MAJOR COMMUNITY SAFETY MILESTONE ACHIEVED

In 2000, it was clear Polynesian Village, a privately owned 364-unit affordable housing complex in New Brighton, was in trouble. The community was rife with crime creating a volatile situation that demanded immediate attention. In that year alone, there were 537 crime calls to the New Brighton Police Department from Polynesian Village residents. Making the property responsible for 10% of the total number of calls in the City of New Brighton.

To address the instability, Opportunity Neighborhood partnered with various community organizations to develop the Resident Services Program, consisting of six components: early childhood education, out-of-school time/youth intervention, safety initiatives (Courtesy), information and referral, community events and special initiatives. Although all six of these components contributed to an increase in safety at the property, safety initiatives, including the Courtesy Program, and community events were the most impactful.

The Courtesy Program staff patrols the affordable housing property in the evenings and weekends when the rental office is closed. Residents can call the Courtesy phone to report nuisances (loud music, unsupervised children, suspicious person, etc...) thus alleviating the need to call the police. Courtesy staff are consistently respectful and community building oriented personnel who do not take an authoritarian approach, but instead build relationships with residents through dialogue and service. Residents begin to trust Courtesy staff and see them not as someone who is going to “bust them” for doing something that violates their lease, but instead someone who educates them on the property’s rules in an effort to create a safe and stable community. The success of the Courtesy Program is rooted in how staff maintain a community minded approach while interacting with residents, as well as strong relationships with police departments and property management. In 2000, there were 537 crime calls. That’s 1.48 calls per apartment in that year alone. Seventeen years later in 2017, the average crime calls had decreased to .23 calls per apartment or a total of 83 crime calls.

Community building events play a large part in decreasing crime.
Community events also played a large part in decreasing crime at Polynesian Village as they created opportunities for residents to become engaged with their neighbors thereby building community, decreasing social isolation and strengthen families. According to Trevor Hamdorf, Deputy Director of Public Safety for New Brighton, one of the biggest contributions to the significant decrease in the number of crime calls has been the work Opportunity Neighborhood has been doing around community building. Director Hamdorf states, “When people feel they are part of a community they take ownership of their community. As people take ownership they have a desire to be a contributing member to make their community better. As a result of the community building done by Opportunity Neighborhood people no longer become afraid to call the Courtesy Program or police when someone is behaving out of the norms of the community so they can preserve the safety and quality of their community.”

In addition, the Courtesy Program saves police resources. A partnering police department estimates it costs $65 each time police respond to a call. If that call requires an arrest, it costs an additional $260. The more relationship building Courtesy staff has with residents, the more likely residents will call Courtesy instead of the police. This allows the police department to conserve their resources for more pressing needs.

Today, thanks to the Resident Services Program, including the Courtesy Program and community events, Polynesian Village (renamed Garden View Apartments) is a very different community with only 83 crime calls in 2017. That’s an 85% decrease since 2000!
Our Mission
To support people and strengthen neighborhoods within affordable housing communities through cooperative partnerships.

Our Goals
- Increase community safety
- Increase housing stability
- Increase opportunities for family success

Strategy
To develop a service enriched environment that addresses residents' fundamental needs and builds community.

Values
- All people live in a safe environment.
- All people have access to food, shelter, clothing and health care.
- All people have their education, employment, recreation and transportation needs met.
- All people are connected to their community, feel a sense a belonging and ownership.

2017 Significant Accomplishments
- For the fifth year in a row, our agency was names a “Top Rated Nonprofit” by Greatnonprofits.org. (http://greatnonprofits.org/org/opportunity-neighborhood)
- Created a partnership with Christ the King Lutheran Church in New Brighton to collaboratively organize the annual National Night Out celebration at Garden View Apartments which built community among 400 residents and the surrounding community.
- Began a literacy program within the out-of-school time program at Ames Lake Neighborhood to help struggling K-5th grade students achieve grade level reading or above. 88% of students increased or achieved grade level reading skills as measured by pre/post literacy assessments. Additional funding from the Department of Public Safety’s Youth Intervention Program supports the program.
- The average resident turnover at all service sites is 23% compared to the national average of 54% (National Apartment Association, 2014).
- 159 community events were provided at two affordable housing communities in order to build community and forge new positive relationships between residents.
- Police Calls to Garden View Apartments in New Brighton are down 87% since the inception of the Courtesy Program.
- For the fifth year, our agency has met the Charities Review Council’s Accountability Standards. (http://www.smartgivers.org/Charity/Review/opportunity_neighborhood)
<table>
<thead>
<tr>
<th>RESIDENT SERVICES COMPONENT</th>
<th>DESCRIPTION</th>
<th>2017 ACCOMPLISHMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Out-Of-School Time Programs/Youth Intervention</td>
<td>Free year-round out-of-school time activities for youth in K-8th grade.</td>
<td>115 K-8th grade youth served through 422 out-of-school time activities.</td>
</tr>
<tr>
<td>Early Childhood Education</td>
<td>Early childhood family education classes.</td>
<td>36 early childhood education classes serving 57 children from 24 unique families.</td>
</tr>
<tr>
<td>Safety Initiatives</td>
<td>Courtesy staff patrols the property building relationships and addressing nuisances.</td>
<td>7,134 hours of Courtesy services provided at 5 affordable housing communities.</td>
</tr>
<tr>
<td>Community Events</td>
<td>Free weekly events promoting social connectedness and building community.</td>
<td>159 community building events.</td>
</tr>
<tr>
<td>Information &amp; Referral</td>
<td>Residents can call, email or drop in at the Resident Services office to obtain information about community resources.</td>
<td>190 referrals were made to community organizations.</td>
</tr>
<tr>
<td>Special Initiatives</td>
<td>Programs or services created to meet a specific community need or short-term enrichment program provided through a community partnership.</td>
<td>Literacy Program assisting struggling K-5th grade readers at Ames Lake Neighborhood. 88% of students increased or achieved grade level reading skills as measured by pre/post literacy assessments.</td>
</tr>
</tbody>
</table>
SERVICE LOCATIONS

- Ames Lake Neighborhood, St. Paul
- Commons at Penn, Minneapolis
- Garden View Apartments, New Brighton
- Hazelwood Apartments, Maplewood
- Hyde Park Apartments, New Brighton
- University Dale Apartments, St. Paul
- Wilder Square, St. Paul

STAFF & BOARD MEMBERS

Staff

Perry Lofquist, Executive Director
Kris Ziegler, Development Officer
Kacee Moua, Resident Services Coordinator - Ames Lake Neighborhood
Myron Green, Resident Services Coordinator - Commons at Penn
Deidra Jefferson, Resident Services Coordinator & Youth Program Staff - Garden View Apartments
Jennifer Mack, Resident Services Coordinator - University Dale Apartments
Chamaah Caldwell, Youth Program Staff
Branica Xiong, Youth Program Staff
Hlee Lee, Youth Program Staff
Gold Zong Lor, Youth Program Intern
Mai Yang Xiong, Youth Program Intern
Erby Delva, Summer Youth Intern

Marshawn Grant, Courtesy Staff
Kirkland Johnson, Courtesy Staff
Tonia Johnson, Courtesy Staff
Joseph Lee, Courtesy Staff
Louis McCoy, Courtesy Staff
Ray Mitchell, Courtesy Staff
Phillip Nketia, Courtesy Staff
Tyrell Phillips, Courtesy Staff
Daniel Smith, Courtesy Staff
Jerry Smith, Courtesy Staff
Ty Smith, Courtesy Staff
Taylor Swift, Courtesy Staff
Eric Wasson, Courtesy Staff

Board

Tom Schirber, Chair
Keith Bluford, Treasurer
Sue Willman, Secretary
Trevor Hamdorf
Karl Spilseth

RESIDENT ETHNICITIES

- 54% African American
- 16% Caucasian
- 12% Hispanic
- 8% African, Asian or Native American
- 10% Declined to report

- 3,550 Number of residents served
- 1,069 Number of apartments served
- 77% Percentage of households earning an annual income of $30,000 or less

STAFF POPULATION DEMOGRAPHICS

- Number of residents served: 3,550
- Number of apartments served: 1,069
- Percentage of households earning an annual income of $30,000 or less: 77%

- African American: 12%
- Hispanic: 16%
- Caucasian: 8%
- African, Asian or Native American: 8%
- Declined to report: 10%
## SUPPORTERS & PARTNERS

### Individuals
- Dave & Joan Allen
- Keith Bluford
- John & Patti Burnett
- Kim Carter
- Merrill Fischbein
- Holly Hamdorf
- Jerry Hromatka
- Beverlee Lofquist-Hinsa
- Jennifer Rogers
- Tom Schriber
- Karl Spilseth
- Marilyn Stevens
- Sue Willman

### Corporations, Foundations & Service Contracts
- Allina Health
- Building Blocks
- Hardenbergh Foundation
- Jarden Consumer Solutions Community Fund
- Jerstad Family Foundation
- Joseph A. & Lillian C. Duke Foundation
- KJ Management
- McNeely Foundation
- Mille Lacs Band of Ojibwe Indians
- MN Department of Public Safety
- Patrick & Aimee Butler Family Foundation
- Real Estate Equities
- Richard M Schulze Family Foundation
- Sheltering Arms Foundation
- Smith Foundation
- St. John the Baptist Catholic Church
- Warren Foundation
- Youthprise
## Community Partners

<table>
<thead>
<tr>
<th>Community Partners with Youth</th>
<th>Project Sweetie Pie</th>
<th>University of Minnesota Urban Research and Outreach Engagement Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cornerstone Montessori School</td>
<td>Ralph Reeder Food Shelf</td>
<td>Wilder Square Co-op Board</td>
</tr>
<tr>
<td>East Side Arts Council</td>
<td>Ramsey County Public Health</td>
<td>Youth Intervention Program Association</td>
</tr>
<tr>
<td>East Side Network Café</td>
<td>Real Estate Equities</td>
<td>Youthprise Nutrition Program</td>
</tr>
<tr>
<td>East Side YMCA</td>
<td>Rondo Community Outreach Library</td>
<td></td>
</tr>
<tr>
<td>Girl Scouts River Valleys</td>
<td>Sprockets</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ACES</th>
<th>i.t.a. Foundation</th>
<th>St. Paul Police Department – Western District</th>
</tr>
</thead>
<tbody>
<tr>
<td>Animal Humane Society</td>
<td>KJ Management</td>
<td>St. Paul Public Libraries</td>
</tr>
<tr>
<td>Appetite for Change</td>
<td>Minneapolis Afterschool Network</td>
<td>St. Paul Public Library Bookmobile</td>
</tr>
<tr>
<td>Boy Scouts of America</td>
<td>MN Coalition of Battered Women</td>
<td>St. Paul Public Schools Community Education</td>
</tr>
<tr>
<td>Building Blocks</td>
<td>New Brighton Police Department</td>
<td>SUNNY Lunches</td>
</tr>
<tr>
<td>Bureau of Criminal Apprehension</td>
<td>North High School Basketball Team</td>
<td>The Good Arce</td>
</tr>
<tr>
<td>Century College – Upward Bound</td>
<td>North Minneapolis Rotary Club</td>
<td>Twin Cities Mobile Market</td>
</tr>
<tr>
<td>Century College Service Learning</td>
<td>Police Activities League</td>
<td>University of Minnesota Extension Expanded Food and Nutrition Education Program</td>
</tr>
<tr>
<td>Community Partners with Youth</td>
<td>Project Sweetie Pie</td>
<td>University of Minnesota Urban Research and Outreach Engagement Center</td>
</tr>
<tr>
<td>Cornerstone Montessori School</td>
<td>Ralph Reeder Food Shelf</td>
<td>Wilder Square Co-op Board</td>
</tr>
<tr>
<td>East Side Arts Council</td>
<td>Ramsey County Public Health</td>
<td>Youth Intervention Program Association</td>
</tr>
<tr>
<td>East Side Network Café</td>
<td>Real Estate Equities</td>
<td>Youthprise Nutrition Program</td>
</tr>
<tr>
<td>East Side YMCA</td>
<td>Rondo Community Outreach Library</td>
<td></td>
</tr>
<tr>
<td>Girl Scouts River Valleys</td>
<td>Sprockets</td>
<td></td>
</tr>
</tbody>
</table>
Revenue: $381,804  Expenses: $388,208

<table>
<thead>
<tr>
<th>Balance Sheet</th>
<th>Beginning of year</th>
<th>End of year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td>210,612</td>
<td>178,835</td>
</tr>
<tr>
<td>Pledges and grants receivable</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Accounts receivable</td>
<td>11,740</td>
<td>30,582</td>
</tr>
<tr>
<td>Prepaid expenses and deferred charges</td>
<td>3,106</td>
<td>3,106</td>
</tr>
<tr>
<td>Investments – program related</td>
<td>10,000</td>
<td>10,000</td>
</tr>
<tr>
<td>Other assets</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td><strong>235,458</strong></td>
<td><strong>222,523</strong></td>
</tr>
</tbody>
</table>

| Accounts payable and accrued expenses  | 9,324             | 2,793       |
| Unrestricted net assets               | 206,134           | 219,730     |
| **Total net assets or fund balances** | **226,134**       | **219,730** |

| **TOTAL LIABILITIES AND NET ASSETS**  | **235,458**       | **222,523** |

**CONTACT INFORMATION**

Address: 1417 10th Street NW, #104, New Brighton, MN 55112  
E-mail: info@opportunityneighborhood.org  
Phone: 651-636-6360  
Fax: 651-636-7512  
Website: www.opportunityneighborhood.org