

Community Participation Program 2013 Annual Report

Neighborhood Organization: Central Area Neighborhood Development Organization (CANDO)

Contact person: Hannah Kamath

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1. Stakeholder Involvement

Reviewing your CPP activities in 2013, Please provide information about:

- What outreach and engagement activities did you carry out in 2013?
 - **Communications:** CANDO sends a quarterly newsletter by mail that includes organizational information, general information about the City of Minneapolis Programs and Efforts and neighborhood information. The newsletter includes a Spanish section as well other information in Spanish to ensure our large Spanish speaking population can access the information. CANDO also began sending monthly e-newsletters titled "You are Central and Central "CANDO"", our email list grew quickly and was widely well received.
Meetings: The CANDO Board of Directors meets monthly and is open to the public. Task Force meetings that were based around programs projects and events were also areas of engagement. In 2013 CANDO held two community meetings.
 - **Projects and Events:** CANDO partnered in several projects in 2013 including; the One Minneapolis Mayoral Forum, the Central Identity Project, the Live and Learn Project, Clean and Green, the 38th and Chicago Music and BBQ Festival the CANDO Open House and the Central Neighborhood Fair.
Partnerships: CANDO is a Southside United Neighborhoods (SUN) Project partner. CANDO and Out in the Backyard partnered to bring free yoga to the community every week in the CANDO Community Space. CANDO is a member of the 38th and Chicago Business Association. CANDO partnered with Powderhorn Park Neighborhood Association, Bryant Neighborhood Organization, Bancroft Neighborhood Association, the 8th Ward City Council Office, and the Minneapolis Police Department to organize around the 38th and Chicago Intersection, specifically surrounding safety.
 - How did you reach out to and involve under-represented communities in 2013?
 - To reach out to under-represented groups CANDO continued to develop Se Habla Espanol, the Spanish section of our newsletter and began to partner with Green Central School, where 99% of the student body is from the Central neighborhood. Specifically the Central Identity Project, a mural created by a community narrative of the history of Central neighborhood painted by the
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community presented opportunity for CANDO to connect. The Central Neighborhood Fair was also a successful part of CANDO and Green Central School's new collaboration.

- Did you find any strategies to be particularly successful? Why?
 - . Our most successful efforts to engage those who were under-represented were partnership with Green Central School on the Central Neighborhood Fair and the Central Identity Project. Our Annual meeting celebrated many changes within CANDO including a consensus making decision model, project, program and event based task force working groups and revised bylaws. Another specifically successful effort was the Live and Learn Project, where community from all walks of life gave narrative on Central neighborhood today and it's future. CANDO moved in 2013 to a store front community space, increasing walk in traffic and making the organization more accessible, visible and engaged with the active community on 38th Street and Chicago Avenue.

- What did not work so well? Why?
 - . In 2013 efforts to conduct wide spread door-knocking did not actively engage under-represented groups. There was only a small amount of volunteers who would participate in door-knocking creating fast burn out, as well as a lack of capacity in this area. Where our events were quite successful, our more traditional regular meetings were not as well attended, with an average of 20 participants at Board meetings. CANDO recognizes that many Central residents expressed need to be engaged in new ways that do not fall within traditional methods.

- How many people did you reach through direct contact (door knocking, meetings, one-on-ones, etc.)?
 - . Approximately 200

- How many individuals volunteered in organization activities?
 - . Approximately 30

- How many individuals participated in your organization's activities?
 - . Approximately 550

- How many people receive your print publications?

- . Each household receives a printed newsletter totaling in 2,400 households and over 8,000 people.
- How many people receive your electronic communications?
- . The CANDO E-Newsletter list has 210 participants. CANDO also has 380 people who are linked in through social media.

2. 2013 Highlights

Please describe one or two major highlights, and if possible, please include digital photos or illustrations:

- What was the issue or opportunity the neighborhood was facing?
 - Who was impacted?
 - What steps did you take to address the issue or opportunity?
 - What was the outcome?
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- **CANDO Open House:** Many Central residents did not know what programming and leadership opportunity CANDO provided. In 2013 CANDO leadership planned an Open House for community members to meet the CANDO Board of Directors, learn about opportunities in the organization and resources available to them. This event drew in 40 Central community members who connected to CANDO.
 - **Clean and Green:** The CANDO Clean and Green program was a success in 2013 forging partnerships with Green Central School and the broader community. Volunteers grew plants from seed, as well as kids at Green Central School as part of their curriculum. CANDO also participated in MNGREN's plant giveaways, obtaining more plants for boulevards and alleys. These plants went out to community members and included vegetable plants for food gardens and plants for boulevards and alleys. Planting on boulevards and alleys helped to prevent litter and graffiti and brought neighbors together building connections among blocks. Plants were given to 60 community members at our annual plant giveaway and as part of the 38th and Chicago Music Festival and BBQ.
 - **Live and Learn Project:** The CANDO Live and Learn Project celebrated Central's history, who Central is today, what community loves about Central and where community see Central's future. Volunteer film makers donated their time to conduct interviews around the neighborhood and produce a short film that captured the voices of many community members. This film now lives on our website and is shared by community to strengthen the common ground we share in loving our great neighborhood. **Central Neighborhood Fair:** The third annual Central Neighborhood Fair was a celebration of Central neighborhood, The Central Identity Project and the collaboration of CANDO and Green Central School. Together we organized resource tables giving opportunity for Central community members to access local organizations. The community participated in Zumba and Salsa lessons, activities for youth and received free books or art supplies. CANDO was able to connect with many new community members through the Central Neighborhood Fair.

3. 2013 Accomplishments

Please provide information about your other accomplishments in 2013:

- What were your organization's major accomplishments?
- How were individuals in your community directly impacted by your work?

- . Our biggest accomplishment internally was the completion of our restructuring process. CANDO worked with Lissa Jones to restructure the organization in the following areas: Bylaws: The CANDO bylaws were simplified and are now more concise and clear in language. Within the Bylaws changes were made to reflect the organizational structure such as; moving to a more functional group size of Directors (13), clarifying roles and responsibilities of the officers, Policies and Procedures: Our policies were completely updated and revised in accordance with best practices put forth by the Charities Review Council and the Nonprofit Assistance Fund. A Partnership and Support Policy and Procedures was created to give community members and local organizations a clear path to submit ideas, forge partnerships and work with CANDO. Engagement: It was identified that traditional committee structure was a barrier to participation in our initial organizational assessment. CANDO restructured our engagement to be driven through task forces that were based in programs, projects, events and issues. This model gave residents a clear area to plug in and fostered skill banking by allowing residents to drive what they were most passionate about. Task Forces are now fully implemented in 2014. Outcomes: At the Annual Meeting in 2013 many new members were attracted to the organization through these restructuring efforts, consensus decision making was identified as the top change in the structure that drew people in. The participants expressed that they felt consensus decision making made CANDO more accessible and Robert's Rules of Order was a barrier to them. Since the meeting CANDO has continued to grow participation through our changes.

4. Housing

What percentage of time did your organization spend on housing-related activities?

CANDO spent approximately 20% of it's staff time on housing related activities. This includes promoting our Housing Programs and assisting residents with issues related to housing.

5. Financial Reports

Please provide an income and expense report for your organization for the year. (Please include all funding sources).

See Attached

In addition to your annual report, please take time to describe your interactions with City departments and other jurisdictions.

1. *Impact*

What interactions with City departments occupied a major part of your time?
What worked well? What could be improved?

CANDO worked with Bryant Neighborhood Organization to engage the community surrounding the Seward Friendship Co-op development. The work was facilitated by Amy Arcand, whose work was supported through the Neighborhood Community Relations Department. The outcomes of this partnership will be present in 2014, although much of the work was done in 2013. The efforts of this partnership occupied approximately 20 hours of staff time per month and 40 hours of volunteer time. Bryant and Central neighborhood organizations saw a need for continued partnership in the future. The participation of the efforts (including a community meeting, survey and performances of Breaking Ice, a local acting troop that dove into the social issues of the development) was great with over 250 community members plugging from Central alone. Though those who were engaged were not demographically representative prompting CANDO to take a deeper look at the methods of engagement to work towards more representative response in the future.

On a scale of 1 to 5, with 1 being poor and 5 being excellent, how would you rate your overall experience with your interactions with the City? 3

2. *City Communications - effectiveness*

Is the information that you receive from the City understandable and useful?

Overall notifications from the department of Community Planning and Economic Development could be clarified with more background information on the applications and hearings. Staff recommendations on applications would be beneficial information to the community leadership. Having these reports released at least one month prior to the hearing on public record would give the community more comprehensive information surrounding issues and applications. In order to conduct meaningful engagement on developments and applications CANDO would need at least three months of time to connect community to the project and get feedback from residents.

On a scale of 1 to 5, with 1 being poor and 5 being excellent, how would you rate overall communications from the City? 2

3. ***City Communications – timeliness***

Do you receive adequate notice of City activities in your neighborhood? If not, did your organization inform somebody at the City of this? Did the City respond in a positive manner? Please explain.

The notice sent to the neighborhood through mail via the Community Planning and Economic Development has poor timing. To effectively notify the community and have adequate time for engagement surrounding applications CANDO would need a minimum of 40 days prior to any hearing to make any response to the applications. CANDO would need at least three months of time to connect community to the project and get feedback from residents.

On a scale of 1 to5, with 1 being poor and 5 being excellent, how would you rate the timeliness of communications from the City? 2

4. ***City Departments***

How can City departments improve the way in which they function in your neighborhood?

City departments can become more accessible by simplifying their processes and procedures in accordance with feedback from the community. Also, city departments should ensure that interpretation is available at their public meetings and hearings.

Overall, to organize around departments and their subsequent issues, applications and policy leaving ample time for neighborhood organizations to be able to reach out and engage is imperative. For example a neighborhood organization would need at least three months to properly promote and collect feedback on an application or policy revision.

5. ***City Assistance***

How can the Neighborhood and Community Relations Department improve the assistance it provides to your organization as a community participation group?

The most impactful assistance Neighborhood and Community Relations can provide is through interpretation and translation. This is a key access issue in Central neighborhood and vital to engage under-represented stakeholders. This is also costly due to the need to ethically provide a consistent and qualified third party translation and interpreter.

On a scale of 1 to5, with 1 being poor and 5 being excellent, how would you rate the assistance provided to your neighborhood by NCR? 4

6. *Other comments?*

CANDO would like to thank Neighborhood Community Relations specifically for organizing the opportunity for the organization to work with Lissa Jones to restructure. Without having the time and resources to look within and change CANDO would not be growing and as strong as it is today. These changes were imperative to the successes and increased participation the organization has experienced.