

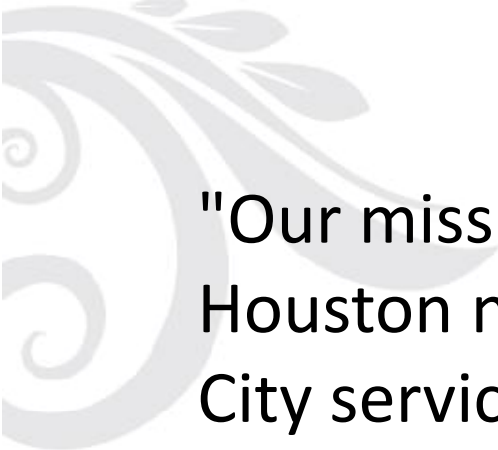
Inside the City of Houston's  
New Department of Neighborhoods (DON)

# Community U Neighborhood Conference



Catherine Flowers, Director  
October 15, 2011

# The Department's Seven Divisions



"Our mission is to promote the advancement of Houston neighborhoods by communicating available City services to civic organizations and citizens with a goal of improving the quality of life for all constituents."

# The Department's Seven Divisions

- City of Houston Inspections & Public Services (CHIPS) (*formerly Neighborhood Protection Corps*)
- Mayor's Anti-Gang Office
- Mayor's Citizens' Assistance Office (CAO)
- Mayor's Office of Education Initiatives
- Mayor's Office for People with Disabilities (MOPD)
- Mayor's Office of Immigration & Refugee Affairs (MOIRA)
- Mayor's Volunteer Initiatives Program (VIP)

# One Stop Shop

- While the Department of Neighborhoods may be new to the City of Houston, its divisions are not.
- Mayor Parker's vision was to combine similarly-related functions under one umbrella, providing a "one-stop shop" for Houstonians on neighborhood issues.
- Houston City Council unanimously approved the creation of the department on August 10, 2011.

# Inspections & Public Services CHIPS

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- Enforces Chapter 10 of the Code of Ordinances related to open/vacant buildings, nuisances on private property, junk motor vehicles, weeded lots, graffiti.
- 3 internal divisions: *Inspections, Hearings, and Prevention & Redevelopment*
- Citizens can report Chapter 10 violations through 3-1-1.



# Anti-Gang Office

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- Develops and implements programs that provide:
  - case management
  - counseling
  - court-based assessment
  - gang education and awareness training
  - job readiness training
  - truancy reduction
  - victims' assistance
  - information and referrals.
  
- Utilizes three strategies: *prevention, intervention, and suppression.*



# Citizen's Assistance Office CAO



- Established in 1974; coordinates responses and resolutions to community concerns.
- Coordinates community involvement for voluntary compliance with Chapter 10 violations.
- Handles requests for City services, individual referrals, and field investigations.
- Promotes neighborhood revitalization efforts through community outreach activities.
- Provides assistance with creating civic organizations.



# Education Initiatives



- **Expectation Graduation – Reach Out to Dropouts Walk:**

The office works with HISD and other area ISDs to help non-enrolled students complete high school.

- **After School Zones Partnership with Houston Public Library and Volunteer Initiatives:** Developed a pilot program to offer mentoring and college/career guidance at libraries through after school program

- **College/Career Prep Partnerships:** Partners with private, non-profit & governmental organizations to offer students out of school learning opportunities that supports college and career preparation (EX. workshops, job shadows, etc.).





# Office for People with Disabilities MOPD



- Provides and participates in programs and services which address the needs and rights of those with disabilities.
- Facilitates delivery of services.
- Acts as a liaison to the Houston Commission on Disabilities, City Council, and other City departments.
- Makes policy and legislative recommendations.
- Establishes partnerships to promote community awareness.
- Coordinates the Mayor's Disability Advocate of the Year Award (MDAYA).



# Office of Immigrant and Refugee Affairs MOIRA

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- MOIRA brings together international communities in Houston by promoting their well-being, connectedness and facilitating their successful civic, economic, and cultural integration.
- Established in 2001 to encourage good citizenship and facilitate integration of immigrant and refugee communities living in the city.



# Volunteer Initiatives Program VIP

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- Launched in 2004 to engage residents in civic service; annually places 3,000-5,000 volunteers within various City departments.
- On February 3, 2010, Mayor Parker joined the Cities of Service Coalition, a bipartisan coalition of mayors who have committed to work together to lead a multi-year effort to expand impact volunteerism.
- HoustonSERVICE.org, a Cities of Service initiative, enables non-profits, faith-based organizations, and universities in the Houston area to post volunteer opportunities free of charge.





# Division Contacts

**CHIPS** – Catherine Flowers, [catherine.flowers@houstontx.gov](mailto:catherine.flowers@houstontx.gov)

**Anti-Gang Office** – Patricia Harrington, [patricia.harrington@houstontx.gov](mailto:patricia.harrington@houstontx.gov)

**CAO** – Nelson Espitia, [nelson.espitia@houstontx.gov](mailto:nelson.espitia@houstontx.gov)

**Education Initiatives** – Mark Cueva, [mark.cueva@houstontx.gov](mailto:mark.cueva@houstontx.gov)

**MOPD** – Catherine Flowers, [catherine.flowers@houstontx.gov](mailto:catherine.flowers@houstontx.gov)

**MOIRA** – Benito Juarez, [benito.juarez@houstontx.gov](mailto:benito.juarez@houstontx.gov)

**VIP** – Cameron Waldner, [cameron.waldner@houstontx.gov](mailto:cameron.waldner@houstontx.gov)



# For More Information

Visit the DON Website:

<http://www.houstontx.gov/neighborhoods/>

Facebook:

[www.facebook.com/COHDepartmentofNeighborhoods](http://www.facebook.com/COHDepartmentofNeighborhoods)

Write or Call:

Department of Neighborhoods  
901 Bagby, 4th Floor  
Houston, TX 77002  
832.393.1038

