



Department Description

The Department of Neighborhoods was created in July 2016 to better deliver comprehensive services to Columbus’ diverse neighborhoods. This department consolidated the administration of the neighborhood liaison program, the Neighborhood Pride program, the 311 Service Center, and the Community Relations Commission. The department strives to create strong connections between the neighborhoods of Columbus and all city residents. It serves as a single point of contact to help convene and facilitate discussions with civic leaders, business leaders, citizens, and elected officials on issues of ethnic, racial, and cultural diversity.

Department Mission

To connect Columbus residents to city services, community resources, and foster partnerships that support programs and services that enhance the quality of life for residents.

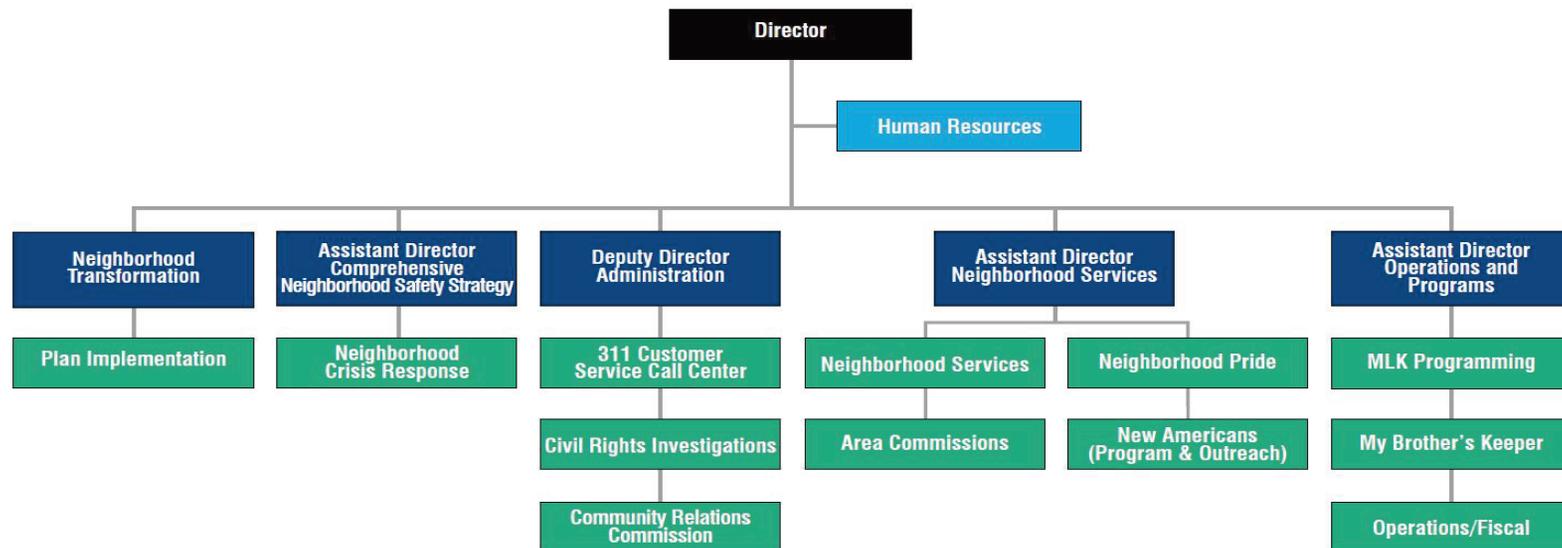
The **neighborhood liaisons** are a team of advocates created to work across department lines to get results for resident requests, problems, and questions. The city has been divided into service areas and a liaison has been assigned to each of the areas to work directly with the residents and neighborhood organizations. The liaisons are housed within the **Neighborhood Pride Centers**, and are the direct communications link between the city and the community. Each Pride Center is a one-stop shop for city services and is dedicated to protecting the health, safety, and welfare of the families living in the area.

The **Community Relations Commission** was created and established to recommend ways and means of initiating and improving city government programs designed to eliminate discrimination and to work to remove the effects of past discrimination. The Commission provides leadership to residents, businesses, and neighborhoods of Columbus through racial, ethnic, and cultural diversity education and by identifying community needs and resolving tensions and challenges.

The **311 Service Center**, also known as “311”, is the single point of contact for all non-emergency city service requests and is available to residents, city businesses, and visitors. Its mission is to provide access to city services and city information with the highest possible levels of customer service.

Budget Summary				
Fund	2017 Actual	2018 Actual	2019 Budget	2020 Proposed
General Fund	3,886,610	4,583,599	5,350,158	6,068,550
Department Total	\$ 3,886,610	\$ 4,583,599	\$ 5,350,158	\$ 6,068,550

Neighborhoods



Strategic Priorities for 2020

Neighborhoods



Following the successful launch of the Linden and Hilltop community plans, work will continue to support projects, initiatives, and programs that advance the priorities identified by the community for each plan.

The refreshed Neighborhood Pride program will engage new communities and provide opportunities to build greater awareness and connection between residents and their local civic organizations.

In September, the Department of Neighborhoods will host community leaders from cities across Indiana, Illinois, Kentucky, Ohio, and Tennessee at the Regional Neighborhood Network Conference.

Area Commission members will have the opportunity to participate in a series of professional development trainings to enhance their ability to represent the neighborhoods they serve.

Neighborhood Safety and Public Health



The Comprehensive Neighborhood Safety Strategy (CNSS) will continue to invest in the social determinants of safety through dedicated funding and cross-agency partnerships. Strategies will be informed through feedback from the Neighborhood Safety Committee meetings and data analysis. LED-based pedestrian lighting will be installed in Linden, Hilltop, and the South Side. Work will begin to construct new sidewalks that will close the gap between some existing sections of sidewalk.

In partnership with community leaders and the Departments of Public Safety and Public Service, the Neighborhood Crisis Response program will clean-up alleys in Linden, Hilltop, and the South Side.

A Landlord Fair will be held to engage property owners to work in partnership with the city to provide safe, affordable housing in our target neighborhoods and address the issue of evictions and their impact on families and neighborhoods.

Strategic Priorities for 2020 (cont.)

Diversity and Inclusion



The Community Relations Commission will continue its community education efforts to share the enhanced process to investigate and resolve discrimination complaints. Working in partnership with the Columbus Women's Commission, the annual Lunch and Learn series will focus on issues of discrimination facing women in the community.

The New American Leadership Academy (NALA) will welcome a new cohort with an extended and more in-depth learning experience. Opportunities will be provided for the nearly 60 NALA alumni to remain engaged and continue learning.

My Brother's Keeper will work to implement a new framework to provide pathways of opportunity for boys and young men of color. This will include the annual conference and summit, and provide the Business, Entrepreneurship, and Technology Advancement (BETA) program to help those in high school enhance their understanding of technology and entrepreneurship.

Innovation



In partnership with the Department of Technology, a refreshed 311 system will be launched. The changes, including a new website and mobile application, will enhance the user experience, improve internal work flows, and ensure better use of data for planning and decision making purposes. Community education on the availability of the call back feature and options to submit service requests online will continue.

To enhance efficiency and resident experience, opportunities to add additional services and programming at the Neighborhood Pride Centers will be identified in partnership with other departments, and operations of the department will be consolidated at 1410 Cleveland Avenue.



2020 BUDGET NOTES

This is the fourth full year of the proposed funding for the Department of Neighborhoods, and the budget includes 48 full-time and 2 part-time regular employees. Noteworthy programs, opportunities, and items of importance are as follows:

- As part of the Mayor's Comprehensive Neighborhood Safety Strategy Initiative, the department will continue funding in the amount of \$60,000 to identify opportunities to address social determinants regarding safety in neighborhoods across the city.
 - Two additional 311 Service Representatives are included to assist residents seeking information and resources. The increased call volume, community awareness, and increased program partnership has prompted the need for additional staffing.
 - The Neighborhood Community Planning program was added in 2019 to focus on housing, education and workforce, transportation, small business and retail, and health and safety, in each of the city's opportunity neighborhoods. This program will continue in 2020 budgeted at \$721,125.
 - The Linden and Hilltop community plans will continue to support projects, initiatives, and programs that will advance the priorities identified by the community. This includes supporting the One Linden School Project that will increase academic achievement by enhancing parent engagement as well as better connecting families to services. Partners will be engaged to enhance housing and commercial properties as well as support the Department of Recreation and Parks' new Center for Opportunities within the Linden community. For the Hilltop, an initial focus will be placed on creating community gathering spaces to increase community pride and engagement. Work will be done to ensure alignment between the Hilltop Plan and the work of the Department of Education to develop the new Early Childhood Center.
 - Support of the My Brother's Keeper program continues to address opportunity gaps for boys and men of color in our community, as well as the impact of community trauma, and is funded at \$30,000.
 - Funding for the New Americans program continues in 2020 to assist with the assimilation of new Americans arriving in Columbus from other countries. Translation and interpretation services are budgeted.
 - The New American Leadership Academy funding will continue in the amount of \$50,000. This funding will allow NALA alumni to remain engaged in the program and continue their involvement.
 - Support of the Columbus Neighborhood Community Grants program (CNCG) will continue in 2020 and is budgeted at \$20,000. In the past, the CNCG provided funding for the following activities: National Night Out, health literacy, domestic violence prevention, and anti-bullying initiatives.
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Neighborhoods

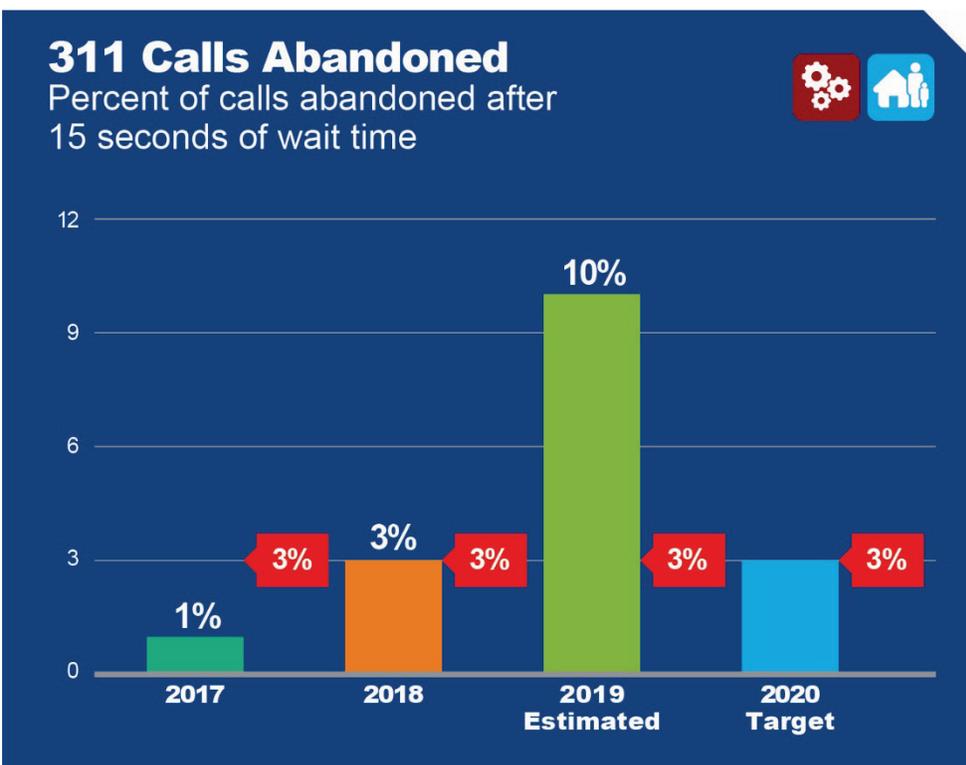
- The Martin Luther King Jr. Day celebration and the Black History Month program will continue in 2020. Given the timing of the annual events, in January and February respectively, funding is typically included in the prior fiscal year's operating budget for the following year's programming. For 2020, funding for MLK Programming (which is for 2021) is reflected on the Operating Budget by Program table in the Neighborhood and Agency Services Program.
- Support and additional training for area commissions will continue in 2020 through the allocation of \$62,000.



PERFORMANCE MEASURES



Customer service is a very important component in striving for excellence in city government. The 311 service center connects residents to neighborhood resources and city services. In doing so, the Department of Neighborhoods maintains its commitment to the goal that it will answer 85 percent of calls received by the service center within 20 seconds, and is advancing staffing and technological solutions to achieve this target in 2020.



Connecting to residents who seek information is essential to providing quality customer service. The 2019 estimate is the result of the team answering an increased volume of calls as a result of expanded community awareness, more program partnerships, the use of a call back feature, and a growing number of digital service requests. In 2020, the department is implementing measures to ensure that less than three percent of all calls received are abandoned after 15 seconds of wait time.

Neighborhoods

Financial Summary by Area of Expense					
Division	2017 Actual	2018 Actual	2019 Budget	2019 Projected	2020 Proposed
Neighborhoods					
General Fund					
Personnel	\$ 3,336,609	\$ 3,914,279	\$ 4,518,619	\$ 4,119,295	\$ 4,654,922
Materials & Supplies	37,653	45,339	40,938	40,938	34,000
Services	462,798	576,480	736,601	935,123	1,325,628
Other	11,550	-	1,500	1,292	1,500
Transfers	38,000	47,500	52,500	52,500	52,500
General Fund Subtotal	3,886,610	4,583,599	5,350,158	5,149,148	6,068,550
Department Total	\$ 3,886,610	\$ 4,583,599	\$ 5,350,158	\$ 5,149,148	\$ 6,068,550

Department Personnel Summary								
Fund	2017 Actual		2018 Actual		2019 Budgeted		2020 Proposed	
	FT	PT	FT	PT	FT	PT	FT	PT
General Fund								
Administration	35	0	40	2	45	2	48	2
Total	35	0	40	2	45	2	48	2

Operating Budget by Program				
Program	2019 Budget	2019 FTEs	2020 Proposed	2020 FTEs
Administration	\$ 1,061,281	7	\$ 842,831	6
Internal Services	23,509	0	21,442	0
Fiscal	215,830	2	230,045	2
Human Resources	135,970	1	120,503	1
New Americans	273,699	2	242,012	2
Community Relations	-	0	186,830	1
311 Service Center	1,927,122	22	2,082,113	24
Neighborhood Pride	1,134,913	6	1,319,149	10
Neighborhood & Agency Services	289,548	2	302,500	0
Neighborhood & Community Planning	288,286	3	721,125	2
Department Total	\$ 5,350,158	45	\$ 6,068,550	48



2020 PROGRAM GUIDE

ADMINISTRATION

To provide advocacy and leadership to the people of Columbus by educating citizens about cultural diversity, city services and resources, and by advocating for residents, identifying and resolving community tensions, and eliminating racism/discrimination through training and awareness programs.

INTERNAL SERVICES

To account for the internal service charges of the department necessary to maintain operations.

FISCAL

To ensure that department resources are managed and accounted for in a timely and accurate manner.

HUMAN RESOURCES

To provide quality services in the areas of employee relations, benefits, recruitment and retention, and organizational development.

NEW AMERICANS

To provide coordination and resources to the city, county, state, and community in a culturally sensitive manner, and to address the needs of our growing immigrant and refugee population by maximizing the effect of existing services in the City of Columbus and Franklin County.

COMMUNITY RELATIONS

To create strong connections between the neighborhoods of Columbus and all of our residents. Through the work of the Community Relations Commission, our vision of "Building a Community for All" can become a reality.

311 CALL CENTER

To provide a single point of contact for residents to submit service requests and to receive information regarding non-emergency city services.

NEIGHBORHOOD PRIDE

To bring the services of city government to the people and provide a site for community members to meet and interact with city staff.

NEIGHBORHOOD AND AGENCY SERVICES

To provide direct services, technical assistance, and interaction with individuals, neighborhoods, civic organizations, and other related neighborhood groups, including area commissions.

NEIGHBORHOOD CRISIS RESPONSE

To address neighborhood challenges in response to spikes in violent crime. The program will focus on low to moderate income areas.

NEIGHBORHOOD AND COMMUNITY PLANNING

To create a blueprint for community transformation focusing on five pillars: housing, education and workforce, transportation, small business and retail, and health and safety, in each of the city's opportunity neighborhoods.

