

## Engagement Plan

### Neighborhood

Stevens Square-Loring Heights

### Time frame

2022

### Work summary

SSCO will build upon current programming by initiating a deliberate and thoughtful process devoted to equitable engagement. New events and initiatives will be added to engage historically underrepresented members of our community. Some of the ways we will engage the community are: quarterly community meetings, door-knocking campaigns, community mailers, community surveys, community-produced products ( e.g. a cookbook, public mural, etc.), job fairs, events, board and committee meetings, flyers, posters, bulletin boards, talking groups, and welcome packets for new residents.

### Scope of work, outcomes and goals

We continuously strive to make sure the residents of SS-LH know about SSCO and the programming we provide. This engagement plan lays out clear ways we can reach more residents, develop meaningful engagement strategies, and create a truly welcoming environment for each and every resident of SS-LH. Over the past year, we have done focused outreach to ensure our Board is representative of our diverse community and have been extremely successful in that effort. The only population that is out of sync with the neighborhood is our tenant-to-owner percentages. That said, we will continue to focus on engaging the historically underrepresented communities of the neighborhood listed in this document and work to elevate these populations to leadership roles within the organization.

### Plan detail

<b>Demographic group</b>	<b>Tenants</b>	<b>Communities of color</b>	<b>Low-income residents (Household income below \$35,000)</b>
<b>Numbers or percentage</b>	2,348 (77.9%)	1,352 (35.6%)	1,512 (55%) with Household income below \$35,000  1,086 (29.1%) with income below poverty
<b>Initiative, activity,</b>	Rental Discount Program  Welcome packets	Cookbook activity  Cultural food events with local restaurants (food not paid for with City funds)	Open access to events and programming (child care, food access, etc.) (food not paid for with City funds)  Rental assistance programs and resources

<p><b>project or program</b></p>	<p>Community mailer</p> <p>Community surveys (online and in-person via our Farmers Market, events, and public gathering locations such as Stevens Square Park)</p> <p>Renter focused events (topics could include the eviction moratorium, rent control, communicating with your landlord, etc.)</p> <p>Renter talking groups/discussion sessions</p>	<p>Series of meetings around criminal justice reform with a lens of racial equity and the disproportionately harmful impacts of policing on communities of color</p> <p>Cultural talking groups lead by a member of that community</p> <p>Welcome packets</p> <p>Community mailer</p> <p>Community surveys (online and in-person via our Farmers Market, events, and public gathering locations such as Stevens Square Park)</p>	<p>Food accessibility resources</p> <p>Job opportunity connections (job fairs, position postings, etc.)</p> <p>Community talking groups</p> <p>Series of meetings around criminal justice reform with a lens of the disproportionately harmful impacts on individuals of lower socioeconomic status</p> <p>Mutual aid efforts - clothing, household supplies, food/meals, etc. (not using City funds)</p> <p>Welcome packets</p> <p>Community mailer</p> <p>Community surveys (online and in-person via our Farmers Market, events, and public gathering locations such as Stevens Square Park)</p>
<p><b>Barriers to engagement</b></p>	<p>Accessing apartments</p> <p>Numerous property management companies</p> <p>Transient population</p> <p>Unaware of SSCO or programming</p> <p>Lack of time to volunteer</p> <p>Sitting in Board meetings (or planning meetings) is unappealing</p>	<p>Differences in cultural communication styles</p> <p>Feeling welcomed</p> <p>Transient population</p> <p>Unaware of SSCO or programming</p> <p>Lack of time to volunteer</p> <p>Sitting in Board meetings (or planning meetings) is unappealing</p>	<p>Lack of compensation (monetary, meals, childcare)</p> <p>Differences in cultural communication styles</p> <p>Transient population</p> <p>Unaware of SSCO or programming</p> <p>Lack of time to volunteer</p> <p>Sitting in Board meetings (or planning meetings) is unappealing</p>

	<p>Robert’s Rules of order vs. community conversation feel to meetings</p> <p>No access to internet or devices</p>	<p>Robert’s Rules of order vs. community conversation feel to meetings</p> <p>No access to internet or devices</p>	<p>Robert’s Rules of order vs. community conversation feel to meetings</p> <p>No access to internet or devices</p>
<p><b>Outreach and engagement strategies</b></p>	<p>Connect with property managers/owners</p> <p>Expand the number of property management companies participating in the Rental Discount Program</p> <p>Regular communications about engagement opportunities sent by property managers to residents</p> <p>Designate resident leaders as “Apartment Captains” for multi-unit buildings</p> <p>Door-knocking</p> <p>Social media campaign on Facebook, Instagram and Twitter</p> <p>Regular website updates of resources available to renters</p> <p>Standing time in Board meetings for issues of concern to renters</p> <p>At least one of the Quarterly meetings focuses on issues of concern to renters</p> <p>Community Organizer tabling efforts along with standing events such as the</p>	<p>Identify cultural leaders to guide talking groups</p> <p>Talking groups will identify concerns within the community to help SSCO set goals for programming and initiatives</p> <p>Translation services - for documentation and at meetings/events (can be a volunteer opportunity for the rental discount program)</p> <p>Door-knocking</p> <p>Social media campaign on Facebook, Instagram and Twitter</p> <p>Regular website updates with celebrations of and information specific to the diverse communities of color within SS-LH</p> <p>Standing time in Board meetings for issues of concern to renters</p> <p>At least one of the Quarterly meetings focuses on issues of concern to renters</p> <p>Community Organizer tabling efforts along with standing events such as the neighborhood clean-up and walk-and-talks</p>	<p>Varying hours/dates/times of meetings and events to allow for different working schedules</p> <p>Translation services</p> <p>Door-knocking</p> <p>Social media campaign on Facebook, Instagram and Twitter</p> <p>Regular website updates of resources available to low-income residents</p> <p>Standing time in Board meetings for issues of concern</p> <p>At least one of the Quarterly meetings focuses on issues of concern to low-income households</p> <p>Community Organizer tabling efforts along with standing events such as the neighborhood clean-up and walk-and-talks</p>

	neighborhood clean-up and walk-and-talks			
<b>Resources needed</b>	<p>Social media accounts and manager for each account</p> <p>Contact information for property owners/managers</p> <p>Email template for management companies to use for their residents</p> <p>Updated map of SS-LH including all rental properties</p> <p>Door-knocking turf plan and volunteer coordination</p> <p>Talking points/spiel for door knocking and tabling</p> <p>Survey questions to best engage renters</p> <p>Updated and verified postal-based address list</p> <p>Flyers, posters and welcome packets with neighborhood organization information</p> <p>Door hangers</p> <p>Tabling materials</p>	<p>Translation services</p> <p>Social media accounts and manager for each account</p> <p>Door-knocking turf plan and volunteer coordination</p> <p>Talking points/spiel for door knocking and tabling</p> <p>Survey questions to best engage communities of color.</p> <p>Updated and verified postal-based address list</p> <p>Flyers, posters and welcome packets with neighborhood organization information</p> <p>Door hangers</p> <p>Tabling materials</p>	<p>Childcare services</p> <p>Mutual aid establishment and/or collaboration- clothing, household items, food access, etc. (not using City funds)</p> <p>Staff time to compile resources available to SS-LH residents</p> <p>Social media accounts and manager for each account</p> <p>Email template for management companies to use for their residents</p> <p>Door-knocking turf plan and volunteer coordination</p> <p>Talking points/spiel for door knocking and tabling</p> <p>Survey questions to best engage residents</p> <p>Updated and verified postal-based address list</p> <p>Flyers, posters and welcome packets with neighborhood organization information</p> <p>Door hangers</p> <p>Tabling materials</p>	
<b>Partners in the work</b>	<p>Properties management companies: Olympus Properties, Mint Properties, Copenhagen Enterprises, Stevens</p>	<p>Public housing units</p>	<p>Public housing units</p>	

	<p>Community Apartments, Vintage Flats, etc.</p> <p>Tenant focused advocacy groups: Homeline, Renters United for Justice (Inquilinxs Unidxs Por Justicia), etc.</p>	<p>Local business owners</p> <p>Surrounding neighborhood groups with similar populations to share translation services costs</p> <p>Churches and congregations</p> <p>Healthcare facilities (i.e. Axis, Crown Medical)</p> <p>NCR Cultural Support Specialists</p>	<p>Groveland Food Shelf</p> <p>Healthcare facilities (i.e. Axis, Crown Medical)</p> <p>Job assistance programs</p>
<b>Person(s) responsible</b>	<p>Outreach staff names: Malakai Greiner, Zehra Keta, Rachel Boeke</p> <p>Volunteers and Board members</p>	<p>Outreach staff names: Malakai Greiner, Zehra Keta, Rachel Boeke</p> <p>Volunteers and Board members</p>	<p>Outreach staff names: Malakai Greiner, Zehra Keta, Rachel Boeke</p> <p>Volunteers and Board members</p>
<b>Timeline</b>	<p>January-March:</p> <ul style="list-style-type: none"> <li>● Continuous expansion of the rental discount program</li> <li>● Create and distribute Welcome Packets</li> <li>● Create survey questionnaires</li> <li>● Develop community mailer content</li> <li>● Hold one renter themed event</li> <li>● Hold one renter talking group discussion session</li> <li>● Update list of property manager contact information</li> <li>● Begin monthly SSCO update emails from property managers to residents</li> <li>● Regular tabling/clean-ups/walk-and-talks by the Community Organizer</li> </ul>	<p>January-March</p> <ul style="list-style-type: none"> <li>● Identify talking group leaders</li> <li>● Cookbook: recipe submission and compiling information about food availability within the neighborhood</li> <li>● Make connections with local restaurants, set time and food themes for events (food not paid for with City funds)</li> <li>● Determine speakers, location, date and content for criminal justice focused meetings</li> <li>● Connection with surrounding neighborhoods regarding translation services</li> <li>● Determine what translation services are needed</li> <li>● Create survey questionnaires</li> <li>● Develop community mailer content</li> </ul>	<p>January-March</p> <ul style="list-style-type: none"> <li>● Determine best way to provide child care</li> <li>● Create resource list</li> <li>● Determine food sharing partners</li> <li>● Host one event focused to this population</li> <li>● Create and distribute Welcome Packets</li> <li>● Create survey questionnaires</li> <li>● Develop community mailer content</li> <li>● Begin monthly SSCO update emails from property managers to residents</li> <li>● Regular tabling/clean-ups/walk-and-talks by the Community Organizer</li> </ul>

	<ul style="list-style-type: none"> <li>● Create the door knocking plan (timing, turf guide, volunteer recruitment, etc.)</li> <li>● Create talking points for door knocking and tabling events</li> <li>● Utilize social media, newsletter and website to regularly update the community on rental assistance or resources as they are made available</li> <li>● Print door hangers</li> <li>● Print posters and flyers</li> <li>● Utilize time at regular Board and committee meetings as well as Quarterly meetings to hear from renters</li> <li>● Determine the best way to incorporate tenant issues into Board work (i.e., should there be a committee to focus on this population or should each committee structure itself to focus on this population)</li> </ul> <p>April-June:</p> <ul style="list-style-type: none"> <li>● Continuous expansion of the rental discount program</li> <li>● Distribute Welcome Packets</li> <li>● Circulate community survey (online and in-person)</li> <li>● Send community mailer</li> <li>● Hold one renter themed event</li> <li>● Hold one renter talking group discussion session</li> <li>● Continue monthly SSCO update emails from property managers to residents</li> </ul>	<ul style="list-style-type: none"> <li>● Begin monthly SSCO update emails from property managers to residents</li> <li>● Regular tabling/clean-ups/walk-and-talks by the Community Organizer</li> <li>● Create the door knocking plan (timing, turf guide, volunteer recruitment, etc.)</li> <li>● Create talking points for door knocking and tabling events</li> <li>● Utilize social media, newsletter and website to regularly update the community</li> <li>● Print door hangers</li> <li>● Print posters and flyers</li> <li>● Utilize time at regular Board and committee meetings as well as Quarterly meetings to hear from residents representing communities of color</li> <li>● Determine the best way to incorporate areas of concern and interest within these varied cultural groups into Board work</li> </ul> <p>April-June</p> <ul style="list-style-type: none"> <li>● Cookbook: finalizing (April), printing (May), distribution (June)</li> <li>● Hold one food event (food not paid for with City funds)</li> <li>● Hold criminal justice event</li> <li>● Hold 2 talking groups (identify what representation is missing and what translation services are needed)</li> <li>● Distribute Welcome Packets</li> </ul>	<ul style="list-style-type: none"> <li>● Create the door knocking plan (timing, turf guide, volunteer recruitment, etc.)</li> <li>● Create talking points for door knocking and tabling events</li> <li>● Utilize social media, newsletter and website to regularly update the community</li> <li>● Print door hangers</li> <li>● Print posters and flyers</li> <li>● Utilize time at regular Board and committee meetings as well as Quarterly meetings to hear from this population</li> <li>● Determine the best way to incorporate concerns and interests into Board work</li> </ul> <p>April-June:</p> <ul style="list-style-type: none"> <li>● Host one event focused on this population</li> <li>● Distribute Welcome Packets</li> <li>● Circulate community survey (online and in-person)</li> <li>● Send community mailer</li> <li>● Continue monthly SSCO update emails from property managers to residents</li> <li>● Regular tabling/clean-ups/walk-and-talks by the Community Organizer</li> <li>● Confirm the door knocking plan (timing, turf guide, volunteer recruitment, etc.)</li> <li>● Utilize social media, newsletter and website to regularly update the community</li> </ul>
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<p><b>Quantitative goals</b></p>	<p>Door knock every rental unit door</p> <p>Provide SSCO materials at every door - either in-hand or leave-behind</p> <p>Have conversations at 25% of all doors</p> <p>Add contact information from 50% of those conversations to our distribution list</p> <p>Hold 4 rental issue focused events/talking groups</p> <p>Conduct 2 community surveys</p> <p>Get responses to those surveys which meet the demographics of SS-LH</p> <p>Add 500 names to our e-newsletter</p>	<p>Creation of a cookbook featuring recipes, stories, and art from members of the community</p> <p>Host two food events with local restaurants (food not paid for with City funds)</p> <p>Hold four talking groups</p> <p>Host one criminal justice event framed around racial equity</p> <p>Conduct 2 community surveys</p> <p>Get responses to those surveys which meet the demographics of SS-LH</p> <p>Add 500 names to our e-newsletter</p> <p>Increase Instagram followers by 15%</p>	<p>50% of events have childcare</p> <p>50% of events/meetings have free food</p> <p>100% of quarterly community meetings will have childcare and food (food not paid for with City funds)</p> <p>Conduct 2 community surveys</p> <p>Host one criminal-justice event aimed at homeless &amp; low-income communities.</p> <p>Get responses to those surveys which meet the demographics of SS-LH</p> <p>Add 500 names to our e-newsletter</p> <p>Increase Instagram followers by 15%</p> <p>Increase Facebook followers by 15%</p>	

	<p>Increase Instagram followers by 15%</p> <p>Increase Facebook followers by 15%</p> <p>Add three additional property management companies to our rental discount program</p> <p>Distribute one community-wide mailer to every household</p> <p>Distribute 500 Welcome Packets</p>	<p>Increase Facebook followers by 15%</p> <p>Distribute one community-wide mailer to every household</p> <p>Distribute 500 Welcome Packets</p> <p>Implementation of a solid, evidence-based diversity-training module with clearly defined goals</p>	<p>Distribute one community-wide mailer to every household</p> <p>Distribute 500 Welcome Packets</p>
<b>Qualitative goals</b>	<p>Find out what are the most pressing issues for renters within SS-LH</p> <p>Identify how SSCO can best serve the needs of our renters</p> <p>Build stronger relationships with the various rental management companies within SS-LH</p> <p>Help neighbors connect with one another and build a firm sense of community</p>	<p>Find out what are the most pressing issues for communities of color within SS-LH</p> <p>Identify how SSCO can best serve the needs of our communities of color</p> <p>Build stronger relationships</p> <p>Help neighbors connect with one another and build a firm sense of community</p>	<p>Find out what are the most pressing issues for the low income households within SS-LH</p> <p>Identify how SSCO can best serve the needs of its low-income population</p> <p>Build stronger relationships</p> <p>Help neighbors connect with one another and build a firm sense of community</p>
<b>Outcome of engagement</b>	<p>Ensure that the percentage of renters on our Board and committees is in step with the demographics of the neighborhood</p> <p>Renters know what SSCO does, the programming we provide and how they can get involved</p> <p>Create an environment that is welcoming to new volunteers</p>	<p>Ensure that the percentage of people of color on our Board and committees is in step with the demographics of the neighborhood</p> <p>Communities of color in the neighborhood know what SSCO does, the programming we provide and how they can get involved</p>	<p>Ensure that the percentage of low-income residents on our Board and committees is in step with the demographics of the neighborhood</p> <p>Low-income residents know what SSCO does, the programming we provide and how they can get involved</p> <p>Create an environment that is welcoming to new volunteers</p>

	<p>Find out what “welcoming environment” means to the different populations within SS-LH</p> <p>Create non-judgemental space that does not make assumptions about the views people will bring to the table</p> <p>Ensure our events and meetings are open to hearing all perspectives</p> <p>Learn, as a whole, that conflict is not inherently negative - it can lead to change and innovation</p> <p>Develop a culture that allows for open and respectful discussions, especially in times when people don’t agree</p> <p>Create a willingness to adapt to new ideas as we grow</p> <p>Develop true engagement with people on a person-by-person basis</p> <p>Build trust and relationships that last for years</p>	<p>Create an environment that is welcoming to new volunteers</p> <p>Find out what “welcoming environment” means to the different populations within SS-LH</p> <p>Create non-judgemental space that does not make assumptions about the views people will bring to the table</p> <p>Ensure our events and meetings are open to hearing all perspectives</p> <p>Learn, as a whole, that conflict is not inherently negative - it can lead to change and innovation</p> <p>Develop a culture that allows for open and respectful discussions, especially in times when people don’t agree</p> <p>Create a willingness to adapt to new ideas as we grow</p> <p>Develop true engagement with people on a person-by-person basis</p> <p>Build trust and relationships that last for years</p>	<p>Find out what “welcoming environment” means to the different populations within SS-LH</p> <p>Create non-judgemental space that does not make assumptions about the views people will bring to the table</p> <p>Ensure our events and meetings are open to hearing all perspectives</p> <p>Learn, as a whole, that conflict is not inherently negative - it can lead to change and innovation</p> <p>Develop a culture that allows for open and respectful discussions, especially in times when people don’t agree</p> <p>Create a willingness to adapt to new ideas as we grow</p> <p>Develop true engagement with people on a person-by-person basis</p> <p>Build trust and relationships that last for years</p>	
<p><b>Next steps</b></p>	<p>Develop a three-year strategic plan based on equitable engagement and the results of this first year of focused work.</p>	<p>Develop a three-year strategic plan based on equitable engagement and the results of this first year of focused work.</p>	<p>Develop a three-year strategic plan based on equitable engagement and the results of this first year of focused work.</p>	

<b>Demographic group</b>	<b>Individuals with disabilities</b>	<b>Younger population</b>	<b>LGBTQIA residents</b>
<b>Numbers or percentage</b>	780 (20.7%)	2,210 (58.3%) *Ages 18-34	Connecting with Family Tree Clinic for data assistance. Family Tree is moving their clinic to SS-LH due to the high percentage of our population who identify as LGBTQIA. 45% of LGBTQ people in MN live in the Twin Cities Metro Area.
<b>Initiative, activity, project or program</b>	<p>Resource list specific to the population</p> <p>Host talking groups specific to the population</p> <p>Mutual Aid efforts such as meal &amp; chore help (not using City funds)</p> <p>Petition work for built environment improvements</p> <p>Touchable art fair for Red Hot Art</p> <p>Accessible events &amp; programming</p> <p>Community mailer</p> <p>Community surveys (online and in-person via our Farmers Market, events, and public gathering locations such as Stevens Square Park)</p> <p>Population focused events (topics could include home modification funding assistance, neighborhood accessibility issues, etc.)</p>	<p>Continuing to publish programs and events online</p> <p>Doing intentional outreach through digital/social media</p> <p>Host social events</p> <p>Community mailer</p> <p>Community surveys (online and in-person via our Farmers Market, events, and public gathering locations such as Stevens Square Park)</p>	<p>Connect pride-focused event for Red Hot Art</p> <p>LGBTQIA+ affinity groups (talking, walking)</p> <p>Amplifying and sharing Family Tree programming with SS-LH residents</p> <p>Clothing exchanges</p> <p>Community mailer</p> <p>Community surveys (online and in-person via our Farmers Market, events, and public gathering locations such as Stevens Square Park)</p> <p>Population focused events</p>

<p><b>Barriers to engagement</b></p>	<p>Inaccessible Built Environment (Sidewalks)</p> <p>Inaccessible Events (Not currently considering: wheelchair accessibility, restroom accessibility, parking, transportation, ASL interpretation, large-text handouts/front of event seating for those with visual impairments)</p> <p>Online posting &amp; website accessibility needs improvement</p> <p>Transient population</p> <p>Unaware of SSCO or programming</p> <p>Lack of time to volunteer</p> <p>Sitting in Board meetings (or planning meetings) is unappealing</p> <p>Robert’s Rules of order vs. community conversation feel to meetings</p> <p>No access to internet or devices</p>	<p>Unaware of SSCO or programming</p> <p>Lack of time to volunteer / Lack of variety of times available for volunteer opportunities</p> <p>Sitting in Board meetings (or planning meetings) is unappealing</p> <p>Robert’s Rules of order vs. community conversation feel to meetings</p> <p>No access to internet or devices</p>	<p>Shame and secrecy</p> <p>Negative experiences and discrimination</p> <p>Not being included in outreach</p> <p>Lack of access to hormone care/transition services/health care services in general</p> <p>Unaware of SSCO or programming</p> <p>Lack of time to volunteer</p> <p>Sitting in Board meetings (or planning meetings) is unappealing</p> <p>Robert’s Rules of order vs. community conversation feel to meetings</p> <p>No access to internet or devices</p>
<p><b>Outreach and engagement strategies</b></p>	<p>Cleanups to keep walkways clear</p> <p>ADA/WCAG trainings for staff and board re: accessibility for community events</p> <p>Digital accessibility improvements</p> <p>Printing handouts and posters in large print</p> <p>Hiring ASL interpreters</p>	<p>Maintaining online presence to remain visible on social media</p> <p>Virtual programming</p> <p>Door-knocking</p> <p>Social media campaigns on Facebook, Instagram and Twitter</p>	<p>Door-knocking</p> <p>Social media campaigns on Facebook, Instagram and Twitter</p> <p>Regular website updates of resources available to LGBTQIA residents</p> <p>Standing time in Board meetings for issues of concern</p>

	<p>Renting a wheelchair accessible mobile toilet during long events</p> <p>Outreach to disabled populations /organizations that assist folks w/ disabilities / assisted living orgs in the area that assist folks with disabilities</p> <p>Door-knocking</p> <p>Social media campaigns on Facebook, Instagram and Twitter</p> <p>Regular website updates of resources available to those with disabilities</p> <p>Standing time in Board meetings for issues of concern</p> <p>Community Organizer tabling efforts along with standing events such as the neighborhood clean-up and walk-and-talks</p>	<p>Regular website updates of resources available, programming initiatives and upcoming events</p> <p>Community Organizer tabling efforts along with standing events such as the neighborhood clean-up and walk-and-talks</p>	<p>Community Organizer tabling efforts along with standing events such as the neighborhood clean-up and walk-and-talks</p>
<p><b>Resources needed</b></p>	<p>ASL interpreter</p> <p>Update site to reflect ADA &amp; WCAG standards</p> <p>Experts to provide trainings</p> <p>Developing/connecting with mutual aid groups to help with chores / meals for residents</p> <p>Social media accounts and manager for each account</p>	<p>Social media accounts and manager for each account</p> <p>Door-knocking turf plan and volunteer coordination</p> <p>Talking points/spiel for door knocking and tabling</p> <p>Survey questions to best engage younger residents</p> <p>Updated and verified postal-based address list</p>	<p>Compiled list of specific resources and events to share on website</p> <p>Social media accounts and manager for each account</p> <p>Door-knocking turf plan and volunteer coordination</p> <p>Talking points/spiel for door knocking and tabling</p> <p>Survey questions to best engage LGBTQIA residents</p>

	<p>Updated map of SS-LH including all assisted living properties</p> <p>Door-knocking turf plan and volunteer coordination</p> <p>Talking points/spiel for door knocking and tabling</p> <p>Survey questions to best engage residents with disabilities</p> <p>Updated and verified postal-based address list</p> <p>Tabling materials</p>	<p>Tabling materials</p>	<p>Updated and verified postal-based address list</p> <p>Tabling materials</p>
<b>Partners in the work</b>	<p>Blind Inc., Cow Tipping Press, assisted living facilities in SS-LH, Hennepin County, Meals on Wheels, Open Arms, Community Aid Network MN</p>	<p>Kulture Klub, MN Adult and Teen challenge</p>	<p>Family Tree Clinic, Northpoint Health (<b>To The Point</b>)</p>
<b>Person(s) responsible</b>	<p>Outreach staff names: Malakai Greiner, Zehra Keta, Rachel Boeke</p> <p>Volunteers and Board members</p>	<p>Outreach staff names: Malakai Greiner, Zehra Keta, Rachel Boeke</p> <p>Volunteers and Board members</p>	<p>Outreach staff names: Malakai Greiner, Zehra Keta, Rachel Boeke</p> <p>Volunteers and Board members</p>
<b>Timeline</b>	<p>January-March:</p> <ul style="list-style-type: none"> <li>● Compile resources available in SS-LH and surrounding communities for individuals with disabilities</li> <li>● Compile list of mutual aid organizations and determine how best to collaborate</li> <li>● Conduct trainings for staff and Board members about accessibility</li> </ul>	<p>January-March:</p> <ul style="list-style-type: none"> <li>● Create and distribute Welcome Packets</li> <li>● Create survey questionnaires</li> <li>● Develop community mailer content</li> </ul>	<p>January-March:</p> <ul style="list-style-type: none"> <li>● Connect with Family Tree about collaborative efforts</li> <li>● Create and distribute Welcome Packets</li> <li>● Create survey questionnaires</li> <li>● Develop community mailer content</li> <li>● Hold regular walk and talk group specific to the LGBTQIA community</li> </ul>

	<ul style="list-style-type: none"> <li>● Create and distribute Welcome Packets</li> <li>● Create survey questionnaires</li> <li>● Develop community mailer content</li> <li>● Hold one talking group discussion session</li> <li>● Update list of assisted living properties contact information</li> <li>● Regular tabling/clean-ups/walk-and-talks by the Community Organizer</li> <li>● Create the door knocking plan (timing, turf guide, volunteer recruitment, etc.)</li> <li>● Create talking points for door knocking and tabling events</li> <li>● Utilize social media, newsletter and website to regularly update the community using accessible formats</li> <li>● Print door hangers</li> <li>● Print posters and flyers</li> <li>● Utilize time at regular Board and committee meetings as well as Quarterly meetings to hear from the population</li> </ul> <p>April-June:</p> <ul style="list-style-type: none"> <li>● Develop local resource guide and begin distribution</li> <li>● Continue collaboration work with mutual aid organizations</li> <li>● Distribute Welcome Packets</li> <li>● Circulate community survey (online and in-person)</li> <li>● Send community mailer</li> </ul>	<ul style="list-style-type: none"> <li>● Regular tabling/clean-ups/walk-and-talks by the Community Organizer</li> <li>● Create the door knocking plan (timing, turf guide, volunteer recruitment, etc.)</li> <li>● Create talking points for door knocking and tabling events</li> <li>● Utilize social media, newsletter and website to regularly update the community</li> <li>● Print door hangers</li> <li>● Print posters and flyers</li> </ul> <p>April-June:</p> <ul style="list-style-type: none"> <li>● Continuous expansion of the rental discount program</li> <li>● Distribute Welcome Packets</li> <li>● Circulate community survey (online and in-person)</li> <li>● Send community mailer</li> <li>● Regular tabling/clean-ups/walk-and-talks by the Community Organizer</li> <li>● Confirm the door knocking plan (timing, turf guide, volunteer recruitment, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>● Regular tabling/clean-ups/walk-and-talks by the Community Organizer</li> <li>● Create the door knocking plan (timing, turf guide, volunteer recruitment, etc.)</li> <li>● Create talking points for door knocking and tabling events</li> <li>● Utilize social media, newsletter and website to regularly update the community</li> <li>● Print door hangers</li> <li>● Print posters and flyers</li> </ul> <p>April-June:</p> <ul style="list-style-type: none"> <li>● Create timeline and plan for Clothing exchange</li> <li>● Host a pride focused Red Hot Art event in June</li> <li>● Distribute Welcome Packets</li> <li>● Circulate community survey (online and in-person)</li> <li>● Send community mailer</li> <li>● Hold regular walk and talk group specific to the LGBTQIA community</li> <li>● Regular tabling/clean-ups/walk-and-talks by the Community Organizer</li> <li>● Confirm the door knocking plan (timing, turf guide, volunteer recruitment, etc.)</li> <li>● Utilize social media, newsletter and website to regularly update the community</li> <li>● Distribute door hangers throughout SS-LH rental properties</li> <li>● Update posters and flyers</li> </ul>
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	<ul style="list-style-type: none"> <li>● Hold one focused event</li> <li>● Hold one talking group discussion session</li> <li>● Regular tabling/clean-ups/walk-and-talks by the Community Organizer</li> <li>● Confirm the door knocking plan (timing, turf guide, volunteer recruitment, etc.)</li> <li>● Utilize social media, newsletter and website to regularly update the community in accessible formats</li> <li>● Distribute door hangers throughout SS-LH rental properties</li> <li>● Update posters and flyers</li> <li>● Utilize time at regular Board and committee meetings as well as Quarterly meetings to hear from residents with disabilities</li> </ul> <p>July-September</p> <ul style="list-style-type: none"> <li>● Hold a touchable art fair during Red Hot Art</li> <li>● Distribute resource guide</li> <li>● Distribute Welcome Packets</li> <li>● Circulate community survey (online and in-person)</li> <li>● Hold one focused event</li> <li>● Hold one talking group discussion session</li> <li>● Regular tabling/clean-ups/walk-and-talks by the Community Organizer</li> <li>● Implement door knocking campaign</li> </ul>	<ul style="list-style-type: none"> <li>● Utilize social media, newsletter and website to regularly update the community</li> <li>● Distribute door hangers throughout SS-LH rental properties</li> <li>● Update posters and flyers</li> </ul> <p>July-September</p> <ul style="list-style-type: none"> <li>● Continuous expansion of the rental discount program</li> <li>● Distribute Welcome Packets</li> <li>● Circulate community survey (online and in-person)</li> <li>● Regular tabling/clean-ups/walk-and-talks by the Community Organizer</li> <li>● Implement door knocking campaign</li> <li>● Utilize social media, newsletter and website to regularly update the community on rental assistance or resources as they are made available</li> <li>● Distribute door hangers throughout SS-LH rental properties</li> <li>● Update posters and flyers</li> </ul>	<p>July-September</p> <ul style="list-style-type: none"> <li>● Hold a Clothing exchange</li> <li>● Distribute Welcome Packets</li> <li>● Circulate community survey (online and in-person)</li> <li>● Hold regular walk and talk group specific to the LGBTQIA community</li> <li>● Regular tabling/clean-ups/walk-and-talks by the Community Organizer</li> <li>● Implement door knocking campaign</li> <li>● Utilize social media, newsletter and website to regularly update the community</li> <li>● Distribute door hangers throughout SS-LH rental properties</li> <li>● Update posters and flyers</li> </ul> <p>October-December:</p> <ul style="list-style-type: none"> <li>● Review and compile all survey results</li> <li>● Identify needs within the SS-LH rental community</li> <li>● Determine the best programming SSCO can provide to meet those needs</li> <li>● Outline a three-year strategic plan starting 2023</li> <li>● Recruit LGBTQIA residents to apply for a Board of Directors seat (elections held January 2023)</li> <li>● Continuous expansion of the rental discount program</li> </ul>
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	<ul style="list-style-type: none"> <li>● Utilize social media, newsletter and website to regularly update the community in accessible formats</li> <li>● Distribute door hangers throughout SS-LH rental properties</li> <li>● Update posters and flyers</li> <li>● Utilize time at regular Board and committee meetings as well as Quarterly meetings to hear from residents with disabilities</li> </ul> <p>October-December:</p> <ul style="list-style-type: none"> <li>● Distribute resource guide</li> <li>● Continue mutual aid efforts</li> <li>● Review and compile all survey results</li> <li>● Identify needs within the SS-LH community</li> <li>● Determine the best programming SSCO can provide to meet those needs</li> <li>● Outline a three-year strategic plan starting 2023</li> <li>● Recruit residents with disabilities to apply for a Board of Directors seat (elections held January 2023)</li> <li>● Distribute Welcome Packets</li> <li>● Hold one talking group discussion session</li> <li>● Regular tabling/clean-ups/walk-and-talks by the Community Organizer</li> <li>● Utilize social media, newsletter and website to regularly update</li> </ul>	<p>October-December:</p> <ul style="list-style-type: none"> <li>● Review and compile all survey results</li> <li>● Identify needs within the SS-LH rental community</li> <li>● Determine the best programming SSCO can provide to meet those needs</li> <li>● Outline a three-year strategic plan starting 2023</li> <li>● Recruit residents to apply for a Board of Directors seat (elections held January 2023)</li> <li>● Continuous expansion of the rental discount program</li> <li>● Distribute Welcome Packets</li> <li>● Regular tabling/clean-ups/walk-and-talks by the Community Organizer</li> <li>● Utilize social media, newsletter and website to regularly update the community</li> <li>● Distribute door hangers throughout SS-LH rental properties</li> <li>● Update posters and flyers</li> </ul>	<ul style="list-style-type: none"> <li>● Distribute Welcome Packets</li> <li>● Regular tabling/clean-ups/walk-and-talks by the Community Organizer</li> <li>● Utilize social media, newsletter and website to regularly update the community</li> <li>● Distribute door hangers throughout SS-LH rental properties</li> <li>● Update posters and flyers</li> </ul>
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	<p>the community in accessible formats</p> <ul style="list-style-type: none"> <li>• Distribute door hangers throughout SS-LH rental properties</li> <li>• Update posters and flyers</li> <li>• Utilize time at regular Board and committee meetings as well as Quarterly meetings to hear from renters</li> </ul>		
<p><b>Quantitative goals</b></p>	<p>Hold 4 talking groups</p> <p>1 event or committee meeting focused on accessibility</p> <p>Host a touchable art fair during Red Hot Art</p> <p>100% of Red Hot Art events are ADA compliant</p> <p>Conduct 2 community surveys</p> <p>Get responses to those surveys which meet the demographics of SS-LH</p> <p>Add 500 names to our e-newsletter</p> <p>Increase Instagram followers by 15%</p> <p>Increase Facebook followers by 15%</p> <p>Distribute one community-wide mailer to every household</p>	<p>Conduct 2 community surveys</p> <p>Get responses to those surveys which meet the demographics of SS-LH</p> <p>Add 500 names to our e-newsletter</p> <p>Increase Instagram followers by 15%</p> <p>Increase Facebook followers by 15%</p> <p>Distribute one community-wide mailer to every household</p>	<p>Host a pride Red Hot Art event</p> <p>Host a clothing exchange</p> <p>Conduct 2 community surveys</p> <p>Get responses to those surveys which meet the demographics of SS-LH</p> <p>Add 500 names to our e-newsletter</p> <p>Increase Instagram followers by 15%</p> <p>Increase Facebook followers by 15%</p> <p>Distribute one community-wide mailer to every household</p>

<p><b>Qualitative goals</b></p>	<p>Find out what are the most pressing issues for residents with disabilities within SS-LH</p> <p>Identify how SSCO can best serve those needs</p> <p>Build stronger relationships with the various rental management companies, assisted living properties, businesses and organizations within SS-LH</p> <p>Help neighbors connect with one another and build a firm sense of community</p>	<p>Find out what are the most pressing issues for the younger demographic within SS-LH</p> <p>Identify how SSCO can best serve those needs</p> <p>Build stronger relationships with the various rental management companies, assisted living properties, businesses and organizations within SS-LH</p> <p>Help neighbors connect with one another and build a firm sense of community</p>	<p>Find out what are the most pressing issues for residents identifying as LGBTQIA within SS-LH</p> <p>Identify how SSCO can best serve those needs</p> <p>Build stronger relationships with the various rental management companies, assisted living properties, businesses and organizations within SS-LH</p> <p>Help neighbors connect with one another and build a firm sense of community</p>
<p><b>Outcome of engagement</b></p>	<p>Ensure that the percentage of community members with disabilities on our Board and committees is in step with the demographics of the neighborhood</p> <p>Bring SSCO into full compliance with ADA/WCAG standards</p> <p>Residents know what SSCO does, the programming we provide and how they can get involved</p> <p>Create an environment that is welcoming to new volunteers</p> <p>Find out what “welcoming environment” means to the different populations within SS-LH</p> <p>Create non-judgemental space that does not make assumptions about the views people will bring to the table</p>	<p>Ensure that the percentage of younger residents on our Board and committees is in step with the demographics of the neighborhood</p> <p>Residents know what SSCO does, the programming we provide and how they can get involved</p> <p>Create an environment that is welcoming to new volunteers</p> <p>Find out what “welcoming environment” means to the different populations within SS-LH</p> <p>Create non-judgemental space that does not make assumptions about the views people will bring to the table</p> <p>Ensure our events and meetings are open to hearing all perspectives</p>	<p>Ensure that the percentage of LGBTQIA residents on our Board and committees is in step with the demographics of the neighborhood</p> <p>LGBTQIA residents know what SSCO does, the programming we provide and how they can get involved</p> <p>Connect LGBTQIA residents with quality reproductive &amp; sexual health care, and related services.</p> <p>Create an environment that is welcoming to new volunteers</p> <p>Find out what “welcoming environment” means to the different populations within SS-LH</p> <p>Create non-judgemental space that does not make assumptions about the views people will bring to the table</p>

	<p>Ensure our events and meetings are open to hearing all perspectives</p> <p>Learn, as a whole, that conflict is not inherently negative - it can lead to change and innovation</p> <p>Develop a cultural that allows for open and respectful discussions, especially in times when people don't agree</p> <p>Create a willingness to adapt to new ideas as we grow</p> <p>Develop true engagement with people on a person-by-person basis</p> <p>Build trust and relationships that last for years</p>	<p>Learn, as a whole, that conflict is not inherently negative - it can lead to change and innovation</p> <p>Develop a cultural that allows for open and respectful discussions, especially in times when people don't agree</p> <p>Create a willingness to adapt to new ideas as we grow</p> <p>Develop true engagement with people on a person-by-person basis</p> <p>Build trust and relationships that last for years</p>	<p>Ensure our events and meetings are open to hearing all perspectives</p> <p>Learn, as a whole, that conflict is not inherently negative - it can lead to change and innovation</p> <p>Develop a cultural that allows for open and respectful discussions, especially in times when people don't agree</p> <p>Create a willingness to adapt to new ideas as we grow</p> <p>Develop true engagement with people on a person-by-person basis</p> <p>Build trust and relationships that last for years</p>	
<p><b>Next steps</b></p>	<p>Develop a three-year strategic plan based on equitable engagement and the results of this first year of focused work.</p>	<p>Develop a three-year strategic plan based on equitable engagement and the results of this first year of focused work.</p>	<p>Develop a three-year strategic plan based on equitable engagement and the results of this first year of focused work.</p>	