Department Description
The Department of Neighborhoods was created in July 2016 to better deliver more 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 works 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.

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. The 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.

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 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 City of Columbus Service Center is the single point of contact for all non-emergency city service requests and is available to residents, city businesses, and visitors. The Columbus Service Center is also known as "3-1-1"; its mission is to provide access to city services and city information with the highest possible levels of customer service.
Strategic Priorities for 2018

Neighborhoods

Continue to work with Area Commissions (AC) in the City of Columbus - Establish an Area Commission Council comprised of the Chairs of each AC. The Council will hold an annual retreat to develop a list of priorities and key issues that it will work with city leaders to address.

Continue implementation of the Mayor’s New American initiative. The creation of the New Americans Leadership Academy will aid in the continued efforts to integrate immigrant and refugee families in the Columbus community and become more involved in civic engagement. The program will focus on youth and young professionals.

Continue to provide public forums and community conversations on topics that impact Columbus residents.

Providing diversity and cultural competency training to both internal and external customers.

Operational Efficiencies

Partner with Huntington Bank to enroll all 19 area commissions in ACH (Automated Clearing House) payments to improve payment processing and closeout procedures.

Relocate the Westside Neighborhood Pride Center from its current location to the Westside Health Center. The current lease expires in March 2018. Moving the center to a city facility will reduce operational costs and create better visibility for the Pride Center, as well as facilitate better access for residents.

Continue to enhance the 311 call center performance tracking systems, on which complaints, neighborhoods issues, and events are logged. Emphasis will be placed on call/response time, customer service, and follow-up.
This is the second full year of the proposed funding for the Department of Neighborhoods, and the budget includes 44 full-time and 2 part-time regular employees. In addition:

- A full-time position is added in the Neighborhood and Agency Services program to provide leadership to the neighborhood liaisons and area commissions.

- Funding for the New Americans program continues in 2018 to assist with the assimilation of new Americans arriving in Columbus from other countries. Services will include translation and interpretation services.

- Funding of $50,000 is added for a New Americans Leadership Academy that will offer leadership courses to under-represented new American youth and young professionals.

- Support of the Columbus Neighborhood Community Grants program (CNCG) will continue in 2018. In the past, the CNCG 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 the Black History Month program will continue to be funded. 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 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 being funded at $20,000.

- An additional area commission was added in 2017, bringing the total participating area commissions to 19 and payments to them are funded at $47,500.
PERFORMANCE MEASURES

311 Calls Answered
Percent of calls answered within 20 seconds

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 that it will answer 85% of calls into the center within 20 seconds, and is putting steps in place to meet this goal in 2018.

311 Calls Abandoned
Percent of calls abandoned after 15 seconds of wait time

Connecting to residents who seek information or resources is essential to providing quality customer service. The department ensures this by consistently achieving the goal that less than 3 percent of all calls received are abandoned after 15 seconds of wait time.
The Department of Neighborhoods was created on July 1, 2016. As such, the data noted for 2016 represents a partial year of financial information. 2017 was the first full year of funding for the department.
<table>
<thead>
<tr>
<th>Neighborhoods</th>
<th>2018 PROGRAM GUIDE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ADMINISTRATION</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>INTERNAL SERVICES</strong></td>
<td>To account for the internal service charges of the department necessary to maintain operations.</td>
</tr>
<tr>
<td><strong>FISCAL</strong></td>
<td>To ensure that department resources are managed and accounted for in a timely and accurate manner.</td>
</tr>
<tr>
<td><strong>HUMAN RESOURCES</strong></td>
<td>To provide quality services in the areas of employee relations, benefits, recruitment and retention, and organizational development.</td>
</tr>
<tr>
<td><strong>MLK PROGRAMMING</strong></td>
<td>To promote cultural diversity, awareness, and education through sponsored public events.</td>
</tr>
<tr>
<td><strong>NEW AMERICANS</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>COMMUNITY RELATIONS OFFICE</strong></td>
<td>To create strong connections between the neighborhoods of Columbus and all of our residents. Through the work of the Community Relations Office, our vision of “Building a Community for All” can become a reality.</td>
</tr>
<tr>
<td><strong>311 CALL CENTER</strong></td>
<td>To provide a single point of contact for residents to submit service requests and to receive information regarding non-emergency city services.</td>
</tr>
</tbody>
</table>
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.