



CITY OF MENIFEE

SUBJECT: Resident Resources Liaison

MEETING DATE: August 16, 2023

TO: Mayor and City Council

PREPARED BY: Mariana Mitchell, Community Services Manager

REVIEWED BY: Jonathan Nicks, Deputy City Manager

APPROVED BY: Armando G. Villa, City Manager

RECOMMENDED ACTION

1. Review and discuss resources available to residents about local, county, state, and federal community services programs and benefits.

DISCUSSION

On March 1, 2023, Mayor Pro Tem Bob Karwin, with a second from Councilmember Lesa Sobek requested that staff prepare a future agenda item to provide an update on existing informational resources available to residents regarding local, county, state, and federal assistance programs/services, and to discuss interest in the establishment of a resident benefits liaison.

As residents often look to the City of Meniffee as a source of information, the Community Services Department has taken the initiative to ensure frontline staff are equipped with helpful information on local and regional resources that are commonly requested such as senior, veteran, and youth programs. Residents are able to reach City personnel in-person and by phone during regular hours of operation which are Monday – Friday, 8:00 AM – 5:00 PM at the following locations that offer specialized information based on frequently requested information:

- Community Services Administrative Offices (Citywide and County Resources)
29995 Evans Road
(951) 723-3880
- Kay Cenicerros Senior Center (Senior and Veteran Resources)
29995 Evans Road
(951) 672-9673

- Lazy Creek Recreation Center (Youth Resources)
26480 Lazy Creek Road
(951) 679-8092

Additionally, the City of Menifee's website www.cityofmenifee.us is available for residents seeking additional resources with the following webpages dedicated to resources:

- Mental Health and Wellness: www.cityofmenifee.us/YouMatter
- Senior Programs: www.cityofmenifee.us/SeniorPrograms
- Youth Programs: www.cityofmenifee.us/YouthPrograms
- Solid Waste & Recycling: www.cityofmenifee.us/MenifeeRecycles
- Report an Issue: www.cityofmenifee.us/Report

Aside from these local resources, residents also have access to the regional resource hotline available through United Way, 2-1-1. Readily available 24/7, the 2-1-1 hotline is accessible to all Riverside and San Bernardino County residents for a wide range of county and federal resources and assistance programs ranging from rental assistance to employment.

City staff are seeking feedback regarding the City's existing information services and interest in evaluating additional program enhancements.

STRATEGIC PLAN OBJECTIVE

Connectivity and Mobility

FISCAL IMPACT

There is no fiscal impact associated with the recommended action.

ATTACHMENTS

None.