City of Minneapolis
Community Participation Program
For Minneapolis Neighborhood Organizations

GUIDELINES

I. COMMUNITY PARTICIPATION PROGRAM

A. Program Purposes

The Community Participation Program (CPP) provides funding to encourage and support participation through Minneapolis neighborhood organizations. These guidelines direct how at least $3,000,000 per year will be provided to recognized Minneapolis neighborhood organizations for community participation activities in the following key areas: (1) identifying and acting on neighborhood priorities; (2) influencing City decisions on plans, policies, procedures, programs and services; and (3) increasing involvement and community building.

1. **Identifying and Acting on Neighborhood Priorities**
   As partners in building a better city and creating vibrant, safe, welcoming and livable spaces, neighborhood organizations and the City each have unique roles in identifying and acting on neighborhood priorities. Neighborhood organizations will from time to time prepare and submit Neighborhood Priorities as a way of directing neighborhood CPP project funds or providing input to City plans and budgets (see Section V. Neighborhood Priorities, below).

2. **Influencing City Decisions on Plans, Policies, Procedures, Programs and Services**
   City decision-making is improved when we involve those most affected by these decisions. The City's Core Principles of Community Engagement state that those who are affected by a decision have a right to be involved in the decision-making process. Through partnering with neighborhood organizations, the City of Minneapolis can better reach—and be informed by—the people who are most affected by City decisions.

3. **Increasing Involvement in Community Planning Activities~~and Community Building~~**
   The City and neighborhood organizations are better able to develop meaningful strategies—and successfully implement those strategies—when more people are informed and involved. The City encourages neighborhood organizations to increase involvement and create a sense of community with inclusive planning and use of creative placemaking.~~The City and neighborhood organizations will work to maximize the involvement of residents and other stakeholders.~~

B. Using Community Participation Program Funds

Beginning in 2014, the program will be administered in a three-year cycle. Each neighborhood will receive an allocation of CPP funds for a three-year period (see Appendix A: Determining Funding Levels, below). Neighborhood organizations may use CPP funds to support ongoing community engagement activities, to develop a Neighborhood Priorities, or in support of those priorities.

At the beginning of each funding cycle, every neighborhood organization must submit an application for CPP funds (see Section IV. Applying for Funding, below) that identifies how the organization will inform and involve residents and other stakeholders in developing and acting

on neighborhood priorities and issues. The application should include a budget showing how CPP funds will be used to support ongoing community participation, planning and implementation of neighborhood priorities. The budget may be revised as needed.

CPP funds also may be used to develop Neighborhood Priorities (See Section V. Neighborhood Priorities, below). Neighborhood Priorities may be developed in conjunction with Neighborhood Revitalization Program (NRP) Phase II planning. NRP Phase II Plan strategies also may be used to inform Neighborhood Priorities. Neighborhood Priorities are reviewed and approved by the NRP Policy Board.

Finally, CPP funds may be used to address those priorities that have been identified and approved as Neighborhood Priorities. Use of funds must meet current NRP statutory requirements and policies.

II. ELIGIBLE NEIGHBORHOOD ORGANIZATIONS

Only organizations that meet the eligibility criteria below may apply for CPP funds.

A neighborhood organization must meet all of the following criteria to be considered eligible for CPP funding. The organization must:

1. Represent a geographically-defined neighborhood (in its entirety) within Minneapolis as identified by the most current Minneapolis Communities and Neighborhoods Map as amended and approved by the City Council (see Appendix B).
2. Provide for the participation of all segments of the neighborhood, including, but not limited to, homeowners, renters, property owners, business owners, immigrants, non-English speakers, low-income residents and communities of color.
3. Ensure that membership in the organization is open to all residents of the geographically defined neighborhood. Neighborhood organizations may not impose membership dues or require attendance at a certain number of meetings before voting rights are conferred.
4. Hold regular open meetings and take positive steps to encourage all interested parties to attend and participate. An organization may only hold closed meetings in cases of labor-management and legal disputes.
5. Be incorporated (or identify an appropriate fiscal agent) and have adopted by-laws. The organization must also have the following policies and procedures: (1) a grievance procedure by which its members may have their concerns addressed by the organization, (2) a conflict of interest policy and procedure, (3) an Equal Opportunity Employment (EOE) or Affirmative Action (AA) plan and policy, (4) an Americans with Disabilities Act (ADA) plan and policy, (5) financial policies and procedures, and (6) a personnel policy and job descriptions (if the organization has paid staff).
6. Have a board of directors elected, at least in part, annually by the membership of the organization. Neighborhood residents must comprise a majority of the organization's board. An elected board must be in place for a minimum of one year prior to the beginning of the contract year to be considered eligible for funding.
7. Have the capacity to properly manage and account for grant funds. This includes, but is not limited to, being current on all reporting on any previous CPP grants.

8. Organizations that primarily represent the interests of one segment of the neighborhood or concentrate primarily on one issue are not eligible (such as homeowner associations, rental property owner associations or business associations).

These eligibility criteria are further described in Section VI.A., below.

III. FUNDING ACTIVITIES

The broad description of funding activities reflects that neighborhood organizations may pursue a wide variety of community participation strategies so long as the funded neighborhood organization demonstrates that the funded activities are consistent with program purposes.

CPP funds directed to projects identified as Neighborhood Priorities will be subject to policies established by the NRP Policy Board and as allowed by NRP statutes.

A. Eligible Expenses

Eligible budget line items for CPP funds include:

- Staff, office space, supplies, neighborhood communications, accounting and related services, travel, training or other educational pursuits in connection with participation, and consultant fees that directly relate to participation activities.
- Community organizing and outreach programs, and neighborhood planning activities.
- Organization newsletters and newspapers.
- Translation and interpretation services.
- Neighborhood celebrations, ~~and~~ events and placemaking, if the ~~event's~~ activity's purpose is to increase neighborhood awareness and involvement in the organization's planning and implementation efforts.
- Small equipment purchases. (In the event of dissolution or insolvency of a contracting neighborhood organization, the City may reclaim equipment purchased with City funds and retrieve copies of organizational records required to fulfill all City contracts and to help facilitate forming a new organization to represent the neighborhood.)
- Fundraising expenses, if revenues are to be used in support of further community engagement activities consistent with these guidelines, or in support of implementation of Neighborhood Priorities or NRP Neighborhood Action Plans.
- Administrative costs associated with NRP planning and implementation.
- Implementation of Neighborhood Priorities.
- Other activities consistent with the purposes of thes guidelines as outlined in Section I.A, above.

B. Ineligible Expenses

Ineligible budget items include:

- Undefined line items such as "miscellaneous" or "contingency";
- Food and entertainment (please refer to the "Festivals and Community-building Events" guide on the NCR website);
- Donations to other organizations and sponsorships;

- Costs of legal action against the City; and
- Penalties and interest charges (such as insufficient fund fees, IRS penalties and interest, and similar fees).

C. Staff

Staff are considered to be employees of, or self-employed persons contracted by, the neighborhood organization. Each organization is responsible for budgeting an adequate amount to cover obligations in its employment agreement(s) (e.g., FICA, workers' compensation, unemployment insurance, withholding, health insurance). Paid staff members or contractors may not be members of the Board of Directors. All staff or contract positions to be paid for with CPP funds must be selected through an open and competitive process.

D. Funding Adjustments

Neighborhood organizations may reallocate funds within their contract budgets following neighborhood organization Board approval, and by submitting revised budgets in writing to staff within the NCR Department administering the contract. NCR staff will review for neighborhood Board approval and consistency with the CPP Guidelines and will notify the neighborhood organization when the adjustment has been approved.

IV. APPLYING FOR FUNDING

The NCR Department will request applications for the Community Participation Program from neighborhood organizations prior to the beginning of each funding cycle (see Appendix A, below). Applications will be for the full three-year funding cycle, and should describe the organization's plans for the coming years. Funded organizations will be required to submit annual reports to the NCR Department each Spring during the three-year funding cycle. Reimbursements may be delayed if the annual report is not provided to NCR.

A. Application

The following areas must be addressed in an organization's application:

1. Evidence of the organization's eligibility, as identified in Section II. Eligible Neighborhood Organizations, above.

2. Community participation efforts. Organizations should discuss: (1) the proposed outreach activity in the neighborhood, and (2) the proposed methods to involve residents and other stakeholders in one or more of the three key program purposes (from Section I.A., above):
   - Identifying and acting on neighborhood priorities. Organizations should identify how they will engage residents and other stakeholders of their neighborhood in identifying neighborhood priorities.
   - Informing City decisions on plans, policies, procedures, programs and services. Organizations should discuss their proposed efforts to (1) review and comment on City decisions that affect their neighborhood and (2) involve residents and stakeholders most affected by those decisions.
   - Increasing involvement ~~and community building~~. Organizations should discuss their proposed efforts to maximize the involvement of residents and other stakeholders in

neighborhood planning and implementation efforts through neighborhood celebrations, events and placemaking activities~~in the organization's decision-making processes and other activities~~.

3. Building organizational capacity. Organizations should discuss their proposed efforts to: (1) provide opportunities for the direct involvement of members, (2) build their membership and volunteer base, (3) encourage and develop new leadership, and (4) expand the organization's capacity through self-assessment and other activities.
4. Building neighborhood relationships. Organizations should discuss their proposed outreach, networking and inclusivity efforts to: (1) build a sense of a whole neighborhood among residents, (2) build bridges among neighbors and diverse communities within the neighborhood, (3) work with other neighborhoods and organizations on issues of common interest, (4) build partnerships with private and public entities, and (5) benefit the neighborhood as a whole.
5. Work with City departments and other jurisdictions. Organizations should discuss their efforts to connect with City of Minneapolis departments and other jurisdictions on behalf of their ~~members~~ community and in support of neighborhood priorities. Organizations should also discuss how the NCR Department can help with this work.
6. Involvement of under-engaged stakeholders. Organizations should discuss which stakeholder groups are typically un-engaged or under-engaged in their work, and how they will work to involve those groups. Organizations should also discuss how the NCR Department can help with this work.
7. Unused funds. Organizations should discuss how they plan to use unused funds from the previous cycle for community engagement or implementation of neighborhood priorities.
8. Budgets. Applications should include a program budget showing how funds will be spent. Applications also should include an amount set-aside for current or future Neighborhood Priorities, if any. An annual budget for the organization should also be provided.
9. Policies and other documents. Applications should include copies of required policies and documents, if changed since the organization's previous application, including bylaws, grievance procedures, personnel procedures and policies, EOE or AA plan, ADA plan and policy, and a current board list.
10. New organizations. If an organization was not funded in the previous year, a report on the previous year's activities will be required.

B. Evaluation/Recommendation

Evaluation of applications from neighborhood organizations will be conducted by the NCR Department, and NCR staff will distribute copies of the application to the NCEC Chair and elected Commissioner for that District. The City will fund only one organization to provide community participation services for a neighborhood; however, organizations that represent several neighborhoods may apply for funds for all of the neighborhoods that they represent. Applications first will be evaluated to determine eligibility as in Section II. Eligible Neighborhood Organizations, above. If more than one application should be received for any neighborhood, the NCR staff will review and evaluate all applications.

All applications from organizations determined to be eligible will be evaluated based on how well they meet the requirements of these guidelines. The formula discussed in Appendix A: Determining Funding Levels will determine the maximum funding level for each neighborhood.

The NCR Director will make a final determination on approval within 45 days of receipt of the application.

An organization not approved for funding may file an appeal with the Neighborhood and Community Engagement Commission (NCEC). Such an appeal must be received within 45 calendar days of the notice of the Director's decision by submitting it to the City's Development Finance Division (DFD). DFD will prepare a report on the appeal for the NCEC. The NCEC may uphold the original decision or change the decision.

Challenges to existing organizations will be considered only in the context of the current request for applications. This in no way hinders any organization or individual from filing a grievance concerning the funded neighborhood organization in accordance with the grievance procedure outlined in Section VI.E, below. Such a grievance may be filed at any time during the cycle.

If a neighborhood organization is applying for recognition and first-time funding in a neighborhood that does not have an existing neighborhood organization, the NCR Director may waive portions of the eligibility criteria in Section II. Eligible Neighborhood Organizations, above, to allow for funding of the new organization.

C. Contracting and Reporting

Following approval of applications, NCR staff will prepare appropriate contracts with each neighborhood organization based on the organization's application. Contracts consistent with these program guidelines will be used and the scope of services will delineate neighborhood organization responsibilities consistent with the approved program guidelines and their application for funding. Contract timing may be based on either a calendar year or the organization's fiscal year, at the option of the funded organization. Contracts may be originated, extended or amended on an annual basis within each funding cycle (i.e., for the second and third years of the funding cycle).

Each funded organization may opt to receive an advance on its allocation of up to $10,000, but not more than 25% of the approved contract (not including funds set aside for future implementation of Neighborhood Priorities). An organization may request a waiver for a larger advance in extraordinary circumstances. Waiver requests must be approved by the neighborhood organization board and submitted in writing to NCR and approved by the NCR Director.

Reimbursement requests for CPP related expenses may be submitted on an as-needed basis. Reimbursements are requested by submitting a standard Community Organization Report Form.

Annual reports to NCR will include a narrative report of the neighborhood organization's CPP activities, and a year-end financial report (income/expense statement). The neighborhood organization may additionally choose to submit a report documenting its experiences working with the City of Minneapolis.

V. NEIGHBORHOOD PRIORITIES

A Neighborhood Priority defines a major issue or opportunity facing a neighborhood as identified by the community, and that is identified by the neighborhood organization as a major focus for its work. It should be a blueprint for changing a neighborhood and making it a better place to live, work, learn and play. ~~The goal of Neighborhood Priorities is to identify the major initiatives for neighborhoods or neighborhood organizations, and to communicate those priorities to the City and other jurisdictional partners.~~

A Neighborhood Priority may:

- be a project, program, service or activity that has broad neighborhood support;
- involve significant time and effort by neighborhood staff and volunteers; or
- require funding from various public, private or non-profit sources, or from the neighborhood organization, itself.

A Neighborhood Priority can focus on a variety of things, including, but not limited to:

- bricks and mortar projects such as housing or commercial development;
- improvements to public facilities or programs;
- a service delivered by a public, private or non-profit entity;
- a public policy, practice, law or ordinance that impacts the neighborhood;
- an issue involving public safety, the environment, land use, etc.;
- an opportunity or challenge that arises needing timely and coordinated effort; or
- A community building or placemaking event or activity.

Neighborhood Priorities must be developed and adopted through a thorough neighborhood participation process. When first developing a draft neighborhood priority, the neighborhood organization should contact their NCR Neighborhood Support Specialist to discuss the process the neighborhood will use to develop and approve the priority. Priorities can identify, preserve and build on the existing assets and positive qualities of a neighborhood, or identify opportunities or problems to be addressed. Priorities may identify possible actions and any potential partners. They can be as simple or as comprehensive as the neighborhood organization desires, covering a single issue or several. Neighborhood Priorities also may be submitted jointly by more than one neighborhood organization. The development of Neighborhood Priorities can be used as a way to focus discussion and marshal resources to deal with neighborhood issues or plan for improvements.

It is important that a diverse group of neighborhood residents and other stakeholders be involved in identifying and approving a Neighborhood Priority. Support and awareness by a broad representation of neighbors strengthens the chances of success in addressing the priority.

There is no specific deadline for submission of Neighborhood Priorities, but each neighborhood organization must participate in developing at least one Neighborhood Priority Plan during each funding cycle. Neighborhood organizations also may submit new Neighborhood Priorities at other times throughout the year as opportunities or challenges arise. Neighborhood Priorities may be submitted as part of a neighborhood organization's annual report (see Section IV.C., above). In that report, neighborhood organizations may identify those priorities on which they will be spending significant time in the coming year. Formal acceptance of the Annual Report by the NCR Department will comprise formal acceptance of these Neighborhood Priorities.

~~Neighborhood organizations also may submit new Neighborhood Priorities at other times throughout the year as opportunities or challenges arise.~~

When organizations submit Neighborhood Priorities, each priority should be clearly and simply stated and include a brief description that addresses the following:

- how the neighborhood identified the priority and who has been involved;
- how the neighborhood proposes to address the priority;
- who will likely have primary responsibility for acting on the priority;
- the time frame during which the priority should be addressed;
- the resources (personnel or funds) that will be needed to address the priority; and
- who will be asked to provide any needed personnel or funds.

Neighborhood Priorities approved by a neighborhood will be reviewed and approved by NCR and the City of Minneapolis in accordance with the Preparation and Processing of Neighborhood Priority Plans Policy.

Approval of a Neighborhood Priority will provide direction to NCR and City departments or jurisdictional staff, as appropriate, to work with the neighborhood to address the priority outlined by the neighborhood. Neighborhood Priorities may be implemented not only through direct CPP funding, but also through formal or informal agreements between neighborhood organizations and participating jurisdictions.

VI. STANDARDS AND EXPECTATIONS

A. Standards and Expectations for Funded Neighborhood Organizations

Resident involvement is essential to building a great city. The capacity to organize and involve residents at the neighborhood level is a basic city service for which the City provides funding to those neighborhood organizations that meet certain eligibility criteria (see Section II. Eligible Neighborhood Organizations, above). The funding provides support to qualifying organizations for basic outreach, communication and coordination, to allow for full participation by all stakeholders, and to provide for openness, transparency, and accountability to the community.

Funded organizations must commit to the following standards to demonstrate continued eligibility for funding:

General

- Funded organizations must follow their bylaws and other approved policies and procedures, including conflict of interest, grievance, financial and personnel policies.
- An organization must ensure that official records of the organization (including financial reports and approved minutes) are available for review by any resident of the neighborhood or other member of the organization.
- Funded organizations must conduct activities in a manner that promotes the inclusion of residents of all age, ethnic and economic groups in the decision-making processes of the organization, including renters and people with disabilities.
- Funded organizations must provide adequate notice and actively encourage participation, including broad neighborhood notice of general membership meetings and committee

meetings in a manner designed to notify all residents and other members with voting rights to the extent practical (e.g., email, website, newsletter, flyers, postcards, etc.).

- Opportunities must be provided for meaningful participation by stakeholders who may be impacted by a neighborhood organization's decisions (including business and property owners), and for residents who may not otherwise be able to fully participate (e.g., non-English speaking residents).
- While membership in the organization may be limited to neighborhood residents, the neighborhood organization must provide for the participation for all interested stakeholders (e.g. non-resident property owners).

Participation in Meetings and Committees

- All meetings must be open to the public, unless closed for legal disputes or labor management discussions. Non-residents should be able to provide comments during open meetings.
- Board discussion and votes may be limited to board members, consistent with the bylaws of the organization. This can include committees of the board dedicated solely to governance and management of the organization (e.g., Executive Committee, Personnel Committee, Finance Committee, etc.).
- Any resident may fully participate in committee meetings or other meetings of the organization with the same rights as any other member of the organization, including making motions and voting, regardless of past attendance or status as a committee member. Exceptions may be made for committees of the board dedicated solely to governance and management of the organization (e.g., Executive Committee, Personnel Committee, Finance Committee, etc.).
- Conflicts of interest should be appropriately managed. Potential conflicts of interest should be disclosed and discussed, and where a potential for conflict of interest exists, participants should recuse themselves from debate and voting. Individuals with conflict of interest may still be present, and may provide information upon request.
- ~~Board discussion and votes may be limited to board members, consistent with the bylaws of the organization. This can include committees of the board dedicated solely to governance and management of the organization (e.g., Executive Committee, Personnel Committee, Finance Committee, etc.).~~
- Notice must still be provided if some or all of a meeting is to be closed. While discussion in a closed meeting may not be public, actions taken should be voted on in an open meeting and recorded.

Annual Meeting and Board Elections

- Consistent with the State Non-profit Law, notice of an annual meeting must be provided at least ten but not more than 30 days before the annual meeting is to be held. The notice must include the date, time and place of the meeting, and must be given in a manner designed to notify all members with voting rights to the extent practical.
- When prior application for board candidates is required by the organizations bylaws, notice for applications must be provided at least thirty days prior to the deadline for those applications, and in a manner similar to the notice of the meeting itself. Screening of

candidates must be restricted to membership eligibility. Any standards for eligibility should be applied fairly and consistently.

- Unless otherwise provided for in its bylaws, the Board may not remove a Director unless due notice is provided and the Director has an opportunity to be heard.

Manage Funds

- Neighborhood organizations must have approved financial policies and procedures, and should provide financial reports to the board on at least a quarterly basis. Financial reports should be publicly available.
- Funded organizations must have an open and up to date register (electronic or paper), keep all supporting documentation on file, and ensure accountability by having at least two individuals involved in managing finances.

B. Public Standards

The NCR Department will rely on certain publicly available and commonly accepted references when further interpretation of the the standards and expectations (Section VI.A., above) is required: the Minnesota Council of Nonprofits *Principles and Practices for Nonprofit Organizations*, the Charities Review Council *Accountability Standards®*, and *Robert's Rules of Order Newly Revised (11th Edition)*.

NCR will provide and keep current best practice guides and other resources based on these standards and expectations.

C. Support For Funded Neighborhood Organizations

The NCR Department will provide support for funded neighborhood organizations in the following ways:

- Maintain regular communication with funded organizations.
- Provide support and assistance to neighborhood organizations in preparing applications and reports, on an as-needed basis.
- Provide technical assistance to funded organizations as necessary to help guide and support their efforts in carrying out their community participation activities.
- Provide technical assistance to residents, funded neighborhood organizations, City departments and participating jurisdictions in the development and implementation of Neighborhood Priorities.
- Attend neighborhood meetings to answer questions about the NCR Department, the NCEC, the NRP Policy Board or funding programs administered by the NCR Department, on an as-needed basis.
- Provide support with appropriate documents, templates and training, on an as-needed basis.
- Recommend and provide samples of policies required to meet the eligibility requirements identified in Section II. Eligible Neighborhood Organizations, and the standards and expectations identified in Section VI.A., above.

- Provide relevant news and information to neighborhood organizations regarding NCR neighborhood program development, and to share information about successful neighborhood organization activities and practices.
- Receive and review Community Organization Report Forms on a regular basis and approve the release of funds within the terms and conditions defined by the contract.

D. NCR INITIATED REVIEW OF NEIGHBORHOOD ORGANIZATION ADHERENCE WITH GUIDELINES

The NCR Director may initiate an NCR Review for adherence to these guidelines. Any such review must be:

- within the jurisdiction of the City's Community Participation Program contract with the neighborhood organization;
- regarding the process used by the neighborhood organization (but not about decisions or outcomes); or
- regarding the management or use of CPP funds. in a manner that is inconsistent with the program's standards and expectations (see Section VI.A., above).

Before an NCR Review is initiated, the NCR Director must first bring the concern to the neighborhood organization and provide an opportunity for the organization to respond within sixty (60) calendar days. The neighborhood organization's response must include any documentation requested by NCR, and may include any additional supporting documentation that the organization deems necessary.

After receipt of the neighborhood organization's response, the NCR Director will decide whether further review is warranted. The Director will inform the organization of this decision within 10 working days. NCR will inform the NCEC when it is initiating a review.

If further review is warranted, the NCR Director may retain a neutral outside party to conduct some or all of the review. Outside parties may include:

- Board or organizational consultants;
- External legal counsels;
- Independent employment investigators;
- Mediation firms;
- One or more commissioners of the NCEC, appointed by the NCEC with agreement of the neighborhood organization;
- A panel of neighborhood representatives selected by NCR and the neighborhood organization, to include Development Finance Division staff;
- The City's Development Finance Division.

An NCR Review may include an examination of official records of the organization (such as financial reports and accounting records, meeting minutes, agendas and notices), individual interviews, and review of other documentation as necessary. Recommendations will be developed in accordance with these Guidelines, current City policies, and the organization's bylaws. The review may also reference other publicly available standards such as Robert's Rules of Order, the State Non-profit Law, the Minnesota Council of Nonprofits' Principles and Practices for Nonprofit Excellence, and the Charities Review Council's Accountability Standards®.

The preliminary findings of the review will be presented in writing to the NCR Director. Both the NCR Director and the neighborhood organization may review the preliminary report before it is finalized. The neighborhood organization may provide responses to findings for inclusion in the final report. The final report will include actions for resolution, if any, and how the NCR Department will monitor progress and provide support, if necessary.

A neighborhood organization may appeal the findings of the final report or recommended actions through the NCEC before any action is taken by NCR. The appeal must be provided in writing to NCR within ~~thirty~~ 45 ~~(30)~~ days of the report being issued. The NCEC will convene a committee to review the report. The neighborhood organization will have the right to be heard by the committee and to respond to any findings in the NCR report. The decision of this grievance committee will be final and will be reported to the full NCEC.

E. Grievances Against Funded Neighborhood Organizations

A grievance against a neighborhood organization may be filed with the City if the following conditions are met:

- The grievance is within the jurisdiction of the City's community participation contract with the neighborhood organization;
- The grievance is regarding the process used by the neighborhood organization (but not about decisions or outcomes), or the grievance is regarding the management or use of CPP funds in a manner that is inconsistent with the program's standards and expectations (see Section VI.A., above);
- The person filing the grievance is a member of, or eligible for membership in, the organization, or is otherwise directly affected by the actions of the organization;
- The person filing the grievance has formally brought the issue to the attention of the neighborhood organization in a timely manner and the grievance has been addressed through the neighborhood organization's grievance procedure, or if the neighborhood organization has failed to respond to the grievance in a timely manner as addressed in the neighborhood organization's bylaws (but not to exceed 120 days); and
- The grievance must be submitted in writing to the NCR Department in a timely manner (but not to exceed 60 days after the completion of the neighborhood grievance process).

A written grievance filed with the NCR Department should address the original grievance filed with the neighborhood organization, the reason(s) for disagreement with the neighborhood organization's response, and a proposed resolution to the grievance that directly relates to the subject of the grievance. Multiple grievances should be addressed in separate letters.

Upon receipt of the grievance, the NCR Department will undertake a review of the complaint and prepare a report of its findings for the NCR Director. The NCR Director will issue a formal response to the grievance within 45 days of its acceptance of the grievance. This response will include the findings of the investigation and a proposed resolution to the grievance.

If the person filing the grievance or the affected neighborhood organization is unsatisfied with the Director's findings or resolution, they may appeal the matter to the NCEC within ~~30~~ 45 days of the official response. The NCEC will convene a grievance committee to review the grievance. The decision of this grievance committee will be final and will be reported to the full NCEC.

VII. UNUSED FUNDS

CPP funds that are not yet contracted within the previous or current funding cycle, or contracted funds that are unspent and not rolled-forward by neighborhood organizations (see Appendix A, below), shall be retained by NCR to fund special requests from a neighborhood organization for distinctive projects that are above and beyond the scope of the organization's community participation contract, but still contribute to the organization's participation efforts. Unused funds also may be rolled-forward into the general pool of dollars to be available for future cycles of funding for the CPP. The NCR Department shall review and approve reallocation, special requests or roll-forward of unused funds to future funding cycles.

The NCR Director will provide 60-day prior written notice to an existing neighborhood organization, if possible, when unused funds are retained by the NCR Department. An organization may file an appeal over retained funds with the NCEC. Such an appeal must be received within 45 calendar days of the notice of the Director's decision by submitting it to the City's Development Finance Division (DFD). DFD will prepare a report on the appeal for the NCEC. The NCEC may uphold the original decision or change the decision.