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# Report: Multicultural Community Forum

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Center for Public Service

# Report: Multicultural Community Forum

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# Executive Summary

The City of Beaverton entered into an agreement with the Center for Public Service (CPS) to create a project focused on engaging diverse communities. CPS, in collaboration with Beaverton's Diversity Task Force (DTF) organized a Multicultural Community Forum on Saturday, June 1, 2013. This report provides the purpose, planning process, outreach activities, agenda, and outcomes of the Forum. It also provides recommendations for next steps in engaging cultural and ethnic minority residents in the City of Beaverton.

## Purpose

The primary purpose of the Multicultural Community Forum was to create a momentum in engaging and empowering both new and emerging multicultural community leaders. A secondary purpose was to provide an opportunity for City officials and employees to interact with diverse community members and to build relationships that will facilitate further civic engagement of multicultural community members.

## Planning Process

The CPS planning team took a lead in creating a framework for the Forum and facilitated the planning process in consultation with cultural informants and City representatives. Beaverton's Diversity Task Force created a subcommittee that actively engaged in planning and outreach efforts for the Forum. The CPS team worked closely with the DTF subcommittee and the City of Beaverton's Cultural Inclusion Coordinator, Mr. Daniel Vázquez, during the planning phase of the Forum. Feedback from the full DTF membership was obtained at the monthly DTF meetings.

In order to identify an effective format for the Multicultural Community Forum, information on common barriers to participation were gathered. PSU graduate students from a class on cross-cultural communication interviewed a number of diverse Beaverton residents about barriers to civic engagement. The DTF and other community members provided additional insight about barriers experienced by cultural and ethnic minority communities, including immigrant and refugee communities. In planning the Forum, efforts were made to address some of these common barriers.

Outreach materials were prepared in ten languages including English. Event handouts and slides were also prepared in multiple languages. Interpreters and interpretation equipment were made available for non-native English speaking Forum participants. Free childcare was provided to allow busy families to attend. The Forum was held at Beaverton's Community Center, a centrally located, transit-accessible and culturally neutral facility with dedicated parking. The Forum was consolidated into a one-day event and scheduled so as not to conflict with other cultural events and holidays.

## Outreach Activities

Multiple types of approaches took place in the outreach effort. The PSU team and DTF members focused on capitalizing on personal relationships in soliciting participation to the Forum. Whenever possible, invitations to the Forum were either issued in-person or by a trusted community member. Outreach materials included a list of well-known community organizations as co-organizers of the Forum so that the trust given those organizations might be extended to the Forum. Participation incentives, in the form of refreshments and a drawing for $25 gift cards, were highlighted in marketing materials.

Other outreach activities included media coverage, in-person flier distribution, canvassing, posting fliers in public places, distributing announcements and fliers by email, and website

and Facebook announcements. PSU graduate students from a class on cross-cultural communication also assisted in the outreach as part of their class assignments.

## Forum Agenda

The Forum agenda consisted of two parts. The first part of the Forum was dedicated to facilitated small group discussions based on a couple of case-scenarios. These facilitated small group discussions gave participants the opportunity to identify common concerns and share resource knowledge. In the second part of the Forum, representatives from several City departments and commissions shared information about the services provided by their entity and discussed concerns raised by participants. Participants were encouraged to participate through Neighborhood Association Committees, Beaverton's boards and commissions, and community based organizations.

Efforts were made to create a 'fun' and inclusive environment for the Forum that was also informative. City facts were shown on a slide show at the beginning of the Forum. An interactive icebreaker exercise was used in the opening of the Forum. Participants' feedback was solicited by using an interactive polling system.

Also, the City's commitment to cultural inclusion was highlighted by showcasing the personal commitment of elected officials. Councilor Mark Fagin provided a welcoming address and Mayor Denny Doyle discussed the City's cultural inclusion initiatives.

## Forum Outcomes

Seventy-one community members attended the Forum, along with sixteen local government representatives and twenty-five PSU volunteers and staff. Community member demographics highlighted Beaverton's diverse communities:

- 31% identified as Asian/Pacific Islander
- 25% as African/Black
- 14% as Hispanic/Latino
- 12% as European/White
- 10% as Multiracial/Multiethnic
- 6% as Middle Eastern
- 2% as Native American
- 57% were born outside the United States
- 21% had lived in Beaverton less than one year
- 38% had lived in Beaverton more than ten years

In a web-based survey following the event, 86% of community members rated the Forum as Good or Very Good. Three quarters of community members stated that they knew more about Beaverton's services as a result of the Forum and 65% stated that they were more likely to get involved in Beaverton's civic life because of the Forum. Participants stated that they would get involved through the Diversity Task Force, community based organizations, and Beaverton boards and commissions.

Small group discussion participants noted two factors that reduced the likelihood of engagement: language and cultural barriers between community members and city staff and distrust or fear of government, especially law enforcement. Not all participants were aware of opportunities such as Neighborhood Association Committees, but when they learned about NACs, participants included them in a list of solutions for building community through tools such as holding neighborhood social events; involving schools and both faith-based and community-based organizations; and providing face-to-face and electronic opportunities for neighbors to connect and share information.

## Recommendations

Four common barriers to participation for ethnic and cultural minority communities were identified. They are:

- Not knowing how to get involved,
- Not believing their input will be valued,
- Distrust of government, and
- Logistic barriers such as language, transportation and childcare.

Key recommendations for the City of Beaverton's continued efforts in building increased civic participation are to:

- Focus on addressing logistic barriers to civic participation,
- Improve NAC outreach and develop better awareness of other opportunities for participation,
- Promote cultural competence within the City of Beaverton,
- Adopt a Diversity Action Plan that includes clear timelines and measurable outcomes, and
- Formalize the Diversity Task Force as a City Advisory Board.

# Background

## City of Beaverton

Beaverton is the sixth largest city in Oregon with a population of 89,803 in the 2010 census. Beaverton has become increasingly diverse over the past forty years. From a population that was 99% white in 1972, only 66% identified as white, non-Hispanic/Latino, in the 2010 census. Sixteen percent of Beaverton residents identify as Hispanic or Latino and 11% as Asian. Figure 1 shows the Census 2010 racial and ethnic backgrounds of Beaverton residents. This diversity is likely to increase; 48% of students in the Beaverton School District are minorities and students speak 93 different first languages.

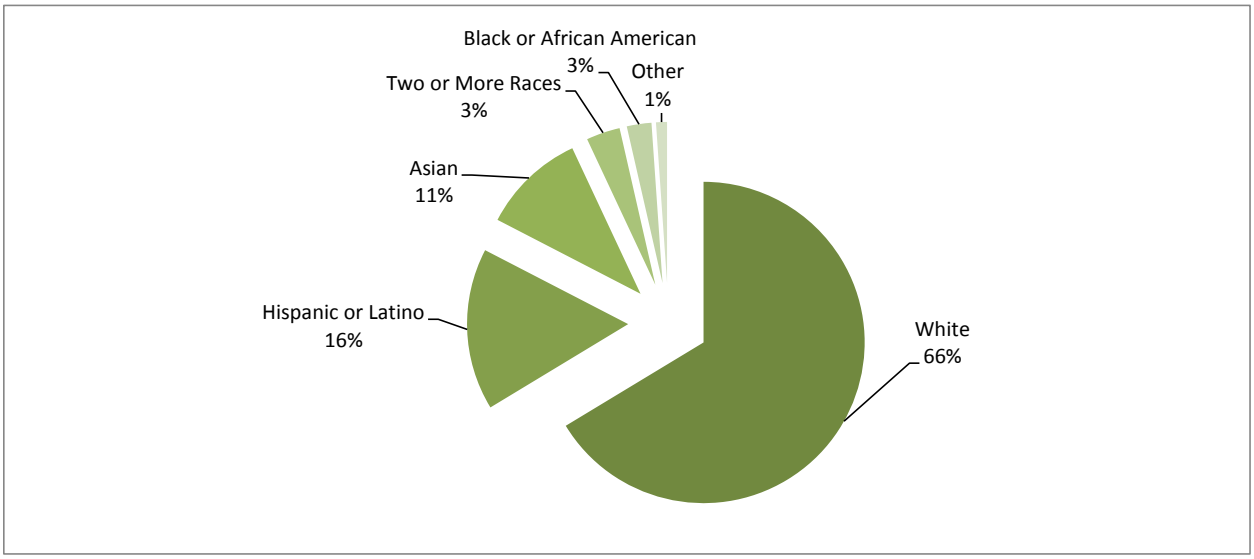



**Figure 1. Racial/ethnic background of Beaverton residents**

These and other demographic changes challenge Beaverton to be more creative and innovative in representing diverse community voices in the City's decision making processes As one of Oregon's most diverse cities, Beaverton has acknowledged a responsibility to address equity and access issues. City leaders understand that language and cultural differences may result in significant barriers to public services.

Beaverton values community engagement in its decision making processes. Foremost among the avenues for citizen participation are Beaverton's boards, commissions and Neighborhood Association Committees (NACs). Beaverton has two types of boards and commissions aside from NACs: advisory boards that provide information and insight but do not directly set or administer policies or programs, and decision-making boards that are authorized to render decisions on behalf of the Mayor and City Council in addition to providing information and insight. These boards and commissions have formal membership application processes; members are appointed by City Council for annual terms.

Beaverton has fourteen formal boards and commissions:

- Beaverton Arts Commission
- Beaverton Committee for Citizen Involvement

- Bicycle Advisory Committee
- Board of Construction Appeals
- Budget Committee
- Citizens with Disabilities Advisory Committee
- Human Rights Advisory Commission
- Library Advisory Board
- Mayor's Youth Advisory Board
- Planning Commission
- Senior Citizens Advisory Committee
- Sister Cities Advisory Board
- Traffic Commission
- Visioning Advisory Committee

In addition to these boards and commissions, the City of Beaverton works with eleven Neighborhood Association Committees (NACs):

- Central Beaverton
- Denney Whitford / Raleigh West
- Five Oaks / Triple Creek
- Greenway
- Highland
- Neighbors Southwest
- Sexton Mountain
- South Beaverton
- Vose
- West Beaverton
- West Slope

NACs elect their own boards and officers and set their own agendas. NACs are provided staffing support through the Mayor's office. Each NAC draws its membership from a specific geographic area (see Figure 2). NACs are one of the primary conduits for residents to bring concerns to City officials. The relationship between the City of Beaverton and its NACs help ensure that residents have a voice in the City's direction for the future.

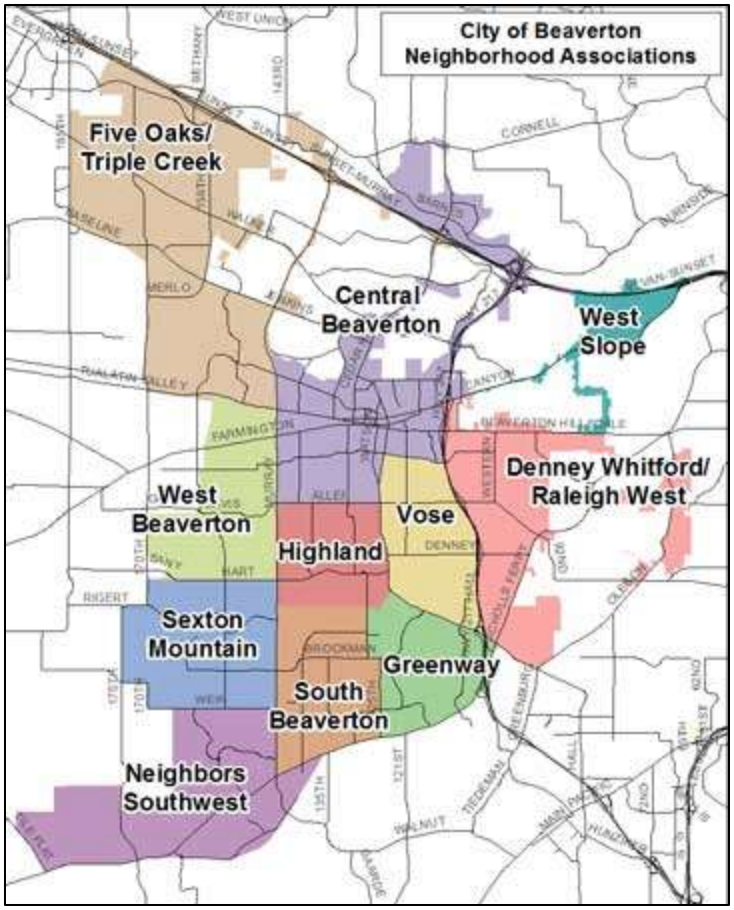



**Figure 2. Map of Beaverton Neighborhood Association Committees**

Another indication of the City's dedication to inclusion is its adoption of a Community Vision Action Plan. The Beaverton Community Vision Action Plan includes "Promote Our Diversity", "Involve People in Community Decision Making", and "Create a Welcoming Community" among its identified action steps. Annual Community Vision reports highlight progress toward meeting these goals.

Although Beaverton is heavily invested in promoting citizen participation, participation from ethnic and cultural minority residents lags that of majority residents. As an example, the Beaverton Committee for Citizen Involvement (BCCI), which recommends, monitors, and evaluates programs for increasing citizen involvement, surveyed the NAC mailing list in 2012. This survey revealed that 87% of respondents identified as White/Caucasian, a much higher proportion than the 66% of Beaverton residents who identified as White in the 2010 census. Ethnic and cultural minorities are clearly underrepresented in the NAC system.

The City has recognized for some time that minority communities are underrepresented in its boards, commissions and NACs. Beaverton is committed to incorporating diverse community voices into Beaverton's activities, goals and planning. To that end, Beaverton created a Diversity Task Force.

## Diversity Task Force

Established in 2009, the mission of the Diversity Task Force (DTF) is to build inclusive and equitable communities in the City of Beaverton. The DTF was created as a way to bring

together leaders of the various ethnic communities in Beaverton to advise the mayor's office on increasing civic engagement in minority communities. Monthly meetings bring concerned citizens and representatives of community-based organizations together with city liaisons to discuss issues affecting minorities within the city. The Diversity Task Force is identified as a key partner on the actions in the Beaverton Community Vision Action Plan.

The Diversity Task Force has undertaken many activities over the years:

- Co-hosted the annual Beaverton International Celebration.
- Hosted a series of meetings with members of the Muslim, South Asian, Southeast Asian and Somali/Bantu communities, along with other racial and ethnic minority community members to determine how the City could increase civic engagement.
- Created a City Service Resource Guide and translated it into eight languages (Arabic, Chinese, Japanese, Korean, Russian, Somali, Spanish, and Vietnamese).
- Worked with consultant groups to identify the feasibility of a Multicultural Community Center and to develop and advocate for the adoption of culturally competent policies and procedures.
- Advocated for creation of a Cultural Inclusion Coordinator position. Daniel Vázquez was hired for this position in 2012. Mr. Vázquez has been tasked with outreaching to community groups and supporting the DTF. He was the City's point person for the Multicultural Community Forum.

The Diversity Task Force is a program of the Mayor's office and is working toward being formalized as a City Board or Commission. Currently, there is no formal membership; meetings are open to all interested parties. A substantial core group regularly attends meetings and participates in activities. Many of the participants are informal community leaders or representatives of community based organizations. Some of the organizations represented on the DTF include:

- Asian Health & Services Center
- Asian Pacific American Chamber of Commerce
- Beaverton Hispanic Center
- Center for Intercultural Organizing
- Centro Cultural of Washington County
- Iraqi Society of Oregon
- Islamic Center of Portland
- Korean Society of Oregon
- Micro Enterprise Services of Oregon
- Muslim Educational Trust
- Oregon Somali Family Education Center
- Sí Se Puede Oregon

- Vietnamese-American Community of Oregon

In addition to community based organization representatives, multiple representatives of local government regularly attend, report on activities and strategize engagement opportunities. Councilor Mark Fagin is the DTF's liaison to Beaverton's City Council. Other local government units who regularly send representatives include:

- Beaverton City Library
- Beaverton Human Rights Advisory Commission
- Beaverton Police Department
- Tualatin Hills Park and Recreation District
- Tualatin Valley Fire and Rescue

Informal community leaders and interested volunteers also contribute their time and talents to the Diversity Task Force.

## Center for Public Service - Innovation Laboratory

In 2012, the Center for Public Service at Portland State University launched the Innovation Laboratory as a pilot project to serve as a catalyst to help local governments identify and implement innovative approaches to major challenges. Leveraging existing programs in education, specialized training, and research programs, the Center established the Laboratory as a resource for public service organizations seeking innovative problem solving solutions. The concept stems from the understanding that public service organizations constantly face a tension between exploration and execution of new ideas while striving to successfully deliver existing high-quality services. By creating a "mobile R&D shop" that could organize an innovation process, the Center seeks to be a resource that can contribute to solving a variety of public service delivery challenges.

Beaverton's desire to become a leader in diversity inclusion led the City to respond with a proposal to increase engagement with its ethnically diverse populations. In particular, Beaverton was looking for a way to improve the diversity of Boards and Commissions and increase diverse community's involvement in the civic process. Within this effort, the City recognized the importance of an innovative approach to this public service challenge. The Center for Public Service collaborated with Beaverton's Diversity Task Force to organize the Multicultural Community Forum.

# Best Practices for Community Engagement

In recent years, numbers of scholars and practitioners have advocated the benefits of community engagement and collaborative governance (Lukensmeyer, 2013; Putnam, Feldstein & Cohen, 2003; Sirianni, 2009; Leighninger, 2006; Roberts, 2004; Callahan, 2007). This emphasis on civic engagement is hardly a new idea. As early as 1969, Sherry Arnstein introduced the concept of *a ladder of citizen involvement* in her formative essay. She identified eight types of citizen involvement, from window-dressing, non-participatory efforts to citizen-led enterprises, emphasizing the need for citizens to have actual decision making power in order for involvement to be truly participatory.

Active participatory community engagement lays a foundation for democratic governance. In their influential treatise on social capital, *Better Together: Restoring the American Community*, Putnam, Feldstein & Cohen (2003) note that "interpersonal connections and civic engagement among ordinary citizens [are] essential to making participatory democracy work" (p. 274). Similarly, Callahan (2007) states that "…meaningful citizen participation not only leads to better decision making, but also facilitates social stability by developing a sense of community, increasing collective decision making, and promoting acceptance and respect of the governance process" (p. 1180). It is, therefore, important for a government to ensure that sufficient infrastructure exists to support civic engagement and employing policies that encourage collaboration between citizens and organized stakeholders (Sirianni, 2009).

A review of recent literature on civic participation reveals the following best practices for community engagement: understanding the context, conducting broad outreach efforts, addressing logistic barriers, employing effective meeting techniques, and following up after the event. Although these are mostly directed at general civic participation, actions that are particularly effective for engaging minority or immigrant communities will be highlighted in the discussion that follows.

## Understand Context

In organizing a community engagement event, it is critical to research the general context of the issues at hand, and identify the key players ahead of time. Lukensmeyer, in *Bringing Citizen Voices to the Table: A Guide for Public Managers*, (2013) recommends that organizers gather information about the issues of concern through preliminary meetings and interviews. These meetings and interviews should reveal various contextual aspects of the issue including: key leaders and players; engaged sectors and constituencies; not engaged but affected sectors and constituencies; the political landscape, budgetary landscape and population landscape; geographic considerations; institutional infrastructure; and the media landscape.

Part of this effort is ensuring that there is high-level buy in among the stakeholders. In order for community members to believe that they can have real impact through their engagement, elected officials and top decision makers must make a public commitment to action; high-level officials must participate in the planning process; and top decision makers must be visible in the participant recruitment process.

## Outreach Effectively

Effective outreach and recruitment is the next key step for meaningful community engagement. In *The Next Form of Democracy*, Leighninger (2006) suggests that in outreach

it is important to show community members that taking part in the civic engagement opportunities will give them a real possibility to effect change. Demonstrating to community members that high-profile government leaders believe in the importance of community engagement reinforces the belief among community members that they can have real impact on decision making in the public affairs.

Typically, community members are motivated to participate in public events when they recognize opportunities to build relationships with public officials and other community stakeholders. Leighninger (2006), therefore, proposes that highlighting the involvement of multiple community-based organizations as well as the involvement of elected officials in a project increases the effectiveness of outreach. Also, capitalizing on existing networks and trusted relationships with the community leaders is an effective outreach strategy. People are more likely to participate if they are approached by someone they know. As Putnam, et al. (2003) note, using preexisting ties of trust and reciprocity for new purposes is an effective way to create momentum for a new movement.

Experts also point out the need to reach beyond existing networks to engage new participants. Lukensmeyer (2013) recommends broadening the outreach base. For example, using traditional media as well as online and technology-based methods such as social networking and web-based efforts can also prove fruitful. Outreach efforts should target any neighborhood or population specific media (such as a neighborhood paper or a non-English language radio show).

## Address Logistic Barriers

Successful outreach efforts include identifying and addressing potential logistic barriers to participation. Common barriers and strategies to address these barriers for successful community engagement include:

- Language: Use of particular type of language and 'government jargon' discourages community member from participating in civic engagement opportunities. Presentation materials should be prepared to accommodate language needs. Materials should be prepared in the languages most used by the target population. It is recommended to prepare materials targeted at an 8$^{th}$ grade reading level for accessibility.

- Unfamiliar environment: Many community members are not familiar with government-organized civic engagement events. It is important to create a welcoming and supportive atmosphere to encourage community members to actively engage in the event. The event site should have clear signage, greeters, snacks and coffee, to make event participant feel at ease. Ice-breaker exercises can help people feel more comfortable. Interpretation services increase access for non-native English speakers.

- Location: The location where the community engagement event takes place is an important factor in encouraging participation. Ideally, the event should take place at a community-based setting where it does not symbolically exclude certain groups. The location should be comfortable and non-confining, with ample room for participants. Transit access and parking space are both important.

- Childcare: For some community members, making arrangements for child care adds an extra barrier to participating in community engagement events. Providing free

childcare or reimbursing participants for childcare costs will encourage more community members to attend public events (Lukensmeyer, 2013).

## Employ Effective Meeting Techniques

Small group discussions are a powerful technique for creating connections and fostering safe discussions of difficult subjects. Leighninger (2006) lists four main components of effective small group discussions:

- Having an impartial facilitator
- Allowing groups to set their own ground rules
- Encouraging participants to talk about their cultural background (this releases tensions and is a good starting topic)
- Providing a written guide to help structure the session.

Additionally, Leighninger recommends involving high rank public employees in the small-group discussions. Ideally, public officials should take on a *listener* role rather than an *expert* role. Organizers should be aware of the need to manage power differentials among participants. Some participants might take an authoritative role and dominate the discussion; as a consequence some community members may be shut out from active participation.

It is highly recommended to provide experienced facilitators for every group for the small group discussion (Lukensmeyer, 2013).

Some additional techniques that facilitate identifying commonalities and bringing group members closer to agreement include:

- The use of large video screens to share information with a large audience.
- Arranging networked computers at every small group to collect preferences and discussion notes. This data is transferred through the network to a group of analysts who identify themes and present those back to the larger group.
- Incorporate electronic voting keypads that allow participants to vote on their preferred options. The keypads are also used to collect demographic information about participants early in the session.
- Use online tools to foster participation from those who are unable to physically be present at the event.
- Arrange printing capacity on site for analysts to prepare a one page summary of the event and the policy preferences indicated by participants. Distribute the event summary to attendees in hard copy before they leave the event (Lukensmeyer, 2013).

## Identify Next Steps/Follow Up

It is important to ensure continued engagement by the event participants. Experts recommend sustaining engagement by connecting participants to existing networks or

creating new ones (Lukensmeyer, 2013), providing minutes and notes from the event, and signing people up for work groups or volunteering (Leighninger, 2006). It is also important to keep increasing the availability of authentic deliberative opportunities. Online interactions can be expanded and made more meaningful and effective (Lukensmeyer, 2013).

Government entities can also create institutional mechanisms such as staff training, incentives, best practices, evaluation plans, and dedicated staff positions that support the process of sustaining engagement.

## Engage Diverse Communities

Some researchers identified strategies that are specific to the promotion of engaging diverse communities. For example, Portney and Berry (1997) suggest that neighborhood associations are more effective than other organizations at mobilizing people in diverse neighborhoods. Putnam, et al. (2003) identified that smaller groups are better for forging and sustaining connections, while bigger groups provide critical mass, power, and diversity. They recommend a *federal*-type structure where small groups come together in a larger group to enhance power. They note that this *federal*-type approach helps sustain connections while including diverse viewpoints. They acknowledge that bridging social groups may mean "coming together to argue, as much as to share" (p. 279).

Other key aspects of engaging diverse communities include ensuring that people feel welcome and recognized in the day-to-day business of government. Both the provision of culturally competent services that address the needs of minority communities and the adoption of diversity management initiatives can reinforce the government organization's commitment to equity.

### Culturally Competent Services

Culturally competent services encourage minority communities to feel comfortable accessing services and participating in civic events. Cultural competence can be understood as a commitment to accept and respect differences in culture and incorporate new knowledge and experiences into a wider range of practice activities for serving different cultures (Rice, 2007). Some of the best practices identified by Benavides and Hernández (2007) include:

- Providing training to increase respect for and understanding of diverse ethnic and cultural groups, their histories, traditions, beliefs, and value systems (Bush, 2000).
- Ensuring language accessibility by offering translation and interpretation as standard services.
- Ensuring ethnic and cultural minority participation on boards and committees.
- Providing appropriate policing services through community outreach and bicultural and bilingual officers.
- Providing immigrant services that can help link new immigrants to health services, social services, and transportation.

## Diversity Initiatives

Government initiatives to develop and manage diversity and address cultural and demographic changes within communities also influence the long-term engagement by diverse communities. In an examination of local government diversity initiatives in Oregon, Nishishiba (2012) found five common components:

- Activities intended to diversify the organization, e.g., recruiting and hiring employees with diverse backgrounds, particularly through networking with community based organizations.
- Activities intended to serve a diverse clientele, e.g., providing services in multiple languages, hiring employees with specific cultural backgrounds, and training employees with culturally specific information.
- Activities intended to integrate and value a diverse workforce, e.g., developing and adopting a diversity action plan, assigning the lead role in diversity work to a specific department or position; and providing training.
- Preparatory activities, e.g., performing a community or employee needs assessment.
- Collaborative activities, e.g., working with other jurisdictions and local partnerships to share resources and promote diversity work.

# Multicultural Community Forum

## Purpose and Goals

Building on the existing outreach and engagement efforts by the City, the Multicultural Community Forum was intended to accelerate and expand meaningful public engagement opportunities between the City of Beaverton and its many and diverse communities.

The Forum was facilitated with several distinct goals in mind:

- To provide information about city structure and city activities to community members who are not familiar with the city,
- To reach out and facilitate engaging community members who have not been actively participating in city activities,
- To empower community members who are already involved to take leadership in furthering engagement by the community members, and
- To connect City staff and diverse community leaders in order to build relationships and break down barriers.

## Partnership Formation

Organizing the Multicultural Community Forum required a close collaboration among multiple organizations and groups. Key partners include: the Center for Public Service, Diversity Task Force, City of Beaverton representatives, and PSU students.

### Center for Public Service

In November 2012, the CPS planning team began working with the City discussing innovative ways to engage diverse communities in Beaverton. The CPS team and the City of Beaverton representatives (Jerry Allen and Daniel Vázquez) decided in December 2012 to organize a community event that would facilitate civic engagement amond diverse community members. The CPS team met with DTF members, City staff, community members, prior consultants, and others to research previous outreach and engagement efforts within the City. In addition, the team met with various cultural informants to gather information about approaches to make civic-engagement focused events attractive and accessible to cultural and ethnic minority Beaverton residents. CPS met with David and Leana Galiel of Elbowfish to brainstorm agenda activities and incorporate a playful approach in the community forum.

Throughout the planning of this event, the CPS group met weekly to communicate with the various partners and integrate the work of each; brainstorm, set, and implement the agenda for the event; plan and coordinate logistical details; and enlist, train, and coordinate volunteers. The team also researched best practices for diverse citizen engagement, detailed above.

The CPS planning group was comprised of the Associate Director for the Center for Public Service, Dr. Masami Nishishiba; the Project Coordinator, Fern Elledge; and five additional Portland State University students: Cynthia Alamillo, Charles Daniel, Maki Karakida, Anabel Lopez-Salinas, and Nicholas McCarty. Hatfield Resident Fellow Jeff Bailey led the early stages of the project until his fellowship ended in February 2013.

## Diversity Task Force

The project was introduced to the Diversity Task Force at their December 2012 meeting. The Diversity Task Force provided guidance and feedback on the event concept at each subsequent monthly meeting. The role of the task force was to inform the CPS planning group of potential concerns of minority group members, provide professional insight into the inner workings of the City of Beaverton, and assist in community outreach and marketing for the event.

The Diversity Task Force created a subcommittee to plan the event at their January 2013 meeting. The subcommittee met with the CPS team monthly initially and every other week as planning and outreach activities ramped up. Subcommittee members included: Kylie Bayer-Fertterer, Karla Hernandez, Ali Hodrodge, Miryang Kim, Abdi Mouse, Dorila Nava, Luis Nava, Jahed Sukhun, and Daniel Vázquez.

## City of Beaverton Representatives

The CPS team coordinated with Jerry Allen, Assistant Director General Services, to plan logistics for the event, collected information on access to City services and connected with other City employees and departments. Prior to the Forum, Dr. Nishishiba contacted each City Councilor to discuss the purpose of the Forum, review the agenda, and determine Councilors' desired outcomes. Dr. Nishishiba also held meetings in person or by phone with each of the City representatives who indicated interest in participating in the Forum, including representatives from the Human Rights Advisory Commission and the Beaverton Arts Commission, to discuss the purpose of the Forum, review the agenda and talk over the representative's role at the Forum.

Conflicts with previously scheduled activities prevented some departments from participating in the Forum. The CPS team met with representatives from the Sustainability Division and the Neighborhood Program to learn about their programs and invite them to the Forum. Unfortunately, Beaverton's Recycling Day was scheduled on the same day as the Forum, preventing any of the Neighborhood or Sustainability staff from attending the Forum. The CPS team, together with Mr. Daniel Vázquez, Cultural Inclusion Coordinator, also presented information about the Forum to the Beaverton Committee for Citizen Involvement, which consists of representatives from each of the eleven NACs and eight at-large members appointed by City Council. Because Recycling Day is largely staffed by volunteers from BCCI and Beaverton's NACs, BCCI and NAC participation in the Forum was limited.

The CPS team also reached out to Beaverton's Dispute Resolution Center. The Center had a facilitator training planned for the day of the Forum, so no staff were able to attend. However, the Dispute Resolution Center shared information about the Forum with their pool of trained facilitators, recruiting two volunteer facilitators for the Forum.

## PSU Public Administration Graduate Students

Students from Dr. Nishishiba's class, "Crosscultural Communication in the Public Sector", were recruited to assist with community outreach and staffing the Forum. Student teams focused on various cultural groups and coordinated with Diversity Task Force members on creative outreach methods. Their outreach efforts are detailed in the next section. This activity provided students the opportunity to practice cross-cultural communication and greatly enhanced the outreach efforts for the Forum. Students also interviewed Beaverton residents about barriers to civic participation and solicited recommendations for improving engagement in Beaverton's civic life.

In addition to the outreach required for the class, several students volunteered to help with staffing the event. Students assisted with registration and check in, greeting participants,

setting up the room and cleaning up afterward. Some students also volunteered as facilitators for the small group discussions.

# Outreach Strategies

Diversity Task Force members, the Cultural Inclusion Coordinator, the CPS team and Dr. Nishishiba's students delivered outreach and marketing efforts that continued through the day of the Forum. Outreach activities had two purposes; first, to promote the Multicultural Community Forum and second, to help built a connection between members of cultural and ethnic minority communities and the City of Beaverton.

A variety of outreach methods were employed, with a focus on personal interactions through invitations delivered in-person, by telephone and by email. Other outreach strategies involved posting fliers in public places, using local media, and advertising the event electronically. Outreach materials were available in ten languages (outreach fliers are included in Appendix B). The outreach fliers highlighted the participation incentives such as refreshments and a drawing for $25 gift cards, in addition to features that made the forum more accessible to the community, such as public transportation access, free childcare, and interpretation services.

## Community Leaders

To encourage participation, invitations to the forum were delivered through trusted community leaders. Community leaders are a mix of business owners, community-based organization representatives, and volunteers who are active in the community and represent cultural or ethnic minority communities. Community leaders were considered a resource to convey the importance of attending the forum as well as the value of engagement with the city.

Many Diversity Task Force members are community leaders who recruited members of their community to participate in the Forum. Diversity Task Force members were provided with electronic and hard copies of the outreach fliers and asked to share information about the Forum with their extensive networks. Diversity Task Force members outreached through in person contacts, phone calls and email distribution.

Students contacted additional community leaders though emails and phone calls. When possible they conducted informational interviews. The community leaders were provided with electronic and hard copies of the outreach fliers in appropriate languages for distribution. Community leaders were encouraged to reach out to their community and their organization to recruit participants. Furthermore, students provided direct in-person outreach with Beaverton residents in the form of friends, family, co-workers and professional network contacts.

## Canvassing and Posting Fliers

When possible, one-to-one invitations were issued to create a stronger connection with the diverse community members and increase attendance. The students formed small groups to focus on a specific demographic group to increase marketing efforts and participation. The availability of outreach fliers in multiple languages and student volunteers with diverse cultural backgrounds and language capacity were maximized to expand the range and quality of the outreach.

Contact with a diverse population was achieved by canvassing at the Beaverton Farmers Market. In person outreach was also done at the Village Baptist Church, Holy Trinity Catholic Church, Oak Hills Church, Mittleman Jewish Community Center, and other faith-

based organizations. As well as personal outreach, fliers were posted at these locations. Outreach canvassing continued the day of the Forum at the Farmers Market and the City Library.

Students canvassed the Cooper Mountain neighborhood, going door-to-door and talking with residents about the Forum. A second canvassing project was done by student volunteers recruited from an undergraduate conflict resolution class. Seven students volunteered to complete ten hours of service to fulfill the service learning section of the class.

To promote the forum, outreach fliers were posted and distributed across Beaverton. Business owners and community members received a detailed description of the Forum and a personal invitation to attend every time they were reached for permission to post a flier. Below are some of the locations where fliers were posted and distributed.

- Local Government: Beaverton City Library, Beaverton Police Department, Beaverton School District, Beaverton Family Resource Center, Beaverton USPS
- Stores: Fred Meyer, H-Mart, Gobugi Market, G-Mart, Uwajimaya, Fubon Market, Halal Market, Jung Hair Salon, and multiple other businesses.
- Restaurants: Hae Rim, Koreana, New Seoul Garden, Nak Won, D.J.K. Korean BBQ, Szechuan House, China Town Restaurant, Starbucks, and several others.
- Other organizations: Beaverton Hispanic Center, Kaiser Permanente, and Portland State University (Multicultural Center & La Casa Latina)

## Electronic Media

Outreach with community based organizations and individuals was made through email, newsletters, Facebook, organizational websites, community calendars and an on-line radio broadcast.

Community-based organizations active in the Diversity Task Force were a primary resource for distributing email invitations across their networks. Emails served as informational devices and personal invitations to the forum. Recipients received detailed information, electronic copies of fliers in multiple languages and an opportunity to discuss the Forum. Likewise, recipients were encouraged to both attend the forum personally and recruit others in their networks to attend.

Some of the other electronic contacts are listed below:

- City of Beaverton (website, Facebook, newsflash)
- Portland State University/Center for Public Service (website, Facebook)
- Portland State University/Office of Global Diversity and Inclusion (website, email/list serve)
- Beaverton Committee for Citizen Involvement and Neighborhood Association Committee chairs (email)
- Student groups: Somali Student Association, Portland State Confucius Institute, Iranian Student Association of Portland, Fellows of the Asian Pacific Islander Community Leadership Institute (email, Facebook, newsletters)

- Center for Intercultural Organizing (email/listserve)
- Immigrant & Refugee Community Organization – Diversity and Civic Leadership Program (email/list serve)
- Brama – Gateway Ukraine (website)
- Coalition for a Livable Future (newsletter)
- Native American Empowerment Outreach
- Schools: Western Oregon University, Ukranian School of Knowledge, Oregon School for the Deaf, Oregon Hope Chinese School (email)
- Northwest China Council (email)
- American Towns and KGW (community calendars)
- Live radio announcement on the online-radio show "Que sabor" (This is a Spanish speaking radio show that transmits online from Beaverton.)

## Print Media

The Multicultural Community Forum started gaining media attention in the planning phase of the forum. On February 20, 2013, The Oregonian published "Beaverton working with Portland State to begin crafting minority inclusion plan". This article gave a brief introduction to the purpose of the forum; how can the city reach out to minorities. On March 6, 2013, the Portland State University newspaper, The Vanguard, published "PSU reaches out to Beaverton Minorities". The Beaverton Valley Times followed up with an article titled "Cultural Inclusion Coordinator works on PSU diversity study" on March 14, 2013.

As the event grew closer, The Oregonian, published "Beaverton and Portland State to hold Multicultural Community Forum June 1" on May 22, 2013. Then, a student outreach group interviewed Edward Kimmi (President of Korean Society of Oregon) and Daniel Vázquez and prepared a news release that was submitted to Beaverton Valley Times and published as "Cultural inclusion forum seeks to connect" on May 29, 2013. Lastly, The Oregon Herald published "Beaverton and Portland State University hosts City's first Multicultural Community Forum June 1" on May 29, 2013. See Appendix A for links to all articles.

In addition to news articles, one free advertisement was published in the May 2013 issue of the Beaverton Resource Guide. The Beaverton Resource Guide is a free monthly community paper with more than 10,000 copies distributed across Beaverton. The Resource Guide includes community events, news and local business highlights. A paid advertisement was published in the Beaverton Leader on May 22, 2013. The Beaverton Leader is a weekly community newspaper published by The Oregonian and distributed in the City of Beaverton and surrounding neighborhoods.

## Most Effective Outreach

Personal connections and relationships led to the most effective outreach efforts for students. Many Diversity Task Force members are well known and trusted in their communities. Some students had existing contacts within Beaverton. Those contacts allowed for both personal outreach to individuals, and outreach through relationships with community leaders. Invitations issued by trusted community leaders or personally known individuals were more effective than canvassing public sites. Other students had cultural and language backgrounds that enabled them to connect with the target population.

Based on the feedback from the comment cards and the online survey (Appendices J and K), the most effective contact was made through the members of the Diversity Task Force, community members and friends. More than half of respondents (55%) indicated that they had heard about the Forum through one of these methods. Email was the next most effective method. Other methods cited were outreach fliers (received in the mail or posted in public places), City of Beaverton website announcement, and PSU students.

# Event Coordination and Logistics

## Location

Best practices research led the team to search for a venue with the following features:

- Central location that would be easy for people to find.
- Accessible by TriMet for those who depend on public transportation and ample parking for those who drive.
- Capacity to accommodate one hundred people in a flexible format (not auditorium seating) with a separate room available for child care.
- Cultural neutrality.

The search for a venue started with City facilities – the Beaverton City Library, Resource Center and Community Center. Since City Hall is located in the same building as the Police Department it was determined to be an undesirable location as many people refer to the building as the "Police Station". New immigrants often bring with them negative experiences with law enforcement in their home countries that might make them reluctant to attend an event affiliated with police. Many of Beaverton's facilities were already booked with other events at the desired date and time, or did not have a separate room for childcare available. Looking outside of City resources, the team researched several downtown Beaverton churches. Initially, the Portland Central Church at Hall and Allen generously agreed to host the event.

After receiving feedback from community and Diversity Task Force members, the team determined that holding the event at a faith-based facility might decrease turnout. Experience that cultural informants shared with us indicated that members of other religious groups might be hesitant to attend an event at a church in order to avoid any attempts at conversion. Churches were seen to be good locations only if the event was sponsored by the church and the target population was church members. This held true even though the Forum was government sponsored and not affiliated with a faith institution.

With this in mind, the search process was reset and several new locations were considered. Schools were considered a good option because many community members are already familiar with Beaverton schools through their children. Several Beaverton School District middle and high schools were contacted, but they were already booked with end of the school year activities or had a long approval process that would have precluded effective outreach. Because options were severely limited, the Garden Home Recreation Center was reserved through the Tualatin Hills Parks and Recreation Department, despite the concern that it is not centrally located, has poor transit access, and is technically outside of Beaverton city limits.

However, after the event was consolidated to one day and rescheduled for June 1st (see the process of date determination in the section below), previously discounted options became available, and the Beaverton Community Center was chosen based on its central location on two TriMet routes across from the well-recognized City Library. The Community Center also was perceived as culturally neutral, had two rooms available (one that could be used for Forum activities while the other was used for childcare), and had a parking lot.


Beaverton Community Center

## Date

The planning team initially contemplated a two part event and identified Thursday, May 9, and Saturday, May 11, as the desired dates for the event. We then recognized that Mexican Mother's Day was celebrated on May 10 and this was likely to limit participation from the Hispanic/Latino community. The team then focused on May 16 and 18 but was unable to identify a suitable venue that would be available on those dates.

Realizing two separate and substantial time commitments would exceed what could reasonably be asked of both community members and event partners from the City and community based organizations, the team decided to consolidate the event into a one day forum. Although many venues were available on Memorial Day weekend, holiday activities would discourage participation. This led the team to select Saturday, June 1, as the date of the Forum. Shortly before the Forum, it became clear that holding the event on Saturday prevented persons who observe Sabbath on Saturday from attending. We recommend that this be taken into consideration when planning future events.

## Childcare

Another best practice for encouraging civic participation is providing childcare. The lack of childcare could have been the difference between the attendance and nonattendance of community members. A licensed childcare provider who was set up to provide off-site services was identified and contracted for the event. The provider supplied food, toys, art supplies, TV/DVD player, CDs of children's songs, G-rated video, and other materials in addition to supervising the children and leading them in age-appropriate activities.

The availability of free childcare was promoted during outreach and recruitment for the Forum. It was included on all promotional materials. Participants were encouraged to pre-register in order to take advantage of the childcare service. Seven children were pre-registered. Several walk-ins arrived at the event and the provider ended up accommodating twenty children over the course of the Forum.

## Language Services

To attract community members who were not native English speakers, particularly newer immigrants, the team committed to translating most materials used in the Forum. Volunteers were recruited to provide translations of the outreach fliers, PowerPoint slides and a handout on Beaverton's boards and commissions. They generously donated the time to produce culturally appropriate translations of multiple documents in support of the Forum. The translations were the same languages used by the Diversity Task Force for the translation of the City Services Resource Guide (Arabic, Chinese, Japanese, Korean, Russian, Somali, Spanish and Vietnamese). Farsi was added thanks to the availability of volunteer translators and applicability to Beaverton residents.

Members of the Diversity Task Force and other cultural informants emphasized the importance of providing interpretation during the Forum. In light of the potential need for interpretation into several different languages, it was decided that simultaneous translation headsets would be arranged. Several community-based organizations with translation equipment were contacted, and the East Portland Action Plan agreed to loan the equipment for the event. Two separate sets of translation equipment were provided so that interpretation could be provided in two languages. Volunteers were available to provide informal interpretation in additional languages if needed.

Interpretation services were advertised in outreach materials. Community members were asked to pre-register and indicate their language needs if they wished interpretation. Very few requested interpretation. It was decided that volunteer interpreters for the most commonly spoken languages in Beaverton would be on standby and a determination for interpreting service would be made at the time of the event based on which languages were in greatest need of translation.

During the event, members of the Somali community were the only ones to request interpretation services. A member of the Diversity Task Force member who had recruited the participants and who was on standby as a Somali interpreter provided interpretation using the simultaneous interpretation headsets. As he was in the same room as the event, the interpretation was sometimes distracting to other participants, particularly in the close quarters of the relatively small venue.

## Facilitators

Quality facilitators for each small group are considered a best practice for civic engagement. With a limited budget, the CPS team worked with community organizations to recruit volunteer facilitators. Beaverton's Dispute Resolution Center, Resolutions Northwest and Portland State University's graduate program in Conflict Resolution assist in recruiting facilitators by distributed notices to their members. In addition to these formally trained facilitators, volunteers from PSU's Public Administration program and other community volunteers provided facilitation services.

Dr. Nishishiba delivered a two-hour orientation and training to facilitator volunteers the week prior to the Forum. This was to ensure that facilitators were familiar with the overall event agenda and the purpose of the small group discussions, and to introduce facilitators to the case study scenarios that were used in the small groups. The training was held at the Beaverton City Library. Separate in person or phone meetings were scheduled with volunteer facilitators who had been unable to attend the initial training.

## Registration

The planning team decided to offer pre-registration to assist with planning and to encourage community members to commit to attending the Forum. However, pre-registration was not required so that interested community members would feel comfortable with walking in on the day of the event. Participants who requested childcare or interpretation services were asked to pre-register for those services so that capacity requirements could be determined ahead of the event.

Web-based registration was determined to be convenient for most community members. To accommodate those with limited computer access, a Google Voice phone number and dedicated email account were created and publicized. This phone number and email address were also available for questions and further information prior to the Forum.

Neither the City of Beaverton nor Portland State University could easily provide web registration with a custom URL. Organizers used PlanetReg, an on-line registration service

that did not charge for providing services to free community events, to provide web-based registration for the Forum. This service gave the planning team the ability to create customized registration pages that included a map to the venue, and collection of custom event data such as interpretation and childcare needs. A semi-customized URL (www.planetreg.com/DTFforum) was created to make it easier to navigate to the registration site. A hotlink to the registration site was included in electronic versions of the outreach fliers and in outreach emails.

### Incentives

Refreshments and a drawing for gift cards were planned as incentives to increase participation and were highlighted in outreach materials. Food and beverages were selected to appeal to a diverse array of participants. Coffee (regular and decaf), tea (hot and iced), fruit and cookies were available during registration and check-in. During the break, additional food options included hummus and pitas; tortilla chips, bean dip and guacamole; and spring rolls with dipping sauce. Although the planning team considered choosing a cultural or ethnic minority vendor to provide refreshments, a general-purpose caterer was selected instead to not create the appearance of giving preference to a particular culture.

Tickets for the gift card drawing were distributed at registration. The drawing was held at the end of the event to encourage participants to stay. The DTF subcommittee recommended gift cards to Fred Meyer and WinCo as options that would be of general utility and appreciated by community members. Four $25 gift cards were purchased, two from each store, for an affordable and popular incentive.

## Forum Activities and Agenda

The goal for the Forum was to engage and empower culturally diverse Beaverton residents. The planning team worked to ensure that activities would engage the forum participants and provide the opportunity for residents to talk while city leaders listened. A *playful approach* was used to enhance engagement. The Forum took place on Saturday, June 1, 2013, from 1-5 PM at Beaverton's Community Center.

### Planning

This event was initially named a "Listening Forum," with the idea that the City needs to listen to community voices. Discussions with Diversity Task Force members, however, revealed that many in the community felt the City had already held "Listening Forums" in the form of the 2009 and 2011 community outreach meetings. The DTF prioritized an event that would provide practical information about avenues for participation and identified two target audiences for the event: (1) those residents wanting to be more actively engaged in civic life who didn't know how to get involved, and (2) those residents wanting to be more actively engaged in civic life who had basic knowledge of city services and process, including existing community leaders.

The DTF subcommittee initially planned to hold a two-day event. It was envisioned that the first day would focus on introduction to civic engagement, targeting residents who had not previously been involved. The second day was planned to be a follow-up session targeting more active residents as well as those who had attended the initial event. The first event was to be held on a weekday evening, with the latter held the following Saturday.

As discussed in the Event Coordination and Logistics section above, the team had difficulty finding a centrally located, transit accessible, culturally neutral location that could accommodate two events. The team also realized that it would be difficult to recruit people willing to interrupt their busy lives for two different events in the same week and decided to

consolidate the event into one Saturday afternoon session. Since the event was focused on community engagement rather than listening, the name was changed to "Multicultural Community Forum".

## Event Set-up and Reception

An effort to create a welcoming atmosphere was made to encourage active participation. Greeters met people outside the event site and assisted them in finding parking and the correct entrance to the building. The registration staff provided participants with a City of Beaverton reusable shopping bag and tickets for the gift card drawing that was held at the end of the Forum. Interested participants were directed to the childcare room and the interpretation desk. Agendas were distributed at the entrance to the main room. An agenda handout was provided to the participants (see Appendix D).

The main room was arranged with chairs in rows in the center. Food and beverages were available at side tables. Other tables displayed resource materials from the City, including the translated City Services Resource Guide and information on Beaverton's Boards and Commissions in eight languages. Tualatin Hills Parks and Recreation, Tualatin Hills Fire and Rescue and the Beaverton City Library provided resource information. Several community based organizations also brought materials that were displayed for participants.

During the registration and check in period, a slide show played in the main room. The team developed a Beaverton Fun Facts slide show in a question and answer format, with questions such as, "Who is the Mayor of Beaverton?" and "When did Beaverton become a city?" The answers (Denny Doyle and 1893, respectively) were displayed following the questions. The slide show was presented in Arabic, Chinese, English, Farsi, Japanese, Korean, Somali, Spanish, and Vietnamese (see Appendix E.)

## Welcome

Dr. Nishishiba acted as master of ceremonies (MC) for the Forum, coordinating the speakers and activities. The team asked City Councilor Mark Fagin to welcome participants to the event. Councilor Fagin is the city council liaison to the Diversity Task Force and had been involved in planning the event.

Councilor Fagin welcomed participants and Councilors Arnold, Bode and King to the Forum. His talking points included Beaverton's strength in diversity; desire to have the City's boards and commissions reflect the City's diversity; and current inclusion efforts within the City. The presence of four city council members at the Forum highlighted Beaverton's commitment to increasing engagement with culturally diverse residents.

Dr. Nishishiba and Councilor Fagin demonstrate the mirror exercise.

## Icebreaker

Since the participants at the event were from diverse backgrounds, efforts were made to help people feel welcome and engaged regardless of their culture of origin and language. The team chose a "mirror exercise" as an icebreaker to meet this need. The mirror exercise is an activity in which attendees are asked to organize into pairs and mirror each other's' movements. First, one of the partners is asked to make movements and the other is asked to mirror them. After 30 seconds, the partners switch roles and the other partner leads

for 30 seconds. At the end, each pair is instructed to move simultaneously and anticipate each other's movements without designating a leaders and a follower.

The mirror exercise was introduced and demonstrated by Dr. Nishishiba and Councilor Fagin. When the exercise was tested prior to the Forum, some participants reported feeling vulnerable or silly. Having leaders demonstrate the exercise beforehand allowed Forum participants to feel more comfortable with the activity. Because the activity was a movement exercise, language differences were not a barrier and participants were able to build cross-cultural connections. The activity raised the energy in the room; participants were laughing and smiling. One participant even mentioned the icebreaker as their favorite activity in a post-Forum survey.

Dr. Nishishiba summed up the icebreaker activity by informing participants that the mirror activity was similar to the relationship between the community and the City. Sometimes the City leads, sometimes the people lead, and sometimes they have to listen to each other. Dr. Nishishiba then introduced the next activity, small group discussions.

## Small Group Discussions

The small group discussions were designed to engage participants in problem-solving and resource-sharing. The intent of the activity was to identify issues the community has been facing and help people address them while interacting with other members of the community who might be facing the same issues.


Small Group Discussion

Using a case study approach, the planning team developed two scenarios that were designed to elicit problem solving responses from community members. One scenario involved a neighborhood safety concern and the other involved a small business development concern. These scenarios were chosen as likely to reflect actual concerns of community members. The scenarios were presented by facilitators in the first person, as if the facilitator was asking participants for help with an issue. See Appendix F for the scenario guide sheets that were given to facilitators. Facilitator recruitment and training is discussed in the Event Coordination and Logistics section, above.

The team asked city representatives to primarily take a listening role during these small group discussions. This allowed the participants to actively engaging in finding solutions and alternatives to the issues presented in the scenario. Emphasis was placed in facilitating discussion among community members rather than having the responses provided by city representatives. This approach revealed the depth of knowledge held by the community.

The team had planned for eight small groups with 4-8 participants each. Last minute cancellations by facilitation volunteers meant that five groups with 10-15 participants each were formed. Each group chose a scenario for discussion. Four groups used the neighborhood safety scenario and one group used the small business development scenario. Each group had a facilitator and a record keeper who took notes on a flip chart (transcriptions of the flip chart notes are included in Appendix G).

The neighborhood safety scenario involved a person who had their garage broken into during the day. A neighbor had reported a similar incident. The facilitator asked the group for assistance in addressing and preventing crime, accessing city services, and identifying other neighborhood concerns that the city could address.

Participants arrived at a variety of solutions for this scenario. Among the most frequently noted solutions were:

- Forming a neighborhood watch
- Building community within the neighborhood through social events
- Involving Neighborhood Association Committees
- Reporting criminal activity to police
- Improving lighting on dark streets

Participants also noted a number of barriers to implementing these solutions. The most repeated challenges were:

- Language and cultural barriers between community members and city staff
- Fear of calling 911, police or DHS
- Feeling singled out or profiled by police, lack of trust in the legal system

The small business development scenario involved a small business owner with questions about the urban renewal process. The facilitator asked the group for assistance accessing city services that might help with expanding the business.

The suggestions for expanding the business and influencing the urban renewal process that arose during the discussion were:

- Contacting city staff, the mayor, and city council
- Contacting the Chamber of Commerce
- Working with other area businesses, promoting historic aspects of the area
- Creating an organization to provide information and encourage private investment

Regardless of the specific scenario, many of the groups discussed ways of increasing community involvement. Some of the suggestions were:

- Providing an orientation/welcome package to new residents
- Involving schools, churches and nonprofit organizations
- Providing both face-to-face and electronic opportunities for neighbors to connect and share information.

Following the small group discussions, participants returned to the large group and reported back about the contents of their discussions. This elicited additional conversation and discussion between the groups.

Before transitioning to a break, Dr. Nishishiba asked participants to write a concern regarding their neighborhood or the city on a sticky note. Participants were then to identify their neighborhood on one of four Beaverton maps placed around the room and place the sticky note near their neighborhood. City representatives were to respond to these concerns in the second half of the event. The concerns were collected and are available in Appendix H.

This also provided the opportunity for participants to identify the Neighborhood Association Committee area in which they resided.

## Mayor's Message

Mayor Denny Doyle arrived from an earlier event during the break. This allowed time for participants to meet and speak with the Mayor prior to his speech. Many participants had their pictures taken with the Mayor. Several post-Forum survey responses mentioned appreciating the opportunity to interact with the mayor, city councilors and city staff.

> I liked how the event allowed the community members to really interact with the mayor and city councilors - it was good face time.
> - *Forum Participant*

The Mayor spoke about the creation of the Diversity Task Force and some of its accomplishments. The Mayor introduced the Diversity Task Force members who attended the Forum and thanked them for their efforts supporting the Forum. During the introductions, a slide show played with logos from community based organizations that had assisted with outreach for the Forum.

## Presentations by City Representatives

The intent of this activity was for city representatives to present information about their department that was directly related to concerns identified by community members. These concerns were solicited through the sticky note activity mentioned above. However, the number of concerns identified by this activity was quite small. City representatives instead presented general information about their department or commission and answered questions from community members in the second part of the Forum after the break. This allowed the city representatives the opportunity to address any community concerns. Presenters included:

- Rob Solomon, Beaverton Human Rights Advisory Commission
- Vici Wolff, Beaverton Arts Commission
- Consuelo Star and Neil Stellingwerf, Beaverton Police Department
- Richard Hoffman, Tualatin Valley Fire & Rescue
- Holly Thompson, Beaverton Community Vision
- Don Mazziotti, Community and Economic Development Department
- Deborah Martisak, Public Works
- Sarah Vandehey, Beaverton City Library

In addition, presentations were made by outreach workers from Washington County Community Action and members of Aloha Unite.

## Interactive Polling

After the presentations by city representatives, use of an interactive polling device gave participants the opportunity for more active participation and engagement. The interactive polling device was integrated with a series of PowerPoint slides. A series of questions was presented on the slides. Each question had multiple choice answers. Participants used electronic keypads to transmit their response. The responses were automatically tabulated and displayed on a chart on the slide following the question, providing immediate feedback to participants. The slides are included in Appendix I of this report.

The polling began with a question about participants' favorite thing about Beaverton, allowing participants to become familiar with the technology with a low-pressure question. (The City Library was the favorite option of participants, with the Farmer's Market a close second.) Subsequent questions were used to prompt respondents about various ways they could become engaged with Beaverton's civic life, collect demographic information and solicit preliminary feedback about the Forum.

Participants generally prioritized getting involved through the Diversity Task Force, community based organizations, and Beaverton boards and commissions. Collection of demographic information was presented in a non-intrusive fashion as a celebration of the diversity of participants. Participants responded quite positively to seeing their diversity represented on the slide. Seventy percent of participants rated the Forum as excellent, and twenty participants indicated a willingness to help plan another event.

## Closing Activities

A drawing for four $25 gift cards was held prior to closing the Forum. Participants had received raffle tickets at registration. Councilor Fagin and Daniel Vázquez (Beaverton's Cultural Inclusion Coordinator) performed the drawing and distributed the gift cards. Dr. Nishishiba thanked community members for their thoughtful participation in the Forum and encouraged them to take the opportunity to network with representatives from the City and community based organizations.

Comment cards were distributed at the end of the Forum to solicit additional feedback from participants (summarized in Appendix J). In the week following the Forum, a survey was emailed to those participants who had provided email addresses at registration, as well as City representatives and PSU volunteers. A reminder was sent to those who had not yet completed the survey about a week later. Survey feedback is summarized in the next section and included as Appendix K.

# Forum Feedback and Outcomes

One hundred twelve individuals attended the Multicultural Community Forum on June 1, 2013. Of those, twenty-five were PSU staff and volunteers; sixteen were City of Beaverton elected officials, staff, and commission members; and seventy-one were community members. See Appendix C for a list of attendees.

## Participant Demographics

Demographic information was not collected at registration as this was deemed potentially off-putting and a barrier to participation. Instead, the interactive polling activity included a section celebrating the diversity of participants that collected demographic information (Appendix I). Community members were the primary participants in the interactive polling; volunteers and City representatives largely did not participate. Participants in the interactive polling identified as having diverse ethnic backgrounds, depicted in Figure 3.

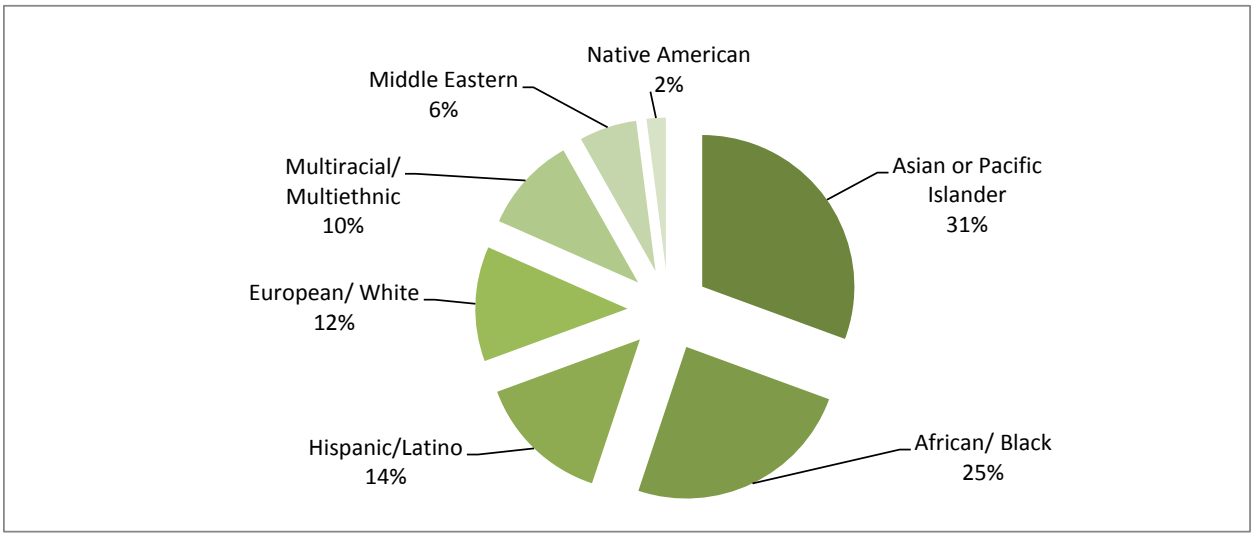



**Figure 3. Ethnic Background of Interactive Polling Participants**

This indicates that the outreach efforts were largely successful in reaching diverse Beaverton community members. We examined 2010 Census data to attempt to identify the proportions of Beaverton residents who are cultural and ethnic minorities. To isolate those who are minorities, we removed those who identified as Non-Hispanic Whites. Of the remaining minority Beaverton residents, 49% identified as Hispanic/Latino, 31% as Asian, 10% as two or more races, 7% as Black/African American and 3% some other race. In line with census data, 31% of Forum participants identified as Asian or Pacific Islander. The outreach in the Somali community was particularly strong, reflected by 25% of participants identifying as African or Black. However, outreach to the Hispanic/Latino community was not as successful; only 14% of participants identified as Hispanic/Latino. This last point was reflected in comments in the post-Forum survey (Appendix K) suggesting stronger outreach was needed in the Hispanic/Latino community.

Another indication of the diversity of participants is the numbers who are foreign born. Census data indicates that about a quarter of Beaverton's minority residents are foreign born. Outreach to the immigrant and refugee communities was highly successful. The majority of participants (57%) identified as first generation immigrants to the United States, as shown in Figure 4.

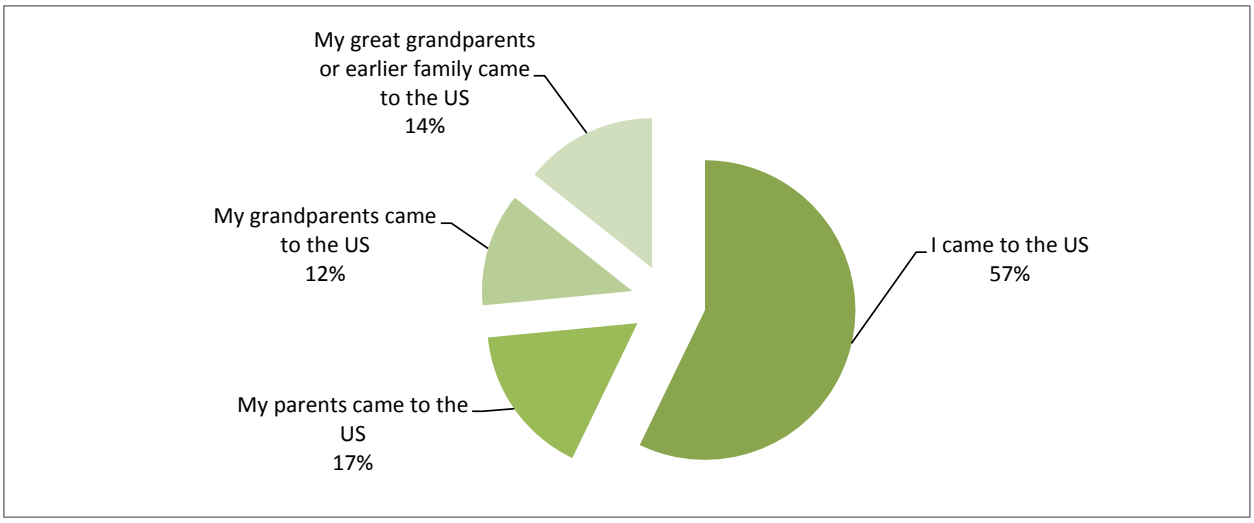



**Figure 4. Responses to Question "When did your family come to the United States?"**

While the majority of residents were foreign born, they were not necessarily new to Beaverton. Although more than a third of respondents had lived in Beaverton for three years or less, 10% had lived in Beaverton more than twenty years and 28% between eleven and twenty years (see Figure 5).

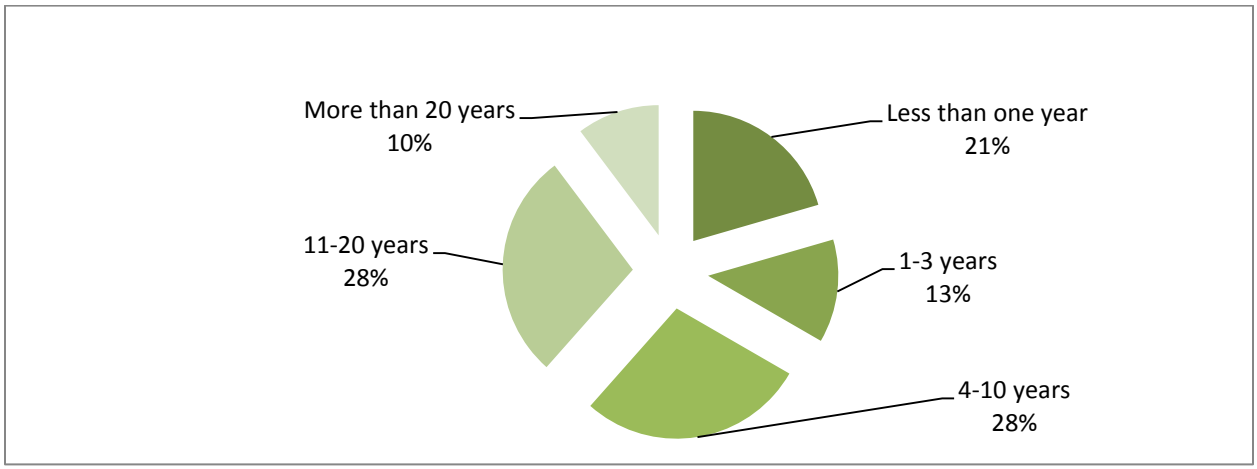



**Figure 5. Length of Time Participants Have Lived in Beaverton**

Participants came from a variety of neighborhoods across Beaverton and the surrounding area. After being given the chance to find their Neighborhood Association Committee on a map of Beaverton, participants identified as residing in every NAC except for Highland and West Slope. The Central Beaverton and Five Oaks/Triple Creek neighborhoods were the most highly represented. Figure 6 shows the neighborhood distribution of participants.

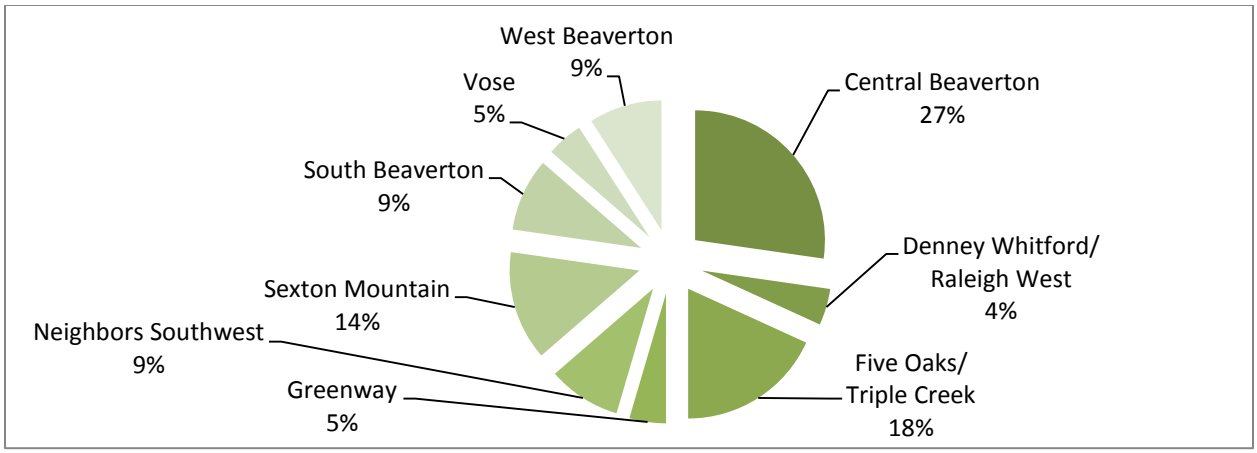



**Figure 6. Neighborhood Representation**

## Feedback from Participants

Feedback was gathered from participants by distributing comment cards at the end of the event and by email distribution of a web-based survey following the event. Twelve comment cards were turned in at the event and fifty survey responses were collected after the event. See Appendices J and K respectively for complete comment card and survey responses. Responses were positive overall, yet noted some areas for improvement.

Survey respondents were asked to rate the event on a scale of 1 (Very Bad) to 5 (Very Good). Table 1 shows the mean ratings for this series of questions. Survey respondents were given the opportunity to identify themselves as Beaverton community members, Beaverton elected officials, Beaverton employees, Beaverton board or commission members, Diversity Task Force members, Neighborhood Association Committee members, and/or PSU volunteers. Community members (those who did not identify themselves as City of Beaverton elected officials or employees or as Portland State volunteers) gave the Forum a mean rating of 4.07, indicating that survey respondents generally rated the Forum as Good. City and PSU affiliated respondents rated the event slightly higher at 4.31, indicating that they were somewhat more positive about the Forum.

# Table 1. Mean Ratings of Survey Questions

| Survey Question | Rating (Community Members) N=28 | Rating (City or PSU Affiliated) N=13 |
|---|---|---|
| How would you rate the event overall? | 4.07 | 4.31 |
| How would you rate the small group discussions? | 4.11 | 4.08 |
| How would you rate the knowledge you gained from the speakers? | 3.89 | 3.69 |
| How would you rate the location? | 3.89 | 3.69 |
| How would you rate the refreshments (food and beverages) | 4.00 | 4.46 |

*Mean rating on a five-point scale from 1 (Very Bad) to 5 (Very Good).*

The respondents rated the small group discussions more highly than the speakers. In the comments, respondents noted that the small group discussions were good, but the small size of the room made it difficult to hear during the small group discussions. The prevalent

comment about the speakers was to request that the speakers be separated into two sessions with a break in between.

The location received the largest number of "Bad" ratings (6 out of 41). There were multiple comments from both community members and City or PSU affiliated participants that a larger venue would have been preferable. The central location of the Community Center was mentioned positively, although the lack of signage identifying the building and the event was seen as a barrier.

Feedback from volunteers assigned to assist with parking indicated that limited parking availability was a barrier to participation. Both the Community Center parking lot and adjacent City Library parking lot were taken up by people attending the Farmer's Market. Some potential participants informed the volunteers that they would go home rather than try to hunt down a parking spot.

Refreshments were rated well by community members and City/PSU respondents. Although the length of the event was not formally rated, many respondents suggested making the event shorter in their comments.

## Key Lessons Learned

**Outreach effort.** Outreach may have been more effective if it had begun earlier. Setbacks in finalizing the date and venue delayed the production of outreach fliers and the start of major outreach efforts until a few weeks prior to the event. Even with time-limited outreach efforts, seventy one community members participated in the event. Outreach was most successful when personal connections were leveraged. The Hispanic/Latino community was under-represented at the Forum and may have benefited from more focused outreach effort.

**Location.** The availability of centrally located, transit-accessible, culturally neutral public space in Beaverton is quite limited. Larger venues exist but must be scheduled several months in advance. Future event organizers should begin researching location options five to six months prior to the event date. If a Beaverton Multicultural Center is developed, it may be an ideal location to hold a diverse, inclusive event.

**Date.** The Forum was scheduled on the same day as Beaverton's Recycling Day. This severely limited the participation of NAC members, as Recycling Day is heavily staffed by NAC volunteers. Earlier identified dates had conflicted with cultural holidays. Future event dates should be compared with the City's calendar as well as with calendars of cultural holidays. Another consideration is whether nearby events (such as the very popular Farmer's Market) may constrain parking options.

**Length and Information Sharing.** Survey responses indicated that participants felt the Forum was long overall, particularly the array of speakers representing City departments, commissions and boards. This activity was intended to respond to community concerns as identified by sticky notes on several Beaverton maps placed around the room. However, the instructions to participants regarding identifying community concerns may not have been clear – or participants may have been ready for a break rather than engaging in another activity. Fewer than a dozen concerns were noted, so the decision was made to just have City representatives introduce themselves and their program. While some commenters mentioned this section among the things they liked best about the Forum, it decreased the immediate relevance of the information to participants. The City representative activity could be restructured to allow for more active participation by community members.

**Follow-up.** It was not clear to participants how the information gathered at the event through the small group discussions and solicitation of community concerns would be used.

It may have been helpful to let participants know what to expect as a response from the City throughout the activities.

**Future Events**. Survey respondents suggested that future events should include school representatives and the opportunity for community leaders to introduce themselves and their organization.

## Successes

The Forum brought together a diverse group of Beaverton residents with City representatives. Community members represented a wide cross-section of Beaverton's culturally and ethnically diverse residents. Support services, such as childcare, translation and interpretation, addressed common barriers to participation and increased the accessibility of the Forum.

The Forum met the goal of impacting community members' engagement in civic life and knowledge of Beaverton services. **Sixty-five percent of community members agreed or strongly agreed that they are more likely to get involved in Beaverton's civic life because of the Forum.** Several survey respondents mentioned already being active in Beaverton's civic life in their comments. **Seventy-six percent of community members agreed or strongly agreed that they are more knowledgeable about Beaverton's services because of the Forum.** One commented, "This is my first time I attended such event, first time I know about Beaverton's services."

The Forum also met the goal of building relationships between City representatives and diverse community members. Community members reported appreciating the opportunity to interact with City officials and employees with comments such as:

- I liked the fact that I was able to meet the city staff and mayor
- I had opportunity to talk, see and be able to be seen by the authority
- It was a good experience meeting the people working for the city and them meeting some of the community members

The Forum reinforced the City's commitment to inclusion and engagement of Beaverton's diverse residents.

# Conclusion

The City of Beaverton has several strong initiatives intended to support and encourage citizen participation in civic life. Beaverton acknowledges the need to improve its engagement of cultural and ethnic minority residents. The Community Vision Action Plan, creation of the Diversity Task Force, and agreement with the CPS Innovation Laboratory to produce the Multicultural Community Forum are indications of Beaverton's commitment to diverse community involvement.

The Multicultural Community Forum succeeded in attracting diverse participants, including some who had not previously engaged with the City. Participants engaged in open dialogues with other community members and City representatives, beginning to build the relationships necessary to break down barriers to participation.

Where does Beaverton go from here? The next sections review common barriers to participation experienced by minority and immigrant communities and make recommendations for next steps for the City of Beaverton.

## Barriers to Participation

The team identified several common barriers to civic participation by cultural and ethnic minorities through discussions with Diversity Task Force members and cultural informants, literature review, reports of interviews that students performed with diverse Beaverton residents, and small group discussion notes. These barriers are listed below:

**Not knowing how to get involved.** Many recent immigrants do not understand how the American local government system works and do not know how to access services or participate in decision making. They may have a different cultural understanding of civic engagement stemming from their country of origin. Both recent immigrants and long-established Beaverton residents cited a lack of awareness of opportunities for community engagement.

**Not believing that their input will be valued.** Some interviewees who participated in PSU students' informational interviews were hesitant to participate because they thought City officials would ignore their opinions. Others were afraid that the Forum would be a one-time window-dressing event rather than a step toward long-term integration of diverse voices in City government.

**Distrust of government.** Immigrants and refugees may have negative experiences with government in their country of origin that affect their willingness to interact with the City or other local government. Law enforcement in particular may have been perceived as corrupt, violent or untrustworthy. Some interviewees mentioned a reluctance to interact with Beaverton police for fear that their undocumented status would result in deportation.

**Logistic barriers.** Practical barriers to engagement included language, transportation, time, and childcare needs. Non-native English speakers may feel that they are unable to engage in civic events held primarily in English. A lack of transit access, especially in outlying areas, makes it difficult to attend events. Lack of time with busy work and family responsibilities limits the time available for engagement. Childcare needs and other obligations may prevent engagement.

The team attempted to address as many barriers as possible prior to the Forum. In particular, the translation and childcare services provided at the Forum addressed some of

the logistic barriers to participation. Vigorous outreach through a variety of mediums addressed the barrier of not knowing how to be involved. Community leaders, principally members of the Diversity Task Force, were able to explain Beaverton's civic process in contrast to any past negative government experiences. We recommend that the City focus future efforts on addressing issues of not believing input would be valued and past negative experiences of government by examining the City's ability to provide positive, responsive interactions with diverse community members.

# Recommendations

The team recommends the City adopt the following practices in order to promote inclusion of Beaverton's ethnic and cultural minority residents.

## Address Logistic Barriers

If not already a standard, the City should commit to providing childcare and translation services for community events to make it possible for families and non-native English speakers to participate in the city events. City documents should be available in the languages most commonly spoken by Beaverton residents. The City should offer free or low-cost English language classes, perhaps through the City Library. The City may consider investing in more frequent public transportation or developing transportation lines that reach outlying areas of the city.

Beaverton should work on increasing the number of multilingual staff, especially front line workers who interact directly with community members. Beaverton could also consider developing formal relationships with community liaisons who could act as consultants and translators for their communities.

## Improve NAC outreach and awareness of opportunities for engagement

The Neighborhood Association Committees are a well-regarded tool for building community involvement, but cultural and ethnic minorities are underrepresented on NAC boards. One small group facilitator noted that none of the community members in her group were aware of the existence or role of Neighborhood Association Committees until they were mentioned by the City representatives in the group. Small group discussion participants suggested that the City focus on community building through supporting neighborhood social events, which might be organized by NAC boards.

Forum participants and interviewees suggested that the City would benefit from advertising the dispute resolution center and informing community members about the opportunities for input to the comprehensive plan. The City also needs to inform community members about the benefits of engagement and civic participation and ways for individuals to increase engagement with City decision-making processes.

## Promote cultural competence within the City of Beaverton

Efforts at external outreach need to be matched with internal efforts to promote cultural competence. While Forum participants were gratified to see City officials and employees engaging with a broad community, interviews indicate that community members would like to see further education for City officials and employees about language and cultural barriers to accessing services and participating in City decision-making as well as community outreach and engagement techniques. Employees with knowledge and personal experience of multiple cultures and languages, along with leadership that represents community diversity, would improve access to City services and improve engagement of cultural and ethnic minority community members.

We recommend that the City develop diversity policies that are inclusive of cultural differences and immigrant experiences. Education and diversity training should be provided for all employees. Because community members are particularly distrustful of law enforcement and even well-intentioned missteps can have long term repercussions of community mistrust, diversity training should be prioritized for police officers.

## Adopt a Diversity Action Plan

We believe the City should develop a Diversity Action Plan aligned with the Community Vision Action Plan to formally recognize the importance of diversity, inclusion and equity for Beaverton residents. Creating a plan with specific action steps will allow the community to measure progress in an organized manner. A commitment to measurable outcomes may assist in addressing community fears of superficial, window-dressing actions by the City. Diversity Action Plans are a best practice of local governments that are recommended by the International City/County Managers Association and widely adopted by Oregon's cities (Nishishiba, 2012).

The Diversity Action Plan should be based on input from Beaverton's diverse community members. The recommendations from Multicultural Community Forum participants regarding addressing logistic barriers and improving outreach (above) may be integrated into the Diversity Action Plan. The Plan should integrate both internal and external diversity efforts, so that the City's internal workforce plans and external engagement plans are coordinated for maximum effect. The Diversity Action Plan should build on and expand the inclusion and engagement activities already identified in the Community Vision Action Plan.

## Formalize the Diversity Task Force as a City Advisory Board

Efforts have already begun to shift the Diversity Task Force from an ad hoc group to a formal Advisory Board. We believe that integrating the voices of Beaverton's ethnic and cultural minority residents into the City's formal structure will reinforce the City's commitment to inclusion and equity. By incorporating the Diversity Task Force into City Code as a City Advisory Board, the City Council will fully recognize the important advisory role provided by this group.

# Appendices

A. Print Media Articles

B. Outreach Fliers

C. List of Attendees

D. Agenda

E. Beaverton Fun Facts Slide Show

F. Small Group Discussion Scenarios

G. Small Group Discussion Notes

H. Community Concerns (Sticky Note Exercise)

I. Interactive Polling

J. Comment Card Feedback

K. Survey Responses

L. Cited Works

# Appendix A: Print Media Articles

**BEAVERTON WORKING WITH PORTLAND STATE TO BEGIN CRAFTING MINORITY INCLUSION PLAN**
Nicole Friedman, The Oregonian, February 20, 2013
http://www.oregonlive.com/beaverton/index.ssf/2013/02/beaverton_working_with_portlan.html

**PSU REACHES OUT TO BEAVERTON MINORITIES**
Coby Hutzler, PSU Vanguard, March 6, 2013
http://psuvanguard.com/uncategorized/psu-reaches-out-to-beaverton-minorites/

**CULTURAL INCLUSION COORDINATOR WORKS ON PSU DIVERSITY STUDY**
Shannon Wells, Beaverton Valley Times, March 14, 2013
http://portlandtribune.com/bvt/15-news/129926-cultural-inclusion-coordinator-works-on-psu-diversity-study-

**BEAVERTON AND PORTLAND STATE TO HOLD MULTICULTURAL COMMUNITY FORUM JUNE 1**
Nicole Friedman, The Oregonian, May 22, 2013
http://www.oregonlive.com/beaverton/index.ssf/2013/05/beaverton_and_portland_state_t.html

**CULTURAL INCLUSION FORUM SEEKS TO CONNECT**
Beaverton Valley Times, May 29, 2013
http://www.pamplinmedia.com/bvt/15-news/153371-cultural-inclusion-forum-seeks-to-connect

**BEAVERTON AND PORTLAND STATE UNIVERSITY HOSTS CITY'S FIRST MULTICULTURAL COMMUNITY FORUM ON JUNE 1**
Sam Kaplan, The Oregon Herald, May 29, 2013
www.oregonherald.com/oregon/local.cfm?id=3729

## Print Advertising

Beaverton Resource Guide, May 2013 (p. 23)
http://issuu.com/beavertonresourceguide/docs/brg_may_2013

The Beaverton Leader (a publication of The Oregonian), May 22, 2013
http://www.oregonlive.com/beaverton-leader/

# Appendix B: Outreach Fliers

DIVERSITY TASK FORCE

## Multicultural Community Forum

Beaverton OREGON

**WOULD YOU LIKE TO KNOW...**

- How to influence decision-making in your community?
- Where to get information about city resources and services?
- How to make your neighborhood safer?

**IF YES, ATTEND BEAVERTON'S...**

### MULTICULTURAL COMMUNITY FORUM

**Saturday, June 1 | 1-5 PM, 12:30 PM check in**
Beaverton Community Center
12350 SW 5th Street, Beaverton, OR 97005

- Across the street from Beaverton City Library
- TriMet Bus Lines 76 & 78
- Free childcare and translation services are available. Please pre-register by May 25th at www.planetReg.com/DTFforum or 971-217-6398 to take advantage of these services.

★★★

**ENJOY REFRESHMENTS AND DRAWINGS FOR $25 GIFT CARDS!**

★★★

**WHO WILL BE THERE?**

- Beaverton's culturally diverse residents who want to make a difference with their neighborhood
- Emerging and established community leaders
- Beaverton's Neighborhood Association Committee members
- City of Beaverton representatives
- Mayor Denny Doyle

Walk-in or pre-register at www.planetREG.com/DTFforum.
For more information, contact the Diversity Task Force at 971-217-6398 or DTFforum@gmail.com.

**Organized in collaboration with these and many other community partners:**

- Asian Health & Services Center
- Asian Pacific American Chamber of Commerce
- Beaverton Hispanic Center
- Center for Intercultural Organizing
- Centro Cultural of Washington County
- Iraqi Society of Oregon
- Korean Society of Oregon
- Muslim Educational Trust
- Oregon Somali Family Education Center
- Sí Se Puede Oregon
- Vietnamese Community of Oregon

Portland State UNIVERSITY


فرقة عمل التنوع الثقافي
منتدى المجتمع المتعدد الثقافات
Beaverton
Portland State


多元文化特别工作组
多文化社区论坛
Beaverton
Portland State


گروه ویژه گوناگونی
انجمن جامعه چند فرهنگی
Beaverton
Portland State


DIVERSITY TASK FORCE
多文化
コミュニティの集い
Beaverton
Portland State


DIVERSITY TASK FORCE
다민족 커뮤니티 포럼
Beaverton
연합 지역 단체들
공당
Asian Health & Services Center
Asian Pacific American Chamber of Commerce
Beaverton Hispanic Center
Center for Intercultural Organizing
Centro Cultural of Washington County
Iraqi Society of Oregon
Korean Society of Oregon
Muslim Educational Trust
Oregon Somali Family Education Center
Si Se Puede Oregon
Vietnamese Community of Oregon
Portland State


DIVERSITY TASK FORCE
МНОГОНАЦИОНАЛЬНЫЙ ФОРУМ
Beaverton
ВСТРЕЧА ЖИТЕЛЕЙ БИВЕРТОНА
РАЗНЫХ НАЦИОНАЛЬНОСТЕЙ В ЦЕЛЯХ ОБСУЖДЕНИЯ
КУЛЬТУРНОЙ ЖИЗНИ
НЕ ХОТИТЕ ЛИ ВЫ ЗНАТЬ...
• Как повлиять на принятие решений в нашем обществе?
• Где получить информацию о городской помощи и источниках?
• Как сделать жизнь в нашем районе безопаснее?
ВСПОМНИ ДАТУ ВСТРЕЧИ!
БИВЕРТОНСКИЙ МНОГОНАЦИОНАЛЬНЫЙ ФОРУМ
1 Июня Суббота 12-30 PM Check In, 1-5 PM Event
БИВЕРТОНСКИЙ ЦЕНТЕР
12350 на 5ой улице
Напротив от БИВЕРТОНСКОЙ БИБЛИОТЕКИ
Автобусная линия №76 & 78.
Бесплатный уход за детьми. Переводчики доступны.
пожалуйста, предварительно пройдите регистрацию до 25 МАЯ на
www.planetReg.com/DTFforum.
Для получения дополнительной информации обращайтесь
ПО ТЕЛ № 971- 2176340 или DTFforum@gmail.com.
Напитки
Ресторан предлагает карт $25!
КТО ТАМ БУДЕТ?
Бивертон культурное разнообразие жителей, которые хотят
изменить ситуацию с их РАЙОНЕ.
Новые и признанные лидеры сообщества
Члены Комитета Бивертонской 'Neighborhood Association'
Представители Города Бивертона
Мэр Деннис Дойл
Проходите или предварительно пройдите регистрацию на www.
planetReg.com/DTFforum. Для получения дополнительной
информации обращайтесь по тел № 971-217-6398или
DTFforum@gmail.com
Организованный в сотрудничестве с этими и многими другими партнерами сообщества
Si Se Puede Oregon
Centro Cultural of Washington County
Vietnamese Community of Oregon
Asian Pacific American Chamber of Commerce
Muslim Educational Trust
Beaverton Hispanic Center
Oregon Somali Family Education Center
Center for Intercultural Organizing
Iraqi Society of Oregon
Asian Health & Services Center
Korean Society of Oregon
Portland State


Howlaha Awooda Dadka kaladuwan kashaqeeya
Wadatashiga Dhaqamada kaladiwan ee Bulshada
Beaverton
MA JECLAAN LAHAYD INAAD OGAATO....
• Sida kumuunfiganu awooda u hanan lahayd?
• Maxaa laga helo akhbaarta iyo adeegyada loo degmada ?
• Sidee looga dhigaa dersiyada mid amaan ah?
HADII AY TAHAY HAA, KASOO GEYBGAL
BEAVERTON WADATASHIGA DHAQAMADA KALADUWAN EE BULSHADA
Sabtida bisha Juun 1da saacadana laqabanayo waxa1-5pm. waxaa laabiaabayaa 12:30 pm
Beaverton,-Kaunta Bulshada ee
12350 SW 5th Street, Beaverton, OR 97005
• Waxay kasoo horjeedaa Beaverton Laybareenga
• Waxaa tega Basaaxa 76 iyo 78
• Waxaa laalin hayaa qof caruna idin haya iyo fuyuloaano
Fadlan iska soo diiwaan geli www.planetReg.com/DTFforum
Ugu dambeynta bishan May 25th si aas uga faaideysato adeegan.
Waxaa laheleyaa cabitaan iyo nasiib lagu heli doonoo $25 oo kaar ah.
YAA IMAN DOONA?
• Dad dhaqanka kala gedisan oo degan degmada Beaverton oo doo naya iney wax u qabtaan dersiyadoda
• Bulshada degan iyo hogaamiyayaasha soo kacaamaya
• Xubno ka socda dersiyada degmada Beaverton
• Degmada Beaverton dad metelaya
• Maayarka Degmada Denny Doyle
Iska imow anna si diiwaan geli www.planetReg.com/DTFforum. Wixi akhbaar dheeraad ah, fadlan iaaso xiin Howlaha Awooda Dadka kaladuwan kashaqeeya wac (971) 217-6398 ama DTFforum@gmail.com
Waxaa hawshan qabsan qaabilsiyey unwadan hoos ku xusan iyo asaaab kale:
Asian Health & Services Center
Asian Pacific American Chamber of Commerce
Beaverton Hispanic Center
Center for Intercultural Organizing
Centro Cultural of Washington County
Iraqi Society of Oregon
Korean Society of Oregon
Muslim Educational Trust
Oregon Somali Family Education Center
Si Se Puede Oregon
Vietnamese Community of Oregon
Portland State


DIVERSITY TASK FORCE
Foro Comunitario Multicultural
Beaverton
LE GUSTARIA SABER QUIÉ...
• CÓMO INFLUIR EN LA TOMA DE DECISIONES EN SU COMUNIDAD?
• DÓNDE OBTENER INFORMACIÓN SOBRE LOS SERVICIOS Y RECURSOS QUE LA CIUDAD OFRECE?
• CÓMO HACER SU VECINDARIO MÁS SEGURO?
SI SU RESPUESTA ES "SI", ASISTA AL
FORO COMUNITARIO MULTICULTURAL DE BEAVERTON
Sábado, 1 de Junio | Evento de 1-5 PM. Registración a las 12:30 PM
Centro Comunitario de Beaverton
12350 SW 5th Street, Beaverton, OR 97005
• Frente a la Biblioteca de la Ciudad de Beaverton (Al cruzar la calle)
• Transporte Público- TriMet toma la línea del Autobús 76 & 78
• Habrá servicio GRATIS de Cuidado de Niños y de Traducción en diferentes Idiomas
Por favor registrese con anticipación antes del 25 de Mayo entrando a la página: www.planetReg.com/DTFforum o llamando al 971-217-6398 para solicitar estos servicios
DISFRUTE DE LA COMIDA Y RIFAREMOS Y DEL SORTEO DE TARJETAS DE REGALO DE $25!
QUIENES PARTICIPARAN EN ESTE FORO?
• Los residentes de los DIVERSOS grupos culturales de Beaverton que deseen hacer la diferencia en su vecindario/barrio
• Líderes Comunitarios - Surgientes y ya establecidos
• Miembros de la Junta de la Asociación de Vecinos de Beaverton
• Miembros del comité de la Asociacion de Vecindarios de Beaverton
• Representantes de la Ciudad de Beaverton
• El Sr. Denny Doyle, Alcalde de la Ciudad
Asista a registrese con anticipación en www.planetReg.com/DTFforum
Para mayor información, comuníquese con Diversity Task Force al 971-217-6398 o DTFforum@gmail.com
Organizado en colaboración con estas y muchas otras organizaciones de la comunidad:
Asian Health & Services Center
Asian Pacific American Chamber of Commerce
Beaverton Hispanic Center
Center for Intercultural Organizing
Centro Cultural of Washington County
Iraqi Society of Oregon
Korean Society of Oregon
Muslim Educational Trust
Oregon Somali Family Education Center
Si Se Puede Oregon
Vietnamese Community of Oregon
Portland State


Nhóm Đặc Nhiệm Đa Dạng
Diễn đàn Cộng đồng Đa Văn Hóa
Beaverton
BẠN CÓ MUỐN BIẾT ...
• Làm thế nào để có ảnh hưởng trong các quyết định liên quan đến cộng đồng của bạn?
• Tìm thông tin về nguồn trợ giúp và dịch vụ của thành phố ở đâu?
• Làm thế nào cho khu xóm của bạn được an toàn hơn?
NẾU MUỐN, MỜI BẠN THAM DỰ
DIỄN ĐÀN CỘNG ĐỒNG ĐA VĂN HÓA CỦA TP BEAVERTON
Tổ chức vào Thứ bảy, ngày 1/6 /13, từ 1-5 giờ chiều
Ghi danh từ 12 giờ 30 trưa tại
Trung Tâm Cộng Đồng Beaverton
12350 SW 5th Street, Beaverton, OR 97005
• Đối diện với Thư Viện Beaverton
• Đi xe buýt TriMet Số 76 & 78
• Có dịch vụ giữ trẻ và thông dịch miễn phí
Xin vui lòng đăng ký trước ngày 25 tháng 5,
tại www.planetReg.com/DTFforum để được ưu tiên
THƯỞNG THỨC THỰC PHẨM NHẸ và RÚT SỐ TRÚNG THẺ MUA HÀNG $25!
AI SẼ HIỆN DIỆN?
• Những cư dân văn hóa đa dạng ở Beaverton muốn
• cải thiện khu xóm của họ
• Các nhà lãnh đạo cộng đồng, mới và kỳ cựu
• Thành viên của Ban ĐH Hội Khu Xóm tại Beaverton
• Các vị đại diện của Thành phố Beaverton
• Ông Thị Trưởng Danny Doyle
Ghi danh tại cửa hoặc ghi danh trước tại www.planetReg.com/DTFforum
Để biết thêm chi tiết, xin liên hệ với Nhóm Đặc Nhiệm Đa Dạng tại số (971) 217-6396 hoặc DTFforum@gmail.com.
Tổ chức phối hợp với các cộng đồng dưới đây và nhiều cộng đồng khác:
• Si Se Puede Oregon
• Centro Cultural Washington County
• Cộng Đồng Người Việt Quốc Gia tại Oregon
• Phòng Thương mại người Mỹ gốc Châu Á và TBD
• Quỹ Giáo Dục Hồi giáo
• Trung tâm của người nói tiếng Tây Ban Nha Beaverton
• Trung tâm Giáo dục gia đình của người Somalia tại OR
• Trung tâm Tổ chức liên Văn hóa
• Hội người Iraq tại Oregon
• Trung tâm Y tế và Dịch vụ Á Châu
• Hội Người Hàn Quốc tại Oregon
Portland State

# Appendix C: List of Attendees

*List based on registration records*.

## Community Members (71)

Bule Abdi
Faiza Ali
Fatuma Ali
Mariam Ali
Samira Ali
Luiz Alto
Luul Araue
Fadumo Awad
Rania Ayoub
Grace Bailey
Margot Barnet
Lee Blevins
Baher Butti
Annabelle Carlos
Alice Check
Chenya Chiu
Mike Dahlstrom
Aras Dezay
Sunshine Dixon
Paolo Esteban
David Galiel
Kim Greenwood
Karla Hernandez
Fadumo Hersi
Sueng Ho Yu
Anuradha Jairam
Yuriko Katsumata
Komina Kelly
Miryang Kim
Edward Kimmi
Gautam Kottapalli
Bill Kroger
Brian Kruger
Sunnay Kwon
JK Lah
Cang Le
Mary Lee
Michele Lee
Wonkang Lee
Evelyn Liu
Jim Lommasson
Fabiola Lopez
Joe Lopez
Marlyn Louis-Jean
Carmen Madrid
Ai McGrew-Sakamoto
Abdi Mouse
Naina Nassir
Uheen Nassir
Dorila Nava
Luis Nava
Fadumo Omar
Lorenza Ortiz
Maria Park
Ruth Parra
Santana Ramona
Isidro Reyes
Sula Rozenfeld
Cathy Stanton
Jahed Sukhun
Donna Tyner
Boris Vayushteyn
Larisa Vayushteyn
Tomoyo Wells
Seung Yu
Duke Zamora
Amina
Fadima
Muna
Salida
Stacie

## City of Beaverton Representatives (16)

Cate Arnold, Councilor, City of Beaverton
Bette Bode, Councilor, City of Beaverton
Denny Doyle, Mayor, City of Beaverton
Mark Fagin, Councilor, City of Beaverton
Richard Hoffman, Chief, Tualatin Valley Fire & Rescue
Ian King, Councilor, City of Beaverton
Deborah Martisak, Project Manager, Beaverton Public Works
Don Mazziotti, Director, Beaverton Community and Economic Development Department
Mike Mumaw, Manager, Beaverton Emergency Management
Rob Solomon, Chair, Beaverton Human Rights Advisory Commission
Consuelo Star, Community Services Specialist, Beaverton Police Department
Neil Stellingwerf, Sergeant, Beaverton Police Department
Holly Thompson, Project Manager, Beaverton Community Vision
Sarah Vandehey, Children's Librarian, Beaverton City Library
Daniel Vázquez, Cultural Inclusion Coordinator, City of Beaverton
Vici Wolff, Member, Beaverton Arts Commission

## Portland State University Volunteers & Staff (25)

Claire Adamsick
Cynthia Alamillo
Kylie Bayer-Fertterer
Megan Cohen
Bonnie Crawford
Charles Daniel
Fern Elledge
Lizeth Gonzalez
Mark Grabow
Emily Henke
Maki Karakida
Clarice Keating
Mariyam Khan
Teresa Lavignino
Joanne Lee
Nick McCarty
Bailey Montoya
Masami Nishishiba
Luis Pacheco
Matt Shane
Daniel Sprinkle
Lynn Steyeart
AJ White
Caroline Zavitkovski
Xiaojun Zhao

# Appendix D: Agenda

DIVERSITY TASK FORCE

## Multicultural Community Forum

Beaverton OREGON

## AGENDA

**Saturday, June 1 | 1-5 PM**
Beaverton Community Center

**1:00 Introduction Session**

- Welcome by Councilor Mark Fagin
- Icebreaker
- Small group scenario discussions

2:45 Break

**3:05 Afternoon Session**

- Mayor Denny Doyle's Message
- City Staff Introductions
- Next Steps
- Resource Connections

5:00 Adjourn

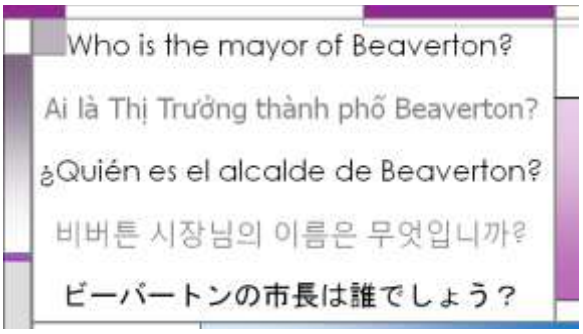
**Thanks for coming to the Multicultural Forum!**

The purpose of this forum is for you to gain information on how you can get more engaged in the City of Beaverton's activities and decision making processes.

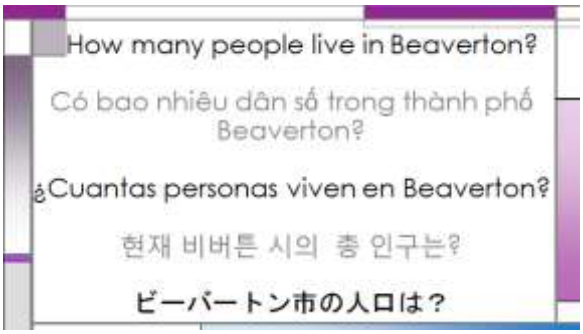
Your goal for today is:

- Gain information!
- Meet people!
- Actively participate!
- and Have Fun!

# Appendix E: Beaverton Fun Facts Slide Show



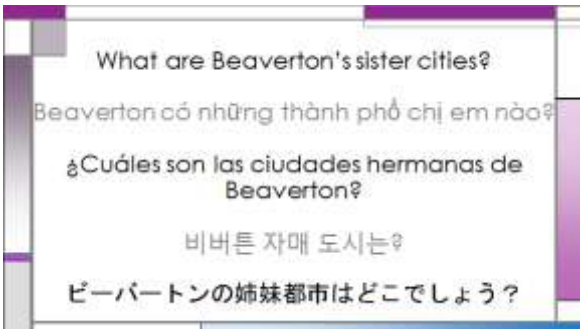




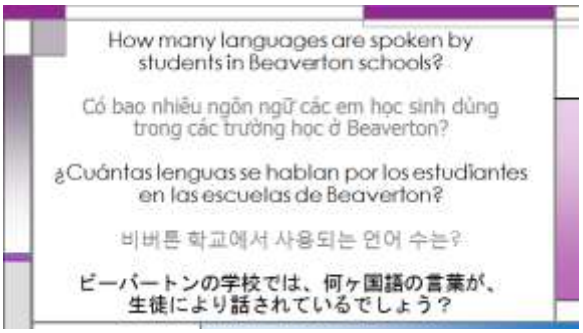



5个，分别是：，5명：، waxayna kala yihiin
Cate Arnold, Betty Bode, Ian King, Marc San Soucie, 和 Mark Fagin
٥ عضو: كيت آرنولد، بتي بود، ايان كينگ، مارك سين ساكي، مارڤ فاگين
مارك سان سوكي و إيان كنك ،بتي بود ،كيت آرنولد مارك فاجن


What are Beaverton's sister cities?
Beaverton có những thành phố chị em nào?
¿Cuáles son las ciudades hermanas de Beaverton?
비버튼 자매 도시는?
ビーバートンの姉妹都市はどこでしょう？

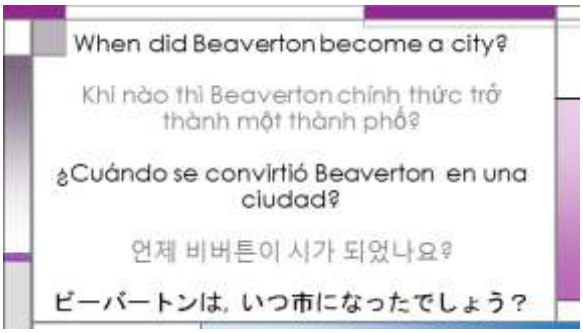

Caasimadehee ayey walaalo yihiin degmada Beaverton?
شهرهای خواهر بیورتن کدام هستند؟
Beaverton市的姐妹友好城市有哪些?
ما هي المدن المتآخية مع مدينه بيفرتون ؟

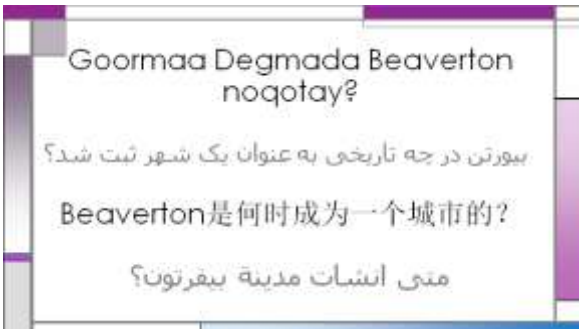

Birobidjan, Russia (러시아), بيروبيجان، روسيه،
俄罗斯比罗比詹市, بايروبيجن، روسيا
Cheonan, Korea (한국, 천안시), چئونان، كره جنوبى،
韩国天安市, كوريا ،تشونان
Cluses, France (프랑스), كلوسس، فرانسه،
法国克吕斯市, فرنسا ،كلوز
Gotemba, Japan (일본), گوتنبا، ژاپن،
日本御殿场市, اليابان ،جوتانبا
Hsinchu, Taiwan (대만), سين شو، تايوان،
台湾新竹市, تايوان ،هسينشو
Trossingen, Germany (독일), ترووسينگن، آلمان،
德国特罗新根市, المانيا ،تروسنجين


How many languages are spoken by students in Beaverton schools?
Có bao nhiêu ngôn ngữ các em học sinh dùng trong các trường học ở Beaverton?
¿Cuántas lenguas se hablan por los estudiantes en las escuelas de Beaverton?
비버튼 학교에서 사용되는 언어 수는?
ビーバートンの学校では、何ヶ国語の言葉が、生徒により話されているでしょう？


Meeqa luqadood ayaa looga hadlaa iskoolada Beaverton?
چند زبان میان دانش آموزان مدارس بیورتن رایج است؟
Beaverton所有学校的学生总共可以讲多少种语言？
كم عدد اللغات التي يتحدث بها الطلاب في المدارس بيفرتون؟


92 种
92 개국언어
۹۲ زبان


When did Beaverton become a city?
Khi nào thì Beaverton chính thức trở thành một thành phố?
¿Cuándo se convirtió Beaverton en una ciudad?
언제 비버튼이 시가 되었나요?
ビーバートンは，いつ市になったでしょう？

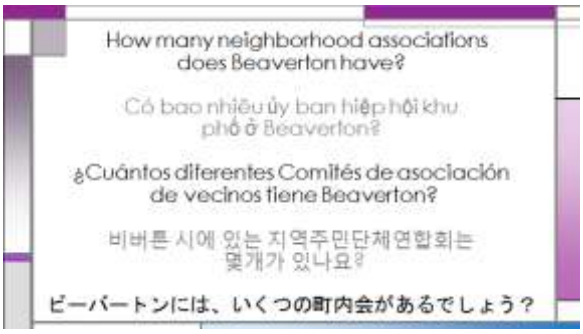

Goormaa Degmada Beaverton noqotay?
بیورتن در چه تاریخی به عنوان یک شهر ثبت شد؟
Beaverton是何时成为一个城市的?
متى انشات مدينة بيفرتون؟


1893 年
1893년
سال ۱۸۹۳


Who is the largest employer in Beaverton?
Ai hoặc công ty nào có số nhân công lao động lớn nhất ở Beaverton?
¿Quién es el mayor empleador en Beaverton?
비버튼 시에서 가장 큰 고용주는?
ビーバートンで最大の雇用者は、だれでしょう？

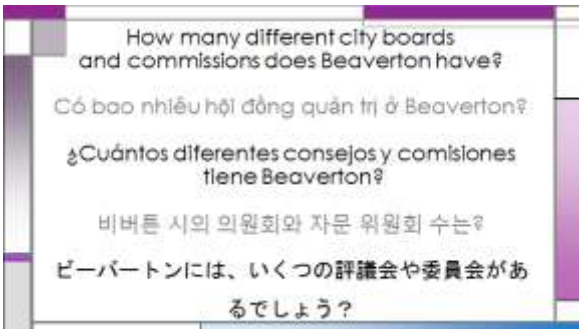

Yaa ugu shaqaaleysiin badan Beaverton?
بزرگترین استخدام کننده در شهر بیورتن کیست؟
谁是Beaverton市的最大雇主?
من هو اكبر رب عمل في بيفرتون؟


Beaverton School District
El Distrito Escolar de Beaverton
비버튼 교육 행정구
Iskoolada Degmada Bewaverton
منطقة مدارس بيورتن Beaverton学区
دائرة منطقة بيفرتون التعليمية


How many neighborhood associations does Beaverton have?
Có bao nhiêu ủy ban hiệp hội khu phố ở Beaverton?
¿Cuántos diferentes Comités de asociación de vecinos tiene Beaverton?
비버튼 시에 있는 지역주민단체연합회는 몇개가 있나요?
ビーバートンには、いくつの町内会があるでしょう？

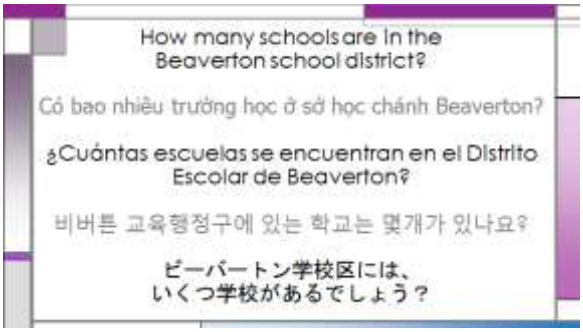

Meeqa derisyo kala duwan ayey leedahay Beaverton?
شهر بیورتن شامل چند کمیته انجمن‌های محلی است؟
Beaverton
市拥有多少个不同的邻里联谊委员会?
كم عدد لجان رابطات الحوار لبيفرتون ؟


11个
11 개
۱۱ کمیته


How many different city boards and commissions does Beaverton have?
Có bao nhiêu hội đồng quản trị ở Beaverton?
¿Cuántos diferentes consejos y comisiones tiene Beaverton?
비버튼 시의 의원회와 자문 위원회 수는?
ビーバートンには、いくつの評議会や委員会があるでしょう？


Meeqa gudiyo adeega ayey Beaverton Leedahay?
شهر بيورتن شامل چند كميسيون و هيئت مديره است؟
Beaverton市拥有多少个理事会和委员会？
كم عدد المجالس واللجان في بيفرتون ؟


14个
14 개
١٥ كميسيون و هيئت مديره


How many schools are in the Beaverton school district?
Có bao nhiêu trường học ở sở học chánh Beaverton?
¿Cuántas escuelas se encuentran en el Distrito Escolar de Beaverton?
비버튼 교육행정구에 있는 학교는 몇개가 있나요?
ビーバートン学校区には、いくつ学校があるでしょう？

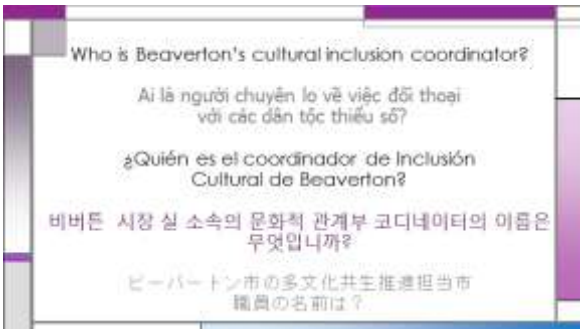

Meeqa iskool ayey Beaverton Leedahay?
منطقهٔ مدارس بيورتن شامل چند مدرسه است؟
在Beaverton学区有多少所学校？
كم عدد المدارس التابعة لدائرة منطقة بيفرتون التعليميه ؟


46 所
46 개
۴۶ مدرسه


How many parks are there in Beaverton?
Có bao nhiêu công viên ở Beaverton?
¿Cuántos parques hay en Beaverton?
비버튼 시에 있는 공원은 몇개가 있나요?
ビーバートンには、いくつ公園があるでしょう？


Meeqa baarki ayey Beaverton Leedahay?
شهر بيورتن شامل چند بارک است؟
Beaverton市有多少个公园？
كم عدد المتنزهات في بيفرتون ؟


100+
100 가 넘는 공원
In kabadan 100
بیشتر از ۱۰۰ پارک
100多个
كثر من 100


Who is Beaverton's cultural inclusion coordinator?
Ai là người chuyên lo về việc đối thoại với các dân tộc thiểu số?
¿Quién es el coordinador de Inclusión Cultural de Beaverton?
비버튼 시장 실 소속의 문화적 관계부 코디네이터의 이름은 무엇입니까?
ビーバートン市の多文化共生推進担当市職員の名前は？


Waa kuma qofka daqamada kaladuwan isku nidaamiya?
هماهنگ کننده و مسئول فرهنگی شهر بیورتن چه کسی است؟
谁是Beaverton市的文化融合协调员？
من هو منسق الشمول الثقافي في بيفرتون؟


Daniel Vazquez
대니얼 베스케즈
دانیال فاسکیز , دانیال وسکز

# Appendix F: Small Group Discussion Scenarios

## Neighborhood Safety Scenario

**NOTE to facilitator**
*In this discussion, the facilitator first sets up the context of the discussion for the participants. Inform the participants that this is a role-play exercise.*

1. *Imagine you are all members of the same neighborhood.*
2. *You are here to discuss and brainstorm the concern that one of the members of the neighborhood (the facilitator) brought up.*

**Facilitator opening script**
"Thank you very much for coming to this small group discussion about our neighborhood."

"I asked you to get together today because I am concerned about the recent increase in criminal activity in our neighborhood."

"My house was recently burglarized during the day. Fortunately, the burglar was only able to break into my garage and not the house. But they broke the garage door and stole a couple of bicycles, car tires and lawn mower."

"A few days later my neighbor told me that he heard someone trying to break into his house at night. Fortunately, the burglar only broke the back gate bur ran away when my neighbor's dog started to bark."

"I wanted to get your suggestions on how we can address some of our neighborhood crime problems."

"What do you think we can do to prevent crime?"

What are the kinds of things that we can do to get the city's help?"

"What are other neighborhood concerns you have that we can get the city's help to solve?"

---

**Possible Solutions**

- Become involved with local neighborhood watch programs
- Form lines of communication with neighbors
- Coordinate efforts with law enforcement
- Bring issue up to the neighborhood association committee

## New Business Development Scenario

**NOTE to facilitator**
*In this discussion, facilitator first set up the context of the discussion for the participants. Inform the participants that this is a role-play exercise.*

1. *Imagine you are all the member of a group of citizens who are interested in the small business development. .*
2. *You are here to discuss and brainstorm the concern that one of the members of the community (facilitator) brought up.*

**Facilitator opening script**

**"**My family and I have own a business in Beaverton for four years now. For the past two years, I have noticed how businesses located in newly renovated areas are more prosperous and how my competitors are taking advantage of it by moving to the new developed areas."

"I hope my area will be the next one to be redeveloped, but where can I find out?"

"If I find that it will not be redeveloped, where and how can I propose it for renovations?"

"I know that urban renovation plans might not benefit me as I except. One of my friends who used to own a business two blocks away from mine, had to relocate his business due to a new pathway built to improve pedestrian access. If this happens to me too, what can I do? "

"Where can I advocate against it? How can I find solutions to my business?"

"If a renovation is possible or not, I was also considering expanding my business, but I need help. Are there any resources out there that I can use? Can the city help my business?"

Prompt questions:

- Has anyone been in this situation? Can you share a similar story? – leading to commonality
- Can you think of solutions for my situation? – leading to experiences with COB departments.

# Appendix G: Small Group Discussion Notes

## Group 1 – Neighborhood Safety Scenario

[Challenges / **Solutions**]

Lack of street lighting / bus stops
Burglarized in daytime => Public Works

**Neighborhood watch**
- **What is it**
- **#211 => social services direct line**

**Social nights/block party**
- **Community based networking**
- **"Night Out"**
- **Public notes online**
- **Neighborhood Assoc. Committees**
- **Interpreter services? / web translation**

Language barriers
Lack of enthusiasm
Different police presence
Feeling singled out / profiled
Hesitant to report – lack of trust in legal system

**Policing on bikes / different presence**
**Diversity training for police**
**Do officers currently receive diversity training?

## Group 2 – Neighborhood Safety Scenario

Police
Neighborhood Watch
Community helps each other
School
Community awareness of risks
Neighborhood association
Outreach
Nonprofits
Religious institutions
Online

Community emergency response team
Scared of DHS & police
Call each other
911 but afraid of 911
Write problems and send to city through a representative

## Group 3 – Small Business Development Scenario

Chamber of Commerce for information
Planning a development group
What resources do I have?
Why should I move? Why people are moving? Is it better to stay?
Contact City Council to get new ideas

Suggestions:

- Outside environment nice and clean
- Historic aspects of your area
- Work collectively with other businesses

- Staff, city councilor, mayor
- Start a petition
- Attend Town Hall meetings
- Send emails
- Check the website
- Sign up in the email list

} Neighborhood Assc

How to get involved?
New people in the town → Orientation & welcome package
Library → central point
With the information and welcome package people will feel more comfortable to start investing in Beaverton

New organization to create opportunities and provide info.
Partner up with other organizations.
Give information to apartment's residents.

## Group 4 – Neighborhood Safety Scenario

Community informal gathering → should involve neighborhood plan
Build relationship with neighbors
Homeowners' assoc. involvement needed
Understand community barriers
Help build connection → use social media to alert residents FB
Expand support (child, emergency)
Share information
Comprehensive neighborhood plan under outreach

Concerns: language/cultural issues
Community networking – garage sales/Halloween → only time talk with neighbors
Transportation, safety issue
Childcare
Find build in trust needed
Talk with police, get more information
Raccoon, coyote
    Animal control needed
Power lights may help – safety of neighborhood
Dark roads/narrow streets – bad for driving

Address discrimination
Immigrant family
Communication – key
Conflict resolution

## Group 5 – Neighborhood Safety Scenario

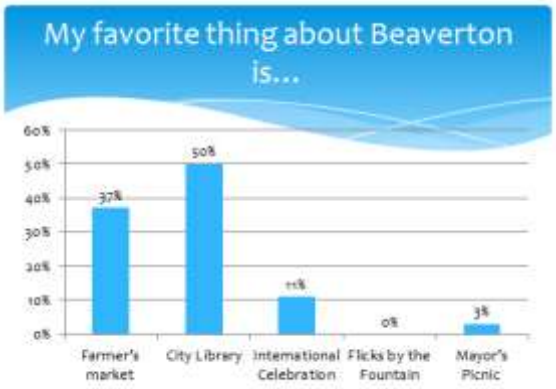
1. More frequent police
3. Create a neighborhood watch
   Work with teens – programs (educational
   Know your neighbors – Cooperate together first
   Watch dog
   Security equipment
2. Involve district manager
   Involve the schools & churches
   Neighborhood Watch response – after event
   PALS
   Neighborhood Association
   Increase size of library
   Access to transit
   Safe housing
   More information to community
   More staff with different language
   Crime followup (policy change)
   Neighborhood Assoc. meet with Council
   Need more communication – face to face & different methods
   Block parties for information
   How do I contact the neighborhood association?
   - Website - needs to be more transparent
   - Mailing
   - Fliers at stores/medical clinics/hospitals
   - Designated liaison
   - Beaverton Community Citizen Involvement (BCCI) meetings
   - BCCI – land use and development issues, plus more now
   - Door knocking volunteers
   - Reaching out to businesses

# Appendix H: Community Concerns (Sticky Note Exercise)

- Jobs - Create Jobs
- Lack of a safe space for newcomers to America to gather, start acculturation. We need a multicultural center.
- micro & small business development opportunities & education
- Murray-Scholls branch is too small
- Murray-Scholls library (increase size)
- Please provide more info on how to get involved to those living in apartment & students in high school & college. Volunteer/internship would enhance resume for youth & teach community cooperation.
- police problem discrimination (profiles)
- racial profiling when giving out traffic tickets
- school district after school programs
- Section 8
- traffic from the north in the morning

# Appendix I: Interactive Polling





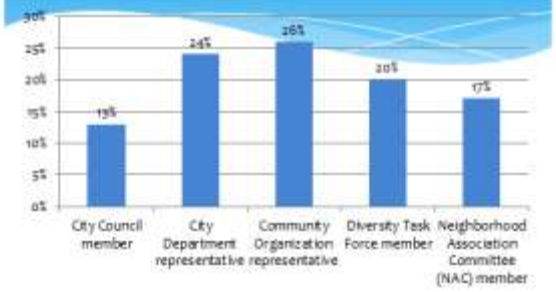


## How will you participate?

I will connect with a representative today

1. City Council member
2. City Department representative
3. Community Organization representative
4. Diversity Task Force member
5. Neighborhood Association Committee (NAC) member

## I will connect with...

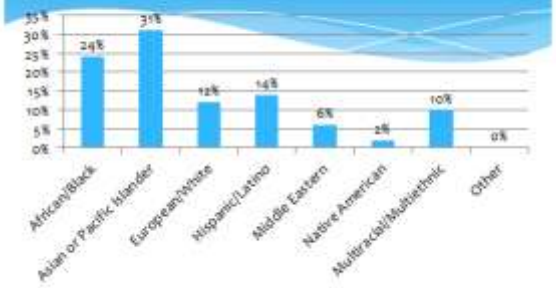



## Celebrate Diversity

My ethnic background is...

1. African/Black
2. Asian or Pacific Islander
3. European/White
4. Hispanic/Latino
5. Middle Eastern
6. Native American
7. Multiracial/Multiethnic
8. Other

## We are...

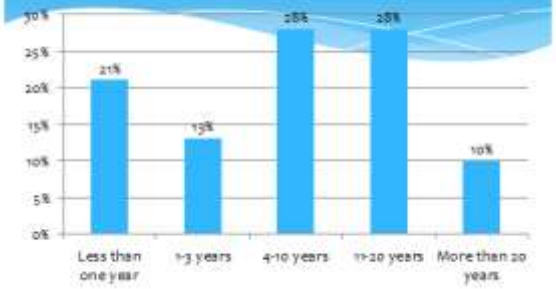



## Celebrate Diversity

I have lived in Beaverton for...

1. Less than one year
2. 1-3 years
3. 4-10 years
4. 11-20 years
5. More than 20 years

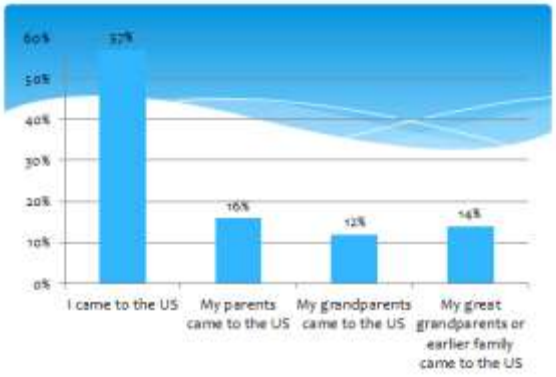
## We have lived in Beaverton...



## Celebrate Diversity

When did your family come to the United States?

1. I came to the US
2. My parents came to the US
3. My grandparents came to the US
4. My great grandparents or earlier family came to the US

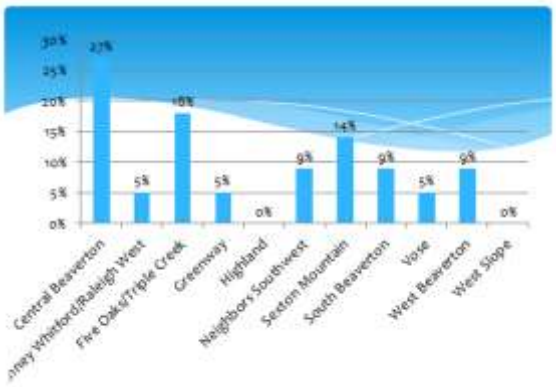



## My NAC is...

***For this question,***

***press SEND after entering the number.***

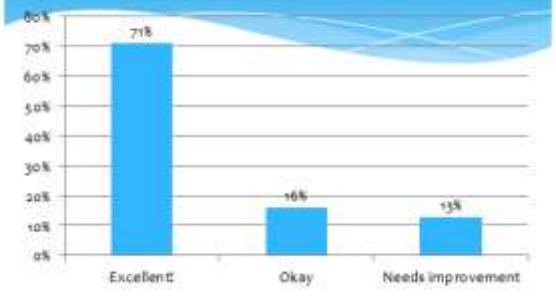
1. Central Beaverton
2. Denney Whitford/Raleigh West
3. Five Oaks/Triple Creek
4. Greenway
5. Highland
6. Neighbors Southwest
7. Sexton Mountain
8. South Beaverton
9. Vose
10. West Beaverton
11. West Slope




## How was the Forum so far?

1. Excellent!
2. Okay
3. Needs improvement

## The Forum was...

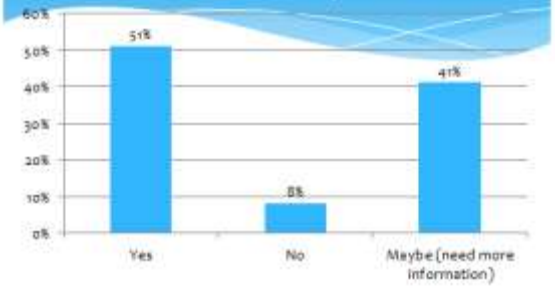


## Help us plan the next Multicultural Community Forum

Would you join our planning committee?

1. Yes
2. No
3. Maybe (need more information)

## Let any volunteer know that you'd like to help!




## Thanks for your feedback!

Please return your clicker!

# Appendix J: Comment Card Feedback

## General Feedback

- Great event, thank you! I especially liked the small group discussion & thought we could do that, but in smaller bits. As it was, I felt this took too long and the discussion was over before the time was up. Also, perhaps the small groups could be more geographically distant. It was hard to hear people in my group talk with other groups so close. Overall this was a super event and I thought there was a good turn out! :-)
- It was enjoyable :-) Thanks!
- This a great work with ----! :-)
- Great Event
- Good Job. When do you have another one?
- Excellent event! Would like to participate and bring more people from my community. I learned more about services that I was not aware that the city provided. Want to learn and help.
- Great Event!! Everyone's hard work showed. Hopefully next year can be a larger and more diverse crowd.
- It was very informative. Thank you.
- Very enjoyable and informational meeting. The nectar tea was great.
- May need a break between people talking for 2 hours.
- Good job on this. Provide a platform where we share and exchange information to build a better community. Thanks!
- Loved it! Loved the depth & breadth of diversity represented. Want to see more opportunities for getting together.

## How did you hear about the event?

- Luis Nava
- Diversity Task Force
- website
- beavertonoregon.gov
- Friend
- Friend
- email

# Appendix K: Survey Responses

| Question | Rating (Community Members) N=28 | Rating (City or PSU Affiliated) N=13 |
|---|---|---|
| How would you rate the event overall? | 4.07 | 4.31 |
| How would you rate the small group discussions? | 4.11 | 4.08 |
| How would you rate the knowledge you gained from the speakers? | 3.89 | 3.69 |
| How would you rate the location? | 3.89 | 3.69 |
| How would you rate the refreshments (food and beverages) | 4.00 | 4.46 |

Mean rating on a five-point Likert-type scale of 1 (Very Bad) to 5 (Very Good).

### Any comments that would help us understand your ratings?

*Community Members*

- It would be nice to post all the topics that was discussed in the small group sessions so that others can learn, and maybe share their thoughts as well
- The location was not structured well for the meeting.
- It was a good event, I think most of the people that attended were people that have been involved with the city already, we should outreach to new individuals.
- The Small group discussions were not very descriptive in the purpose of the discussion. It would have been better to let the group know why they were involved in the discussion & what the outcome of the discussion would help achieve. The statement of purpose would have engaged the group better & had better outcome as far as suggestions & consolidation of data is concerned.
- Group session was good but just went everyone was starting to participate we have to cut so we could share with all participants. Small group session should be given more time and should be divided by the language that the people spoke.
  It was hard to listen, speak and heard others translating at the same time.
  Thank you to the city and people that put together the event, and like that the city show interest on what we think and allow us to participate. Maybe the next time should be done by ethnic groups. Each one at different times. Thank you to the Mayor for coming and interact with us. Good work for the task group!
- Everything was great
- Too many people talking at once in all the groups. I wish we would have moved outside.
- I would like to have seen different foods from different countries
- Very good, organized, and informative event! The proactive preparation and efforts of the group showed throughout the whole event.
- The discussion in our small group was very good, but it was very difficult to hear as all the groups were in one room. Breaking it up somehow would have been good.
- we have a great percentage of Spanish people, but I did no see many there, did you have good advertise? did you contact the Mexican Consulate asking for help promoting the meeting? did you have any poster on the library indicating the meeting day, time and what is all about? did you went to best buy, staples and other stores asking for supporting the community, also asking for advertising support? did you contact xfinity? those are not complains but good input. over all the meeting was really good, you just need more people, more involvement from others. and thank you for the good job you done.

- location is too small and crowded and unorganized

*City/PSU*

- During the small group discussion, the public safety scenario was a touchy subject with the Somali families. I did not stay to see the speakers, so I left my rating neutral.
- I was a speaker/ resource person. As such I left many responses blank. Not sure my input is what you need to have effective evaluation.
- Definitely need a larger space with adequate parking and even a place that could provide separate rooms for the breakouts. Village Baptist Church, who was in attendance and has received the City's Diversity Award, would be a good location with large room or the gym for the main session and several smaller rooms for breakout sessions.
- The student facilitators were obviously inexperienced and several failed to managed or facilitate the discussion on the topic at hand. I would like to get a copy of the results of each group and the issues they raised.
- I did not participate in the group discussions, so cannot say for certain whether they were 'good' or 'bad.'
- I checked "good" in the information option because I'm not a Beaverton resident, if I were a Beaverton resident I'll definitely voted for the "very good" option.
- The location was good, but a bit small for the group size. It was a little loud for the breakout sessions.
- I loved the forum! I was so glad to see so many people from different countries of origin and ethnic backgrounds! I especially enjoyed seeing all 4 City Councilors and Mayor interacting and bonding with the community members! It was so informational and engaging! Kudos to the Cultural Inclusion Program, Diversity Task Force, and Portland State University! Thanks!
- It seemed that the location could have been a bit bigger.
- I loved the event! It was very informative and engaging!
- I was a participating facilitator and felt that the event was well-organized in terms of a welcoming space with foot, nametags, and a positive atmosphere.
  Because it was a long afternoon, mapping the day (even if written agendas were provided) may have helped keep people's attention and provide ""milestones"" so people had a sense of their progress and where they were headed.
  The attempt was to create a dialogue between City staff and small groups, but the break in between created some incongruence between the two. The community discussions were dynamic and raised issues that weren't directly addressed in the information sharing section that followed. I don't think participants had a sense (at least based on questions in my small group) of how their feedback would be used *beyond* the forum, and knowing this would've helped them feel that their input was valued.
  Written information of people's contact information during their presentations would have helped -- it was a lot of information to retain and unless folks gathered brochures, I wonder if they would follow up with any of the speakers. Then again, I am saying this as a non-resident of Beaverton so perhaps that was the reason for my disconnection

| Question | Rating (Community Members) N=21 | Rating (City or PSU Affiliated) N=12 |
|---|---|---|
| Because of this event, I am more likely to get involved in Beaverton's civic life | 3.75 | 3.50 |
| Because of this event, I am more knowledgeable about Beaverton's services | 4.00 | 3.92 |

Mean rating on a five-point Likert-type scale of 1 (Strongly Disagree) to 5 (Strongly Agree).

Any comments that would help us understand your answers?

*Community Members*

- It was a good experience meeting the people working for the city and them meeting some of the community members
- I don't live within Beaverton proper so I don't think they'll like me sitting on committee, etc. But this event increased my knowledge about Beaverton's commitment to community involvement which is very encouraging. I will get involved more in other ways like shop more in downtown Beaverton, attend other events in community or library. Thanks.
- I'm involved in a number of volunteer projects, therefore it is unlikely I can take on more in the short run. I try to participate in Beaverton activities as often as possible. I like my town. Also, I serve as a board member of one of the Beaverton NACs and try to attend the sessions and classes the city puts on for NAC members. Therefore, I know quite a bit about Beaverton's services already. This conference was good, and I was pleased with the good turnout. Thank you.
- This is my first time I attended such event, first time I know about Beaverton's services
- I'm already involved
- you just need more advertising. if I man want to sell a car he tell all people around him that he want to sell, put plates, he makes every one to turn they had and look at the car. you have to be a sells person, you have to tell every one. one more time, you done a great job.

*City/PSU*

- I do not live in Beaverton.
- I'm a City employee so I'm already well involved in Beaverton's civic life and knowledgeable of their services.
- I learned that the BPD has a "language line."
- I loved the forum! I was so glad to see so many people from different countries of origin and ethnic backgrounds! I especially enjoyed seeing all 4 City Councilors and Mayor interacting and bonding with the community members! It was so informational and engaging! Kudos to the Cultural Inclusion Program, Diversity Task Force, and Portland State University! Thanks!
- It showed that the City of Beaverton actually seems to be concerned about their minority citizens
- I liked how the event allowed the community members to really interact with mayor and city councilors - it was good face time.
- Only neutral because I live in Portland -- I would love to see what the overall responses were to this question from the group! Will the results of this survey be shared with forum participants?

How did you hear about the Multicultural Community Forum? (Community Members only)

- From my friend
- Member of the DTF
- Task Force
- Different ways, by email from CIO and also by Daniel when he attended one of our events
- PSU grad student
- Through somali community
- I am part of FACE a DTF member
- By a college student at the farmers market
- Diversity task force
- email from the city
- A member of DTF.
- City of Beaverton
- library flyer
- City mailer
- Email notice
- Diversity Task Force
- Daniel Vazquez
- from Baher and Carman
- friend
- I got a flyer in the mail.

What is one thing you really liked about the event?

*Community Members*

- The togetherness of all the people, It was nice to see different cultures in the same room
- The food
- I liked that this event was created, it is a start to dialogue between community members and the city.
- ice breaker, the A mimic B/B mimic A then both have to coop.
- the sessions
- The short talk given by the city representatives about, what their respective departments do & how the residents can get involved
- The topics and people interest in be listened
- I liked the fact that I was able to meet the city staff and mayor.
- The diversity.
- Dedication of the PSU group and the Mayor and city staff.
- knowing each others and discussion groups
- Good community involvement.
- diversity
- Being able to talk to the community
- Meeting people from different cultures and talking about how to make Beaverton better.
- Networking time
- Networking
- I liked the diversity in the turnout, discussions and the speakers.
- the open discussions and the multicultural inputs
- I had opportunity to talk see and be able to be seen by the authority.
- Community leaders came and talked at it.
- diverse group of audience

*City/PSU*

- The idea of bringing so many groups together.
- That it happened.
- Notwithstanding many logistical and language difficulties, very glad the event was held.
- The array of different people and the focus on group discussion and interaction between individuals.
- The group discussions.
- The divers group and dialogue
- The breakout sessions and the level of input the participants put into it.

- Fun, interactive, and informative.
- Getting information from government department and other residents
- The hard effort that was involved and the amount of information given
- The break out sessions - being able voice our concerns
- The opportunity to meet people from different parts of the world who share Beaverton as a common home -- and the chance to see who was in the room with the hand-held polling (though I would suggest doing this earlier on -- it was a way to really engage people and brought the energy up!)

### What is one suggestion to improve the event?

*Community Members*

- I wanted have a list of Beaverton's service, not individual flyer, before the forum.
- Loose the warm up exercise and focus on core issues
- contact more ethnic groups and may have spokeperson introduce/explain their cultural aspects, etc.
- combine with international celebration
- The group discussion could be better directed & mediated
- Do more events using one topic at a time directed to two or three ethnic groups at a time. Otherwise is a little too loud
- I would have liked it more if the community leaders were able to present their representing community for few minutes.
- After the breakout session, things seemed to wind down quickly. I would suggest an activity or something to keep interest for the remainder of the allotted time.
- Make it regular event periodically with a sustainable outcomes.
- nothing I have
- More space
- have cultural groups from schools.
- Make it shorter
- Make it a bit shorter.
- Would like to see this become a regular event to help people connect and build relationships.
- Make it shorter
- the number of attendance comparing to the number of Beaverton citizen is little, its need more advertising
- more advertising.....
- larger meeting space

*City/PSU*

- Bigger venue. Better opportunity as a whole group to learn about and understand how the various culture groups in the City perceive Government; especially those who recently arrive in this country.
- Get experienced facilitators in a much-larger physical setting, with clear goals/objectives. Maker certain all major groups are represented in numbers large enough to have strong voices.
- The space was inadequately small and hard to access for purpose and needs of the event.
- Larger venue
- Larger venue next time?
- Perhaps divide introduction and explanation of each organization into two half hour chunks, as it was nearly hour long and it became hard to concentrate being passive listener the whole time.
- Small group discussion is a little noisy, maybe you can arrange them into different places.

- Maybe get a larger place, although in that same neighborhood because of the Saturday events in that area, and maybe have large signs outside. That might encourage people from the park and library to check in on the event.
- bigger venue for more people
- Shorter time frame and agenda to show progress, purpose statement (sorry, that was more than one thing!)

### Any other comments or suggestions?

*Community Members*

- People that use headset should be seat in the back to avoid interruptions
- DTF is not a commission or committee or advisory board or any formal body that can be put in the manual for city services.
- It was very interesting
- Not have so many people present about their department. Figure out whatever the community is interested in beforehand and stick to one or two city departments.
- Keep doing things to make Beaverton inclusive.
- no, I am thank you all to provide that service, I was happy to be part of it.
- I would have liked to see more of our target market, community citizens.
- I am really grateful for the organizers of the event.
- Actually live in Hillsboro but I came as a representative of Village Baptist Church in Beaverton.
- my kids attend Beaverton schools and I think you could invite the teachers representative or union and the school bust rep.

*City/PSU*

- Will everyone be provided with the outcomes of the meeting and any recommended action items?
- Do focus groups instead of or in addition to large gatherings with many distractions.
- Gather information on actual numbers of residents, not organizations, students
- In terms of outreach, I'm not certain passing out fliers in multiple languages was a good idea. In fact, I would consider it a waste of paper. It is hard to determine who speaks/reads what languages, and you certainly cannot just assume that someone doesn't read or speak English. Sending electronic copies or a few boxes of copies to community members who have requested certain language fliers may have saved the city time and money.
- Job well done!
- You folks did great! I would love to attend another additional forum for follow up.
- Follow-up with participants to indicate how their feedback will be used -- from the small and large group sessions. Email list of resources/contacts mentioned at the meeting.
- What is this a part of? What does this connect with?
- I look forward to another forum or event and getting more involved!
- I wish this sort of information was available in middle school and high school. Volunteer/internship opportunities would engage students early on who typically only learn how federal government works.
- The event seemed to be interesting as well
- Good Job! Please have a followup forum!

# Appendix L: Cited Works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