

NEIGHBORHOOD CENTER PARTNER PROGRAM

Neighborhood Services and Education Committee

September 14, 2023

Neighborhood Center Partner Program Update

Pauline Khek, Parks, Recreation, Facilities Supervisor

Petra Riguro, Program Manager

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PRIORITIES & GOALS

01

Maintain safe,
quality facilities
for neighborhood
services

02

Ensure timely,
transparent
processes for
operator selection

03

Establish
consistent,
enforcement
accountability
standards and
metrics

04

Improve
community access
and knowledge of
activities

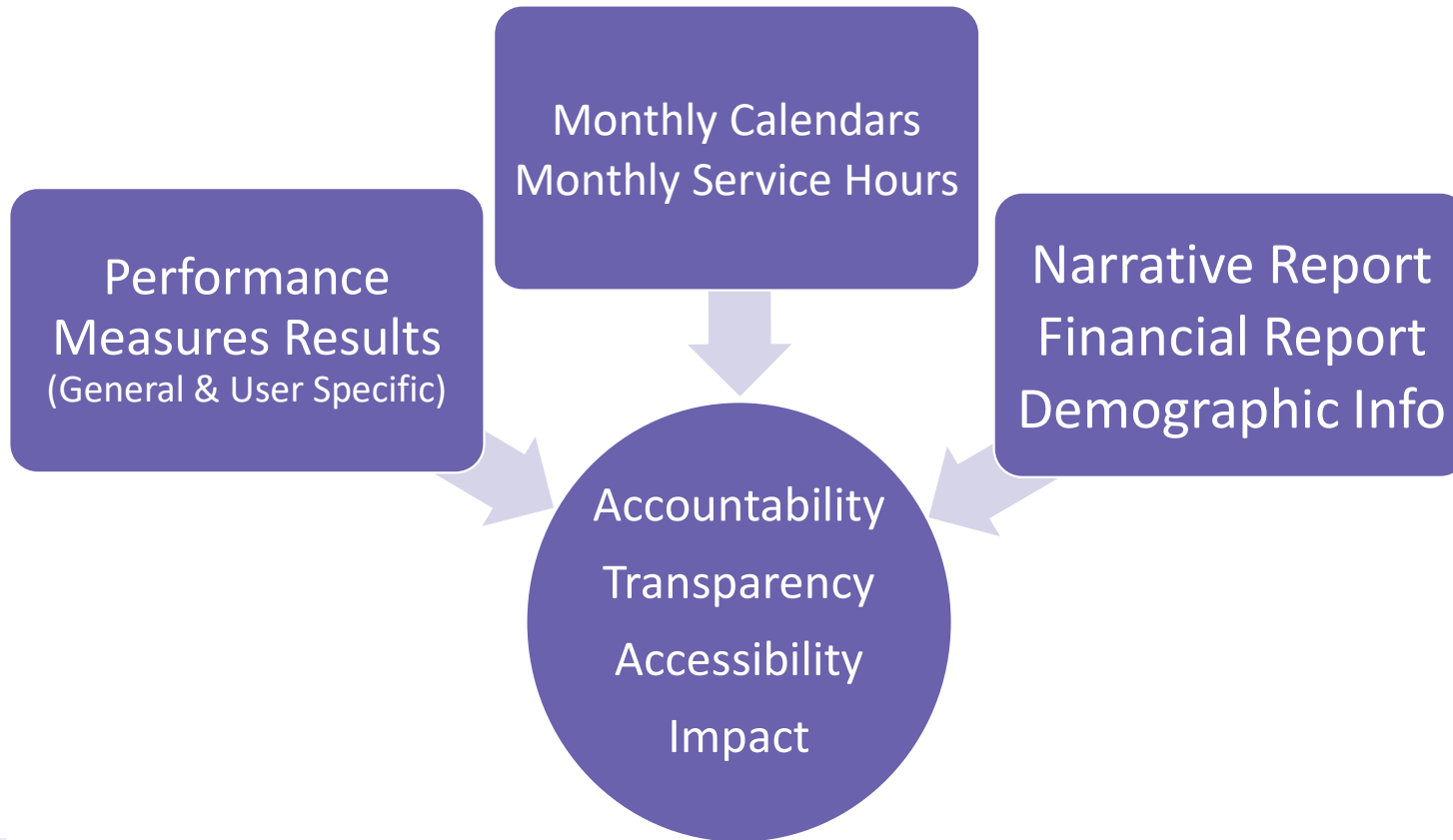
05

Increase the
number of
providers and
services in
disadvantaged
communities

Neighborhood Center Partner Program Status Update from the 2018 Audit Report

	Implemented	Partly Implemented	Not Implemented
19 Total Recommendations	16	3	0

WHAT WE COLLECT AND WHY



WHATS CHANGED ABOUT THE REPORTING PROCESS

2022 Reporting Requirement	2023 Reporting Change
All reports were submitted twice a year.	Reduced the collection of unnecessary financial info and decreased the collection of performance measures to once per year.
Report forms were all separate Word documents.	Report forms were consolidated into one excel workbook with different worksheets for each report.
Monthly calendars and total operating hours submitted in a separate documents.	Monthly calendars and total operating hours are consolidated into same worksheet in the same excel workbook.
Participants demographic data (age, zip code, NCPP Priority Area served in, ethnicity) tracked in a separate standardized excel form.	Areas eliminated to reduce demographic data collected by partners. Currently only tracking unduplicated count of participants served and zip code data. Data now submitted under the narrative tab section of the consolidated workbook.
Financial Report included Balance, Profits and Loss, list of program fees, expenses, and financial accessibility.	Balance, profit, and loss removed from financial report, as these elements are not an indication of program performance or community accessibility.

2022 NCPP Direct Service Hours

	Total Contracted Hours	Total Actual Hours
NCPP Providers	28,632	31,080
City Staffed Programs	N/A	4,836*
Total Hours Provided	28,632	35,916

**These hours only reflect services at a hybrid sites.*

2022 Total Participants Served

	Total Participants Served
NCPPI Providers	4,646
City Staffed Programs	5,189
TOTAL	9,835

The total number of unduplicated participants served is 9,835 including City led programs (at NCPPI sites) such as:

- Teen Centers
- Summer Camps
- After School Tutoring
- Special events

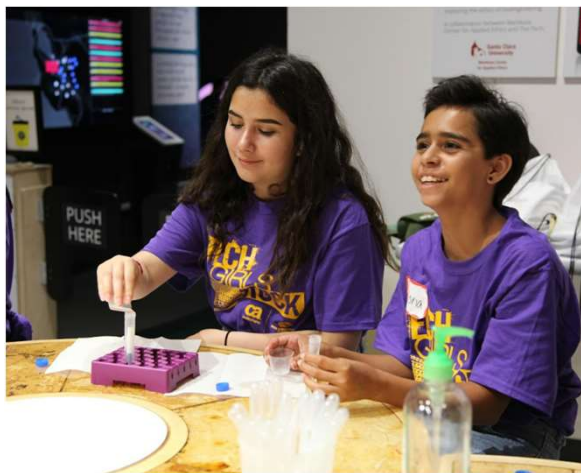
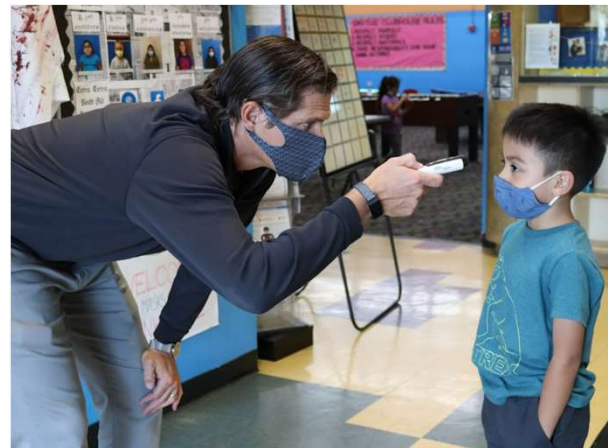
Clockwise: ICAN Story time, Ethiopian Community Services (ECS) Amharic language class, ICAN First 5 program – kids learning how to make measurements, ViVO adult ESL class



Clockwise: SJ Astronomical Association Telescope program, Chopsticks Alley Art Senior Art class, Am. Youth Shakespeare play, Starting Arts showcase of 101 Dalmatians



Clockwise: ECS Women's Empowerment Support group, ECS senior nutrition, Boy and Girls Club of Silicon Valley + Vision to Learn: free eye exam by optometrist and free glasses program, BGCSV field trip to SJ Tech Museum and Robotics Program. And Assyrian American Association of SJ: Women's Social Group



Next Steps



- Refresh the qualified pool of service providers to maximize utilization of our facilities.
- Review direct service hours requirement for smaller Neighborhood Centers.
- Continue reviewing monitoring and reporting requirements to determine where there are opportunities to streamline or simplify forms and/or processes.
- Continue to make progress on open audit recommendations.



SAN JOSE
PARKS, RECREATION &
NEIGHBORHOOD SERVICES



Building Community Through Fun

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