NEIGHBORHOOD SERVICES



MISSION

To serve, foster, and strengthen the community by providing access to lifelong learning, opportunities to enjoy life, and preserving and stewarding healthy neighborhoods

Primary Partners

Housing

Library

Parks, Recreation and Neighborhood Services

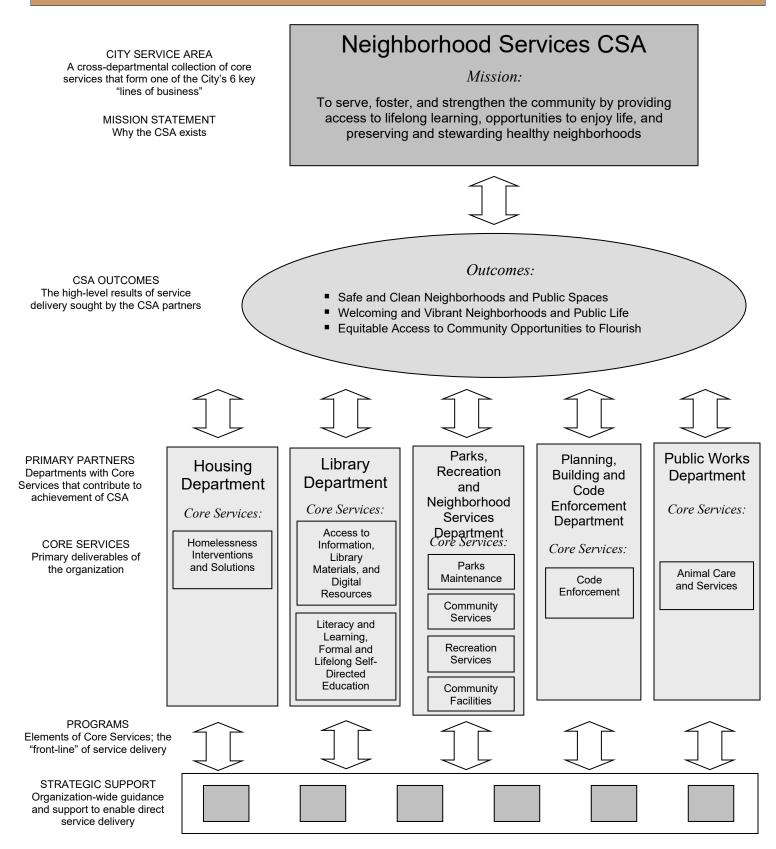
Planning, Building and Code Enforcement Public Works

CSA OUTCOMES

- Safe and Clean Neighborhoods and Public Spaces
- Welcoming and Vibrant Neighborhoods and Public Life
- Equitable Access to Community Opportunities to Flourish

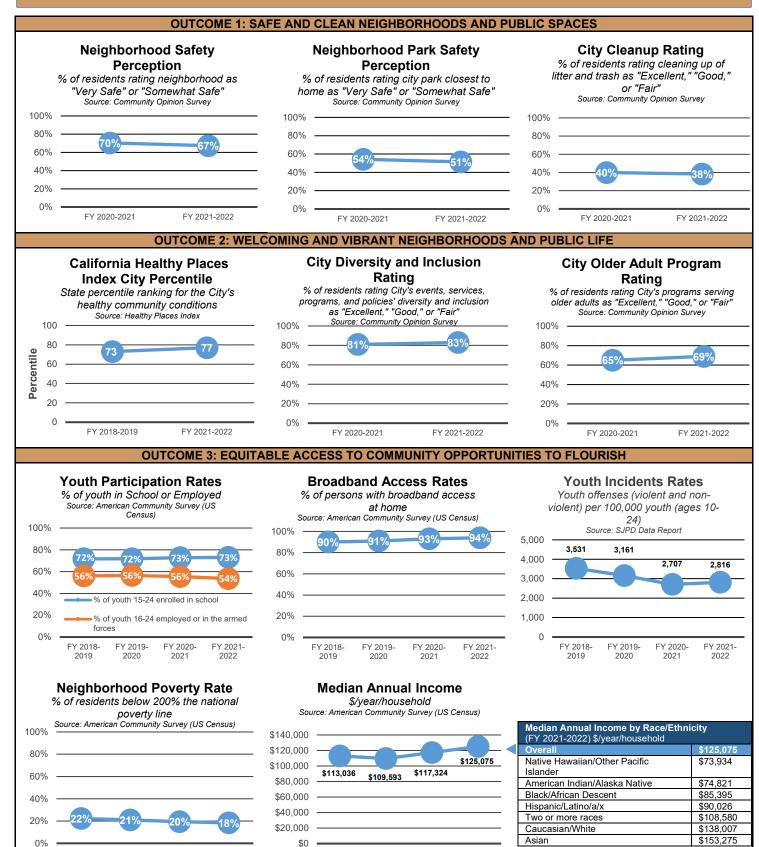
NEIGHBORHOOD SERVICES

SERVICE DELIVERY FRAMEWORK



NEIGHBORHOOD SERVICES

COMMUNITY INDICATORS DASHBOARD



Note: All community indicator data can be disaggregated by race/ethnicity2073eographic location.

FY 2021-

2022

FY 2018-

2019

FY 2019-

2020

FY 2020-

2021

FY 2021-

2022

FY 2018-

2019

FY 2019

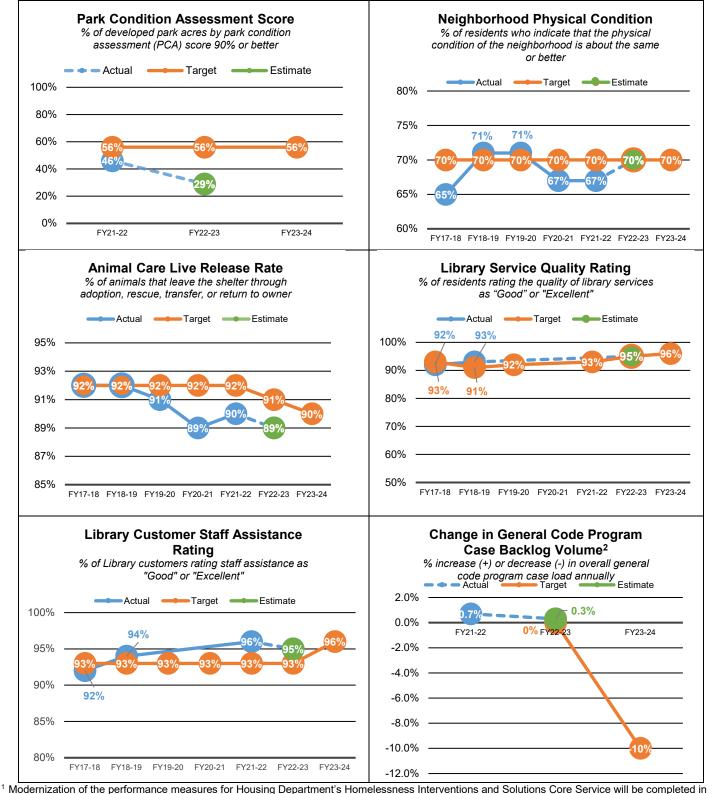
2020

FY 2020-

2021

NEIGHBORHOOD SERVICES

CSA PERFORMANCE MEASURE DASHBOARD¹



² Multiple Housing Program includes only complaint cases and not routine inspection cases. New measure, reporting to begin FY24-25, therefore, data not reflected here.

BUDGET SUMMARY

Expected 2023-2024 Service Delivery

- The Library will continue to provide access to information and knowledge resources for all San José residents, students, educators, and families including access to technology and print materials, classes, afterschool homework help for students, and educational and literacy programs for all ages. The Library, in partnership with the San José Public Library Foundation, will administer the Digital Inclusion Fund Grant Program.
- PRNS will continue its efforts to provide accessible health and recreational programs for people of all ages and abilities. This includes provision of leisure classes and activities at community centers, offering safe and fun summer camps, educational and outdoor experiences at Happy Hollow Park and Zoo, and health and social activities in our therapeutics and senior service programs.
- Code Enforcement will continue to respond to complaints and conduct inspections for code violations citywide, including the proactive Multiple Housing Program, to address blight, substandard housing, illegal occupancy, unpermitted construction, etc., contributing to the overall health, safety, and quality of life of our residents, businesses, and the community.
- PRNS will continue to operationalize the new Community Services Division, which houses the consolidated management of BeautifySJ. Program areas for BeautifySJ include Anti-Graffiti and Anti-Litter, Illegal Dumping, and Homeless Encampment Trash Services and Abatement. The Community Services Division will also continue to deliver Youth Intervention Services, Project Hope, and the coordination of the San José Youth Empowerment Alliance.
- The Housing Department continues to work with the Public Works Department and the City Manager's Office on the development of additional Emergency Interim Housing sites and provides seed funding for their future operations and maintenance costs, with the goal of having 1,000 pandemic-era housing beds under development by the end of the calendar year.
- The Animal Care Center anticipates caring for 16,000 incoming animals with an estimated 21,000 calls for service while targeting a live release rate of 90%.

2023-2024 Key Budget Actions

- Reallocates \$38.0 million of uncommitted Measure E resources to homelessness prevention, support, and management services: \$20.9 million for interim housing development and operations, \$10.5 million for homelessness response and outreach, \$4.8 million for homelessness prevention, and \$1.8 million for a homelessness coordination team.
- Continues and makes permanent 1.0 Literacy Program Specialist position to support the Family, Friend, and Neighbor Support Network Program.
- Adds 4.0 Senior Security Officer positions and \$193,000 to ensure Library branch facilities maintain a high degree of safety for staff and customers.
- Adds \$1.0 million one-time and \$500,000 ongoing scholarship funding to provide approximately 1,622 youth 100% scholarships for programs that were previously funded through the American Rescue Plan (ARP).
- Adds \$12.3 million for BeautifySJ enhancements to support pilots such Waterways Trash, Blight Reduction Gateways Team, Beautify your Block, and Recreational Vehicle Pollution Prevention; and increases funding for the Graffiti Removal, Cash 4 Trash, and Creek Cleanup Partners programs.
- Continues and makes permanent 1.0 Senior Public Information Representative position to support community outreach with Massage Parlor, Tobacco Retail License, Abandoned Cart, Neglected/Vacant Building, Building Code Compliance, and Multiple Housing programs.
- Adds 7.0 Animal Care Attendant positions and 3.0 Animal Shelter Coordinator positions to provide a night shift for the Animal Care Center, implementing 24 hours of care and services for the animals at the shelter.

BUDGET SUMMARY

City Service Area Budget Summary**

	2021-2022 Actuals **	2022-2023 Adopted	2023-2024 Forecast	2023-2024 Proposed
Dollars by Core Service *				
Housing Department				
Homelessness Interventions and Solutions	14,510,296	77,676,368	49,975,165	79,363,426
Library Department				
Strategic Support - Other - Neighborhood Services	4,002,945	7,594,409	1,940,980	1,381,155
Strategic Support - Neighborhood Services	11,963,858	13,480,732	8,252,192	10,916,061
Literacy and Learning, Formal and Lifelong Self- Directed Education	3,803,789	4,166,382	4,097,757	4,588,404
Access To Information, Library Materials, and Digital Resources	37,128,082	40,830,920	42,533,205	42,498,545
Parks, Recreation and Neighborhood Services Departmer	nt			
Strategic Support - Other - Neighborhood Services	10,186,074	17,293,231	3,054,361	3,246,097
Strategic Support - Neighborhood Services	44,673,028	16,486,746	6,237,239	6,445,184
Recreation Services	22,092,345	32,655,778	31,125,884	32,966,027
Community Services	22,026,006	35,237,015	23,718,667	36,154,152
Parks Maintenance and Operations	46,300,476	56,860,287	56,189,305	60,114,504
Community Facilities Development	6,447,627	7,994,407	7,429,406	7,624,228
Planning, Building and Code Enforcement Department				
Strategic Support - Other - Neighborhood Services	30,826	0	0	0
Strategic Support - Neighborhood Services	696,550	707,888	733,122	809,990
Code Enforcement	9,795,074	13,054,357	13,068,424	13,017,664
Public Works Department				
Animal Care and Services	9,028,188	10,114,631	10,834,883	12,188,866
Strategic Support - Other - Neighborhood Services	4,953,710	373,000	320,000	320,000
Strategic Support - Neighborhood Services	1,125,473	872,450	954,823	954,823
Total CSA	\$248,764,347	\$335,398,601	\$260,465,412	\$312,589,125
Authorized Positions	714.11	1,392.33	1,389.33	1,451.39

* Fund Balance, Transfers, and Reserves for funds that may be managed by the departments in this CSA have been excluded from this display. This information can be found in Source and Use of Funds Statements elsewhere in this document.

** The positions displayed in the 2021-2022 Actuals column reflect those included in the 2021-2022 Adopted Budget. 2021-2022 Actuals may not subtotal due to rounding.

OVERVIEW

Service Delivery Accomplishments

- The Animal Care Center cared for an estimated 10,600 incoming animals and responded to an estimated 18,000 calls for service, responding to 96% of Priority 1 calls in one hour or less.
- Code Enforcement responded to 2,500 new General Code complaints, 500 new Multiple Housing complaints, and 11,000 incoming customer service calls. Code Enforcement completed decoy operations for Tobacco Retail License businesses to combat sales to minors and prevent youth access to tobacco.
- PRNS incorporated economic recovery programs into its daily operations that provided key services to the community. PRNS provided scholarships for childcare services, continued food and necessities distribution, homeless encampment management through BeautifySJ, and economic recovery through the Placemaking Program.
- Through the Digital Equity & Empowerment Initiative, Library provided 10,256 hotspots and computing devices to residents at 25 library facilities. Three outdoor WiFi networks were maintained (James Lick, Yerba Buena, and Overfelt), and five outdoor networks were constructed and opened to students and the public near high schools in east San José (Independence, Andrew P. Hill, Oak Grove, Mt. Pleasant, and Silver Creek).
- Library expanded branch hours to include Sundays and restored service at many lower resourced branches.

Service Delivery Environment

- Animal Care Center will continue to provide key services to pet owners, assistance to low income and un-housed pet owners, and to implement new strategies to improve license and rabies vaccination compliance.
- Code Enforcement worked diligently to reduce vacancy rate from 23% to 14%; still, there is a significant backlog of unresolved General Code cases and overdue Multiple Housing routine inspections, the result of ongoing vacancies and impacts of the pandemic. Code Enforcement will continue to strategize new ways to address backlog and reduce vacancy rate.
- PRNS programming has returned to in-person. PRNS continues to support ongoing COVID-19 recovery efforts, while balancing department's services and programs reopening.
- Library will continue to provide access to quality educational programs (SJ Learns, homework clubs), lifelong learning and workforce support opportunities (Career Online High School; ESL classes; Family, Friend and Neighbor Support Network), an array of diverse books and collections for all ages, and electronic resources and devices (hotspots).

CSA Priorities/Key Services

- Provide animal licensing, rabies vaccination compliance, housing and care for stray animals, and outreach regarding responsible animal ownership.
- Code Enforcement will continue to provide field inspection services for emergency and priority complaints within 24 and 72 hours respectively and perform routine and annual inspections for all fee funded programs.
- PRNS will provide safe and healthy opportunities for young children, youths, teens, seniors, and persons with disabilities.
- Library will continue to provide access to materials and information, computers and hotspots, electronics and print resources, afterschool homework help, educational and literacy programs, and promote lifelong learning for all ages. Library will continue to lead the City's Education, Digital Literacy, Digital Equity, and Broadband Priority. In partnership with the San José Public Library Foundation, the Library will administer the Digital Inclusion Fund Grant Program.

OVERVIEW

Budget Dollars at Work: Performance Goals

OUTCOME 1: SAFE AND CLEAN NEIGHBORHOODS AND PUBLIC SPACES

Strategic Goals	CSA	Performance Measures	2021-2022 Actual	2022-2023 Target	2022-2023 Estimate	2023-2024 Target	5-Year Goal
1.1 Clean and maintain the City's public spaces and community resources	РМ 1.1.1.	Park Condition Assessment Score. % of developed park acres by park condition assessment (PCA) score 90% or better (PRNS)	46%	56%	29%	56%	75%
	PM 1.1.2	BeautifySJ Response Times. % of graffiti removal, illegal dumping, and encampment trash services inquiries responded to within response time targets (<i>PRNS</i>)	81%	80%	81%	80%	85%
	РМ 1.1.3.	Neighborhood Physical Condition Perception. % of residents who indicate that the physical condition of the neighborhood is about the same or better (Code Enforcement)	67%	70%	70%	70%	80%
	PM 1.1.4	Library Facility Condition Rating. % of customers rating Library facility condition as "Good" or "Excellent" (Library)	91%	52%	90%	91%	93%
1.2 Promote and protect the health, safety, and welfare of residents, businesses, and animals through education and compliance services	PM 1.2.1	Animal Live Release Rate. % of animals that leave the shelter through adoption, rescue, transfer, or return to owner (<i>ACS</i>)	90%	91%	89%	90%	90%
	PM 1.2.2	Code Enforcement Case Resolution. % of Code Enforcement issues reported that were corrected with a rating of "Strongly Agree" or "Agree" (Code Enforcement)	41%	45%	45%	50%	60%
	PM 1.2.3	Code Enforcement Case Backlog. % of Change in Code Enforcement Case Backlog:					
		-General Code Program	+0.7%	0%	+0.3%	-10.0%	-30%
		-Multiple Housing Program ¹ (Code Enforcement)	N/A	N/A	N/A	-10.0%	-50%
	PM 1.2.4	Library Facility Safety Rating. % of customers rating library facility safety as "Good" or "Excellent" (Library)	91%	N/A	91%	92%	92%

NEIGHBORHOOD SERVICES

OVERVIEW

Budget Dollars at Work: Performance Goals

OUTCOME 2: WELCOMING AND VIBRANT NEIGHBORHOODS AND PUBLIC LIFE

Strategic Goals	CSA F	Performance Measures	2021-2022 Actual	2022-2023 Target	2022-2023 Estimate	2023-2024 Target	5-Year Goal
2.1 Build and activate vibrant spaces for people to celebrate identity and community		Public Life Identify and Belonging. % of participants in public life programs reporting an increase in their sense of identity and belonging ¹ (PRNS)	N/A	N/A	N/A	N/A	N/A
	PM 2.1.2.	Public Life Community Building. % of participants in public life programs reporting an increase in community interactions ¹ (<i>PRNS</i>)	N/A	N/A	N/A	N/A	N/A
2.2 Cultivate welcoming neighborhoods and public facilities	PM 2.2.1	Disability Participant Connection Rating. % of participants with disabilities who feel connected to community center resources (<i>PRNS</i>)	82%	75%	75%	75%	75%
	PM 2.2.2	Library Service Quality Rating. % of residents rating the quality of library services as "Good" or "Excellent" (<i>Library</i>)	N/A ²	95%	95%	96%	96%
	PM 2.2.3	Code Enforcement Customer Service Rating. % of customers who feel they received courteous treatment and timely service from their interaction with Code Enforcement staff (Code Enforcement)	54%	70%	60%	70%	75%
	PM 2.2.4	Animal Care Customer Service Rating. % of residents' rating of the City providing animal control services as "Good" or better (ACS)	37%	50%	40%	50%	60%

¹ PRNS is building the collection methodology to report this data in 2024-2025.

² Library customer service surveys were not conducted in 2019-2020 or 2020-2021 due to COVID-19 and shelter-in-place orders issued by Santa Clara County, which interrupted library services and limited accessibility.

OVERVIEW

Budget Dollars at Work: Performance Goals

OUTCOME 3: EQUITABLE ACCESS TO COMMUNITY OPPORTUNITIES TO FLOURISH

Strategic Goals	CSA F	Performance Measures	2021-2022 Actual	2022-2023 Target	2022-2023 Estimate	2023-2024 Target	5-Year Goal
3.1 Connect people to the learning resources they need	PM 3.1.1	Library Customer Service Rating. % of Library customers rating staff assistance as "Good" or "Excellent" (Library)	96%	93%	95%	96%	95%
	PM 3.1.2	Code Enforcement Customer Service Rating. % of customers who "Agree" or "Strongly Agree" that Code Enforcement staff are responsive and helpful (Code Enforcement)	55%	75%	60%	75%	80%
	PM 3.1.3	Library WiFi Hotspot Usage. % of Wi- Fi hotspots check out <i>(Library)</i>	N/A	N/A	82%	75%	N/A ¹
3.2 Strengthen communities and enrich lives through education, literacy, play, health, and youth empowerment	PM 3.2.1	Recreation Physical Activity Rating. % of recreation program participants reporting an increase in their physical activity level to at least 2.5 hours (150 minutes) per week (<i>PRNS</i>) Older Adult Independent Living	72%	75%	75%	75%	75%
	1 10 0.2.2	Rating. % of participants rating City program effectiveness at helping older adults that live on their own, as "Good" or "Excellent" (<i>PRNS</i>)	71%	65%	65%	65%	65%
	PM 3.2.3	Library Program Education Rating. % of participants who report improved knowledge or skills following participation in a Library educational program or study (<i>Library</i>)	N/A	N/A	N/A	60%	60%
	PM 3.2.4	Youth Empowerment Purpose Rating. % of Youth Empowerment Alliance (Bringing Everyone's Strengths Together (BEST)) participants who feel a sense of belonging/sense of purpose with a rating of "Often" or "Always" (PRNS)	85%	80%	80%	80%	80%
¹ This program utilize	s one-tin	ne funding, so a 5-year Goal was not set.					

NEIGHBORHOOD SERVICES

OVERVIEW

Neighborh	lood Services CSA-Level Data Sources
Identifier	Data Source
PM 1.1.1.	Park Condition Assessment Score
PM 1.1.2	PRNS Data Systems (App Order, SJ311, Survey123)
PM 1.1.3	Annual Code Enforcement Customer Survey
PM 1.1.4	Library Customer Satisfaction Survey
PM 1.2.1	Chameleon Database Kennel Statistics Report
PM 1.2.2	Annual Code Enforcement Customer Survey
PM 1.2.3	Code Enforcement Division Dashboard
PM 1.2.4	Library Customer Satisfaction Survey
PM 2.1.1.	PRNS Public Life Survey
PM 2.1.2.	PRNS Public Life Survey
PM 2.2.1	PRNS Recreation Survey
PM 2.2.2	City Auditor's Annual Report on City Services
PM 2.2.3	Annual Code Enforcement Customer Survey
PM 2.2.4	City Auditor's Annual Report on City Services
PM 3.1.1	Library Customer Satisfaction Survey
PM 3.1.2	Annual Code Enforcement Customer Survey
PM 3.1.3	Library integrated library system
PM 3.2.1	PRNS Recreation Survey
PM 3.2.2	PRNS Recreation Survey
PM 3.2.3	Library Programming Patron Survey
PM 3.2.4	BEST SPR Annual Report

NEIGHBORHOOD SERVICES

PROPOSED BUDGET CHANGES

			General
Proposed Changes	Positions	All Funds (\$)	Fund (\$)
HOUSING DEPARTMENT			
Measure E - Homeless Response and Outreach	6.00	0	0
 California Network and Telecommunications (CalNet) Program 		(2,480)	0
Savings			
Subtotal	6.00	(2,480)	0
LIBRARY DEPARTMENT			
Digital Equity Program	2.00	1,813,881	1,813,881
 Library Security Staffing and Contractual Services Expansion 	4.00	615,916	615,916
 Family, Friend, and Neighbor Program Staffing 	1.00	500,000	500,000
Library Priority Community and Education Program Efforts	1.20	158,426	158,426
San José Public Library Foundation		50,000	0
 Library Technical Services Electronic Resources Unit Staffing 	0.00	7,541	7,541
Digital Equity Program	2.00	0	0
 California Network and Telecommunications (CalNet) Program Savings 		(1,266)	(1,266)
Library Public Engagement Staffing Restructure	(0.50)	(24,642)	(24,642)
Library Facilities Staffing	0.00	(48,917)	0
Subtotal	9.70	3,070,939	3,069,856
PARKS, RECREATION AND NEIGHBORHOOD SERVICE	S DEPART	MENT	
Beautify San José	14.25	12,345,486	12,345,486
Youth Scholarship Funding	11.20	1,000,000	1,000,000
Happy Hollow, Emma Prusch, Lake Cunningham Security Staffing	2.00	659,892	659,892
Child and Youth Programming Staffing	4.25	528,727	528,727
Starbird Youth Center and Berryessa Youth Center Out of School	3.75	266,775	266,775
Programming	0.1.0		200,000
Park Wildland Fire Engine Replacement		200,000	200,000
Capital Grants Management Staffing	1.00	194,821	0
Aquatics Program	1.00	187,255	187,255
Alum Rock Park Staffing	1.00	169,255	169,255
Safety Officer Staffing	1.00	150,330	150,330
Happy Hollow Education Staffing	1.00	101,901	101,901
Youth Intervention Services/Project Hope Vehicles		90,000	90,000
New Parks and Recreation Facilities Maintenance and Operations	0.92	58,000	58,000
Assistant Arborist Light-Duty Vehicle		40,000	40,000
Vehicle O&M (Fleet Staffing)		5,066	5,066
Beautify San José	4.00	0	0
 CaliforniansForAll Youth Workforce Program - Climate Change Pathway 	1.00	0	0
San Jose BEST Accountability and Oversight Improvements Staffing	1.00	0	0
Special Park Use/Park Reservation Staffing	0.00	0	0
Youth Outreach Staffing (Digital Arts Program)	(0.58)	0	0
Park Ranger Program Management Staffing	(0.48)	(22,692)	(22,692)

NEIGHBORHOOD SERVICES

PROPOSED BUDGET CHANGES

Proposed Changes	Positions	All Funds (\$)	General Fund (\$)
PARKS, RECREATION AND NEIGHBORHOOD SERVICE		()	T unu (ψ)
California Network and Telecommunications (CalNet) Program	J DLFANI	(30,193)	(30,193)
Savings		(00,100)	(00,100)
Park Maintenance Management Restructuring	(0.37)	(33,043)	(33,043)
Fiscal Team Staffing	(0.98)	(155,842)	(155,842)
Subtotal	33.76	15,755,738	15,560,917
PLANNING, BUILDING AND CODE ENFORCEMENT DEF	PARTMENT		
 Planning, Building and Code Enforcement Community Outreach Staffing 	0.60	115,302	96,085
Building Code Compliance Staffing	0.00	(89,194)	(89,194)
Subtotal PUBLIC WORKS DEPARTMENT	0.60	26,108	6,891
 Animal Care and Services Staffing (Operations, Customer Service/Licensing, and Medical Services) 	1.00	397,371	397,371
Animal Care and Services Staffing (Facilities)	1.00	106,150	106,150
 Animal Care and Services Staffing (Operations Night Shift) 	10.00	850,462	850,462
Subtotal	12.00	1,353,983	1,353,983
Subtotal Departments	62.06	20,204,288	19,991,647
CITY-WIDE EXPENSES			
 Measure E - Emergency Interim Housing Construction and Operations 		18,890,750	18,890,750
 Measure E - Homeless Response and Outreach 		6,999,991	6,999,991
Measure E - SJ Bridge		3,500,000	3,500,000
 CaliforniansForAll Youth Workforce Program - Climate Change Pathway 		2,847,855	2,847,855
 "Beautify Your Block" BeautifySJ Grants 		150,000	150,000
 Family, Friend, and Neighbor Program Staffing 		(500,000)	(500,000)
GENERAL FUND CAPITAL, TRANSFERS AND RESERVES			
Earmarked Reserves: New Parks and Recreation Facilities Maintenance and Operations Reserve		(58,000)	(58,000)
Subtotal Other Changes	0.00	31,830,596	31,830,596
Total Proposed Budget Changes	62.06	52,034,884	51,822,243

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