City	Name	Staff Contact	Department Discription from Website	Programs	Staff	Office Placement	BCC structure	2020 Operating Budget	Notes: Level of BCC support	Link
Austin, TX	Department of Communications & Public Information		The Communications and Public Information Office fosters positive relationships with local and national media, and provides timely, proactive and responsive information to media inquiries; creates opportunities for the community to engage in the decision-making processes of the City of Austin; and actively promotes City projects, programs and initiatives.	https://www.austintexas.gov/department/communications/services https://www.austintexas.gov/department/communications/programs	http://austintexas.gov/sites/default/files/files/Communications/CPIO_Org_Chart_2018_02.pdf Department			4,293,715	Clerks' Office handles BCC applications and training; https://www.austintexas.gov/department/boards-and-commissions-information-center	
Boston, MA	Neighborhood Services Department	JEROME.SMITH@BOSTON.GOV	We provide a forum for both groups and individuals to express concerns, request services, and extend opinions. We also serve to disseminate information and facilitate delivery of City services. We encourage, facilitate, and maximize resident input and participation in all aspects of government.	Language and Communications Access, Love Your Block, Problem Properties in Boston, SPARK Boston (youth engagement)	19 (?)	Department/Division	63 resident boards and commissions Applications managed by the Diversity Office City Council Committees are separate	3,718,337	The Neighborhood Services department appears to focus on neighborhood engagement rather than BCCs	https://www.boston.gov/departments/neighborhood-services
Boise, ID	Office of Community Engagement	Adam Park (Director)	The City of Boise Office of Community Engagement's role is to foster deeper connections and engagement with citizens of Boise. The Office works to establish a strategic, citizen-centric communication culture within city government that reflects Boise's vibrant, dynamic and innovative livability, and builds on residents' high satisfaction with the value of the city services they receive. It is part of a larger effort to bring a first-rate customer service mindset to the city's interaction and transactions with citizens. Using the broad-breadth of 21st century communication tools and technology, we will listen and respond to the feedback of our residents and employees more effectively, while proactively delivering the right messages to the right people at the right time. This effort will prioritize, consolidate and streamline the city's overall citizen and employee communication efforts, while creating more opportunities for residents to engage with their city government on a more personal level.	Grow Our Housing, Energize our Neighborhoods, Community Conversations, Livbility Ambassadors, Keep Boise Moving, Boise's Engergy Future		Department/Division	15 resident boards/commissions; Council members are assigned a portfolio of departments/regional boards; 6 Council members	1,556,559		https://www.cityofboise.org/departments/community-engagement/
Burlington, NC	Office of Community Engagement	mleeater@BurlingtonNC.gov	The Community Engagement staff works to serve Burlington's residents, staff, and media outlets by providing them with timely, abundant and reliable information.	Public Outreach, Media Relations		In City Hall	12 resident boards/commissions			https://www.burlingtonnc.gov/71/Community-Engagement
Charlotte, NC	Community Engagement Division		The Community Engagement division's mission is to create successful neighborhoods where people of diverse backgrounds and incomes can build successful lives. We do this by providing programs, partnerships, and services that inform and empower communities to create the change they want to see in their unique communities.	Board Support, Keep Charlotte Beautiful, Youth Programs, Training & Information, Neighborhood Matching Grants, Neighborhood Training Programs and Resources, Environment, Service Area, Farmers Market		Within Housing and Neighborhood Services Department	8 committies made up of all, or including some, city council members; 35 resident boards/commissions; Clerk's office manages resident board/commission applications.		https://charlottenc.gov/HNS/CE/BoardSupport/Pages/default.aspx; this is support for neighborhood boards	https://charlottenc.gov/HNS/CE/Pages/default.aspx
Denver, CO	Office of Community & Veterans Affairs; Office of Neighborhood Engagement	Shawn Johnson, Senior Adviser 720-913-8496 shawn.johnson@denvergov.org	The Office of Community & Veteran Affairs works to advance the Mayor's priorities to achieve a world-class, welcoming city with high-level community engagement efforts. Through the facilitation of Neighborhood Involvement, Cabinet in the Community events, Denver Days and many other community contacts the office provides the platform for residents to connect with city leadership for real-time conversations on issues and concerns while maintaining and building sustainable relationships.	Race & Justice Mini-Grants, Cabinet in the Community, Healing As One		Within the Human Rights and Community Partnerships Department; There is supposed to be an Office of Neighborhood Engagement, but there is no website for it.	over 130 BCCs; Mayor's Office handles the process. Denver is City/County.	(Office of Neighborhood Engagement: 248756) Office of Community Affairs: 153,271)		https://www.denvergov.org/content/denvergov/en/human-rights-and-community-partnerships/our-offices/office-of-community-affairs.html
Durham, NC	Community Engagement Division	Community Engagement Manager Lynwood Best Lynwood.Best@durhamnc.gov	Community Engagement is a division of the Neighborhood Improvement Services Department. The City of Durham's Neighborhood Improvement Services Department (NIS) works to preserve and improve quality of life conditions for Durham residents. NIS encourages active participation in decision making dialogue, public policy, and neighborhood redevelopment. Community engagement is a people-focused process that increases the collective financial and human capacity of neighborhoods to improve the quality of life for the individuals who live, work and play there. Community building includes incremental and measurable projects, programs and activities that lead to positive, long-term, systemic change. The Community Engagement Division strives to inform, engage, partner, and empower the Durham community.	We inform, partner and empower through these programs: Supporting Engagement on Departmental Projects Mayor's 10.01: Transformation in 10 Initiative Neighborhood Matching Grants City Hall on the Go Neighbor Spotlight Embrace your Neighborhood (Beautification Projects, Cleanups, Safety Assessments and Community-Led Projects) Bull City Play Streets Communication with existing Homeowners and Neighborhood Associations	7	Division of Neighborhood Improvement Services Department	30 BCCs; Clerk's Office			https://www.durhamcommunityengagement.org/
Evanston, IL	Community Engagement Division		The Community Engagement Division of the City Manager's Office provides information to and solicits feedback from the public on a broad range of programs, services, issues and policies. The Division also plans and conducts public relations programs, activities and special events which maintain a favorable public image for the City. Staff educates the public through the City of Evanston's award-winning website, printed and electronic newsletters, press releases, social media and Evanston Radio AM 1650 WPXZ-497. Promotional tools also include brochures, banners, posters, flyers and postcards.	https://www.cityofevanston.org/residents/community-ambassadors		City Manager's Office				https://www.cityofevanston.org/government/departments/city-manager-s-office/community-engagement
Fort Worth, TX	Community Engagement Division		The Community Engagement team works with residents on building neighborhood capacity and developing communication networks of city stakeholders, such as faith-based groups, neighborhood associations, schools and nonprofit organizations vital to the success of city initiatives and programs.			City Manager's Office; Communication and Public Engagement department				https://fortworthtexas.gov/engagement/
Grand Rapids, MI	Office of Equity & Engagement					Department/Division				https://www.grandrapidsmi.gov/Government/Departments/Office-of-Equity-and-Engagement
Greeley, CO	Communications and Engagement	Director of Communication Services Kelli Johnson Kelli.Johnson@greeleygov.com	Our Communication and Engagement staff work to let residents and others know about City government news, events, and services. We do this through news updates, social media, e-newsletters and GTV8 (Channel 8 is available to Comcast subscribers in Greeley, Evans and LaSalle and online for everyone). We invite you to use any and all of the resources below to learn more.			Subdivision of Communication	24 BCCs; http://greeleygov.com/government/ceo/community-engagement; BCCs managed by Clerk's Office			http://greeleygov.com/government/ceo
Greensboro, NC	Community Relations Division		The Community Relations Division partners with community members in navigating City services to resolve concerns, creating long-term positive relationships throughout our communities. Division staff uses a well-established network of internal and external resources to provide support for our residents and businesses.	educational program, City Academy. This two-and-a-half month program teaches participants about all aspects of City government, while seeking to develop future leaders and build a better community through well-informed and civically engaged residents. Ensure all residents and visitors have equal access to City services and facilities. Serve as the City's representative on the Mayor's Committee for Persons with Disabilities. Watch this short video. Interested in volunteering? E-mail Donna Gray or call 336-373-2723. Manage the City's compliance with the Americans with Disabilities Act (ADA), which includes auditing City facilities, programs and services for accessibility. To report a concern about a City facility, e-mail Donna Gray or call 336-373-2723. Offer neighborhood and community support. Staff members attend neighborhood and business association meetings to assist with questions regarding City services and help resolve related concerns. They also coordinate neighborhood	3		23 BCCs- Managed by the Clerk's Office			https://www.greensboro-nc.gov/departments/legislative/community-relations
Jersey City, NJ										https://jerseycitynj.gov/community/rro/office_of_community_engagement_and_volunteerism
Lancaster, PA	Department of Neighborhood Engagement (DoNE)	Mitzy Carrasco Director of Neighborhood Engagement mcarrasco@cityoflancasterpa.com (717) 517-5723	The Department of Neighborhood Engagement (DoNE) was established to invest and actively work with residents in providing and connecting to City and partner resources to realize solutions and improve the quality of life for all City of Lancaster residents. The DoNE office creates opportunities for dialogue, information sharing, partnership, civic leadership building, and action between the City government and neighborhood residents.		2		30 BCCs			https://cityoflancasterpa.com/departments/office-of-neighborhood-engagement/
Lansing, MI	Department of Neighborhoods and Citizen Engagement	Andi Crawford Director Email Andi Crawford Phone: 517-483-4051 More Information	Director Crawford and her team are in the community working directly with citizens. The DNCE's role in the city is to support neighborhoods by convening community dialogues, delivering capacity building trainings, and connecting civic organizations to resources. The DNCE also facilitates the creation of organizations and helps them build capacity so that they can advocate for the changes and developments they wish to see in their neighborhoods. During its first year, the DNCE increased communication with citizens through the weekly Lansing Neighborhood News, monthly Neighborhood Roundtables, and quarterly Housing and Neighborhood Resource Summits.	In the fall of 2018 the DNCE launched the Citizen's Academy, a program that engages citizens to learn more about how the City of Lansing functions. This program takes participants on tours of various city departments so they can see how the city operates. They also have the opportunity to give feedback on ways to improve city government. Innovations in city government are happening all around the nation and world. The DNCE shares many of these strategies in the Citizen's Academy and participants discuss together which strategies should be brought here to Lansing. Another major initiative of the DNCE is Serve Lansing, a citywide community service plan. Serve Lansing will increase citizen engagement and increase volunteer opportunities throughout Lansing with a focus on neighborhood beautification, emergency preparedness and resilience. Every day the City of Lansing is approached by citizens and partners who want to get involved and improve Lansing neighborhoods. The City must have a system and staff able to coordinate and capitalize on these partnerships, which is why the Department of Neighborhoods and Citizen Engagement and the Serve Lansing plan are so important.	2	Department/Division				https://lansingneighborhoods.info/505/Department-of-Neighborhoods-and-Citizen-
Las Cruces, NM					1					https://www.las-cruces.org/215/Community-Engagement-Office
Minneapolis, MN					19					http://www2.minneapolismn.gov/ncr/staffRoo
Nashville, TN										
New Orleans, LA	Mayor's Office of Neighborhoods and Community Engagement				6					https://nola.gov/neighborhood-engagement/
Oak Park, MI										http://www.oakparkmi.gov/departments/community_engagement/index.php
Philadelphia, PA					9	Mayor's Office of Public Engagement				https://www.phila.gov/departments/mayors-office-of-public-engagement/
Portland, OR					8					https://www.portlandoregon.gov/civic/
Raleigh, NC										https://raleighnc.gov/community-engagement
Sacramento, CA						In the process of reorganizing into a community engagement division within the Office of Innovation and Economic Development				https://www.cityofsacramento.org/economic-development/community-engagement
San Francisco, CA	Office of Civic Engagement and Immigrant Affairs									https://sf.gov/departments/city-administrator/office-civic-engagement-and-immigrant-affairs
Santa Rosa, CA					8; 5 of the staff are listed under the violence prevention program within the division					https://srcity.org/250/Community-Engagement
Seattle, WA					2					https://www.seattle.gov/neighborhoods/outreach-and-engagement/community-engagement-coordinators
Topeka, KS					3; Three that do community engagement work					https://www.topeka.org/neighborhoodrelations/community-engagement/
Valparaiso, IN					1					https://www.ci.valparaiso.in.us/1625/Community-Engagement

West Palm Beach, FL				4			https://www.wpb.org/our-city/mayor-s-office/office-of-community-engagement
Wichita, KS					In City Council Office		https://www.wichita.gov/Council/Pages/CommunityServices.aspx