

# Neighborhood Service Centers

Capital Improvement Program Advisory Committee

March 2, 2023

Request is driven by the County's **Residents First: Effective, Efficient and Accessible Operations** strategic priority:

*"Ramsey County will center residents to meet the needs of community and ensure that county services, applications, and programs are inclusive, accessible, efficient and provided with exemplary service."*

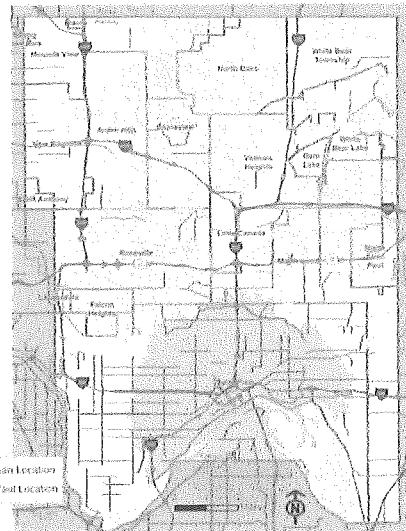
A key part of the Residents First priority is to improve the resident experience when accessing County services at facilities. The Resident First Facilities work developed over many years, recommended a central "hub" location and neighborhood locations:

## Residents First Facilities

Saint Paul location, downtown, for core and other beneficial services, access to transit and affordable parking.

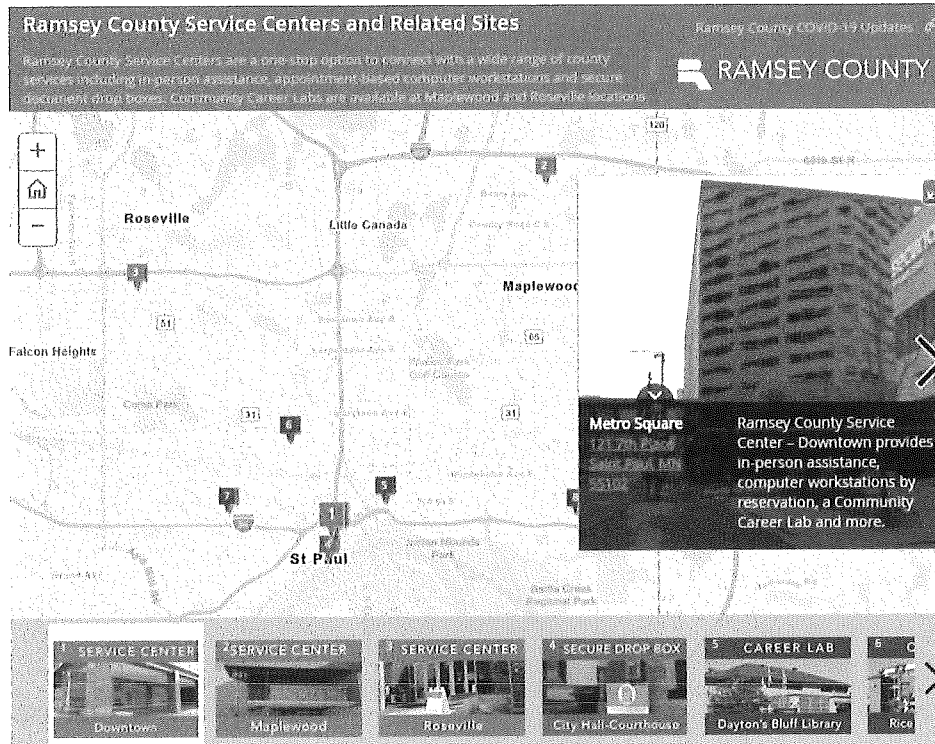
Neighborhood locations with a mix of tailored services, scalable and flexible (urban/suburban existing or new, i.e. SPOC).

Mobile Service Teams with integrated service offerings at partner & community sites.



Source: MNGEO  
Created by: SHC

In August 2020, Ramsey County stood up its first Service Centers to offer assistance with a wide range of county programs and services. There are currently three Service Centers and seven partner locations.



<https://www.ramseycounty.us/servicecenters>

*Now we need to build and expand:*

### CIP Proposal

- Renovate or build new neighborhood Service Centers to meet resident needs.
- Expand Service Centers to provide full range of county services.
- Fully realize the vision of a “one stop shop” and ability to provide services how and when residents want to access services, including outside of standard business hours and virtual connections.
- Staff and ongoing operating costs will be included in the county’s operating budget.