

Neighborhood and Community Relations (NCR) SERVICES

“When residents are informed, connected to their community and feel represented in City government; they are empowered to influence decisions that impact their lives.”

EXPANDING COMMUNITY ENGAGEMENT STRATEGIES

CITY ACADEMY - This is a yearly program that runs for 5 weeks and gives residents interested in getting involved in City government a quick overview of how the City functions.

CITY BOARDS AND COMMITTEES - NCR provides outreach and awareness to neighborhood and cultural communities for the spring and fall cycles of City boards and commissions streamlined process. NCR also works closely with the Clerk’s office on general boards and commissions related information. NCR provides staff support to four City boards and commissions.

COMMUNITY CONNECTIONS CONFERENCE – Annual conference that brings together the community, neighborhoods, cultural organizations and City departments to network, learn and tackle important issues facing Minneapolis.

CULTURAL ENGAGEMENT – Builds connections with communities where cultural norms or practices, language or disabilities limit knowledge and access to government. NCR staff directly engages the African American, Southeast Asian, Latino, American Indian, East African, LGBT, Senior and Disability communities.

MONTHLY NEWSLETTERS - The Minneapolis Connects newsletter is produced monthly and provides updates about the work of the NCR department as well as other important City information to a contact list of over 2,000 people.



SUPPORTING STRONG, VIBRANT NEIGHBORHOOD ORGANIZATIONS

AMERICANS WITH DISABILITIES ACT – Provides information to neighborhoods, community organizations and City departments on how to provide equal access to programs, services and activities for people with disabilities.

AUDITING AND FINANCIAL READINESS -Contracts audit services including full audits and financial readiness assessments, and assists with required state and federal filings for neighborhood organizations.



CONFLICT RESOLUTION- Provides information to boards and committees such as: codes of conduct, pointers for participation, IAP2 principles for meetings, how to run effective meetings, Roberts Rules of Order, understanding cultural norms and working with diverse participants in the community.

LEARNING LABS – Offers trainings on Financial Management, Community Development, Community Organizing, Running Effective Meetings, Community Connections Series, Engaging Renters, Neighborhoods 101, Benefits of Being on a Neighborhood Board, All About the ABC’s – Appointed Boards and Commissions.

LEGAL CONSULT – Contracts legal services to neighborhood groups on employment law and non-profit law. Consults City Attorney on NRP law and new programs, projects or initiatives as needed.

NEIGHBORHOOD BOARD TRAININGS - Includes overview of Neighborhood Revitalization Program (NRP), Community Participation Program (CPP), neighborhood priority setting, neighborhood financial updates on city funds, how to re-allocate City funds, policies and procedures, risk management, duties of care, loyalty and concern, and other resources for neighborhood boards.

RISK MANAGEMENT – Arranges for director and officers insurance for most neighborhood boards and tracks general liability insurance policies for neighborhood organizations.

INCREASING CAPACITY OF COMMUNITY PARTNERSHIPS

NEIGHBORHOOD REVITALIZATION PROGRAM (NRP) - NCR staff assists neighborhood organizations with coordinating the implementation of NRP strategies and spending NRP funds in accordance with their neighborhood plans. This includes setting up contracts with City departments and various other government and non-profit agencies.

ONE MINNEAPOLIS, COMMUNITY INNOVATION FUND (CIF) AND COMMUNITY PARTICIPATION PROGRAM (CPP) - NCR manages program eligibility, guidelines, award decisions and reimbursement requests. The NCR staff works with grantees to make sure that program guidelines and funding requirements are followed.

ENSURING CITY DEPARTMENTS ARE WELL EQUIPPED TO CONDUCT EFFECTIVE PUBLIC PARTICIPATION

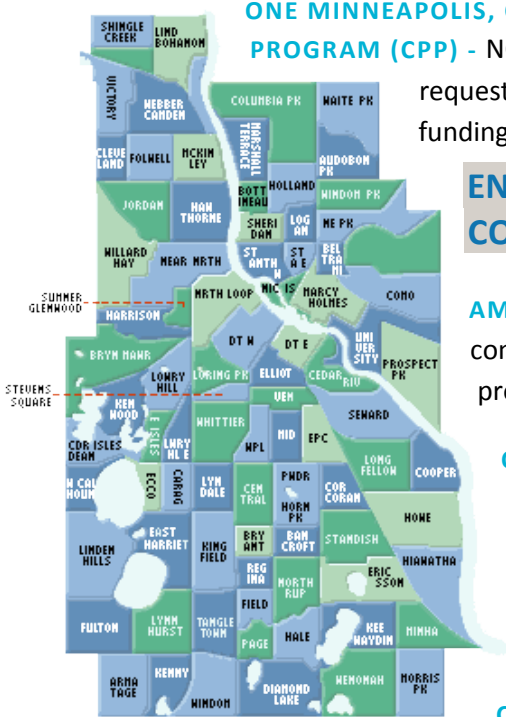
AMERICANS WITH DISABILITIES ACT – Provides information to neighborhoods, community organizations and City departments on how to provide equal access to programs, services and activities for people with disabilities.

CITY DEPARTMENT ENGAGEMENT PLANNING – NCR advises City of Minneapolis departments on community engagement plans for various issues, projects, policies and programs. Examples are: Safe and Sick Time Ordinance, Minimum Wage Ordinance, Police Body Cameras, Green Zones, CLIC, Comprehensive Plan Update (Minneapolis 2040) and much more. Each community is different and NCR staff can help tailor strategies to have the most effective reach.

COMMUNITY CONNECTIONS LEARNING LABS - Offers trainings to expand understanding of equitable community engagement. Helps participants discover best practices and avoid common pitfalls. Teaches techniques that follow the City of Minneapolis' Core Principles of Community Engagement based on the International Association of Public Participation (IAP₂)

Expands understanding of the many different cultural communities in Minneapolis and teaches historical beginnings, cultural norms and community contacts to enhance engagement to underrepresented groups.

LANGUAGE ACCESS PLAN - Consults City of Minneapolis Departments on interpretation, translation and engagement strategies to effectively relay information to non-to-limited English speaking residents. This may include the use of video, radio, TV, as well as print. NCR can help determine where an agency's money is best spent. NCR also provides oversight of language contracts and assists with accuracy of translated materials and equipment for face to face interpretation. To request translation of documents or in person interpreters, please use the [language access portal on City Talk](#).

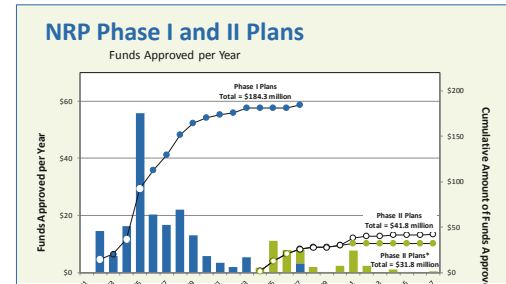


To make a reservation of interpretation headsets please contact 612-673-3737 or email ncr@minneapolismn.gov

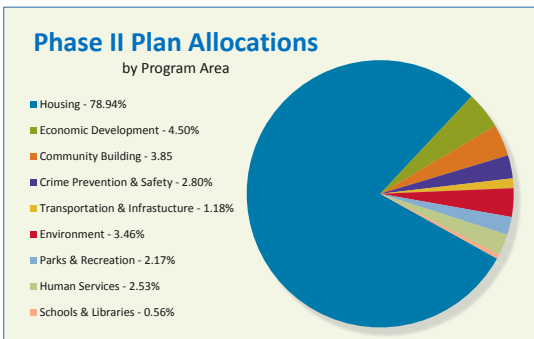
EVALUATING AND CELEBRATING SUCCESS

BLUEPRINT FOR EQUITABLE ENGAGEMENT – The Blueprint for Equitable Engagement is a five-year plan to ensure an innovative and equitable engagement system for the City of Minneapolis. The plan will be used as a roadmap, between 2015 and 2020, to better achieve the department’s mission, “Engaging Communities for a Better Minneapolis.” Inclusive and equitable participation will be critical to achieve the One Minneapolis goal.

CITY BOARD AND COMMISSION DIVERSITY SURVEY- The City benefits from the volunteer efforts of about five hundred residents who serve on more than fifty appointed advisory boards and commissions. These boards and commissions represent a key component of community engagement activities in regard to City actions and decision making. In order to be effective in their work, and truly represent the many interest of the city’s residents, membership on the City’s boards and commissions should reflect the people in our city. The Neighborhood and Community Relations department works with the City Clerk and the City Council to ensure that the boards and commissions represent the diversity Minneapolis residents.



NEIGHBORHOOD BOARD DIVERSITY SURVEY- The City benefits from the volunteer efforts of about seven hundred residents who serve on seventy neighborhood boards. These boards and sub-committees represent a key component of community engagement activities in regard to City actions and decision making. In order to be effective in their work, and truly represent the many interest of the city’s residents, membership on neighborhood boards should reflect the people in our city. The Neighborhood and Community Relations department completes the neighborhood board diversity survey every two years.



NEIGHBORHOOD PROGRAMS ANNUAL REPORT - The Minneapolis Neighborhood Programs Annual Report is a consolidated report of all the individual Neighborhood CPP annual reports. Organizations report on their activities to reach underrepresented communities, communicate with

residents, host meetings and events, and work on the neighborhood priorities. This consolidated report summarizes the work and accomplishments of the funded neighborhood organizations.

88%	Reported activities targeted to reach under-represented populations.
64%	Met with other agencies in the community that work closely with under-represented constituencies
63%	Worked on an issue of particular interest to an under-represented group within the neighborhood
63%	Did targeted tabling at other events (such as farmers markets, cultural events, etc.)
58%	Targeted outreach in apartment buildings or blocks to reach renters
31%	Held one-time/pop up events in areas of the neighborhood that don't often have neighborhood meetings
30%	Provided notices of annual and special meetings in multiple languages
21%	Provided newsletter articles or web pages in multiple languages

RESIDENT SURVEY- The Minneapolis Resident Survey is a key way the City engages people in City government. The City conducts surveys of its residents on a regular basis to get their perspectives about the quality of service the City provides. Information collected from surveys is used to compare with the previous survey results and helps track City departments’ performance.

Neighborhood and Community Relations

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