

Anatomy of a NEIGHBORHOOD ACTION LAB: Domestic Violence Example

PART 1: PREPARATION - 6-8 weeks

Analysis and Outreach to organize the Workgroups - During this phase, CS will work with lead City agencies and local CBOs to gather data on:

- What resources already exist within the development or neighborhood related to the goal area? e.g. Safe Horizons provides domestic violence services in PSA 2.
- What existing MAP Agency initiatives or programs could be used to support work in this goal area? e.g. Healthy Relationships workshop, Upstander Training, Neon Mentoring group
- What are the support, resource or systems gaps that need to be addressed?
- What additional stakeholders will be crucial to the effort and what coordination efforts have already taken place between these stakeholders?
- What further coordination efforts might be needed?

Community Solutions will do additional outreach to gain community input, identify assets and potential barriers and finalize more targeted workgroup goals prior to the Action Lab.

Organize the NSS Action Team Leadership - Using the DV focus area, CS will activate and convene the NSS Action Team Leadership on a monthly basis. This Leadership team will consist of senior staff at OCDV, NYPD, NYCHA, DoP, Safe Horizons and two current NYCHA residents. The Leadership Team meets two times before the NAL, identifies the NAL participants, attends the NAL (or at least the beginning and end of the NAL), meets with the NAL team twice during the Sprint Cycle and attends the Momentum Lab. For a NAL focused on domestic violence, the Leadership Team would likely consist of senior-level staff at NYPD and OCDV, NYCHA, Safe Horizons, at least one other local nonprofit and the Neighborhood Engagement specialists.

Review Goals for Neighborhood Action Lab - The NSS Action Team Leadership will review the workgroup goals and short-term goal (concrete and measurable) to be achieved in 90 days and will ensure they are focused on improving the NeighborhoodStat indicator(s) for the selected focus area. For example, a DV goal might be *"In the next 90 days, redesign the domestic violence response system in the development so that incidents of suspected domestic violence reports increase by 20% so that domestic violence events decrease by 30% by December 2017"*. The goal would be linked to available NSS data so that the development has a method to track progress toward the goal.

PART 2: NEIGHBORHOOD ACTION LAB - 2 - 2.5 Days

The NALs will be facilitated by the Neighborhood Activation Coach and other Community Solutions' staff. Regardless of the focus area and goal, Action Labs will follow a proven format to help Teams move forward on work plans. This format consists of the following:

- **Team Building** - Reinforces the Action Team's common purpose through team building exercises

- **Understanding the Goal and Building Team Ownership of the Goal** - The NSS Action Team Leadership will explain how and why it was chosen and work to ensure that the Workgroup Teams feel a sense of ownership of the goal
- **Design** - The Workgroups will brainstorm ways to achieve the goal by using human centered design to develop a solution or way to achieve the goal.
- **Action Planning** - Each workgroup will create a plan for implementing their short-term goal and activities, **as well as outline tasks toward their mid- and long-term goals**. Each Action Plan developed will contain specific tasks in the following areas:
 - **Assess and Understand Needs and Preferences of Residents/End Users**
 - **Develop, Test and Refine Potential Solutions**
 - **Aid, Track and Improve Work** (this will be done with the NSS Lead Nonprofit working with Community Solution's Data/Performance Management Staff to ensure an integrated way of tracking progress toward the goal and guiding toward improvement)
 - **Use Existing Resources and Close Gaps** (City Agencies and nonprofits involved in the effort will work with the Action Team to develop and implement this plan)
 - **Sustainability Plan** - The Team will work to ensure that the local nonprofits identified will incorporate the goals/activities into their longer term plan, to ensure the ongoing impact of the Teams' work.
- **Confirming Logistics for Regular Meetings** - The workgroups will set dates and locations for their ongoing check-ins, and close by celebrating the goal and development of the Action Plan.

PART 3: SPRINT CYCLE - 90-100 day work cycle

The Neighborhood Activation Coach will work with the Action Team (workgroups) during the Sprint Cycle to deliver on the Action Plans and achieve their short-term goals. This work will include:

- **Presentation of the Action Plan for the Leadership Team** - The Workgroups will present the core components of the Action Plan to the NSS Action Team Leadership and list specific requests of the Leadership to clear the path of barriers to achieving the goal.
- **Implementation & Refining** - The Action Team will implement the plans and refine the details as needed, to meet the workgroup goal
- **Team Meetings** - The Action Team will meet regularly, at least weekly for the first month, then less frequently for the latter months.
- **Meeting with the NSS Leadership Team** - The Action Team will meet with the NSS Action Team Leadership at the 30 and 60 day marks to review progress, ask the Leadership for ongoing "path clearing" and modify the work as needed.

Part 4: Momentum Lab

CS will bring together the Action Team and Leadership to:

- **Reflect and Celebrate** - Was the goal achieved? What were supportive factors / activities? What were hindering factors / activities? Celebration of progress made
- **Solidify** - What activities/changes did we implement that we will want to make sure to continue? What steps are necessary to institutionalize the gains that we made?
- **Determine Next steps** - How specifically will the work be sustained? If goal was not achieved, what will we do to get there during the following short cycle? What will we take back and present at the next NSS meeting?