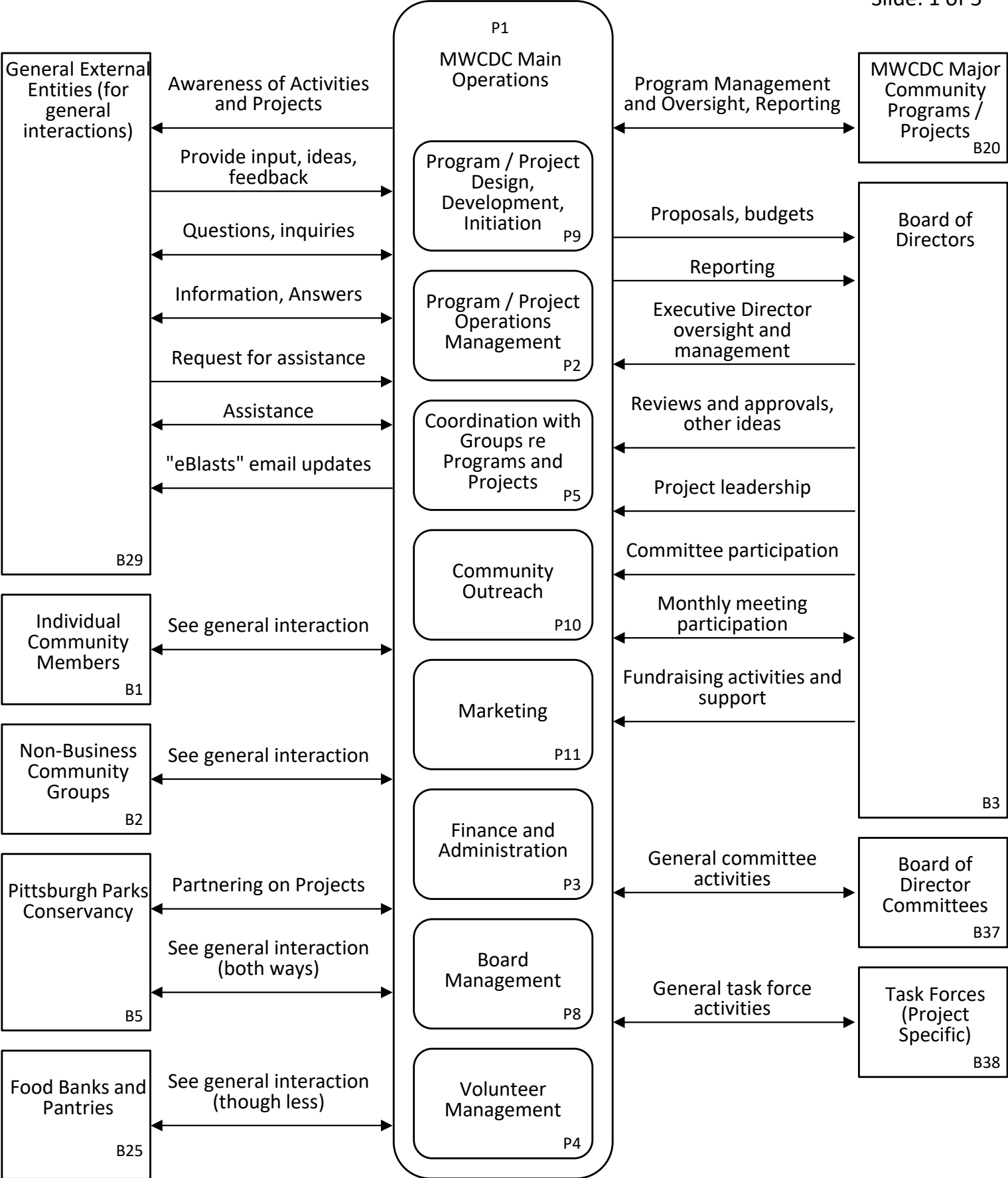
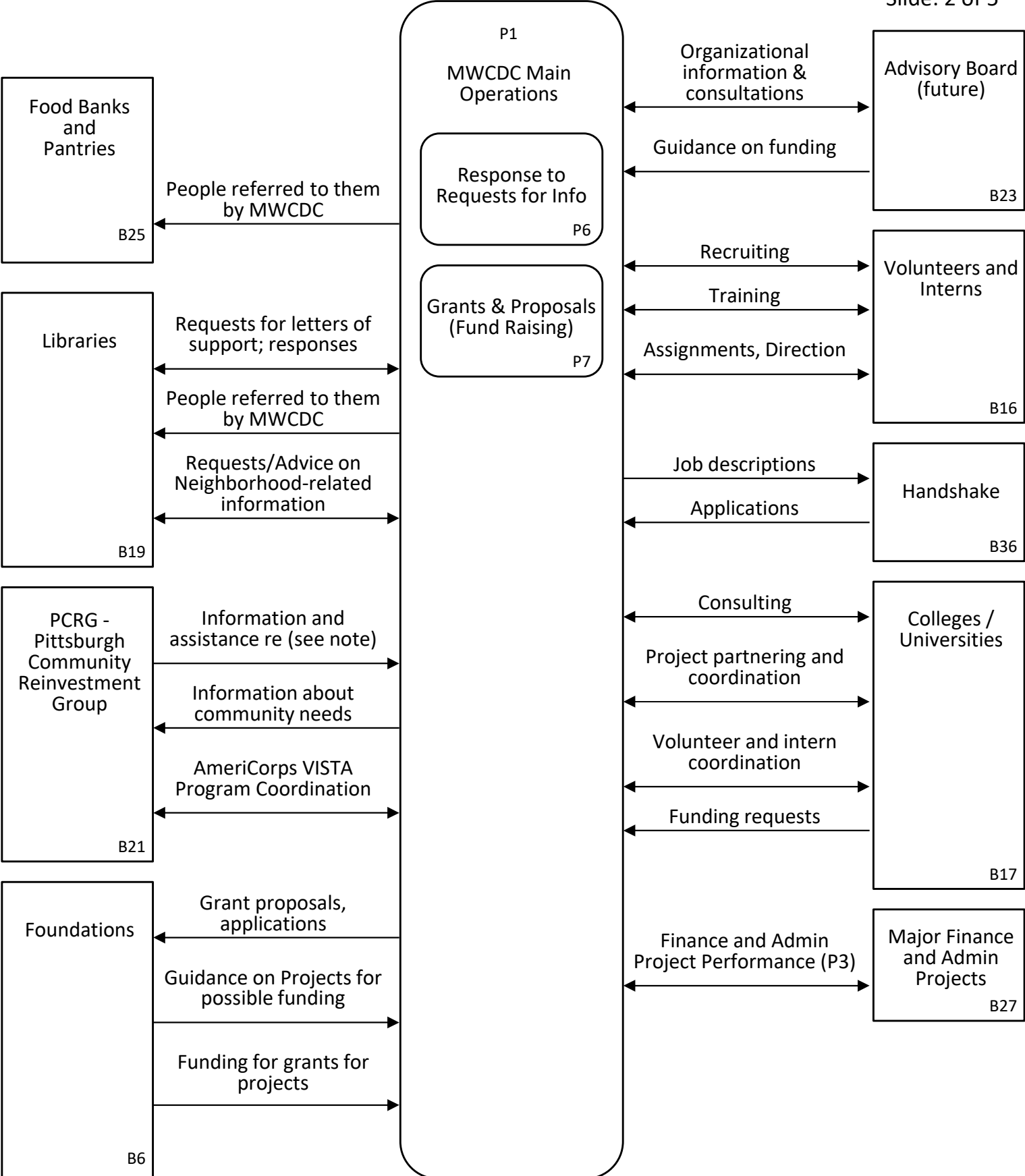


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| Area Title: | Mount Washington Community Development... | ID:        | L9MB8Z3L               |
| Map Title:  | MWDC Main Operations                      | Map ExtID: | E8N87F56               |
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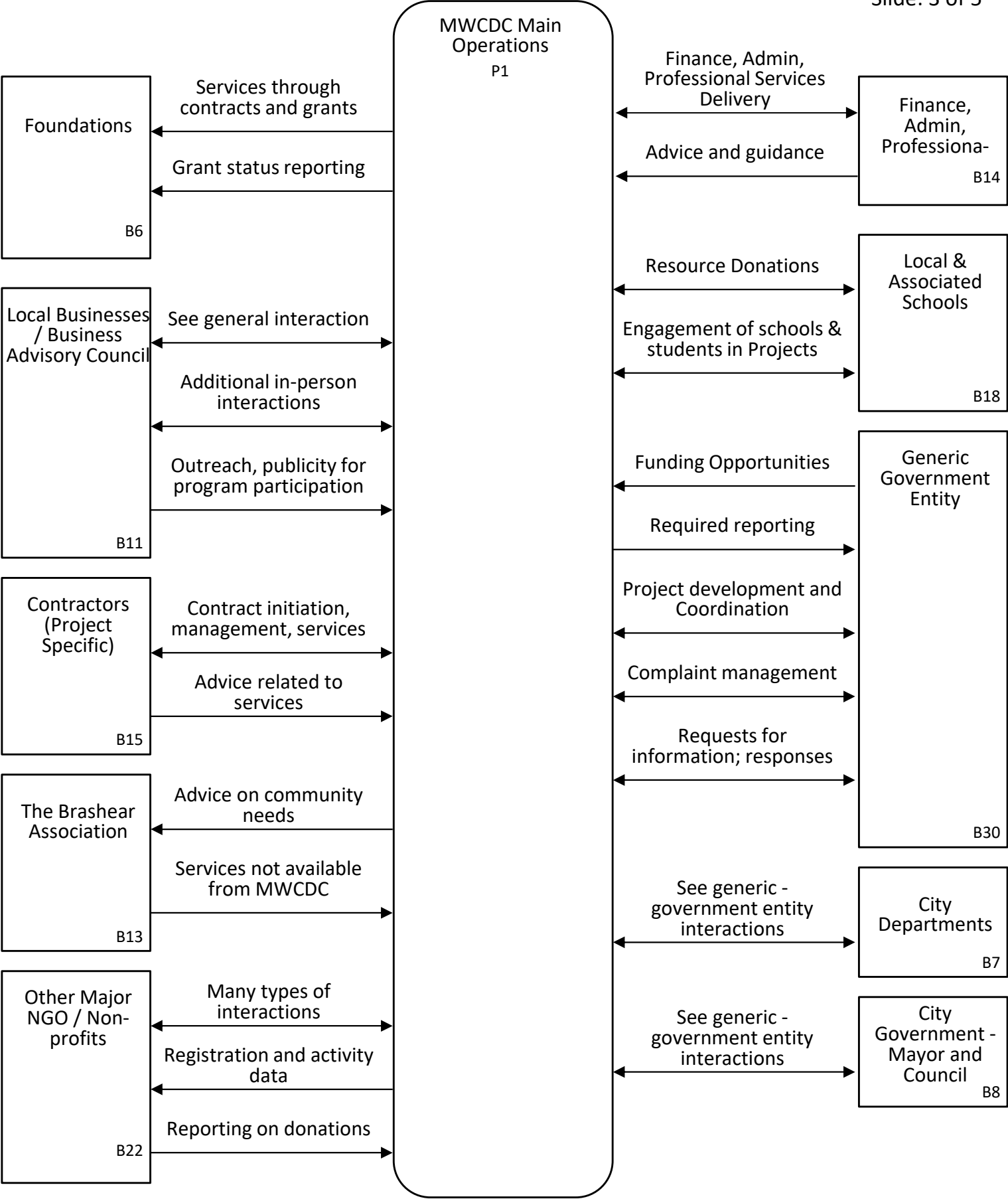
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| Area Title: | Mount Washington Community Development... | ID:        | L9MB8Z3L               |
| Map Title:  | MWCDC Main Operations                     | Map ExtID: | E8N87F56               |
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MWDC Main Operations  
P1

Foundations  
B6

Local Businesses / Business Advisory Council  
B11

Contractors (Project Specific)  
B15

The Brashear Association  
B13

Other Major NGO / Non-profits  
B22

Finance, Admin, Professional Services  
B14

Local & Associated Schools  
B18

Generic Government Entity  
B30

City Departments  
B7

City Government - Mayor and Council  
B8

Services through contracts and grants

Grant status reporting

See general interaction

Additional in-person interactions

Outreach, publicity for program participation

Contract initiation, management, services

Advice related to services

Advice on community needs

Services not available from MWCDC

Many types of interactions

Registration and activity data

Reporting on donations

Finance, Admin, Professional Services Delivery

Advice and guidance

Resource Donations

Engagement of schools & students in Projects

Funding Opportunities

Required reporting

Project development and Coordination

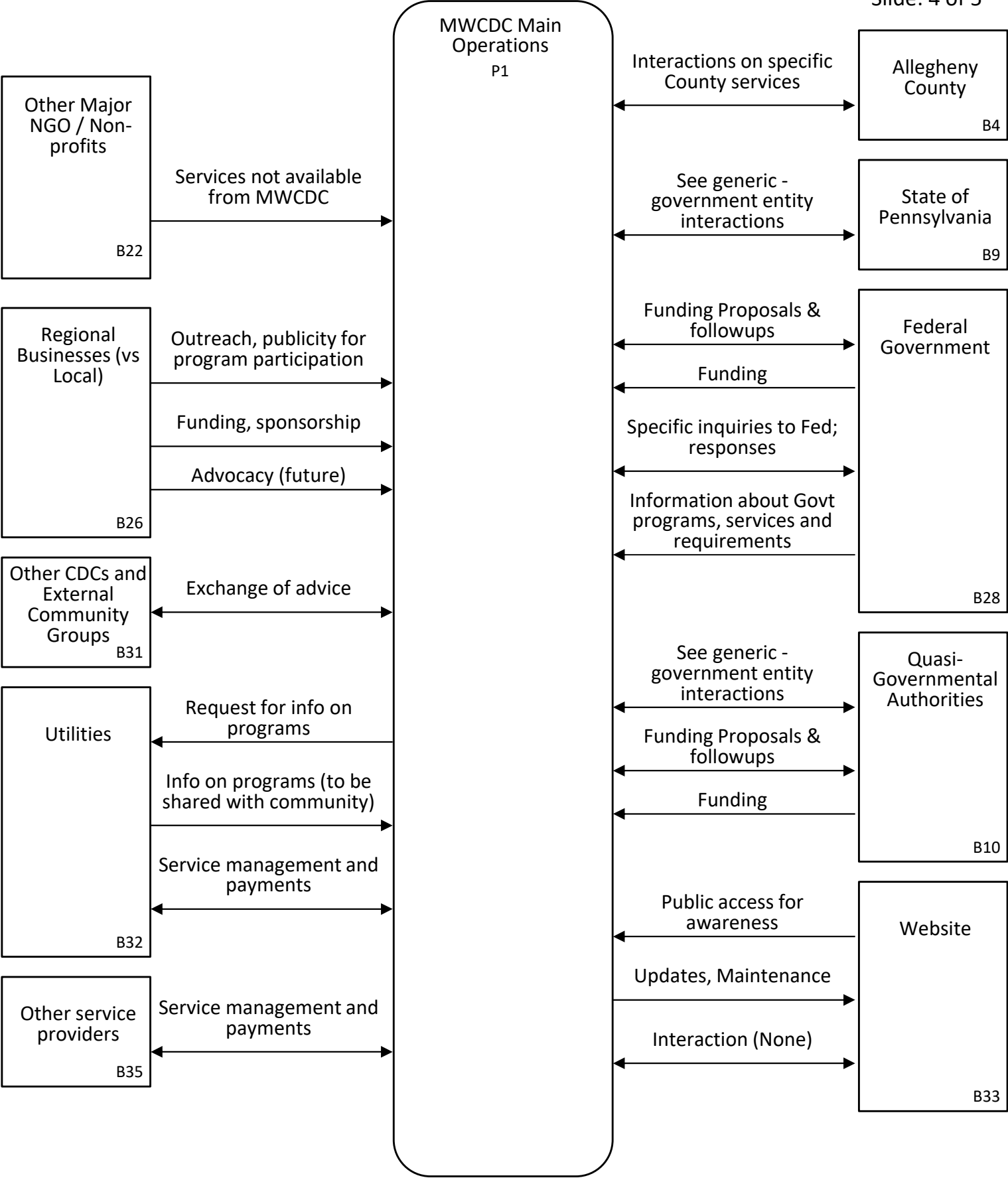
Complaint management

Requests for information; responses

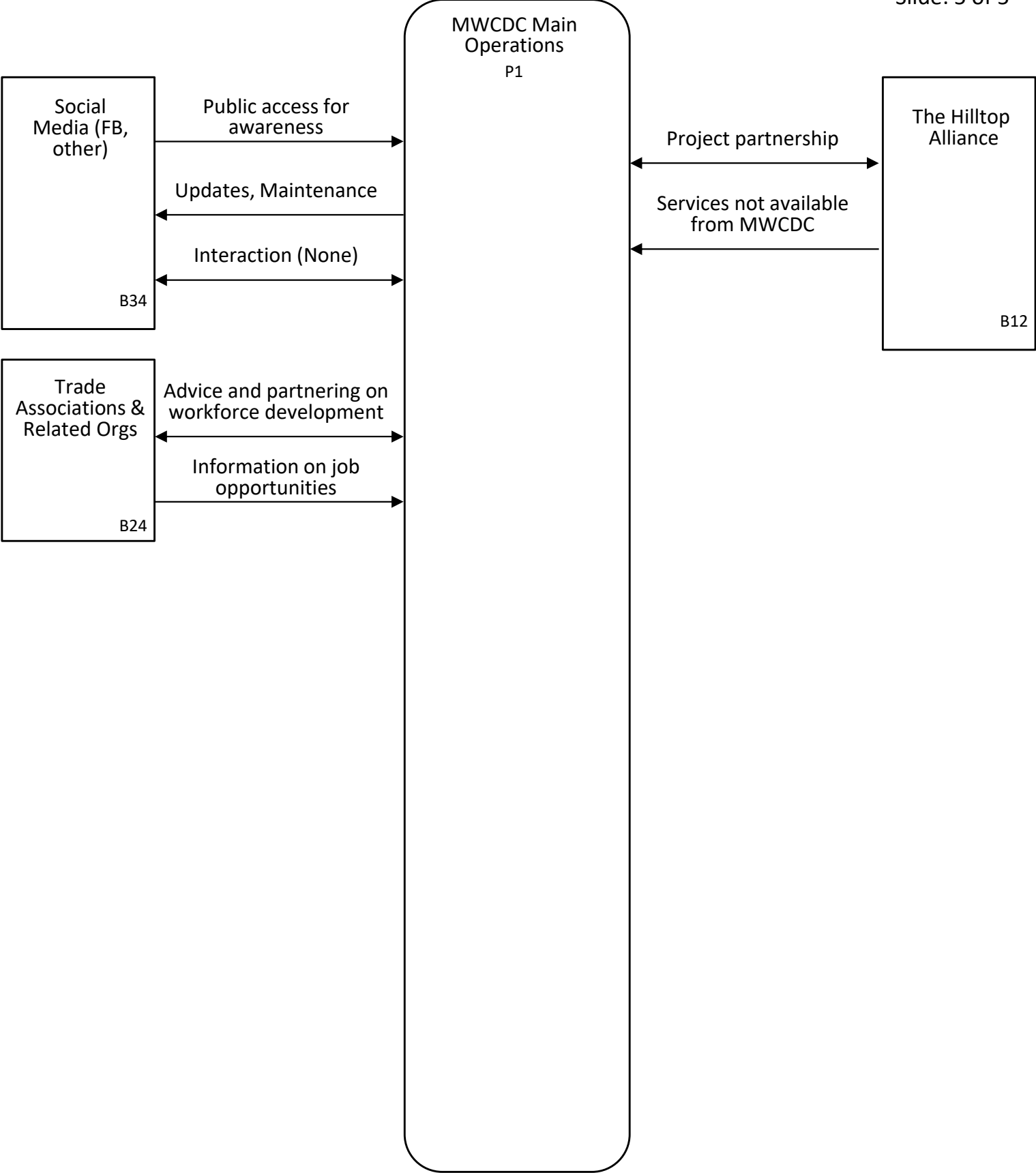
See generic - government entity interactions

See generic - government entity interactions

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| Area Title: | Mount Washington Community Development... | ID:        | L9MB8Z3L               |
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Map and Plan Area: **Mount Washington Community Development Corporation - Strategic Planning**  
 Map and Plan Area ID: **ZP9KF8PN**  
 Map Title: **MWCDC Main Operations**  
 List Title: **Map Parts over Evaluations + Action Plan Format**  
 Date/Time: **2022/07/26 08:34:27 PM**

Flow codes: ==>[] : to Central Process; <==[] : from Central Process; <==> : to/from Central Process

| Main Text  | Action | Who | When | Progress/Status/Notes |
|--|--------|-----|------|-----------------------|
| <b>Mount Washington Community Development Corporation - Strategic Planning</b><br><i>Map and Plan Area Name</i>        |        |     |      |                       |
| <b>MWCDC Main Operations</b> <i>Map Central Process</i>  |        |     |      |                       |
| <i>Note</i> Organization or Group  |        |     |      |                       |
| <i>Note</i> Current/Future Exploration   |        |     |      |                       |
| <i>Note</i> Main Operations  |        |     |      |                       |
| <i>Note</i> Board of Directors (as super-volunteers, committee heads), Executive Director, interns, volunteers         |        |     |      |                       |
| <i>Major Goal</i> Reference => combined mission and values statement   |        |     |      |                       |
| <i>Major Goal</i> Improve neighborhood   |        |     |      |                       |
| <i>Note</i> improve value of housing, improve tax revenue  |        |     |      |                       |
| <i>Note</i> Blight remediation ("blight" includes visual, safety and health issues)                                    |        |     |      |                       |
| <i>Note</i> Beautification of Grandview Avenue, and elsewhere  |        |     |      |                       |
| <i>Note</i> Working on "problem" properties (convert to affordable properties or incubator center, etc.)               |        |     |      |                       |
| <i>Note</i> Create attractive affordable housing   |        |     |      |                       |
| <i>Note</i> See project list (see note on updating and publishing plan list)   |        |     |      |                       |
| <i>Major Goal</i> Provide business, housing, infrastructure and community development programs and services            |        |     |      |                       |
| <i>Major Goal</i> Improve outreach, marketing, community involvement and engagement                                    |        |     |      |                       |
| <i>Major Goal</i> Establish action planning, recruitment, delegation and tracking to leverage community member efforts |        |     |      |                       |
| <i>Major Issue</i> Debate on whether CDC should take a major role in promoting Grandview tourism                       |        |     |      |                       |
| <i>Major Goal</i> Improve transparency; reporting, website, other  |        |     |      |                       |
| <i>Major Issue</i> Coordination with city services   |        |     |      |                       |
| <i>Major Issue</i> Community gadflies, resistance to change, misunderstanding of CDC scope                             |        |     |      |                       |
| <i>Major Issue</i> Community tolerance of status quo re quality of experience  |        |     |      |                       |
| <i>Note</i> e.g.litter   |        |     |      |                       |
| <i>Note</i> Action: research other cities's programs   |        |     |      |                       |
| <i>Major Issue</i> Lack of funding; pandemic has had major negative impact   |        |     |      |                       |
| <i>Major Change Idea</i> Many proposed programs for which implementation has not started                               |        |     |      |                       |
| <i>Change Idea</i> Consider performing community/business outreach at PPG Paints Arena during games/events.            |        |     |      |                       |
| <i>Goal</i> Re-energize Board member recruitment   |        |     |      |                       |
| <i>Change Idea</i> Improve Website functionality (in progress)   |        |     |      |                       |
| <i>Goal</i> More fundraising actions by Board members on an ongoing basis  |        |     |      |                       |
| <i>Goal</i> Updated and stronger policies  |        |     |      |                       |
| <i>Goal</i> Ensure existence of action items to realize all elements of the mission statement                          |        |     |      |                       |
| <i>Note</i> Focus prompting of community contribution on specific actions that can be taken                            |        |     |      |                       |
| <i>Change Idea</i> Continue and additional work on vision and mission statement with strong community input            |        |     |      |                       |

|   |  |  |  |  |
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| <i>Change Idea</i> Present project list to community meeting  |  |  |  |  |
| <i>Issue</i> Community feedback is more reactions to MWDC actions than interests and ideas  |  |  |  |  |
| <i>Note</i> Community input to date: "More and better outreach", "More free community events", "Beautification of Grandview Avenue" |  |  |  |  |
| <i>Note</i> Approximately 6000 homes in the MWDC territory  |  |  |  |  |
| <b>Program / Project Design, Development, Initiation</b> P9   |  |  |  |  |
| <i>Change Idea</i> Create a formal process for Program / Project Design   |  |  |  |  |
| <i>Note</i> Differentiate external resource intensive projects vs community intensive (volunteer) projects                          |  |  |  |  |
| <i>Goal</i> On-going discussion with the community on ongoing potential (new) programs, projects and services                       |  |  |  |  |
| <i>Goal</i> More thought partnership on Program / Project ideas and development   |  |  |  |  |
| <i>Note</i> e.g. from Board   |  |  |  |  |
| <i>Note</i> Community input for Program Development is important  |  |  |  |  |
| <b>Program / Project Operations Management</b> P2   |  |  |  |  |
| <i>Goal</i> Greater participation from local contractors  |  |  |  |  |
| <i>Note</i> Requires better identification of local contractors and their services  |  |  |  |  |
| <b>Coordination with Groups re Programs and Projects</b> P5   |  |  |  |  |
| <i>Goal</i> Better collaboration with external groups   |  |  |  |  |
| <i>Note</i> Need for balance of views (fairness and equity) in coordination with Groups   |  |  |  |  |
| <i>Goal</i> Identify opportunities for and enable synergy among groups and their activities   |  |  |  |  |
| <i>Goal</i> Ensure all participants get the recognition they feel they deserve  |  |  |  |  |
| <i>Note</i> Newsletter? => mixed results  |  |  |  |  |
| <b>Community Outreach</b> P10   |  |  |  |  |
| <i>Change Idea</i> Create a comprehensive outreach and marketing plan for the organization  |  |  |  |  |
| <i>Note</i> Basic resource constraint   |  |  |  |  |
| <i>Note</i> "eBlast": email to the general mailing list, via MailChimp  |  |  |  |  |
| <b>Marketing</b> P11  |  |  |  |  |
| <i>Issue</i> Currently very little marketing (as defined in the note below)   |  |  |  |  |
| <i>Goal</i> Create more recognition of successes, for marketing   |  |  |  |  |
| <i>Goal</i> Create multiple types of communication to support marketing   |  |  |  |  |
| <i>Note</i> MWDC "who we are" brochure  |  |  |  |  |
| <i>Note</i> Brochures for each major program and project  |  |  |  |  |
| <i>Change Idea</i> Create a "sticker" and offer/provide/sell it to local businesses to put in their windows                         |  |  |  |  |
| <i>Change Idea</i> Create / update a "tag line" for the logo  |  |  |  |  |
| <i>Note</i> Focus is on promoting the =organization= vs promoting programs, project and services                                    |  |  |  |  |
| <i>Note</i> Marketing is more "broadcast" than Community Outreach, which is more interactive  |  |  |  |  |
| <b>Finance and Administration</b> P3  |  |  |  |  |
| <i>Change Idea</i> 3rd party assessment (for general purposes)  |  |  |  |  |
| <i>Note</i> Compliance with government regulations at all levels  |  |  |  |  |
| <b>Board Management</b> P8  |  |  |  |  |
| <i>Goal</i> Ongoing improvement in Board operations and Board/Staff coordination  |  |  |  |  |
| <b>Volunteer Management</b> P4  |  |  |  |  |
| <i>Goal</i> Need for full-time, continuous volunteer manager (even if serial people)  |  |  |  |  |
| <i>Goal</i> Better volunteer recruitment program (including for different kinds of people and volunteer roles)                      |  |  |  |  |

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| <i>Goal</i> Better convey the benefits of volunteerism  |  |  |  |  |
| <i>Note</i> Some success with college students, need better connection with community   |  |  |  |  |
| <i>Note</i> "Volunteerism creates a better neighborhood"  |  |  |  |  |
| <i>Goal</i> Better recording of volunteer time (helps with funding)   |  |  |  |  |
| <i>Goal</i> Create a culture of volunteerism  |  |  |  |  |
| <b>Response to Requests for Info</b> P6   |  |  |  |  |
| <i>Change Idea</i> Ongoing collection of information about social services being delivered in the neighborhood                                      |  |  |  |  |
| <i>Change Idea</i> References to ongoing social services delivery on the website  |  |  |  |  |
| <i>Issue</i> MWDCDC is often asked why it does not deliver more social services; answer: MWDCDS only arranges for social services programs          |  |  |  |  |
| <i>Note</i> Need budget, need specialized and credentialed people, and need critical mass of service needs: none of these apply to the neighborhood |  |  |  |  |
| <i>Change Idea</i> "Frequently Asked Questions" page; "reference sheets" for responding to common requests (issue: maintenance)                     |  |  |  |  |
| <i>Note</i> From community, other organizations and the Board   |  |  |  |  |
| <i>Note</i> Very large consumer of time   |  |  |  |  |
| <b>Grants &amp; Proposals (Fund Raising)</b> P7   |  |  |  |  |
| <i>Issue</i> Probably the largest single organizational challenge   |  |  |  |  |
| <i>Goal</i> Must reflect the interest of funders  |  |  |  |  |
| <i>Goal</i> More experienced resources dedicated to proposal writing  |  |  |  |  |
| <i>Issue</i> Few funders provide long-term support, so funding must be constantly renewed   |  |  |  |  |
| <i>Issue</i> Funding sources can change over time (affecting relationships, procedures, focus of interest)  |  |  |  |  |
| <i>Note</i> Most funding requires detailed statements of work   |  |  |  |  |
| <b>Left Side Column</b>   |  |  |  |  |
| <b>General External Entities (for general interactions)</b> B29   |  |  |  |  |
| <i>Goal</i> More quality, timely, complete communication  |  |  |  |  |
| <i>Note</i> All interaction is currently through telephone, email or in-person  |  |  |  |  |
| <b>&lt;==[] Awareness of Activities and Projects</b>  |  |  |  |  |
| <b>==&gt;[] Provide input, ideas, feedback</b>  |  |  |  |  |
| <b>&lt;==&gt; Questions, inquiries</b>  |  |  |  |  |
| <b>&lt;==&gt; Information, Answers</b>  |  |  |  |  |
| <b>==&gt;[] Request for assistance</b>  |  |  |  |  |
| <b>&lt;==&gt; Assistance</b>  |  |  |  |  |
| <i>Goal</i> Improved complete and timely assistance from external entities  |  |  |  |  |
| <b>&lt;==[] "eBlasts" email updates</b>   |  |  |  |  |
| <i>Change Idea</i> Research and redesign formats of eBlasts   |  |  |  |  |
| <i>Note</i> Update visual aspects   |  |  |  |  |
| <b>Individual Community Members</b> B1  |  |  |  |  |
| <b>&lt;==&gt; See general interaction</b>   |  |  |  |  |
| <b>Non-Business Community Groups</b> B2   |  |  |  |  |
| <i>Issue</i> Selective participation based on perception of values  |  |  |  |  |
| <i>Goal</i> More engagement by religious centers and their members  |  |  |  |  |
| <i>Goal</i> Create a more complete understanding of NB Community Groups   |  |  |  |  |
| <i>Note</i> e.g. Lions, Social clubs, service organizations   |  |  |  |  |
| <b>&lt;==&gt; See general interaction</b>   |  |  |  |  |
| <b>Pittsburgh Parks Conservancy</b> B5  |  |  |  |  |
| <i>Issue</i> Competition for park funding and services  |  |  |  |  |
| <i>Note</i> Resident expectations about service levels may not be met   |  |  |  |  |



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| <i>Note</i> An important partner for the park quality  |  |  |  |  |
| <i>Note</i> PPC is a private non-profit with an arrangement with the city to manage city parks                       |  |  |  |  |
| <b>&lt;=&gt; Partnering on Projects</b>  |  |  |  |  |
| <b>&lt;=&gt; See general interaction (both ways)</b>   |  |  |  |  |
| <b>Food Banks and Pantries</b> B25   |  |  |  |  |
| <i>Goal</i> Find a permanent home for the Food Bank  |  |  |  |  |
| <i>Goal</i> Work with other groups and non-profits to ensure the Food Bank has sufficient resources                  |  |  |  |  |
| <b>&lt;=&gt; See general interaction (though less)</b>   |  |  |  |  |
| <b>&lt;==[] People referred to them by MWDC</b>  |  |  |  |  |
| <b>Libraries</b> B19   |  |  |  |  |
| <i>Change Idea</i> Potential project partner   |  |  |  |  |
| <i>Note</i> important source of Pittsburgh history   |  |  |  |  |
| <i>Note</i> National Historic Landmark - important for promoting community sense                                     |  |  |  |  |
| <i>Note</i> One of a few service providers for youth   |  |  |  |  |
| <b>&lt;=&gt; Requests for letters of support; responses</b>  |  |  |  |  |
| <b>&lt;==[] People referred to them by MWDC</b>  |  |  |  |  |
| <b>&lt;=&gt; Requests/Advice on Neighborhood-related information</b>   |  |  |  |  |
| <b>PCRG - Pittsburgh Community Reinvestment Group</b> B21  |  |  |  |  |
| <i>Note</i> Must be a member of PCRG to participate in Land Bank   |  |  |  |  |
| <b>==&gt;[] Information and assistance re (see note)</b>   |  |  |  |  |
| <b>&lt;==[] Information about community needs</b>  |  |  |  |  |
| <i>Note</i> Important resource for relationships: Banking, housing and mobility; also equity and equitability        |  |  |  |  |
| <b>&lt;=&gt; AmeriCorps VISTA Program Coordination</b>   |  |  |  |  |
| <b>Foundations</b> B6  |  |  |  |  |
| <i>Note</i> Have worked with approximately 12 Foundations  |  |  |  |  |
| <b>&lt;==[] Grant proposals, applications</b>  |  |  |  |  |
| <b>==&gt;[] Guidance on Projects for possible funding</b>  |  |  |  |  |
| <b>==&gt;[] Funding for grants for projects</b>  |  |  |  |  |
| <b>&lt;==[] Services through contracts and grants</b>  |  |  |  |  |
| <i>Note</i> E.g. grants related to Viewshed and habitat restoration; affordable housing                              |  |  |  |  |
| <b>&lt;==[] Grant status reporting</b>   |  |  |  |  |
| <b>Local Businesses / Business Advisory Council</b> B11  |  |  |  |  |
| <i>Goal</i> Greater and more coordinated engagement as a voice for advocacy  |  |  |  |  |
| <i>Issue</i> Commercial space availability can be a challenge  |  |  |  |  |
| <i>Issue</i> Ongoing impacts from the pandemic   |  |  |  |  |
| <i>Note</i> Critical for community economic stability  |  |  |  |  |
| <i>Note</i> Some businesses are destination businesses   |  |  |  |  |
| <i>Note</i> Restaurants and bars get disproportionate attention among local businesses                               |  |  |  |  |
| <i>Note</i> Businesses in the food industry provide a large portion of entry-level jobs                              |  |  |  |  |
| <b>&lt;=&gt; See general interaction</b>   |  |  |  |  |
| <b>&lt;=&gt; Additional in-person interactions</b>   |  |  |  |  |
| <b>==&gt;[] Outreach, publicity for program participation</b>  |  |  |  |  |
| <b>Contractors (Project Specific)</b> B15  |  |  |  |  |
| <i>Goal</i> More stable ongoing relationships with local contractors, for more reliable, economical service delivery |  |  |  |  |
| <i>Issue</i> Competition for contractor services, impacts service delivery to MWDC                                   |  |  |  |  |
| <i>Note</i> E.g. Grass cutting; (current or potential:) roofers; plumbers; architectural/engineering; painting       |  |  |  |  |
| <i>Note</i> Volunteers are preferred for some of this work   |  |  |  |  |

|   |  |  |  |  |
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| <b>&lt;=&gt; Contract initiation, management, services</b>  |  |  |  |  |
| <b>==&gt;[] Advice related to services</b>  |  |  |  |  |
| <b>The Brashear Association</b> B13   |  |  |  |  |
| <i>Note</i> Coordinator for Dollar Energy program (energy expenses assistance fund)   |  |  |  |  |
| <i>Note</i> Potential Project Partner   |  |  |  |  |
| <i>Note</i> Important: only serves Mount Washington, not Duquesne Heights   |  |  |  |  |
| <b>&lt;==[] Advice on community needs</b>   |  |  |  |  |
| <b>==&gt;[] Services not available from MWCDC</b>   |  |  |  |  |
| <b>Other Major NGO / Non-profits</b> B22  |  |  |  |  |
| <i>Goal</i> Strengthen relationships with these entities  |  |  |  |  |
| <i>Note</i> E.g. United Way; Urban League of Greater Pittsburgh   |  |  |  |  |
| <i>Note</i> Many organizations, highly varied   |  |  |  |  |
| <i>Note</i> Can be project partners   |  |  |  |  |
| <b>&lt;=&gt; Many types of interactions</b>   |  |  |  |  |
| <b>&lt;==[] Registration and activity data</b>  |  |  |  |  |
| <b>==&gt;[] Reporting on donations</b>  |  |  |  |  |
| <b>==&gt;[] Services not available from MWCDC</b>   |  |  |  |  |
| <b>Regional Businesses (vs Local)</b> B26   |  |  |  |  |
| <i>Goal</i> Increase engagement for services, promotion and advocacy  |  |  |  |  |
| <b>==&gt;[] Outreach, publicity for program participation</b>   |  |  |  |  |
| <b>==&gt;[] Funding, sponsorship</b>  |  |  |  |  |
| <b>==&gt;[] Advocacy (future)</b>   |  |  |  |  |
| <i>Note</i> To support and push the agenda of the MWCDC   |  |  |  |  |
| <b>Other CDCs and External Community Groups</b> B31   |  |  |  |  |
| <b>&lt;=&gt; Exchange of advice</b>   |  |  |  |  |
| <i>Note</i> Techniques, things to try   |  |  |  |  |
| <b>Utilities</b> B32  |  |  |  |  |
| <i>Note</i> Can be sponsors for community activities  |  |  |  |  |
| <b>&lt;==[] Request for info on programs</b>  |  |  |  |  |
| <b>==&gt;[] Info on programs (to be shared with community)</b>  |  |  |  |  |
| <b>&lt;=&gt; Service management and payments</b>  |  |  |  |  |
| <b>Other service providers</b> B35  |  |  |  |  |
| <i>Note</i> Can be sponsors for community activities  |  |  |  |  |
| <b>&lt;=&gt; Service management and payments</b>  |  |  |  |  |
| <i>Note</i> Recurring expenses (cannot avoid)   |  |  |  |  |
| <i>Note</i> e.g. telephone (including network), water & sewer   |  |  |  |  |
| <b>Social Media (FB, other)</b> B34   |  |  |  |  |
| <i>Issue</i> May be under-utilized; requires focused volunteer staff to maintain  |  |  |  |  |
| <i>Goal</i> Make social media content and format more user-friendly   |  |  |  |  |
| <i>Goal</i> Research and make use of current trends   |  |  |  |  |
| <i>Note</i> Posts on Social Media are more current, proactive than passive information on the website; time-based notifications |  |  |  |  |
| <b>==&gt;[] Public access for awareness</b>   |  |  |  |  |
| <b>&lt;==[] Updates, Maintenance</b>  |  |  |  |  |
| <b>&lt;=&gt; Interaction (None)</b>   |  |  |  |  |
| <b>Trade Associations &amp; Related Orgs</b> B24  |  |  |  |  |
| <i>Note</i> Source of potential partners  |  |  |  |  |
| <b>&lt;=&gt; Advice and partnering on workforce development</b>   |  |  |  |  |
| <i>Note</i> for masonry and heavy landscaping   |  |  |  |  |
| <b>==&gt;[] Information on job opportunities</b>  |  |  |  |  |
| <b>Right Side Column</b>  |  |  |  |  |
| <b>MWCDC Major Community Programs / Projects</b> B20  |  |  |  |  |
| <i>Change Idea</i> Add full list to the website   |  |  |  |  |
| <i>Goal</i> Need to convey to community of volume of activity   |  |  |  |  |

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| <i>Change Idea</i> Online spreadsheet: title, high level description, time frame, monthly status update                                   |  |  |  |  |
| <i>Issue</i> What level of detail should go into the Strategic Plan   |  |  |  |  |
| <i>Goal</i> Improve amount and type of community oversight of Programs / Projects   |  |  |  |  |
| <i>Note</i> Community oversight over the course of a program would be helpful   |  |  |  |  |
| <i>Note</i> Engaging and providing constructive information   |  |  |  |  |
| <i>Note</i> Approximately 76 projects and programs that are active  |  |  |  |  |
| <i>Note</i> Examples (large); Affordable Housing (Fair Sweat Equity); Parklet Remediation; Sidewalk Sales; Love Your Block;               |  |  |  |  |
| <i>Note</i> Examples (large): Viewshed and Habitat Restoration; Land Bank Project   |  |  |  |  |
| <i>Note</i> Many of these projects are "not optional" and so cannot fully respond to community input                                      |  |  |  |  |
| <i>Note</i> MWCDC often uses unique and creative program designs; this is attractive to funders   |  |  |  |  |
| <i>Note</i> Oversight is primarily provided by Board and Funders  |  |  |  |  |
| <i>Note</i> Community provides oversight through MWCDC community engagement processes   |  |  |  |  |
| <i>Note</i> Program vs. Project vs. Service: Program is ongoing; project is transient; Service is delivery of value to individuals        |  |  |  |  |
| <b>&lt;==&gt; Program Management and Oversight, Reporting</b>   |  |  |  |  |
| <b>Board of Directors</b> B3  |  |  |  |  |
| <i>Change Idea</i> Distribution of organization management activities between MWCDC management and Board                                  |  |  |  |  |
| <i>Issue</i> Concerns by Board members about workload   |  |  |  |  |
| <i>Note</i> 10 members, up to 15  |  |  |  |  |
| <i>Note</i> President can have responsibility as voice of organization to the community (along with Exec Dir)                             |  |  |  |  |
| <i>Note</i> Entirely volunteer (no stipend)   |  |  |  |  |
| <i>Note</i> Board responsibilities include: financial management of the organization; organizational sustainability                       |  |  |  |  |
| <b>[]==&gt; Proposals, budgets</b>  |  |  |  |  |
| <b>[]==&gt; Reporting</b>   |  |  |  |  |
| <b>[]&lt;== Executive Director oversight and management</b>   |  |  |  |  |
| <b>[]&lt;== Reviews and approvals, other ideas</b>  |  |  |  |  |
| <b>[]&lt;== Project leadership</b>  |  |  |  |  |
| <b>[]&lt;== Committee participation</b>   |  |  |  |  |
| <b>&lt;==&gt; Monthly meeting participation</b>   |  |  |  |  |
| <b>[]&lt;== Fundraising activities and support</b>  |  |  |  |  |
| <b>Board of Director Committees</b> B37   |  |  |  |  |
| <i>Note</i> Approximately 10 committees: Types: program committees, standing committees (from bylaws), and since 2022, project committees |  |  |  |  |
| <b>&lt;==&gt; General committee activities</b>  |  |  |  |  |
| <b>Task Forces (Project Specific)</b> B38   |  |  |  |  |
| <i>Note</i> Two types: Board and Staff originated   |  |  |  |  |
| <b>&lt;==&gt; General task force activities</b>   |  |  |  |  |
| <b>Advisory Board (future)</b> B23  |  |  |  |  |
| <i>Goal</i> Recruit Advisory Board to support Board Development   |  |  |  |  |
| <i>Goal</i> Create Advisory Board   |  |  |  |  |
| <i>Note</i> Desired actions: Guidance on funding, organizational process, introductions to regional organizations,                        |  |  |  |  |
| <i>Note</i> High level resource for staff and board education, general consulting to the organization                                     |  |  |  |  |
| <b>&lt;==&gt; Organizational information &amp; consultations</b>  |  |  |  |  |
| <b>[]&lt;== Guidance on funding</b>   |  |  |  |  |

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| <b>Volunteers and Interns</b> B16   |  |  |  |  |
| <i>Goal</i> Need an Volunteers Manual (Program Guide)   |  |  |  |  |
| <i>Note</i> The types of responsibilities, benefits, standard operation procedures  |  |  |  |  |
| <i>Issue</i> Challenge: keeping pool of skilled volunteers filled   |  |  |  |  |
| <i>Note</i> Activities: Support Special Projects;   |  |  |  |  |
| <i>Note</i> Types: #1 Skilled volunteers to work on projects (full cycle) (current 9);<br>#2 direct services (weeding, demolition, yard clearing) (current 5) |  |  |  |  |
| <i>Note</i> Type #3: Direct services to other people in the neighborhood (current 1-2)  |  |  |  |  |
| <i>Note</i> Some volunteers have significant responsibility and visibility to internal documents  |  |  |  |  |
| <i>Note</i> Current hope for 5 volunteers for another Special Project (Task Force for Undergrounding Utilities)   |  |  |  |  |
| <==> <b>Recruiting</b>  |  |  |  |  |
| <==> <b>Training</b>  |  |  |  |  |
| <==> <b>Assignments, Direction</b>  |  |  |  |  |
| <b>Handshake</b> B36  |  |  |  |  |
| <i>Note</i> Online service for colleges and universities for recruiting volunteers and interns  |  |  |  |  |
| []==> <b>Job descriptions</b>   |  |  |  |  |
| []<== <b>Applications</b>   |  |  |  |  |
| <b>Colleges / Universities</b> B17  |  |  |  |  |
| <==> <b>Consulting</b>  |  |  |  |  |
| <==> <b>Project partnering and coordination</b>   |  |  |  |  |
| <==> <b>Volunteer and intern coordination</b>   |  |  |  |  |
| []<== <b>Funding requests</b>   |  |  |  |  |
| <b>Major Finance and Admin Projects</b> B27   |  |  |  |  |
| <i>Change Idea</i> Add full list to the website   |  |  |  |  |
| <i>Note</i> Example: Audit; Stop tax charges; quarterly reports; payroll; 990; SAM registration; sales tax waiver; water bill reduction                       |  |  |  |  |
| <i>Note</i> Examples: Annual committee reports  |  |  |  |  |
| <==> <b>Finance and Admin Project Performance (P3)</b>  |  |  |  |  |
| <b>Finance, Admin, Professional Service Support</b> B14   |  |  |  |  |
| <i>Issue</i> Annual increases in costs for professional services (e.g. accounting)  |  |  |  |  |
| <i>Issue</i> High dependence on one individual  |  |  |  |  |
| <i>Note</i> Accounting service manages "the books"  |  |  |  |  |
| <i>Note</i> Interaction is primarily with Staff, vs Board; Board may want greater interaction, however that may increase costs (hourly billings)              |  |  |  |  |
| <i>Note</i> Currently converting to fixed fee relationships, however extra services would cost extra  |  |  |  |  |
| <i>Note</i> Finance, insurance, audit   |  |  |  |  |
| <==> <b>Finance, Admin, Professional Services Delivery</b>  |  |  |  |  |
| []<== <b>Advice and guidance</b>  |  |  |  |  |
| <b>Local &amp; Associated Schools</b> B18   |  |  |  |  |
| <i>Goal</i> Strengthen relationships  |  |  |  |  |
| <i>Change Idea</i> Identify projects that are appropriate for engaging students (within constraints)  |  |  |  |  |
| <i>Goal</i> Support "pie drive" as an annual activity   |  |  |  |  |
| <i>Goal</i> Work with city and other organizations to enhance school safety   |  |  |  |  |
| <i>Note</i> MWDC can promote and inform schools about community resources/organizations (such as Mount Washington Community Recreation Center).               |  |  |  |  |
| <==> <b>Resource Donations</b>  |  |  |  |  |

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| <b>&lt;=&gt; Engagement of schools &amp; students in Projects</b>  |  |  |  |  |
| <i>Note</i> One project currently in development   |  |  |  |  |
| <b>Generic Government Entity</b> B30   |  |  |  |  |
| <i>Goal</i> Improve relationships and modes of communication   |  |  |  |  |
| <b>[]&lt;== Funding Opportunities</b>  |  |  |  |  |
| <b>[]=&gt; Required reporting</b>  |  |  |  |  |
| <b>&lt;==&gt; Project development and Coordination</b>   |  |  |  |  |
| <b>&lt;==&gt; Complaint management</b>   |  |  |  |  |
| <b>&lt;==&gt; Requests for information; responses</b>  |  |  |  |  |
| <b>City Departments</b> B7   |  |  |  |  |
| <i>Note</i> Including: Healthy Active Living Center  |  |  |  |  |
| <i>Note</i> Major interactions: DOMI (mobility & infrastructure), Park and Rec, Planning, Permits etc., Office of Management & Budget, Police                            |  |  |  |  |
| <b>&lt;==&gt; See generic - government entity interactions</b>   |  |  |  |  |
| <i>Note</i> Primarily on projects and programs; and on inquiries received from community   |  |  |  |  |
| <b>City Government - Mayor and Council</b> B8  |  |  |  |  |
| <i>Note</i> Interaction directly with Mayor's staff and City Council is critical to effective MWDC operations (e.g. funding, advocacy, understanding of community needs) |  |  |  |  |
| <b>&lt;==&gt; See generic - government entity interactions</b>   |  |  |  |  |
| <b>Allegheny County</b> B4   |  |  |  |  |
| <i>Note</i> County does not operate all County programs in the City  |  |  |  |  |
| <i>Note</i> E.g. (services offered in the city) Department of Health; (former service: Lead abatement training)  |  |  |  |  |
| <i>Note</i> Potential partner for major infrastructure projects  |  |  |  |  |
| <i>Note</i> Interaction with VisitPittsburgh to promote and manage tourism on The Mount  |  |  |  |  |
| <b>&lt;==&gt; Interactions on specific County services</b>   |  |  |  |  |
| <b>State of Pennsylvania</b> B9  |  |  |  |  |
| <i>Note</i> One primary interaction: Department of Economic and Community Development  |  |  |  |  |
| <i>Note</i> Secondary interactions include: PennDOT (transportation), DCNR (conservation & natural resources)  |  |  |  |  |
| <i>Note</i> Administrative interactions: Dept of State (registration); Dept of Revenue (taxes); Dept of Labor (workers' comp)  |  |  |  |  |
| <b>&lt;==&gt; See generic - government entity interactions</b>   |  |  |  |  |
| <i>Note</i> Complaint management - practically none  |  |  |  |  |
| <b>Federal Government</b> B28  |  |  |  |  |
| <i>Note</i> Bigger Interactions: Dept of HUD, Dept of Transportation, IRS, Dept of Labor, Small Biz Admin (SBA)  |  |  |  |  |
| <b>&lt;==&gt; Funding Proposals &amp; followups</b>  |  |  |  |  |
| <b>[]&lt;== Funding</b>  |  |  |  |  |
| <b>&lt;==&gt; Specific inquiries to Fed; responses</b>   |  |  |  |  |
| <b>[]&lt;== Information about Govt programs, services and requirements</b>   |  |  |  |  |
| <b>Quasi-Governmental Authorities</b> B10  |  |  |  |  |
| <i>Note</i> Pittsburgh Housing Authority, Pittsburgh Regional Transit, Urban Redevelopment Authority, Pittsburgh Parking Authority                                       |  |  |  |  |
| <i>Note</i> Project Partners, Funding entities, Project Sponsors (funding for specific events)   |  |  |  |  |
| <b>&lt;==&gt; See generic - government entity interactions</b>   |  |  |  |  |
| <b>&lt;==&gt; Funding Proposals &amp; followups</b>  |  |  |  |  |
| <b>[]&lt;== Funding</b>  |  |  |  |  |
| <b>Website</b> B33   |  |  |  |  |
| <i>Goal</i> More Programs, Projects and Services information on the website  |  |  |  |  |
| <i>Note</i> Uses passive means for informing the public of events  |  |  |  |  |
| <b>[]&lt;== Public access for awareness</b>  |  |  |  |  |

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| <b>[]=&gt; Updates, Maintenance</b>  |  |  |  |  |
| <i>Note</i> ADA compliance is an emphasis                                  |  |  |  |  |
| <b>&lt;==&gt; Interaction (None)</b>                                       |  |  |  |  |
| <b>The Hilltop Alliance</b> B12  |  |  |  |  |
| <i>Note</i> Member and board representation                                |  |  |  |  |
| <i>Note</i> Modest level of shared resources; potential for growth in this |  |  |  |  |
| <i>Note</i> Liaison with adjacent neighborhood groups                      |  |  |  |  |
| <b>&lt;==&gt; Project partnership</b>                                      |  |  |  |  |
| <i>Note</i> LIHTC Project - Low income housing tax credit (Allentown)      |  |  |  |  |
| <i>Note</i> Housing Opportunity Fund Management                            |  |  |  |  |
| <b>[]&lt;== Services not available from MWDC</b>                           |  |  |  |  |