



DREAM BIG

NONPROFITS AND UCF BUILDING
COMMUNITY PARTNERSHIPS

18th Annual Central Florida Community Partners Nonprofit Conference

Conference Summary

October 29, 2019

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Introduction



“The true meaning of life is to plant trees, under whose shade you do not expect to sit.”

-Nelson Henderson

18th Annual Central Florida Community Partners Nonprofit Conference Building Relationships

Thank you for participating in our annual nonprofit conference and for sharing your ideas on building relationships and community. There are two sections of feedback from the conference. The first is our quick discussion of what defines a healthy relationship and community. The second part are the results from our interactive session with the nine (9) group reports combined for a comprehensive discussion on growing relationships and specifically how the School of Public Administration and UCF Downtown can be good neighbors.

- Mary Ann Feldheim

Conference Agenda

Conference Welcome

Mary Ann Feldheim, Ph.D.

Conference Chair

Host Welcome

Naim Kapucu, Ph.D.

Director, School of Public Administration

Guest Speaker

Walter Hawkins

Director of Urban Development, City of Orlando

Dream Panel

Thomas Bryer, Ph.D.

Panel Moderator

Professor, School of Public Administration

Gregg Buckingham, Ed.D.

Lecturer, School of Public Administration

Eric Camarillo

President, S.A.L.T. Outreach

Eric Gray

Executive Director, United Against Poverty

Charise Liburd

Senior Monitoring and Evaluation Coordinator, Orange County

Georgiana Tynes

Director of Fund Development, Lighthouse Central Florida

Luncheon Keynote

Pamela "Sissi" Carroll, Ed.D.

Dean, College of Community Innovation and Education

Building Healthy Relationships and Community

Below are your answers to questions regarding what constitutes a healthy relationship, what is needed to constitute a community, and strategies to build relationships and community.

- **Building Relationships**

- **What is needed for there to be a healthy relationship?**

- **Shared values and interest**

- Mutual respect, regard, and acknowledgement
 - Fairness and equity
 - Honesty
 - Common interests
 - Shared goals, values, and objectives
 - Willingness to learn

- **Trust**

- Loyalty, commitment, and effort “getting your hands dirty”
 - Honesty and transparency
 - People do what they say and follow through
 - Passion and heart
 - Selflessness and support
 - Earnest serving of the relationship
 - Mutual benefits for all parties

- **Communication**

- Ability to be present in the moment and to listen
 - Communication skills- clarity and assertiveness
 - Consciousness about our own needs and wants

- **Managing the expectations**

- Bridging the gap between what we want and reality
 - Ability to apologize and forgive
 - Diversity of people and ideas
 - Patience and flexibility



- Healthy boundaries
 - Separate identities
 - Knowing strengths and weaknesses
 - Healthy disagreement and conflict management
- **What is needed to say that we are a community?**
- **Connectedness**
 - People know each other's name, face, and role in the community
 - People work together to address community issues
 - A sense of belonging
 - People care about each other
 - Look out for each other
 - Helping each other
 - Engagement in community activities
 - Break bread – sharing food!
 - **Trust and respect are demonstrated in interactions**
 - Diversity and active inclusion
 - Openness
 - Appreciation
 - **Mutual norms, values, and goals**
 - Shared identity
 - Shared experiences
 - History
 - Shared culture

Definition of Community

Sarason (1974) *“the perception of similarity to others, and acknowledged interdependence with other, a willingness to maintain this interdependence by giving to or doing for others what one expects from them, and the feeling that one is part of a larger dependable and stable structure.”*



Strategies to develop relationships and community

Forbes Nonprofit Council (2017) “Nine Ways Nonprofits Can Increase Community Engagement”

- Encourage Discussion to Forge Relationships
 - Diverse voices and opinions
- Participate in Local Events
 - Attend or host events
- Be a Partner for Your Community
 - Join others to address community issues
- Target the Leaders on the Ground
 - Offer your services to local leaders on key issues
- Use Your Space to Inform Your Neighbors
 - Host events, trainings, seminars
- Leverage the Community for Knowledge
 - Ask community members to share knowledge
- Let Ambassadors lead the way
 - Create a leadership group to build relationships
- Be consistent and get involved
 - Promote opportunities for giving and volunteering
- Create mutually beneficial opportunities
 - Participants feel fulfilled by participating

Additional Strategies

- Introduce yourself to your neighbor and meet them
- Respect and value their diversity and uniqueness
- Be sure all voices are heard and listened to with respect
- Talk together with authenticity and listen actively
- Provide opportunities to get together for shared fun activities
- Identify ways to work together for a common goal
- Plan ways to accomplish the common goal and celebrate successes
- Town Hall Meetings

- Educate yourselves about your neighbors



Combined Responses from Interactive Sessions

These questions specifically address creating an emerging community in downtown Orlando with the nonprofit community, the residents, the students and the faculty of the School of Public Administration and College of Community Innovation and Education.

1. “What characteristics would you like to see in this emerging community?”

- a. Qualified workforce
- b. Diversity of lived experiences
- c. Balance of large and small organizations
- d. Nonprofits creating a base of supporters (emerging and established)
- e. Every family has what they need beyond basic needs
- f. Everyone who wants to work will be trained and have childcare
- g. City Council holds meetings here at least once a year
- h. Everyone matters and deserves a quality life
- i. A community looking for opportunities to work together and not stay in silos
- j. A community putting resources together
- k. Financial literacy
- l. Nonprofit incubator in close proximity to certain hubs in city
- m. Joint Advocacy
- n. Different forms of transportation that fit individual needs



2. Who should be included in this community?

3. Residents (homeowners and renters – new and old)
4. Government (state agencies)
5. Funders – facilitating and connecting with the community (high net worth individuals)
6. Nonprofit professionals
7. Veterans
8. Vulnerable populations
9. Returning citizens and graduates
10. Elected officials (2 representatives of the community)
11. Community Center leaders

12. Aging and disabled
13. Business owners/ leaders (new and existing)
14. Young adults
15. Foster kids and high school kids
16. Schools
17. Faith community leaders
18. UCF students, faculty members, and staff
19. Valencia students, faculty members, and staff
20. Driven and innovative leaders
21. Organizers and connectors

22. How do we promote the change?

- a. Work to build trust
- b. Be more accessible
- c. Learn from others
- d. Engage in joint advocacy and be willing to share without fear and work together
- e. Invite the community into the conversation
- f. UCF finds a way to celebrate the culture around them
- g. Build citizen resiliency
- h. Promote education and an educated workforce
- i. Educate the community about the history of the area (Division Street)
- j. Collaborative efforts



- k. Go outside your circle
- l. Create a “Welcome Packet”
- m. Unite Communities
- n. Get younger residents and renters invested in the community
- o. Get students more vested in nonprofit organizations and the community
- p. Provide opportunities for the community to give their voice
- q. Invest in infrastructure
- r. Invest in public transportation
- s. Outreach at grassroots level by knocking on doors
- t. Make connections between communities, donors, and cultural groups
- u. Create a shared vision of who we are
- v. Act against expert prescription
- w. Road trips to see good practices
- x. Focus on collective impact
- y. Maximize social media and give young people access to technology early
- z. Offer community events
- aa. Reach out and emulate/improve other college outreach and development programs
- bb. Go into the community / speak with those this affects in order to provide solutions
- cc. Listen!
- dd. Collaborate “It takes a village.”
- ee. Give a voice and resources, as well empowerment and provide mentoring
- ff. Host nonprofit professional organization meetings downtown
- gg. Create a “Nonprofit Incubator Program”
- hh. Create a “Community Calendar”
- ii. Create “Community Databases”
- jj. Develop a Strategic Plan
- kk. Share resources, strengths, missions,
- ll. Solicit input through surveys and respond to the findings



23. Why is this important?

- a. Without basic needs (food, housing, transportation) you cannot thrive
- b. Investing in the future of our community
- c. Working together makes greater impact

- d. Inclusion makes sure everyone is represented
- e. Helps our community realize life, liberty, and the pursuit of happiness instilling hope
- f. Creates trust within the community

24. What strategies should we use?

- a. Beautification program with student volunteers – Adopt a street idea
- b. Create a downtown chapter of UCF LIFE Program for seniors and the community
- c. Embrace the existing community
- d. Strategically be intergenerational
- e. Create a UCF and high school students summer work program
- f. Go door-to-door to meet the neighbors
- g. Develop a college readiness program for residents
- h. Host an old-fashioned block party
- i. Utilize city’s assets (parks, stadiums, affordable venues)
- j. Partner with nonprofits addressing homelessness
- k. Network by hosting a community meeting
- l. Secure more funding through collaborative grants
- m. More innovation
- n. Involvement/ inclusion “Want to be seen.”
- o. Business recruitment/ involvement
- p. Affordable training certificates / practical education “break the cycle of poverty”
- q. UCF engages housing outside of the dorms
- r. Preserve the history of the Parramore community
- s. Develop community history programs and education
- t. Provide a safe community
- u. Street signage
- v. Diverse representation in planning and programs
- w. Focus on health and wellness, empowerment, trust, inclusivity
- x. Interdisciplinary approach to the issues
- y. Asset-based community development
- z. Ongoing capacity building



- aa. Build bike and pedestrian paths (shared use across demographics)
- bb. Orange County Public School children visit UCF for a day
- cc. Strategic planning to accomplish the vision
- dd. Partner with Church Street Development District

25. What are the community needs?

- a. Address gentrification
- b. Shortage of affordable housing
- c. Creating jobs with a living wage
- d. Working to influence public policy to address community needs
- e. Grocery stores
- f. Affordable public transportation
- g. Expand Sunrail
- h. Improve Lynx efficiency, scheduling, and location of stops
- i. Affordable parking
- j. Physical accessibility for everyone
- k. Education and Career Training
 - i. Develop a career pipeline
 - ii. Mentor young students
 - iii. Offer tours of Valencia and UCF
 - iv. Have events to bring children, youth, and adults to the campus
- l. Community Engagement
 - i. Holidays “you should feel it”
 - ii. Go outside of the city create cohesive “Central Florida”
 - iii. Decrease the feeling of West vs East



26. What can you do individually?



- a. Network and show impact of collaborations
- b. Mentor engaging all majors in volunteering to gain future exposure / impact
- c. Build relationships and engagement
- d. Develop young employees when engaging with corporations
- e. Share research opportunities
- f. Be a sounding board “Get in the trenches.”
- g. Utilize people with experience and wisdom
- h. Be an active member in the

community

- i. Nothing is too small – stay active not matter the size of the immediate impact
- j. Intern or volunteer- engage young members / students
- k. Get more exposure for smaller nonprofits (volunteering)
- l. Organize teen events, asking them for different ideas
- m. Block events, barbeques, community-wide in different neighborhoods
- n. Coffee meetups
- o. Address one issue or need at a time
- p. Attend professional association meetings, such as Rotary
- q. Engage with the Chamber of Commerce
- r. Listen to different opinions asking people what is important in their community
- s. Get involved and find your passion – volunteer at a local organization or join a board
- t. Visit the local museums
- u. Take time to educate yourself about the community
- v. Make resources available
- w. Create social media hashtag
- x. Prevent isolation
- y. Read the Sentinel – be informed
- z. Donate – Time, Talent, Treasure

27. What can SPA do to make this change happen?

- a. Take a leadership role in addressing community needs
- b. Share success stories making it personal
- c. Engage all majors in volunteering/ impact (even main campus students)
- d. Provide exposure and support for smaller nonprofits
- e. Design student projects that address real community needs
- f. Have students be short term board members
- g. Stress how important one-on-one connections are with smaller nonprofits
- h. Create nonprofit database for volunteer opportunities
- i. Make students aware of 211 services
- j. Have faculty be on boards and advocate for students to work with nonprofits
- k. Faculty donate time to provide lectures / wisdom in the community
- l. Bring faith communities together with a common space
- m. Bring nonprofits and government agencies together
- n. Build relationships with nearby community centers and build mentoring into college programs to have students mentor community youth
- o. Research and share best practices in nonprofit management with the community
- p. Re-evaluate nonprofit job positions to meet incoming job sector
- q. Study policy priorities and create briefs that inform the community about policy and/or proposed policy changes
- r. Offer practical career advice providing networking opportunities to graduating students, while in school, that are actually helpful meeting the students where they are at
- s. Collaboration and true dialogue
- t. Increase student interns sharing new technologies and techniques
- u. Become the nonprofit “clearing house” help be a conduit for nonprofits to connect and collaborate and to learn about each other
- v. Offer workshops, such as board development and recruitment
- w. Facilitate access to other departments for interns, events, marketing, IT, etc.
- x. Create a Nonprofit Incubator program
- y. Utilize boundary spanning individuals to bring networks together
- z. Raise awareness of donor and volunteer opportunities
- aa. Create university traditions connected to the community
- bb. Sponsor Sentinel subscriptions for students



- cc. Develop a survey to assess community needs or access existing data from the city
- dd. Convene community discussions regularly
- ee. Make research “Orlando First” a priority
- ff. Offer program evaluation to community organizations and evaluate SPA engagement
- gg. Conduct outreach to the community

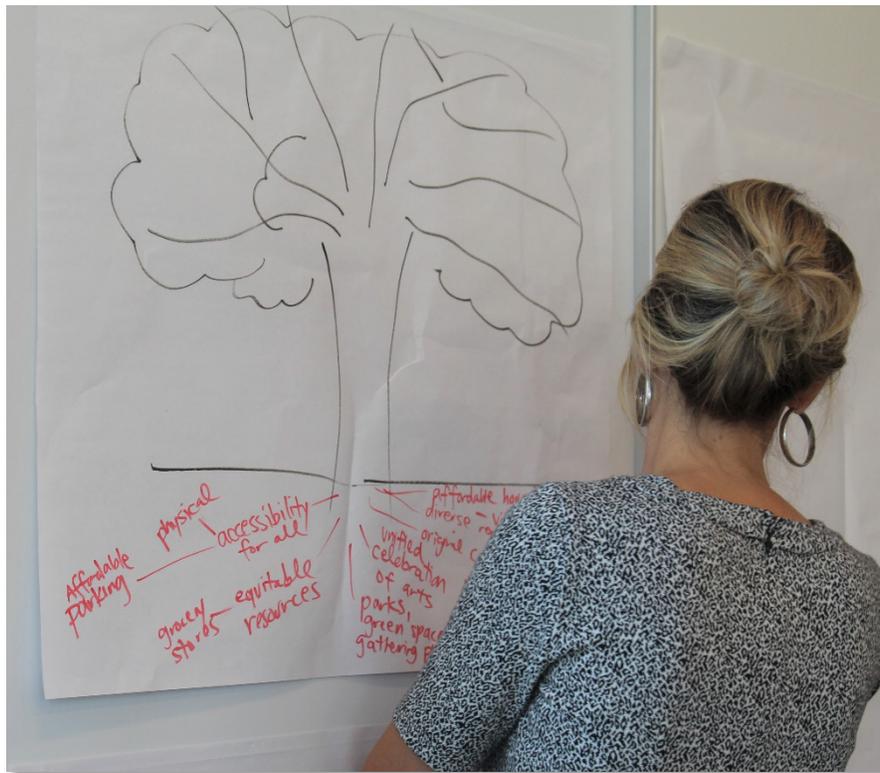


28. What is the vision?

- a. Transformation in the community
- b. To bring the community together “avoid detachment”
- c. Community engagement through education
- d. Sharing strengths between organizations for the benefit of vulnerable populations
- e. Collaboration and partnerships with all stakeholders
- f. Community togetherness
- g. Address community needs (homelessness, affordable housing, public transportation and educated workforce)
- h. Qualified workforce brings businesses and funders
- i. Organizations who have been around for a long time need to share best practices and learn new things from others
- j. Mentoring and support
- k. Understanding varying complex needs between communities in Central Florida, such as Oviedo and Orlando
- l. Sharing resources with community nonprofit organizations

29. Why is this vision important?

- a. Without a vision there is no direction
- b. The community benefits as a cohesive unit
- c. Strengthens people, communities, families
- d. Whole community is greater than the sum of our parts
- e. Collectively helping the community
- f. Unites people around a shared purpose
- g. Tears down silos



School of Public Administration Contact Information

School of Public Administration (SPA)

The School offers nonprofit management degree and certificate programs at both the undergraduate and graduate levels. Internships and service-learning projects are an integral part of the nonprofit management programs and provide students opportunities to practice what they are learning in the classroom. In addition, the School is home to the Center for Public and Nonprofit Management, which supports research and education within the community. To learn more about the School visit our website <https://ccie.ucf.edu/public-administration/>

Internship Guidelines

- Undergraduate students must complete an average of 12 hours per week of work during a semester for 3 credit hours or 24 hours per week for 6 credit hours.
- Graduate students must complete an average of 20 hours per week for 3 credit hours.
- Work can be in a specific office, at home, or in the field, and this is decided between the student and the supervisor.
- Beginning Summer Semester 2020 we will have electronic times sheets for students to complete.

Contact for Internship Information

- **Dr. Daniel Seigler** – Daniel.Seigler@ucf.edu
- **Mirtha Bailey** – Mirtha.Bailey@ucf.edu

Service-Learning Projects

- Many of the graduate nonprofit management courses require service-learning projects of the students. A service-learning project is one where student(s) apply course content to a specific organization producing a usable product for the organization, such as a strategic plan or a grant proposal. The instructor for the course provides ongoing feedback to the students, so that the final product is of a usable quality for the organization.

Contact Information for Service-Learning Projects

- **Mirtha Bailey** – Mirtha.Bailey@ucf.edu

Center for Public and Nonprofit Management (CPNM)

- The CPNM is the research and service arm of the School of Public Administration and offers research colloquiums, capacity building, and trainings. To learn more about what the CPNM may be able to offer you visit their website <https://ccie.ucf.edu/cpnm/>

Contact Information for the Center for Public and Nonprofit Management

- **Justin Miller** – cpnm@ucf.edu

Sponsors

Larry and Mary Ann Feldheim



**School of Public
Administration**



**VALENCIA
COLLEGE**
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Public Administration Research Conference

Join us for the 14th annual Public Administration Research Conference on March 19-20, 2020. This year's theme centers around preparing the next generation of public leaders in resilience and sustainability. For more information, visit

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