

## **Community Participation Program 2012 Annual Report**

Neighborhood Organization: Central Area Neighborhood Development Organization (CANDO)

Contact person: Hannah Kamath

Date of Board Approval: \_\_\_\_\_

### **1. Stakeholder Involvement**

Reviewing your CPP activities in 2012, Please provide information about:

- What outreach and engagement activities did you carry out in 2012?  
In 2012 CANDO took the following steps to reach out to the Central community and engage them in the organization;
  - CANDO Hits the Streets: A team of volunteers door knocked both households and businesses in Central with information on our programs inclusive of our economic development programs.
  - Outreach Tables: CANDO hosted outreach tables at Green Central School and Sabathani Community Center to inform the community about our organization and resources.
  - Healthy in Central: CANDO sponsored yoga in the park in the summer of 2012. This not only created a positive presence of adults and central youth in Green Central Park at hours when bullying and graffiti were at high risk, it created community connection with each other and CANDO.
  - Central Neighborhood Fair: CANDO sponsored the Central Neighborhood Fair in the theme of “Celebrating our Diverse Community”. The fair included resource tables, a Central Neighborhood Coupon sheet, music, salsa lessons and educational activities for kids.
  - One on Ones: In 2012 CANDO staff enjoyed one on one meetings with nonprofits and residents to discuss partnership, programs and the Central Neighborhood.
  - Clean and Green Central: Clean and green is a spring and summer project including a neighborhood wide clean up and free plants for public spaces (alleys, community gardens and boulevards).
  - National Night Out: CANDO supports our Block Clubs participation in National Night Out (NNO). In 2012 we raffled off the CANDO Bouncy Castle for Block Clubs to use at their NNO

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parties. CANDO staff also attended many of the parties handing out free t shirts and materials about our programs.

- How did you reach out to and involve under-represented communities in 2012?  
After reviewing the 2010 Compass Report and Census we saw a major change in our rising Latino population and community members who spoke a language other than English in their homes. We are setting strategies for involving our community as a whole during the restructuring process and look forward to growing involvement from new strategies in 2013.  
In 2012 CANDO Hits the Streets made the largest impact in involving underrepresented groups. During the door knocking project we learned that many of the business owners in Central spoke only Spanish and therefore we needed to translate our economic development programs to make them accessible. The Central Community Fair was another impactful event in involving new groups in the organization, by celebrating cultural traditions of many groups we were able to successfully bring people together in the spirit of community and create bonds to make changes in CANDO and the Central Neighborhood.  
CANDO also began using our quarterly newsletter as a tool to reach Spanish Speaking community members with our Se Habla Español section. This section gives summary of all the information in the newsletter and how to reach CANDO and speak to someone in Spanish.
- Did you find any strategies to be particularly successful? Why?  
One on One meetings with other non profits were the most successful form of outreach in 2012 creating partnerships in cross promotion and resource knowledge between groups. This also helped in connecting with under represented communities by beginning to build trusting relationships with CANDO and organizations that community members currently are active in. By identifying shared values and goals CANDO and other non profits have successfully begun working on issues like food access, healthy living, housing and emergency preparedness.  
The Clean and Green Central Event was also successful. Eight block clubs participated in the event cleaning up their alleys and boulevards and planting them to deter litter and graffiti. This event not only served our public spaces but was a great way for CANDO

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to reach out to community members and to create lasting connections in improving the Central Neighborhood.

After the first newsletter with Se Habla Español was mailed CANDO started getting an increase in phone calls about our housing programs in Spanish.

- What did not work so well? Why?  
CANDO Hits the Streets was effective with our businesses, but we found it ineffective with our residents. Many people will not answer their doors and avoid this type of outreach after being approached this way by other organizations seeking money or political allies. In 2013 CANDO is taking a more creative approach to outreach and trading in door knocking for more meaningful contact like focus groups and shared story telling of community members.
- How many people did you reach through direct contact (door knocking, meetings, one-on-ones, etc.)?  
CANDO reached over 150 people in direct contact through it's events, meetings, door knocking, workshops and one one ones. CANDO Board Members and Staff reached approximately 40 people with our project CANDO Hits the Streets, 50 people with our regular meetings, 80 people with our events and 10 different non profits. These numbers are approximated from head counts at meetings and events as well as informational sign up sheets.
- How many individuals volunteered in organization activities?  
In 2012 CANDO had 20 volunteers who took active part in organizing and executing it's activities and events.
- How many individuals participated in your organization's activities?  
There were approximately 100 people involved with CANDO's activities and events.
- How many people receive your print publications?  
CANDO currently mails our newsletter to all 2800 households in Central neighborhood.
- How many people receive your electronic communications?  
Our emails in 2012 reached up to 180 people. Our Facebook Page has 264 likes and is updated several times a week.

## 2. 2012 Highlights

Please describe one or two major highlights, and if possible, please include digital photos or illustrations:

- What was the issue or opportunity the neighborhood was facing?
- Who was impacted?
- What steps did you take to address the issue or opportunity?
- What was the outcome?

In 2012 CANDO contracted with consultant Lissa Jones to restructure our organization. This was a major highlight of the organization, in that the Board of Directors, Members and Staff felt it was essential for CANDO to change with our changing community. Central Neighborhood had changed in population drastically over a short period of time. The 2010 Census and Neighborhood Compass Report showed the Central Neighborhood had grown in population, demographically changed and decreased the number of boarded and vacant properties among other things. CANDO was faced with the opportunity to change with the neighborhood and embrace our greater and relatively new community and social-scape.

The changes in the community had impacted not only the new residents, but our remaining community members, businesses and non profits as well. CANDO's transformation was important to each of these important members of our community, as the resources we offered needed to meet the needs of them. The organizational leaders saw a deep need for change, and they knew that it meant a total transformation of who we were and how we worked in Central.

CANDO started this process in partnership with Neighborhood and Community Relations (NCR) who assisted the organization in finding a consultant to guide the restructuring process. Once CANDO hired Lissa Jones to consult she began to seek broad community input. Lissa reached out to all the current Directors of the organization and help two open forums for the community to voice their visions of the organization and it's work. After compiling the data she collected Lissa went forward to make the following recommendations to CANDO;

- Revisit the mission, vision and strategic Plan.
- Develop an organizational capacity building plan.
- Align the CANDO committee structure with the plan.

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- Create a task force to review and revise the bylaws, policies and procedures.
- Develop position descriptions for both staff and Board members.
- Redesign the Board Orientation process.
- Create a communications plan.
- Schedule an Annual Board/Staff planning retreat.
- Align the budget with the strategic plan.

Today CANDO is still in the process of restructuring and look forward to the transformation into a more accessible, inclusive and representative organization.

### 3. 2012 Accomplishments

Please provide information about your other accomplishments in 2012:

- What were your organization's major accomplishments?
  - How were individuals in your community directly impacted by your work?
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- SUN Project: CANDO was an active partner in the Seven Neighborhoods United (SUN) Project. We worked with Powderhorn, Standish Ericsson, Corcoran, Longfellow, Bryant and Bancroft to forge partnerships in resources, programs, projects and more. In 2012 the SUN Project accomplished a publication of recommendations of how we could better work together to serve our communities.
  - NRP Phase II Community Meeting: In January of 2012 CANDO hosted a community meeting to vote on the NRP Phase II Plan and give a review of NRP Phase I. The meeting was attended by community members, including leaders of other local non profits. The plan was passed after the presentation by the Board and Community. It then was approved by the Neighborhood Revitalization Program Board and the City Council.
  - Organizational Restructuring: CANDO underwent an organizational assessment in 2012 that included input from residents, board and staff, with 100% board participation. Then the organization developed and began an organizational capacity plan which is still being completed in 2013.
  - Annual Meeting and Elections: CANDO held it's annual meeting and elections in October of 2012 welcoming new Board members and a new executive committee. The Board of Directors is now stronger with more focus on those they are representing and the work of CANDO is flourishing in their direction.
  - Transition From Fiscal Agency: In the end of 2012 CANDO and Powderhorn Park Neighborhood Association (PPNA) ended their fiscal agency agreement. CANDO has since selected a new bank better fitting to the organizations needs, taken on management of payroll and payroll taxes and adopted new HR and Financial Policies.
  - CANDO Community Space: As part of CANDO's ongoing efforts to increase visibility, accessibility, transparency and outreach to the community CANDO developed a new idea for Community Space, a street front office where Central neighbors and friends could truly come in and engage with the organization. We begun

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this transition in 2012 and are officially opening our doors in May of 2013.

- See Above: Central Neighborhood Fair, Clean and Green Central and National Night Out.

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### **4. *Housing***

What percentage of time did your organization spend on housing-related activities? CANDO staff and Board spent time in 2012 executing the third annual Curb Appeal Lottery, establishing and promoting our Housing Programs with Greater Metropolitan Housing Cooperation. CANDO was also involved with saving one of our historic homes by supporting Nicole Curtis or Rehab Addict in renovating the home to prevent it from being demolished. In the end Central gained a new community member and kept this architectural gem.

### **5. Financial Reports**

Please provide an income and expense report for your organization for the year. (Please include all funding sources).

**In addition to your annual report, please take time to describe your interactions with City departments and other jurisdictions.**

**1. Impact**

What interactions with City departments occupied a major part of your time? What worked well? What could be improved?

CANDO spent time interacting with Neighborhood Community Relations as a partner in the restructuring of the organization and our work. While we were greatly satisfied with the partnership we did feel that more notice on issues and regulatory changes would help us function better as an organization. As the organization is run on consensus of the Board of Directors for action we would optimally like to see notifications come out two months in advance of the necessary actions to follow.

On a scale of 1 to 5, with 1 being poor and 5 being excellent, how would you rate your overall experience with your interactions with the City?   4  

**2. City Communications – effectiveness**

Is the information that you receive from the City understandable and useful?

The communications from the City of Minneapolis were understandable and useful but could be improved by simplifying processes and procedures.

On a scale of 1 to 5, with 1 being poor and 5 being excellent, how would you rate overall communications from the City?   4  

**3. City Communications – timeliness**

Do you receive adequate notice of City activities in your neighborhood? If not, did your organization inform somebody at the City of this? Did the City respond in a positive manner? Please explain.

Notifications of tax forfeitures were released less than 60 days ahead to the neighborhood organizations creating a less than adequate time frame to properly research them and make an informed recommendation to the city. CANDO communicated with the city by holding all properties for six months to allow time to research opportunities for the community and its housing stock.

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On a scale of 1 to5, with 1 being poor and 5 being excellent, how would you rate the timeliness of communications from the City?

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### 4. City Departments

How can City departments improve the way in which they function in your neighborhood?

The departments in the City of Minneapolis could improve function with Central Neighborhood by simplifying procedures and policies to match the needs of our communities. Many residents would benefit from communication on how something would directly influence their quality of life versus policy and citation numbers. When the city sends a notice they should include information on how this may impact the citizens of the neighborhood.

### 5. City Assistance

How can the Neighborhood and Community Relations Department improve the assistance it provides to your organization as a community participation group?

CANDO's largest need is for affordable translation and interpretation. We strive to reach as many people in our community as possible and grow our accessibility and translation/interpretation costs are high. We would benefit from low cost/no cost services that would make it more feasible to consistently grow our accessibility.

On a scale of 1 to5, with 1 being poor and 5 being excellent, how would you rate the assistance provided to your neighborhood by NCR?

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### 6. Other comments?

The partnership NCR offered to CANDO in it's transition was vital to the growth and development that happened in 2012 and continues today. Carrie Aspinwall, CANDO's neighborhood specialist has stood by the organization and guided us through transitions with the community to ensure CANDO is at it's best and continuing to grow and change with our community's needs.