

# NEIGHBORHOOD AND COMMUNITY RELATIONS

## 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.

## BUSINESS LINES

- 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 of Minneapolis.

- 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. The department will lead an enterprise-wide initiative to remove barriers to participation and meaningful engagement. The department will provide translation and interpretation services to city departments and will be a resource for Americans with Disabilities Title II requirements, Limited English Proficiency compliance, and will provide guidance for successful interactions with cultural communities.

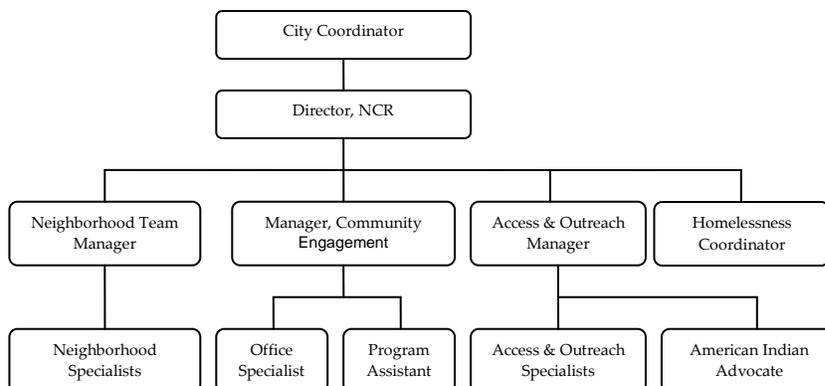
- Support for City Enterprise

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. Through broader inclusive engagement, City departments will be better informed about meeting community needs. The department will strive to align the priorities of the City, neighborhoods and community organizations.

- Office to End Homelessness

The City of Minneapolis and Hennepin County adopted a plan to end homelessness in our community by the year 2016. This 10 Year Plan to End Homelessness, also known as Heading Home Hennepin, was developed by business and civic leaders, advocates, community members and individuals who have experienced homelessness. It was created to help address the growing problem of homelessness, and change the paradigm from managing it to ending it. The Department shares staff with Hennepin County to achieve this important goal.

## ORGANIZATION CHART



## DEPARTMENTAL PROGRAMS BY GOAL AREA AND FUNDING

### Many People, One Minneapolis

#### **Access and Outreach**

General Fund: \$392,815

#### *Neighborhood & Community Relations*

Other Funds: \$121,000

The City's "Many People, One Minneapolis" goal states "inclusiveness is a treasured asset; everyone's potential is tapped." To assure that this goal is met, the Access & Outreach staff works on addressing and removing barriers to civic participation and meaningful engagement by:

- Building connections with under-engaged communities where cultural norms, language and / or disability, as well as knowledge of government affect communication and access
- Leading an enterprise-wide initiative to remove barriers to participation and meaningful engagement
- Providing core interpretation and translation services to residents both individually and at community settings
- Connecting with newly arrived refugees and immigrants and welcoming them into the city
- Providing outreach and education related to city programs and services to community members
- Promoting meaningful civic engagement including voting, volunteering and serving on the City's boards and commissions
- Informing city programs and services to better serve and meet the needs of underserved communities

Minneapolis has seen a steady increase of its minority residents over the last few decades. Minorities now represent over 36% of the City's population according to the 2010 Census. The City has large urban Indian population, large African American and African immigrant population, large Latino community, large Asian population (mostly Hmong and Laos) and other smaller communities. These communities add to the vibrancy and the richness of Minneapolis as a diverse world class city. They generally organize themselves around their culture and ethnicity rather than their geographic location or neighborhoods. However, they are important partners in the city's efforts to increase participation, improve outcomes and reduce disparities in education, jobs, health and home ownership.

Many of the leaders and organizations that serve these communities are willing and capable in partnering with the City. However, they face multitude of challenges mainly due to limited resources and lack of knowledge and connections within the city structure. The Access & Outreach team provides that internal resource/connection with staff that has deep knowledge of many of these communities. The proposal also includes a fund that supports community organizations for the first time. With \$110,000, NCR and the City will significantly increase relationships with these communities on a range of issues and will get community input and buy-in for city programs and services. The fund will be targeted and will consist of small grants to address disparities and to develop community led and designed leadership development. In addition, the fund will be used to support the work of the American Indian Memorandum of Understanding work group. The work group is created under the MOU signed between the City and the American Indian community leaders in 2003.

*Measure: Diversity of Boards and Commissions*

#### **Appointed Boards and Commissions**

General Fund: \$38,159

#### *Neighborhood and Community Relations*

The Appointed Boards and Commissions program encourages Minneapolis community members to have an active role in policy-making in the City of Minneapolis. To this end, this program entails four major components.

- 1) Outreach and education – Collect information regarding open volunteer positions in a user-friendly format and provide opportunities for community members to learn more about what is required to serve on a board or commission.
- 2) Administering the Open Appointments process – The Open Appointments process ranges from public notification, application management, and legislative steps for appointment.
- 3) Training and Orientation – Provide newly appointed volunteers training that gives them the context and tools needed to serve as volunteers. This includes topics such as understanding where boards and commissions fit in to the City structure and processes, and how to operate using Robert’s Rules.
- 4) Recognition – Acknowledge the contributions and work of the hundreds of hours dedicated by volunteers.

Measure: *Accessible programs and services*

## **A Safe Place to Call Home**

### **Heading Home Hennepin – Office to End Homelessness**

General Fund: \$167,177

#### *Neighborhood and Community Relations*

Heading Home Hennepin is the City of Minneapolis and Hennepin County’s initiative to end homelessness by 2016. It focuses on ending homelessness through six main goals: prevention, outreach, housing, service delivery, systems improvement, and self-support. Accepted officially in 2006 by the Mayor, City Council, and County Board, the initiative has become a broad collaboration of corporations, businesses, nonprofits, faith congregations, community organizations, philanthropic foundations, and government agencies. The initiative, coordinated by the Director of the Office to End Homelessness, has leveraged significant private, state, and federal resources and has ended homelessness for thousands of families and individuals in its first four years of implementation. The Heading Home Hennepin Street Outreach initiative that the City supports has moved over 280 long-term homeless individuals off of the streets since Oct 2007 and has partnered with the police and others to reduce livability offenses in downtown Minneapolis.

Measure: *Persons unsheltered in January*

## **Livable Communities/Healthy Lives**

### **Neighborhood Organization Support and Services**

Other Funds: \$4,864,609

#### *Neighborhood & Community Relations*

The Department will focus on nurturing community engagement through neighborhood-based priority setting, planning and implementation; and the coordination of this work with the work of the City. Major goals for the department’s neighborhood programs in 2011 are:

1. Revise and continue the Community Participation Program and follow on funding programs;
2. Provide community engagement assistance for neighborhood organizations and the City enterprise;
3. Assume responsibility for administration and programming of the Neighborhood Revitalization Program;
4. Support and assist neighborhood associations in North Minneapolis with long-term recovery from the May 22, 2011 tornado;
5. Organizing an annual neighborhood and community summit.

Measure: *People in my neighborhood look out for one another*

## **A City that Works**

### **Enterprise Engagement Support**

General Fund: \$303,357

#### *Neighborhood and Community Relations*

Other Funds: \$345,564

The Neighborhood and Community Relations department will serve as a resource to all City departments working to support new and dynamic community engagement in the City that fosters open and accessible two-way communication.

*Measure: Resident rating on informing residents on major issues in the City*

## **FINANCIAL ANALYSIS**

### **EXPENDITURE**

This department's budget increases by 7.2%, from \$5.8 million to \$6.2 million in 2012, primarily due to funding the Community Partnership Fund at \$110,000 and the move of the Senior Ombudsman into the department from Health and Family Support.

### **REVENUE**

This department does not produce revenue.

### **FUND ALLOCATION**

86% of this department's expenditures are funded by special revenue funds with the remaining 14% coming from the General Fund.

### **MAYOR'S RECOMMENDED BUDGET**

The Mayor recommended a reduction of \$120,000 (including 1 FTE) from 2011 spending levels.

The Mayor recommended the Neighborhood Revitalization Program phase out operations during calendar year 2012 and be transferred to this department.

### **COUNCIL ADOPTED BUDGET**

The Council increased the Mayor's Recommended Budget for the Neighborhood and Community Relations Department by \$106,000 from Health and Family Support, and moved 1 FTE (Senior Ombudsman) from the Health and Family Support Department to the Neighborhood and Community Relations Department.

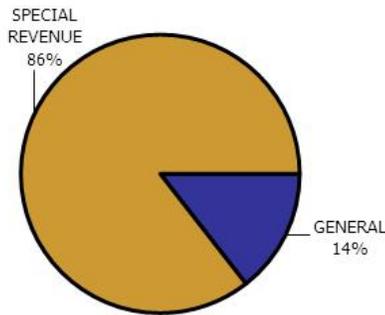
Finance and NCR staff are directed to report back to the Community Development Committee in two cycles regarding the appropriate use of Community Development Block Grant funding to support the CPED Citizen Participation program and the issues raised about that funding source.

The Council directed unspent funds from the 2011 NRP operating budget after paying all shut down expenses to the NCR Department.

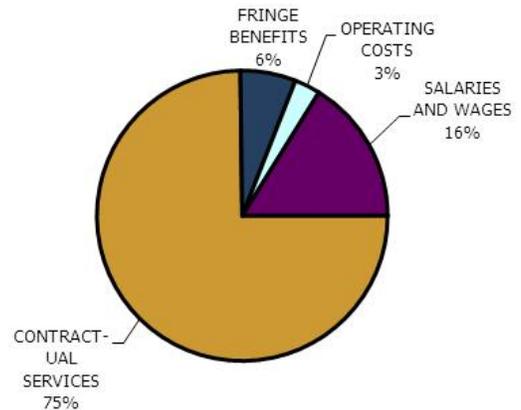
## NEIGHBORHOOD & COMMUNITY RELATIONS EXPENSE AND REVENUE INFORMATION

EXPENSE	2009 Actual	2010 Actual	2011 Revised	2012 Council Adopted	Percent Change	Change
<b>GENERAL</b>						
CAPITAL	4,196	183	2,000		-100.0%	(2,000)
CONTRACTUAL SERVICES	23,002	487,746	150,335	326,888	117.4%	176,553
FRINGE BENEFITS	21,105	126,210	82,497	147,803	79.2%	65,306
OPERATING COSTS	16,907	58,677	52,720	56,606	7.4%	3,886
SALARIES AND WAGES	116,515	431,668	330,767	370,211	11.9%	39,444
<b>TOTAL GENERAL</b>	<b>181,726</b>	<b>1,104,484</b>	<b>618,320</b>	<b>901,508</b>	<b>45.8%</b>	<b>283,189</b>
<b>SPECIAL REVENUE</b>						
CAPITAL			3,000		-100.0%	(3,000)
CONTRACTUAL SERVICES		4,755	4,182,785	4,335,195	3.6%	152,410
FRINGE BENEFITS		34,433	250,515	236,274	-5.7%	(14,241)
OPERATING COSTS		275	128,674	122,830	-4.5%	(5,844)
SALARIES AND WAGES		163,567	633,026	636,874	0.6%	3,848
<b>TOTAL SPECIAL REVENUE</b>		<b>203,030</b>	<b>5,197,999</b>	<b>5,331,173</b>	<b>2.6%</b>	<b>133,173</b>
<b>TOTAL EXPENSE</b>	<b>181,726</b>	<b>1,307,514</b>	<b>5,816,319</b>	<b>6,232,681</b>	<b>7.2%</b>	<b>416,362</b>

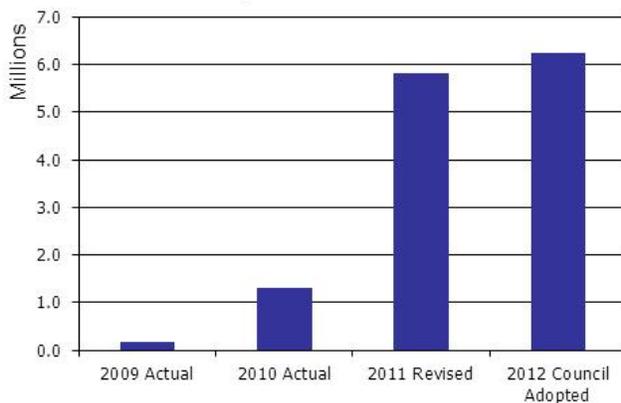
**Expense by Fund**



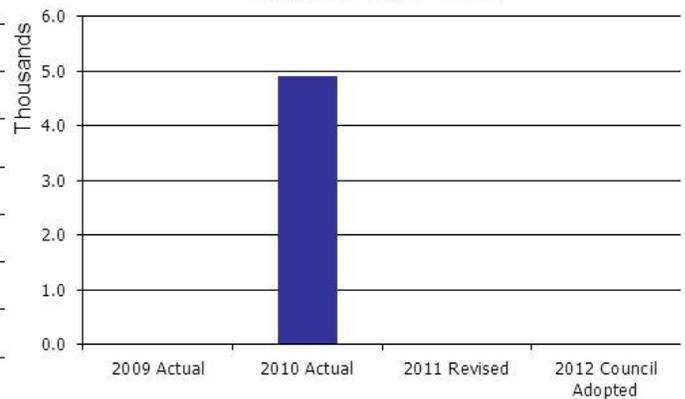
**Expense by Category**



**Expense 2009 - 2012**



**Revenue 2009 - 2012**



## NEIGHBORHOOD & COMMUNITY RELATIONS Staffing Information

Division	2009 Budget	2010 Budget	2011 Budget	2012 Budget	% Change	Change
Neighborhood and Community Rel	8.50	8.50				
Administration			16.00	16.00	0.0%	(0.00)
<b>TOTAL</b>	<b>8.50</b>	<b>8.50</b>	<b>16.00</b>	<b>16.00</b>	<b>0.0%</b>	<b>(0.00)</b>

### Positions 2009-2012

