July 13, 2019

Nevin Glen II

Hosted by City of Charlotte Housing & Neighborhood Services

at

Goodwill Opportunity Campus
Background

On Saturday, July 13, 2019, the board members of the Nevin Glen II 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:

- Rhonada Chambers
- Holly Davis
- Linda Gonzalez
- Veronica Richmond
- Orlando Santiago
- Cassie Beard

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.

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, 2020 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>
</table>
| **Best Moments**
- HOA Board became active
- Neighbors know each other
- Neighborhood has a vision
- “See something, do something” | **Why?**
- Location, location, location
- Accessible to center city, interstates, retail/shopping, schools, and more
- Good environment
- Low crime
- Neighborhood is tucked away/hidden
- Affordable | **Why Not?**
- Renters/owners who do not take care of property
- Perception of school performance
- Lack of space |
| **Worst Moments**
- No communication
- No active HOA
- Ineffective management company |  | **More involved residents, including renters**
- More activities to engage residents
- Traffic calming (speed bumps)
- Active community watch
- Beautification, maintenance, cleanliness
- Great communication
- Respect for one another and for property
- Personal accountability |
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:**

*Nevin Glen II is a unique hidden community that is centrally located, embodies diversity, and fosters friendship and family values.*

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:

<table>
<thead>
<tr>
<th>Events / Community Engagement</th>
<th>Health Education</th>
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<tbody>
<tr>
<td>Host a block party</td>
<td>• Bring health-focused workshops / information to the neighborhood:</td>
</tr>
<tr>
<td>Lemonade and cookies day</td>
<td>o Mental Health</td>
</tr>
<tr>
<td>Movie in the yard day</td>
<td>o First Aid / CPR</td>
</tr>
<tr>
<td>Karaoke night</td>
<td>o Diabetes</td>
</tr>
<tr>
<td>Decorate your own shirt day</td>
<td>o ‘Darkness to Light’ sexual abuse prevention</td>
</tr>
<tr>
<td>Bilingual storytelling</td>
<td>o Sex education</td>
</tr>
<tr>
<td>Baked goods at the park</td>
<td></td>
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<tr>
<td>Potluck</td>
<td>Safety</td>
</tr>
<tr>
<td>Get families with kids together (play dates, etc.)</td>
<td>• Get CMPD to come to community party</td>
</tr>
<tr>
<td>Kids craft day</td>
<td>Beautification</td>
</tr>
<tr>
<td>Sugar skull making for kids</td>
<td>• Street Art</td>
</tr>
<tr>
<td>Meet at the light pole weekly walk (underway)</td>
<td>Environment</td>
</tr>
<tr>
<td>Chalk art</td>
<td>• Erosion control</td>
</tr>
<tr>
<td>Community member meet &amp; greet</td>
<td>• Clean the Stream event (underway)</td>
</tr>
<tr>
<td>Quarterly neighborhood chat in the cul de sac</td>
<td>• Adopt A Street Clean Up (underway)</td>
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<tr>
<td>Community yard sale with proceeds going to the Nevin Glen II community</td>
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<tr>
<td>Prizes for Christmas / Holiday contest</td>
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<tr>
<td>Do something for neighborhood teenagers (lunch, breakfast)</td>
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<tr>
<td>Host 1st annual community game night</td>
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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.
Neighborhood Board Retreat Summary

Nevin Glen II

OUR VISION:

Nevin Glen II is a unique hidden community that is centrally located, embodies diversity, and fosters friendship and family values.

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

1. Events (Community Engagement)
2. Health Education
3. Safety

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

- **Host a Block Party by Spring 2020**
  - Goal is to host a block party by Spring 2020, and to make it an annual event.
  - **Assigned to:** Entire Board; board agreed to add this item to their meeting agendas going forward, and will kick off planning with each member bringing food/vendor ideas to the August board meeting.
  - Veronica will contact neighbor who is a DJ to learn if they would be interested/willing to provide entertainment, and what cost would be (by August board meeting).

- **Distribute health education materials to neighbors**
  - **Assigned to:** Entire Board; board will add this to their meeting agendas beginning in August.
  - Board members will bring ideas for the type of health information of most value to neighbors to the August meeting; at that meeting they will discuss how to contact health providers for brochures, etc.
  - Renada will contact her Sorority to learn when they host their annual healthcare event, and if there is a possibility to partner with them (by August board meeting).

- **Develop stronger relationship with CMPD**
  - **Assigned to:** Entire Board; board will request more frequent patrols / presence in neighborhood by emailing CMPD division sergeant and CMPD community engagement supervisor. Renada will send this email.
  - Board will then follow-up on above email as often as needed, including escalating this up the CMPD chain of command, to ensure their voice is heard/they are taken seriously by CMPD.
  - This will be an ongoing effort by the Board
  - Holly will research online survey tools by the August board meeting.
Please list any parking lot items or additional activities beyond the initial 3 here.

- Information about Ranson Middle School
  - Ranson IB Middle School is a Project L.I.F.T. school committed to Rigor, Relationships, Relevance, Reading, Writing, and Speaking for ALL scholars. Learn more about the school here: https://ransonmiddleschool.wearecms.com/

- Who to contact to discuss the Irwin Creek Watershed, and how it impacts their community.
  - To learn more about watersheds, contact Jason Hunt (jahunt@charlottenc.gov) or Rusty Rozzelle (rusty.rozzelle@mecklenburgcountync.gov)

- The Charlotte Community ToolBank lends tools and special event items to neighborhood groups and nonprofits at very discounted rates. Learn more here: http://charlotte.toolbank.org/
  - City of Charlotte’s Community Engagement team and Charlotte Community ToolBank are co-hosting a ToolBank Tour + Block Party on September 9 – learn more and register to attend here: https://charlottenc.seamlessdocs.com/f/toolbank

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 Block Party by Spring 2020</td>
<td>Recreation; Welcoming &amp; Engaging Neighbors</td>
</tr>
<tr>
<td>Distribute health education materials to neighbors</td>
<td>Communication; Welcoming &amp; Engaging Neighbors</td>
</tr>
<tr>
<td>Develop stronger relationship with CMPD</td>
<td>Public Safety</td>
</tr>
</tbody>
</table>

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

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