



One Minneapolis

Racial inequities are addressed and eliminated.

What strategies are working?

THE CITY IS ADDRESSING COMPLEX AND INTERRELATED HEALTH AND POVERTY ISSUES.

- The City is working to address health issues such as teen pregnancy, obesity, youth violence and exposure to tobacco. The decrease in the teen pregnancy rate is one example of our success.
- City work reflects that issues related to poverty are interdependent and addresses them in a comprehensive manner rather than issue by issue. One example of that approach is the Cradle to K Cabinet, which ties together efforts to address housing, health and education challenges.
- The City and partner organizations are putting greater efforts into programs that build residents' skills than simply providing services. Building skills is a better way to ensure long-term progress.

THE CITY IS MAKING PROGRESS IN BROADENING COMMUNITY ENGAGEMENT.

- Efforts are underway to encourage neighborhood organizations to broaden participation.
- Boards and commissions are becoming more diverse and are better reflecting the city's demographics.
- The One Minneapolis Fund is being used to empower cultural communities.
- The City is using social media to engage people and expand community participation.
- The City has been intentional in its strategy to engage cultural communities, and trust is growing between some cultural communities and the City. Specifically, the Southeast Asian community is making strides toward increasing its involvement with the City.
- The Neighborhood and Community Relations Department is helping departments communicate more effectively with cultural communities.
- The City is listening to immigrants and trying to understand the complexity of immigration issues.
- City departments are taking advantage of language translation services to communicate with residents.

THE CITY IS TARGETING ITS RESOURCES TO MAKE A NOTICEABLE IMPACT ON DISPARITIES.

- The City is targeting its healthy living investments (greenways, bicycling resources, healthy food availability, etc.) at neighborhoods with the greatest deficits in these resources. This intentional focus should result in noticeable health improvements in those areas and a reduction in disparities.
- City work reflects the importance of focusing healthy living efforts on a geographic cluster rather than scattering efforts throughout the city. When changes are made in a concentrated area, residents can see demonstrable improvements.
- Minneapolis Community and Technical College, public schools and the City are collaborating to provide services within a focused area. Reflecting that issues are interrelated, these organizations are working together to share resources and implement regional strategies. Northpoint, the Northside Achievement Zone and the Northside Workforce Development Center are examples of this effort.
- We are moving away from a siloed service model and working toward an integrated service model. This approach will ensure that residents never encounter a wrong door when seeking service.

What strategies are not working?

THE COMPLICATED NATURE OF INEQUITIES MAKES THEM DIFFICULT TO ADDRESS.

- We aren't doing enough cross-jurisdictional work to address the multiple challenges posed by poverty.
- Because affordable housing is not distributed throughout the city, two areas have a higher concentration of poverty. These areas also have a higher concentration of sex offenders because they are unable to rent elsewhere.

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- People with Section 8 housing vouchers can't rent in some areas of the city.
- People who need legal aid have a whole range of vulnerabilities that go far beyond legal problems. Resolving legal problems requires long-term help with issues such as unemployment, lack of affordable housing and poor credit.
- Previous evictions or credit issues make it difficult to find affordable housing, and there is no option in the system to find out people's circumstances so they can be given another chance.

MISTRUST REMAINS A BARRIER.

- Trust between communities of color and government remains a problem. Government has yet to fully understand how the history of Jim Crow laws and continuing discriminatory interactions taint our relationships. The black community's historical perspective is that government's role was to maintain the status quo of segregation. This is part of the reason for the community's skepticism of government.
- We don't like to admit it, but we pit one community of color against another community of color.
- Low income residents have little trust in government because government has failed them before.

IMMIGRANTS HAVE DIFFERENT KINDS OF COMPLICATED NEEDS.

- Immigrants' fear or mistrust of government makes them hesitant to seek help. When immigrants are fearful of City inspectors and landlords, they are hesitant to raise complaints.
- Even if immigrants want help, they often don't know how to access City resources.
- Immigrants have job skills, but they can't always document their training to potential employers.
- The greatest challenge facing the immigrant community is access to driver's licenses.

GOVERNMENT'S LACK OF CULTURAL UNDERSTANDING LEADS TO INAPPROPRIATE INTERACTIONS OR INEFFECTIVE PROGRAMS.

- Government's one size fits all approach doesn't allow for the cultural norms of business owners and the community. Many problems faced by Mercado Central could be traced back to the fact that government and its business partners approached this project using their standard business practices. That cultural breakdown nearly resulted in bankruptcy for Mercado Central.
- Many City employees don't have a feeling for the underlying dynamics of a community. There have been times City staff believed a meeting was chaotic and a failure, but the community participants thought it went very well. We still lack cultural understanding.

GOVERNMENT OUTREACH NEEDS TO IMPROVE.

- The City Council ward summits were good, but this outreach effort is not ongoing.
- There are many efforts to engage cultural communities, but these efforts aren't coordinated among multiple departments. Efforts are department-specific rather than issue- or community-focused.
- While some departments have evolved in their understanding of how to reach out to various communities, others haven't. Some departments haven't changed how they do outreach in 30 years.
- The City places too much emphasis on enforcement and compliance and not enough on helping entrepreneurs — especially immigrants — solve problems, navigate the regulatory process and find resources to improve their business skills.
- Documents from the City are written in bureaucratic language that the community must decode to understand.
- Government still has an 8 a.m. to 4 p.m. mentality. People can't come to meetings during the day.
- Residents with low incomes are working two or three jobs. They don't have the time to get involved.

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Working in partnership, what strategies could we pursue?

IMPROVE OUTREACH AND LEARN MORE ABOUT THE COMMUNITIES WITHIN MINNEAPOLIS.

- Hold more community meetings and outreach events evenings or weekends so more people can participate.
- Check back with participants after community meetings to verify that processes or issues were understood. Following up on participants' perceptions will improve understanding and help determine what additional steps need to be taken.
- Ask communities about their concerns and find out what their priorities are. Bringing community voices to the table will build trust and increase buy-in.
- Ask the Neighborhood and Community Relations Department to teach City departments about effective outreach methods and help departments learn about communities' cultural norms and concerns.
- Encourage departments that effectively connect with communities to share their knowledge with other departments.
- Stop using a one size fits all approach to outreach. Use approaches that are culturally appropriate for each community. For example, use face-to-face conversations with the Southeast Asian community, and reach out to clan leaders and elders in the Hmong community.
- Make sure all written communication from the City is in plain English.

IMPROVE PARTNERSHIPS AND COLLABORATE TO SOLVE COMPLEX PROBLEMS.

- Nurture partnerships among large institutions so all players are working together to address issues related to education, transportation, housing and employment.
- Partner with community leaders and encourage them to serve as brokers for their communities. They can help community members be more comfortable relating to government and accessing services.
- Encourage public housing and the Community Planning and Economic Development (CPED) Department to work together more frequently to increase the availability of affordable housing.
- Encourage CPED, Public Works and the Health Department to align their efforts and work toward a common community goal, rather than working on issues on a department-by-department basis.

PUT GREATER FOCUS ON SOLVING PROBLEMS AND REDUCE EMPHASIS ON ENFORCEMENT.

- Simplify the process that must be followed to start a business in Minneapolis.
- Help entrepreneurs — especially immigrants — solve compliance problems and boost their business skills so they can remain in business and be successful.
- Help the immigrant community learn how to access City resources to address housing and job complaints. Empower them to use City resources and feel safe contacting City inspectors.

ADDRESS ISSUES THAT CONCERN IMMIGRANT COMMUNITIES AND COMMUNITIES OF COLOR.

- Examine laws and government policies from communities' points of view. City leaders and staff must look at government policies and see how past action has eroded trust.
- Address the complexities of the relationships between the police and communities of color. Create opportunities for each community to meet with the chief of police.
- Enact policy changes to help undocumented workers obtain driver's licenses or ID cards.
- Help immigrants obtain documentation to verify their training so they can find work.

HELP RESIDENTS WITH HOUSING.

- Help residents buy a home or fix their home.
- Reduce restrictions on Section 8 housing vouchers so people can rent in more areas of the city.

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- Provide incentives to landlords so more will accept Section 8 housing vouchers.

Note: Conversation participants were asked to focus on inequities related to housing, education, income and health.

This conversation had representatives from City Council, City Coordinator's office, Civil Rights, Community Planning and Economic Development, Health Department, Mayor's office, Neighborhood and Community Relations, Legal Aid, Little Earth and North Pointe Wellness Clinic.