

CITY OF MINNEAPOLIS

City Coordinator: Neighborhood & Community Relations

2017 Mayor recommended budget

October 28, 2016

Budget Book Pages F92-F97



Budget Summary

Program name	2016 adopted		2017 Recommended funding		Change Item (new dollars)		FTEs		Select type of funding
	General fund	Non-general fund	General fund	Non-general fund	General fund	Non-general fund	Current	Additional	One time
Access and Outreach Support	\$220,000	\$744,230	\$264,225	\$560,124			5.0		
<i>ADA Compliance</i>					<i>\$60,000</i>				<i>Yes</i>
<i>Senior Support Services</i>					<i>\$20,000</i>				<i>Yes</i>
Coordinated Engagement Services		\$1,226,933		\$1,242,250			9.4		
Neighborhood Engagement and Support		\$11,240,327		\$9,083,093			2.6		
Total	\$220,000	\$13,211,490	\$264,225	\$10,885,467	\$80,000		17.0		



Core Programs NCR



Access and Outreach Support

Purpose and Context

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.

Services Provided

- ADA compliance
- Implementation of the City's ADA transition plan
- Implementation of Language Access Plan
- Interpretation and translation services
- Administration and program funding for the One Minneapolis Fund

Coordinated Engagement Services

Purpose and Context

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.

Services Provided

- Blueprint for Equitable Engagement
- 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
- Staff support to four advisory commissions.

Neighborhood Engagement and Support

Purpose and Context

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.

Services Provided

- Community Participation Program (CPP) allocation
- Neighborhood Revitalization Program (NRP) allocation
- Community Innovation Fund (CIF) funding
- Other support services such as contract management, directors and officers insurance, auditing, training, legal support and other related activities.

Q2-Q3 2016 NCR Department Highlights



2016 Resident Survey

Surveying Complete. Increased Response Rate to 22%, which was 12% higher than the 10% goal

311 Spanish Language Line

Supported efforts to increase number of calls from 52 in August 2015 to 328 in August 2016, which was a +600% improvement

Language Services Tracking and Reporting System

Completed design of SharePoint site to track Enterprise requests and to provide robust tracking and reporting

Revised Community Participation Program Guidelines

Council adopted more democratic principles of neighborhood governance and Publicly Accepted Standards



2016 Community Presentations

Presented information on demographics, current issues, norms, and competencies in our major cultural communities

Equity Performance Scorecard

On track for new Equity Scorecard available by end of year including measures and metrics that will communicate our value-add proposition to the City

Engagement Design Team (EDT)

Supported a cross-department initiative to advance coordinated and equitable engagement in City services, activities, and programs

NCR Department Reorganization

Defined our “Why” Statement. Identified our customer segments and value propositions. Collaborated on strategies to achieve goals of the Blueprint for Equitable Engagement. Agreed on unconscious bias training, shadowing, and career opportunities

Budget Change Item Proposals NCR



ADA Action Plan 2016 - 2018

Description: The City's Americans with Disabilities Act (ADA) Action Plan will be completed in 2016. This plan establishes the actions needed for the City to fully comply with Title II of the ADA. This budget change will add \$60,000 to the NCR budget in 2017 to begin implementing the plan. Specific actions will be training City staff in emerging practices and regulations of the ADA, including use of effective communication and accessible documents. Technical support will also be provided to Minneapolis neighborhood organizations to bring their programs into compliance with the ADA.

Intended Outcomes: Enhance access for people with disabilities to City information for programs and services and decisions making processes. Three staff of NCR will be certified Title II compliance. Developing City staff knowledge on electronic and information technology practice. Implementation of ADA Action Plan with its required outcomes.

Alignment With City Goals: Implementation of the plan will contribute to elimination equity gaps by ensuring that all residents, regardless of disabilities, has full access to City services and Programs and ensure compliance with federally mandated civil rights law.

ADA Action Plan 2016 - 2018

Is this a Change to an existing business line or program?								
Yes		No		Business Line or Program Name:				
X				Access and Outreach Support				
2016 Adopted Budget <i>(if an existing program)</i>		2017 Current Funding <i>(if an existing program)</i>		Proposed Change <i>(New Funding)</i>		FTEs		Funding
General Fund	Non-General Fund	General Fund	Non-General Fund	General Fund	Non-General Fund	Current	Additional <i>(if applicable)</i>	One-Time <i>(Yes/No)</i>
				\$60,000				Yes



Senior Support Services

Description:

According to the 2014 5-Year Estimate per the American Fact Finder US Census Survey, approximately 52,000 adults are living in the City of Minneapolis who are at least 60 years in age or older, or 14% of the population. This percentage may grow significantly in the coming years due to the large number of workers who recently retired or are nearing retirement. “Aging in Place” is a goal of the Minneapolis for a Lifetime Strategy.

As such, Senior Support Services is critical to ensuring seniors are comfortably living in their homes, are connected to basic needs such as transportation to a local grocery store, have many social activity opportunities to mitigate the feeling of isolation and have easy access to healthcare professionals and services.

By forming strategic partnerships with key organization that leverage broad volunteer networks dedicated to the well-being of seniors, not only do seniors greatly benefit but the City also gets a learning opportunity to improve senior support services and delivery of said services going forward.

Intended Outcomes:

Quantitative: Increase the number of senior residents served compared to services requested by this community.

Qualitative: Increase and/or maintain client satisfaction rates for the programs and services provided

Ultimately, these funds will be used to offer free/low cost programs and services to low-income seniors such as transportation, socialization opportunities, fitness and wellness, volunteer services to minimize isolation, and direct healthcare professional services.

Living Well:

Minneapolis is a safe and livable and has an active and connected way of life.

Senior Support Services

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				\$20,000				Yes



Questions

