A photograph of a large stone arch bridge spanning a river. The bridge is constructed from light-colored stone blocks and features a series of arches. In the background, a city skyline is visible under a clear blue sky. The text "MINNEAPOLIS NEIGHBORHOOD & COMMUNITY RELATIONS" is overlaid in white, bold, sans-serif font on the lower left side of the image.

# MINNEAPOLIS NEIGHBORHOOD & COMMUNITY RELATIONS

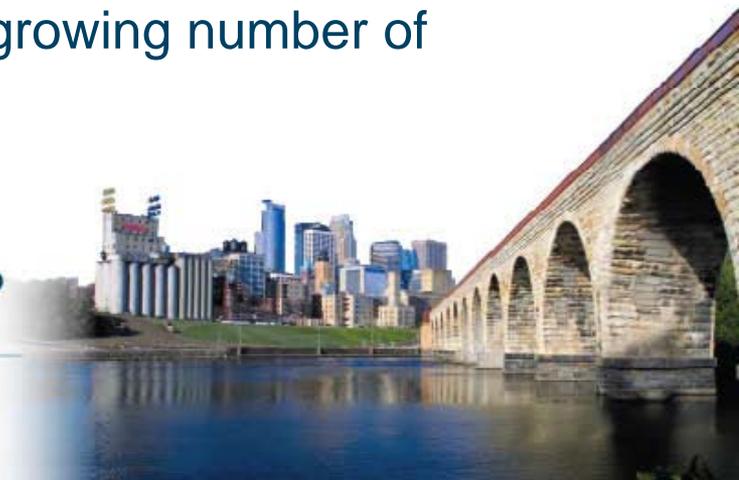
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# Trends and Challenges

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- Building a culture of partnership and community engagement
- New enterprise-wide focus on addressing barriers to participation and access to city services, programs and engagement.
- Developing and implementing new neighborhood programming and integrating the Neighborhood Revitalization Program into the department.
- Supporting culturally-focused outreach to increase engagement by all residents.
- Aligning City and neighborhood work and priorities.
- Coordinating resources to address the growing number of homeless people.



# Vision

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Minneapolis is a model City for engaged residents, vibrant neighborhoods, and responsive government.

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# Core Principles of Community Engagement

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- Right to be involved
- Contribution will be thoughtfully considered
- Recognize the needs of all
- Seek out involvement
- Participants design participation
- Adequate information
- Known effect of participation

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# Business Line Descriptions

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## Neighborhood Engagement:

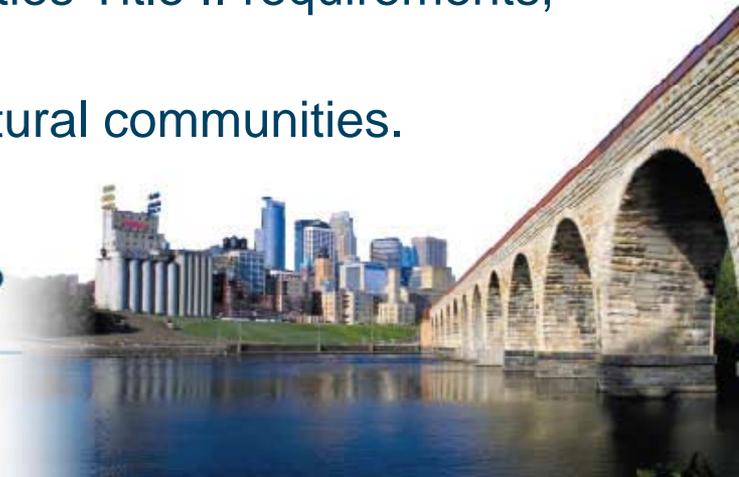
- The department will focus on nurturing neighborhood engagement through neighborhood-based priority setting, planning and implementation; and the integration of this work with the work of the City.

## Access and Outreach Engagement:

- The department will:
  - Build connections with communities where cultural norms or practices, language or disabilities limit knowledge and access to government.
  - Lead an enterprise-wide initiative to remove barriers to participation and meaningful engagement.
  - Provide translation and interpretation services to city departments and will be a resource for Americans with Disabilities Title II requirements, Limited English Proficiency compliance,
  - Guidance for successful interactions with cultural communities.

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# Business Line Descriptions

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## Support for the City Enterprise:

- The department will serve as a resource to all City departments and work with City staff members on new and dynamic ways to incorporate community participation activities into their work.

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# Goals and Objectives

## **Goal:**

Stakeholders are engaged and have the information they need to participate in neighborhood, community and City discourse, processes and opportunities.

## **Objectives:**

- Participation is broad based and inclusive
- Core Principles of Community Engagement define culture of engagement
- Stakeholders are equal, active participants in shaping the City's future
- Community engagement activities are transparent and interactive
- Vision, goals and priorities align between City, community and neighborhoods



# Goals and Objectives

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## Goal:

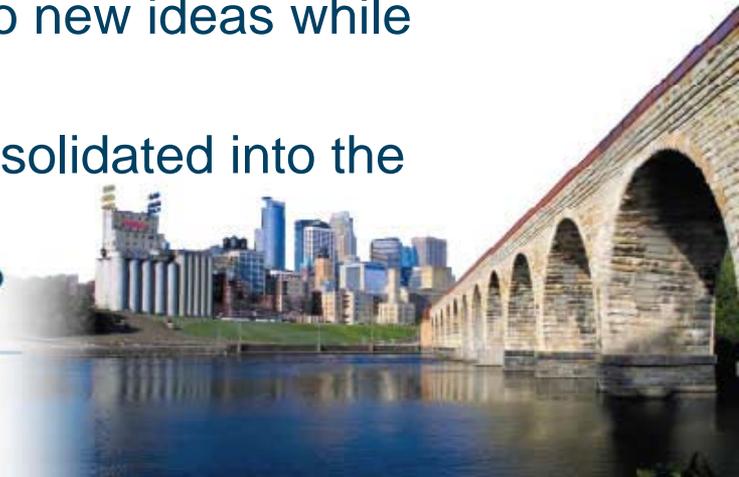
Empowered, Inclusive and valued neighborhood organizations:

## Objectives:

- Neighborhoods are connected, responsive and accountable to all community members
- Supportive collaborations and partnerships exists between neighborhood and community, government, civic, business, institutional and philanthropic organizations
- Leadership development ensures access to new ideas while respecting past experience
- Neighborhood programming support is consolidated into the department

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# Goals and Objectives

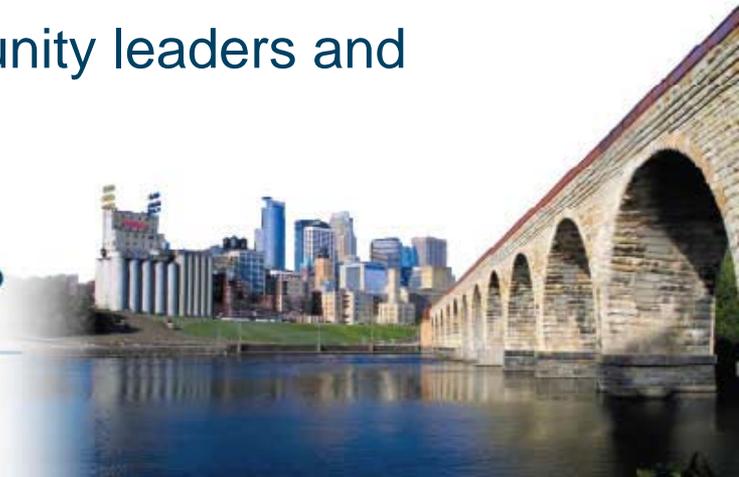
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## Goal:

City government is understandable, and services and programs are obtainable and equitable for all residents

## Objectives:

- Barriers affecting understanding and access for community members where cultural norms, values, language, disabilities and/or socio-economic status are addressed and removed
- Homelessness is eliminated by 2016
- City is a welcoming place for new residents
- City has a strong connection with community leaders and cultural groups



# Goals and Objectives

## **Goal:**

Thriving, safe, sustainable and livable neighborhoods

## **Objectives:**

- Community members feel a sense of community
- Community members and other stakeholders have the ability and tools to make positive contributions to their community
- Community members collaborate to address livability, social and development issues and promote active living and healthy neighborhoods
- Block clubs and community events develop social infrastructure

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# Key Measures to Monitor Progress

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- Number of Block Clubs
- Number of National Night Out Events
- Number of People Participating in Neighborhood Organizations
- Diversity of People Participating in Neighborhood Organizations
- Diversity of People on the City's Boards and Commissions
- Voter Participation
- Number of new housing opportunities for homeless youth, single and families
- Healthy Neighborhood Org Indicator



# Key Tactics and Initiatives

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- Exhibit and raise awareness on the Core Principles of Community Engagement
- Develop and implement neighborhood programming supporting the relationship between the City and neighborhood organizations
- Provide resources for neighborhood boards and leadership
- Develop and support systems for Americans with Disabilities Act compliance and awareness.
- Maintain department staff capacity to communicate in multiple languages
- Enhance capacity of the Access & Outreach Team's effectiveness with engaging cultural communities
- Support connections with City departments, schools, community groups, businesses and other governments
- Expand homelessness street outreach services citywide



# Key Contributions to City Goals

## A Safe Place to Call Home

- Youth . . . in school, involved, inspired and connected to an adult
- Healthy homes, welcoming neighborhoods
- Homelessness eliminated

## Many People – One Minneapolis

- Family-friendly opportunities and amenities abound
- New arrivals welcomed, diversity embraced
- Race and class gaps closed in employment and housing
- Seniors stay and talents are tapped

## A City that Works

- Shared democracy empowers residents as valued partners
- 21st century government: collaborative, efficient and reform-minded
- City employees high-performing, engaged and empowered
- Transparency, accountability and fairness are our hallmarks
- Optimal use of technology and wireless capacity

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# Highlights from Resource Plans

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## Finance

The General Funds and CDBG funds:

- Access and Outreach
- Homelessness Coordinator

Consolidated Tax Increment Finance (TIF) funds:

- Neighborhood revitalization purposes

## Technology

- Using Technology in Creative Ways to Support and Enhance Engagement
- CRM Solution and CRM web integration
- NCR Website
- Skype Video Phone

## Workforce

## Space



# Questions?

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# Appendix

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## Mission

To strengthen our city's quality of life through vigorous community participation, resident involvement in neighborhood and community organizations, and supporting clearly defined links between the City, City services, neighborhood and community organizations.

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# Appendix

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**Values** - Our values are the working values of the city's leadership:

- Collaborative
- Engaged
- Results-driven
- Informed
- Accountable
- Ethical
- Inclusive
- Sustainable
- Ensure excellence in public service
- Engagement fosters good citizenship
- Learn from previous experiences
- Encourage greater community participation
- Provide effective and clear communications, and
- Utilize existing community-based or community supported initiatives

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# Appendix

## Organization Chart

