



TO: Elizabeth Pauli, City Manager
FROM: Linda Stewart, Director, Neighborhood & Community Services
COPY: Community Vitality and Safety Committee
PRESENTER: Allyson Griffith, Assistant Director, Vicky McLaurin, Program Manager, Jason McKenzie, Resource Manager, Keith Williams, Code Supervisor
SUBJECT: Neighborhood and Community Services (NCS) Strategic Plan 2020-2025
DATE: January 30, 2020

PRESENTATION TYPE:
Informational Briefing

SUMMARY:

NCS will provide an update on the development of the NCS Strategic Plan 2020-2025, project goals, methodology of needs assessment, and timeline and deliverable. The Strategic Plan process is intended to identify gaps in services across all NCS lines of services. It will identify areas where the department can make strategic investment, and bolster community support. Provide additional information to make equitable execution of code compliance services.

BACKGROUND:

During 2019, NCS issued an RFP and ultimately contracted with a consultant to prepare the 2020-2025 NCS Strategic Plan. NCS selected Analytic Insights because the consultant demonstrated clear experience with developing implementable strategic plans in other communities. The consultant has provided the department a schedule that includes multiple opportunities for community input and is contracted to deliver a completed plan by May 2020. The consultant will conduct over 50 key informant interviews to assess the current community services and resources provided gaps or duplications in services, the process, structure, frequency of communication between service providers regarding collaboration and coordination of services. The consultant will develop thorough data analysis. The consultant will provide a Social Network Analysis and GIS Mapping of Services.

ISSUE:

This informational briefing is intended to provide the Committee and understanding of the strategic planning process, timeline, and opportunities for community input.

ALTERNATIVES:

This is an information briefing only, no alternatives are proposed.



FISCAL IMPACT:

NCS has contracted with Analytic Insights for \$59,991.00 to develop the strategic plan. These funds are budgeted and available under General Fund.

RECOMMENDATION:

This is an informational briefing only. No recommendations are being presented at this time.