



**GoodNeighbor**  
*Ambassador Program*

Established 2013



**Northeast Ohio  
Regional Sewer District**

# Overview

- Purpose
- Program Design
- Partnerships
- Success Factors
- Cleveland Foundation Support
- Next Steps

NEORSD Good Neighbor Program

# **Purpose**

Community involvement  
in neighborhoods where  
we have major  
construction activity

## Good Neighbor Program

# Purpose

- Dugway projects impacting Glenville community (10+ years)
  - Dugway West Intercommunity Relief Sewer
  - Dugway Storage Tunnel
  - Dugway South IRS
  - Doan Valley Storage Tunnel
  - Shoreline Storage Tunnel
- Green Infrastructure Projects



## Good Neighbor Ambassador Program

# Purpose

- Provide a positive presence in the community
- Gain trust and support for our projects
- Jobs

## Good Neighbor Ambassador Program

# Program Design

- Framework
  - Work 30 hours per week
  - District benefits
  - Extensive training
  - Goal of full-time employment within 9-12 months

## Good Neighbor Ambassador Program

# Program Design

### Elements of Training:

- Work - e.g. landscaping, community engagement, community festivals
- General – e.g. NEORSD Training, computer skills,
- Soft Skills/Job readiness – e.g. OSHA, Crucial Conversations, resume writing, Tri-C

## Good Neighbor Ambassador Program

# Partnerships

- Cuyahoga Community College
- Operators Training Committee Ohio (OTCO)
- Cleveland Police Department
- Cleveland City Council
- Cleveland Foundation
- Cleveland Metropolitan School District
- Case Western Reserve University
- Unions
- Army
- Churches



## Good Neighbor Ambassador Program

# Success Factors

- Represent the District in the Community
- Completion of all training
- Secure full-time employment
- Remain employed

## Good Neighbor Ambassador Program

# Success Factors

- **Outcomes** (May 12, 2013 to present)
  - 100% completed training
  - 200+ Community properties cleaned and maintained
  - 30+ Community outreach events
  - 9 out of 12 (75%) secured employment

Good Neighbor Ambassador Program

# **Cleveland Foundation Support**

- Received grant for two purposes:
  - Ambassador Program Study
  - Signature Project
  - Bridges Out Of Poverty

Good Neighbor Ambassador Program

## **Next Steps**

- Continue Program and expand beyond Glenville

