



OFFICE OF
**Community
& Civic Life**



REPORT TO COUNCIL

DATE: April 17, 2019
 TO: City Council
 FROM: Ashley Tjaden, Advisory Bodies Analyst
 Michelle Rodríguez, Business Operations Supervisor
 Suk Rhee, Director

SUBJECT: Accept first annual Advisory Bodies Program report on
 Resolution 37328 (Report)

We are pleased to submit for your consideration and acceptance the Year One Report on Resolution 37328. On November 08, 2017, the City of Portland Council approved Resolution 37328 to "foster transparency, accountability, and confidence among City of Portland advisory bodies". Council assigned the lead of implementing changes to the system to the Office of Community & Civic Life (Civic Life).

This report presents accomplishments and outcomes from the first year of the implementation. Some of early outcomes include:

- More than 100 City staff liaisons have been provided trainings
- New tools and templates have been developed
- Civic Life, along with bureau partners, have created required trainings for volunteer advisory body members

This report details new tools implemented by the Advisory Bodies Program, and suggests how those tools advance the collection of baseline data. The data collected will soon be evaluated and will inform improvements that benefit the City. Finally, the report contains a short list of areas for process improvement, an outline of next steps anticipated, and collaborations underway to sustain the efforts and results of the Resolution.



APRIL 2019

First Annual Report on Resolution 37328

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EXECUTIVE SUMMARY

Local government works best when decisions are made with the communities it serve. An important avenue through which Portlanders can connect with their local government is the Advisory Bodies Program. Through advisory bodies, decision makers at all levels of government solicit community input on budgets, policies, and programs. Thousands of volunteers contribute to the vitality of Portland by serving on more than 100 advisory bodies, such as boards and commissions.

Trusting partnerships that are built upon accountability and transparency produce good decisions, and to that end, Council put in place Resolution 37328. Council offices, Community & Civic Life (Civic Life), the City Attorney's Office (CAO), and the Office of Equity and Human Rights (OEHR), came together over nine months and co-created Resolution 37328. Following the passage of the Resolution, Civic Life became the home for a new centralized program tasked with rolling out policy, templates, and resources aimed at providing positive, consistent volunteer experiences to the advisory bodies and the staff that support them.

Accomplishments

Since November 2017, the Advisory Bodies Program accomplished the following:

- Fulfilled the Resolution mandate to shape six tools and templates ([jump to pg. 3](#))
- Created 25 additional templates and resources to capacitate staff liaisons ([jump to pg. 4](#))
- Convened 10, mandatory city staff trainings and workshops to explain the policy changes to staff liaisons of advisory bodies ([jump to pg. 5](#))
- Dedicated more than 100 hours of direct consultation to 17 bureaus and offices
- Received 450 advisory body volunteer applications
- Manually processed 350 applications to safely and confidentially store voluntary demographic information separate from the general application questions
- Launched first digital training tools in partnership with CAO, Bureau of Human Resources (BHR), and Portland Bureau of Transportation (PBOT)

Upcoming

Looking forward to this next year, Advisory Bodies Program staff will implement policy, programs, and partnerships to:

- Expand trainings around disability and mental health utilizing Civic Life's internal *Adapt2Impact Program*
- Attract people with disabilities to advisory bodies
- Recruit for and adapt to multigenerational membership
- Implement a training program to make meetings more welcoming and accessible
- Implement innovative, web-based tools that track progress and reduce staff administration

This report focuses on the activities completed to date. Advisory Bodies Program Staff is first educating and capacitating liaisons to advisory bodies on changes called out in the policy before making policy recommendations. A list of three early opportunities for improvement is provided in the Challenges Section. A more in-depth evaluation is recommended in the next year.

IMPLEMENTATION UPDATES

The Advisory Bodies Program started with the approval of Resolution 37328 in November 2017. At that time, Civic Life reallocated significant time from existing FTE staff to begin developing this citywide program.

Establishing a centralized system to manage advisory bodies was a significant undertaking. Council recognized this work was unsustainable for the bureau without dedicated staff and accordingly approved a budget to add one FTE in Fiscal Year 2018-19. In late October of 2018, Civic Life hired a full-time analyst to oversee the Advisory Bodies Program.

Over the past year, staff movement at both Civic Life and CAO has drawn the two bureaus to work increasingly closer together. CAO has brought fresh perspectives and direction as staff liaisons engage with their offices around bylaws and legal compliance. As staff liaisons and community volunteers engage with the new tools and templates, they provide necessary feedback that is jointly considered and resolved between the advisory body host bureau, Civic Life, and CAO.

An important outcome of implementation is that the City collects robust data on a citywide scale for the first time. Standard uniform applications, bylaws, and regular reports by staff liaisons allow for consistent data analysis. By collecting data in one place securely and confidentially, the city will soon have a baseline to aggregate volunteer trends, identify areas for improvement, and standardize processes to reduce administrative costs.

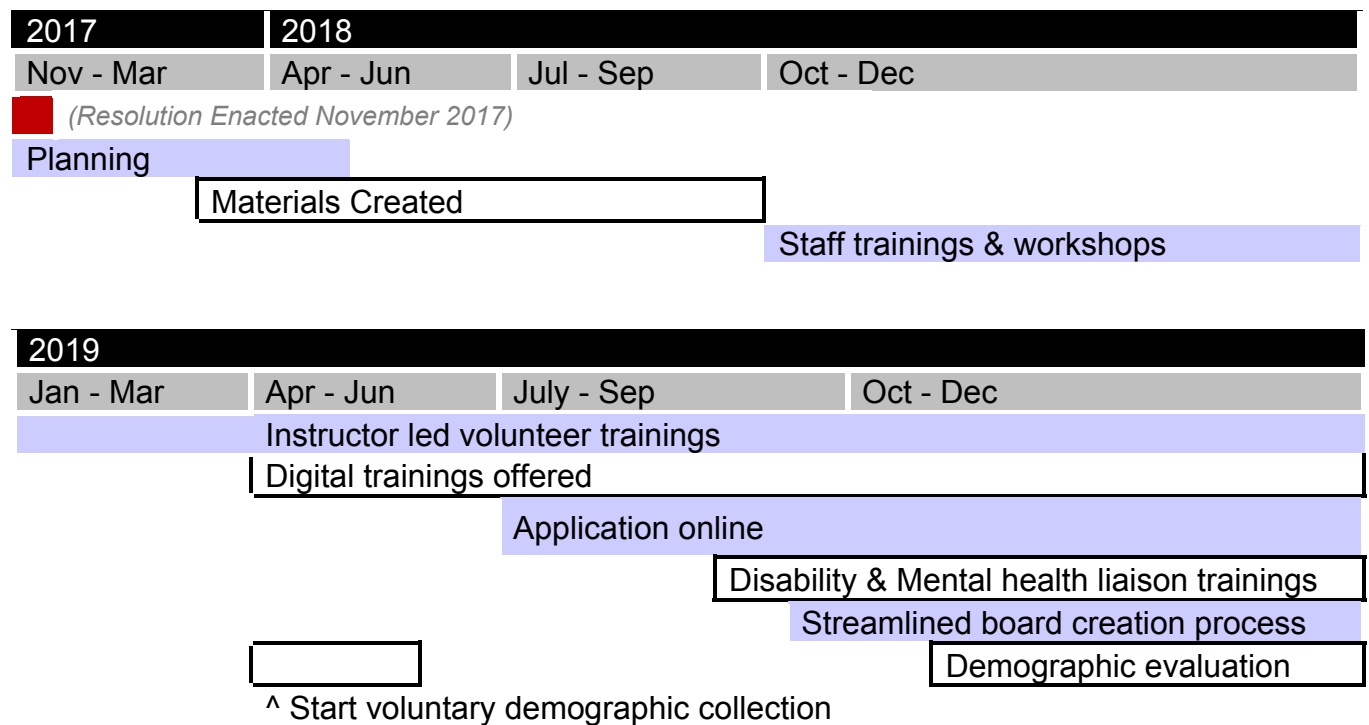


Accessibility Description: Two images of community and advisory bodies member speaking in microphones in City Council Chambers, testifying before City Council.

Timeline

Below is a summary of activities to date and those still to come. The following pages provide details of the activities captured in the timeline as well as a breakdown of the resources that were created during those phases.

As noted in the Implementation Updates section, user feedback and data are in the early phases of collection. Additional information on future projects is found in the Upcoming section.



RESOLUTION REQUIREMENTS

Civic Life staff produced tools, resources, and citywide standards in alignment with the requirements outlined in the Resolution. Specific Advisory Bodies Program efforts respond to the Resolution call to “advance meaningful public involvement, provide consistency and clarity on the role of advisory bodies, and give community members greater confidence in the value of their service.”

Tools mandated by Resolution 37328

1. Uniform Application
2. Mandatory Conflict of Interest Disclosure Form
3. Standard bylaws template
4. Training materials for staff and volunteers & tracking options
5. End-of-service survey
6. Selection process guide

QUOTE FROM A LONGTIME ADVISORY BODY VOLUNTEER:



“Thank you for instituting a new application process that is more transparent and consistent across the boards. Thank you for making a better city for all those that live here and thank you for helping to broaden the representation on influential advisory groups. I have been a member of several of these groups, and I think more transparency is a positive thing.”

Accessibility Description:
Photo of a woman holding a microphone and speaking to an advisory body in front of a screen that reads, “identifying community priorities.”

ACCOMPLISHMENTS

Adding to the six tools the Resolution outlined, Civic Life staff teamed up with CAO, BHR, OEHR, along with several bureaus, and intentionally chose methods that align with best practices for community engagement. Below is a list of these accomplishments and outputs.

Templates, Tools & Forms

Uniform Application

- Mandatory Conflict of Interest Disclosure Form
 - Explanation and definitions of legal terms
- Voluntary Confidential Demographic Information Form
 - Expanded to include inclusive language and disaggregated categories informed by the community, OEHR Civil Rights Program and disability subject matter experts
- Application translated into Spanish & Arabic
 - Translation to all Safe Harbor Languages (anticipated at web launch)
- Formatted application in PDF and Word by expert accessibility consultant

Bylaws Template

- Including educational guide for Public Records Retention
- Section for facilitation, voting, and minority reporting
- Companion guide for tracking staggered terms

Founding Documents Certification Form

- Tracks and retains institutional knowledge of advisory bodies
- A resource for researching and obtaining the historical documents that guide and establish individual advisory bodies
- Helpful tips on how to research using Efiles website and City Archives

Trainings for volunteers

- HR Admin Rule 2.02
- Shared Equity Language
- Public Officials
- Government 101 (underway)

Other Forms

- Intent to Continue to Serve
- Volunteer Resignation
- End-of-Service Survey
- Service thank-you certificate

Staff Liaison Resource Website

- Best practice tips
- Updated [list of Advisory Bodies](#)
- Legal manuals for Public Meetings Law and Public Records Law
- Guidelines for Public Officials Ethics and Responsibilities
- Checklist for compliance
- Templates & forms library
- Instructions for Council Appointments
- Guidance for reports of minority opinions

Trainings for Staff Liaisons

- Creating or updating bylaws
- How and why to use Uniform Application
- How and why to protect confidential demographic information

Centralized Recruitment

The centralized recruitment website has been one of the most impactful changes. Candidates can now efficiently learn about and “shop” for advisory bodies to offer their meaningful contributions. Individual outreach efforts of bureaus now compound to a shared City outcome of increased interest from diverse applicants. Since centralizing the recruitment website, co-applications have been common and potential advisory body members have even complained when a recruitment was not hosted by Civic Life.

Since April 2018, more than 20,000 potential advisory body members visited Civic Life’s [recruitment webpage](#). Since December 2018, Advisory Bodies Program Staff has processed 18 advisory body recruitments, and more than 450 applications. At peak recruitment periods, Civic Life hosted nine active recruitments simultaneously.

Recruitment Toolkit

- Process for centralized application hosting
- Guidelines for member selection
- Bias awareness training for selection committee
- Recruitment announcement template
- Volunteer open houses



Accessibility Description: Image of Deputy City Attorney Tony García giving Public Officials Training on YouTube.com.

Workshops & Trainings for City Staff

Civic Life staff offered five workshops and five trainings to city staff (three citywide each and two bureau-customized each) to introduce staff liaisons to the changes associated with the Resolution and to outline the implementation plan.

Goals included:

- Review Resolution 37328 and the implementation status;
- Clarify legal expectations and responsibilities for advisory body work and public officials serving; and;
- Introduce the new bylaw template, Uniform Application, and Voluntary Confidential Demographic Information Form.

With the first few rounds of required trainings complete, Advisory Bodies Program staff has begun to receive requests for presentations and updates to individual advisory bodies. Thus far, Civic Life has performed nine presentations and trainings to advisory bodies in the most need, and the demand is growing.

QUOTES STAFF LIAISONS TAKEN FROM POST TRAINING EVALUATIONS

Staff liaisons to advisory bodies summarized their training experience with Civic Life after the new policy and resources were revealed; here are a few of those reviews:

"It feels good to get clarity about the policy."

"This system and consistency is awesome!"

"What I liked about this training was the preparation."

One of the best [trainings] I've been to."

CHALLENGES/OPPORTUNITIES FOR IMPROVEMENT

1. City Code supersedes Resolution directives

The Resolution does not modify existing City Code. Therefore, staff liaisons to advisory bodies operate pursuant to City Code even when it is inconsistent with the Resolution, which is based on best practices and legal compliance. For example, historic Code may set eligibility requirements that lead to inequitable membership, such as applicant affiliation to outdated social groups or requiring proof of residency or mailing addresses that could bar people experiencing homelessness. By establishing consistency between the language of City Code and the Resolution, Council can ensure the intended outcomes which include consistent compliance, transparency, accountability, and best practices for equitable community engagement.

2. Lack of adherence and authority to mandate processes

Advisory bodies are in a perpetual state of creation, reduction, and fluctuation. In order to implement policy changes and assess for areas of improvement, Advisory Body Staff is dependent on a staff liaison to voluntarily offer relevant information about the body, and in a transparent and timely manner conducive for Advisory Program Staff to assist. Without an exchange of information about the root challenges a liaison faces with the new policy, a liaison or bureau may independently and inadvertently create conflicting policies to resolve problems for which they are unaware the Advisory Bodies Program offers solutions. Advisory Body staff is unable, without greater oversight authority, to stay abreast of advisory bodies and their independent policies. Council can eliminate guesswork by approving a process for advisory body creation, which could be drafted by the Advisory Body Program. Council could confirm advisory bodies receive its needed feedback by mandating a standard process and timeline and for compliance.

3. Fluidity found in legal guidelines and policy

The newly created Advisory Bodies Program is owed to the strong leadership and collaboration provided by the City Attorney's Office. Civic Life contains no legal experts, yet staff liaisons desire legal consultations to understand Public Meetings Law, and Public Officials Ethics. These questions can be circuitous and some call for a study of historical documents, current practices, and group goals. Further, some advisory bodies operate under informal guidelines, without sufficient legal or staff oversight. As suggested above, a new process or mandate from Council could reinforce the importance to follow procedures. Greater clarity on the Council's goals for advisory body types and tracking could reduce questions and confusion for staff liaisons.

UPCOMING COLLABORATIONS

Advisory Bodies are more dynamic in their membership and input when bureaus partner in their community relationship building efforts. What follows is a list of projects that are underway and aimed at bringing traditionally underrepresented perspectives into the fold.

- In partnership with OEHR, direct recruitment, presentations and relationship building will be conducted with people with disabilities. Additionally, a suite of trainings on accessibility, accommodation, and workshops will be delivered to staff liaisons of advisory bodies that will help them attract and work with people with disabilities and mental health illness.
- In partnership with other bureaus and Multnomah Youth Commission, guidelines for recruiting and maintaining youth and young adult members will be created.
- In partnership with existing advisory body representatives and staff liaisons, the City will attend or host “Volunteer Fairs” to elevate and advertise volunteer opportunities.

ACKNOWLEDGMENTS

This work has been made possible by countless hours of dedication from valuable collaborators (arranged alphabetically):

Tosin Abiodun, Claire Adamsick, Caryn Brooks, Danielle Brooks, Jamey Duhamel, Tony García, Ashlie Grundy, Monique Harrison, Laura John, Josie Kostylo, Judith Mowry, Public Involvement Advisory Council (PIAC), Sonia Schmanski, Jeff Selby, Amira Streeter, Loan Tran, Winta Yohannes, and Multnomah County’s Scotty Scott.

Specifically, Civic Life is extremely grateful to Judy Prosper for her legal counsel and tireless dedication to fostering a transparent and accountable process to City advisory bodies, while serving as the City Civil Rights attorney.

CONTACT

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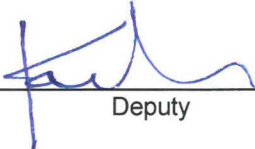


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Agenda No.
REPORT
Title

Accept first annual Advisory Bodies Program report on Resolution 37328 (Report) ^{No.}

INTRODUCED BY Commissioner/Auditor: Commissioner Eudaly	CLERK USE: DATE FILED <u>APR 09 2019</u>
COMMISSIONER APPROVAL	<p style="text-align: center;">Mary Hull Caballero Auditor of the City of Portland</p> <p>By: <u></u> Deputy</p> <p>ACTION TAKEN:</p> <p style="text-align: center;">APR 17 2019 ACCEPTED</p>
Mayor—Finance & Administration - Wheeler	
Position 1/Utilities - Fritz	
Position 2/Works - Fish	
Position 3/Affairs - Hardesty	
Position 4/Safety - Eudaly <u>CE</u>	
BUREAU APPROVAL	
Bureau: Office of Community & Civic Life Bureau Head: Director Suk Rhee	
Prepared by: Ashley Tjaden Date Prepared: April 17, 2019	
Impact Statement Completed <input checked="" type="checkbox"/> Amends Budget <input type="checkbox"/>	
City Auditor Office Approval: required for Code Ordinances	
City Attorney Approval: required for contract, code, easement, franchise, charter, Comp Plan	
Council Meeting Date April 17, 2019	

AGENDA
TIME CERTAIN <input type="checkbox"/> Start time: _____ Total amount of time needed: _____ (for presentation, testimony and discussion)
CONSENT <input type="checkbox"/>
REGULAR <input checked="" type="checkbox"/> Total amount of time needed: <u>45 mins</u> (for presentation, testimony and discussion)

FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:	
	YEAS	NAYS
1. Fritz	1. Fritz	<u> </u>
2. Fish	2. Fish	✓
3. Hardesty	3. Hardesty	✓
4. Eudaly	4. Eudaly	✓
Wheeler	Wheeler	<u> </u>