

Community Participation Program 2013 Annual Report

Neighborhood Organization: Hawthorne Neighborhood Council

Contact person: Len Lewis – Board Chair

Date of Board Approval: January 9, 2014

1. Stakeholder Involvement

Reviewing your CPP activities in 2013, Please provide information about:

- What outreach and engagement activities did you carry out in 2013?

Hawthorne members have continued their work on both marketing and outreach campaigns to raise awareness within the community about HNC and to promote the area to those outside our community. We are utilizing a consultant (Dave Ellis) to assist HNC to create outreach and capacity building efforts to expand our community engagement. We will also implement suggestions and ideas from a marketing professional.

- How did you reach out to and involve under-represented communities in 2013?

Hawthorne has a significant number of residents who do not have access to the internet on a regular basis but with the help of the North Regional library and other agencies we hope to find ways to ameliorate that situation to the extent possible. We are informing residents of programs available and upcoming neighborhood events via our updated phone system as well as City alerts.

- Did you find any strategies to be particularly successful? Why?

Yes, Hawthorne is increasing its capacity to engage our community through electronic media and by partnering with other agencies. We have hired a new outreach coordinator whose duties will be to link together and expand our presence on social media. Hawthorne continues to partner with other neighborhoods and the City of Minneapolis to develop a comprehensive database of community connections and assets. We continue to create and strengthen relationships with elected officials, such as newly elected Council Member Blong Yang and County Commissioner Linda Higgins.

- What did not work so well? Why?

Fund raising was an issue due to staff turnover.

- How many people did you reach through direct contact (door knocking, meetings, one-on-ones, etc.)?

2,000 plus

- How many individuals volunteered in organization activities?

200

- How many individuals participated in your organization's activities?

400

- How many people receive your print publications?

2,000 plus

- How many people receive your electronic communications?

1000

2. 2013 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?

Hawthorne board members have been inviting residents to regular Crime and Safety meetings in response to an increased concern over crime and livability issues. Community Crime Prevention introduced a program called "Enough is Enough" that made direct face to face connections with residents adversely affected by various issues in the community. As part of that program, the city continues to step up home inspections enforcement to counter blighted properties.

Volunteers did door knocking in our areas most affected by crime or recent tragedy to give out resource information and try to gain information. This group also provides mentorship and support to neighborhood youth and violence alternatives.

3. 2013 Accomplishments

Please provide information about your other accomplishments in 2013:

- What were your organization's major accomplishments?
- How were individuals in your community directly impacted by your work?

Energy Efficient Home Rehab Loans program: Provide matching dollars to homeowners to update their homes using Green Standards that will help save on energy costs. The loan is forgivable with community service hours.

4. Housing

What percentage of time did your organization spend on housing-related activities?

Roughly 50% of the organizations time is spent on housing related activities, ranging from the EcoVillage to the Rehab Loan program and down payment assistance available from the Council.

5. Financial Reports

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

See attached PDF

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?

Worked with NCR on NRP items (example) Service Scopes and Contracting. NCR got us through the process but our staff and Council needs more training.

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?

Most of the time, but we sometimes need to have at least 2 to 3 meetings before it is completely clear.

On a scale of 1 to 5, with 1 being poor and 5 being excellent, how would you rate overall communications from the City? 3

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.

Yes, communications with Regulatory Service/ Public Works needs improvement. With regarding to responding in a positive manner, Public Works is slow to answer. Police department is extremely cooperative but a relationship with new administration is slow to build.

On a scale of 1 to 5, with 1 being poor and 5 being excellent, how would you rate the timeliness of communications from the City? 3

4. *City Departments*

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

To have more community engagement from all departments within the City of Minneapolis i

5. **City Assistance**

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

Stronger financial relationships within NCR. We are good at keeping track of funds but need more help in contracting.

On a scale of 1 to 5, with 1 being poor and 5 being excellent, how would you rate the assistance provided to your neighborhood by NCR? 3

6. **Other comments?**

As a Neighborhood that is severely challenged for resources to address the many issues we face, we are finding the dwindling support of the City to be a burden.