



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.

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

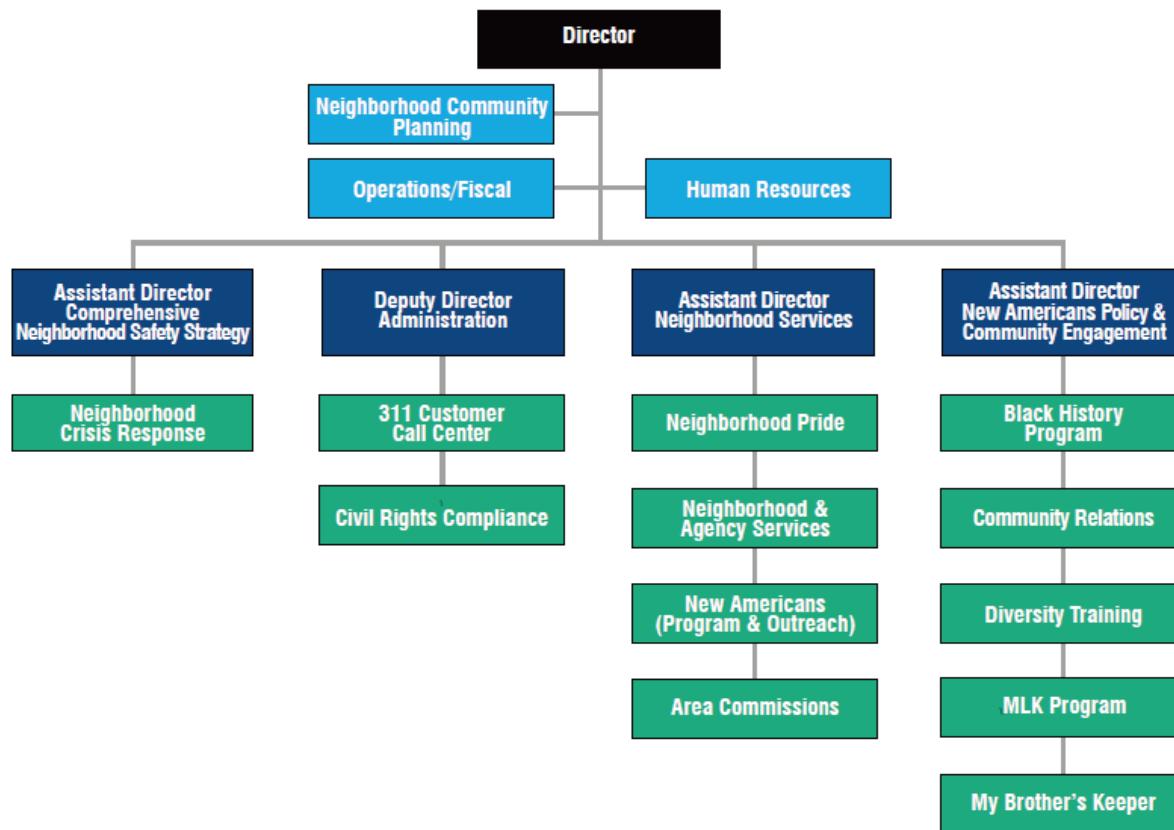
Department Mission

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.

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.

Neighborhoods



Strategic Priorities for 2019

Neighborhoods



Engage residents and align resources from all sectors of the community to address significant neighborhood challenges. The Linden planning process will focus on implementation of the ten Big Ideas identified in the community plan. In the Hilltop, the community engagement work will be completed so the plan can be finalized.

Build on the success of Neighborhood Pride by refreshing the program with input from many previous Pride communities and involving a new series of neighborhoods in 2019.

Empower New Americans to engage in vibrant, thriving communities. Two additional cohorts of the New Americans Leadership Academy are planned, and new work will focus on ensuring that more New Americans are connected to, and active in, our local community organizations.

Public Safety and Health



Invest in the social determinants of safety with the Comprehensive Neighborhood Safety Strategy (CNSS) through dedicated funding and cross-agency partnerships. Neighborhood Crisis Response, one of the seven initiatives within the CNSS, will drive the work in our communities.

Diversity and Inclusion



My Brother's Keeper will engage key community stakeholders in the development of a shared agenda and goals. Advancement of the agenda will be supported by the annual conference, pilot projects, and the creation of a network of those who share the Mayor's commitment to providing pathways of opportunity for boys and young men of color.

Host the annual Dr. Martin Luther King, Jr. celebration, oratorical contest, and Black History Month activities.

Examine and make recommendations with the Community Relations Commission for improvement of the discrimination complaint process.

Operational Efficiencies



Ensure all residents have one-stop access to city services. In 2019, 311 will adopt strategies to make certain non-English speaking residents can successfully submit requests. In partnership with the Department of Technology, technical updates and improvements will be made to the 311 webpage and mobile app to enhance the user experience, internal work flows, and ensure better use of data for planning and decision making purposes.

2019 BUDGET NOTES

This is the third full year of the proposed funding for the Department of Neighborhoods, and the budget includes 48 full-time and two part-time regular employees. In addition:

- Two additional full-time Neighborhood Liaison positions are included to provide residents better access to information and city services, and increased efficiency in resolving community concerns.
- 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.
- As part of the Mayor's Comprehensive Neighborhood Safety Strategy Initiative, the department will continue to identify opportunities to address social determinants regarding safety in neighborhoods across the city.
- Funding for the New Americans program continues in 2019 to assist with the assimilation of new Americans arriving in Columbus from other countries. Translation and interpretation services are budgeted.
- Support of the Columbus Neighborhood Community Grants program (CNCG) will continue in 2019. 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 in 2019. 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 2019, funding for MLK Programming (which is for 2020) is reflected on the Operating Budget by Program table in the Neighborhood and Agency Services Program.
- 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 \$20,000.
- Two additional area commissions are proposed for 2019, bringing the total participating area commissions to 21, and payments to them collectively are funded at \$52,500.



PERFORMANCE MEASURES

311 Calls Answered

Percent of all 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 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 2019.

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 three percent of all calls received are abandoned after 15 seconds of wait time.

Neighborhoods

Department Financial Summary by Area of Expense						
Fund	2016 Actual	2017 Actual	2018 Budget	2018 Projected	2019 Proposed	
General Fund						
Personnel	\$ 1,540,448	\$ 3,336,609	\$ 4,104,386	\$ 3,912,786	\$ 4,518,619	
Materials & Supplies	5,133	37,653	40,600	40,600	40,938	
Services	105,823	462,798	762,438	686,016	736,601	
Other	-	11,550	-	-	1,500	
Transfers	-	38,000	47,500	47,500	52,500	
General Fund Subtotal	1,651,405	3,886,610	4,954,924	4,686,902	5,350,158	
CDBG Fund						
Personnel	138,975	311,131	317,089	233,206	297,343	
Materials & Supplies	-	-	2,145	2,000	-	
Services	-	-	1,755,900	150,000	5,469,000	
Other	-	-	-	1,871	-	
CDBG Fund Subtotal	138,975	311,131	2,075,134	387,077	5,766,343	
Department Total	\$ 1,790,380	\$ 4,197,741	\$ 7,030,058	\$ 5,073,979	\$ 11,116,501	

Department Personnel Summary						
Fund	FT/PT	2016 Actual	2017 Actual	2018 Budgeted	2019 Proposed	
General Fund						
	FT	35	35	41	45	
	PT	1	0	2	2	
CDBG Fund						
	FT	3	2	3	3	
Total		39	37	46	50	

Operating Budget by Program						
Program	2018 Budget	2018 FTEs	2019 Proposed	2019 FTEs		
Administration	\$ 981,505	4	\$ 1,061,281	7		
Internal Services	16,545	0	23,509	0		
Fiscal	136,063	1	215,830	2		
Human Resources	117,038	1	135,970	1		
MLK Programming	20,000	0	-	0		
New Americans	228,315	1	273,699	2		
Community Relations Office	379,593	3	-	0		
311 Call Center	1,907,898	22	1,927,122	22		
Neighborhood Pride	1,120,467	9	1,134,913	6		
Neighborhood & Agency Services	2,122,634	3	586,891	5		
Neighborhood Crisis Response	-	0	5,469,000	0		
Neighborhood & Community Planning	-	0	288,286	3		
Department Total	\$ 7,030,058	44	\$ 11,116,501	48		

Note: 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.



2019 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.

MLK PROGRAMMING

To promote cultural diversity, awareness, and education through sponsored public events.

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 OFFICE

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.

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.

Neighborhoods

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.

