

CITY OF MINNEAPOLIS

# Evaluation of Neighborhood Programming and Support

**Health, Environment and Community Engagement Committee**  
**July 11<sup>th</sup>, 2016**

Neighborhood and Community Relations Department

Biko Associates, Inc.

# Requested Actions

- Receiving the NCR Neighborhood Programming and Support Audit Report.
- Directing the Neighborhood and Community Relations staff to work with the Neighborhood and Community Engagement Commission and Neighborhood Revitalization Policy Board to identify options for combining their functions and merging into one board or commission and to report back to the HECE committee by January 31, 2017.
- Directing the Neighborhood and Community Relations staff to work with the City Coordinator's office and other departments as needed to identify potential funding options for funding neighborhood organizations after the expiration of the Consolidated TIF district, which is legislatively mandated to end in 2020, and report back to the HECE by January 31, 2017.



# Purpose and Scope of Evaluation

- Requested by NCR to be included in 2015 Budget
- Limited to neighborhood programs and support
  - Evaluation does not include other elements of NCR work
- Intended to:
  - Review neighborhood programs
  - Evaluate Framework for the Future
  - Identify improvements or changes



# Steering Committee

- Led by Internal Auditor Office, Will Tetsell
- Steering Committee Members
  - Council Member Gordon
  - Council Member Palmisano
  - City Coordinator, Spencer Cronk
  - NCR Department Director Rubedor
  - NCR Department Community Engagement Manager Blin



# Evaluation Team

- Lead Evaluator, William Smith, AICP, with Biko Associates, Inc.
  - Nora Hall, PhD, with Gray-Hall, LLP
  - Karen Gray, with Gray-Hall, LLP
  - Paula Pentel, Coordinator of the Urban Studies Program at the University of Minnesota
- 

# Evaluation Methodology

- An iterative methodology with input coming from:
  - City Council Members
  - NCR Department director and management
  - NCR staff
  - NCEC Commissioners
  - Staff, boards, and members of the City's neighborhood organizations
  - A review of annual reports submitted by neighborhood orgs



# Evaluation Finding #1

## **Meeting overall expectations**

NCR Department has met all the expectations outlined in Framework for the Future.

- Recommendation:
  - Advocacy should be one of NCR's expectations
- NCR Response:
  - Department is working to create a new vision for neighborhoods.



# Evaluation Finding #2

## **Proving assistance to neighborhood groups**

NCR has been assisting neighborhoods with administrative issues to meet the legal requirements of non-profit organizations and run efficiently with transparency and inclusiveness

- Recommendation
  - Neighborhoods need assistance in areas other than administration, finances, governance, and legal matters.
- NCR Response
  - Move forward with recommendations
  - Proposing 1 additional FTE
  - Responses within department operating expectations
  - NCR's contract payment is high priority and timing is above city standard



# Evaluation Finding #3

## **Facilitating the NCEC**

NCEC is not functioning as effectively as it should.

- Recommendation
  - Implement a number of improvements
  - Strengthen relationship between commissioners and neighborhoods
  - Redefine vision, mission and purpose
  - Initiate long-term funding dialogue
- NCR Response
  - Supportive improvements implemented
  - Examine options for merging functions with NRP Policy Board
  - Initiating long-term funding/role dialogue



# Evaluation Finding #4

## **Communicating with City Council**

NCR has not been as effective as it should keeping the City Council informed about a ongoing issues

- Recommendation
  - Improve communications to City Council with reporting and performance measures
- NCR Response
  - Expanding and publicizing performance metrics to better measure and articulate the value of neighborhood work
  - Restructuring neighborhood annual report and reporting on Blueprint for Equitable Engagement



# Evaluation Finding #5

## **NCR staff and NCEC organization**

Outreach to NCR staff, NCEC Commissioners, and the neighborhood organizations revealed organizational issues that deserve consideration

- Recommendation
  - 5 More NCR staff needed
  - Role of NCEC and Commissioners clarified
  - Engagement flow chart
- NCR Response
  - NCR Department reorganization to create Engagement Services
  - Requesting 1 additional FTE
  - Combining functions of NCEC and NRP Policy Board



# Additional Actions Since Report

- Neighborhood assignments
  - Re-assigned to support collaborations between neighborhoods and align with City departments
- ▶ Community Participation Guideline Revisions
  - Presenting to the HECE July 25<sup>th</sup>, 2016
- ▶ Community Dialogues For Neighborhoods
  - ▶ Providing tours of neighborhood projects and programs for HECE Committee members



# Next Steps

- Receiving the NCR Neighborhood Programming and Support Audit Report.
- Directing the Neighborhood and Community Relations staff to work with the Neighborhood and Community Engagement Commission and Neighborhood Revitalization Policy Board to identify options for combining their functions and merging into one board or commission and to report back to the HECE committee by January 31, 2017.
- Directing the Neighborhood and Community Relations staff to work with the City Coordinator's office and other departments as needed to identify potential funding options for funding neighborhood organizations after the expiration of the Consolidated TIF district, which is legislatively mandated to end in 2020, and report back to the HECE by January 31, 2017.



Questions?

