



MANAGEMENT SERVICES MEMORANDUM

#12-01

TO: Honorable Mayor Joyce Downing and City Council Members

FROM: William Simmons, City Manager 
Paula Jensen, Director of Management Services 

DATE: April 16, 2012

SUBJECT: Community Engagement Overview

Per City Council request, attached to this memorandum is an overview of the services, assistance and functions provided to the community by the Management Services Department, Community Engagement Division.

STAFF REFERENCE:

If Council members have any comments or questions they may contact Paula Jensen at 303.450.8877 or pjensen@northglenn.org.



MANAGEMENT SERVICES DEPARTMENT

COMMUNITY ENGAGEMENT DIVISION



Citizen Inquiry

Respond to citizen inquiry regarding various topics

- City related questions/customer service
- Complaints
- Service requests
- Code enforcement
- Snow removal
- Trash/Yard Waste


City & Community Referrals

Respond to citizen needs by way of providing information and referrals

- Food assistance/food stamps
- Clothing assistance
- Rent assistance
- LEAP
- Senior resources
- Employment
- Home repair assistance
- Social services
- Weatherization referrals
- INS

Community Partnered Projects

Projects with schools, churches, businesses and clubs

- Earth Day
 - Girl Scout Projects
 - Eagle Scout Projects
 - Career Days
 - Community Service Cleanups
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Programs

- Snow Stormers
Assistance provided to senior and disabled residents for snow removal
- Polycart Assistance
Sanitation employees move polycart for residents who cannot physically move the polycarts
- Prescription Drug Discount
Coordinate NLC/CVS Caremark discount program for any resident with uncovered prescriptions
- Bike Repair
Summer/Holiday distribution of donated bicycles repaired by volunteers
- Holiday Food/Clothing
Collection of food and clothing for distribution through local food banks
- Help for Homes
Eligible home owners can receive funding for minor home repairs completed through Brothers Redevelopment, Inc.
- Northglenn Neighborhood Beautification Program
Recognition of beautiful yards during summer months
- Flower Bed Partners
Volunteer program to assist with maintenance of city flowerbeds
- Trail Partners
Volunteer program to assist with maintenance of local trails
- Park Partners
Volunteer program to assist with care of local parks
- Magnificent Tree
Annual recognition of the most magnificent tree in Northglenn
- Adams County Mayors and Commissioners Award
Recognition of Northglenn youth who have overcome life obstacles
- Memorial Tree/Bench
Opportunity for community members to recognize/memorialize loved ones
- Court Ordered Community Service
Placement of court ordered community service hours throughout city departments
- Volunteer Management
Coordination and maintenance of city wide volunteers

Citywide Events

Plan, organize, implement and coordinate citywide events.

- Farmers Highline Canal Cleanup
- Kid's Fishing Derby
- 4th of July
- Noel Northglenn
- Volunteer Recognition Dinner