Mid-North QOL PLAN

Retreat Process Recommendations
Cassie Mehlman-Rhys
7/27/2015
Over the past 10 months, over 50 QOL Plan leaders have participated in multiple “retreat” planning sessions to develop a course of action to strengthen the QOL Plan. While the QOL Plan has been largely successful, the group acknowledged opportunity areas to take the plan to the next level, including the following:

• Creating a formal process with measurement and accountability
• Enhancing the working environment toward common vision, goals, and experiences while maintaining diversity and healthy differences
• Prioritization of action items and interventions that have the greatest impact.
The initial retreat goals were determined through a small sub-committee - borrowing heavily from the work of Jim Muholland (who conducted 1:1 interviews with a cross-section of QOL plan leaders) and subsequent QOL Plan meetings where the report was discussed. The retreat process was meant to supplement those efforts and engage more plan leaders in the process. The ideas outlined in the Muholland report were therefore integrated into the retreat session exercises with the intent of expanding on those solutions and broadening input. To that end, retreat goals were as follows:

• Create a prioritized and manageable plan with agreed upon expectations
• Make the QOL plans and environment more people-centered with individual engagement (people as core assets) that builds trust
• Create a more intentional culture that includes guidelines on working together, roles and responsibilities and metrics for success.
The “Whys” & Solutions for Plan Improvement

• In the first few retreats, several tools were used to understand the greatest opportunities for plan improvement and the reasons for the desired improvements. Initial tools used were “affinity diagrams,” “5 Whys,” and traditional brainstorming to understand the causes for improvement areas and potential solutions.

• Later retreats utilized organizational mapping breakout sessions, RACI charts, and process mapping to work towards the following identified improvement solutions.

  (1) Determine and align around a revised organizational structure that would increase resident engagement

  (2) Determine roles and responsibilities to increase plan accountability, help provide better metrics, and reduce variability in our communication and marketing regarding the plan

  (3) Provide an actual process for resident engagement that includes outreach, asset banking and succession management

  (4) Provide better plan marketing that would energize residents
How Is This Different From What We Have Been Doing?

- Although many people have done many wonderful things, what we lacked was a way to replicate those things and have a sustainable, consistent process from person to person. In other words, our goal was to create a process that is:
  - *Consistent* from person to person (i.e. well known processes that are easy to repeat)
  - *Transparent* – easy to find on drop-box
  - *Welcoming* – easy for people to jump in (welcoming team, one pagers, etc.)
  - *Sustainable* – Will live over time, measures progress with engagement-specific metrics, has well defined roles and responsibilities
  - *Formal* – Written down and agreed upon through many leaders’ input (this document)
  - *Addresses current perceived gaps* (increased focus on outreach for example)
What Did We Accomplish?
Organizational Structure Improvements

• We revised the organizational structure to resemble the NE QOL Plan Congress structure – taking into account specific differences for the Mid-North QOL Plan.

• The Mid-North CAN was implemented to better engage residents, celebrate successes, remove barriers, and provide a vehicle to better prioritize the plan.

• The “Community Builder” responsibilities were moved to MFCDC to where resident engagement experience lies while continuing to capitalize on the strengths of The Children’s Museum as Plan Convener.

• Roles and Responsibilities were outlined under the new structure (RACI Charts – in appendix).
Mid-North QOL Organizational Structure

*The new structure is flatter and more resident-driven with the Community Building Team (CBT) and Community Builder (CB) acting in a facilitative versus prescriptive role*
What Did We Accomplish?
Resident Engagement Improvements

- Gained a better understanding of what motivates volunteers to stay in the plan (integrated into our marketing plan messaging (“value messages”)).
- Developed comprehensive Meeting Guidelines on working together (in appendix).
- Identified and created a drop-box site where all core plan documents can be housed and utilized by plan volunteers.
- Developed a process for resident engagement that includes outreach, asset banking, and succession management.
- Created initial marketing outreach campaign ideas to be developed by the marketing team.
- Added specific resident engagement metrics to ensure continued engagement.
Resident Engagement of the Future

From:

- Overwhelming and un-prioritized plan
- Stakeholders, organizations, and individuals treated equally as assets
- Open CBT (formerly Implementation Team) membership
- Non-existent or varying value message
- Outreach and individual engagement often not on the agenda
- Lack of process to bring people into the plan and keep them
- Top-down
- Lack of knowledge of leaders/residents strengths and skills
- Lack of succession management process when leaders leave the plan
- Lack of vehicles to celebrate successes or get to know one another

To:

- Prioritized plan based on 80/20 rule, “Bite Size” messages and one pagers
- Residents prioritized as assets
- Right people on CBT including NA participation (also skill based)
- Consistent and defined value message – why it is worth your time to be part of the QOL Plan.
- Proactive discussion of resident engagement at CBT and CAN Meetings
- Aligned upon process for outreach and resident engagement
- More organic, individual engagement (1:1), block by block
- Leadership positions filled based on skill sets via an asset bank
- Engagement process that includes formal Succession Management planning
- Successes celebrated at CAN meetings and quarterly social mixers added
Resident Engagement – Who Is Responsible?

The retreat leadership team identified the following people and teams to all be responsible in resident engagement:

- CDCs and Lead Partners, including the Community Builder
- CBT Single Point of Contact
- Marketing & Outreach Committee
- Neighborhood Association Presidents or other identified representatives
- Mid-North CAN (engagement vehicle)
Community Assembly of Neighbors ("CAN")
Agenda Outline

• Welcome and Introductions
• CAN Review — to allow Mid-North residents and stakeholders a periodic opportunity to celebrate accomplishments, acknowledge plan failures, share concerns, prioritize plan items and to add new objectives, goals and actions to the plan.
  (1) CAN celebrations – highlight a project or two each meeting to celebrate milestones and successes
  (2) Plan deletions
  (3) Plan additions
  (4) Plan revisions
• Completion of Engagement Form
• Nomination of Future Moderators
• Updates and Announcements
- Bringing people into the plan:
  - Mid-North CAN as engagement vehicle
  - Roving Listener monthly walks
  - Onboarding 1:1s for new plan members

- Keeping people motivated:
  - Asset Banking (skills & interests)
  - Celebration of successes (CAN meetings)
  - Bite Size marketing and value messaging
  - Quarterly social mixers
  - Leadership and personal development offered

- Ensuring resident engagement in all we do:
  - Engagement specific plan metrics
  - New Onboarding Form to be used by Welcome Team

- Backfilling talent when leaders exit:
  - New Leader ID using asset banking
  - Exit Survey (understand why they left)
Engagement Process: Bringing People into the Plan (Outreach)

Entry Points into the Plan:

- CAN Meeting
- Action Teams
- Roving Listeners
- NAs
- CDCs
- Stakeholders

*Welcome Team Reps consist of CBT SPC, CB, and at least one NA Rep*

Welcome Team rep does onboarding 1:1 with new resident. Explains history of plan, values, messages, and completes Onboarding Form.

Welcome Team rep identifies Action Team, committee, or project where new volunteer fits based on interests and skills.

Welcome Team rep notifies the Chair of the project or Action Team where the new volunteer fits and puts the engagement form on Dropbox. If no team exists currently, volunteer is asked to lead project or team.

Committee, Action Team, or Project Chair calls to welcome new volunteer and get them integrated into the project or team and specific line items/projects (Chair training to be created for consistency).
Engagement Process: Keeping People Motivated

Value
See the value of the plan and feel they can make an individual contribution. Gain knowledge of successful projects under the plan and have exposure to successful project (milestones are celebrated regularly).

Personal Growth
Feel they are well matched within the plan utilizing their specific interests, skills, and talents.

Connectedness
Enjoy the working environment: they meet people they wouldn’t have met otherwise, have fun, and feel productive.
Engagement Process: Keeping People Motivated

**Value**
- Value messages honed by marketing committee
- Residents encouraged to lead plan line items – (bite sized)
- Successes and milestones are highlighted at CAN
- Better understanding of why people leave the plan (questionnaire)

**Personal Growth**
- Leadership and personal development classes/sessions offered
- Asset banking and matching of talent to projects and teams
- CB oversight of asset bank to ensure we are tapping volunteer talent

**Connectedness**
- Marketing spearheads “My Backyard” campaign and like campaigns to promote community cohesion
- Social time added to QOL Plan – “Mid-North Mixers”
- “Bring a Friend” to CAN Meetings
- Meeting Guidelines followed
- Evolve and rally plan line items into “task forces” – such as Destination Fall Creek

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Engagement Process: Asset Banking

Asset bank is set up on dropbox with the ability to sort by Action Team interests and strengths, talents and special skills (Excel recommended for easy sorting).

After Welcome Team of Outreach Committee completes Onboarding Form with volunteer, they load it on dropbox.

After new volunteer is assigned to an actual Action Team and/or line item of the plan, the plan is updated with that person’s name.

CB provides quarterly updates of new volunteers and skill-sets (metric is to average 2 new volunteers per month/6 per quarter).
Engagement Process: Succession Management

- Leader leaves QOL Plan
- Exit Questionnaire administered and loaded on dropbox
- Welcome Team of Outreach Committee looks to fill leadership position from asset bank (metric is 80% success rate)
Engagement Metrics

- 2 new volunteers are brought into the plan per month (through roving listeners, welcome team, CBT, CAN “Bring a Friend” etc. and are successfully matched to Action Teams, Committees (CBT, Marketing & Outreach) or a line-item of the plan.
- The Welcome Committee of the Outreach team is able to schedule a 1:1 with a new volunteer within 10 days, 80% of the time.
- At least 2 roving listener walks are conducted per month and rotate neighborhoods.
- The asset bank is kept current and it is easy to find volunteers per sub-specialty (i.e. if we need a fundraiser, for example, we can sort the list for one). Recommendation: folder for engagement forms and info kept on excel spreadsheet for easy sorting.
- The CBT has at least 2 NA members (or substitute/alternative) from all 6 neighborhoods at least 80% of meetings.
- At least one successful project is highlighted at all CAN meetings.
- When leaders exit the plan, they are given an exit questionnaire and a back-fill is found at least 80% of the time.
- At least one leadership development or personal development course or presentation is offered quarterly to all QOL Plan volunteers.
- At least one quarterly mixer is offered for social connectedness.
- At least 75% of attendees at CAN meetings are Mid-North residents.
Marketing & Outreach Committee
Flip sides of the same coin – but add more focus to Outreach

*Recommend that each team meets separately the first and second month of the quarter and meet together on the 3rd month. Outreach team needs at least 6 distinct people – 3 for roving listening efforts and 3 who serve as “welcome committee.” CB should be on both committees for continuity.

**Marketing**
- Develop comprehensive marketing plan
- Hone value messages
- Launch “In My Backyard” and other campaigns

**Outreach**
- “Roving Listeners” with “Welcome Team” for 1:1 onboarding and asset banking
- NA input
- CBT SPC also sits on this committee

**CBT & Convener**
- Provide feedback, support for and/or refinement of marketing campaigns when needed (help requested by marketing committee)
- Help monitor engagement metrics & outreach
New Onboarding Form

- Logistics: Name, address/neighborhood, contact information (phone and email)
- How did you hear about the quality of life plan?
- Do you currently sit on your neighborhood Board (Y/N) or participate in your Neighborhood Association (Y/N)
- In which parts of the plan are you most interested (circle all that apply): Housing, Beautification, Education, Aesthetics, Crime & Safety, Youth Engagement, Senior Advocacy, Destination Fall Creek?
- In your own words, what are your biggest strengths, skills, and/or talents?
- Do you have experience with any of the following (circle all that apply):
  - marketing
  - fundraising
  - outreach
  - communications
  - event planning
  - chairing or leading committees
  - graphic design
  - grant writing
  - editing
  - budgeting or accounting
  - sales
  - real estate
  - legal
- What are the biggest improvements you would like to see in your neighborhood?
- Are you currently involved in any neighborhood projects? Is so, which ones? Should they be integrated into the QOL Plan if they are not already?
- How many hours a week could you volunteer for the QOL Plan? What days and times are best for your volunteering?
- What is your preferred method of contact? (phone, email, social media, print mail, in-person, etc).
Exit Survey

- Logistics: Name, address/neighborhood, contact information (phone and email)
- Why are you leaving the QOL Plan?
- Is there anything that could have been done differently that would have kept you volunteering for the QOL Plan?
- What did you like best about working on the QOL Plan?
- What did you like least about working on the QOL Plan?
- Would you like to be contacted in the future about volunteering for the plan in some capacity? Y/N. If yes, in what timeframe?
- What was your greatest gift you gave the QOL Plan (strength or talent)?
- Is there someone you know that would like to be involved in the plan? If so, please provide their name and contact number.
Continuing Needs

• Set up asset bank on drop-box that includes identifiable folders for Onboarding Forms and Exit Questionnaires as well as excel spreadsheet that provides the ability to sort by skill-set, neighborhood, interests, etc.

• Identify roles and responsibilities within the CBT – Chair, Secretary, SPC for compiling neighborhood events.

• Increase Outreach Committee participation and identify who will act as “roving listeners” and who will serve as the “welcome team” for onboarding. Determine if the “roving listeners” will join the Broadway team or develop their own team with a different name. “Roving Listeners” are trained by Deamon Hargress from Broadway Church. Also train all Action Team and Committee Chairs so that new volunteers receive a consistent, welcoming experience.

• Ask George Okantey about quarterly leadership development courses. After asset bank is complete, identify other content that could be taught by residents (i.e. Joyce Moore to do a training on online fundraising campaigns for example).

• Better prioritization of the plan: figure out the 20% of the plan under each action team that would have the greatest impact and focus on those in the near-term (3 years). Identify chairs/volunteers for each line item project (over time as more people come into plan). Create one page vision map with short-term, mid-term, and long-term projects based on these prioritized items to get them more “bite size.”

• Add quarterly mixers for social connectedness.

• Marketing committee hones value messages based on feedback of why people stay within the plan and kicks off “In My Backyard” campaign. CBT and Convener provides feedback once messages are completed.

• Re-engage lost leaders by showing them this presentation and seeing if they would be willing to come back to plan.
Appendix

• RACI Charts – Roles and Responsibilities under the Mid-North CAN
• Meeting Guidelines
• Example Vision Map – for plan prioritization and “one-pager”
# RACI for Community Building Team (CBT)

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsible</th>
<th>Accountable</th>
<th>Consulted</th>
<th>Informed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitors the implementation of the Mid-North QOL Plan goals, identifying celebrations, failures, emerging concerns, and necessary actions. Coordinates the Mid-North QOL Plan quarterly CAN Meeting.</td>
<td>CBT</td>
<td>Convener, CBT</td>
<td>Community Builder, Action Teams, Marketing Subcommittee, Convener</td>
<td>Stakeholders and residents, LISC</td>
</tr>
<tr>
<td>Conducts fundraising and/or submits grants to support CAN Meeting needs and specific goals within the plan Supports and monitors the work the QOL Plan Action Teams</td>
<td>CBT and CB</td>
<td>CBT, CB, MFCDC</td>
<td>Stakeholders, Action Teams, Residents</td>
<td>Stakeholders and residents, LISC</td>
</tr>
<tr>
<td>Supports, directs, and evaluates the work of the Mid-North Community Builder</td>
<td>CB, Convener, Lead Partners</td>
<td>Action Teams</td>
<td>Convener, CBT and LISC</td>
<td>Action Teams, Stakeholders</td>
</tr>
<tr>
<td>Supports, directs, and evaluates the work of the Mid-North Community Builder</td>
<td>CBT and CB</td>
<td>CBT and Action Teams</td>
<td>Action Teams</td>
<td>Stakeholders and residents</td>
</tr>
<tr>
<td>Report the work of the CBT and CAN back to the neighborhood associations</td>
<td>CBT, NA Reps on CBT</td>
<td>CBT</td>
<td>CBT, Marketing Subcommittee, and CB</td>
<td>Nas, CB, LISC, Convener</td>
</tr>
<tr>
<td>Follows the pre-established Meeting Guidelines when conducting meetings</td>
<td>CBT</td>
<td>CBT Facilitator</td>
<td>CBT, Convener</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Represents and designates representatives of the CBT for plan advocacy, media interviews, and external outreach Maintains role as single point of contact for coordination and dissemination of information across the 6 neighborhoods - NA projects, QOL plan events, etc. Roles serves on Outreach committee</td>
<td>CBT</td>
<td>CBT and Marketing Subcommittee</td>
<td>Marketing Subcommittee</td>
<td>All stakeholders and residents</td>
</tr>
<tr>
<td>Provides feedback on and act as a challenge team towards a comprehensive marketing, outreach, and communication plan that is relevant and realistic for implementation</td>
<td>Marketing &amp; Outreach Team</td>
<td>Convener</td>
<td>CBT and CB</td>
<td>All stakeholders, Action Teams, and residents</td>
</tr>
<tr>
<td>Task</td>
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<td>Consulted</td>
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</tr>
<tr>
<td>CBT meeting logistics coordination</td>
<td>CB/MFCDC</td>
<td>CBT</td>
<td>CBT, Convener</td>
<td>CBT</td>
</tr>
<tr>
<td>CBT Agenda</td>
<td>CB/MFCDC, CBT</td>
<td>CBT</td>
<td>CBT, CB, Convener</td>
<td>CBT</td>
</tr>
<tr>
<td>Liaison with Marketing/Outreach</td>
<td>CB/MFCDC</td>
<td>Convener, Marketing Subcommittee</td>
<td>CBT, Mktg Subcommittee, Convener</td>
<td>CBT, Convener</td>
</tr>
<tr>
<td>Quarterly Mid-North QOL presentations to the six neighborhoods and the Children's Museum neighborhood working group.</td>
<td>CB/MFCDC</td>
<td>CBT/LISC</td>
<td>CBT, Mktg Subcommittee</td>
<td>CBT, Community</td>
</tr>
<tr>
<td>Assures Mid-North stakeholders are engaged in city-wide policy initiatives and dialogues like Great Places 2020</td>
<td>CB/MFCDC</td>
<td>CBT</td>
<td>Nas, Lead Partners, Action Team Chairs</td>
<td>CBT, Community</td>
</tr>
<tr>
<td>Mktg/Outreach Support - graphic design, event planning</td>
<td>CB/MFCDC</td>
<td>Convener</td>
<td>CBT, Mktg Subcommittee</td>
<td>CBT</td>
</tr>
<tr>
<td>Support Active Action Teams (Meeting Coordination Support, project management, speakers, fundraising) - Destination Fall Creek</td>
<td>CB/MFCDC</td>
<td>Action Teams</td>
<td>Convener, CBT, Lead Partners</td>
<td>Community</td>
</tr>
<tr>
<td>Senior Advocacy, CBT, Health</td>
<td>CB/MFCDC</td>
<td>Action Teams</td>
<td>Convener, CBT, Lead Partners</td>
<td>Community</td>
</tr>
<tr>
<td>Engagement metrics compilation and reporting</td>
<td>CB/MFCDC</td>
<td>Convener, LISC</td>
<td>Convener, CBT, Lead Partners</td>
<td>CBT</td>
</tr>
<tr>
<td>LISC Reporting Requirements support</td>
<td>CB/MFCDC</td>
<td>Convener, LISC</td>
<td>Convener, CBT, Lead Partners</td>
<td>CBT</td>
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</table>
## RACI for Convener

<table>
<thead>
<tr>
<th>Task</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Develop and Maintain an annual marketing/outreach plan</td>
<td>Mkt Subcommittee, CBT</td>
<td>Convener</td>
<td>CB</td>
<td>Stakeholders, community</td>
</tr>
<tr>
<td>Support Active Action Teams: meeting coordination, fundraising,</td>
<td>Convener</td>
<td>Action Teams</td>
<td>CBT</td>
<td>Stakeholders</td>
</tr>
<tr>
<td>project management). For example Crime &amp; Safety and Education Action</td>
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<tr>
<td>Teams</td>
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<tr>
<td>Maintains, monitors, and updates the Mid-North QOL Plan website</td>
<td>Convener</td>
<td>CBT and Convener</td>
<td>Stakeholders, Action</td>
<td>Stakeholders and residents</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Teams and residents</td>
<td></td>
</tr>
<tr>
<td>Submit LISC reports</td>
<td>Convener</td>
<td>LISC</td>
<td>CB, CBT</td>
<td>LISC, CBT, stakeholders</td>
</tr>
</tbody>
</table>
# RACI for Marketing Committee

<table>
<thead>
<tr>
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<th>Informed</th>
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<tbody>
<tr>
<td>Media Relations</td>
<td>CB and other nominated spokespeople</td>
<td>Convener</td>
<td>Mktg/Outreach, CBT</td>
<td>Stakeholders, Community</td>
</tr>
<tr>
<td>Plan QOL Update meetings/Congresses (date, location, agenda, etc)</td>
<td>Committee, CB</td>
<td>Convener</td>
<td>CBT</td>
<td>Stakeholders, Community</td>
</tr>
<tr>
<td>Update midnorth website - provide content to Convener</td>
<td>Convener</td>
<td>Convener</td>
<td>CB, CBT, mktg/outreach</td>
<td>Stakeholders, Community</td>
</tr>
<tr>
<td>Quarterly E-newsletter</td>
<td>Convener</td>
<td>CBT SPC</td>
<td>CB, mktg/outreach</td>
<td>Stakeholders, Community</td>
</tr>
<tr>
<td>Mail out targeted print QOL promotional materials to area households for events, volunteer recruitment, etc.</td>
<td>Convener</td>
<td>CB</td>
<td>CB, mktg/outreach</td>
<td>Stakeholders, Community</td>
</tr>
<tr>
<td>Create, update, and maintain QOL tool-kit (talking points, rack cards, executive summaries/one pagers)</td>
<td>Convener</td>
<td>CB</td>
<td>CB, mktg/outreach</td>
<td>Stakeholders, Community</td>
</tr>
<tr>
<td>Develop social media strategic plan &amp; campaigns such as &quot;In My Back-yard&quot; Campaign</td>
<td>Convener</td>
<td>CB</td>
<td>Mkt/oureach</td>
<td>Stakeholders, Community</td>
</tr>
<tr>
<td>Update NextDoor.com, FB, and other social media with Mid-North events, updates</td>
<td>CB</td>
<td>CB</td>
<td>Mkt/oureach</td>
<td>Stakeholders, Community</td>
</tr>
<tr>
<td>Develop non-digital outreach plan for residents without internet</td>
<td>CB</td>
<td>Convener</td>
<td>Mkt/oureach</td>
<td>Stakeholders, Community</td>
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<tr>
<td>Hone value messages for why residents come and stay within the plan</td>
<td>CB</td>
<td>Convener</td>
<td>Mkt/oureach</td>
<td>Stakeholders, Community</td>
</tr>
<tr>
<td>Help develop a comprehensive marketing, outreach, and communication plan that is relevant and realistic for implementation by the marketing committee</td>
<td>Convener</td>
<td>Convener</td>
<td>CBT, Marketing Subcommittee, and CB Residents</td>
<td>Stakeholders, Action Teams, and residents</td>
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### RACI for Outreach Team

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<td>Assist Marketing Committee with social media strategic plan &amp; campaigns such as &quot;In My Backyard&quot; Campaign</td>
<td>CB</td>
<td>CB</td>
<td>Mkt/outreach</td>
<td>Stakeholders, Community</td>
</tr>
<tr>
<td>Help Marketing Committee develop non-digital outreach plan for residents without internet</td>
<td>CB</td>
<td>Convener</td>
<td>Mkt/outreach</td>
<td>Stakeholders, Community</td>
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<tr>
<td>Utilize value messages for why residents come and stay within the plan</td>
<td>CB</td>
<td>Convener</td>
<td>Mkt/outreach</td>
<td>Stakeholders, Community</td>
</tr>
<tr>
<td>Create and maintain a &quot;Roving Listener Team&quot; that recruits new volunteers, listens to needs of the community for plan additions and deletions, and connects new volunteers with the &quot;Welcome Team&quot; members of the Outreach Committee</td>
<td>CB</td>
<td>Convener</td>
<td>Mkt/outreach</td>
<td>Stakeholders, Community</td>
</tr>
<tr>
<td>Create and maintain a &quot;Welcome Team&quot; that provides onboarding to new recruits, administers the engagement form, and connects the recruit to the right action team or project based on their strengths and interests. Welcome Team also backfills positions after leaders leave plan -using the asset bank</td>
<td>CB</td>
<td>Convener</td>
<td>Mkt/outreach</td>
<td>Stakeholders, Community</td>
</tr>
<tr>
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<td>Convener</td>
<td>Convener</td>
<td>CBT, Marketing Subcommittee, All stakeholders, Action Teams, and CB and CB</td>
<td>Stakeholders, Community</td>
</tr>
</tbody>
</table>
## RACI for Action Teams

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsible</th>
<th>Accountable</th>
<th>Consulted</th>
<th>Informed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prioritize tasks in plan</td>
<td>Action Teams</td>
<td>Action Teams</td>
<td>Residents, CBT</td>
<td>CBT, LISC, Convener, CB</td>
</tr>
<tr>
<td>Implement plan and meet plan goals in a timely manner and report progress</td>
<td>Action Team Chair</td>
<td>Action Team, CB, CBT</td>
<td>CBT, residents</td>
<td>CBT, LISC, Convener, Community, CB</td>
</tr>
<tr>
<td>Provide updates to CBT on milestones, barriers, or needed changes to the plan</td>
<td>Action Teams</td>
<td>Action Teams</td>
<td>CBT, residents</td>
<td>CBT, LISC, Convener, CB</td>
</tr>
<tr>
<td>Identify and review grant sources and help apply for funding for plan line items. Report back on milestone and successes</td>
<td>Action Teams</td>
<td>CBT, Lead partners, Stakeholders</td>
<td>LISC, Convener</td>
<td>CBT, LISC, Convener, CB, Lead Partner</td>
</tr>
<tr>
<td>Help recruit residents to join Action Teams and/or contact recruits forwarded from Welcoming sub-committee from Outreach Team</td>
<td>Action Teams</td>
<td>Marketing &amp; Outreach &amp; CBT</td>
<td>Nas, residents, stakeholders</td>
<td>CBT, LISC, Convener, CB</td>
</tr>
<tr>
<td>Consult the CBT and/or CAN to help provide information, resources, and remove barriers, etc. - as needed</td>
<td>Action Teams</td>
<td>CB</td>
<td>CBT, Residents, Nas</td>
<td>CBT, LISC, Convener, CB</td>
</tr>
<tr>
<td>Provide highlights and story telling in CAN forums - as appropriate</td>
<td>Action Teams</td>
<td>CB</td>
<td>CBT, Residents, Nas</td>
<td>CBT, LISC, Convener, CB</td>
</tr>
<tr>
<td>Handle Action Team Meeting logistics</td>
<td>Action Team Chair</td>
<td>Action Team, CB</td>
<td>CB</td>
<td>Action Team, CB</td>
</tr>
<tr>
<td>Meeting agenda setting</td>
<td>Action Team Chair</td>
<td>Action Team, CB</td>
<td>CB</td>
<td>Action Team, CB</td>
</tr>
</tbody>
</table>
Mid-North Meeting Guidelines
(Meeting Operations)

• Meetings will start and end on time (Implementation Meetings are still held monthly, but now start at 6:00 pm).
• Meetings will have specific and realistic goals with agreed-upon agendas.
• We will stick to the meeting agenda and utilize the “parking lot” for off-topic items.
• The facilitator will quickly review the meeting guidelines up-front at every meeting.
• The facilitator ensures adherence to meeting guidelines and agrees to remain objective during facilitation for that particular meeting.
• Materials will be sent at least 48 hours in advance of the meeting – if possible.
• We will provide and utilize tent cards at all Implementation Meetings.
• We will utilize Dropbox as our communication and knowledge sharing repository.
Mid-North Meeting Guidelines
(Meeting Operations continued)

• We will strive to provide food at all meetings that overlap with meal-times.
• We will build awareness of individual skill-sets of members and utilize them when possible.
• Meetings will have an open attendance policy. However, we expect consistent attendance from organizational groups with signed MOUs. When an organization’s representative cannot attend a meeting, they should strive to provide a back-up attendee who provides two-way communication to the meeting body and back to the organization they are representing.
• If organizations fail to provide representation on an ongoing basis, they will be replaced.
• Team members should share the QOL plan progress, vision, and goals with their respective organizations, constituencies and peers.
• A copy of the plan should be present at every meeting for review.
Mid-North Meeting Guidelines (Meeting Conduct)

• Be transparent, open and honest in all interactions.
• Try to see the best in people. We are all imperfect.
• Keep an open mind and view differences of opinion as learning opportunities.
• Be concise in our comments (speak in bullet points).
• Utilize “3 and then me” – to avoid monopolizing conversation.
• Be mindful of our tone of voice, volume, and inflection when making points or asking questions.
• Be respectful of individual and organizational differences of all team members.
• Practice active listening. Ask questions to understand a person’s point of view before disagreeing.
• Maintain a willingness and desire to bridge conflict. If we have a complaint, either provide a solution for the group’s consideration or ask for ideas on how to solve it.
Historic Meridian Park Strategic Long-Term Plan (Vision Map)

Vision: HMP is a vibrant, safe neighborhood with a strong sense of community and connectivity. The social fabric of the neighborhood promotes respect for diversity, helping one another, and pride in our homes. Residents of all ages appreciate the unique aspects of living in a historic downtown community and recognize the important role they play in shaping its future.

Long-term 4-5 yrs.
- Reduce Crime
- Research funding for gateway markers
- Pursue gateway markers
- Re-consider Historic Designation
- Implement campaign improvements
- Secure funding and grants for campaign
- Develop partnership with MFCDC
- Develop "Mayor's Action Center" Campaign to address abandoned structures, providing more attention to homes on major roads, and the paving of 30th Street

Mid-term 3 yrs.
- Increase diversity
- Understand root causes and develop long-term solutions
- Develop alternative social events – i.e. small house parties
- Align on Communication Plan
- Develop Ongoing Communication Plan
- Develop budget
- Align on financial goals
- Adequately fund 2010 home tour and determine date for the next home tour date
- Partner with LISC for QOL Initiative
- Implement "helping" component to neighborhood mission

Short-term 1-2 yrs.
- Beautify Neighborhood
- Revive and simplify SNAP
- Develop contractor list for website and email blast
- Develop street trash clean-up program
- Research historic renovation guidance docs
- Consider installing cameras or ATT universe installation
- Install historic street lighting
- Increase transparency of elections and board activities
- Pursue boundary markers/anchors
- Pursue historic markers
- Utilize and expand social media marketing
- Research grant funding for Historic Lighting and Pocket Park

Increase revenue and clarify goals
- Increase revenue and clarify goals
- Adequately fund 2010 home tour and determine date for the next home tour date
- Pursue historic markers
- Increase diversity
- Understand root causes and develop long-term solutions
- Develop alternative social events – i.e. small house parties
- Align on Communication Plan
- Develop Ongoing Communication Plan
- Develop budget
- Align on financial goals
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- Partner with LISC for QOL Initiative
- Implement "helping" component to neighborhood mission

Strengthen Brand
- Partner with LISC for QOL Initiative
- Adequately fund 2010 home tour and determine date for the next home tour date
- Pursue historic markers
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- Understand root causes and develop long-term solutions
- Develop alternative social events – i.e. small house parties
- Align on Communication Plan
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