

Community Services

Operational Overview and Programs Update
May 11th, 2017



Community Services Department Overview



Community Services Department Overview

Mission: Provide a wide range of assistance, education and resources which informs and connects residents with City of Mesa services and programs.

Desired Outcomes:

- Access to affordable, decent, and safe housing
- Ensure equal opportunity and affirmatively further fair housing
- Support local non-profits
- Reduce homelessness
- Increase homeownership
- Increase economic development opportunities
- Build community and maintain quality neighborhoods
- Courteous, professional animal control



Measuring Success

Housing & Community Development

- Meeting federal requirements and mandatory HUD reporting
- Utilization of federal funds- Maximizing dollars received
- Benchmark and goals outlined in sub-recipient contracts



Animal Control

- Awareness and education regarding effective animal care
- Total number of animal related service calls processed



Neighborhood Outreach, Diversity & Volunteerism

- Individuals served with resource assistance and problem solving
- Volunteer hours generated



Recent Program Accomplishments & Updates

Housing & Community Development

- Housing Choice Voucher (Section 8) High Performing Designation
- Section 8 Waitlist opened and received 6,738 applications
- 11,012 households served through CDBG, HOME, & ESG
- Expanding into second year of Love Your Neighborhood

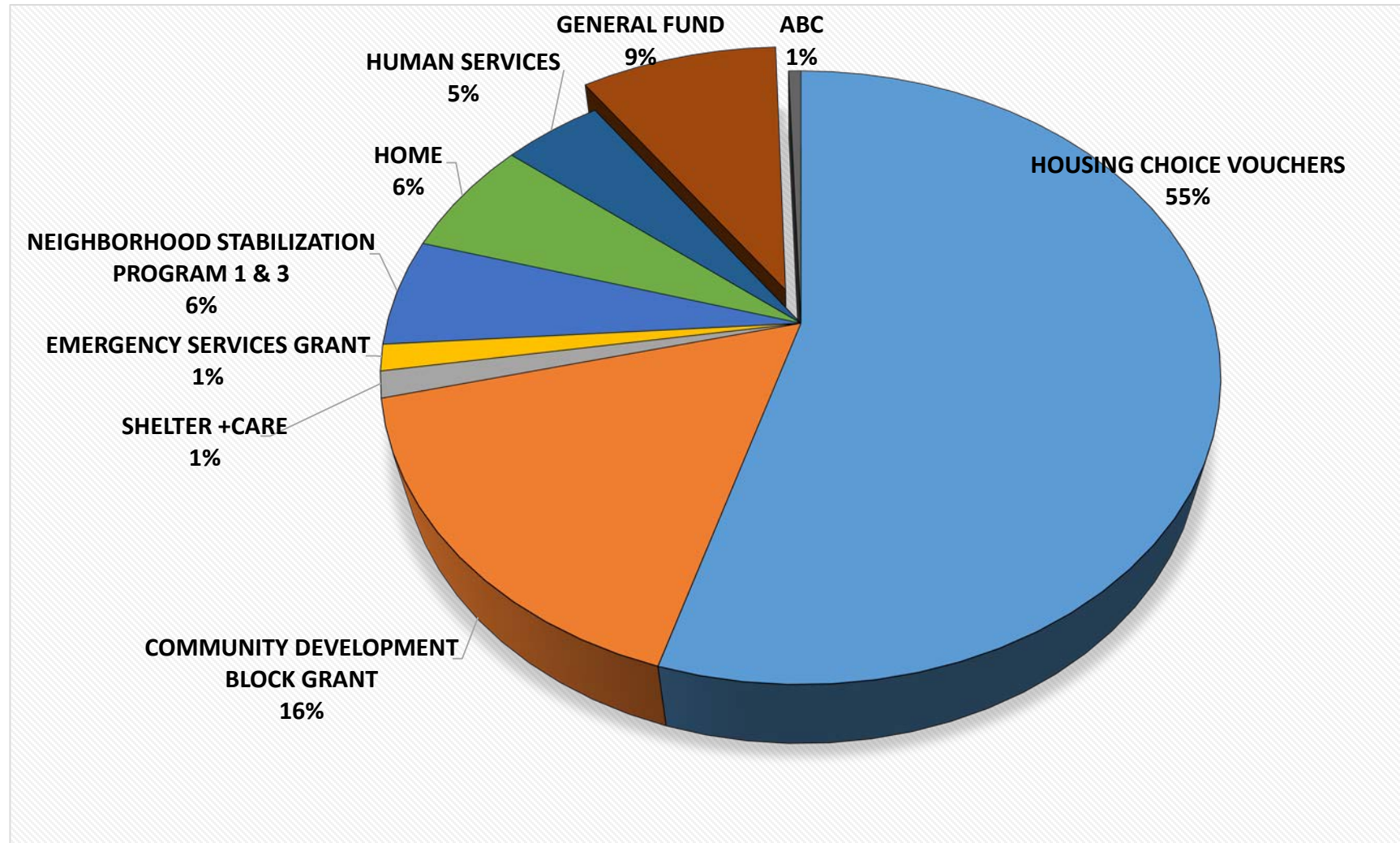
Neighborhood Outreach & Volunteer

- Make a Difference Day Community Award
- UConnectMesa Program

Diversity Office

- Received Veora E. Johnson Spirit of Unity Award
- Citywide Title VI Implementation Plan Annual Review Approved

Overview of Funding Sources FY17/18



Diversity Program Updates



Diversity Program Updates

Community Engagement & Participation

- Human Relations Advisory Board
- Successful Youth Peace Building Summit on April 29th
- ITVS Partnership Cinema Series



Diversity Program Updates

Community Engagement & Participation Cont.

- Vets Connect Resource Webpage
- Hometown Heroes Banners



Diversity Program Updates

Community Engagement & Participation Cont.

- One Mesa Pledge
- Regional and Local Collaborations
- Annual Unity Walk, Pride Parade, MLK Festival & Parade, etc.
- Community Support



Diversity Program Updates

Responsive Government

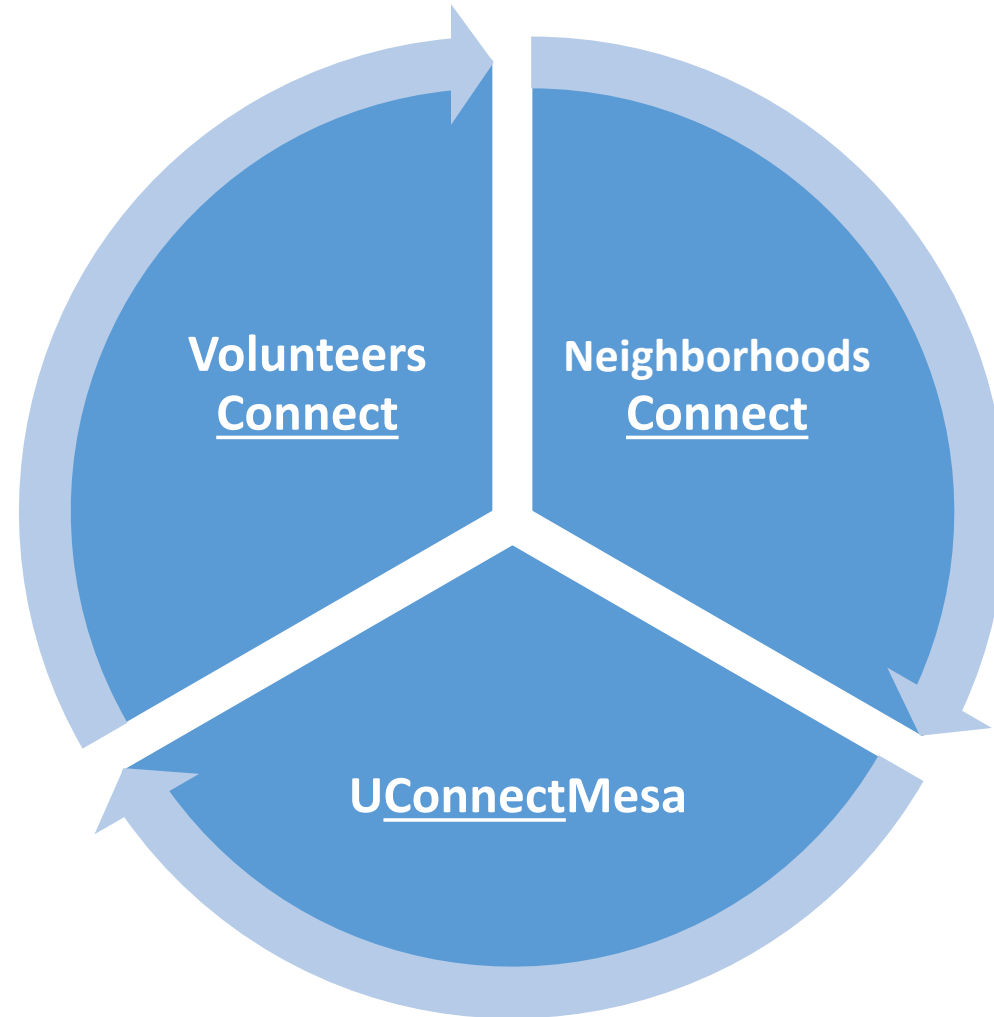
- Citywide Title VI Implementation Plan Annual Update approved
- Citywide ADA Annual Action Plan submitted
- Citywide interpretation and translation contract implemented to adhere to Limited English Proficiency (LEP) guidelines

Employee Engagement & Participation

- City participation in regional efforts and collaborations
- Internal education and distribution group



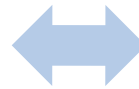
Neighborhood Outreach Connects



UConnectMesa: Building Stronger Connections with Residents

UConnectMesa POP-UP EVENTS

- Neighborhood Outreach facilitating pop up events to build stronger connections with residents
- Providing education, answering questions and distributing literature about City program and services and giveaways



UConnectMesa DIGITAL EDUCATION

- Neighborhood Outreach utilizing technology to build stronger connections with residents
- Utilize multiple formats to give a face to city staff and provide important information and/or resources related to neighborhoods

UConnectMesa: Pop-Up Events

- One per council district/year
- Two hour event open house
- Days and hours will vary to reach a diverse audience
- One-on-one interaction with residents
- Share neighborhood resources
- Local businesses, neighborhoods, and city points of interest
- Live social media and city giveaway during events



UConnectMesa: Digital Education



- Short educational videos
- Bi-lingual offerings
- Topics may include: Is My Neighborhood Registered, How to use Mesa City Link, Top 5 Tips for Organizing Your Neighborhood, How to Connect with Neighbors, Meet Your Councilmember, Submit Your Ideas Using My Next Mesa
- Videos will be posted on social media sites including Facebook and Nextdoor, our website, our e-newsletter, etc.



It's Neighborhood Appreciation Week & we're celebrating with free I ❤️ Mesa shirts! Say something nice about your neighborhood and tag #UConnectMesa to win a shirt.

Want a FREE Smitholator Cookie? Do a good deed for one of your neighbors and post it on social media & tag #UConnectMesa and #SmitholatorCookieShop!

Questions?

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