

Community Engagement

## Department Overview

January 2025



Raleigh



# Agenda



History of Engagement



Department Overview



Community Center Reservations- CACs

# Background

## Community Services Department (1990s-2016)

Neighborhood Services, Youth Services, Foster Grandparent Program, Volunteer Raleigh, Home Repairs, Men's Shelter

## Housing and Neighborhoods Department (2016-2017)

### Community Engagement Division

Digital Inclusion, Neighborhood Services, Youth Services, Foster Grandparent Program, Volunteer Raleigh

## Housing and Neighborhoods Department (2017-2024)

### Neighborhood Enrichment Services Division

Digital Inclusion, Neighborhood Services, Youth Services, Foster Grandparent Program, Volunteer Raleigh

## Office of Community Engagement (2021-2024)

Department Support & Training, Outreach and Education, Community Engagement Board

## Community Engagement Department (2025-Present)

Neighborhood Services, Youth Services, Community Partnerships, Organizational Development, Business Services

# Community Engagement Department



Foster stronger connections



Promote civic participation



Amplify underrepresented voices

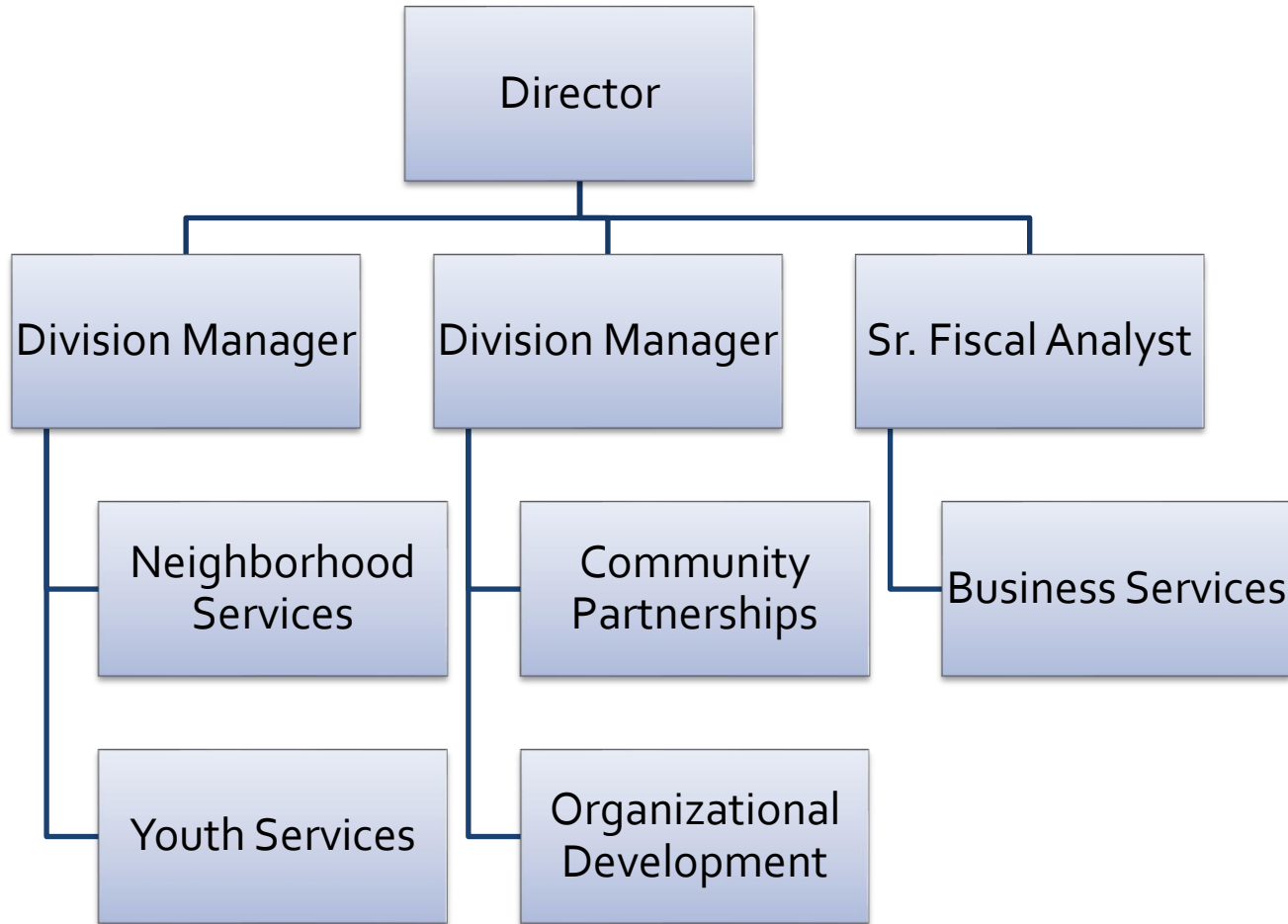


Support local leadership

# Overview

- 5 Divisions
- 18+ Programs & Initiatives
- 20 Full-Time Employees
- 13 Part-Time Employees
- 4 Fellows





# Youth Services

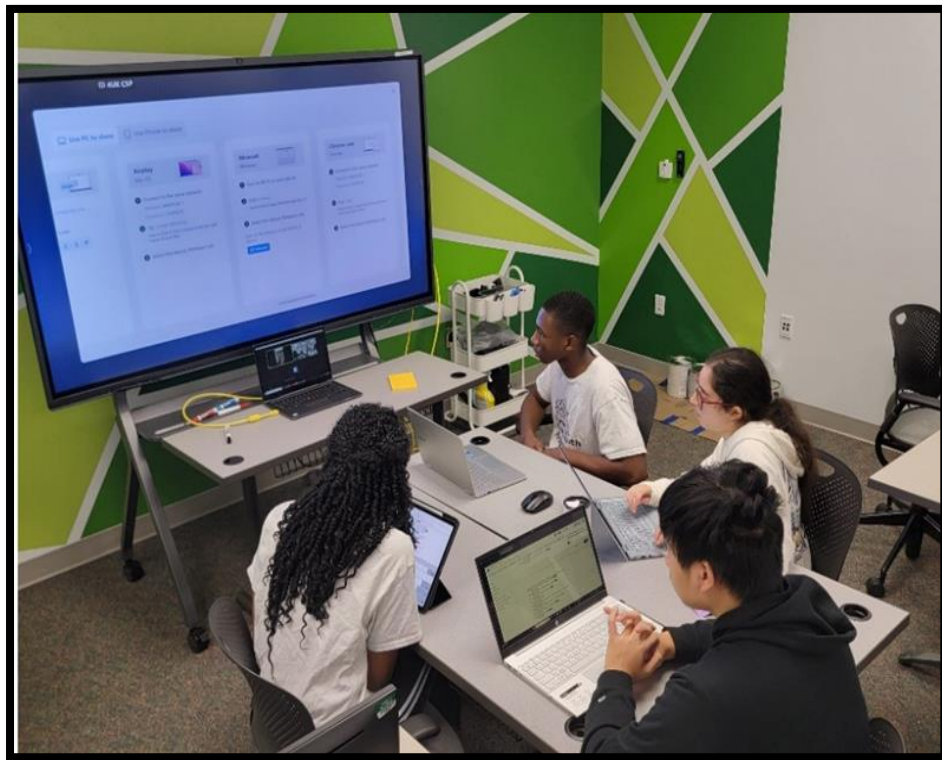


# Youth Services

## Raleigh Summer Youth Employment

- Three Employment Pathways
  - Traditional Pathway
    - In Person
  - Hybrid Pathway
    - In person and virtual
  - Virtual Pathway
    - Online

450 applicants ages 15 to 18  
and 194 positions filled in 2024







# Youth Services

## Partnership Raleigh

### Pathways to Public Service Fellows

- Six-month fellowship for college seniors and recent graduates ages 17 to 25
- Pipeline for City of Raleigh jobs
- 89% of Fellows have been offered public service jobs

### Community Climate Interns

- Students ages 17 to 25 are trained in natural resources management and conservation, engineering, civic engagement, green and sustainable infrastructure, and equity evaluation.
- 60 graduates since inception





# Youth Services

## Digital Inclusion

Provides community opportunities that use technology as a catalyst to foster creativity and improve the quality of life for Raleigh citizens

### Digital Connectors (ages 14-18)

- 30 Students graduated
- 25 computers distributed

### Digital Ambassadors (ages 14-18)

- 28 Ambassadors
- Advice About Your Device Program.
- Average time spent 1:1 with Raleigh Residents **1.5 Hours**



# Neighborhood Services



# Neighborhood Services



## Citizen Leadership Academy

Established in 2006 with 3 Core components over 9 weeks

- Leadership Development Skill Building
- Communication Dynamics
- Asset Based Community Development

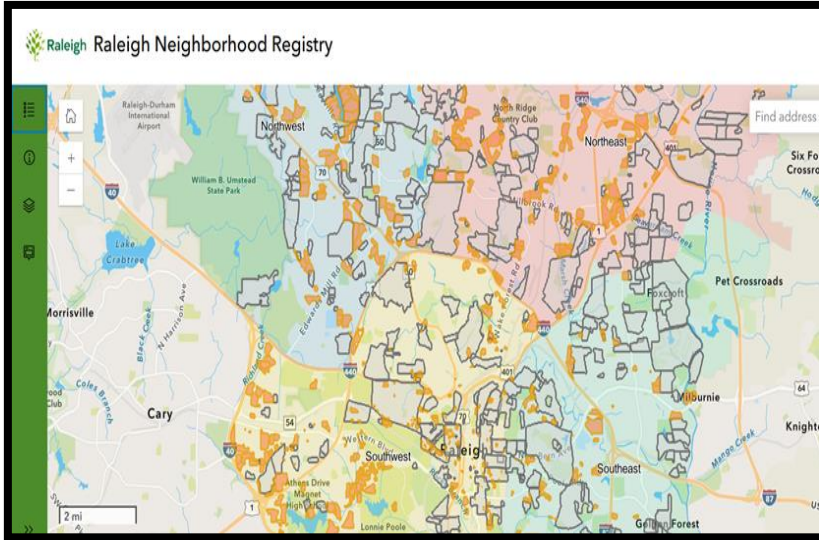
Accepting applications for spring CLA until Feb. 15

**19 students graduated in Fall of 2024**



# Neighborhood Services

## Raleigh Neighborhood Registry



- Established in 2001/02 to get residents more involved in decisions affecting their neighborhoods.
- Total number of Registered Neighborhoods 342
- 14 neighborhoods registered in 2024/25
- 102 **Equipment rentals** that went out to neighborhoods and organizations in 2024/25



# Neighborhood Services

## Neighborhood Funds



Neighborhood Funds support projects planned by you and your neighbors to benefit your community

- Two fund dollar amounts
  - \$250
  - \$1000
- Three Fund types
  - Neighborhood Enrichment Funds (NEF)
  - Neighborhood Arts Funds (NAF)
  - Neighborhood Climate Action Funds (NCAF)
- 7 neighborhoods have accepted Neighborhood Enrichment Funds in 2024/25 with 3 more pending

# Business Services

# Business Services



## A service unit of the Community Engagement Department

- Ensure transparent financial management
- Optimize resource allocations for programs directly impacting community well-being.
- Oversee the financial, operational, and grant management processes that support a diverse portfolio of community engagement-centered services.
- Provide support to programs and initiatives.



# Business Services

## Budget & Fiscal Management

- Oversight of the department budget
- Monitoring fund balances/transfers
- Processing payments/financial transactions
- Monitoring Contracts

## Community/Neighborhood Funds

Neighborhood Initiative Funds

Volunteer Raleigh Funds

Neighborhood Arts Funds

Neighborhood Climate Action Funds

Neighborhood Enrichment Funds



# Business Services



## Grants Management

- Managing awarded grant funds
- Ensuring compliance with grant guidelines
- Financial Reporting to the Grantor
- Processing payments/financial transactions

## Grants

Foster Grandparent Grant

Youth Employment Grant

Digital Champions Grant

Summer Job Connect Grant

Digital Connectors ARPA Grant

HOST Home ARPA Grant

Partnership Raleigh ARPA Grant

# Community Partnerships

# Community Partnerships

## Division Overview

- Foster connections between residents and the City of Raleigh through educational programs, volunteer opportunities, cultural initiatives, and innovative outreach methods
- Encourage civic participation and strengthen collaboration between individuals, organizations, and the city

# Community Partnerships

## Programs and Initiatives

### Community Connector Program

- Trains and hires trusted community members to share city resources and foster two-way communication with residents

### Raleigh Engagement Network

- Supports interest-based and grassroots community groups with resources like free meeting spaces, city staff contacts, and access to the Engagement Vehicle



# Community Partnerships

## Programs and Initiatives

### Raleigh Neighborhood College (RNC)

- Free classes offering residents an in-depth understanding of local government functions

### Volunteer Raleigh

- Connects community members with diverse volunteer opportunities across city departments/local nonprofits

### Hispanic-Latino Initiatives

- Focuses on breaking down communication barriers and creating equitable access to city resources for Spanish-speaking residents



# Community Partnerships

## Programs and Initiatives

### Community Engagement Vehicle

- Mobile "city hall" bringing resources, services, and conversations directly to neighborhoods



### Engage Raleigh: Community and Neighborhood Expo

- Yearly conference designed to connect residents with city departments, community organizations, and resources



### Foster Grandparent Program

- Aimed at seniors aged 55+, providing opportunities to mentor and support children in schools

# Organizational Development



# Organizational Development

## Division Overview

- Strengthen both internal city operations and external community engagement
- Provide training, guidance, and strategic support
- Work to ensure that Raleigh operates inclusively, equitably, and effectively while meeting the diverse needs of its residents

# Organizational Development

## Programs and Initiatives

### Community Engagement Board

- Promote radical inclusion, trust, and transparency in community engagement efforts



### Boards, Commissions, and Committees Liaison Support

- Support over 20 boards, commissions, and committees by providing training, standardizing processes, and improving engagement



# Organizational Development

## Programs and Initiatives

### Organizational Development Support and Training

- Provides consultation, coaching, and hands-on assistance to city departments for public engagement initiatives
- Notable projects supported include:
  - Alternative Response Program (CARES)
  - Former DMV Site Project
  - City of Raleigh Strategic Plan
  - Raleigh's Next Comprehensive Plan



# CACs & Community Center Reservations

# Three Step Process

1. Complete the  
Reservation  
Request Form

2. Community  
Engagement staff  
works with Parks  
staff to  
coordinate  
logistics

3. Community  
Engagement  
staff sends  
confirmation to  
CAC  
representative

# Please Remember

- Requests must be submitted at least two weeks in advance
- Allow 3-4 business days after submitting the form for staff to provide confirmation of your request
- Refrain from contacting the community center directly to book meetings

# QUESTIONS

Email: [community.engagement@raleighnc.gov](mailto:community.engagement@raleighnc.gov)

Phone: 919-996-6100

Address: Raleigh Pathways Center  
900 S Wilmington Street