



MEMO

TO: The Honorable Mayor and City Council
FROM: Stephanie Reyes, City Manager
DATE: December 10, 2025
RE: Office of Community Support and Resource Navigation

Background

During the 2025 Visioning Session, City Council added a new strategy to the Community Safety outcome within the Public Safety, Core Services, and Fiscal Excellence goal. The strategy directs the City to:

Partner with residents and key stakeholders to design and establish an office focusing on underlying factors contributing to crime, such as poverty, lack of education, and limited access to mental health services, through a holistic approach, proactive solutions, community-driven initiatives, and adjusting staffing to support to support these initiatives effectively.

To advance this directive, the Fiscal Year 2026 Budget, adopted on September 16, 2025, included staffing and operational funding necessary to establish the Office of Community Support and Resource Navigation.

Office Development and Structure

Two groups have been established to guide and operationalize this work:

1. Leadership & Advisory Group

This group will provide strategic oversight, identify partnership opportunities, and review progress. Members represent key City departments, including:

- City Manager's Office
- City Attorney
- City Marshal
- Communications
- Library
- Neighborhood Enhancement
- Police

2. Operational Work Group

This group will design, implement, and evaluate programs and initiatives across priority focus areas. Membership includes internal partners and will expand to include external organizations.

Current participants include:

- City Manager's Office
- City Marshal
- Communications
- Economic Development
- Finance
- Fire Marshal
- Information Technology/GIS
- Library
- Neighborhood Enhancement
- Parks and Recreation
- Planning and Development Services
- Police

Introductory coordination meetings for both groups began in October.

Community Engagement and Resource Coordination

In partnership with internal and external stakeholders, the office will continue to engage residents through community outreach, town halls, participatory opportunities, and accessible resource navigation support.

Efforts will include:

- Resource fairs
- the Know Your Resources campaign
- Ongoing evaluation of service availability, capacity, and access points

These efforts are intended to expand access to essential services, strengthen community connections, and increase awareness of available resources.

Next Steps

Community town halls are scheduled for early to mid-January to gather resident feedback ahead of the Council Visioning Session. Input received will be reviewed alongside the 2025 Community Survey and other data to help define goals and next steps.

One of the first major initiatives will be the launch of participatory budgeting, enabling residents to propose and vote on local projects. Up to \$200,000 is expected to be available in the first cycle. This funding is part of the one-time allocation originally designated for the City Hall Project and later reassigned to the purchase of property adjacent to Centro Cultural Hispano de San Marcos (in partnership with Hays County). After the purchase, we anticipate approximately \$200,000 remains available for participatory budgeting.

Ongoing Reporting and Presentation

Staff is committed to providing regular progress updates and performance metrics as the Office of Community Support and Resource Navigation develops.

Staff looks forward to presenting this information to the Mayor, City Council, and the community during the December 16, 2025 Work Session.