July 14, 2018

Back Creek Chase

Hosted by City of Charlotte Housing & Neighborhood Services at
Central Piedmont Community College
Background

On Saturday, July 14, 2018, the board members of Back Creek Chase participated in the Neighborhood Board Retreat facilitated by the City of Charlotte, hosted at Central Piedmont Community College. The following board members and/or community members participated in the retreat:

Travis Roseboro  
Pearl Brown  
Cathy Saunders  
Norman Curry  
Selina Stewart

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

By participating in the retreat, our board earned a $1,500 match credit toward a Neighborhood Matching Grant (NMG) to help execute one of the projects we identified. More information on the grant program can be found online at http://charlottenc.gov/nmg.

To receive this credit we’ll submit our completed Vision to Action Idea Development Plan Workbook with our NMG request. This credit will expire following the September 1, 2019 NMG application deadline.

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.

<table>
<thead>
<tr>
<th>Where We Were: Reflecting on our past, what were some of the best/worst moments?</th>
<th>Where We Are: Why would or wouldn't a person/business want to move into our community?</th>
<th>Where We Want to Be: If you could make 3 wishes to make our community flourish, what would they be?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Pride-first time homeowners</td>
<td>• Maintenance is expensive</td>
<td>• Progressive (engagement, worth/value in property)</td>
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<tr>
<td>• Diversity</td>
<td>• Less respect for HOA processes</td>
<td>• Price out of NMG program</td>
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<td>• Nonparticipation</td>
<td>• Change in legislation has made bylaws outdated</td>
<td>• Joint events (neighborhood, church, school)</td>
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<tr>
<td>• Board issues-unethical processes</td>
<td>• Keep to self</td>
<td>• Greenway</td>
</tr>
<tr>
<td>• Property management changes</td>
<td>• Progress in communication</td>
<td>• Ownership stability</td>
</tr>
<tr>
<td>• Construction-poor access</td>
<td>• Lack of play/common areas</td>
<td>• Public/private partnerships</td>
</tr>
<tr>
<td>• Neighborly</td>
<td>• Must drive to get to groceries, services</td>
<td>• Annual get together</td>
</tr>
<tr>
<td>• Property management issued fines-respected system</td>
<td>• Lack of amenities</td>
<td>• Maintenance is expensive</td>
</tr>
<tr>
<td>• Annual get together</td>
<td>• Diversity-presents opportunity</td>
<td>• Less respect for HOA processes</td>
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<td></td>
<td>• Income</td>
<td>• Change in legislation has made bylaws outdated</td>
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<tr>
<td></td>
<td>• Light rail</td>
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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:

Back Creek Chase is a welcoming, progressive neighborhood dedicated to maintaining a thriving, diverse and supportive environment that partners with the surrounding community.

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:

- **Category 1: Engagement**
  - Activities to heighten diverse neighborhood
  - Activities to engage residents
  - Collect texts, emails to communicate

- **Category 2: Communication**
  - Sharing times
  - Knock on doors to introduce self
  - Better means of communication

- **Category 3: Activities**
  - Wine tasting
  - Best yard competition
  - Back to school drive
  - Movie night
  - Winter tree lighting
  - Community highway cleanup
  - Coach for homeless

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.
2018 Neighborhood Board Retreat Summary

Back Creek Chase

OUR VISION:
Back Creek Chase is a welcoming, progressive neighborhood dedicated to maintaining a thriving, diverse and supportive environment that partners with the surrounding community.

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

1. Engagement
2. Engagement
3. Engagement

IN 2018-2019, WE WILL WORK ON THESE ACTIVITIES GUIDED BY OUR PRIORITIES:

- Host a cultural education workshop in our community
- Host at least two community events in 2018
- Promote events through door to door, flyers (website, Facebook, NextDoor), and neighbors sharing info
  - Cookouts, Halloween,
  - Walk/bike/ride,
  - Community yard sale,
  - Tree lighting, Coat drive, Volunteer project
Please list any parking lot items or additional activities beyond the initial 3 here.

Stormwater creek maintenance

- [link] Charlotte-Mecklenburg Storm Water Service

Greenway plan

- [link] Mecklenburg County Greenways
- Park Planning can be reached at (980) 314-1000

Clean up

- [link] Keep Charlotte Beautiful offers free clean-up supplies
- Contact Jonathan Hill at Jonathan.Hill@charlottenc.gov or (704) 432-4802

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.

<table>
<thead>
<tr>
<th>Project</th>
<th>Potential Resource Categories of Interest</th>
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<tbody>
<tr>
<td>Host a cultural education workshop in our community</td>
<td>Welcoming &amp; Engaging Neighbors</td>
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<tr>
<td>Host at least two community events in 2018</td>
<td>Recreation</td>
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<tr>
<td>Promote events through door to door, flyers (website, Facebook, NextDoor), and neighbors sharing info</td>
<td>Communication</td>
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</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Charlenea Duncan, Northeast Community Engagement Liaison</th>
<th>John Short, Northeast Community Engagement Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:csduncan@charlottenc.gov">csduncan@charlottenc.gov</a> or 704-336-2173</td>
<td><a href="mailto:jshort@charlottenc.gov">jshort@charlottenc.gov</a> or 704-336-3862</td>
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