

2019

DEPARTMENT

results
minneapolis

Neighborhood & Community Relations

Performance summary

Enterprise priorities (page 3): Workforce diversity, Spending with diverse suppliers

Department priorities (page 4): Office of Immigrant and Refugee Affairs, Municipal Identification Card

Trend Key



Year-over-year
(YoY) Increase by
more than 5%



YoY less than
5% change



YoY decrease by
more than 5%



No trend

| Budget program | 2018 Budget | Performance measure | 2018 performance | Trend from prior year | Trend: Red/yellow/green |
|-------------------------------------|-------------|--|---|---|--|
| Neighborhood Engagement and Support | \$9.7M | <ol style="list-style-type: none"> Neighborhood organization board trainings Audit review services Neighborhood organization board diversity survey Volunteer hours Residents reached by neighborhood organizations | <ol style="list-style-type: none"> 31 trainings 86 audits 18% BIPOC / 17% Renters 134,760 hours 113,533 residents reached | <ol style="list-style-type: none"> No trend Stable Decrease/Increase Increase Increase | <ol style="list-style-type: none"> |
| Access and Outreach Support | \$1.3M | <ol style="list-style-type: none"> Resolved ADA complaints Radio programs Support for community partner services | <ol style="list-style-type: none"> 45 complaints resolved 38 radio programs 1637 individuals provided immigration related services / 1600 services provided to aging community | <ol style="list-style-type: none"> Increase Increase No trend | <ol style="list-style-type: none"> |
| Coordinated Engagement Services | \$1.3M | <ol style="list-style-type: none"> Learning labs Community Connections Conference attendance | <ol style="list-style-type: none"> 228 attendees 694 attendees / 46% BIPOC | <ol style="list-style-type: none"> Increase Increase | <ol style="list-style-type: none"> |

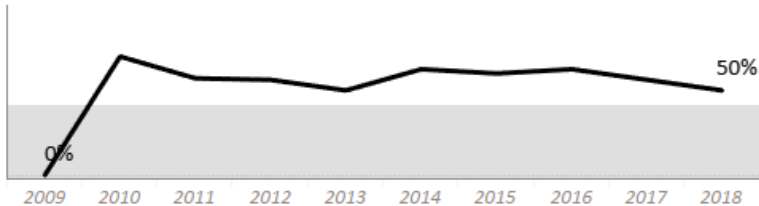
Enterprise Priorities

Workforce diversity

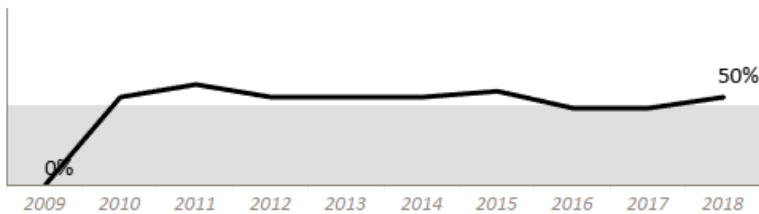
- **Meets** enterprise goal of 41% people of color
- **Meets** enterprise goal of 45% women
- Since its inception, the department has met the City's workforce diversity goals. Although several positions in the department are culturally specific, the department's value on gender and racial diversity is reflected in all of our positions. Recent management team changes have led to a majority of women in leadership positions in the department. The diversity within the department strengthens our work.

Workforce diversity (2009-2018)

People of color



Women

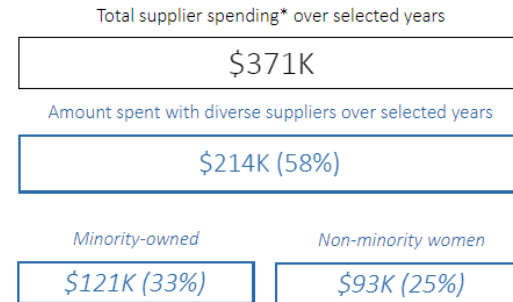


Notes:

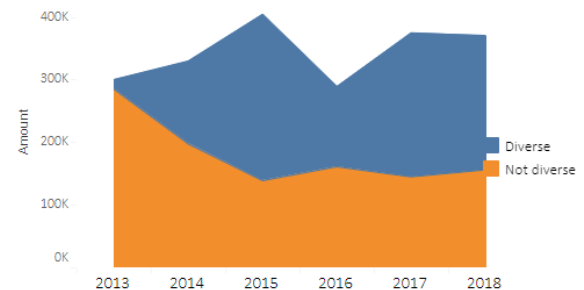
(1) Grey shading indicates enterprise goals (41% people of color and 45% women).

Spending with diverse suppliers

- **Exceeds** Citywide percent diverse spending
- **Exceeds** Citywide percent spending with minority-owned suppliers
- **Exceeds** Citywide percent spending with non-minority women-owned suppliers
- The department prioritizes selecting minority or women-owned suppliers. The department intentionally focusses on community-based and local vendors, whenever possible. An example is our Community Connections Conference where local food vendors are selected and highlighted. This focus strengthens our local communities and supports the department's mission.



Share of diverse spending* (all years)



Department Priorities

Office of Immigrant and Refugee Affairs

- Minneapolis has a number of active and engaged immigrant and refugee communities. As municipalities have become aware of their role to support these communities, Minneapolis has joined just a handful of US cities that have established an Office of Immigrant and Refugee Affairs (OIRA).
- In 2018, after the City Council provided funding for the position, NCR hired Michelle Rivero as the first Director of Office of Immigrants and Refugees.

Municipal Identification Card

- Minneapolis passed an [Municipal Identification Program ordinance \(2018-078\)](#) and is in the process of researching and planning a Municipal ID program to ensure equitable access to services, programs, and benefits.
- The Minneapolis Municipal ID will be recognized by the Minneapolis Police Department, providing enhanced public safety by serving as primary form of ID. A host of additional amenities, provided by various organizations that are working to accept it, will be available for all Minneapolis residents who choose to request a Municipal ID.
- The City is actively pursuing key partnerships; for example, establishing shared use with existing bus cards, potential access to banking services, increased access to local arts and culture centers, and discounts at some of our best restaurants.

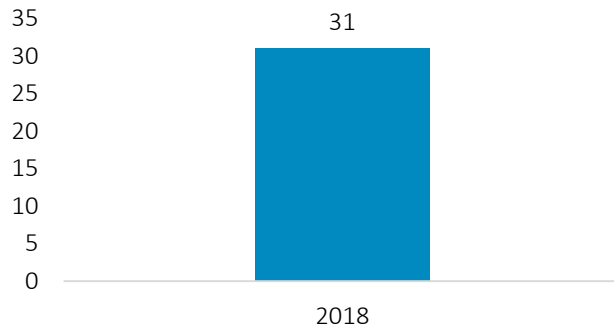
Neighborhood Engagement & Support

Program description:

This program supports the department's support services for neighborhood organizations. The program helps sustain a world-class community engagement program through neighborhood-based priority setting, planning and implementation; and the coordination of this work with the work of the City. This program also includes the direct allocations to neighborhood organizations through the three primary funding programs. The services provided include Community Participation Program (CPP) allocation, Neighborhood Revitalization Program (NRP) allocation, Community Innovation Fund (CIF) funding, and other support services such as contract management, directors and officers insurance, auditing, training, legal support and other related activities.

Performance measures

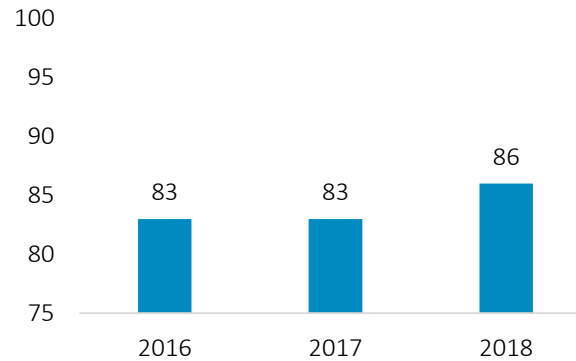
Neighborhood Organization Board Trainings



Definition:

- Minneapolis neighborhood boards help shape key decisions and provide community based input into the design and administration of programs and services at the local level. NCR staff provide board trainings to assure that neighborhood boards understand their fiscal and legal responsibilities.

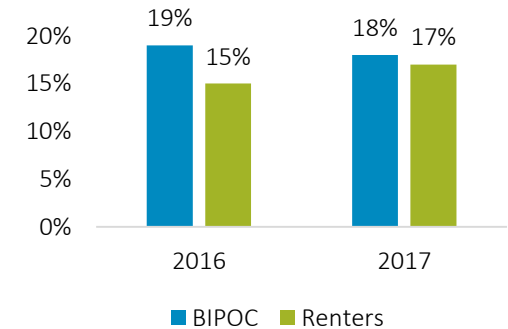
Audit Services



Definition:

- NCR contracts with an independent auditor to review neighborhood organizations' programming, financial management, and compliance. Audit services include audits, financial reviews, agreed upon procedures, audit readiness assessments, and other audit services. NCR has a goal of reviewing 30% of all neighborhoods each year.

Neighborhood Organization Board Diversity



Definition:

- Minneapolis neighborhood boards are a key component of community engagement activities in Minneapolis. NCR conducts a survey of all neighborhood boards every two years. The surveys ask board members to respond to questions that track seven primary categories, including age, income, gender, education, disability, race, and status of owning/renting housing.

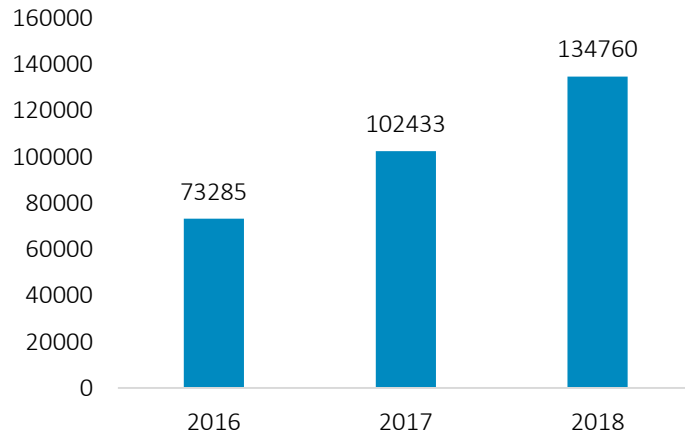
Neighborhood Engagement & Support (continued)

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Performance measures

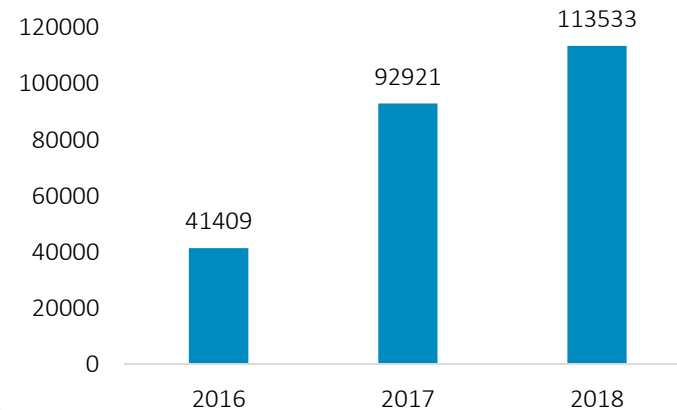
Volunteer hours



Definition:

- Neighborhood organizations do most of their work through the hundreds of volunteers who serve on the board of directors and committees. These volunteers organize community events and activities, meet with City and jurisdictional staff to solve community programs, serve on block patrols or block clubs, organize and help with community cleanups, and support youth programs and many other activities.

Households reached through door-to-door outreach



Definition:

- Minneapolis neighborhood organizations engage residents through various activities, such as hosting meetings or discussion groups, flyering neighborhoods or buildings, providing newsletters or articles, hosting or tabling at events or locations, or conducting outreach to buildings or residents. Hosting meetings are significant way that neighborhoods engage residents. Door-to-door outreach such as door-knocking or flyering is a direct way to engage residents, especially those that are un- or under-engaged.

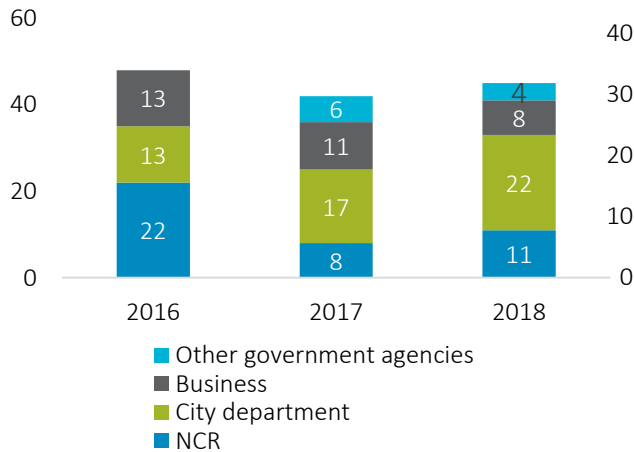
Access and Outreach Support

Program description:

Access and Outreach provides the logistical and office support for cultural engagement services and federally mandated programming. The program is aimed at broadening engagement through enterprise support of federal mandates and the elimination of barriers to participation by underrepresented groups in neighborhood organizations, boards and commissions and City governance. The services provided include ADA compliance, implementation of the language access plan, interpretation and translation services, and administration of program funding for the One Minneapolis Fund.

Performance measures

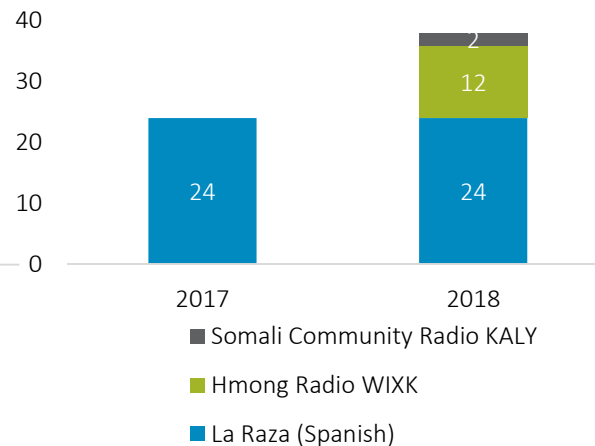
Resolved ADA complaints



Definition:

- The ADA Grievance System, managed by NCR in partnership with 311, offers a centralized location to report disability-related issues. The system serves two functions: managing ADA Title II cases and allowing people with disabilities to identify other non-City of Minneapolis disability-related issues within the city limits. NCR staff work with residents and other entities, such as other city departments, businesses, etc., to resolve complaints.

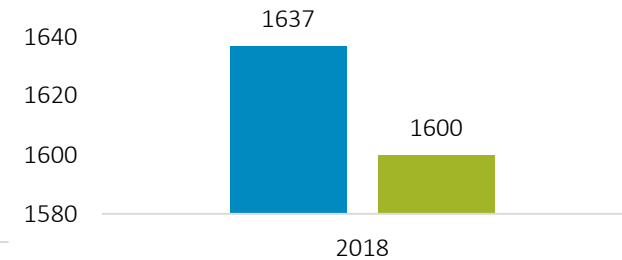
Radio programs



Definition:

- In partnership with Communications, NCR hosts regular radio programs as an avenue to share information about timely and ongoing issues with all Minneapolis residents. Originally starting with the Spanish language program on La Raza, the programs expanded to Hmong and Somali radio in 2018.

Support for community partner services



Definition:

- NCR supports services provided to community members throughout the city. Some grants support services such as legal consultations and legal representation, legal advice and assistance with applications for immigrant and refugee community members. Other grants support services include home maintenance, lawn care and snow removal, and home visits for seniors.

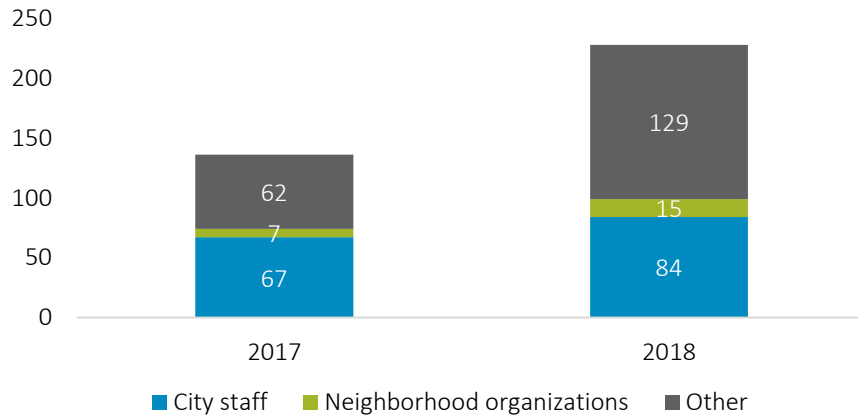
Coordinated Engagement Services

Program description:

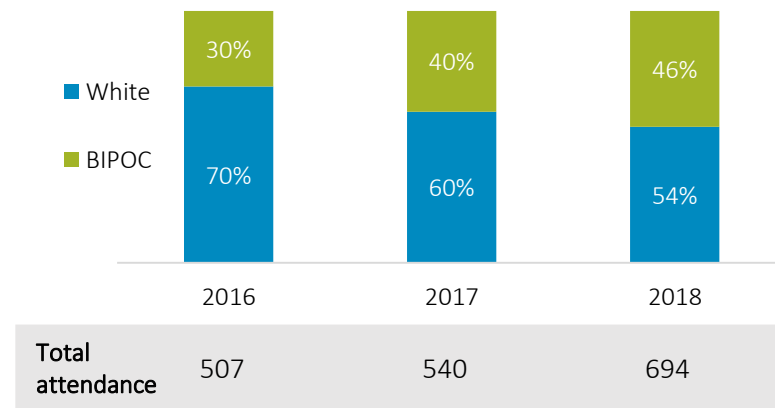
This program builds a coordinated resident engagement strategy for the city. Following the City’s adopted Core Principles of Engagement, this program provides staff support to the City’s engagement systems – neighborhood organizations, boards and commissions and enterprise engagement efforts. The various efforts underway at NCR will be connected to and coordinated with other engagement related activities in the city and with multijurisdictional partners. This program includes a blueprint for equitable engagement, which includes American Indian Memorandum of Understanding, Latino Engagement Task Force, staff support to the city’s 70 neighborhood organizations, Minneapolis for a Lifetime, ongoing engagement with cultural communities, diversification of the city’s 18 advisory boards and commissions, city Academy, and staff support to four advisory commissions.

Performance measures

Learning Labs attendees



Community Connections Conference attendees



Definition:

- The staff of NCR teach Community Connections learning labs, a series of eight, 90-minute labs on effectively engagement multiple segments of the community in Minneapolis. City staff, neighborhood organizations, and community partners are invited to learn effective community engagement strategies, including considerations about accessibility, immigration and refugee status, gender dynamics, religion and norms, historical experiences and trust in government, culturally specific media, communication styles, significant institutions, nonprofits, sacred spaces and events, holidays and festivals.

Definition:

- NCR’s annual Community Connections Conference is an opportunity for residents to join neighbors, community, City employees, and elected public officials to learn together and share their voices about their city. Staff of NCR work collaboratively across their various communities and across the City Departments to design a conference agenda that reflects the interests and needs of all residents. Attendance numbers are tracked each year to allow NCR to evaluate the success of conference planning and promotion.