

# NEIGHBORHOOD SERVICES

## MISSION STATEMENT:

The mission of the Neighborhood Services Department is to improve and maintain neighborhood vitality through enhanced communication, facilitation and education.

## CORE FUNCTIONS:

- 1) **Communication** – Serve as a liaison between the City and neighborhood organizations, Public Improvement Districts (PID) and Crime Watch groups; Relay issues and concerns to the appropriate City department(s) in a timely manner; Communicate City services and opportunities to neighborhood organizations
- 2) **Facilitation** – Foster the development and support the activities of neighborhood organizations by providing assistance and guidance in creation of PIDs and new organizations
- 3) **Education** – Communicate with neighborhood organizations regarding City services and opportunities; Develop and implement resident education programs that achieve positive neighborhood outcomes and build long-term stability in the community

## 2015 – 2016 WORK PLAN

### CORE FUNCTION: #1 Communication

#### Action:

- Improve the relationship between the City and neighborhood organizations
- Increase the distribution of relevant community information to neighborhood organizations
- Communicate with neighborhood organizations and PIDs regarding Emergency Response Operations
- Serve as liaison between City departments and neighborhood organizations
- Communicate City services programs and opportunities

#### Activity Measurement:

- Respond to neighborhood requests for service within one business day
- Update Neighborhood Services web pages weekly
- Maintain neighborhood organizations calendar via MY NEIGHBORHOOD *online* web page weekly
- Solicit neighborhood participants for Citizens' Police and Fire Academies and Citizens Emergency Response Team (C.E.R.T.) training annually
- Report and communicate City department action on neighborhood services requests within three business days of receipt

#### Meets City Council's Premier Statements:

Cedar Hill is Safe.

Cedar Hill has Distinctive Character.

## CORE FUNCTION: #2 Facilitation

### Action:

- Serve as first point of contact at City Hall for neighborhood organizations and PIDs
- Provide staff assistance to new and existing neighborhood organizations
- Coordinate staff assistance to new and existing PIDs
- Expand/Implement programs that encourage communication within neighborhoods (i.e. Printing and Postage, Neighborhood Matching Grant, MY NEIGHBORHOOD online)
- Report and communicate neighborhood feedback to appropriate City departments
- Coordinate Citywide Neighborhood Block Party
- Coordinate Citywide Neighborhood Chili Cook Off
- Serve as liaison to the Neighborhood Advisory Board

### Activity Measurement:

- Coordinate participation of City staff at registered neighborhood meetings within three business days to ensure appropriate support and representation
- Achieve 100% participation by active neighborhood organizations in the Printing and Postage Program
- Report and communicate neighborhood feedback to appropriate City departments within one business day of receipt
- Increase the number of community participants in Citywide Neighborhood Block Party and Citywide Neighborhood Chili Cook off by 10%
- Facilitate Neighborhood Advisory Board meetings monthly

### Meets City Council's Premier Statements:

Cedar Hill has Vibrant Parks and Natural Beauty.

Cedar Hill has Distinctive Character.

## **CORE FUNCTION: #3 Education**

### **Action:**

- Expand neighborhood involvement in community events
- Improve public understanding of City operations and services
- Increase public knowledge of Neighborhood Services programs
- Develop resident education programs that build long-term stability in the community

### **Activity Measurement:**

- Create and publish recurring operation and services feature for newsletter monthly
- Recognize "Outstanding" neighborhoods (Premier Neighborhood Award, Most Active, Most Improved Distinction) annually
- Conduct Citywide Neighborhood Block Party event annually
- Facilitate presentation of two resident education workshops annually

### **Meets City Council's Premier Statements:**

Cedar Hill is Clean.

Cedar Hill has Distinctive Character.

**SUMMARY - NEIGHBORHOOD SERVICES\***

EXPENDITURES	ACTUAL FY 13	ACTUAL FY 14	BUDGET FY 15	EST. FY 15	CONTINUED	FISCAL YEAR 2015-2016		
						GROWTH	PROPOSED	

Personnel	\$ 85,625	\$ (1,784)	\$ 6,405	\$ 61,330	\$ 64,140	\$ 64,140	\$ 64,140
Supplies	4,993	912	2,900	4,430	4,300	4,300	4,300
Maintenance	5,560	-	450	450	450	450	450
Services	14,633	8,057	17,250	16,450	16,450	16,450	16,450
Utilities	569	532	-	560	610	610	610
Sundry	5,564	884	6,575	5,125	7,725	14,225	7,725
<b>TOTAL Dept. Budget</b>	<b>\$ 116,944</b>	<b>\$ 8,601</b>	<b>\$ 33,580</b>	<b>\$ 88,345</b>	<b>\$ 93,675</b>	<b>\$ 100,175</b>	<b>\$ 93,675</b>

STAFFING	ACTUAL FY 13	ACTUAL FY 14	BUDGET FY 15	EST. FY 15	CONTINUED	FISCAL YEAR 2015-2016		
						GROWTH	PROPOSED	
Neighborhood Services Coordinator	0.50	0.50	1.00	1.00	1.00	1.00	1.00	
<b>TOTAL Department Staff</b>	<b>0.50</b>	<b>0.50</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>	

REPLACEMENT VEHICLES & EQUIPMENT:	ACTUAL COST	LEASE COST	FUNDED
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N/A

NEIGHBORHOOD SERVICES PROGRAMS:	PRIORITY	COST	FUNDED
Leadership Academy	1	\$ 3,000	No
Homeowners Fair	2	\$ 3,500	No

\*Department is managed from Code Enforcement.

## **Proposed Program Description**

### **Neighborhood Services**

#### **Program One: YOUR Leadership Academy (City Hall 101)**

**Program Cost: \$ 3,000**

**Tax Rate Impact: \$0.0001**

**Included in City Manager's Budget: No**

**Option 1 Cost: \$900**

#### **Program Description:**

In November 2013, the City Council started a series of six town hall meetings. During these meetings, residents showed an interest in their neighborhoods as well as the entire city of Cedar Hill. It was also evident that many residents had minimal knowledge of how different departments function to provide various services to citizens. Providing residents with accurate knowledge and understanding of their local government is one major goals of the YOUR Leadership Academy. Participants will learn about Cedar Hill's history, tour city facilities, and get a behind-the-scenes look at each department. The Neighborhood Services department actively seeks leaders in our community so that each neighborhood in Cedar Hill can have some type of organization. In order to achieve success toward this goal, we need to empower residents with the knowledge and tools to become leaders in their neighborhoods. YOUR Leadership Academy is a series of 12 educational sessions designed to teach Cedar Hill residents about their local government.

#### **Program Components**

- 12 Weekly 2 hour classes (Thursday from 6:30 p. m. to 8:30 p.m.)
- 25 participants per class
- Free to participants
- Graduation Ceremony at a designated City Council Meeting
- Open to any Cedar Hill resident 18 years or older who can fulfill necessary time commitment.

#### **If this program is not funded:**

Neighborhood Services cannot fully develop this program necessary to elevate City neighborhoods to the next level of excellence in community engagement as prioritized by City Council.

**This program reflects City Council's Premier Statements:**

Cedar Hill has Distinctive Character.  
Cedar Hill has Excellent, Safe and Efficient Infrastructure.  
Cedar Hill is Safe.  
Cedar Hill is Clean.  
Cedar Hill has Vibrant Parks and Natural Beauty.  
Cedar Hill has a Strong and Diverse Economy.

## Program Two (2): Homeownership Fair

**Program Cost:** \$ 3,500

**Tax Rate Impact:** \$0.0001

**Included in City Manager's Budget:** No

**Option 1 Cost:** \$1,000 (Funded through sponsorships)

### **Program Description:**

June is National Homeownership Month. The ability for neighborhood organizations to effectively communicate significant events and activities requires visibility, consistency and convenience. Many of the comments and concerns received by the Neighborhood Services Department are in regards to property maintenance and upkeep. This program will feature educational sessions on how to buy a home, foreclosure prevention, home maintenance, homebuyer assistance programs, mortgage lending, credit repair, and more.

Participants can pick a session or stay all day for free food, giveaways and activities for the kids. Children activities include sessions on savings and checking, budgeting and credit. Fun activities will include a gaming truck with Xbox and HD flat screens, face painting, balloon artists.

The event will consist of vendor booths as well as live seminars conducted by home buying experts. The Homeownership Fair will use all 4 meeting rooms in the Recreation Center and vendor booths will be sold at \$25 per booth to help offset the cost of the event. The Neighborhood Services department will also secure sponsorships for local banks who wish to promote their services.

Comparable programs include:

- City of Grand Prairie, Homeownership Fair



- City of Irving, Home Buyer Fair



- City of Rockwall, Neighborhood Beautification Program

**If this program is not funded:**

Neighborhood Services cannot fully develop this program necessary to elevate City neighborhoods to the next level of excellence in community engagement as prioritized by City Council.

**This program reflects City Council's Premier Statements:**

Cedar Hill has a Strong and Diverse Economy.

