



## Community Services Department 2010 – 2013 Strategic Plan

### Our Vision

The Community Services Department envisions an engaged citizenry, thriving neighborhoods and flourishing communities throughout Raleigh.

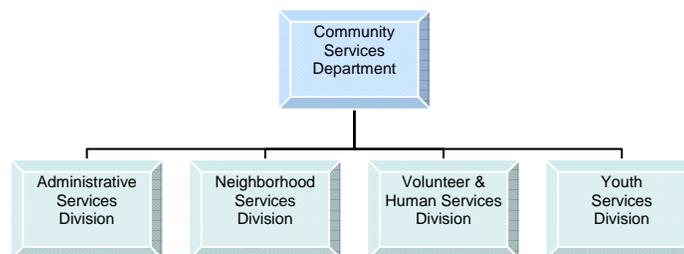
### Our Mission

The mission of the Community Services Department is to promote and advance continuous quality-of-life improvements in neighborhoods and communities, meaningful civic and community engagement for all of Raleigh's diverse citizenry, positive youth development and purposeful volunteer opportunities.

We do so by helping individuals, groups and communities recognize their skills and assets, by mobilizing people to take action on their own behalf and by connecting them to appropriate resources so they can achieve positive results for their neighborhoods and communities.

### Our Organization

The Department facilitates neighborhood empowerment, citizen participation, human capacity-building and leadership development. The Department also coordinates volunteer service programs, administers human services grants and provides structured youth employment and empowerment opportunities. The Community Services Department is made up of four divisions:



### Our Goals

Within the next three years, the Community Services Department will contribute to an engaged citizenry, thriving neighborhoods and flourishing communities by achieving the following goals:

1. Leverage the Community Services Department's growing network of people, assets and resources to build and strengthen connections among communities and residents, including volunteers, nonprofits and youth-serving organizations throughout Raleigh.
2. Become recognized as the leading source of reliable information and easy access to City of Raleigh services, initiatives, programs and referrals related to neighborhoods, communities, volunteerism and positive youth development.
3. Cultivate the nonprofit and business communities' involvement in strengthening neighborhoods, volunteerism and services to youth.
4. Facilitate the development, implementation and progress-reporting of City Council-approved work plans of the Raleigh Citizens Advisory Council and boards and commissions staffed by the Community Services Department.
5. Build the professional capacity and effectiveness of the Community Services Department's team members.

## **Our Outcomes**

The work of the Community Services Department is to achieve these outcomes:

1. Citizens realize they have a meaningful voice in governance and are actively engaged in all aspects of the process;
2. Residents develop a sense of pride and ownership in their neighborhoods as demonstrated by their involvement in neighborhood betterment activities;
3. “Citizen problem-solvers” develop the skills, knowledge of resources, and relationships to be able to produce positive results in their neighborhoods and communities;
4. The spirit of volunteerism inspires individuals, organizations and communities to make a difference locally;
5. Stressed neighborhoods and families are lifted up by our community’s collective resources until they have the capacity to stand on their own;
6. Vulnerable youth aspire to succeed personally and professionally because caring adults took the time to show them possibilities;
7. Taxpayers value the services provided by our department.