over the next decade, neighborhood organizations will become increasingly reliant on the Community Participation Program.

Starting in 2012, neighborhoods will be submitting Neighborhood Priority Plan through the Community Participation Program. Supporting the aforementioned links will be critical to continuing their work.

**NCR Area of Opportunity:** Increase and enhance partnerships between neighborhood organizations, the City and other jurisdictional partners, including connections with programming and budgeting.

