



Engaging for a Better Minneapolis



Photo: Uche Iroegbu



Photo: Hope Community Partners



The Neighborhood and Community Relations Department

Purpose

Neighborhood and Community Relations (NCR) staff connect the community to the City and the City to the community. NCR fosters public participation and meaningful engagement of all residents by removing barriers and creating equitable access to City programs, services and the decision making process.

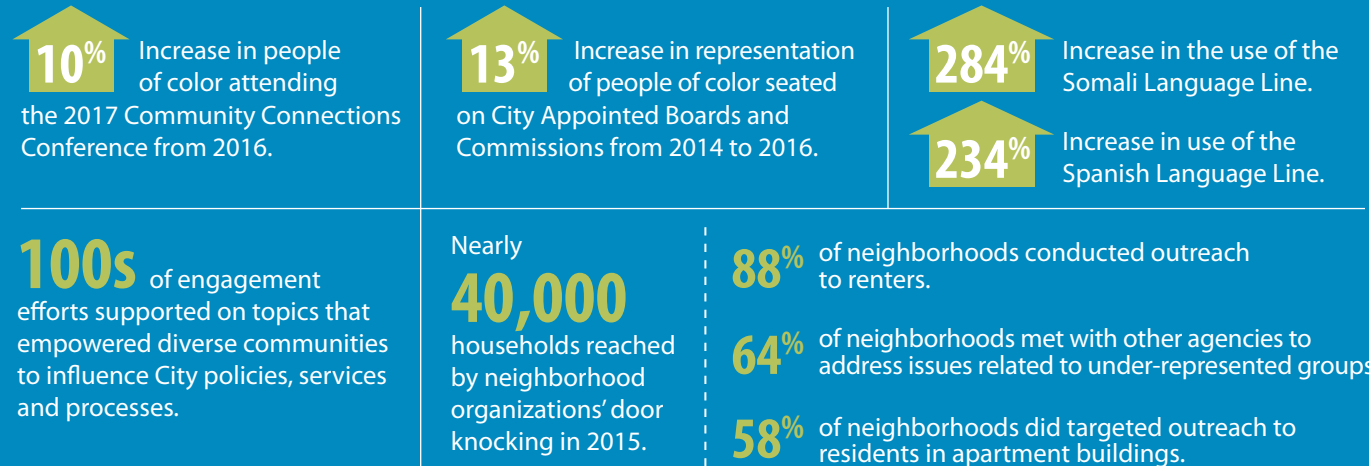
Why NCR

The Neighborhood and Community Relations department is driven by the philosophy, "When residents are informed, connected to their community and feel represented in City government, they are empowered to influence decisions that impact their lives." NCR works to join together the complex web of neighborhoods, communities and cultures that comprise Minneapolis.

Expanding Community Engagement

NCR works to create community engagement opportunities which enable every resident to influence government and improve the quality and delivery of public services.

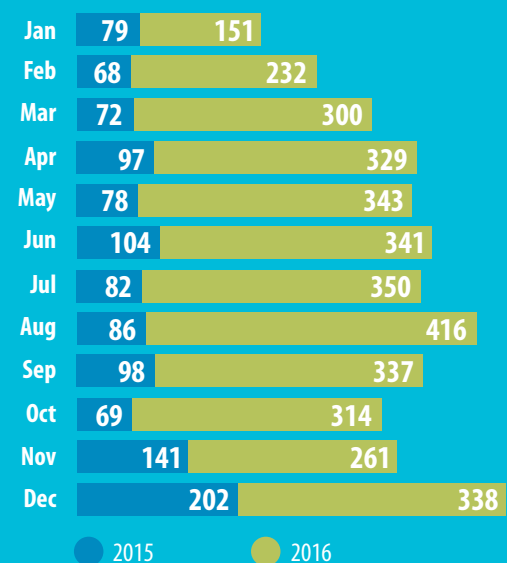
NCR Engagement Progress



One Minneapolis Goal

Disparities are eliminated so all Minneapolis residents can participate and prosper.

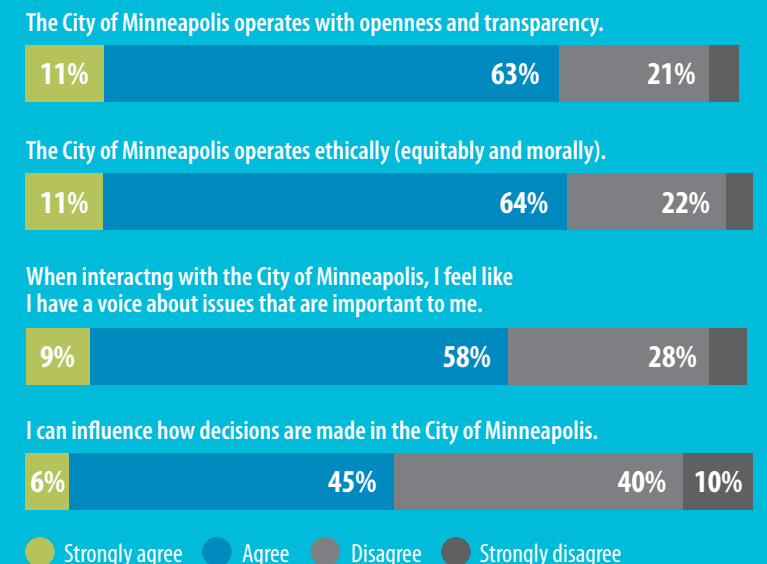
311 Language Line calls by year and month (2015 vs. 2016)



Increased call volume indicates improved accessibility and engagement for residents who don't speak English.

Resident Trust and Influence

2016 Resident Survey



Residents believe that the City operates transparently. More work is needed to ensure the belief that residents can truly influence decisions.

For most recent data, visit: www.minneapolismn.gov/ncr/initiatives/EquitableEngagement

NCR Impacts

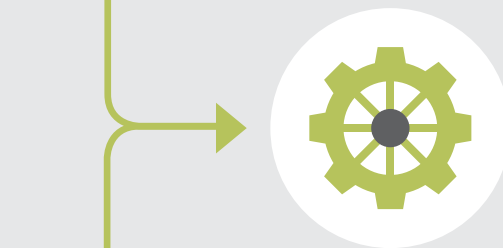
Community engagement efforts advanced by NCR reward the city with:

- Greater diversity of views expressed
- Strong, sustainable outcomes
- Mutual learning among participants
- Addressing historic and systemic issues and disparities
- Improved relationship with community
- Building trust and respect among stakeholders

NCR Action

NCR works directly with cultural and historically underrepresented communities, neighborhood organizations and City departments to provide expertise in creating engagement plans that include:

- Cultural assessment and techniques to reach all affected and interested communities, including African American, Aging, American Indian, People with Disabilities, East African, LGBTQ, Latino and Southeast Asian.
- Language translation and interpretation needs
- Facilitation techniques for effective meetings
- Coordination with other community based organizations and neighborhood groups to maximize participation
- Removal of barriers and planning for an accessible and inclusive environment
- Incorporation of the International Association of Public Participation (IAP2) techniques that provide clarity of purpose, structure and outcomes for the engagement process
- Coordination with other City processes and City departments



NCR integrates this work with the work of the City to:

- Build on City staff capacity
- Provide access to decision making
- Impact decisions
- Drive mutual goals

NCR connects the community to the City and the City to the community



NCR builds engagement between Minneapolis' neighborhoods and diverse communities and the City.

How NCR Engages Minneapolis

These are a few of the ways NCR staff ensure Minneapolis residents can be informed, connected to their community and feel represented in City government.



STRATEGIES

NCR's plan for building engagement



ACTION

How NCR puts the plan to work

<p>✔ Expand community engagement strategies. Developing and promoting engagement strategies attractive to all residents.</p>	<p>✔ Increase diversity of appointed boards and commissions. Measure diversity and identify areas of improvement. Diversity informs engagement strategies to reach residents inadequately represented in the City's decision making process.</p>	<p>✔ Increase resident trust and influence. Connecting residents to the City through effective community engagement is rooted in the community's trust – residents need to feel their voices matter if they are to participate in the decision making process.</p>
<p>✔ Support strong, vibrant and functional neighborhood organizations. Encourages seamless functioning of neighborhood organizations and ensures they collaborate with NCR on creative ways to engage cultural communities.</p>	<p>✔ Effectively manage neighborhood fund allocations – Neighborhood Revitalization Program and Community Participation Program. Support strong, sustainable and representative neighborhood organizations.</p>	<p>✔ Increase diversity of neighborhood boards. Measure diversity and identify actions that allow NCR to help neighborhood organizations design strategies to reach residents who are underrepresented on their boards.</p> <p>✔ Provide training to neighborhood groups. Hold Learning Labs on a variety of topics that help neighborhood groups "run well" and forward the City's goal of "One Minneapolis."</p>
<p>✔ Work with community partners to leverage engagement efforts. Aids in exploring new ways to expand successful partnerships that align with goals of NCR and One Minneapolis.</p>	<p>✔ Plan, execute and evaluate the annual Community Connections Conference. Support thousands of successful community collaborations between neighborhoods, cultural committees, residents and the City.</p>	<p>✔ Effectively manage One Minneapolis Fund. Fund projects that encourage civic engagement and development of diverse leaders to provide a voice for their communities in the decision making process.</p>
<p>✔ Ensure City departments are well-equipped to conduct effective public participation. Outlines how the department will provide consistent training, tools and support for City staff to foster strong public participation.</p>	<p>✔ Increase Language Services. Ensure language access is an integral function of all City programs, services and activities.</p>	<p>✔ Increase 311 Language Line usage. Empower non-English speaking residents by allowing them to get the information needed to participate in the civic process.</p> <p>✔ Resolve Americans with Disabilities Act (ADA) complaints. Work with City departments to remove barriers and improve access to City programs, services and decision making processes.</p> <p>✔ Provide training to City departments. Hold Learning Labs on a variety of topics that help city staff conduct effective community engagement.</p>

Neighborhood and Community Relations

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Engage

The Minneapolis City Council created the Neighborhood and Community Relations department (NCR) in 2010 to serve as a resource department supporting the work of neighborhood and community organizations and enhancing the City's commitment to community engagement.



For more information visit: www.minneapolismn.gov/ncr