

NRP Policy Board
Grievance Task Force Report
November 19, 2003

Regarding the appeal of grievance brought by Doris Wickstrom against the Cedar Riverside NRP Neighborhood Organization.

Task Force Members: Gail Dorfman, Mariah Levison and Liz Wielinski

Background

Doris Wickstrom is a resident of the Cedar Riverside neighborhood. On November 5, 2012 Ms. Wickstrom submitted a letter to the Cedar Riverside NRP (CRNRP) neighborhood organization describing a grievance regarding the process followed to develop the NRP Phase II Action Plan for the neighborhood. Her concerns related primarily to the notification and outreach process used to develop the plan. This grievance was considered at the CRNRP Board of Directors meeting held on December 3, 2013. In a letter to Ms. Wickstrom dated December 3, 2012 the CRNRP Board Chair and Executive Director responded to the grievance. This response was in conformance with the timelines established in the grievance policy for the CRNRP. Both letters are attached. In early 2013 an attempt was made to mediate the issues between Ms. Wickstrom and the CRNRP. The mediation did not take place.

The CRNRP is the designated recipient of NRP funding from the City of Minneapolis for the Cedar Riverside neighborhood. The organization receives no funding from the Community Participation Program. As such, the NRP grievance policies and procedures cover grievances brought against CRNRP. In conformance with the NRP grievance policy, in July 2013 Ms. Wickstrom appealed the action taken by CRNRP on her grievance to the Chair of the NRP Policy Board. At the next meeting of the Policy Board, on September 17, 2013 the Board appointed members Gail Dorfman, Mariah Levison and Liz Wielinski to a task force to consider the grievance.

Process

The NRP Policy Board's Grievance Task Force met on October 14, 2013 at Crown Roller Mill. Ms. Wickstrom attended the meeting of the Task Force and had submitted a letter describing her concerns. Ms. Wickstrom presented a statement to the Task Force and responded to questions from Task Force members. The CRNRP was unable to attend the meeting but did

submit a letter describing improvements to notification and outreach processes made in response to concerns raised by Ms. Wickstrom.

Recommendation

The Task Force recommends that the NRP Policy Board forward to the CRNRP Board of Directors the set of actions listed below to address the issues raised in this grievance. Failure to comply with these actions could result in loss of NRP funding for the CRNRP. These actions are based on the principal that participation of residents in developing neighborhood plans is a core principle of NRP. To fully participate in plan development, residents must be informed about meetings and activities of the neighborhood organization.

1. The amount of information provided on the CRNRP website must be expanded to include the dates and locations of upcoming board meeting, meeting agendas, meeting minutes, names of board members and other information necessary to inform residents of CRNRP activities.
2. The CRNRP must provide regular financial reports to residents. These reports are to be available at meetings and available on the website.
3. The CRNRP should develop a set of principles and a strategy to ensure that diverse populations are engaged with the neighborhood organization.
4. The CRNRP should ensure that all meetings be conducted in a manner so that all those in attendance, regardless of language spoken, are able to participate in the meetings.
5. The CRNRP should consider producing a newsletter, or other form of communication, to inform residents of organization activities.
6. Ms. Wickstrom and CRNRP should consider participating in face to face mediation to discuss the concerns raised.
7. The CRNRP must report to the NRP Policy Board no later than May 1, 2014 on progress made to comply with these recommendations.

