



**FY22-23
Neighborhood
Enrichment Services
Annual Report**





FY22-23
Neighborhood
Enrichment Services
Annual Report



The Neighborhood Enrichment Services Division (NESD) has exhibited remarkable dedication and achievement throughout the 2022-2023 fiscal year across all five of its key units. These units, including the Neighborhoods Unit, Volunteer Services, Youth Services, and Digital Inclusion, have collectively strived to enhance and uplift the community in multiple ways.

NEIGHBORHOODS UNIT:

NESD's Neighborhoods Unit has been instrumental in fostering vibrant, resilient communities.

Over the last year, they have grown the Raleigh Neighborhood Registry an outstanding 48 newly registered neighborhoods, totaling 359 neighborhoods. Through community engagement initiatives, they have empowered neighborhoods to create a strong sense of belonging, improved safety, and social cohesion. Their work has been pivotal in promoting community sustainability and unity.

VOLUNTEER RALEIGH:

Volunteer Raleigh has played a crucial role in mobilizing volunteers for various community initiatives to hold over 70 events from both the community and from employees of the city. Their tireless efforts in recruiting and coordinating volunteers have positively impacted the success of numerous community events and projects, showcasing their commitment to civic engagement.

FOSTER GRANDPARENTS:

NESD's Foster Grandparents program has made a significant difference in the lives of both the senior volunteers and the children they tutor and mentor. By providing valuable academic guidance and companionship to youth, this unit has contributed to building a supportive network and promoting intergenerational relationships. The Foster Grandparent program had over 25,000 in total volunteer service hours.

YOUTH SERVICES:

NESD's Youth Services unit has tirelessly focused on the development and welfare of the younger generation. Through the Summer Youth Employment Program they have offered a wide range of services, including virtual classes, mentoring, and workforce development programs. They have also enhanced the overall well-being of the city with the award-winning Partnership Raleigh internship program giving one of a kind experiences for college students while strengthening the departments they are working with.

DIGITAL INCLUSION PROGRAMS:

The Digital Inclusion Programs include the Raleigh Digital Ambassadors and Raleigh Digital Connectors Program staffed with junior high and high school students, covering a wide range of activities including Wired Wednesday distribution events, Kramden volunteer initiatives, hackathons, and community impact projects to bridge the digital divide in Raleigh.



The Neighborhood Services Unit

The Neighborhoods unit is comprised of several programs which enrich the lives of Raleigh residents. We host two capacity building programs, Raleigh Neighborhood College (RNC) and Citizens Leadership Academy (CLA), organize the Raleigh Neighborhood Registry, host the annual Raleigh Neighborhood Exchange, manage festival equipment, and more!

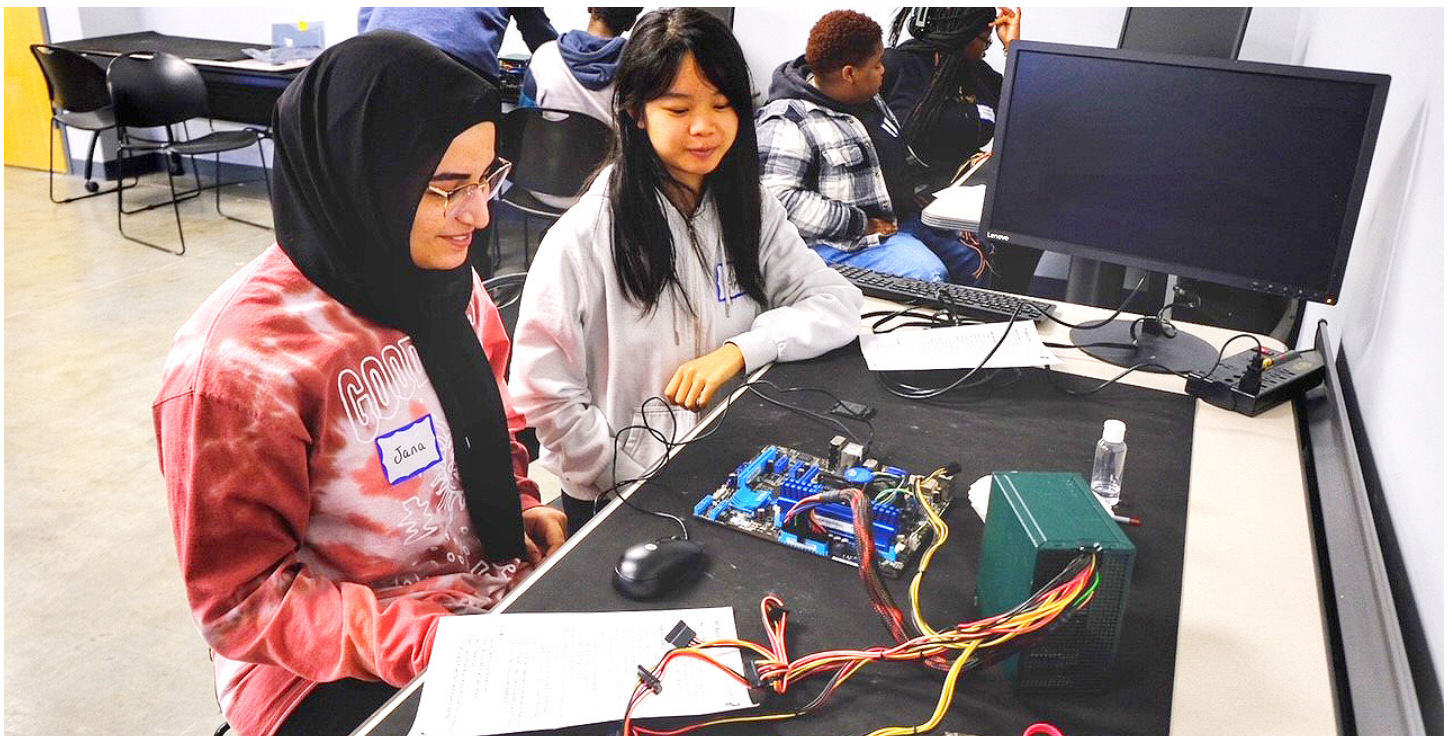
This year:

- Over 100 Raleigh residents graduated from the Spring and Fall sessions of Raleigh Neighborhood College (RNC) and Citizens Leadership Academy (CLA)
- Over 32 neighborhoods utilized festival equipment to host events for their community
- The Raleigh Neighborhood Registry (RNR) grew by 48 newly registered neighborhoods, now totaling more than 360 neighborhood-based organizations
- The 18th annual Raleigh Neighborhood Exchange, hosted at Lions Park, brought out over 800 residents from various neighborhoods
- \$19,000 in Neighborhood Enrichment Funds were administered to support projects that enhance and strengthen neighborhoods

PROGRAM SPOTLIGHT: CONNECT RALEIGH

Connect Raleigh Event: Understanding Digital Inclusion

Speakers from the City of Raleigh and Kramden Institute discussed the importance of affordable access, skills, and support to effectively engage online. Over 50 Attendees heard about the City's community-based opportunities that use technology as a catalyst to foster creativity and improve the quality of life for citizens of Raleigh. This included a panel discussion of community partners and Raleigh staff discussing how broadband access, digital literacy training, and reliable, affordable home computers help ensure that all individuals and communities, including the most disadvantaged, have access to and use of Information and Communication Technologies.



Foster Grandparent Program

The Foster Grandparent Program is an innovative intergenerational tutoring and mentoring program that connects seniors (ages 55+) with at-risk and special needs youth in the Wake County Public School System (WCPSS) and daycare centers within Wake County. The program provides the seniors a means to remain engaged, active members of their communities, putting their life experiences to work. Foster grandparents give children one-on-one support to help them achieve educational, social/emotional development benchmarks.

All volunteers must adhere to criminal background and Sex Offender Registry checks, fingerprinting, and physical prior to serving and annually each year after. Volunteers must also attend mandatory monthly in-service meetings. These meetings consist of professional development and digital literacy trainings, health, and wellness workshops, as well as various other sessions specially designed to provide the most up to date and relative information, services, and programs. Income eligible volunteers receive a tax-free stipend, mileage, and meal reimbursement each month. Active volunteers are also eligible for vacation and sick leave as well as City of Raleigh holiday pay (if income eligible). Volunteer recognition is also a very important part of the Foster Grandparent Program and is mandated by AmeriCorps Seniors. We celebrate our volunteers on several occasions during the program year.

The Foster Grandparent Program is an AmeriCorps Seniors federally funded program. In June 2023, the City of Raleigh grant application was awarded for a three-year cycle (7/01/2023-6/30/2026). The FY24 federal award amount is \$295,797, with a budgetary match of \$99,800 (city match and in-kind donations).

This Year:



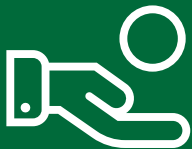
42 Foster Grandparent Volunteers engaged in 12 community sites



86 students were served through the program



Volunteers completed a total of 25,398 service hours



Foster Grandparent Volunteers contributed a value of \$760,670 to Raleigh and Wake County Public School System

Volunteer Raleigh

Volunteer Raleigh connects people to volunteer opportunities within City departments, City-funded agencies and organizations that provide services to enhance the quality of life for our neighborhoods and communities. The need to create and expand resources available to our referral partners has been the focal point for Volunteer Raleigh programming. A continuum of support that make it easier for volunteers to connect with organizations that depend on their time and talents to carry out their mission and vision is now available. More than 70 individual organizations have directly benefitted from at least one available service, event, or financial award.

Highlights of the program's offerings include:

VOLUNTEER RALEIGH ENRICHMENT FUND

The Volunteer Raleigh Enrichment Fund grants multiple \$1,000 awards from the City of Raleigh for projects that enhance and strengthen volunteer services. Since the program launched in 2022, 13 organizations have received funding. Funding has been awarded to support agencies that address education, historic preservation, the arts, food security, and environmental supports in the amount of \$13,000.

COMMUNITY CARES COLLABORATIVE

The Community Care Collaborative is a community of organizations, offering networking and opportunities to connect with fellow organizations. Members of the collaborative are passionate about improving the quality of life for community members regardless of need and have increased access to knowledge of programs and services available through non-profit, government, and private sector organizations. The collaborative held its first meeting in August of 2023 with more than 30 attendees. More than 20 additional organizations have expressed an interest in joining.

THE VOLUNTEER RALEIGH ADVISORY BOARD

The Volunteer Raleigh advisory board helps to strengthen the City's efforts to help residents connect with service opportunities at local nonprofits that depend on volunteers to meet community needs. Since volunteerism covers many areas, including food security, health services, environmental impact, and housing and homelessness, individuals with a variety of interests have come together to make the advisory board a success. The group helped to manage the selection process for the enrichment fund, planned the program's first open house, and collected data to enhance the program. To date, they have given more than 100 hours of their time to make the program successful.



Volunteer Raleigh

Raleigh Summer Youth Employment Program

The Raleigh Summer Youth Employment Program (RSYEP) mission is to provide teens between the ages of 15 and 18 living in Raleigh City limits an opportunity to develop their career development skills and prepare for future employment by spending the summer working for the City of Raleigh. 2023 marks the 40th year the Raleigh Summer Youth Employment program has served the youth of Raleigh.

RSYEP has evolved into a program that offers traditional in person and virtual pathways that focuses on college and career readiness preparation, financial education, and mental health while working within City of Raleigh departments and public/private businesses. RSYEP is currently an internship site for Wake County Public Schools students.

HERE ARE A FEW PROGRAM HIGHLIGHTS OF THE SUMMER 2023 COHORT:

- 225 Applicants and offered 184 positions. The final hiring numbers were 174 with 150 completing all program requirements.
- 68 RSYE are Bring Your A-Game to Work Certified
- 99 RSYE completed the virtual pathway (Business & Finance, Healthcare, and Sports & Entertainment Marketing)

PROGRAM HIGHLIGHTS:

- # of applications: 109
- #of hired interns: 28
- # of placement/worksites (participating City of Raleigh departments/divisions): 10
- # of participating schools: 7 colleges; 5 High Schools
- # of program partners: 15
- # of workforce and leadership development trainings/workshops: 12
- 2023 Funding Awards: Bank of America/\$40,000; CoR ARPA \$291,927

- 51 RSYE completed the traditional pathway (Junior Counselors & Marketing)
- 26 program partners to assist in workshops and program additions
- 28 Traditional Pathway In-Person Worksites
- 3 Virtual Pathway Partners (Bank of America, NASCAR, UNC Health)

Partnership Raleigh

The City of Raleigh operates Partnership Raleigh, a workforce development initiative and public-private partnership between the City of Raleigh municipal government, local businesses, and the non-profit community. The program provides paid internships to young adults age 17-22 who live and/or go to school in Raleigh. Partnership Raleigh interns may attend either two-year, four-year, vocational/technical, or certificate education programs.

Interns gain a valuable workforce development experience in a professional setting while working in City of Raleigh departments and divisions experiencing hard to fill staff vacancies, fulfilling critical City of Raleigh employee recruitment and retention needs.

In Summer 2023, Partnership Raleigh operated two Intern Cohorts: The Conservation Intern Program and the Community Climate Intern Program.

AWARDS AND RECOGNITIONS:

- 2023 Raleigh Environmental Awards - Next Generation of Environmental Leaders
- Cleantech Innovation Awards Finalist - Diversity, Equity, and Inclusion in Cleantech
- Big Ideas Raleigh - Best Collaboration with External Partners to Engage Youth in Stewardship and Environmental Education Opportunities



Digital Inclusion Programs

The Digital Inclusion Programs aim to provide digital access to communities and is made up of two programs: Digital Connectors and Digital Ambassadors.

Digital Connectors (DC's) youth leadership development program focused on educating students on digital inclusion as meant to address the digital divide. Students discuss how the digital divide impacts communities and how they can play an integral part as agents of change. Digital Connectors distribute computers to students at Title 1 schools and provide demonstrations on how to set up their PCs. Connectors focus on growing as a leader by learning about their values, identities, communication styles, and what it means to serve a community.

Digital Ambassador (DA's) is an exciting new service program focused on training Raleigh residents to use their devices to increase literacy and connection amongst their social circles. Ambassadors teach residents in a 1:1 setting at the Raleigh Pathway Center and partner with organizations out in the community in order to address different needs.

This year, the Digital Inclusion team accomplished the following:

- Completed 1,045 collective service hours
- Distributed 105 computers to residents without reliable devices in their households
- Trained 227 residents on digital literacy

PROGRAM SPOTLIGHT

Raleigh Digital Connectors: Self-Guided Tours

The Raleigh Digital Connectors class collaborated with the Greater Raleigh Convention and Visitors Bureau to create maps that showcase some of Downtown Raleigh's most visited attractions, historic sites, and beautiful parks. Each tour was developed and narrated by Digital Connectors. Attractions, descriptions, audio files, and art direction for the maps were all led by program participants.

Looking for things to do in Raleigh? Visit raleighnc.gov and search term "walking tours".





all
are welcome

Raleigh



Raleigh

**COMMUNITY AND SMALL BUSINESS DEVELOPMENT
(Housing)**

**cd.info@raleighnc.gov
919-996-4330**

NEIGHBORHOOD ENRICHMENT

**commserv@raleighnc.gov
919-996-4330**

CODE ENFORCEMENT

**housing.inspections@raleighnc.gov
919-996-2444**