

2017 ONE-PS Retreat

Outcomes and Follow-Up Proposals



organized neighborhoods
of palm springs

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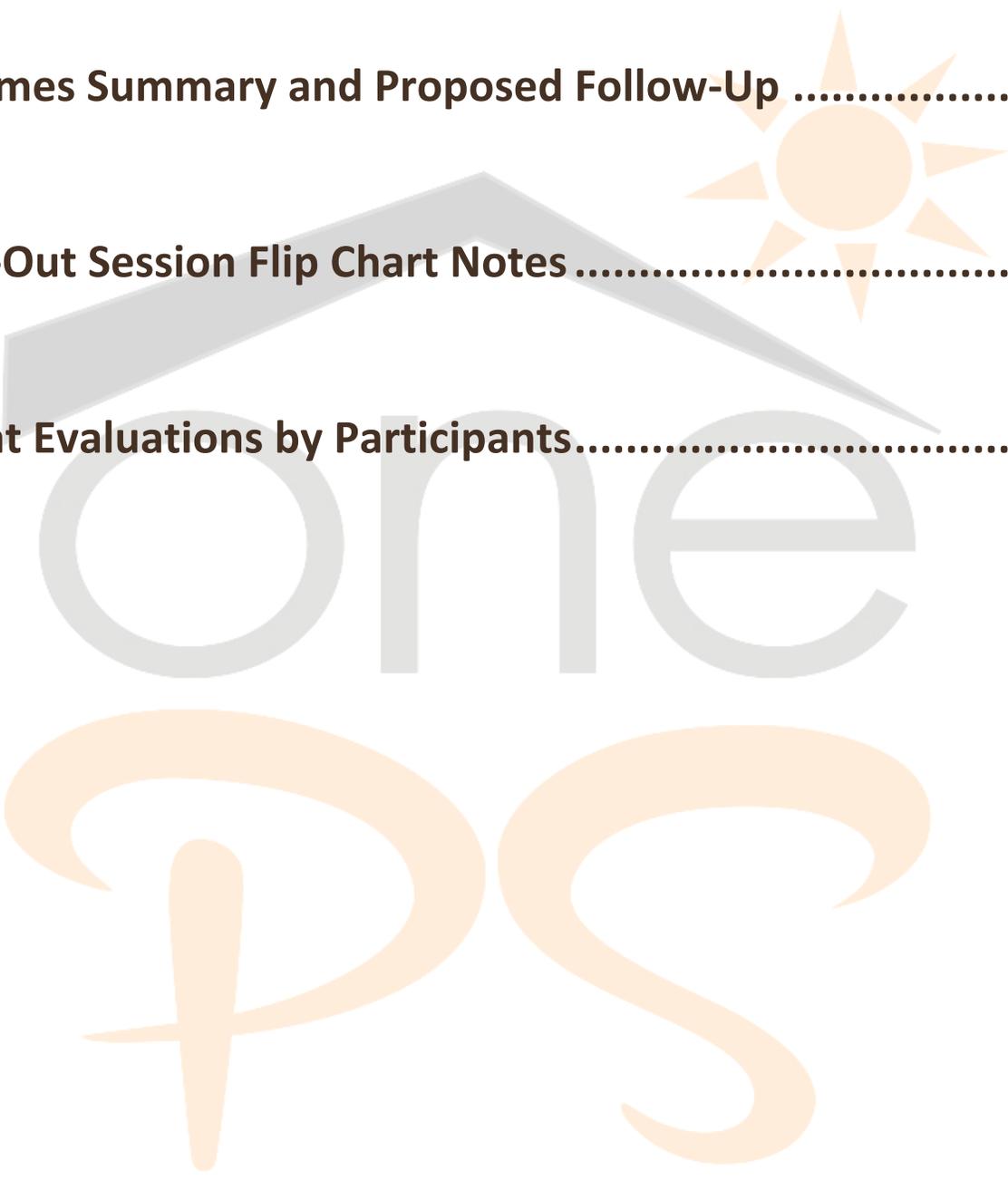


organized neighborhoods
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April 1, 2017

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Outcomes Summary and Follow-Up Proposals

Communications

- Post ONI reports on our web site
- Post announcements of next monthly meeting on Nextdoor
- Create “elevator speech” summary
- Post on web site “What we’re working on.”
- Generate a list of accomplishments

Meeting Efficiency

- Events Announcements: Package the Promotion (30-second maximum announcement, web site, ONI email, NextDoor); Establish Ground Rules (non-commercial)

Organization Administration and Protocols

- Release monthly meeting minutes earlier
- Initiate boundary creation or propose neighborhood expansion for unaffiliated areas
- Formalize NUSA-participation criteria

Retreat

- Vegetarian selections
- “Old” versus “New” member tables
- “Speed Dating” committee-table circuit

Organization Development

- Engage a specialist in management-development/leadership training for non-profits
- Engage a specialist in multicultural understanding
- Implement a recognition program

- New-member orientation (How to be a rep) (“What we do.” and “What you can do.”)
- Formalize mentoring relationships
- New-Member Orientation (How To Be An Effective Neighborhood Rep: What we do, What you can do)
- Issue a ONE-PS Operations Manual (How we administer our ModWeek home tour, political forums, picnic, parade participation, etc.)
- Empanel a Retreat Task Group

Outreach and Interaction

- Acquire/Develop City org chart
- Vignettes of City leaders and services”
- City department presentations to ONE-PS
- Identify City-government liaison group or individual
- Ask for participation (Paula Effect”)
- Develop new types of relationships (“at large” members, ambassadors)
- Work with high schools and colleges (interns, fund-raisers, at-large rep)
- Work with social clubs (Rotary, Lions, etc.)
- Work with HOAs
- Work with Board of Realtors
- Cultivate a relationship with the Tribe (presentation, Neighborhoods Guide, Carden & Freedman, ONE-PS to Ready to Grubbe)
- Potential Outreach Media: Presentations, VillageFest, NOrgs, Speakers’ Bureau, socials)
- Present “What Is ONE-PS” at neighborhood meetings
- Issue NOrg officer list

Break-Out Session Flip-Chart Notes

A Question of Balance — Session Leader: Paula Auburn

Table #1

- Difficulty generating communication and interest between local neighborhood and ONE-PS. More conversation locally, but not carried over to larger organization.
- There are common issues but difficult to get residents involved.
- Safety & Security are primary issues to get residents involved. 90% form around those issues.
- “We’ve never heard about that before.”
- Communication venues/options vary
 - Emails
 - Nextdoor— (a B*tch fest)
 - Local HOA groups
- Neighborhood Watch program -- partially effective
- Part-time residents – also an issue.
- Balancing obligations of ONE-PS and local NOrg.
- Residents come to annual meeting because Police, Mayor, City Manager will be present. Otherwise no involvement.
- Have to find the right “thing” to bring your neighborhood together.

Table #2

- Hub vs. Spokes
- NOrgs bring up concerns—bring to ONE-PS for input and direction.
 - Someone else may already have the answer
- Multi-directional
- Platform for sharing information
- ONE-PS should be a resource
- Tensions.
 - NOrgs need to choose collaborative representatives.
- Great liaison group for City Council.
- Committees
 - Code Enforcement/Public Works
 - Sustainability
 - Communication
 - Formation and Support
 - City Volunteers

Integrating the Organization — Session Leader: Jim Knauss

Table #3

- Trainings on Multi-Cultural understanding
 - Tend to be “white” and “old”
- Better neighbor project- learning about diversity

- Involving all Stakeholders.
- Ask NOrgs how ONE-PS can serve them, put it on agendas for annual meetings.
- Presentations at ONE-PS by NOrgs – a few each month.
 - Follow up via task force.
- How to relate to businesses within NOrgs== build relationships
- Redefine definition of neighbors—more inclusive.
- Once a year NOrgs compile their concerns/hot topics. Data compiled for ONE-PS.

Table #4

- Sense of Community
- ONE-PS is strong Organization at Center
 - Information is not filtered out to the NOrgs.
 - 80/20 factor. Few people are involved.
 - NOrgs are perhaps not sharing what happens at the ONE-PS meetings with their neighborhoods.
- Residents are looking out for their own special interest: Hedges, VCR, Noise, etc. and are not looking at the big picture.
- Address the Global Issues vs. Individual Outlook.
- NOrgs need to make an investment in the Entire Culture of all of Palm Springs—not just their own short sighted issues.

Table #5

- Communication!
- Social gatherings together
- Shared situations
 - Some Neighbors do not have “situations.”
 - Complex decision making—several groups already involved in Neighborhoods.
- Mixed Neighborhoods
 - Difficulty getting together themselves
- Need for each community to connect within themselves and with the City.
- Ideas from ONE-PS
- Two Way Street
- If not an issue for ONE-PS, then Direction from ONE-PS?
- An awareness of the issues to ONE-PS, to and from the NOrgs/ Action /or Both. (?)

Strengthening Our Bench / Neighborhoods — Session Leader: Kathy Cohn

Table #1

- Always want “new blood” (Term Limits)
- Do we always make people feel welcome?
 - We need to reach out to people.
 - New people bring new ideas, reasons to come.
 - Good people can be recycled into other jobs.
- If the “formation” issue is resolved, what holds the NOrg together?
- If membership isn’t active, what effect is has that on the board? Where’s the food and booze?
 - Transiency a problem?
- Learn the expertize of neighbors and their talents (retirees) and invite them to participate

- Always be monitoring neighbors re: ONE-PS
- Need to diversify membership—perhaps a “Diversity sub-committee?”

Table #2

- Why:
 - Avoid Burnout
 - Bring new Ideas
 - Share/Spread the responsibility
- What Type:
 - Collaborators
 - Diversity
 - Thinkers and doers
 - Follow through with commitments
 - Self-motivated
 - Problem Solvers
- Skills:
 - Communication, Leaders, Doers
 - Wide variety of skill sets
- How:
 - Sponsoring activities
 - Information dissemination
 - Allowing electronic participation
 - Networking in various ways==flyers, Nextdoor, website, making meetings interesting, informative, relative
- Challenge:
 - Involving part-time residents
 - Turning People off by Nextdoor postings
 - Motivate them by:
 - Bring them to ONE-PS meetings
 - Training, personal invitation

Table #3

- Annexation brings in new people/Leaders
- Blade signs build neighbor identity
- Celebrate your successes
- Identify people’s interests/issues and ask them to do a task, or to take a job.
- Improve outreach-email list, Nextdoor, mailings.
- Build around safety and security issues in the neighborhood. More info on actual police data on crimes.
- Social events to build relationships—ongoing.
- Take your turn==do your part==them move on and bring in a new person.
- Build wide variety of activities for all types: Do ONE-PS events
 - Earthquake preparedness
 - Visit Desert Regional Medical Center.

Strengthening Our Bench / ONE-PS — Session Leader: Kathy Cohn

Table #4

- Term limits/ avoid Dynasties (Fresh Blood)
- Share knowledge
- “Paula Effect”: Ask people to do particular jobs.
- Re-evaluate meeting, Time, format
- Bring Guest
- Let people know of the various means of communications.
- Get people involved with the events.... They’re fun and people like them.

Table #5

- Current Leadership to grow new Leaders: Ask and Act
- Recognition of those contributing
- Challenges to get volunteers
 - Want to be asked—to bring their ideas and participation
 - Watch out – don’t offend others.
 - Starting small, “grow them” don’t overwhelm.
 - Atmosphere--break clique image-
 - Answer questions—questions are not defensive
 - Meetings on a regular basis.
 - Short term committees
 - Anyone can join committee (not just reps and alts)
 - Website Reach-out-awareness of structure
 - Click on Committee reps on website.
 - Hibernating Neighborhoods
 - Lack attendance—find out why.
 - Does our meeting time affect participation?
 - More Social events (like) Picnic, field trips, etc.

Designing Our Monthly Meeting for Effectiveness and Efficiency — Session Leader: Terry Town

Table #1

- Effective and Efficient Meetings: Content, Timing and Format
- Content
 - Event announcements—Do we need to have them? —if so, Time limits.
 - Send out on your ONI Report.
 - Time Keeper
- Table Arrangement
- Chair needs to be tough and stick to timelines
- Chair reports need to be short and to the point.
- Most important in meeting are City Staff (Mayor, David Ready, Ginny Foat)
- Topical Reports, not routine reports
- New IT director
- Invited Guests
- Use Drop box for documents and reports.
- Perhaps alternate between Fire and Police

Table #2

- Golden Rules of Meeting Management
- #1 OK (Run meetings the way you would like to see them run)
- #2 Could improve (Ensure that all the participants are prepared)
- #3 OK (Stick to a schedule)
 - Timers needed.
- #4 Not so good (Stay on Topic—avoid story tellers)
- So much to cover, where do you cut people off/out?
- Meeting and seating venues.
- Limiting time and sticking to it.
- Hard to limit professionals who have taken their time to speak to us. We don't want to disrespect them. But, are they doing it to promote their business? Is it relevant to us?
 - Formalize the process; those who request to present must be useful info that needs our captive audience.
 - They need to submit their agenda to be vetted at least a week in advance.
- Limit questions in follow-up, or we could go on and on.
- Time Keeping
- Do all of this in a kind and respectful way.
- However, we really do get a lot done in the 2 hours, already.
- If you have an issue, join a committee and work it out before the meeting.

Projects 2017 — Session Leader: Bob Farran

Table #3

- Get everyone in the city into a neighborhood
 - We may be coming to a natural end
- Establish an at-large position for the tribe on ONE-PS
 - We share mutual concerns
- Brown Bag—Have tribe present their “Big Picture.”
- Identify ONE-PS values Statements and then develop activities that reflect those values.
 - Is safety a value?
- Create a Neighborhood App (NUSA)
- Partner with City in developing a Master Plan update, regarding quality of life from residents' perspective.
- Put some effort into resuscitating the dying NOrgs.
 - Search for best practices
 - Search for best leadership/ volunteers
 - Establish “sister” neighborhoods
 - Adopt a “NOrg”

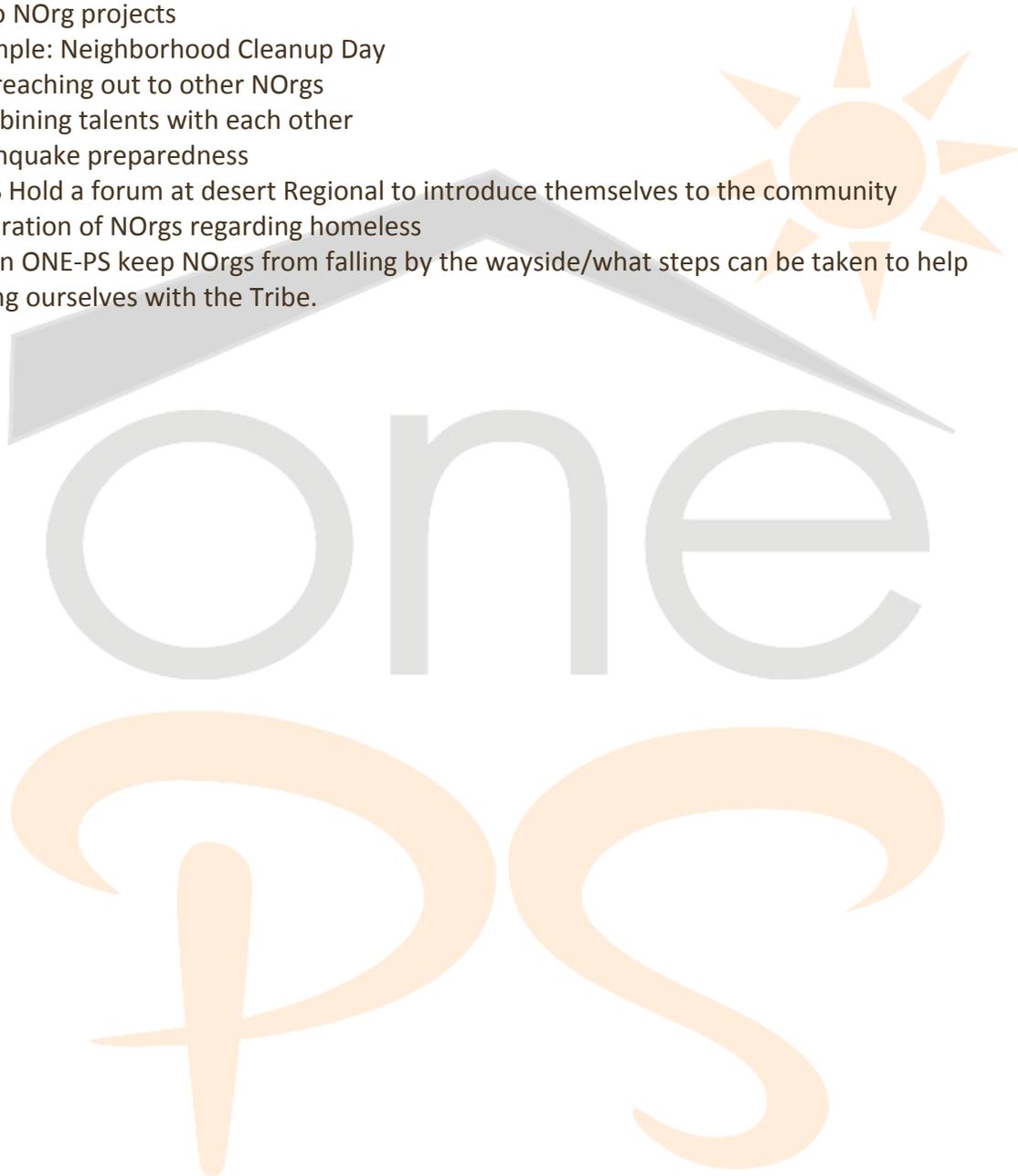
Table #4

- Bring NOrg members to ONE_PS events
- “Wal-Mart Greeter” personal touch.
- How to integrate the C.O.D.
- Adopt a charity fund raiser
- NOrgs to NOrgs events

- Tribal Outreach
- Village fest presence
- Volunteer Outreach
- Working with schools

Table #5

- NOrg to NOrg projects
 - Example: Neighborhood Cleanup Day
- NOrgs reaching out to other NOrgs
 - Combining talents with each other
 - Earthquake preparedness
- ONE-PS Hold a forum at desert Regional to introduce themselves to the community
- Co-Operation of NOrgs regarding homeless
- How can ONE-PS keep NOrgs from falling by the wayside/what steps can be taken to help
- Involving ourselves with the Tribe.

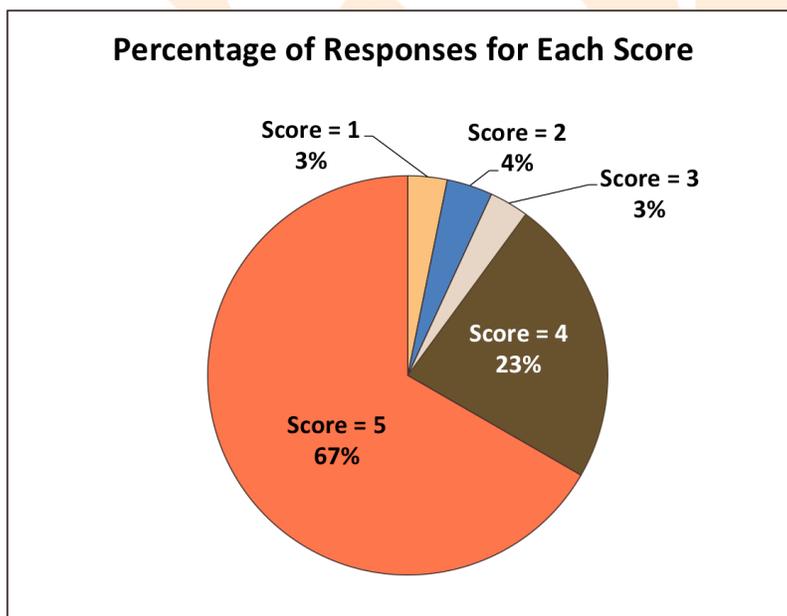
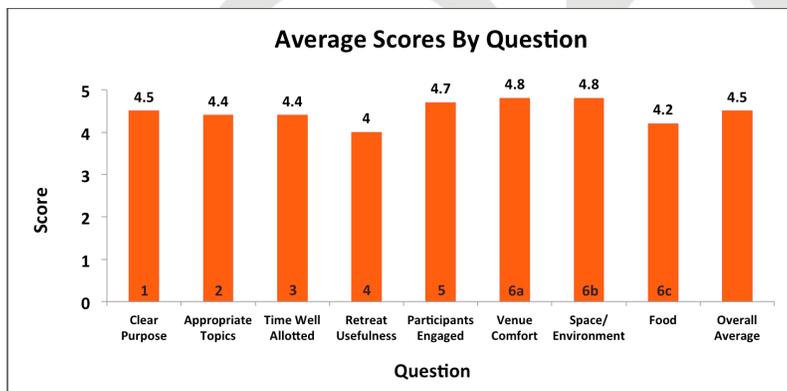


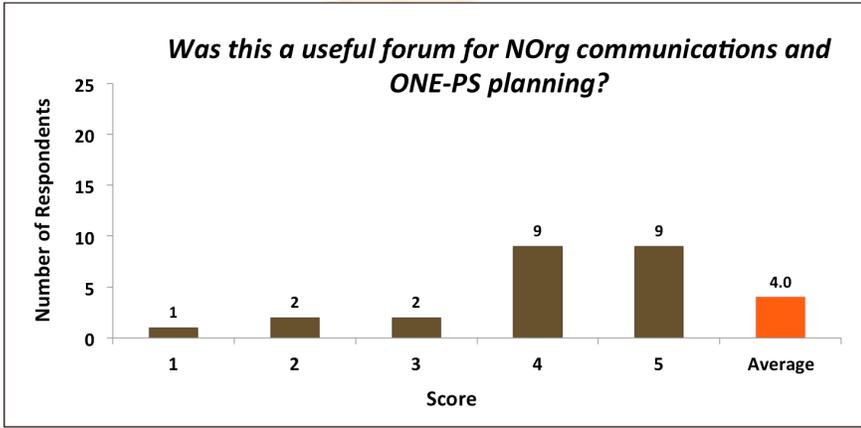
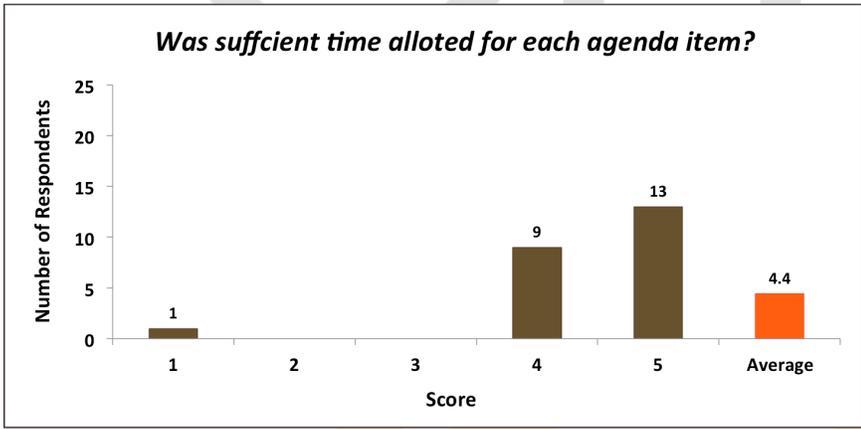
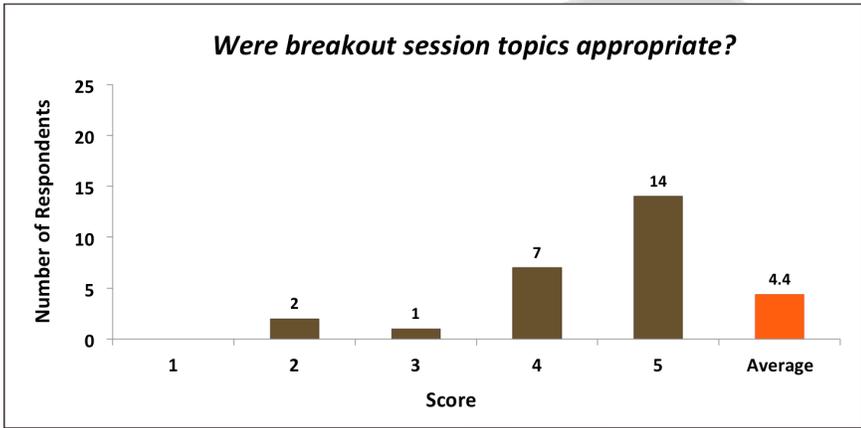
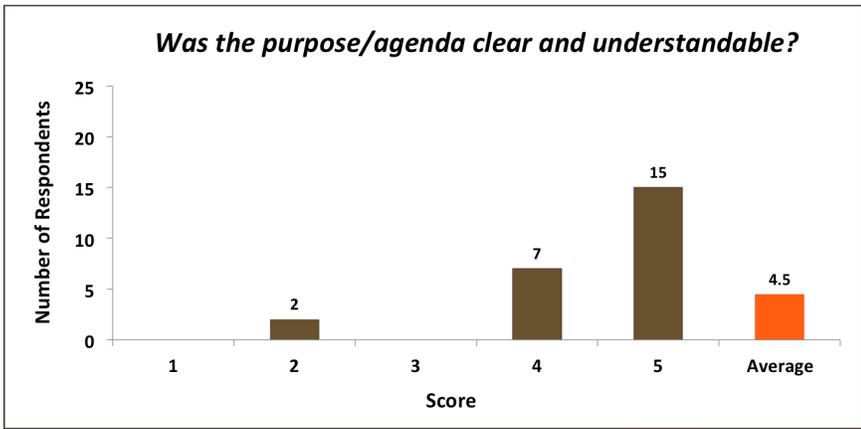
Retreat Evaluations by Participants

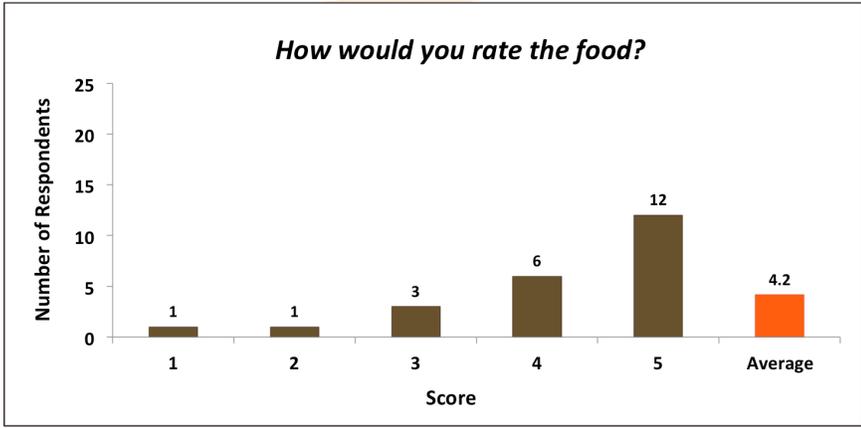
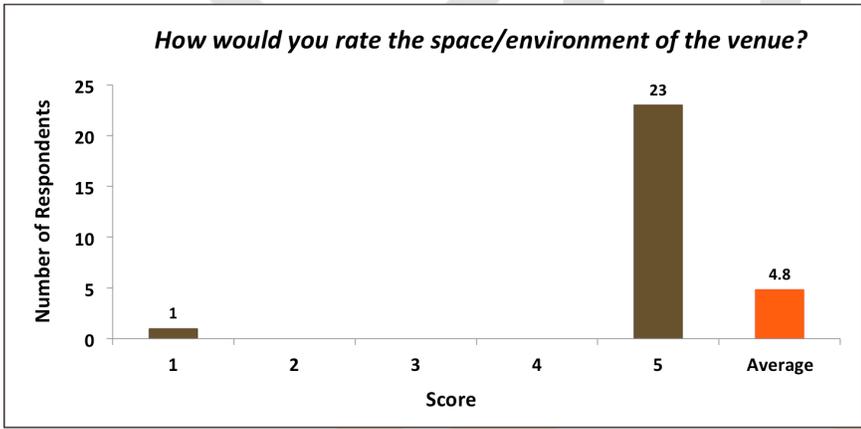
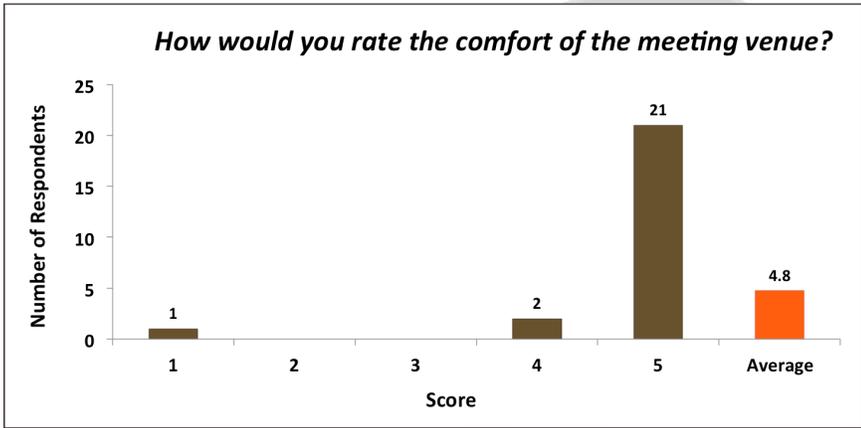
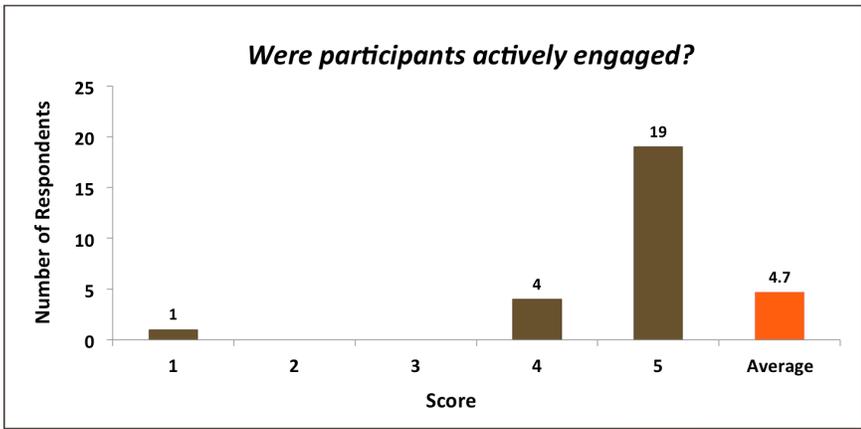
Evaluation Questions

24 respondents, not all answered every question
Rated on a scale of "1" (lowest) to "5" (highest)

1. Was the purpose of the Retreat/Agenda clear and understandable?
2. Were topics for the three break-out sessions appropriate for this year's Retreat?
3. Was sufficient time allotted for the core sessions and presentations?
4. Did this year's ONE-PS Retreat provide a useful forum for Norg communication as well as ONE-PS planning?
5. Were participants actively engaged?
- 6a. Rate room comfort
- 6b. Rate amenities of venue space/environment
- 6c. Rate the food







Retreat Attendee Verbatim Comments

1. *Was the purpose of the retreat/agenda clear and understandable?*

- The ONE-PS.org presentation set the tone for a clear program.
- Team-building exercises would have been very helpful and good.
- The event was very well planned and relevant.
- Great Retreat again! Thanks for all the planning.
- Define in more detail the title of break-out sessions “Question of Balance” and “Strengthening Our Bench”.
- Not really clear to me. I came expecting to have a choice in selecting an area I could volunteer for. This reminded me of the pointless meetings I was subjected to in my work years. I wanted to go away feeling something was done. I didn’t feel that way.
- Eric did an epic job of organizing the day.

2. *Were topics for the three break-out sessions appropriate for this year’s Retreat?*

- New focus on Tribe and College of the Desert. Outreach to promote ONE-PS more.
- Yes. I think good ideas came out of each session. Now implementation will be another hurdle.
- Some overlap, but it was appropriate. Well-focused topics.
- Break-out #3 more focused. Break-outs 1 and 2 were good, but more broad-scope.
- Yes. The questions and the notice of how much time is remaining at 15-, 10-, and 5-minute intervals was excellent.
- Perhaps balance was not as clear in purpose.
- I thought the questions engendered redundant and generic responses, almost rhetorical questions. I felt there would be more-focused conversation in smaller groups focused on more-focused issues, i.e. the committees meet and deal with their issues.

3. *Was sufficient time allotted for the core sessions and presentations?*

- Spot-on.
- Felt a bit rushed, but we managed.
- Good. Appropriate length to keep moving.
- Excellent timing – all reports.
- More than enough.
- Yes. Consider the sessions were so general in nature and didn’t really get to the job of assigning work that needed doing to people to do it.

4. *Did this year’s ONE-PS Retreat provide a useful forum for NOrg communication as well as ONE-PS planning?*

- Focus on NOrg to NOrg was most positive.
- Yes.
- A separate session for cross-NOrg communication to share experiences.
- Yes. Good chance to meet folks and get acquainted.
- I think bringing in outside speakers on things like how to structure, motivate, and maintain a NOrg would be very appreciated.
- It’s a start.
- I don’t really see a connection though there were some overarching ideas that could help the communication between the two.

5. *Were participants actively engaged?*

- Very much so.
- Awesome participation.
- Yes. Thought more so this year. XXXXX Smaller group size? Newer people?
- Yes.
- Yes, they did seem to be.

6a. *Rate room comfort*

- Too cold.

6b. *Rate amenities of venue space/environment*

- Great PA/audio!!! Thank you. PA system at Fire at Fire Training and Leisure Center were very inadequate.

6c. *Rate the food*

- Respondent rated breakfast “5”, lunch “2”.
- Breakfast good. Lunch should have lettuce and more pico de gallo. Maybe a small desert.

7. *Other Comments*

- So happy about new web page. Keep promoting it and making it the go-to place.
Provide expert-led workshops that will help NOrgs in organizing, communicating, cooperating, etc.
Thought that providing handouts including schedule, calendar, was excellent. Thank you.
Spend more time on “vision of the future” of ONE-PS.
Liked the introduction of committee chairs. Spend more time telling people how to actually get involved in a committee. It’s still unclear.
Talk more about Brown Bag Lunches.
- Name badges on lanyards.
- Loved the PowerPoints
- Let people sign up for areas (committees, events, etc.) they want to be involved with and share ideas on those specific areas – a more focused approach.
Second half was better – more focused on ideas.