



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 Customer 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.

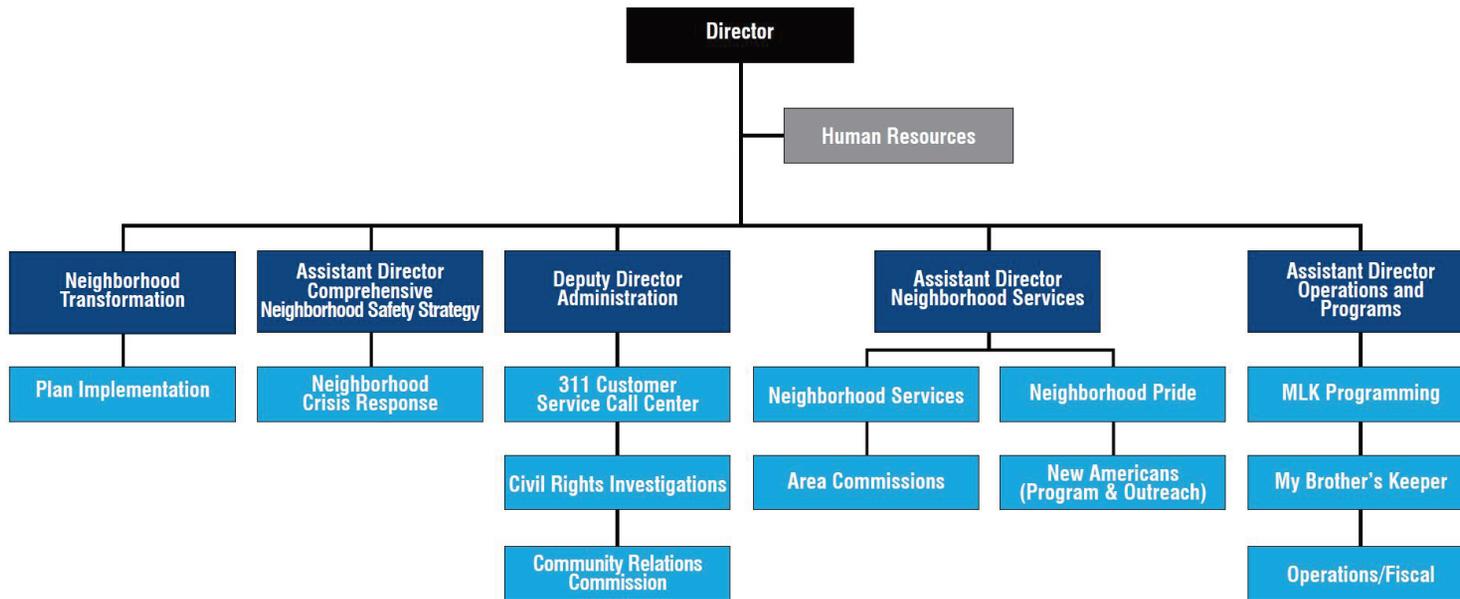
The **neighborhood liaisons** are a team of advocates created to work across department lines to get results for resident requests, problems, and questions. The city has been divided into service areas and a liaison has been assigned to each of the areas to work directly with the residents and neighborhood 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 Customer 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	2018 Actual	2019 Actual	2020 Budget	2021 Proposed
General Fund	4,583,599	5,090,844	6,089,550	8,377,689
Department Total	\$ 4,583,599	\$ 5,090,844	\$ 6,089,550	\$ 8,377,689

Neighborhoods



Strategic Priorities for 2021

Neighborhoods



Lead efforts by residents, community partners, and other city departments to advance goals in the One Linden and Envision Hilltop plans that focus on education, health, housing, safety, and small business development.

Deliver improved access to city services through the launch of a new 311 system, website, and mobile application as well as community engagement to build awareness of the new features that will enhance the user experience, improve internal work flows, and ensure better use of data for planning and decision making purposes.

Enhance the work of Columbus' 21 Area Commissions with the creation of new websites for each Commission, providing expanded professional development for Commission members on subjects, including implicit bias and Robert's Rules of Order, and working with Commissions to adopt best practice by-laws.

Connect neighborhood residents with the city services they need through the Neighborhood Liaison program, as well as by reimagining and relaunching the Neighborhood Pride Centers and Neighborhood Pride Program.

Support resident driven ideas to enhance their neighborhoods through continuation of the annual Columbus Neighborhood Community Grant (CNCG) program.

Police Reform



Invest in the social determinants of safety through the Comprehensive Neighborhood Safety Strategy initiative with work that will include installation of new lighting and construction of sidewalks.

Reduce crime through the Neighborhood Crisis Response program's alley clean-ups in the Linden, Milo Grogan, Hilltop, and South Side neighborhoods.

Empower residents to help combat crime in their community through the work of the Neighborhood Safety Committees in Driving Park, Hilltop, Linden, and the South Side, as well as a new youth focused Safety Committee and the creation of a New American Safety Committee.

Economic Development and Affordable Housing



Foster the availability of safe and affordable rental housing through the Comprehensive Neighborhood Safety Strategy's annual Landlord Fair which provides an opportunity for property owners to identify how they can work in partnership with the city to support their residents.

Strategic Priorities for 2021 (cont.)

Diversity and Inclusion



Help more New Americans become engaged in their community through the fifth class of the New American Leadership Academy, and provide ongoing development and engagement opportunities for the nearly 80 graduates of the program.

Engage and uplift boys and young men of color in Columbus through My Brother's Keeper with work that will focus on supporting academic achievement during the COVID-19 health emergency and offering opportunities to explore and connect with college and career opportunities.

Assist residents with limited English proficiency by providing translation and interpretation services and by contracting with a service that will allow the 311 Customer Service Representatives to communicate with people in 240 languages.

Protect residents from discrimination through the Community Relation Commission's work to investigate complaints of discrimination, as well as by advancing and implementing changes to the Columbus City Code that will provide additional tools the Commission can use to stop discrimination.

Build increased awareness and cultural diversity through virtual and in person annual events, including the Community Relation Commission's Lunch and Learn series, the Rev. Martin Luther King Jr. March and Celebration, the Youth Oratorical Contest, and Neighborhood Best Practices Conference.

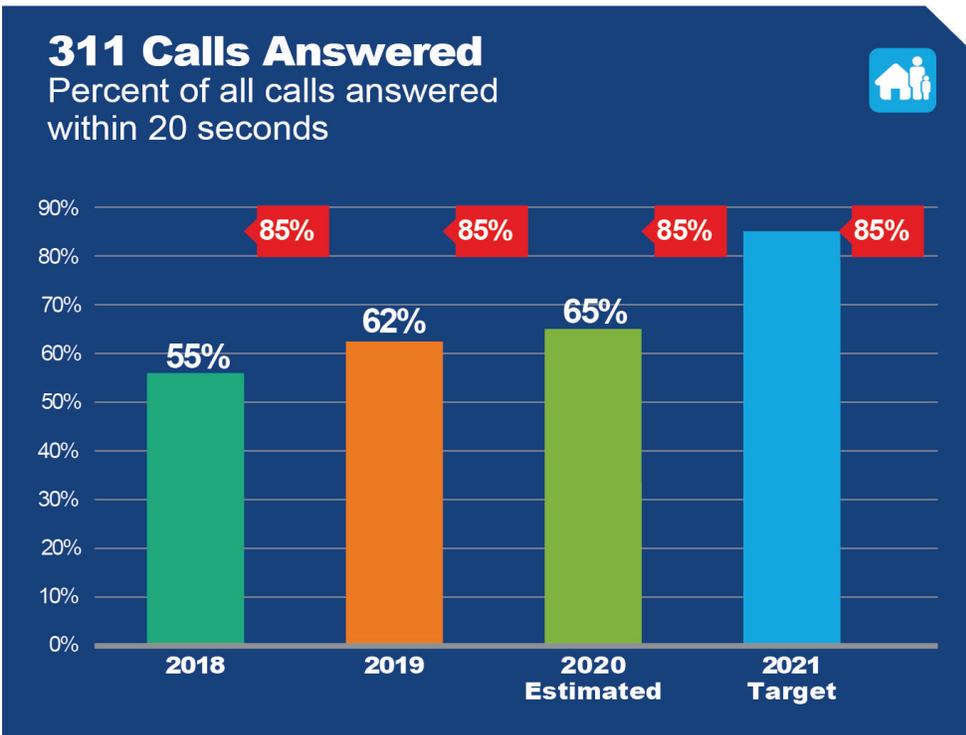


2021 BUDGET NOTES

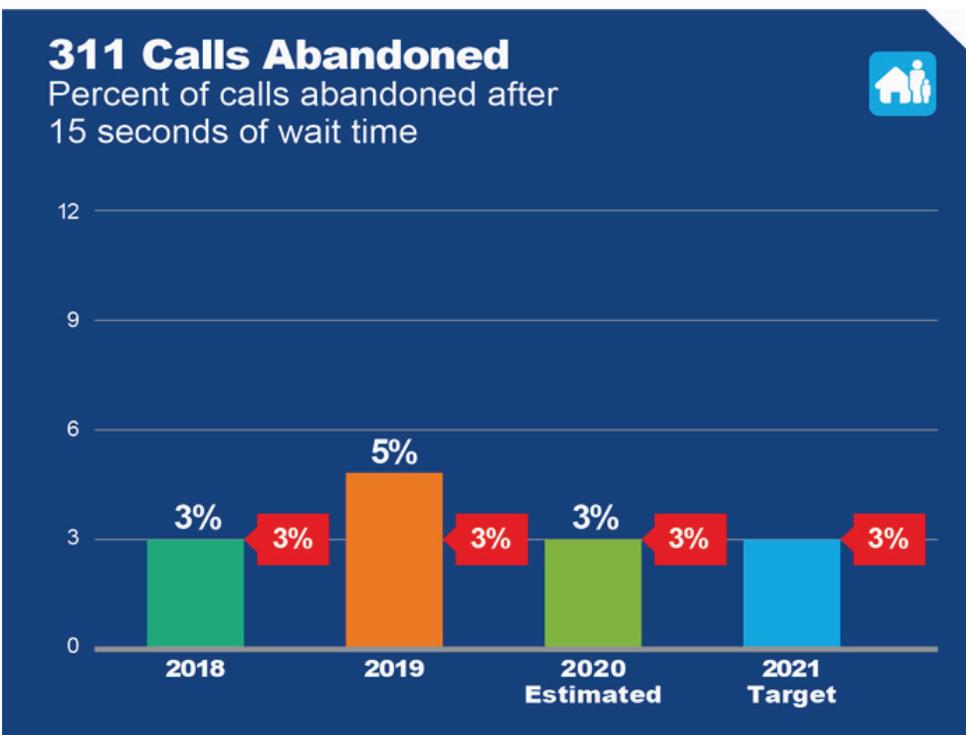
This is the fifth full year of the proposed funding for the Department of Neighborhoods, and the budget includes 48 full-time and 2 part-time regular employees. Noteworthy programs, opportunities, and items of importance are as follows:

- New funding in the amount of \$2.4 million is included in the department's transfer line for a Neighborhood Crisis Response Initiative.
 - As part of the Mayor's Comprehensive Neighborhood Safety Strategy Initiative, the department will continue funding in the amount of \$65,000 to identify opportunities to address social determinants regarding safety in neighborhoods across the city.
 - The One Linden and Envision Hilltop community plans will continue to guide projects, initiatives, and programs that will advance the priorities identified by the community. These include support for the One Linden Schools Student Success Initiative (OLSSSI). This initiative's vision is one of transforming the Linden community into a vibrant, thriving, safe, and welcoming anchor for Columbus as the City of Opportunity. Through the launching of the One Linden Parent/Caregiver Coalition in 2021, increased resources will be provided to both parents/caregivers as well as children who attend schools within Linden in the form of support groups, workshops, training, and events. 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 Envision 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 \$72,800.
 - Funding for the New Americans program continues in 2021 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 (NALA) 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 2021 and is budgeted at \$20,000. In the past, the CNCG program provided funding for the following activities: National Night Out, health literacy, domestic violence prevention, and anti-bullying initiatives.
 - The Martin Luther King Jr. Day celebration and Black History Month programming will continue in 2021. 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 2021, funding for MLK Programming (which is for 2022) 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 2021 through the allocation of \$62,500.
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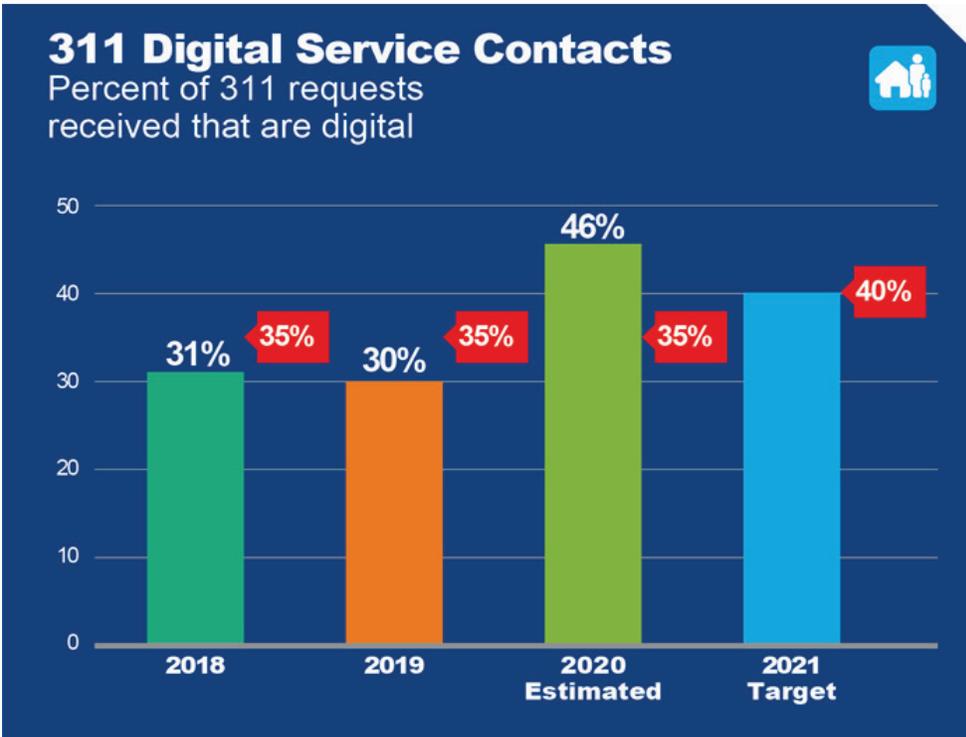
PERFORMANCE MEASURES



Customer service is a very important component in striving for excellence in city government. The 311 Customer Service Center connects residents to neighborhood resources and city services. In doing so, the Department of Neighborhoods maintains its commitment that 85 percent of all calls received by the service center will be answered within 20 seconds.



Connecting to residents who seek information or resources is essential for providing quality customer service. The department has set a goal that three percent or less of all calls received are abandoned after 15 seconds of wait time.



Ensuring residents can submit a service request in multiple formats is important to provide high quality customer service. The department is making enhancements to efficiently accommodate the growing demand for web based submission of questions and service requests. The 2020 estimate accounts for a period of time when 311 only accepted digital requests and voicemails due to COVID-19. In 2021, the goal is for 40 percent of requests to be submitted online using the mobile application or by webmail.



Neighborhoods

Financial Summary by Area of Expense						
Division	2018 Actual	2019 Actual	2020 Budget	2020 Projected	2021 Proposed	
Neighborhoods						
General Fund						
Personnel	\$ 3,914,279	\$ 4,042,954	\$ 4,654,922	\$ 4,318,074	\$ 4,562,784	
Materials & Supplies	45,339	37,080	34,000	50,500	60,500	
Services	576,480	959,826	1,346,628	903,347	1,300,405	
Other	-	983	1,500	868	1,500	
Transfers	47,500	50,000	52,500	73,500	2,452,500	
General Fund Subtotal	4,583,599	5,090,844	6,089,550	5,346,289	8,377,689	
Department Total	\$ 4,583,599	\$ 5,090,844	\$ 6,089,550	\$ 5,346,289	\$ 8,377,689	

Department Personnel Summary								
Fund	2018 Actual		2019 Actual		2020 Budgeted		2021 Proposed	
	FT	PT	FT	PT	FT	PT	FT	PT
General Fund								
Administration	40	2	42	2	48	2	48	2
Total	40	2	42	2	48	2	48	2

Operating Budget by Program				
Program	2020 Budget	2020 FTEs	2021 Proposed	2021 FTEs
Administration	\$ 842,831	6	\$ 847,192	5
Internal Services	21,442	0	16,859	0
Fiscal	230,045	2	240,903	2
Human Resources	120,503	1	187,010	2
New Americans	242,012	2	175,257	1
Community Relations	186,830	1	433,989	2
311 Customer Service Center	2,082,113	24	1,983,778	24
Neighborhood Pride	1,319,149	10	1,565,921	10
Neighborhood & Agency Services	323,500	0	52,500	0
Neighborhood & Community Planning	721,125	2	2,874,280	2
Department Total	\$ 6,089,550	48	\$ 8,377,689	48



2021 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 CUSTOMER SERVICE 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 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.

