Neighborhood Opportunity Network (NeON)

Charting a pathway to Public Safety through Community & Client Engagement

Where we specialize in building Human Justice and Community Solutions toward building a future beyond prisons for all children

July 2013
City Hall Presentation
Quotes that Capture the Spirit of NeON

“As much as it’s about our clients, it’s also about our staff. If you want to make your clients happy, we have to make our staff happy, so that they can help the clients succeed.”
(Branch Chief)

“It’s important to inspire staff”
(Supervising Probation Officer)

“It’s been said that you have to separate the people from the work, but people are the work.”
(Deputy Commissioner)
SCOPE OF WORK

Technical assistance contract to develop community engagement capacity within the NYC Department of Probation’s NeON leadership

- Contract period: 6 months (December 15, 2012 to June 30, 2013)

- Consult with the **NeON Borough Leadership** (*Assistant Commissioners, Branch Chiefs and Supervising Probation Officers*) in each borough to plan and implement expanded community engagement capacity in the specific NeON communities.
  ① Harlem (adult and juvenile)
  ② Brownsville
  ③ Jamaica
  ④ Staten Island (Community District 1)
  ⑤ South Bronx

- Deliverables
  ① Training materials/curriculum
  ② Evaluation
  ③ Final Report
PROCESS

① Jan – Feb 2013: Initial assessment consultation with each Borough Assistant Commissioner (and sometimes Brach Chiefs and Supervising Probation Officers) at Beaver Street
   - Questionnaire was disseminated beforehand
   - Dialogic, consultative approach toward main objective of establishing relationship

② Feb – Mar 2013: Site visits to each NeON (Bronx, Brooklyn, Harlem, Staten Island and Queens)

③ Apr – June 2013: Conducted 4 Information Exchange Sessions, each session lasting anywhere from 4 - 6.5 hours upon evaluation requests
   - Each session is documented via sign-in sheets, agenda, handouts and evaluations.
   - Each session was designed and informed by rigorous analysis of the content, pattern and dynamics from the previous sessions, meetings and informal interactions.
   - Each subsequent session was lengthened in duration based on participants’ requests.

④ June 2013: Conducted on-site coaching and consultation sessions at each NeON
   - Each coaching session lasted 2.5 hours.
KEY FINDINGS

① NeON EXPERTISE WAS THERE ALL ALONG. . .WAITING TO BE REALIZED

✓ NeONizing - “We’ve been doing this, but individually” to “the NeON probation officer should be the prototype for what every officer should be” to “we should get rid of the distinction between NeON and non-NeON”

✓ NeON platform/initiative was crucial, however, in enhancing and elevating innovative and effective leadership

② ON-SITE COACHING ON COMMUNIT/CLIENT ENGAGEMENT IN LIVE/EVERYDAY CONTEXT

✓ Team building was a very big recurrent theme

✓ Strong desire and need expressed by the leadership for continued and deeper coaching for the probation officers

③ RESOURCE NEEDS

✓ Allocation and localized administration of resources

✓ Critical need for community stakeholders to build capacity for effective partnership, i.e., organizational and program development skills, evidence informed youth development skills and etc.
Evaluation Report

- Please refer to enclosed evaluation survey reports for each Information Exchange Session and Coaching Session conducted.