



Department Description

The Department of Neighborhoods serves as the front door to the city by providing information and services to Columbus residents so all neighborhoods are strong and vibrant. The department seeks to empower and engage residents through a variety of programs and services including the 311 Customer Service Center, Neighborhood Liaison Program, and the Community Relations Commission.

Department Mission

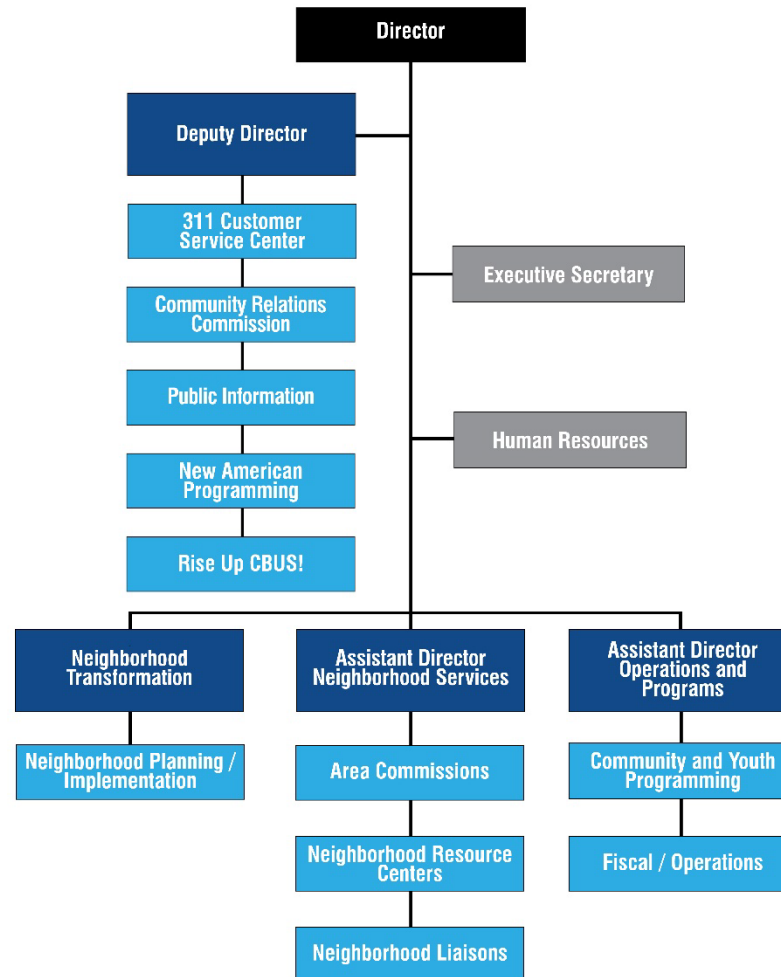
To connect Columbus residents to city services, community resources, and foster partnerships that support programs and services that enhance the quality of life for residents.

The **311 Customer Service Center**, also known as “311”, is the single point of contact for all non-emergency city service requests, focused on providing access to city services and information with the highest possible levels of customer service. Available to residents, city businesses, and visitors, 311 requests can be submitted online, by phone, and with the CBUS 311 mobile application.

Neighborhood Liaisons 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 Resource Centers**, formerly known as Neighborhood Pride Centers, and are the direct communications link between the city and the community. Each resource 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** helps to address issues of discrimination in the community. The commission provides formal and informal mediation to help resolve discrimination complaints and has the power to levy civil penalties in cases where discrimination has occurred. The commission also provides educational programming to raise awareness of the protections from discrimination that are provided within the Columbus City Code.

Budget Summary				
Fund	2022 Actual	2023 Actual	2024 Budget	2025 Proposed
General Fund	9,965,146	11,745,496	13,470,428	15,224,064
Department Total	\$ 9,965,146	\$ 11,745,496	\$ 13,470,428	\$ 15,224,064

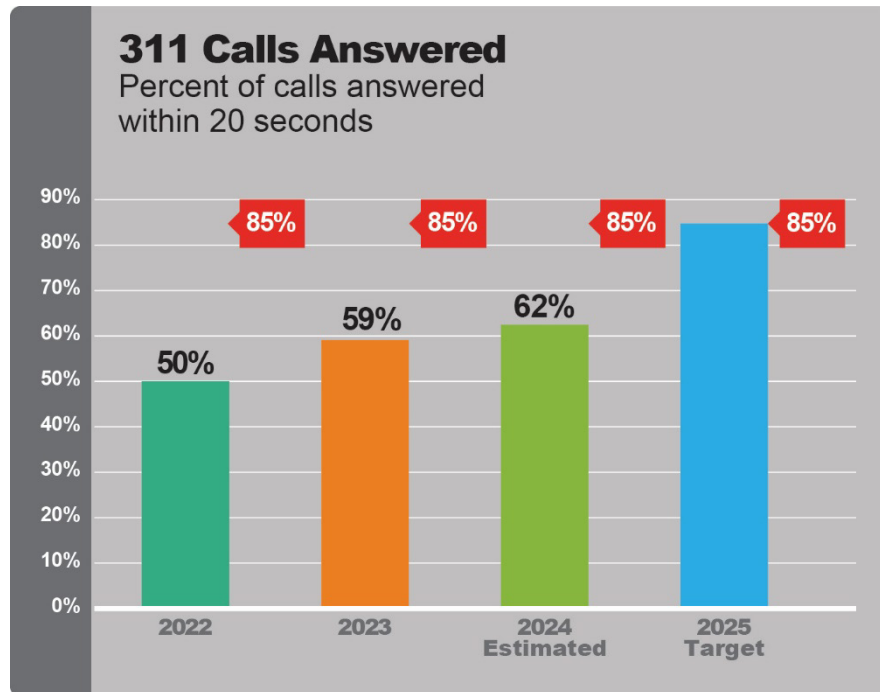


2025 BUDGET NOTES

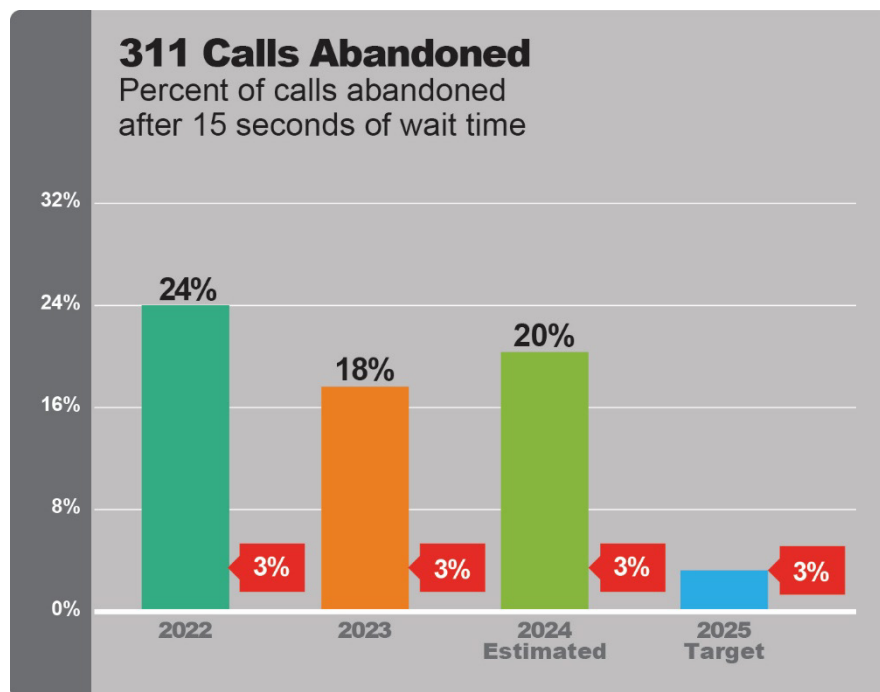
The proposed funding of \$15,224,064 for the Department of Neighborhoods includes 68 full-time employees and four part-time student interns. Noteworthy programs, opportunities, and items of importance are as follows:

- The department has budgeted \$200,000 to address blight and clean-up illegal dumping in alleys.
 - The work to implement the One Linden and Envision Hilltop community plans will continue in 2025. An allocation of \$1,000,000 will be used for programming to advance plan goals in areas including housing, school success, and business development. Work will also begin to implement the goals established by the community in the new Eastland plan that will be completed in December of 2024.
 - 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.
 - The Commission on Black Girls, will continue work to advance equity for black girls in Columbus, including programming focused on mentoring and providing leadership experiences.
 - Funding for the New Americans program continues in 2025 to assist with the assimilation of new Americans arriving in Columbus from other countries. In addition, \$35,600 in funding is allocated for translation and interpretation services including on-demand, over-the-phone translation services for the 311 Customer Service Center.
 - The New American Leadership Academy (NALA) funding will continue in the amount of \$30,000. This funding will allow NALA alumni to remain engaged and involved in the program through the NALA Alumni Summit.
 - Support for summer youth programming will continue in 2025 and is budgeted at \$4,805,000.
 - The Martin Luther King Jr. Day celebration and Black History Month programming will continue in 2025. 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.
 - Support for area commissions will continue in 2025 with an allocation of \$52,500.
 - Rise Up CBUS! will return with a new schedule of community events to connect residents with city and community services.
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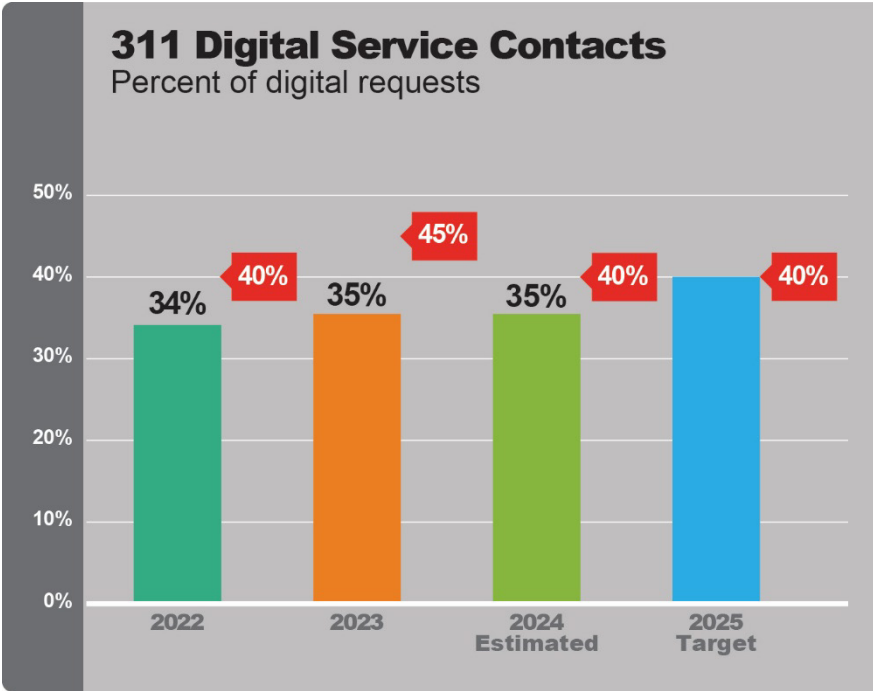
PERFORMANCE MEASURES



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 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 to providing quality customer service. The department has set a goal of 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 in providing high quality customer service. The department made enhancements to accommodate the growing demand for web-based submission of questions and service requests. In 2025, 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	2022 Actual	2023 Actual	2024 Budget	2024 Projected	2025 Proposed
Neighborhoods					
General Fund					
Personnel	\$ 4,988,615	\$ 5,789,677	\$ 7,090,797	\$ 6,260,234	\$ 7,579,978
Materials & Supplies	89,159	142,498	104,200	160,478	183,200
Services	3,532,030	2,515,787	1,992,931	1,053,148	1,413,386
Other	1,302,842	3,245,034	4,230,000	6,195,095	5,995,000
Capital	-	-	-	-	-
Transfers	52,500	52,500	52,500	52,500	52,500
General Fund Subtotal	9,965,146	11,745,496	13,470,428	13,721,455	15,224,064
Department Total	\$ 9,965,146	\$ 11,745,496	\$ 13,470,428	\$ 13,721,455	\$ 15,224,064

Department Personnel Summary								
Fund	2022 Actual		2023 Actual		2024 Budget		2025 Proposed	
	FT	PT	FT	PT	FT	PT	FT	PT
General Fund								
Administration	50	0	58	0	67	2	68	4
Total	50	0	58	0	67	2	68	4

Operating Budget by Program					
Program	2024 Budget	2024 FTEs	2025 Proposed	2025 FTEs	
Administration	\$ 1,147,170	5	\$ 1,201,251	5	
Internal Services	32,581	0	35,233	0	
Fiscal	381,392	3	390,198	3	
Human Resources	233,657	2	248,584	2	
New Americans	289,462	2	358,667	2	
Community Relations	130,188	1	124,680	1	
311 Customer Service Center	3,062,546	35	3,160,523	35	
Area Commissions	52,500	0	52,500	0	
Neighborhood & Community Planning	2,459,676	5	2,434,250	5	
Commission on Black Girls	309,395	2	317,848	2	
My Brother's Keeper Village	209,677	1	188,683	1	
Summer Youth Employment and Programming	3,100,000	0	4,805,000	0	
Community Engagement	680,000	0	481,315	1	
Rise Up CBUS!	314,965	2	299,689	2	
Neighborhood Liaisons	1,067,219	9	1,125,643	9	
Department Total	\$ 13,470,428	67	\$ 15,224,064	68	



2025 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 the 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 the residents. Through the work of the Community Relations Commission, 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.

AREA COMMISSIONS

To support area commissions in their work for the communities they represent.

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.

COMMISSION ON BLACK GIRLS

To advance equity for black girls in Columbus by ensuring that they have opportunities to thrive without the disruption of systemic barriers that have traditionally impacted black girls.

MY BROTHER'S KEEPER VILLAGE

To advance equity for boys and young men of color in Columbus by addressing systemic barriers and building safe and supportive communities to create clear pathways to opportunities.

SUMMER YOUTH EMPLOYMENT AND PROGRAMMING

To guide youth to achieve personal goals and prepare for career paths through empowerment, education, and employment opportunities.

COMMUNITY ENGAGEMENT

To provide opportunities for the community to connect and engage in programming that helps to eliminate discrimination and remove the effects of past discrimination within the City of Columbus.

RISE UP CBUS!

To build awareness and connect residents to city and community-based programs and services that build economic stability, improve health and wellness, and foster safer, more resilient communities.

NEIGHBORHOOD LIAISONS

To address community needs through cross departmental engagement, providing a site for community members to meet and interact with city staff and boosting awareness of city programs.
