

City of Springfield



Stakeholder Consultation & Citizen Engagement Plan

TABLE OF CONTENTS

Contents

Introduction	1
Overview	2
Background	2
Outreach and Engagement Since Past Storm Event	3
Rebuild Springfield	3
Goals of NDRC Engagement	3
Desired Outcomes	4
Public Notice and Comment Period	4
Limited English Proficiency Plan	4
Plans for Ongoing Outreach	5
Outreach & Engagement Timeline	5
Outreach & Engagement Activities	5
Stakeholder groups	6
Outreach to vulnerable populations	6
Consultation Summary	9
Stakeholder Engagement Questions	10
Health and Human Services Outreach Questions	10
Housing Outreach Questions	11
Economic Development Outreach Questions	12
Emergency Preparedness Outreach Questions	13

Introduction

This Stakeholder Outreach and Citizen Engagement Plan is intended to help clarify the methods by which the public will be informed of and engaged in the development of the City of Springfield's National Disaster Resilience Competition application.

The first section of this document begins with an overview detailing relevant applicant background, outreach and engagement activities taking place since the 2011 storm events and the goals of engagement during Phase 1 application development.

This section is then followed by the current plans for engagement. Content includes an outreach and engagement timeline, details regarding planned outreach and engagement activities, identified stakeholder groups and plans for outreach to vulnerable populations.

Finally, the Consultation Summary provides an explanation of the plans for engaging state, local and regional agencies as outlined in the Phase 1 Appendix I. This summary includes recommended audiences for consultation, names of identified agencies for targeted consultation, as well as the person(s) responsible for conducting these meetings.

Overview

BACKGROUND

The 2011 New England tornado outbreak took place on Wednesday, June 1, 2011, in Massachusetts' Connecticut River Valley, devastating large sections of the city of Springfield, Massachusetts and its surrounding region. The tornado ripped through the downtown areas of Springfield and cut a mile swath through several neighborhoods, finally exiting the City limits through the East Forest Park and Sixteen Acres Neighborhoods. Current estimates of damage from this disaster exceed \$170 million.

In addition to the tornado, in 2011 the City endured two disastrous snow storms, the worst of which was a sudden October Nor'easter that caused approximately \$30 million in damages and recovery costs. Furthermore, the City received another Presidential Disaster Declaration for damages caused by Hurricane Irene.

Although each of the 2011 disasters had an economic impact and left unmet needs in the City, only the tornado was awarded both Public Assistance and Individual Assistance; the other 2011 Springfield disasters were awarded only Public Assistance. The award of both types of assistance for the June 2011 tornado reflects the larger scale of this disaster and the extensive damage that it caused.

In 2013, the City of Springfield was the recipient of a Community Development Block Grant-Disaster Recovery Grant (CDBG-DR) in accordance with the Disaster Relief Appropriations Act. This Phase 1 Application represents the City's continued effort to support resilience and recovery in the City of Springfield and the surrounding region.

OUTREACH AND CITIZEN ENGAGEMENT PLAN FRAMEWORK

The City has recruited additional assistance in support of the submission of the Phase 1 Application. The groups involved in development of this Outreach & Engagement Plan include:

Pioneer Valley Planning Commission (PVPC): Outreach and Engagement

PVPC is a consortium of local governments that have banded together under the provisions of state law to address problems and opportunities that are regional in scope. PVPC has served as the regional planning body for the Pioneer Valley region, which includes 43 cities and towns in the Hampden and Hampshire county areas. PVPC is the primary agency responsible for increasing communication, cooperation, and coordination among all levels of government as well as private business and civic sectors in order to benefit the Pioneer Valley region and to improve residential quality of life.

GCR Incorporated (GCR): Outreach/Logistics/Planning/Policy/GIS

GCR's staff includes subject matter experts in multiple arenas including CDBG Management, Housing Needs Assessment, Alternative Transportation and Economic Development and Market Analysis. As experts well-versed in navigating the intricacies of government programs, GCR provides communities with the knowledge and insight necessary to implement plans and reporting systems to manage federal

funds. GCR will assist the City of Springfield by providing project management, cooperating with the City to establish unmet needs, drafting sections of the application, advising community/stakeholder engagement and technical assistance as necessary.

OUTREACH AND ENGAGEMENT SINCE PAST STORM EVENT

Rebuild Springfield

The Rebuild Springfield initiative was created in response to the June 1st tornado that struck the City of Springfield. Citizens, city government, private businesses and other stakeholders rallied together to use the June tornado as a catalyst for rethinking Springfield's broader future. To this end, this initiative united community input with planning knowledge to develop a realistic action plan for realizing the vision of neighborhoods and the city as a whole.

The Rebuild Springfield outreach and engagement process took place on two analogous levels, both with a concentrated emphasis on resident action. At the citywide level, residents, business leaders, and stakeholders have crafted a vision and action plan for improving the quality of life in Springfield.

Office of Community Development—CDBG-DR Program

The City held three community planning meetings to obtain input from residents about the needs and priorities of the most impacted distressed areas and see how these funds should be allocated for disaster related relief resulting from multiple Presidentially Declared Disasters of 2011 and 2012.

Meetings were held on Wednesday, July 10th and Wednesday, July 17th at the JC Williams Community Center located at 116 Florence Street; Thursday, July 11th at the Italian Cultural Center located at 56 Margaret Street. All meetings were open to the public and addressed the following three major initiatives:

- Infrastructure - roads, sidewalks, public buildings, schools and parks;
- Economic Revitalization - job training and small business assistance; and
- Housing and Revitalization of Neighborhoods

For the purposes of ongoing engagement and information sharing, the City maintains an ongoing Recovery website that provides citizens with critical information on project scope, budget and delivery status. The Recovery website, www.springfieldma.gov/planning/cdbg-dr.html, provides access to CDBG-DR plans, procedures and project reports. It is a separate page on the City of Springfield web site dedicated to Recovery activity, which is updated at least once per quarter.

GOALS OF NDRC ENGAGEMENT

- To create multiple examples of local disaster recovery planning that applies science-based and forward-looking risk analysis to address recovery, resilience, and revitalization needs.
- To leave a legacy of institutionalizing in as many states and local jurisdictions as possible the implementation of thoughtful, innovative, and resilient approaches to addressing future risks.

- To provide resources to help communities plan and implement disaster recovery that makes them more resilient to future threats or hazards, including extreme weather events and climate change, while also improving quality of life for existing residents and making communities more resilient to economic stresses or other shocks.
- To fully inform and engage community stakeholders about the current and projected impacts of climate change and to develop pathways to resilience based on sound science; and
- To leverage investments from the philanthropic community to help communities define problems, set policy goals, explore options, and craft solutions to inform their own local and regional resilient recovery strategies.

DESIRED OUTCOMES

- Improved knowledge of needs, concerns, and barriers specific to disaster planning, hazard mitigation, and disaster recovery activities as expressed by community members and stakeholder groups;
- Increased collaboration within and between stakeholder populations;
- Changed behavior in advance of and following disaster events.

PUBLIC NOTICE AND COMMENT PERIOD

As specified by the NOFA, the City of Springfield's application will be made available for public comment for a period of 15 days. This period will be announced via a formal notice which will be advertised both online and in local print publications.

LIMITED ENGLISH PROFICIENCY PLAN

The City is committed to providing access to the Action Plan programs for all its citizens. These efforts include special consideration for those with limited English proficiency (LEP) and persons with disabilities. To ensure meaningful access to vital documents for participant information, the City will respond to identified language needs in making translation available as requested and reasonable in other languages. Furthermore, the draft and final application documents will be made available in both English and Spanish.

Plans for Ongoing Outreach

OUTREACH & ENGAGEMENT TIMELINE

Project Timeline	Month 1					Month 2					Month 3				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Community Engagement													◆		
Finalize Outreach & Engagement Plan					◆										
Stakeholder Engagement											◆				
Citizen Participation											◆				
Documentation of Meeting Outcomes											◆				
Survey Engagement											◆				
Partner Engagement													◆		
Period of Public Comment												◆			
Completion of Phase 1 Application													◆		

OUTREACH & ENGAGEMENT ACTIVITIES

Engagement Audience	Outreach/Engagement Activity	Responsible Party	Date(s)
City Officials	Review new Regional Sustainability Plan-Our Next Future: An Action Plan for Building a Resilient Pioneer Valley	PVPC/City of Springfield	?
Residents	Seeking Neighborhood Council Presidents assistance publicizing the survey and city-wide meetings to their residents	PVPC	January 26, 2015 – February 2, 2015
Adjacent Communities (Wilbraham, East Longmeadow, Longmeadow, Agawam, West Springfield, Westfield, Chicopee, Ludlow)	Meet with 8 adjacent local governments to solicit their engagement	PVPC	Week of February 9, 2015 or February 16, 2015
Residents	City-wide resident meeting	PVPC	February 3, 2015
General Public	Online Survey	City of Springfield	

STAKEHOLDER GROUPS

American International College
Bay Path College
Board of library Commissioners
Community Music School
Community Schools Initiative
Davis Foundation
Elms College
Futureworks
Holyoke Chicopee Springfield Head Start
Homework Center
Mayor
O.W.L. Adult Education Center
Private Business Sector
Public, Parochial, Private School leaders
Puerto Rican Cultural Center
Residents and Neighborhood Councils
School Superintendent
Springfield City Library
Springfield College
Springfield Department of Health and Human Services
Springfield Health and Fitness Stakeholders
Springfield Office of Information, Technology, and Accountability
Springfield Parent Advisory Council
Springfield Parks and Recreation Division
Springfield Public Forum
Springfield Public Schools
Springfield School Committee
Springfield School Volunteers
Springfield Technical Community College
State Delegation
UMass

OUTREACH TO VULNERABLE POPULATIONS

In support of the Phase 1 Application, The City of Springfield, Economic Development Department will present at a meeting of the Neighborhood Council Presidents on the Resiliency Planning Process seeking Neighborhood Council Presidents assistance publicizing the survey, soliciting resiliency input and city-wide meeting to their residents.

Additionally, PVPC will facilitate one city-wide meeting to engage residents in resiliency planning. In preparation for this meeting, PVPV will summarize two new Regional Sustainability plans for City officials for integration into resiliency planning--Our Next Future-Pioneer Valley Plan, and One Region One Future, the bi-state MA/CT plan, both funded by HUD PVPC. PVPC will work with city staff to identify locations for three city-wide meetings and use a variety of means (networking, outreach, media etc.) to publicize the meetings. PVPC will then prepare a presentation for the public, facilitate input from residents at the meetings and summarize results of the meetings. Outreach and engagement efforts will include a minimum of four small group meetings targeting residents in the city's economically disadvantaged neighborhoods (Metro Center, Bay/Memorial, South End, and Mason Square w/ Six Corners) to facilitate input.

PVPC will meet with 8 adjacent local governments to solicit their engagement (Wilbraham, East Longmeadow, Longmeadow, Agawam, West Springfield, Westfield, Chicopee, and Ludlow). There is much overlap in the interests and activities of local government bodies. Ongoing communication and collaboration on various elements of hazard mitigation and risk and resilience planning is crucial to ensure coordination and effective use of resources. Ultimately, these local governments must work together during the development of this application to ensure that residents in the region are provided with the highest standards of service delivery, risk management, and community responsiveness.

As an additional outreach effort, The City of Springfield added 3 questions to a survey sent out to solicit feedback on the Five Year Consolidated Plan. The questions asked were:

1. In recent years, Springfield has experienced a tornado, severe snowstorms, and hurricanes. When you think about negative impacts from severe weather, what do you worry about most?

- Loss of transportation within the City
- Loss of transportation to exit the City
- Loss of communications (Phone, Internet)
- Ability to access food and water
- Loss of utilities (electricity, heat, water)
- Loss of housing
- Ability to access medical care
- Elderly, sick and disabled people in the community
- Impacts from flooding
- Impacts from severe wind
- Impacts from weight of extreme snow load
- Other: _____

2. What is one thing our community should do to protect ourselves from the impacts of future natural disasters?

3. If you were impacted by the natural disasters in 2011, do you still have damages that have not been repaired or other unmet needs from the disaster? If so, briefly describe:
 - 1.

Finally, PVPC will produce a summary report documenting engagement and summarizing input received during the enactment of the Outreach and Engagement Plan.

Consultation Summary

Agency Specific Engagement	Additional Agency Detail	Proposed Target Agency	Person(s) Responsible
Engagement with Public & Private Agencies			
Engagement with Public & Private Agencies	Agencies Providing: <ul style="list-style-type: none"> • Assisted housing • Health Services • Social and Fair Housing Services to: <ul style="list-style-type: none"> ○ Children, Elderly, Disabled, HIV/Aids, & Homeless 	Health and Human Services Springfield Housing Authority Continuum of Care Livewell Springfield	Helen Caulton-Harris Gerry McCafferty
Engagement with State Housing Agency Administering Public Housing		Commonwealth of Massachusetts, Department of Housing and Community Development	Gerry McCafferty
State/Local Health and Child Welfare Agencies	Relative to Lead-based paint hazards	Health and Human Services	Helen Caulton-Harris
Disaster-affected Units of General Local Governments			
All Disaster-affected Units of General Local Governments	To include any CDBG entitlement communities not identified as eligible applicants for CDBG-NDR funds	Most impacted and distressed businesses	Brian Connors
Other Local/Regional Agencies			
Agencies with metropolitan-wide planning responsibilities in disaster affected areas	Particularly for problems and solutions that reach beyond a single jurisdiction: Examples: Metropolitan Planning Organizations designated by the U.S. Department of Transportation; Economic Development Districts designated by the Department of Commerce; Watershed Council; Regional councils of government	Planning and Conservation Commission Chicopee River/CT Watershed Councils	Brian Connors Bob Hassett
Tribal Outreach			
Tribes within or adjacent to disaster affected areas			Tina Quagliato/Sean

Agency Specific Engagement	Additional Agency Detail	Proposed Target Agency	Person(s) Responsible
			Pham
Adjacent States/UGLGS and Other Stakeholders and Affected Parties in Surrounding Areas			
Maine			
Other Activity Encouraged by HUD			
Environmental Organizations		EPA	Brian Connors
EPA (Regional Offices)		EPA	Brian Connors
Community/Neighborhood Groups		Neighborhood Councils Online Survey	PVPC
Historic Preservation Groups		-Local Historic Commission -Springfield Preservation Trust	Brian Connors
Local Agencies	-Local historic preservation groups/agencies -Local department overseeing environmental quality -Local health department -Local or regional planning department -Local fire/emergency management agency -Local police/public safety department -Local planning department	Historic Planning Commission	Brian Connors

STAKEHOLDER ENGAGEMENT QUESTIONS

Health and Human Services Outreach Questions

1. What are the strengths of Springfield as it relates to families?
 - What makes Springfield's community unique?
 - Why does your organization serve families here?
 - If you have multiple locations, how does Springfield compare?
 - How do we replicate/expand these successes?
2. What is the perception of life for families in Springfield?
 - Why is this the perception?

- What is the reality?
3. What things pose a challenge to life for families in Springfield?
 - What are the supports needed to grow and create resilient, family friendly communities that are currently missing?
 4. How can we improve resiliency for children, families, and vulnerable populations?
 - Where can Springfield be in 5 years?
 - How can your organization play a role in this?
 - What new/existing partnerships can facilitate this?
 5. What stakeholders have you consulted with since the 2011 and/or 2012 storm events?
 - What actions did you take to conduct this outreach?
 - How did you collaborate with stakeholders and/or residents?
 - What have you already discussed with these stakeholders?
 - Regarding those stakeholders you've consulted with, please provide detail on the following:
 - Agency name(s)/stakeholder group(s)
 - Agency type/description of target population(s)
 - Type of outreach
 - Method of notification/Materials provided
 6. Among your community stakeholders, how did you work with:
 - The disabled?
 - Minority populations?
 - Low-income individuals and families?
 - Children?
 - Elderly persons?
 - Persons with disabilities?
 - Persons with HIV/AIDS and their families?
 - Homeless persons?

Housing Outreach Questions

1. What are the strengths of Springfield as it relates to housing, buying/selling and developing property?
 - What makes the Springfield's housing community unique?
 - Why did you site your organization here?
 - If you work in multiple locations, how does Springfield compare?
2. What housing successes have taken place since the 2011 and 2012 storm events?
 - How do we replicate/expand these successes?
3. What is the perception of housing in Springfield?
 - Why is this the perception?
 - What is the reality?

4. What things pose a challenge to securing housing in Springfield?
5. How can the City assist housing organizations in making our communities more resilient?
6. What are the supports needed to improve housing/community resiliency that are currently missing?
7. What unmet housing needs have you identified since the 2011 and 2012 storm events?
8. What stakeholders have you worked with since the 2011 and/or 2012 storm events?
 - What actions did you take to conduct this outreach?
 - How did you collaborate with stakeholders and/or residents?
 - What have you already discussed with these stakeholders?
 - Regarding those stakeholders you've consulted with, please provide detail on the following:
 - Agency name(s)/stakeholder group(s)
 - Agency type/description of target population(s)
 - Type of outreach
 - Method of notification/Materials provided
9. Among your community stakeholders, how did you work with:
 - The disabled?
 - Minority populations?
 - Low-income individuals and families?
 - Children?
 - Elderly persons?
 - Persons with disabilities?
 - Persons with HIV/AIDS and their families?
 - Homeless persons?
10. Where can Springfield's housing be in 5 years? What new/existing partnerships can facilitate this?

Economic Development Outreach Questions

1. What are the strengths of the City of Springfield as it relates to employment and workforce development?
 - What makes the City's business community unique?
 - If you have multiple locations, how does the Springfield compare?
2. What successes have taken place since the 2011 and 2012 storm events?
 - How do we replicate/expand these successes?
3. What economic development needs remain since the 2011 and 2012 storm events?

4. What is the perception of the economic development climate in Springfield?
 - Why do think this is this the perception?
 - What do you think is the reality?
5. What things pose a challenge to the business community in Springfield?
 - How have businesses dealt with hazard events?
 - What are the supports needed increase resiliency among the business community that are currently missing?
6. What can be done to assist Springfield's business community in becoming more resilient?
 - Where can the City be in 5 years?
 - How can employers and workforce developers play a role in this?
 - What new/existing partnerships can facilitate increased resiliency?
7. What stakeholders have you worked with since the 2011 and/or 2012 storm events?
 - What actions did you take to conduct this outreach?
 - How did you collaborate with stakeholders and/or residents?
 - What have you already discussed with these stakeholders?
 - Regarding those stakeholders you've consulted with, please provide detail on the following:
 - Agency name(s)/stakeholder group(s)
 - Agency type/description of target population(s)
 - Type of outreach
 - Method of notification/Materials provided
8. Among your community stakeholders, how did you work with:
 - The disabled?
 - Minority populations?
 - Low-income individuals and families?
 - Children?
 - Elderly persons?
 - Persons with disabilities?
 - Persons with HIV/AIDS and their families?
 - Homeless persons?

Emergency Preparedness Outreach Questions

1. What are the greatest threats and hazards to Springfield and its residents?
2. What things pose a challenge to emergency preparedness in Springfield?
 - a. How have residents/businesses dealt with hazard events?

3. What are the supports needed increase resiliency in the City of Springfield that are currently missing?
4. What can be done to assist the Springfield community in becoming more resilient?
 - How can your organization play a role in this?
 - What can the City do to increase resilience in Springfield?
 - What new/existing partnerships can facilitate increased resiliency?
5. What agency stakeholders have you consulted with since the 2011 and/or 2012 storm events?
 - What have you already discussed with these stakeholders?
 - Regarding those stakeholders you've consulted with, please provide detail on the following:
 - Agency name(s)/stakeholder group(s)
 - Agency type/description of target population(s)
 - Type of outreach
 - Method of notification/Materials provided
6. Amongst your community stakeholders, how did you work with:
 - The disabled?
 - Minority populations?
 - Low-income individuals and families?
 - Children?
 - Elderly persons?
 - Persons with disabilities?
 - Persons with HIV/AIDS and their families?
 - Homeless persons?
 - Minority business owners?
 - Most impacted and distressed businesses?
7. Did any of your discussions with these stakeholders bring to light potential cumulative impacts of their risks and vulnerabilities? Describe?
8. Have you considered and discussed with these stakeholders the indirect risks and vulnerabilities in the environment with particular attention to potential sources of contamination (water treatment facilities or brownfields)?