



**CHARLOTTE**<sup>SM</sup>

# **NEIGHBORHOOD BOARD RETREAT**



**July 13, 2019**

**400 North Church COA**

**Hosted by City of Charlotte Housing & Neighborhood Services at**

**Goodwill Opportunity Campus**

# 400 North Church COA

## 2019 Board Retreat

### Background

On Saturday, July 13, 2019, the board members of the 400 North Church COA participated in the Neighborhood Board Retreat facilitated by the City of Charlotte, hosted at the Goodwill Opportunity Campus. The following board members and/or community members participated in the retreat:

Anna Kate Davis  
Paul Kardous

Ron Crider  
John Mills



The City of Charlotte values citizen leadership and its ability to make an impact in the communities, in which we all live, work, play and shop. With this in mind, the board retreat process was initiated to help neighborhood based organizations develop strategic plans to improve quality of life in their communities.

### Purpose

The purpose of the board retreat was to

- Generate meaningful conversations around improving quality of life in our community
- Set clear goals and priorities for the upcoming year(s)
- Develop a vision and strategic priorities for our community

### Process

Our board retreat was conducted by trained facilitators tasked to keep our conversations on-task, productive, and focused on achievable objectives. The process was designed to help capture the best of the past, the best of the present, and how we can add to our strengths to build a better future. The focus was:

- Developing a vision to guide our decision making and activities
- Developing strategic priorities that aligned with our vision
- Developing project ideas

The agenda for the day was as follows:

- Introductions
- Where Have We Been? Where Are We Going?: Arrow Activity
- Where We Want to Be: Vision Statement Exercise
- Seeing the Forest through the Trees: Developing Strategic Priorities
- Working Lunch – The Year Ahead
- Idea Development – Time for participants for develop an action plan for goal achievement

## Where Are We Going, Where Have We Been?

We began our day with paired interviews using the “Where Are We Going, Where Have We Been?” activity. The activity was intended to help us reflect on:

- What we value
- What are the best things about our community and the people who live here
- What are our past successes
- Where are the potentials and possibilities

After interviewing our partners we shared our discussion with the group, finding commonalities in our conversations.

<b>Where We Were:</b> Reflecting on our past, what were some of the best/worst moments?	<b>Where We Are:</b> Why would or wouldn't a person/business want to move into our community?	<b>Where We Want to Be:</b> If you could make 3 wishes to make our community flourish, what would they be?
<ul style="list-style-type: none"> <li>• Unknown</li> <li>• Unsafe</li> <li>• Street crime</li> <li>• Active area with shops and urban feel</li> </ul>	<ul style="list-style-type: none"> <li>• Cusp of something big</li> <li>• Vibrant Development               <ul style="list-style-type: none"> <li>○ Migration of activity north</li> </ul> </li> <li>• Space</li> <li>• Big change with new board               <ul style="list-style-type: none"> <li>○ Brings hope</li> <li>○ Needs to increase communication</li> </ul> </li> <li>• Diversity and access to Amenities</li> <li>• Affordable housing needs</li> </ul>	<ul style="list-style-type: none"> <li>• Coalition of groups/communities to find opportunities to collaborate</li> <li>• Approach Center City as a whole and not ward v. ward or neighborhoods v. Uptown</li> <li>• Walkable</li> <li>• more transportation options</li> <li>• Human scale</li> <li>• Things to do after 5pm</li> <li>• Written communication with CCCP</li> <li>• More communication in the building and with neighbors</li> <li>• Help for homelessness</li> <li>• What happened to the housing 1<sup>st</sup> initiative?</li> <li>• Increase public private partnerships</li> </ul>



## Our Vision

Our vision is the unifying statement for our community that will guide our decision making and reminds us of what we are trying to reach. It is based on our shared values and preferences for our community's future. It combines the best of what was, what is, and what could be.

### OUR VISION:

*400 North Church COA is an inclusive urban community which communicates and cares about its neighbors.*

## Strategic Priorities

After committing to a shared vision, the board began to brainstorm on strategic priorities. This is where we began to define what is most important to us in order to achieve our vision. Strategic priorities are initiatives that will help us move closer to our vision of our community. The idea is to focus on a few things and do them very well as opposed to many things and missing the mark.

We started out thinking big and then narrowed down our focus using the Affinity Mapping Process, detailed below:

- Grab some sticky notes from the table. Keeping the vision statement in mind, write down as many of the following as you can think of, one per sticky note:
  - Current action items getting you closer to our vision.
  - Possible priorities/actions items to get us closer to our vision.
- Place the sticky notes on the wall.
- Organize the ideas by natural categories, once everyone agrees on the groups, give each one a name.



This activity led us to the following categories and action items being identified as important within our community:

- **Outreach**

- Do joint outreach effort to show caring
- Invite surrounding communities/neighbors to our activities
- Actively engage with the homeless issue Uptown
- Sanitation facilities for homeless
- Create bridges with other center city neighbors

- **Social**

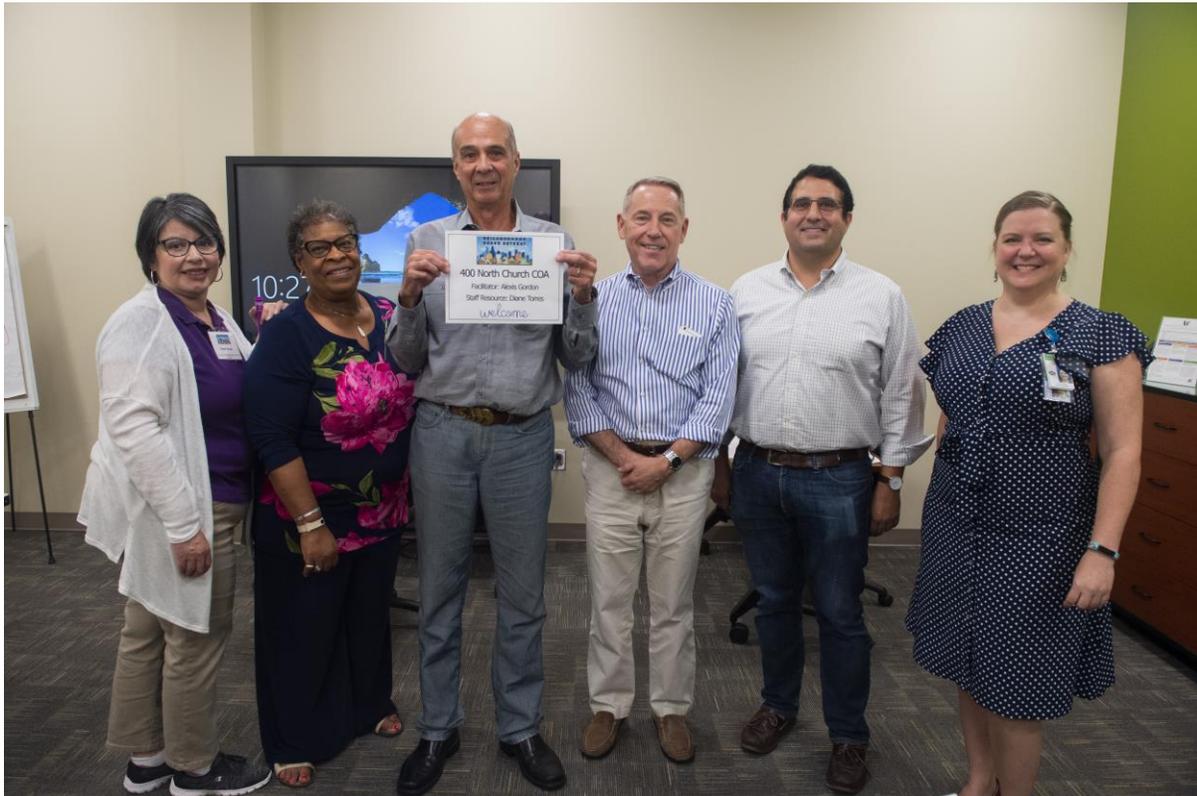
- Hold Hall Sips to get to know neighbors
- Community get together
- Monthly get togethers
- Concerts on the green/new music festival

- **Building Progress**

- Involve 25% of residents on committees
- Facility for handyman projects
- Monthly meeting
- Committees for building improvements
- Improved landscaping
- Avoid negativity on gaggle
- Identify issues with possible solutions
- Discuss building goals

Each participant was provided three (3) stickers to be used for voting. Stickers could be placed all on one or two items or shared amongst all of the ideas identified. The three categories receiving the most votes are the strategic priorities that are most important for us to begin working on to achieve our vision. Within these three categories, there were three activities selected as most impactful toward achieving our strategic priorities.

The strategic priorities and activities are summarized on the following page.



## 2019 Neighborhood Board Retreat Summary

### 400 North Church COA

#### OUR VISION:

*400 North Church COA is an inclusive urban community which communicates and cares about its neighbors.*

#### TO HELP US REACH OUR VISION; WE WILL FOCUS ON THREE STRATEGIC PRIORITIES:

**1**

Social

**2**

Building Progress

**3**

Outreach

#### IN 2019-2020, WE WILL WORK ON THESE ACTIVITIES GUIDED BY OUR PRIORITIES:

Host at least two Hall Sips in 2020 to build a sense of community, about being ONE. Eventually make them building wide, but keep hall events in between building wide ones.

- Assign a person to put up flyers, send emails, coordinate communication.
- Survey before to gauge # of people know others & after to see if this increased & ask what topics people are interested in
- Once people get to know each other invite speakers from orgs/city
- Need a Speaker? City resource: <https://charlottenc.gov/HNS/CE/CommunityInfo/Pages/NeedASpeaker.aspx>

By August 2020, involve 25% of residents in committees through building a structure for involvement & communicating more.

- Create a Resource/infinity list
- Board decided committees and communicate where they need more participation
- Identify overarching categories of involvement
- Give residents regular updates
- Review materials given to new residents

By August 2020, become a convener of neighbors to show caring and commitment to neighborhood. Host open events in public spaces or at other locations.

- Bring an event to Edwin Towers/Booth Gardens
- Subsidize Friends of Forth Ward memberships
- Partner with Men's Shelter or other Orgs to have workshops on understanding Homelessness
- Fundraising competition with other developments
- Possible partners: Open Streets 704, Jumpstart Grants, Culture Block Grants, & Urban League

**Please list any parking lot items or additional activities beyond the initial 3 here.**

Affordable Housing – Here is a good link to start looking at what is being done about affordable housing and explore opportunities to be more involved <https://charlottenc.gov/HNS/Housing/Affordable-Housing/Pages/default.aspx>

Recycling Policy – Alexis Gordon looked into questions about the COA being told that the City doesn’t collect glass for recycling any more. The recycling center does accept glass. However, because broken glass contaminates other recyclables and residents currently use a chute to collect recycling, this may be why including glass in household recycling was being discouraged. Alexis would recommend considering a central drop off for glass as an alternative to not recycling it at all.

Bikes: <https://charlottenc.gov/Transportation/Programs/Pages/Bicycle.aspx>

Parking /other issues with cars: <https://charlottenc.gov/transportation/programs/pages/parkit.aspx>

**Resources to Get Started-** You’ve rolled up your sleeves and established your vision. We have compiled resources that may assist your organization in achieving your goals on our Neighborhood Training Programs and Resources [website](#). We have identified resource categories that may be applicable to your projects below; please do not hesitate to explore more categories as you undertake your work! Links and contact information are provided for information only and are subject to change.

Project	Potential Resource Categories of Interest
<b>Host at least two Hall Sips in 2020 to build a sense of community, about being ONE. Eventually make them building wide, but keep hall events in between building wide ones.</b>	Welcoming & Engaging Neighbors
<b>By August 2020, involve 25% of residents in committees through building a structure for involvement &amp; communicating more.</b>	Board Development
<b>By August 2020, become a convener of neighbors to show caring and commitment to neighborhood. Host open events in public spaces or at other locations.</b>	Partnerships

Your community is located within Charlotte’s Northwest Service Area. Your staff contacts for following up and community assistance are:

Cherie Grant, Northwest Community Engagement Liaison	Randy Harris, Northwest Community Engagement Manager
<a href="mailto:Cherie.Grant@charlottenc.gov">Cherie.Grant@charlottenc.gov</a> or 704-336-3322	<a href="mailto:rharris@charlottenc.gov">rharris@charlottenc.gov</a> or 704-432-2433