

# NEIGHBORHOODS

## Department Description and Mission

### MISSION STATEMENT

The Department of Neighborhoods works with residents and community partners to enhance the quality of life for Houstonians by fostering strong, inclusive, and empowered communities. Through outreach, strategic partnerships, and responsive service, we address community needs through programs including:

- Mayor's Assistance Office
- Office of Gang Prevention and Intervention
- Office of Neighborhood Engagement
- Office of New Americans and Language Access
- Office of Veterans and Military Affairs
- Office for People with Disabilities
- Human Trafficking and Domestic Violence

Our commitment is to lead positive changes in our community through partnership, advocacy, and education to ensure every Houstonian has the opportunity to thrive in a safe, supportive, and connected community.

### Department Short Term Goals

#### 1. Strengthen Community Engagement

- Expand outreach efforts to connect more residents with available programs and services.
- Host neighborhood forums to encourage dialogue between city departments and community members.
- Increase participation in local initiatives through targeted awareness campaigns.
- Launch volunteer-driven community engagement projects.

#### 2. Increase Support for Vulnerable Communities

- Align assistance programs with community needs.
- Develop workshops to educate residents on gang and human trafficking prevention and available support resources.
- Strengthen language access services to support Houston's diverse communities.
- Create volunteer opportunities to help with resource distribution and direct community support initiatives.

#### 3. Advance Public Safety and Intervention Efforts

- Implement gang prevention and intervention programs in high-risk areas.
- Collaborate with law enforcement and social service organizations to improve victim support for human trafficking and domestic violence.
- Organize public education campaigns to raise awareness on safety-related issues.

#### 4. Expand Educational Opportunities

- Enhance youth leadership programs connecting youth with professionals in various fields.
- Increase access to adult education programs and post-secondary credentials.
- Recruit volunteers to assist with tutoring, career coaching, and educational workshops.

#### 5. Improve Accessibility and Assistance Through the Mayor's Assistance Office

- Develop online and in-person support channels for residents seeking assistance.
- Increase collaboration between city departments to enhance service delivery.
- Continue support for the Super Neighborhood Councils that are volunteer driven to support residents' ability to navigate city services.

#### 6. Expand Volunteer Engagement Across Programs

- Establish a citywide volunteer network to assist with various department initiatives.
- Recognize and celebrate volunteers through appreciation events and awards.
- Provide training programs for volunteers to enhance their ability to serve the community effectively.
- Create new partnerships with organizations to expand the reach and impact of volunteer efforts.

### Department Long Term Goals

Making government services more accessible – especially through data and technology.

Acquiring funding is directed at amplifying current services to meet the needs of Houston's growing population.

Working in collaboration with others to connect residents to resources.

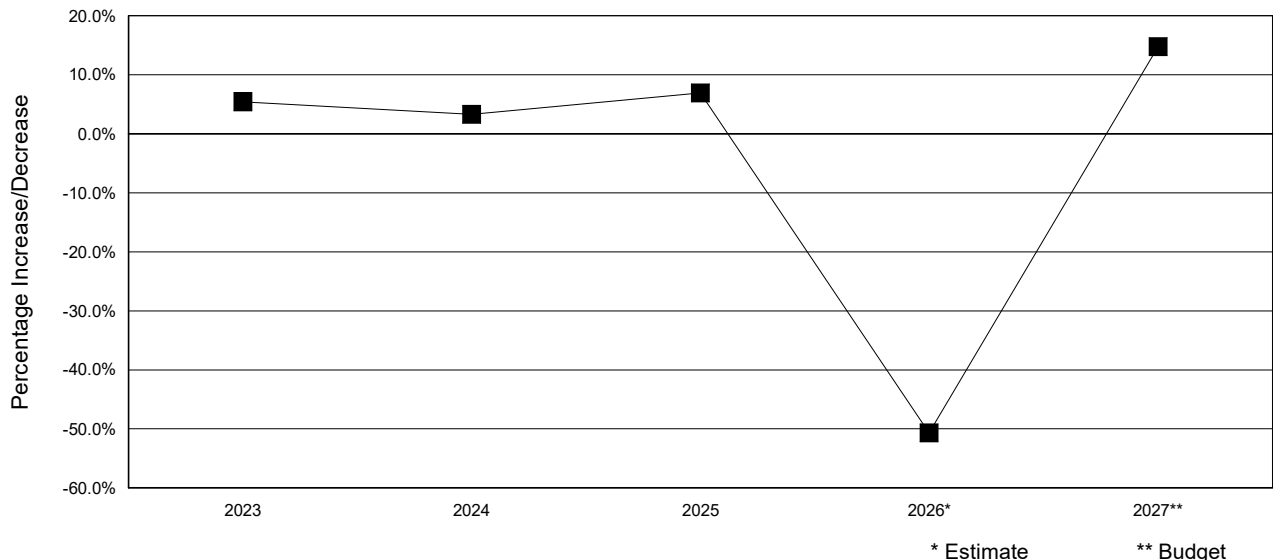
Making it easier for residents to engage on a neighborhood and citywide level.

**FISCAL YEAR 2027 BUDGET**

**Business Area Budget Summary**

<b>Fund Name</b> :		<b>General Fund</b>			
<b>Business Area</b> :		<b>Department of Neighborhoods</b>			
<b>Fund No. /Bus. Area No.</b> :		<b>1000 / 1100</b>			
		<b>FY2025 Actual</b>	<b>FY2026 Current Budget</b>	<b>FY2026 Estimate</b>	<b>FY2027 Budget</b>
Expenditures	Personnel Services	8,617,024	5,030,885	4,711,871	<b>5,834,327</b>
	Supplies	85,257	38,150	39,350	<b>44,140</b>
	Other Services and Charges	4,307,092	1,669,418	1,668,218	<b>1,491,942</b>
	Equipment	14,300	1,600	1,600	<b>0</b>
	<b>Total M &amp; O Expenditures</b>	<b>13,023,673</b>	<b>6,740,053</b>	<b>6,421,039</b>	<b>7,370,409</b>
	Debt Service & Other Uses	0	0	0	<b>0</b>
	<b>Total Expenditure</b>	<b>13,023,673</b>	<b>6,740,053</b>	<b>6,421,039</b>	<b>7,370,409</b>
Revenues		2,045,873	243,145	145,523	<b>1,113,411</b>
Staffing	Full-Time Equivalents - Civilian	73.8	39.7	36.8	<b>41.6</b>
	Full-Time Equivalents - Classified	0.0	0.0	0.0	<b>0.0</b>
	Full-Time Equivalents - Cadets	0.0	0.0	0.0	<b>0.0</b>
	<b>Total</b>	<b>73.8</b>	<b>39.7</b>	<b>36.8</b>	<b>41.6</b>
	Full-Time Equivalents - Overtime	0.2	0.0	0.0	<b>0.0</b>
Significant Budget Changes and Highlights	<ul style="list-style-type: none"> <li>o The FY2027 Budget provides funding for health benefits, pension contributions, and municipal employees contractual pay increases.</li> <li>o The FY2027 Budget includes a reduction of \$286,040 for department savings initiatives.</li> <li>o The FY2027 Budget includes the consolidation of Office People Disabilities from Houston Public Works.</li> </ul>				

**General Fund  
Department of Neighborhoods  
Year over Year Expenditure Change**



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**FISCAL YEAR 2027 BUDGET**

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**Business Area Revenues Summary**

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**Business Area : Department of Neighborhoods**

**Business Area No. : 1100**

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<b>Category</b>	<b>FY2025 Actual</b>	<b>FY2026 Current Budget</b>	<b>FY2026 Estimate</b>	<b>FY2027 Budget</b>
Charges for Services	1,257,664	0	600	<b>600</b>
Direct Interfund Services	0	243,145	143,423	<b>1,112,811</b>
Miscellaneous/Other	32,008	0	1,500	<b>0</b>
Other Fines and Forfeits	756,201	0	0	<b>0</b>
<b>Grand Total</b>	<u><u><b>2,045,873</b></u></u>	<u><u><b>243,145</b></u></u>	<u><u><b>145,523</b></u></u>	<u><u><b>1,113,411</b></u></u>

**FISCAL YEAR 2027 BUDGET**

**Business Area Program Summary**

**Business Area: Department of Neighborhoods**

**Bus. Area No : 1100**

**Budget By Program (\$ in thousands):**

Program	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
Administrative Services	0	3,333	2	2,634	0	2,602
Code Enforcement	2,046	6,681	0	0	0	0
Mayor's Assistance Office	0	1,190	0	1,504	0	1,365
Office Human Trafficking And Domestic Violence	0	-2	144	86	243	243
Office of Education & Youth Engagement	0	0	0	209	0	239
Office Of Gang Prevention And Intervention	0	789	0	608	0	599
Office Of Neighborhood Engagement	0	636	0	816	0	883
Office Of New Americans And Immigrant Communities	0	397	0	395	0	438
Office of People with Disabilities	0	0	0	0	870	870
Office Of Veterans And Military Affairs	0	0	0	169	0	131
<b>Total</b>	<b>2,046</b>	<b>13,024</b>	<b>146</b>	<b>6,421</b>	<b>1,113</b>	<b>7,370</b>

**FTEs by Program:**

Program	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
Administrative Services	5.0	0.0	9.6	0.0	10.5	0.0
Code Enforcement	44.5	0.2	0.0	0.0	0.0	0.0
Mayor's Assistance Office	10.4	0.0	11.4	0.0	9.4	0.0
Office Human Trafficking And Domestic Violence	0.0	0.0	1.0	0.0	1.0	0.0
Office of Education & Youth Engagement	0.0	0.0	1.0	0.0	1.0	0.0
Office Of Gang Prevention And Intervention	6.1	0.0	4.8	0.0	4.7	0.0
Office Of Neighborhood Engagement	5.0	0.0	6.0	0.0	6.0	0.0
Office Of New Americans And Immigrant Communities	2.8	0.0	2.0	0.0	3.0	0.0
Office of People with Disabilities	0.0	0.0	0.0	0.0	5.0	0.0
Office Of Veterans And Military Affairs	0.0	0.0	1.0	0.0	1.0	0.0
<b>Total:</b>	<b>73.8</b>	<b>0.2</b>	<b>36.8</b>	<b>0.0</b>	<b>41.6</b>	<b>0.0</b>

Total may reflect slight variances due to rounding.

**FISCAL YEAR 2027 BUDGET**

**Business Area Program Detail**

**Business Area : Department of Neighborhoods**

**Bus Area No. : 1100**

**Administrative Services**

**Description:**

Provides executive support and leadership to all divisions of the department. Provides all divisions with services in budget, purchasing, receiving grants, receiving funds, and account payables.

**Goal:**

Standardizing processes, guiding discussions through processes and editing processes for efficiency

**Mayor's Priority:** Government that Works

(\$ in thousands)

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
General Fund	0	3,333	2	2,634	0	2,602

**Staffing:**

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
General Fund	5.0	0.0	9.6	0.0	10.5	0.0

**Performance Measure:**

Performance	FY2025 Actual	FY2026 Target	FY2026 Estimate	FY2027 Target
Expenditures Adopted Budget vs. Actual Utilization	90%	98%	86%	98%
Revenues Adopted Budget vs. Actual Utilization	79%	100%	60%	100%

**Business Area Program Detail**

**Business Area : Department of Neighborhoods**

**Bus Area No. : 1100**

**Code Enforcement**

**Description:**

Enforces City codes pertaining to dangerous buildings, weeded lots, junked motor vehicles, and unlawfully placed signs upon the City's right-of-way. Responds to emergencies caused by natural disaster. Provides timely and effective customer service to the public. Note: Beginning in FY2026, the Code Enforcement program—along with its associated operations and budget—will transition from the Department of Neighborhoods to the Houston Public Works department.

**Goal:**

Enforce and monitor City of Houston residential code enforcement policy through inspection and the abatement of blight in Houston communities to increase public safety and health.

**Mayor's Priority:** Quality of Life

**Program Notes:**

This program has been retired as part of updates to the City's program framework. Performance measures displaying 'N/A' for the FY2027 Target indicate the measure has been discontinued as part of ongoing measure updates.

(\$ in thousands)

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
General Fund	2,046	6,681	0	0	0	0

**Staffing:**

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
General Fund	44.5	0.2	0.0	0.0	0.0	0.0

**Performance Measure:**

Performance	FY2025 Actual	FY2026 Target	FY2026 Estimate	FY2027 Target
Average daily inspections	250	N/A	N/A	N/A
Average days from request to initial inspection	45	N/A	N/A	N/A
Dangerous buildings demolished	325	N/A	N/A	N/A
Dangerous buildings secured/make safe	415	N/A	N/A	N/A
Junk motor vehicles resolved	400	N/A	N/A	N/A
Rate of voluntary compliance (as % of closed projects)	87%	N/A	N/A	N/A
Weeded lot cuts	13,500	N/A	N/A	N/A

**Business Area Program Detail**

**Business Area : Department of Neighborhoods**

**Bus Area No. : 1100**

**Mayor's Assistance Office**

**Description:**

Coordinate responses, requests, and resolutions for constituent concerns, city services, and field investigations. Facilitate civic engagement through the oversight of the Super Neighborhood program, community programs, and collaboration with Civic Clubs, Neighborhood Organizations, and Homeowner Associations.

**Goal:**

Build civic capacity, fostering community and connecting and improving residents' access to services.

**Mayor's Priority:** Quality of Life

**Program Notes:**

This program's name has been updated from Community Engagement to better reflect program alignment. Performance measures displaying only a FY2027 Target indicate a newly reported measure. Measures displaying 'N/A' for the FY2027 Target indicate the measure has been discontinued as part of ongoing measure updates.

(\$ in thousands)

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
General Fund	0	1,190	0	1,504	0	1,365

**Staffing:**

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
General Fund	10.4	0.0	11.4	0.0	9.4	0.0

**Performance Measure:**

Performance	FY2025 Actual	FY2026 Target	FY2026 Estimate	FY2027 Target
# of meetings and events where Mayor's Assistance Office staff presented information about Department of Neighborhoods' programs during the fiscal year.	N/A	N/A	N/A	150
# of super neighborhood meetings and community events attended by Mayor's Assistance Office staff	N/A	N/A	N/A	200
% active of super neighborhoods receiving grant dollars	N/A	N/A	N/A	100%
% of outreach materials meeting established language and accessibility standards.	N/A	N/A	N/A	100%
% of Super Neighborhoods that have established by-laws and conduct community meetings	N/A	N/A	N/A	100%
Council Inquiries - worked/completed	433	325	280	N/A
Request for service - worked/completed	7,019	5,500	8,000	N/A
Served through civic engagement programs	34,972	30,000	40,000	N/A
Super Neighborhood Meetings facilitated	241	180	140	N/A

**Business Area Program Detail**

**Business Area : Department of Neighborhoods**

**Bus Area No. : 1100**

**Office Human Trafficking And Domestic Violence**

**Description:**

Partnership with local shelters, community-based organizations, and service providers to support confirmed and potential victims of human trafficking through essential services, including shelter, legal assistance, and case management. Collaborates with municipal departments to implement human trafficking prevention programs, raise awareness, and provide training to professionals in healthcare and other sectors. Ensures victims are connected with necessary resources for safety, recovery, and reintegration into society.

**Goal:**

Addressing the root causes of obstacles / barriers that impede individual's potential to improve their quality of life

**Mayor's Priority:** Public Safety

**Program Notes:**

This program's name has been updated from Human Trafficking to better reflect program alignment.

(\$ in thousands)

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
General Fund	0	-2	144	86	243	243

**Staffing:**

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
General Fund	0.0	0.0	1.0	0.0	1.0	0.0

**Performance Measure:**

Performance	FY2025 Actual	FY2026 Target	FY2026 Estimate	FY2027 Target
# of nights stay in shelter given to residents seeking safety from violence and/or trafficking	1,470	1,600	1,600	1,600
Number of direct services provided to confirmed and potential victims of trafficking	1,531	2,300	900	2,300
Number of Municipal Court Diversion program participants who completed program requirements	16	30	35	30

**FISCAL YEAR 2027 BUDGET**

**Business Area Program Detail**

**Business Area : Department of Neighborhoods**

**Bus Area No. : 1100**

**Office of Education & Youth Engagement**

**Description:**

Promotes and provides access to equitable education and job opportunities for youth in the Houston Area through corporate partners, governmental entities and community organizations.

**Goal:**

Supporting the family unit and the organizations which support them to improve the quality of life

**Mayor's Priority:** Quality of Life

(\$ in thousands)

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
General Fund	0	0	0	209	0	239

**Staffing:**

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
General Fund	0.0	0.0	1.0	0.0	1.0	0.0

**Performance Measure:**

Performance	FY2025 Actual	FY2026 Target	FY2026 Estimate	FY2027 Target
# of summer job opportunities for youth	N/A	25,000	15,000	25,000
# of youth supported & needs met through resource accessibility	N/A	10,000	11,000	10,000

**Business Area Program Detail**

**Business Area : Department of Neighborhoods**

**Bus Area No. : 1100**

**Office Of Gang Prevention And Intervention**

**Description:**

Develops and implements programs that serve youth, families, and communities through direct services, collaboration, outreach, education, and policy development.

**Goal:**

Supporting the family unit and the organizations which support them to improve the quality of life

**Mayor's Priority:** Public Safety

**Program Notes:**

This program's name has been updated from Gang Prevention and Intervention Services to better reflect program alignment. Performance measures displaying only a FY2027 Target indicate a newly reported measure. Measures displaying 'N/A' for the FY2027 Target indicate the measure has been discontinued as part of ongoing measure updates.

(\$ in thousands)

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
General Fund	0	789	0	608	0	599

**Staffing:**

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
General Fund	6.1	0.0	4.8	0.0	4.7	0.0

**FISCAL YEAR 2027 BUDGET**

**Business Area Program Detail**

**Business Area : Department of Neighborhoods**

**Bus Area No. : 1100**

**Office Of Gang Prevention And Intervention**

**Performance Measure:**

<b>Performance</b>	<b>FY2025 Actual</b>	<b>FY2026 Target</b>	<b>FY2026 Estimate</b>	<b>FY2027 Target</b>
# of youth participants in gang prevention and intervention programs, events, and presentations during the fiscal year	N/A	N/A	N/A	3,000
% of outreach materials meeting established language and accessibility standards.	N/A	N/A	N/A	100%
% of youth participants assessed as needing additional services who are referred to and connected with appropriate external support services	N/A	N/A	N/A	100%
% of youth who complete the goals stated in their case management service plan within 90 days	N/A	N/A	N/A	100%
Number of educational and gang awareness presentations	130	90	200	N/A
Number of professionals/adults trained	1,336	800	500	N/A
Percent of Anti-Gang Program youth who completed program services	89%	80%	85%	N/A
Percent of Anti-Gang Program youth who reoffend	0%	3%	3%	N/A
Percentage of presentation participants with increased knowledge of anti-social behaviors and resistance strategies	N/A	100%	100%	N/A
Youth served through Anti-Gang Programs	5,654	6,000	2,300	N/A

**Business Area Program Detail**

**Business Area : Department of Neighborhoods**

**Bus Area No. : 1100**

**Office Of Neighborhood Engagement**

**Description:**

Coordinates, promotes, and plans innovative civic engagement programs and volunteerism throughout the City of Houston with assistance of community and nonprofit stakeholders.

**Goal:**

Build civic capacity, fostering community and connecting and improving residents' access to services.

**Mayor's Priority:** Quality of Life

**Program Notes:**

This program's name has been updated from Neighborhood Initiatives to better reflect program alignment. Performance measures displaying only a FY2027 Target indicate a newly reported measure. Measures displaying 'N/A' for the FY2027 Target indicate the measure has been discontinued as part of ongoing measure updates.

(\$ in thousands)

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
General Fund	0	636	0	816	0	883

**Staffing:**

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
General Fund	5.0	0.0	6.0	0.0	6.0	0.0

**Business Area Program Detail**

**Business Area : Department of Neighborhoods**

**Bus Area No. : 1100**

**Office Of Neighborhood Engagement**

**Performance Measure:**

<b>Performance</b>	<b>FY2025 Actual</b>	<b>FY2026 Target</b>	<b>FY2026 Estimate</b>	<b>FY2027 Target</b>
# of residents participating in city-supported civic engagement activities	N/A	N/A	N/A	4,000
% of outreach materials meeting established language and accessibility standards.	N/A	N/A	N/A	100%
% of residents who say the event was helpful and met their needs (based on survey responses of "Yes or No" to the question "Was this event helpful?")	N/A	N/A	N/A	90%
Estimated dollar value of volunteer hours provided to the City of Houston and of the services provided to the community through department partnerships during the fiscal year	N/A	N/A	N/A	\$ 600,000
Dollars saved by City of Houston and area non-profits via the use of volunteer labor	\$393,843	\$2,147,961	\$ 403,000	N/A
Number of hours dedicated by volunteers to complete projects sponsored by the City and/or nonprofit organizations to benefit Houstonians effected by hardships	11,725	13,260	12,000	N/A
Number of neighborhood initiatives coordinated such as AMOS, Neighborhood Academy, University, and Bandit Sign program.	154	237	120	N/A
Number of projects completed using volunteer labor	381	322	780	N/A
Number of volunteer participants	2,688	4,000	2,700	N/A
Number of youth leadership events facilitated	104	122	100	N/A

**Business Area Program Detail**

**Business Area : Department of Neighborhoods**

**Bus Area No. : 1100**

**Office Of New Americans And Immigrant Communities**

**Description:**

Partners with community-based organizations and volunteers to reach out to Houston's diverse community of immigrants, ex-patriates and refugees to facilitate their successful civic, economic, and cultural integration as members of our community. Facilitates local immigration policy and City's Language Access Plan that enables the City's departments to better communicate and serve non-English speakers and immigrant communities.

**Goal:**

Addressing the root causes of obstacles / barriers that impede individual's potential to improve their quality of life

**Mayor's Priority:** Quality of Life

**Program Notes:**

This program's name has been updated from New American Services to better reflect program alignment. Performance measures displaying only a FY2027 Target indicate a newly reported measure. Measures displaying 'N/A' for the FY2027 Target indicate the measure has been discontinued as part of ongoing measure updates.

(\$ in thousands)

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
General Fund	0	397	0	395	0	438

**Staffing:**

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
General Fund	2.8	0.0	2.0	0.0	3.0	0.0

**Performance Measure:**

Performance	FY2025 Actual	FY2026 Target	FY2026 Estimate	FY2027 Target
% of city departments with staff who successfully completed Language Access training	N/A	N/A	N/A	100%
% of outreach materials meeting established language and accessibility standards.	N/A	N/A	N/A	100%
# of COH employees trained in Language Access to provide translation and interpretation services to non-English speaking residents	135	300	0	300
Number of citizenship forums	8	10	8	N/A
Number of immigrant and refugee residents served	74,119	100,000	35,000	N/A
Number of individuals screened for citizenship application process	434	700	700	N/A
Number of interpretation services provided	9,672	2,500	16,000	N/A
Number of program and outreach efforts facilitated	160	40	140	N/A
Percentage of individuals screened that complete citizenship applications	37%	60%	25%	N/A
Percentage of users satisfied with language service delivered via interpretation stations or app	94%	98%	99%	N/A

**FISCAL YEAR 2027 BUDGET**

**Business Area Program Detail**

**Business Area : Department of Neighborhoods**

**Bus Area No. : 1100**

**Office of People with Disabilities**

**Description:**

Promotes and provides access to equitable education and job opportunities for youth in the Houston Area through corporate partners, governmental entities and community organizations.

**Goal:**

Addressing the root causes of obstacles / barriers that impede individual's potential to improve their quality of life

**Mayor's Priority:** Infrastructure

**Program Notes:**

This is a new program for FY2027, reflecting alignment with the City's program framework and operations. Performance measures displaying only a FY2027 Target indicate a newly reported measure.

(\$ in thousands)

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
General Fund	0	0	0	0	870	870

**Staffing:**

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
General Fund	0.0	0.0	0.0	0.0	5.0	0.0

**Performance Measure:**

Performance	FY2025 Actual	FY2026 Target	FY2026 Estimate	FY2027 Target
# of ADA-focused community meetings, outreach events and trainings organized	N/A	N/A	N/A	50
% of outreach materials meeting established language and accessibility standards.	N/A	N/A	N/A	100%
% of people trained in ADA accessibility practices and policies who scored 80% or higher on the training post-test	N/A	N/A	N/A	80%

**Business Area Program Detail**

**Business Area : Department of Neighborhoods**

**Bus Area No. : 1100**

**Office Of Veterans And Military Affairs**

**Description:**

Provides central coordination and support for veteran service organizations in Houston. Assists veterans and their families by providing guidance on health and education benefits, housing, employment and other resources. Also, serves as liaison to the Veterans Affairs Department (Federal) and other governmental agencies serving veterans and the military. Note: Beginning in FY2026, this program will include veteran services previously supported by the Mayor's Office, as reflected in the associated performance measures. This change marks the establishment of the Veterans Affairs program within the Department of Neighborhoods.

**Goal:**

Addressing the root causes of obstacles / barriers that impede individual's potential to improve their quality of life

**Mayor's Priority:** Quality of Life

**Program Notes:**

This program's name has been updated from Veterans' Affairs to better reflect program alignment. Performance measures displaying only a FY2027 Target indicate a newly reported measure. Measures displaying 'N/A' for the FY2027 Target indicate the measure has been discontinued as part of ongoing measure updates.

(\$ in thousands)

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	Revs	Exps	Revs	Exps	Revs	Exps
General Fund	0	0	0	169	0	131

**Staffing:**

Fund	FY2025 Actual		FY2026 Estimate		FY2027 Budget	
	FTEs	OT FTEs	FTEs	OT FTEs	FTEs	OT FTEs
General Fund	0.0	0.0	1.0	0.0	1.0	0.0

**Performance Measure:**

Performance	FY2025 Actual	FY2026 Target	FY2026 Estimate	FY2027 Target
# of residents, including veterans and the family of veterans, connected to City services or community programs that address the needs of veterans	N/A	N/A	N/A	1,100
# of veteran-focused resource events and presentations organized during the fiscal year	N/A	N/A	N/A	10
% of outreach materials meeting established language and accessibility standards.	N/A	N/A	N/A	100%
% of residents who say the event was helpful and met their needs (based on survey responses of "Yes or No" to the question "Was this event helpful?")	N/A	N/A	N/A	90%
# of veterans and military members supported and needs met through resources accessibility	1,100	1,100	1,250	N/A
# of veterans community events hosted/attended	525	525	100	N/A