LFUCG COMMUNITY & NEIGHBORHOOD CENTER WORKING GROUP

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KEY FINDINGS AND RECOMMENDATIONS

WHAT IS WORKING WELL

STRENGTHS TO BUILD ON

Safe, trusted spaces already exist in multiple neighborhoods.

Where leadership and investment are strong, centers become true hubs and utilization rises.

Committed staff are already delivering meaningful work with constraints.

Some centers already operate as wraparound hubs with multiple organizations serving residents in one place.

What varies too widely by site:

01 Hours & Staffing

02 Facility investment

03 Programming depth

04 Safety readiness

05 Partner access

06 Communication visibility

07 Resident feedback loops

Why it matters

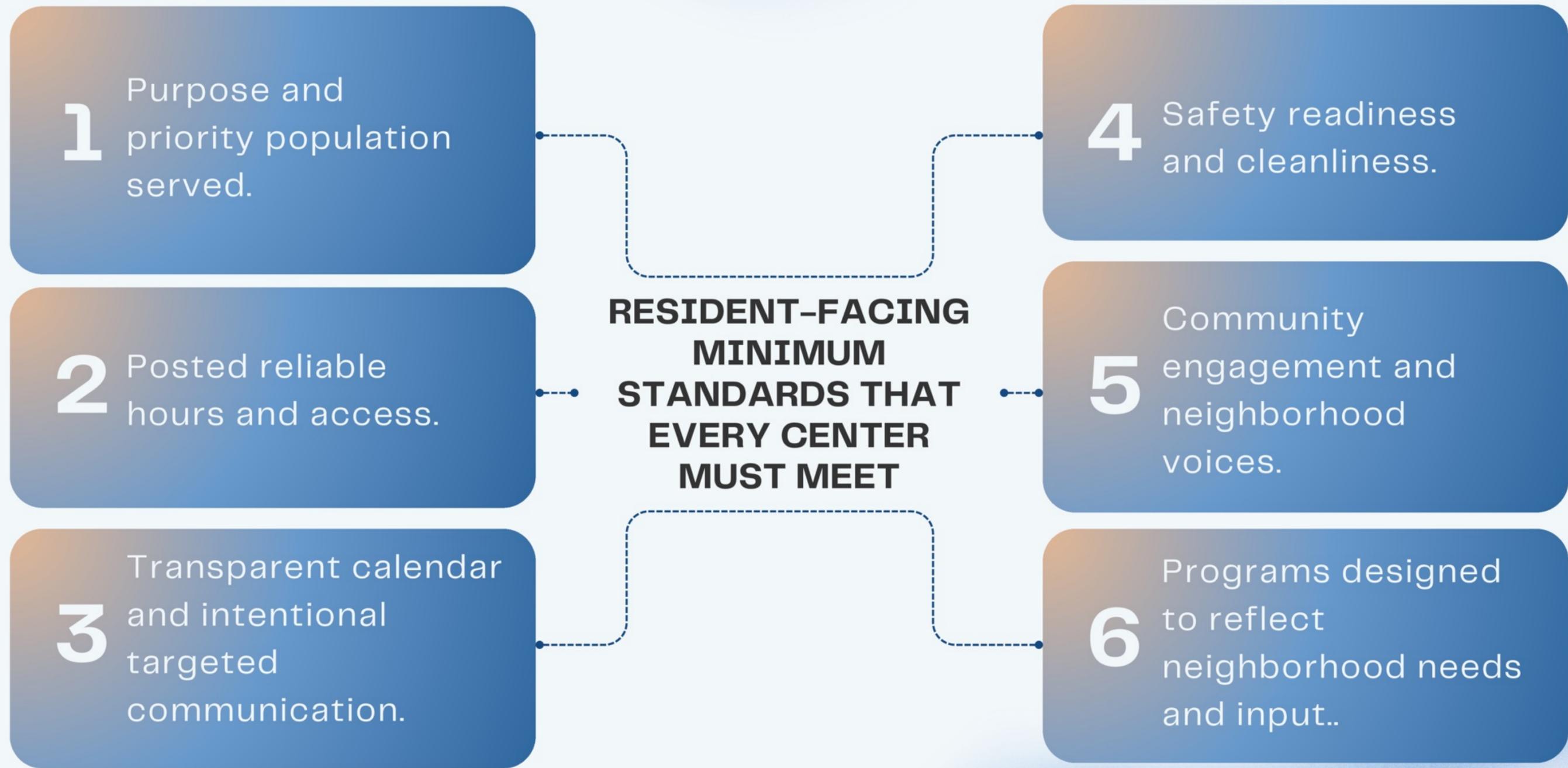Without consistency, equity can't be demonstrated and trust erodes.

THE SYSTEM–WIDE PROBLEM STATEMENT

UNEVENNESS IS THE DEFINING ISSUE

WORKING GROUP'S SUGGESTED SOLUTION

CREATE & ADOPT A CITYWIDE COMMUNITY & NEIGHBORHOOD CENTER PROMISE

A pledge to residents + a short list of minimum standards every center must meet.

1 Purpose and priority population served.

2 Posted reliable hours and access.

3 Transparent calendar and intentional targeted communication.

RESIDENT-FACING MINIMUM STANDARDS THAT EVERY CENTER MUST MEET

4 Safety readiness and cleanliness.

5 Community engagement and neighborhood voices.

6 Programs designed to reflect neighborhood needs and input..

	Black & Williams	Dunbar Center	Charles Young	William Wells Brown	Tates Creek Center	Kenwick
Total Engagements						
Youth Participants						
Unduplicated Total Served						

MEASURE AND REPORT QUARTERLY

A COMMON MEASUREMENT SYSTEM AND A PUBLIC DASHBOARD

01 Core metrics (keep it short and universal)

02 Scheduled open hours vs actual open hours

03 Total Engagements

04 Unduplicated people served

05 Youth participation

06 Partner programs hosted

07 Incidents and safety responses, as appropriate

STAFFING ALIGNED TO THE PROMISE

Staffing Recommendations

- Minimum staffing model per open hour.

- Assess current staffing model and consider needs-based increases.

- Hiring and pay-grade challenges make this urgent; supervisors are being asked to carry a lot.

REMOVE UNNECESSARY PARTNER BARRIERS WHILE MAINTAINING SAFETY

ASSESS THE PARTNER PATHWAY

What to do:

01 Review partnership application requirements, insurance requirements, background checks.

02 Standardize background checks for a defined period.

03 Create tiered partner requirements based on risk level.

04 One consistent intake/onboarding pathway across all centers.

Important nuance from Parks.

Parks has already streamlined background checks within the division.

Insurance is only required for athletic programming (risk management requirement).

They will work alongside partners to complete paperwork (including in-person help).

CAPITAL & PROGRAMMING INVESTMENTS

TO MAKE THE COMMUNITY & NEIGHBORHOOD CENTER PROMISE POSSIBLE

01 Continued investment in programming.

02 Publish programming needs annually.

03 Continue capital investment in community centers.

04 Rate every center green, yellow, red on readiness to deliver the Promise; use rating to justify order of investments.

COMMUNICATION AND SCHOOL CONNECTION

STRENGTHEN DIRECT COMMUNICATION WITH SURROUNDING COMMUNITY

Standard monthly calendar at every center, posted on-site and online.

Opt-in text list and simple email list for updates and closures.

Formal school communication pathway, including FRYSC coordination.

RESIDENT FEEDBACK AND NEIGHBORHOOD CONNECTION

KEEP RESIDENT VOICE CONTINUOUS, NOT EPISODIC

Simple feedback loop at each center (QR code plus paper option).

Quarterly review of feedback, publish what changed.

Develop and disseminate neighborhood surveys before annual strategic planning.

DEVELOP COMMON TRAINING & CRISIS RESPONSE PROTOCOLS

SAFETY READINESS THAT PROTECTS RESIDENTS, STAFF & CONSISTENT SAFETY ACCESS ACROSS EVERY CENTER.

What to do:

01 Standardize safety readiness at every center (CPR, First Aid, Stop the Bleed, etc.), including clear supervision and incident prevention protocols.

02 Implement a simple post incident response playbook, roles, documentation, communication, and rapid corrective action.

03 Track & report safety readiness as a Promise standard.

RECOMENDATIONS

01 Create and adopt the Community & Neighborhood Center Promise.

02 Create a common metrics dashboard across all community centers.

03 Increase staffing & align with The Community Center Promise.

04 Direct a streamlined, tiered partner pathway that preserves safety and reduces friction.

05 Invest in programming and assess capital needs annually.

06 Develop communications strategy in partnership with FCPS & increase resident feedback opportunities.

07 Develop and offer common training and crisis response protocols.

NEXT STEPS

01 Beasley, Morton & Administration draft Community Center Promise for adoption.

02 Continued financial investment in community & neighborhood center programming.

03 Beasley and Morton work with the administration to plan an owner cadence on each recommendation.