

Strategic Racial Equity Action Plan (SREAP)  
Q1 – Q2 2020 Update Addendum

Policy and Government Oversight Committee – Race Equity Subcommittee  
Thursday, July 23, 2020

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## Workforce

### UPDATED SUCCESS MEASURES (Metric of Urgency)

Success Measures (MoU)	2019	Q1 – Q2 2020
Average tenure of men of color who voluntarily leave the City.	4.2 years	4.4 years* 06.01.15-05.31.20

### INDICATE THE PLANNED ACTIVITIES COMPLETED IN THE LAST TWO QUARTERS

Planned Activities for Q1/Q2	Completed or Not Completed
Analyze voluntary employee separation rates by Department, Division, etc. to identify areas of opportunity.	Department level voluntary turnover analysis was completed using 2019 data identifying areas of opportunity. Division level was paused due to shift in priorities in response to COVID-19.
Engage employee resource groups in the development of strategies to foster a more respectful, welcoming and inclusive workplace.	Safe space conversations, support through virtual meetings, listening sessions and developing new strategies for discussing equity. In addition, there was targeted outreach, support and engagement with Asian and Pacific Islander employees in response to the racist and discriminatory messaging and actions in the community regarding COVID-19.
Review results of previous employee pulse surveys and take action to improve the workplace.	Analysis of previous pulse surveys was paused to set up work reassignment surveys and explore the potential for a COVID response survey.
Enhance workforce reporting to enable City leaders to make more informed data driven decisions about their workforce.	The enhancement off workforce reporting has slowed due to COVID19 and sharp increase of data requests related to the MPD.
Introduce the new Agile Manager program to foster increased cultural agility in frontline leaders.	<p>To date, Learning and Development Solutions has delivered courses one through four of The Agile Manager, and is scheduled to deliver course five during July, completing our first full run of the series. We've had participation of around 34 leaders in the first three courses (delivered live), falling to around 24 for course four (delivered virtually).</p> <p>On March 16<sup>th</sup>, we made the decision to postpone the series until we were clearer on whether to delay it or transform it into a virtual delivery. In April, we made the decision to transform each of the courses into a series of brief synchronous interactive webinars. Each course was originally designed to run daylong. In order to help participants better absorb the programming, we "chunked" the content into</p>

	<p>sections lasting no longer than 2.5 hours. Therefore, while participants experienced the first three courses in a live classroom, they experienced course four as a series of three 2-hour virtual programs, each delivered weekly via Skype.</p> <p>We plan to repeat The Agile Manager in the fall and will continue to deliver it virtually in this manner.</p>
<p>Implement process improvement changes and communications plan for the Anti-Discrimination Harassment and Retaliation program (ADHR).</p>	<p>The ADHR workgroup completed its work; the HR department has revised its processes, created new materials and resources, and created a web presence for employees. A communication plan was developed and has been implemented in collaboration with the communications department.</p>

**1. Completed activities that were not planned but contributed to the metrics in this priority.**

- a. Additional listening sessions and safe space conversations with employees regarding COVID and the impact the killing of George Floyd had on City employees. Many of these sessions were initiated and facilitated by MBEN (Minneapolis Black Employee Network) and MAPE (Minneapolis Asian and Pacific Employee) leaders, as well as the CHRO and HR Business Partners. Additional engagement work was also done by the SOMOS ERG’s as well. WOMEN has also partnered with HR to provide additional skill building opportunities designed to support all employees to support employees who are working remotely (currently 80% of the workforce is working remotely)—many of those employees represent BIPOC communities.

**2. Completed activities that had the most direct impact on the metric. Achieved outcomes that are moving the City toward the goal in the priority area.**

- a. Anti-Discrimination Harassment and Retaliation policy: Currently reviewing existing policy in light of recent changes in the law which may impact the City’s current policy.
- b. Respect in the Workplace policy: In addition to process improvement changes to the ADHR program, HR initiated Respect Minneapolis, an initiative designed to reinforce the importance of a respectful and inclusive workplace; including:
  - i. Proposing development of a formal Respect in the Workplace policy, modeling examples and best practices from several public sector organizations, including the State of Minnesota, which have similar policies, and
  - ii. Convening a small workgroup to prepare and present a draft policy proposal after engaging key stakeholders.
  - iii. Increased outreach and communication regarding the ADHR policy and process. The new EEO Investigations manager has been meeting with key stakeholders to introduce the updated process.

**3. Activities planned for Q3.**

- a. Partnership with coordinator’s office to elevate and communicate various opportunities for employees and leaders—including caucus spaces.
  - b. Redesign of employee orientation to include information on how the SREAP aligns with City goals.
  - c. Continued engagement and outreach to departments regarding the ADHR policy and process.
  - d. Partnership with department leaders to assess, review and implement any additional workplace changes needed in response to the COVID-19 and the impact of George Floyd’s death.
  - e. Workgroup complete the Respect In the Workplace draft for review by stakeholders and refer to for approval;
  - f. Continued support for Employee Resource Groups.
4. **Impacts of COVID-19, recent community unrest, or other unforeseen factors on the activities for this priority area.**
- a. HR is working on prioritizing goals in order to manage all of these competing priorities. Competing priorities include:
    - i. Federal, State and City Emergency Orders regarding new benefits, employee requirements, and workplace safety polices and protocols
    - ii. Management of the HR COOP
    - iii. Identifying essential workers
    - iv. Reassignment of Staff for Critical Needs
    - v. Providing additional support and resources for the emotional wellbeing for City employees and leaders
    - vi. Hiring Freeze
    - vii. Wage Freeze
    - viii. Limitations on the Pathway programs
    - ix. Decrease number of Urban Scholars and the Step-Up Interns
    - x. Increase in Data Requests
    - xi. Providing tools, resources and support regarding various options due to the City’s financial challenges
  - b. Support needed – Because of the unprecedented impact the COVID-19 and recent community unrest, we are currently working to identify support needed in a time of change and uncertainty—including reinforcing the importance of communication and engagement at all levels of the enterprise.

## Spend

### UPDATED SUCCESS MEASURES (Metric of Urgency)

Success Measures (MoU)			2019	Q1 – Q2 2020
Detail	Ownership	Availability*	Utilization	Utilization
Percent availability & utilization with African American, Hispanic American, and Native American-owned suppliers on professional/ technical contracts, by industry	African American-owned	3.55%	8.02%	15.80%
	Hispanic American-owned	0.68%	0.00%	4.27%
	Native American-owned**	1.14%	0.86%	0.52%
*Availability is based on the 2016 MN Joint Disparity Study and will not be updated until a new disparity study is commissioned.				
** Updated 6/2020				

### INDICATE THE PLANNED ACTIVITIES COMPLETED IN THE LAST TWO QUARTERS

Planned Activities for Q1/Q2	Completed or Not Completed
Department specific spend analysis will be completed for past three years	Complete
Finalize methodology for including both primary and secondary spend	There is not currently a system to track secondary (subcontracting spend) outside of those contracts with goals. This will require additional resources for technology and/or staff.
Begin 2019 utilization analysis at the enterprise and departmental level	Complete
Calculate and compare utilization and availability of Asian American- and Native American-owned firms for more accurate tracking	Complete

1. **Completed activities that had the most direct impact on the metric. Achieved outcomes that are moving the City toward the goal in the priority area.**
  - a. Implementation of the automated system for contracting, where contracting opportunities were made known and available specifically to the targeted service providers in specific categories.
  - b. Procurement and Civil Rights sponsored events for reaching out to service providers inviting them to do business with the city.
  - c. Increased registration by suppliers increasing the availability of service providers for the categories of work we need.
2. **Activities planned for Q3.**
  - a. Utilizing the Living Cities grant funds, we will be looking at ways to increase participation of more service providers in achieving the goals. A contract is in process to hire a

consultant to support the various activities planned to provide better tools for the suppliers as well as training for the managers involved in the selection of contractors.

- b. Development of plan to roll out utilization and availability, along with vendor lists, to departments.
3. **Impacts of COVID-19, recent community unrest, or other unforeseen factors on the activities for this priority area.**
- a. Emergency Regulations barring purchasing processes normally hinder the ability to direct purchases through the Target Market Program. We made every attempt to make sure that whenever practical, we contacted the smaller businesses in the program, to make them aware of the opportunity to send in a quote for the work.
  - b. City departments need to be on the same page with the city goals – This is the support we need.

## Data

### UPDATED SUCCESS MEASURES (Metric of Urgency)

Success Measures (MoU)	2019	Q1 – Q2 2020
Number and percent of “need” for racially disaggregated data in RCAs	N/A	32, 12.00%
Number and percent of times racially disaggregated data was included in RCAs	N/A	7, 21.88%

### INDICATE THE PLANNED ACTIVITIES COMPLETED IN THE LAST TWO QUARTERS

Planned Activities for Q1/Q2	Complete or Not Complete
Train RCA drafters from first wave of departments, Mayor’s Office staff and Council ward office staff on REIA	<ul style="list-style-type: none"> <li>Completed three in-person training sessions for departments and Council ward staff.</li> <li>Developed three training videos for REIA, posted on SharePoint.</li> </ul>
Develop criteria to embed the REIA in the Legislative Information Management System (LIMS) as a component of Requests for Committee Action (RCA’s)	<ul style="list-style-type: none"> <li>REIA form is required for all Ordinances, Policies, Charter Amendments, and COVID related RCAs.</li> </ul>
Design and implement intermediary system to capture REIA’s pending LIMS enhancements	<ul style="list-style-type: none"> <li>REIA form is accessible on LIMS for RCA’s that require a REIA, including Ordinances, Policies, and Charter Amendments.</li> </ul>
Create training and other job aids to enhance LIMS training on REIA components	<ul style="list-style-type: none"> <li>Developed REIA SharePoint site with resources, FAQs, and training videos.</li> <li>Developed REIA process guide.</li> </ul>

1. **Completed activities that had the most direct impact on the metric. Achieved outcomes that are moving the City toward the goal in the priority area.**
  - a. The Division worked with high-RCA volume departments to identify a team of staff within each department to be the primary REIA support within that department. We also assigned Race Equity staff to be support people for these departments to provide 1:1 support and coaching through the REIA process. This allowed our Division to have more direct communication with departments completing REIAs and provide immediate support and guidance if needed.
  - b. In partnership with the Clerk’s Office, Division staff supported integrating the REIA into the Legislative Management System as a downloadable form for staff to complete and attach to RCA’s that require an REIA. The Clerk’s Office sent regular communications to City leaders and RCA drafters about this change and pointed individuals back to that department’s website as well as the Division of Race and Equity SharePoint site for additional support.
  - c. We also collaborated with the Budget Office and Mayor’s Office to include Racial Equity Impact questions into this year’s budget process. This enhanced the racial equity component of the budget and deepened the analysis required by departments when



submitting budget change items. Division staff offered technical assistance to departments in answering the questions and met with a few departments at their request.

- d. Our Division created training videos that can be accessed by anyone at any time. We think this created training content that was much more accessible to staff, especially during a time where staff are working virtually. We also spent a considerable amount of time and resources to put together a 12-page process guide for the REIA process. Along with the REIA SharePoint site, we believe these resources have been extremely important in supporting departments in implementing the REIA process in their work.

**2. Activities planned for Q3.**

- a. Activity 1: Enhance 2021 Results Minneapolis reporting templates to give departments the opportunity to show how their work advances racial equity.
- b. Activity 2: Collaborate with the Internal Audit department to build a racial equity impact analysis into the City audit process.
- c. Activity 3: Collaborate with Prime Digital Academy to evaluate the REIA implementation and develop a racially disaggregated data hub prototype.

**3. Impacts of COVID-19, recent community unrest, or other unforeseen factor on the activities for this priority area.**

- a. Early on in the COVID pandemic, our Division saw that decisions across the City were being made very rapidly and oftentimes without a racial equity analysis applied. Rather than push leadership and decision-makers to go through the full REIA process, which can be quite in-depth and time consuming, we created a fast-track COVID REIA tool to be used on any decision coming before Council related to COVID. This allowed decision makers and staff to center racial equity during moments of the pandemic that have called for timely decisions, program development, etc.

## Community Engagement

### UPDATED SUCCESS MEASURES (Metric of Urgency)

Success Measures (MoU)	2019	Q1 – Q2 2020
Number and percent of “need” for any kind of equity analysis in ABC deliberation	N/A	N/A
Number and percent of times an equity analysis was conducted	N/A	N/A

### INDICATE THE PLANNED ACTIVITIES COMPLETED IN THE LAST TWO QUARTERS

Planned Activities for Q1/Q2	Complete or Not Complete
Train ABC staff from first wave of departments on REIA	<ul style="list-style-type: none"> <li>Developed three training videos for REIA, posted on SharePoint.</li> <li>Met with ABC staff and provided them a high-level overview of the REIA.</li> <li>Have not yet held in-person virtual trainings for ABC staff.</li> </ul>
Create training and other job aids to enhance ABC staff training on REIA components	<ul style="list-style-type: none"> <li>Developed REIA SharePoint site with resources, FAQs, and training videos.</li> <li>Developed REIA process guide.</li> <li>Have not yet created ABC specific materials</li> </ul>

**1. Completed activities that had the most direct impact on the metric. Achieved outcomes that are moving the City toward the goal in the priority area.**

- Our Division created three training videos that can be accessed by anyone at any time. We think this created training content that was much more accessible to staff, especially during a time where staff are working virtually. We also spent a considerable amount of time and resources to put together a 12-page process guide for the REIA process. Along the with REIA SharePoint site, we believe these resources have been extremely important in supporting departments in implementing the REIA process in their work.
- While we have not actively pushed these resources out to ABC support staff yet, we believe they will be relevant and valuable for their work in implementing the REIA process.

**2. Activities planned for Q3**

- Communicate available REIA resources, trainings, and job aids to ABC staff.
- Provide direct support and assistance to ABCs utilizing a REIA on policy support guidance.
- Set-up reporting mechanism to capture when ABCs are using and REIA in their policy guidance.

**3. Impacts of COVID-19, recent community unrest, or other unforeseen factors on the activities for this priority area.**

- a. ABC's work and meeting schedules have been impacted by COVID specifically. This has led to a decrease in the policy guidance coming out of ABCs during the first two quarters. We plan to engage more deeply with ABC staff during Q3 to offer support and guidance on using the REIA on any policy guidance being worked on by ABCs. Additionally, we envision several ABCs will be working on community safety efforts, and our Division stands ready to provide REIA support during these engagements.

## Public Safety

### UPDATED SUCCESS MEASURES (Metric of Urgency)

Success Measures (MoU)	2019	Q1 – Q2 2020
Number/percent of high-quality, culturally responsive youth development programs serving BIPOC ages 10 to 24 in higher violence areas in Minneapolis.	N/A	N/A
Number/percent of BIPOC participants in each high-quality, culturally responsive youth development programs	N/A	N/A

### INDICATE THE PLANNED ACTIVITIES COMPLETED IN THE LAST TWO QUARTERS

Planned Activities for Q1/Q2	Complete or Not Complete
Solidify definition for “higher violence areas in Minneapolis”	Incomplete.  There are many ways this could be defined. For assistance in focusing the definition, we turned to the Health Department’s Research Division. We’d begun exploring how to narrow the definition, but then the Research Division was thrust into the role of providing the epidemiological support for the City’s COVID-19 response. This remains on the list of projects that need attention when time allows amidst the COVID-19 response.
Solidify definition for “high-quality, culturally responsive youth development programs”	Incomplete.  We completed a proposed operational definition for <a href="#">this</a> during Q1. During Q2, Commissioner Musicant was slated to present to Council and ask Council to approve the proposed operational definition so that we could move forward. That presentation was canceled because of COVID-19.
Compile information about existing youth development programs (number, reach, quality) starting with City-funded programs	Current phase is complete, though the full picture will require additional investment and work (see question #2 below).
Compile information about current City budget spending on youth development and violence prevention programming	Current phase is complete with 2018 budget numbers, though the full picture will require additional investment and work (see question #2 below).
Ongoing Minneapolis Youth Investment Task Force meetings through April 2020	Incomplete.  Both March and April Task Force meetings were cancelled due to COVID-19. The project is on hold

	indefinitely due to the Mayor’s focus on budget cuts due to COVID-19 and the unrest.
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1. **Completed activities that were not planned but contributed to the metrics in this priority.**
  - a. Following the murder of George Floyd, conversation across the City among community and policymakers alike has focused on visioning for how community-oriented strategies can serve as either complements or alternatives to the City’s traditional public safety approaches. The public safety SREAP priority is inextricably tied to those conversations, and the direction of how it is operationalized is likely to be impacted by policy changes to come. The Health Department, through the Office of Violence Prevention, has been closely involved in those conversations.
  - b. Additionally, the Health Department, along with the Division of Race and Equity and others, has supported a Council effort to declare racism as a public health issue. That will contribute to this by directly calling out the SREAP public safety focus.
2. **Completed activities that had the most direct impact on the metric. Achieved outcomes that are moving the City toward the goal in the priority area.**
  - a. In late 2019, Commissioner Musicant presented to Council on progress on the public safety SREAP priority. In that presentation, she described the progression of how investments have diminished over time. What wasn’t available at that time was much specificity around investment in programming that is actually carried out across the City enterprise. Additionally, the City did not have an official process across departments to determine if investments to youth-serving services and programs have achieved positive results and are of high-quality. In Q1, we worked to begin to address both of those gaps, a critical step in moving the city toward the goal.
  - b. Investment in programming: We piloted a brief survey for City-funded programs to determine which investments from 2018 are youth development (both programs that are directly implemented by City staff AND programs that the City contracts out to community providers). Despite this progress, there are limitations. There was only a 62% response rate on the survey. A larger percentage of respondents would provide a clearer picture of the City’s investments. Further, we were only able to conduct the survey for City-funded programs. There is a huge number of programs that exist without City funded but that nonetheless impact the full picture of investment in high-quality, culturally responsive youth development programs serving Black, Indigenous, and People of Color ages 10 to 24 in higher violence areas in Minneapolis.
  - c. Program quality: Using the Believe It, Build It Self-Assessment Tool, we surveyed programs that identified as structured youth development programs and asked them to rate themselves on the 36 best practices associated with high quality youth development programs. This too provided valuable information, but again there were limitations. Again, response rates could have been higher, and again the survey only considered City-funded programs.
  - d. To further pursue both of these questions, we would recommend investing in building out a system of support for engagement and outreach programs and increasing knowledge of youth work practices in programs that are not staffed by youth workers (e.g. Fire and Police youth programs).

**3. Activities planned for Q3.**

- a. YCB, with support from the City's IT department, is launching a pilot in Q3 of a revamped What's Up 612! Program Finder to collect program and activities for children and young people in Minneapolis, including City-funded and Community-Based opportunities. The primary purpose is to provide a one-stop shop for Minneapolis families looking for youth development opportunities this summer. Additionally, the secondary purpose is to understand the scope and landscape of youth development opportunities available this summer. This can potentially serve as one source of data to discern if there are sufficient and relevant youth development opportunities in Minneapolis that fulfill the SREAP public safety goal.
- b. YCB is also in the process of updating the City's Children's Budget with 2019 numbers. This will help with the ongoing process of compiling information about investment in youth development programming.

**4. Impacts of COVID-19, recent community unrest, or other unforeseen factors on the activities for this priority area.**

- a. With the emergence of COVID-19, focus and time resources shifted dramatically in the Health Department. Nearly the entire department has been active as part of the Incident Management Team response at one point or another, in addition to being asked to still fulfill their regular duties. For most of the response, Commissioner Musicant has served as the Incident Commander. Recent community unrest following the murder of George Floyd has contributed to that as well, with the Health Department taking on critical work in contributing to community rebuilding, working to ensure the wellbeing of people who are unsheltered or homeless, and visioning around a comprehensive community-oriented public safety structure.
- b. Similarly, Chief Arradondo's (the co-process owner) time has shifted dramatically as well, first in the wake of COVID-19 and then following the murder of George Floyd.
- c. As a result, while the commitment to ensuring public safety in a racially equitable way and to ensuring BIPOC ages 10 to 24 in higher violence areas in Minneapolis have access to youth development programming has not wavered, some of activities have been paused.
- d. *Steps to address any barriers:* Due to COVID-19, we knew that many Minneapolis afterschool and summer program providers would not be able to provide the same level of opportunities as they have pre-COVID-19 resulting in serving fewer young people. And with School, Park, and Library building closed, there would be fewer safe places for children and young people to go this summer. Thus YCB, in partnership with Minneapolis Community Education, Hennepin County Libraries, Minneapolis Parks & Recreation Board, YWCA of Minneapolis, Greater Twin Cities YMCA, and the Beacons Network, will be providing drop-in, daily youth development activities in Parks this summer for seven weeks. Health and safety protocols were developed in accordance with MDH and MDE guidance, and food will be provided.
- e. *Additional support to continue making progress toward the goal:*
  - i. Recommend that the City Council support youth-oriented community outreach, including Cedar-Riverside Outreach Team funding

- ii. Recommend that the City advocate for equitable broadband access for all residents so that young people can better access online youth engagement and educational opportunities
- iii. Recommend that the Minneapolis Youth Investment Task Force or a similar process be reconvened to determine a way to expand youth opportunities.

Recommend that the City Council, the Mayor, and the City involve young people in decision-making about policy and funding priorities, consistent with guidance from the Child Friendly Cities Initiative.

## Housing

### UPDATED SUCCESS MEASURES (Metric of Urgency)

Success Measures (MoU)	2019	Q1 – Q2 2020
Number of affordable and subsidized rental units preserved and youth stably housed in 55411, 55412 and 55404, since January 2019	N/A	686
Number of households served and amount recovered through Legal Aid habitability cases in 55411, 55412 and 55404	N/A	18; \$25,670
In ZIP codes 55411, 55412, and 55404, the percentage of safety, health and habitability violations that require citations	N/A	1.3%
Attendees who report satisfaction with City sponsored educational opportunities for rental property owners	N/A	90%

### INDICATE THE PLANNED ACTIVITIES COMPLETED IN THE LAST TWO QUARTERS

Planned Activities for Q1/Q2	Complete or Not Complete
Formalize and streamline coordination of activities in support of SREAP Housing goal	<b>Completed:</b> Identified prioritized focus areas
Review, adjust as needed, and finalize MOUs and Vital Few projects	<b>Completed:</b> Updated and finalized MOUs
Review metrics with legal services agreements	<b>Completed:</b> Met with Legal Aid and discussed providing regular reports with specific metrics to all City departments involved in legal services agreements.
Identify activities that support three policy streams: <ul style="list-style-type: none"> <li>Licensing and Tier Study recommendations</li> <li>Renter First policies</li> <li>Renter Protection Ordinances</li> </ul>	<b>Completed:</b> Hosted listening sessions, engaged internal and external stakeholders, hosted educational opportunities and developed a framework to respond to the tier study recommendations.
Continue programmatic efforts, including: 4d Affordable Housing Incentive Program, legal services, expanding use of Tenant Remedies Actions and Conditions, and finalizing implementation protocols for Emergency Repair Board	<b>Completed:</b> continuing to implement 4d affordable housing incentive program. Legal services contract work has continued through pandemic and we have been in regular contact with Legal Aid to plan for when eviction moratorium is lifted.
Proactive engagement with owners and managers to build relationships and identify resource needs	<b>Completed:</b> Held a listening session, committee meetings and webinars to build relationships with property owners as we implemented Renter-First Housing Policy, renter protection ordinances,



	<p>Renter Property Owner Workshop and transitioned to a virtual engagement model. Provided a series of eBlasts/email communications to keep property owners informed on resources.</p>
<p>Development of Opportunity to Purchase ordinance</p>	<p><b>In-progress:</b> Staff are working with Twin Cities LISC and the Coalition for Nonprofit Housing and Economic Development (CNHED) to conduct policy analysis around Opportunity to Purchase policy options. The report will be complete later this summer, with ordinance drafting anticipated in Q3.</p>

**1. Completed activities that were not planned but contributed to the metrics in this priority.**

- a. The City created and implemented Minneapolis Gap Funds for Housing to provide one-time, emergency rental assistance to Minneapolis households who lost income due to COVID-19. The City received more than 8,000 applications for the gap funds during the application period and expects to serve about 1,500 households. Staff were reassigned from within CPED and other City departments to get the funds out to residents. These funds can directly prevent displacement by preventing eviction due to inability to pay rent.
- b. In response to COVID-19 restrictions, development of a virtual inspection pilot program for complaints undertaken to ensure that life-safety and livability issues identified by renters or complainants were safely resolved
- c. The Renter Property Owners Workshop was transitioned to virtual so that we could continue to educate and engage our customers.
- d. Department staff provided support to the Joint Information Center, creating communications and content for cultural radio shows so that the City’s most vulnerable renters could remain informed and report safety, health and habitability violations.

**2. Completed activities that had the most direct impact on the metric. Achieved outcomes that are moving the City toward the goal in the priority area.**

- a. Education and engagement on the implementation of the City’s renter protection ordinances: Represented an increased number of City-sponsored education events that will provide property owners with a more comprehensive understanding of their responsibilities.
- b. Exploration of a virtual inspection program: COVID-19 restrictions created a need for virtual inspections for complaints. We found that the flexibility of scheduling virtual inspections created greater opportunities to connect with renters. Utilizing an equity lens, we are exploring expansion of this programming.
- c. [Land Bank Twin Cities, Inc.](#) has acquired five apartment buildings in the Corcoran neighborhood of South Minneapolis – a major victory for the tenants and [Inquilinxs Unidxs Por Justicia \(United Renters for Justice\)](#), a community group that has worked with the tenants to keep the units affordable and ensure they can stay in their homes.
- d. Land Bank Twin Cities acquired the properties with a three-year, \$4.98 million acquisition and rehab loan from the [Local Initiatives Support Corporation \(LISC\) Twin Cities](#) and \$3.45 million in 0% interest financing from the City of Minneapolis as part of the Small and Medium Multifamily Loan Program for the preservation of

naturally occurring affordable housing (NOAH). The City created this tool in partnership with LISC and Land Bank Twin Cities to support housing stability and create a path for possible tenant ownership. The five buildings include 69 apartments, with 34 apartments occupied, home to 95 people.

- e. We anticipate that the Gap Funds for Housing will have a direct impact on our metric.

### **3. Activities planned for Q3.**

- a. In Q3, we will present the Opportunity to Purchase report to Council and draft ordinance language. We will continue to coordinate with Legal Aid on preparing for the end of the eviction moratorium.
- b. In Q3, we will shift our engagement and education efforts for the renter protection ordinances to renters and advocacy groups as well as hold listening sessions with neighborhood associations and other partners to identify ways we can move the needle on our three prioritized focus areas 1) renter outreach, education and engagement, 2) internal process improvement, and 3) prioritizing renter safety. By using learnings from our engagement of property owners of high-occupancy dwellings, we will update our education materials before implementing renter protection ordinance for property owners of buildings with 15 units or less. We will continue to provide property owner and management engagement on Renter-First, renter protection ordinances and other life safety, health and habitability issues.
- c. We will continue to explore expanded virtual inspection programming, paying special attention to renter impacts in SREAP zip codes.

### **4. Impacts of COVID-19, recent community unrest, or other unforeseen factors on the activities for this priority area.**

- a. Modifications to our processes in response to COVID-19 have resulted in significantly fewer citations issued for property violations: 11% of violations were cited in SREAP zip codes during 2019 compared to just over one percent so far in 2020. Regulatory Services inspectors have shifted to a light touch approach to maximize safety for residents and staff alike. Violations with the highest risk factors are prioritized while other orders are resolved by working with property owners in an extended timeline. This allows for less in-person contact and also relieves or postpones financial penalties for residents during this challenging time.
- b. Because of COVID-19, we retooled engagement efforts to be safely and meaningfully undertaken in a time of physical distancing. However, the civil unrest as a result of George Floyd's murder shifted both the immediate focus of communities and their attitude towards the City. Residents' capacity for information is taxed at this time, as many are experiencing distress such as food deserts or acute racial injustice. We are continuing to explore, with NCR's support, ways to engage this segment of our community while acknowledging the limitations and barriers posed by remote engagement efforts.
- c. While we had initially planned large stakeholder meetings for the Opportunity to Purchase policy development, we ended up providing many small focus groups meetings in order to keep the size conducive to conversation in a virtual setting. We also worked with Inquilinx to ensure robust renter participation and held several meetings in the evening to allow renters to participate. Because of these changes, the focus groups were well attended.

## Economic Development

### UPDATED SUCCESS MEASURES (Metric of Urgency)

Success Measures (MoU)	2019	Q1 – Q2 2020
Count/percent and reason for all business-related contacts with City or our intermediaries, by business owner race/ethnicity	N/A	N/A
Count/percent of issues solved, and how solved, by business owner race/ethnicity	N/A	N/A
Relationship management indicators, by business owner race/ethnicity	N/A	N/A
Database entries of BIPOC-owned businesses	N/A	N/A

### INDICATE THE PLANNED ACTIVITIES COMPLETED IN THE LAST TWO QUARTERS

Planned Activities for Q1/Q2	Complete or Not Complete
Begin implementing recommendations from the Small Business Program Review: <ul style="list-style-type: none"> <li>• Moving B-TAP</li> <li>• Program modifications</li> <li>• Data collection</li> </ul>	Begin implementing recommendations from the Small Business Program Review: <ul style="list-style-type: none"> <li>• Moving B-TAP – <i>Complete</i></li> <li>• Program modifications – <i>In process, interrupted by COVID response</i></li> <li>• Data collection - <i>Not complete. Interrupted by COVID response.</i></li> </ul>
SREAP Tactical Planning	SREAP Tactical Planning – <i>Not complete. Interrupted by COVID response.</i>

#### 1. Completed activities that were not planned but contributed to the metrics in this priority.

- The City implemented Forgivable Loans for businesses impacted by COVID-19. This program was open to businesses and independent contractors/ self-employed people in designated areas of the City, including the Promise Zone, Green Zones, Areas of Concentrated Poverty where 50% or more residents are people of color, and proposed Cultural Districts. Of the 173 completed loans, 61% were BIPOC.
- Additionally, the City implemented emergency COVID-19 business technical assistance. This short-term program provided resources for select current B-TAP service providers, as well as supplemental providers to address legal needs, including language and culturally specific providers, as well as the needs of artists and creative entrepreneurs. Of the 509 businesses and non-profits served, 73% of the individuals with known race/ethnicity were BIPOC.
- The City applied a racial equity lens to business reopening planning. This work intentionally planned into the process the input of the community impacted by the emergency orders, including outreach and roundtable conversation with business owners, trade groups, and labor organizations. The produced set of guidelines incorporates the needs of the business owners and the workers, many from the BIPOC

community. We were mindful to include communications with a broad audience translating the documents into three additional languages and holding virtual workshops in the same languages.

- 2. Completed activities that had the most direct impact on the metric. Achieved outcomes that are moving the City toward the goal in the priority area.**
  - a. The program modifications that are either completed or in process now are likely to have a positive impact, however, since implementation of those changes has been postponed due to the impacts of COVID-19 the outcomes are not yet known.
- 3. Activities planned for Q3.**
  - a. The activities that will best support this goal will be re-visited given the changes in the community context for BIPOC-owned businesses resulting from COVID and the civil unrest.
- 4. Impacts of COVID-19, recent community unrest, or other unforeseen factors on the activities for this priority area.**
  - a. COVID-19 dramatically impacted businesses in Minneapolis, including deep negative impacts for BIPOC-owned businesses. COVID-19 also changed both the content of the City's work in this priority area and the methods for delivering that work. These changes included:
    - i. Program modifications for existing programs postponed due to need for new program development
    - ii. Limitations on proactive outreach given work-from-home directive and health protocols restricting events, as well as the surge in demand for Small Business Team response
    - iii. City hiring freeze meant that two Small Business Team positions remain vacant
    - iv. The recent civil unrest has again shifted the business context, in particular for the BIPOC-owned businesses in the communities most directly impacted.
    - v. In order to address the barriers above, the City and CPED have moved towards more virtual outreach, including webinars and phone calls. CPED has also implemented resource (staff) sharing across divisions to meet surge capacity needs.