

neighborhoods 2020

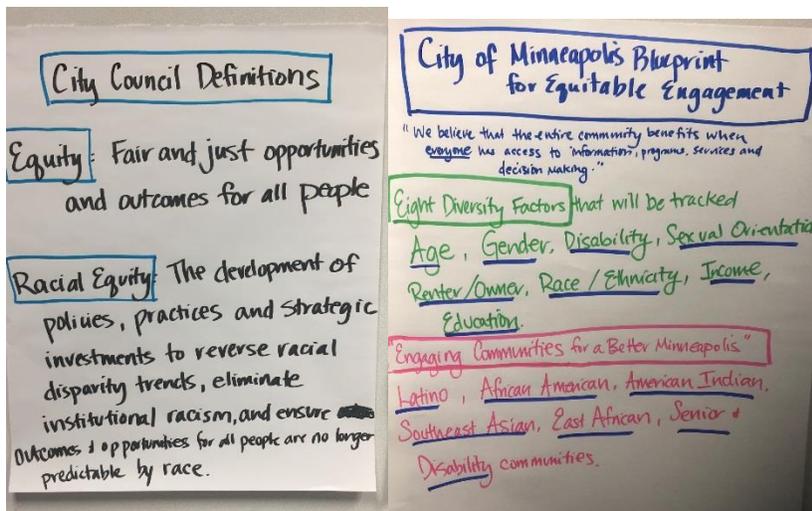
Work Group 3: Citywide Community Engagement Policy Notes for Meeting 2: 6 to 8 p.m., August 23, 2018 Crown Roller Building – 2nd floor. 105- Fifth Avenue South.

Group Mission Reminder: To provide a recommendation for a framework for equitable city-wide community engagement policy.

Pre-Meeting:

Equitable Engagement

The following reminder of the City of Minneapolis' Blueprint for Equitable Engagement was displayed prominently for attendees near the entrance of the room along with important City Council definitions.



Check In: Introductions of Work Group members

- Introductions: All individuals in attendance - including guest speakers – stated their name, location and one thing about themselves you wouldn't know by looking at them.

Guest Speaker: Regulatory Services Presentation | Rose Lindsay, Manager for Community Relations and Grants

Rose spent time talking to – and answering questions from - the work group about regulatory services (RS) looks like, relatable programs and equity. What follows is notable, quotable from Rose beyond the handouts.

- Rose introduced herself and shared she has been with RS for four months.
- RS services include:
 - Rental license program (fire and housing inspections).
 - Housing: 1 to 3 units. Fire is all the bigger buildings so they are safe and livable. Three building tiers: based on condition of property. You can move up and down those tiers.
 - Traffic/parking: Example, help for people who are not following the rules on the street and/or parking laws.
 - Animal Care and Control: not only chasing dogs but also pet adoptions. Also work with police on dog fighting. Sometimes crimes against animals leads to crimes against people. Really important to the city.
- Proud of the homeowner navigation program: veterans, seniors, disabilities
 - a. Example: When they get tickets or violations on their homes - like someone who is 85 needs to paint or take down a big tree but can't afford on a fixed income or sometimes may have a disability or traumatic brain injury - instead of more tickets, they are referred to RS to try and help abate those orders so they won't lose their homes.
- RS is creating new position called Tenant Navigations. Inspectors work to facilitate between tenants and landlords to help those conversation. Work to have conversations between tenants and landlords. This position is brand new and getting rolled out right now.
 - . Sometimes you hear about a landlord who has revoked tenants and they need to leave. How do folks get into other places? Work with city and county to help folks into housing so they are not displaced out of Minneapolis.
 - a. Also help renters so they understand how to prepare rental.
 - RS also has interns to create a pipeline for new and diverse talent to add to the department.

Member Q&A for Rose

- Question: How many people do you help with the Homeowner Navigator Program?
 - a. 130 per year. Requirements are that you have orders on your home and you have to be referred to us from a home inspector. You have to be working with an inspector who refers you to us to help them abate or close those orders.
 - Question: You mentioned a workshop?
 - . It's for anybody; you can sign up for free. If someone has a conversion (homestead to rental) you get a \$250 discount if you go through a workshop that happen every month. They are attended by 25 to 30 per 3-hour class.
 - a. The last 45 minutes is with a crime prevention specialist.
 - On engagement:
 - a. Engage through events.
- i.Examples:
1. Work through Open Streets.
 2. East African business forum.
 3. Kitty Hall (cat adoptions)

- On helping all understand city laws:

. Go on cultural radio programs with interpreters to help explain the laws where people can call in and ask questions in their own language.

.Example: Explaining why people can't work on their cars in their yards.

i.Example: Needing to explain parking rules. No matter how long you are at a meter (5 minutes) you have to pay for parking. Tickets can become really expensive.

ii.Example: Explaining the inspection process – which can be intimidating.

- On hearing tenant voices:

. Hire people to work with inspectors and tenants to help explain each other's viewpoints just as people. When you enter people's spaces, this helps realize you are like me.

- Question: What is it like working with folks in the community?

. It can be intense. For example, if you have to go into someone's home to take away a pet like a dog because it's been reported.

a. We have a lot of printed materials online to help with facilitation of translation.

- Question: How do you work with NCR and what help do you need? ?

. Planning. Every department gets really busy and has limited budgets. All of our folks who go to cultural events also have full-time jobs.

a. I understand NCR has limited time, and we'd like to do community dialogues for all of them.

b. More consistent services across neighborhoods Every organization offers something different. If I have a vulnerable resident who needs funding to take care of something, one neighborhood can help and the other next door can't help them. That's difficult to tell an 85 year old person that they will lose their home.

c. All Together Now program cleans up 11 neighborhoods from nuisance things like weeds and trash. But need more participation to help ensure residents are aware so these issues are reduced when inspectors come out and inspect during the spring.

d. Anytime you can help us distribute information – especially if you have ways to distribute videos.

.You can create communications but if no one sees them, they're not worthwhile.

- Question: Working with communities, with organizations? Do you work with neighborhood commission/?

. We do both things.

- Question: What is your equity plan and how often do you train?

. Mandatory training this week, it's very important to our team. We also have an initiative with customer services. Biggest goal is weaving it together. Hearing tenant voices for landlords. Some "bias" training for all departments to go through. Everyone interacts with people, so maybe your bias is coming into that situation. Also developed career pathways program.

- Question: When you talk about the trainings, do you see a real impact to the people you serve? Like an evaluation?

. Hard for Rose to personally measure only four months on the job.

a. Implicit bias training was recent, but it gets people talking. Everyone is entering that training in a different place. Everyone is comfortable going into those meetings. This training isn't just a one and done. I would say the leadership of our department is committed to this. I also see that in our external work. Which is why we now have tenant navigators.

- Question: Do you think that your services are shared fairly across the city neighborhoods?

- . I think there is always work that can be done. It's a really small community engagement team.
- Question: How many people?
- . Five of us and two are dedicated to the navigation program.
- a. We do events across the entire city that are fairly distributed. Since I've been there, some of the work has been focused in North Minneapolis because that is where landlords has a concentration of homes where they lost their licenses, and that is where their homes are located.
 - Question: Some departments can't come to an engagement meeting without permission from supervisors. Wouldn't it be helpful?
- . That may be because we are a union city and folks have to be paid overtime.
- a. If someone asks for an inspector to attend a meeting (it needs to) be helpful to that location (for them to attend)
- b. WG comment: Wouldn't it be helpful if there was a similar program and how we dealt with it? Like to have inspectors go to community where they are building their presence.
 - Question: What examples of community engagement do you do?
- . We are responsible for writing videos., scheduling radio programs and all the communication materials. Somali Independence Day, Kitty Hall.
 - Comment: Outreach isn't taking in information.
- . (There are) large number of tenants and there is a lot that's more situational depending on what is going on in the community.
 - Question: How does the city-wide community engagement impact RS work?
- a. Answer from Steve Gallagher: There isn't a really a city-wide community engagement process. We've talked about it over the last 15 years and nothing really stuck.
 - Question: What's the relationship between RS presenting and the Workgroup 3 mission?
- . Answer from Steve: This WG can find out important pieces of information from city departments. One of the questions is, "Is there going to be a one stop shop for all city departments ... one piece all departments can do?"
 - Question: What would be helpful to put in the policy?
 - Include what works really well in each department and how it relates to each neighborhood

Discussion

A robust discussion ensued, the following include a highlight of the themes discussed.

- A group member voiced her frustration that Regulatory Services sent someone who had only been a part of the department for 4 months to come talk to the group about equity and engagement when she did not know the history and could not speak to the equity strategy beyond noting that the department leaders were invested and committed to training.
- An instance where Regulatory Services was highlighted for doing something well was when they worked outside of their silo. The example given highlighted a court appointed administrator who helped to coordinate many city departments – including housing, police, and 20 other organizations. One of the requests here was for Regulatory Services to collaborate more to do their work more effectively.

- Many members of the workgroup were confused as to why Regulatory Services presented or why city agencies would be coming to share what they do with the workgroup. Some members of the group were unclear about what Workgroup 3 is being asked to do. A conversation ensued to clarify and re-ground the group in the mission of workgroup 3.
 - The goal of workgroup 3 is to make a framework for the city to facilitate equitable city-wide engagement. The facilitator pointed to the Minneapolis Blueprint Plan for Equity and noted the goal was to better engage the people who do not feel connected to the city on an enterprise level.
- A member reflected that there is a lack of trust between the city residents and the city itself and trust needs to be rebuilt.
- Many members echoed frustration with what Regulatory Services calls engagement when really they feel it targets 11 communities and most people don't really know what RS does unless it is people in those communities. Framed as "we are all in this together" is false as it is a situation where the city targets those communities and cites them in a reactionary way.
- Some group members expressed frustration at not knowing about services and assistance that is available through the city. Many noted their NCR staff liaison was helpful and a member noted that she believed NCR cultural staff were an underutilized resource.
- A NCR staff member shared the history of community specialists – who started out as language services staff to engage residents. Native American, Spanish, Somali, and Hmong positions. When these positions were moved into NCR they were reclassified and an African American position was added last. A lot of members were surprised to learn that Minneapolis has had people in these positions to help engage communities, some for over 40 years.
- A cultural liaison noted that some residents feel they have good access to the city and their representatives and don't feel the need to work through their commissioner. Other members noted not knowing they have a commissioner.

Brainstorming For the Framework

- Members resonated with the Blueprint for Equity description on the flip chart and recommended we create a framework with the categories of "access to information, programs, services and decision making."
- Group members referenced the IAP2 Engagement model and some members suggested making this a mandatory training (it is currently optional for city departments and is costly) and having every department use it to increase engagement in decision making.
- One member noted that the City makes neighborhoods do a 21-day notice, board approval and have to do a community meeting to move money. They want the same level of responsibility and transparency across every department of the city.
- Engaging people in-person was a theme that was expressed. Some ideas to do this included
 - Increasing community collaboration for representative to speak on behalf of individuals.
 - Engage and pay neighborhood organizers to door knock to increase engagement since we know it works.

The following questions and directives were either overtly stated by WG members or came about because of the discussion/brainstorm during the evening. These can help to form the building blocks needed to begin creating the framework.

- Remind/show residents that they do have power.
- Engage people so they are decision makers.
- Develop a way to effectively help organize neighborhoods around important, personal issues that come up that impact a resident's livability,
- How can we make city department's jobs easier and have residents engage?
- How do we help residents feel more connected to the city?
- How do we proactively communicate issues and policies to people before so there is less animosity (about getting tickets, etc.) and people questioning "why" this is happening?
- How do we make people care so they aren't asking "why" they should be involved?
- How can we put the focus on trust? (Both between people and the city, and people to people)
- How do we ensure consequence makers are part of the decision-making process?
- How do we make collaboration happen?
- How can we make equity a process as opposed to simply speaking to the idea (as if 'we are all friends here')?
- How do we actively engage all neighborhoods and not just, for example, the 11 RS is focusing on?
- What avenues can we create to go about trying to help change policies (in city departments) so that they are helping residents instead of working against them?
- How do we create accountability for the city?
- How do we communicate and not alienate (for example, by mixing low income into specific ethnicities)?
- How do we make sure the city is reaching folks outside of a limiting group (ie email lists, social media, etc)?
- How can we make NCR a more utilized department? (Or, is it set up to be utilized more?)
- How do we have the same level of responsibility across every city department that they ask of neighborhoods?
- How can we integrate community organization into each program?
- Is there a better way to allocate resources for opportunities like door knocking (and other face to face interactions) as opposed to just sending out information?
- How do we make sure IAP2 format is integrated into all information that is created for residents?

Check Out:

- Next meeting is Thursday, September 13 from 6 to 8 p.m.
 - Location: Impact Hub: 817-5th Avenue South, Suite 400; Minneapolis (Located within Finnigans House)
- Resource reminders:
 - Use the Workgroup Resource Library, <http://www.minneapolismn.gov/ncr/2020> .

- Reference materials [here](#)
- Homework:
 - Review the [Community Engagement Guidebook](#).
 - Brainstorm engagement items that the city needs to do (to include in the framework) and also what neighborhoods are expected to do for engagement.
 - Option to research other cities for other models to bring as ideas.
- Do you have questions for the community? Steve has the ability to ask those that volunteered to be on a listserv. Contact him with suggestions!
 - Steven.gallagher@minneapolismn.gov
 - 612.673.2905

Acronym Key:

In order to avoid assumptions and increase understanding amongst group members, all acronyms used in each meeting will be defined.

- CPED = Community Planning & Economic Development
- NCEC = Neighborhood & Community Engagement Commission
- NCR = Neighborhood & Community Relations Department
- RS = Regulatory Services