

Community Participation Program 2014 Annual Report

Neighborhood Organization: Lowry Hill East Neighborhood Association

Contact person: Kristina Erazmus

Date of Board Approval:

1. Stakeholder Involvement

Reviewing your CPP activities in 2014, Please provide information about:

- **What outreach and engagement activities did you carry out in 2014?**

LHENA participated in many engagement activities such as committee and monthly meetings. All residents were invited to meetings using our website, email list and social media. We utilized Survey Monkey for an electronic survey of residents to help develop an NPP as well as Developer Guidelines. We hosted many successful events such as: an ice cream social, garage sales, SWAP event at Mueller Park, Halloween Family Party at Mueller Park, an annual meeting, several community votes, a Loan Seminar, and a Holiday Party at Williams Pub.

- **How did you reach out to and involve under-represented communities in 2014?**

Underrepresented demographics in this neighborhood tend to be renters and residents under the age of 30, racial minorities as well as businesses and commercial property owners. LHENA has tried to maintain a social media presence in order to engage this group, placed event flyers in coffee houses and local businesses and, placed campaign style signs around the neighborhood promoting events. Also, following a community vote, the bylaws were updated to allow Board membership to one neighborhood business owner. Going forward we are looking at events that appeals to this group, increase our focus on social media and build partnerships with the larger developments utilizing their building newsletters.

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

We have found that door to door flyering and putting up campaign style signs around that neighborhood helps with attendance at our events. We have also found that street discussions and word of mouth help with participation from the community.

- **What did not work so well? Why?**

The biggest challenge in this neighborhood is the engagement of renters. It is challenging to make new residents aware of the Neighborhood organization and

its vital role in building community. Some smaller buildings are difficult to enter making engagement more difficult.

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

Approximately 500. We were able to make connections at our ice cream social and Halloween events and were able to increase the size of our mailing list.

- **How many individuals volunteered in organization activities?**

We are currently working on increasing our volunteer base to help with committee projects and events. The social committee and board members are primarily the ones that are volunteering. We have an average of ten regular volunteers, not on committees, that like to work on specific events and projects.

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

Approximately 500

- **How many people receive your print publications?**

The Wedge Newspaper has been closed down. The board is currently looking into the possibility of a newsletter.

- **How many people receive your electronic communications?**

200-800 depending on the method of communication: website, Facebook, Twitter and email blasts.

2. **2014 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?**
The biggest issue the neighborhood was facing was the closure of the Wedge Newspaper and lack of staff person.
- **Who was impacted?**
The entire community was impacted as the newspaper reached every resident with both neighborhood and local news and events. The lack of a staff person made it difficult to do anything other than to “keep the lights on.”
- **What steps did you take to address the issue or opportunity?**
In the Spring of 2014 the Board decided to post a position to hire a new staff person. With the hiring of staff, an email blast, newsletter style, is sent out on a more regular basis to let residents know of issues and events. The discussion continues on the direction of a newsletter both printed and electronic.
- **What was the outcome?**
A new staff person was hired in April of 2014.

3. **2014 Accomplishments**

Please provide information about your other accomplishments in 2014:

- **What were your organization's major accomplishments?**

Our major accomplishment in 2014 was completing the “year of the paperwork.” With a new staff person, Kristina Erazmus and a newly elected LHENA President, Leslie Foreman, the organization was put back on track. NCR paperwork, requirements and reports were updated and completed. We completed a procedural audit with Mike Wilson, we are updating our Conflict of Interest Policy and Grievance Policy and have developed new procedures that were put into place in the Fall and Winter of 2014. We also relocated to new office space. After 20+ years Jefferson Community School asked us to leave as they needed our office space for the expanding Family Liaison Office. This move resulted in a new office space at Intermedia Arts. The partnership between LHENA and Intermedia Arts goes back many years. We are excited to be in the Arts Hub and look forward to rekindling our partnership in the neighborhoods vibrant Arts District. We have also seen additional membership and participation.

- **How were individuals in your community directly impacted by your work?**

We have already seen an uptick in participation both at the committee and Board level for 2015. We have more followers on Facebook and Twitter. We are now able to focus on projects and moving the organization forward.

4. *Housing*

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

With the new policy from CEE regarding loan fees, the Board voted to continue our partnership with CEE and developed a new Home Loan Program. This was a massive undertaking and much hard work was done by CEE, Nate Phelps, the NRP Committee, the Board and residents. We spend many hours discussing the many options, qualifications and programs we would be offering residents in this new Home Loan Program. We feel this new loan program is now more inclusive to low income residents and property owners. We recently launched this new program to residents. In addition the LHENA supported and promoted the now nominated neighborhood Historic District. We provided regular updates to residents and worked with Council Member Bender throughout the process.

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?

The interactions that took a major part of our time was the paperwork, proper procedures, housing and reports that the staff person, President and Board were working on.

Michelle Chavez, our NCR rep., along with Robert Thompson and Bob Cooper, also from NCR, have been a tremendous resource for staff , Board and residents. They were always available to talk though issues and questions and attended many committee and Board meetings.

On a scale of 1 to5, with 1 being poor and 5 being excellent, how would you rate your overall experience with your interactions with the City? 5

2. ***City Communications - effectiveness***

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

Yes.

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

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. Michelle, NCR and CM Bender have done an excellent job communicating neighborhood and city activities. Our staff person has done an excellent job building partnerships at the neighborhood and city level.

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? 5

4. ***City Departments***

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

They have done an excellent job this year.

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? ___5+___

6. *Other comments?*