



## 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 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.

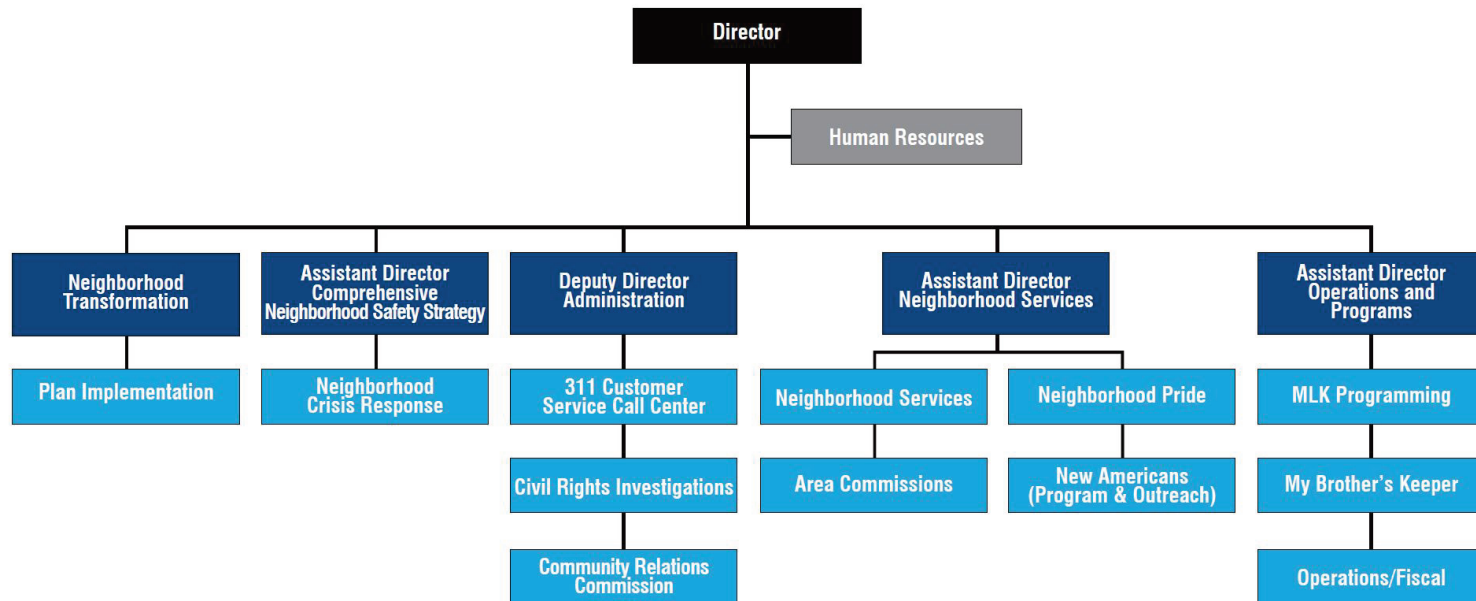
**Neighborhood Liaisons** work across department lines to get results for resident requests, problems, and questions. The city has been divided into service areas and a liaison has been assigned to each of the areas to work directly with the residents and neighborhood organizations. The liaisons are housed within the **Neighborhood 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** 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 when discrimination has occurred. The Commission also provides educational programming to raise awareness of the protections from discrimination that are provided within Columbus City Code.

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	2019	2020	2021	2022
	Actual	Actual	Budget	Proposed
General Fund	5,090,844	5,089,753	8,377,689	8,875,120
<b>Department Total</b>	<b>\$ 5,090,844</b>	<b>\$ 5,089,753</b>	<b>\$ 8,377,689</b>	<b>\$ 8,875,120</b>

## Neighborhoods



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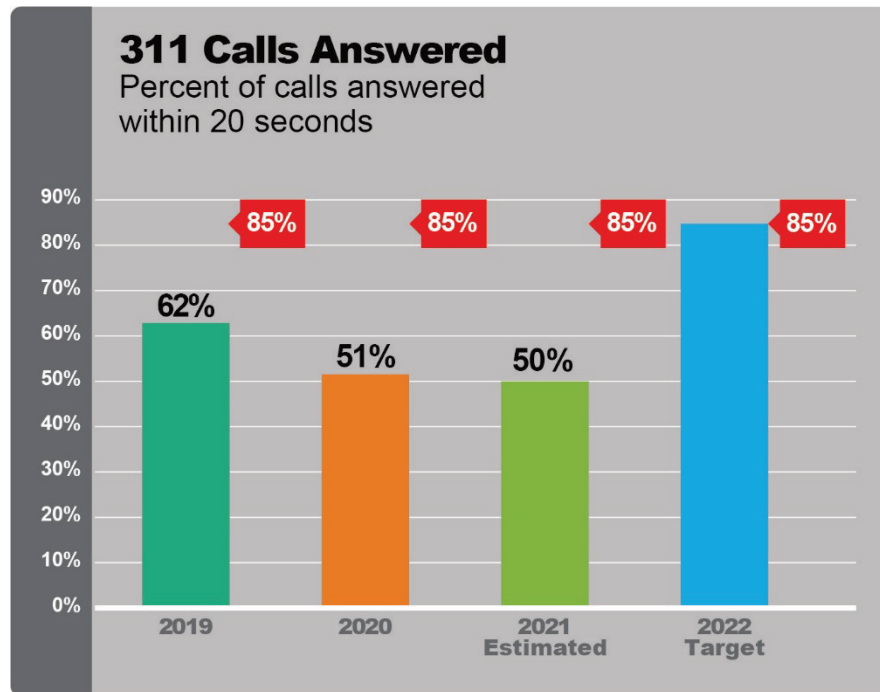
## **2022 BUDGET NOTES**

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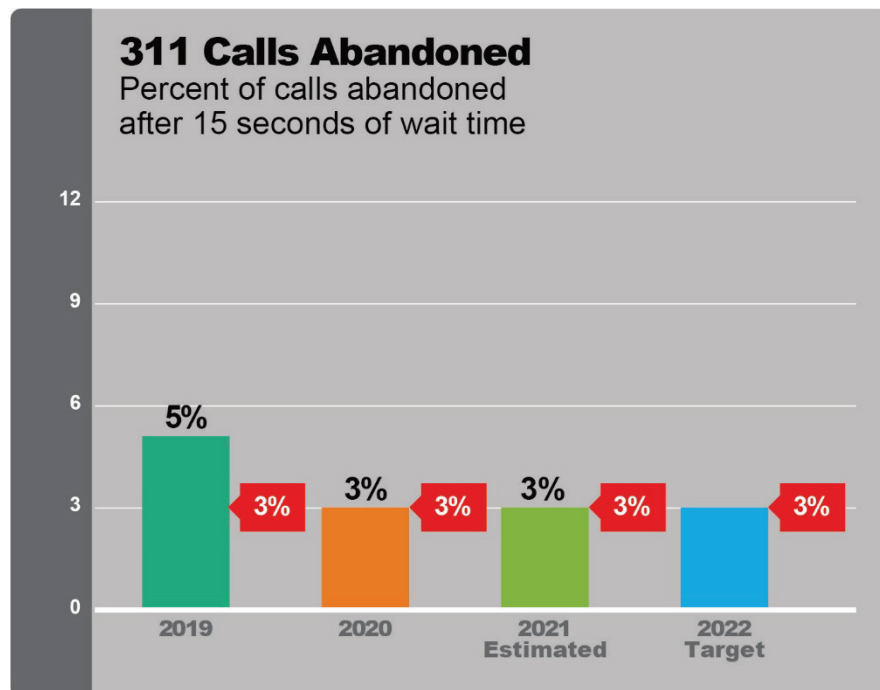
This is the sixth full year of the proposed funding for the Department of Neighborhoods and the budget includes 52 full-time and 2 part-time regular employees. Noteworthy programs, opportunities, and items of importance are as follows:

- Continued funding in the amount of \$2.4 million is included in the department's budget for Neighborhood Crisis Response Initiatives.
  - 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. Through the launch of the One Linden Parent/Caregiver Coalition in 2021, resources will continue to 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 2022 to assist with the assimilation of new Americans arriving in Columbus from other countries. Translation and interpretation services are also budgeted for 2022.
  - 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 2022 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 2022. 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 2022, funding for MLK Programming (which is for 2023) 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 2022 through the allocation of \$62,500.
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## PERFORMANCE MEASURES

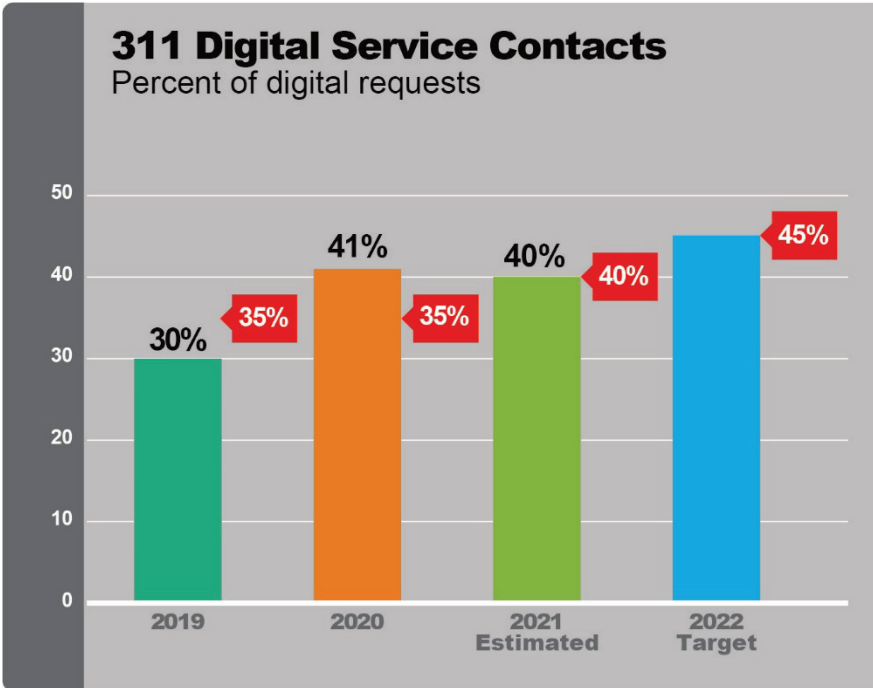


Providing excellent customer experiences is a top priority for the 311 Customer Service Center when connecting residents to City services and neighborhood resources. The Department of Neighborhoods renews its commitment to achieving the industry best practice of answering 85 percent of all calls received into the Service Center within 20 seconds.



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





Ensuring residents have easy access to City services and can submit a service request in multiple formats is an important goal. The Department is implementing system enhancements to effectively accommodate the growing demand for web based submission of questions and service requests. In 2022, the goal is for at least 45 percent of all contacts received and processed by the 311 Customer Service Center to be submitted online using the new OneView customer portal or mobile application.



## Neighborhoods

Financial Summary by Area of Expense					
Division	2019 Actual	2020 Actual	2021 Budget	2021 Projected	2022 Proposed
<b>Neighborhoods</b>					
General Fund					
Personnel	\$ 4,042,954	\$ 4,280,735	\$ 4,562,784	\$ 4,463,953	\$ 5,206,481
Materials & Supplies	37,080	41,474	60,500	60,500	50,500
Services	959,826	693,775	1,300,405	3,404,636	3,564,139
Other	983	268	1,500	1,500	1,500
Transfers	50,000	73,500	2,452,500	52,500	52,500
<b>General Fund Subtotal</b>	<b>5,090,844</b>	<b>5,089,753</b>	<b>8,377,689</b>	<b>7,983,088</b>	<b>8,875,120</b>
<b>Department Total</b>	<b>\$ 5,090,844</b>	<b>\$ 5,089,753</b>	<b>\$ 8,377,689</b>	<b>\$ 7,983,088</b>	<b>\$ 8,875,120</b>

Department Personnel Summary								
Fund	2019 Actual		2020 Actual		2021 Budgeted		2022 Proposed	
	FT	PT	FT	PT	FT	PT	FT	PT
General Fund								
Administration	42	2	42	1	48	2	52	2
<b>Total</b>	<b>42</b>	<b>2</b>	<b>42</b>	<b>1</b>	<b>48</b>	<b>2</b>	<b>52</b>	<b>2</b>

Operating Budget by Program					
Program	2021 Budgeted	2021 FTEs	2022 Proposed	2022 FTEs	
Administration	\$ 847,192	5	\$ 1,034,435	6	
Internal Services	16,859	0	21,920	0	
Fiscal	240,903	2	250,356	2	
Human Resources	187,010	2	233,780	2	
New Americans	175,257	1	276,216	2	
Community Relations	433,989	2	490,053	1	
311 Customer Service Center	1,983,778	24	2,021,063	24	
Neighborhood Pride	1,565,921	10	1,421,341	13	
Neighborhood & Agency Services	52,500	0	52,500	0	
Neighborhood & Community Planning	2,874,280	2	3,073,456	2	
<b>Department Total</b>	<b>\$ 8,377,689</b>	<b>48</b>	<b>\$ 8,875,120</b>	<b>52</b>	



# 2022 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.

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### **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.

