

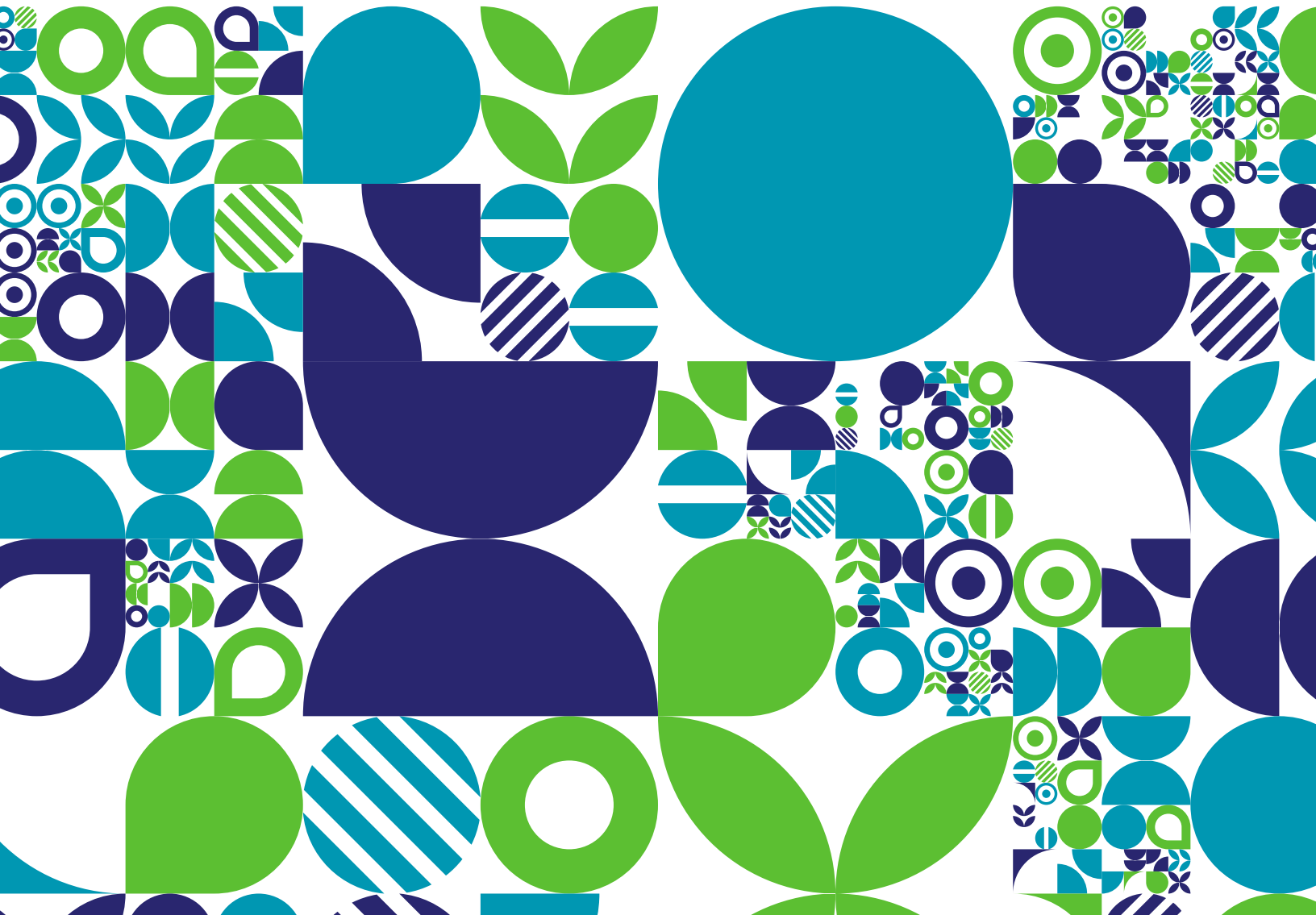


2023/2024

NEIGHBORHOOD RESOURCE GUIDE

PREPARED BY

City of Spokane's Office of Neighborhood Services



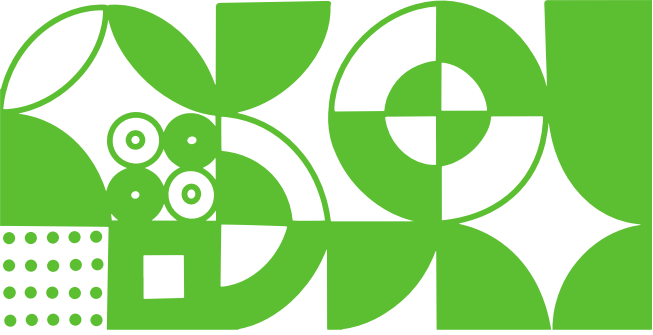


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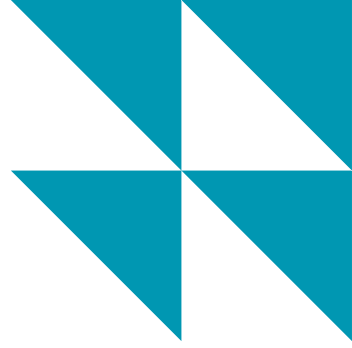
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Neighborhood Meeting Ideas



Diversifying your neighborhood council meeting topics are an effective way to keep residents engaged. This list is designed to share ideas for meeting topics and locations.

Contact information can change at anytime. Please contact ONS if you run into an issue with the contact information provided.

Section 1: Take a tour!

Waste-to-Energy Facility: State of the art facility that converts waste to energy.

Details: One hour long tour. Virtual tour also available.

Requirements: Ages 10+, Minimum 10 people, Maximum 20 people

Contact: solidwaste@spokanecity.org, 509-625-6521, or sign up online [here](#).

Wastewater Plant: Learn the City's approach to managing stormwater and wastewater that enters the Spokane River.

Details: Two hour long tour, requires ability to use stairs.

Requirements: Ages 18+, Minimum 20 people, Maximum 35 people

Contact: mcannon@spokanecity.org or karrington@spokanecity.org, 509-625-7900

Combined Sewer Overflow (CSO) Facility: Located next to City Hall, learn the City's approach to managing excess stormwater and wastewater at the source.

Requirements: Ages 18+, Minimum 20 people, Maximum 35 people

Contact: rgennett@spokanecity.org or mldowdon@spokanecity.org, 509-625-7900

City Hall: The Director of Neighborhood Services can lead a group tour.

Contact: pstriker@spokanecity.org, 509-625-6263



Section 1: Take a tour, continued...

Spokane Public Libraries: Seven locations to choose from, available during library branch hours.

Requirements: Maximum 30 people

Contact: Call Customer Service at 509-444-5300 at least 2 weeks prior to your desired tour date, and leave a detailed message including your name, phone number, today's date.

Additional options: Self-led haunted walking tours, found [here](#).

Fire Training Center: See where the fire department trains, and where calls go when you dial 911 or call Crime Check.

Contact: awinchell@spokanecity.org, 509-625-7037

Community or Senior Center: Learn more about what resources and programs your neighborhood community and/or senior center offers.

Contact: Depends on center, information found [here](#).

Local nonprofit organizations: There are more than 289 nonprofits in Spokane County. Many of them share similar community concerns or need help from residents.

Contact: Go [here](#) to look up different nonprofit profiles to learn more about them.

Your own Neighborhood: Encourage residents to host tours of your neighborhood, giving residents the chance to share where they live and fun facts about their part of the neighborhood. You can also stop by your local parks, or go on a walk to identify areas of concern to address.

Section 2: Activity Based Meeting Ideas

Neighborhood Clean-Up: Identify areas in which litter is a concern along sidewalks and in public spaces. Garbage pickers, safety vests and other items can be provided by the Clean-Up Program Coordinator in the Office of Neighborhood Services.

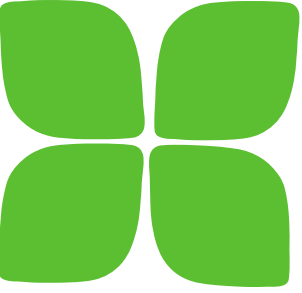
Contact: agroe@spokanecity.org, 509-625-6156

City Council Meeting: Every Monday (with exceptions on holidays), our City Council meetings take place at City Hall. Meeting agendas are posted [here](#).

Plan a service project: Increase residents' understanding of community needs by recruiting residents for a service project. There are volunteer opportunities available on [VolunteerSpokane](#).

Neighborhood Goods Exchange: Prioritizing waste reduction, community building, and access to goods, consider hosting a neighborhood exchange. A neighborhood exchange is a garage sale but free.

Potlucks, BBQs and Block Parties: Neighborhood Councils often host gatherings in the parks or on a street during summer months in lieu of formal meetings, so that all residents can connect to the council. If using the city's parks or shutting down streets, there are special event permits required (connect with the [Special Events](#) team).



Important Community Contacts

Knowing who to contact when you have questions or concerns is important. This list contains offices and groups whose work could be of interest to neighborhoods.

Contact information can change at anytime. Please contact ONS if you run into an issue with the contact information provided.

Section 1: City and Governmental Contacts

City Council: City Council is the legislative branch of our local government. In addition to the Council President and six Council Members (two per district), there are additional staff who oversee Council initiatives like sustainability, homelessness, equity and inclusion, and neighborhood connectivity. The City Council members and their staff are often present at neighborhood council meetings to give updates. They will help answer your neighborhood questions and get you connected with the resources and information.

Stay Connected: [Website](#) and [Contacts](#)

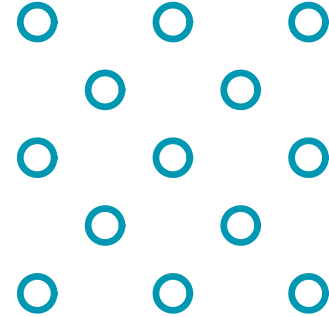
Code Enforcement: The primary contact for land use complaints, enforcing City health, safety codes and ordinances. Code Enforcement helps the public understand their rights and has a helpful system online and via 3-1-1 where residents can file reports for various reasons

Stay Connected: [Website](#) and [Contacts](#)

Communications/Social Media: Want to share information with the City about your neighborhood council meeting, cleanup, or community event? The City's communications department can share neighborhood news via social media and newsletters.

Contact: jfisher@spokanecity.org, 509-625-6749

Section 1: City and Governmental Contacts continued...



Community & Senior Centers: Each community center and senior center offers a variety of resources to the public including programs, education, food security resources, and meeting/gathering spaces.

Stay Connected: [Website](#)

Community, Housing & Human Services (CHHS): CHHS partners with area social services agencies rather than providing direct service to clients. Our primary function is administering the funds that the city receives from the federal, state and local governments to address homelessness. The CHHS Department does not provide direct housing and/or homelessness services or assistance.

Stay Connected: [Website](#) and [Programs](#)

Construction Projects: Construction season happens from spring through fall. Stay up to date about what happening across the City by visiting the City's construction webpage.

Stay Connected: [Website](#), contact kdavis@spokanecity.org for project updates.

Development Services Center (DSC) - Permitting: DSC reviews and approves commercial and multi-family plans for new construction, remodels, revisions to approved permits, change of use and certificate of occupancy. The department reviews plans to ensure compliance with the Comprehensive Plan and codes.

Stay Connected: [Website](#)

Development Projects: Find current city-wide development projects on the City's projects webpage.

Stay Connected: [Website](#) and [SEPA Notices](#)



Section 1: City and Governmental Contacts continued...

Emergency Management: The City's Office of Emergency Management provides disaster mitigation, preparedness, response, and recovery services for the City of Spokane. Emergency management supports additional coordination of resources, information, operational goals and planning efforts to support the response to significant emergencies in Spokane.

Stay Connected: [Website](#), contact snuss@spokanecity.org with specific questions or to invite to present at a neighborhood council meeting.

Environmental Programs: The Environmental Programs team serves our community by providing guidance through analysis, data, and science-based strategies to inform environmental initiatives for the leaders of Spokane.

Stay Connected: [Website](#)

Health and Safety Home Repairs: CHHS offers grants and low-interest loans to help qualifying homeowners make health and safety repairs to their homes. Common projects include ADA modifications, furnace tune-ups, roof and window replacement, and sewer repair.

Contact: cjeffers@spokanecity.org and tjilot@spokanecity.org

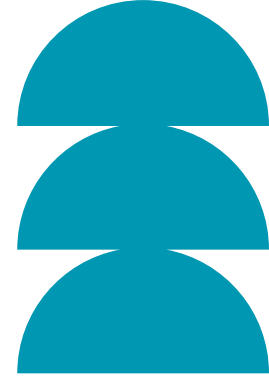
Long Range Planning: Long Range Planning is responsible for researching, analyzing, and working with the public on land use, transportation, housing, and economic development policies, among other focus areas.

Stay Connected: [Website](#)

Mayor's Office: The Mayor's office is the administrative branch of our local government. Their staff is always happy to present on the Mayor's administrative priorities, legislative priorities at the state and local level, ceremonial document creation, and more.

Stay Connected: [Website](#)

Section 1: City and Governmental Contacts continued...



My Spokane, 3-1-1: Provides simple access to city services; My Spokane connects our community with knowledgeable, friendly, and quality service with one call, one click, or one visit.

Stay Connected: [Website](#)

Spokane Parks and Recreation: Spokane Parks & Recreation stewards more than 4,000 acres of green space throughout 87 parks and provides hundreds of recreation programs for all ages and abilities.

Stay Connected: [Website](#) and [Activity Guide](#), parks@spokanecity.org

Public Works: The City's Public Works Division includes some of our most crucial services provided to residents. Utility billing, streets, garbage and recycling, wastewater and stormwater treatment, environmental programming, and water services are all a part of public works.

Stay Connected: [Website](#), contact kdavis@spokanecity.org for specific updates.

Social Services Community Connection: Spokane Public Libraries has a staff member who can help individuals experiencing issues accessing social services, housing, food, and mental health resources.

Contact: bstreet@spokanelibrary.org, 509-444-5361

Solid Waste Collection: Solid Waste Collection offers a full suite of curbside collection services for residential customers—garbage, food and yard waste, and recycling. They can also provide educational presentations on waste reduction.

Stay Connected: [Website](#), solidwaste@spokanecity.org

SpoCanopy: Urban Forestry and the Lands Council collaborate on SpoCanopy to work with residents and volunteers to plant trees and beautify our city. SpoCanopy trees are free to all qualifying residents.

Stay Connected: [Website](#), jbrant@landscouncil.org

Section 1: City and Governmental Contacts continued...

Spokane C.A.R.E.S.: Established in 2008 as the Fire Department's social response initiative, the primary goal of the CARES Team is to improve quality of life and reduce unnecessary use of the emergency health care system by addressing a client's needs based on the social determinants of health. The Team develops a plan for connecting the client with community resources that address his or her needs. The CARES Team advocates on behalf of the client and assures that connections are in place to help the client improve their quality of life.

Stay Connected: [Website](#), sfoley@spokanecity.org.

Spokane Fire Department: The Spokane Fire Department is an all-risk emergency services organization with 18 fire stations. They serve the City of Spokane via specialty rescue teams including: EMT's, Paramedics, Hazardous Materials Technicians & Specialists, HazMat IC's, Water Rescue Technicians & Specialists, and RTF Technicians. The SPD is also home to the Community Assistance Response Team (CARES).

Stay Connected: [Website](#)

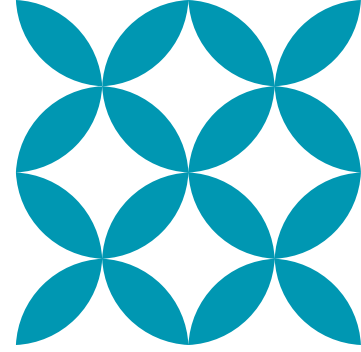
Spokane Police Department: The Spokane Police Department works to respond to citizen needs and provide citizens with tools to prevent and report crime.

Stay Connected: [Website](#), [Important Contacts](#), spdwebmail@spokanepolice.org

Spokane Public Libraries: Our seven Spokane Public Library locations contain millions of items and resources. Access free books, movies, music, things, events, printing, computers, meeting rooms, and much more. Neighborhoods often use the libraries as their meeting location, provided free of charge.

Stay Connected: [Website](#)

Section 1: City and Governmental Contacts continued...



Spokane Regional Clean Air Agency: The Spokane Regional Clean Air Agency is a local government agency chartered under the 1967 Washington State Clean Air Act. They administer local, state and federal air quality laws and regulations throughout Spokane County. They offer programs to help with ensuring clean air.

Stay Connected: [Website](#), [Agency Programs](#)

Spokane Regional Health District: Spokane Regional Health District (SRHD) is one of 34 local public health agencies serving Washington state's 39 counties. They offer critical health resources to the Spokane community. SRHD conducts the Spokane County Quality of Life survey every two years, which provides important data related to neighborhood health on their website that could be helpful in grant writing, assessing neighborhood assets, etc.

Stay Connected: [Website](#), [Programs & Services](#), [Quality of Life Survey](#)

Streets: City of Spokane maintains over 2,200 lane miles of streets. From maintenance to snow removal to street sweeping, crews monitor and manage the conditions of streets. The team also maintains all signal lights and signs.

Stay Connected: [Website](#)

Urban Forestry: Spokane Urban Forestry creates a diverse, healthy, and accessible urban tree canopy for the benefit of Spokane's citizens through quality planting, protection, and stewardship.

Stay Connected: [Website](#), urbanforestry@spokanecity.org

Waste Water & Storm Water: Water Wise Spokane has educational information and presentation information for the City's stormwater system. Over \$350 million has been invested in stormwater and wastewater systems to protect the Spokane River and Spokane Valley / Rathdrum Prairie Aquifer.

Stay Connected: [Website](#)



Section 2: Nonprofit and Community Organizations

CHAS Health: CHAS Health is a non-profit, federally qualified health center (FQHC) that provides high-quality medical, dental, pharmacy, and behavioral health services to families and individuals of all ages, regardless of their ability to pay.

Stay Connected: [*Website*](#)

Community Oriented Policing Services (C.O.P.S): C.O.P.S. has been helping to promote and support an environment for a safe community. C.O.P.S. shops have been working right along side Spokane Police to help mediate neighborhood issues, facilitate block watch programs, provide Operation Family ID and organize National Night Out Against Crime, etc.

Stay Connected: [*Website*](#), [*Jjohnson@spokanecops.org*](mailto:Jjohnson@spokanecops.org)

Lands Council: The Lands Council works to protect the forests, rivers, lakes, mountains that make our lives in the Inland Northwest so rich. There are opportunities to get involved in tree plantings and other service projects that focus on restoring our natural resources to good health.

Stay Connected: [*Website*](#), [*aparrish@landscouncil.org*](mailto:aparrish@landscouncil.org)

Second Harvest: Second Harvest brings community resources together to feed people in need through empowerment, education and partnerships. They manage the largest food bank in the region, supplying smaller food banks and pantries with food, in addition to pop-up mobile markets in neighborhoods. Cooking classes are also hosted at their location.

Stay Connected: [*Website*](#), [*Food Resources*](#)

Section 2: Nonprofit and Community Organizations continued...



SNAP: For 50 years SNAP has served the Spokane region as a leading voice on poverty. As the Spokane area's Community Action leader, SNAP takes the lead in educating and empowering our low-income neighbors. They provide services related to finances, living expenses and repairs, and business assistance across 25 different programming focus areas.

Stay Connected: [Website](#), [Services Provided](#)

Spokane County United Way: Spokane County United Way aims to improve the lives and futures of all people in the community. They bring together expertise, funding, and volunteer support to positively impact health, education, and financial stability. In partnership with others, they work to eliminate inequities experienced by low-income and diverse populations so that all people have a safe, healthy home environment, achieve their educational potential, and increase their financial stability. They are committed to building bridges across cultural, racial, religious, and economic boundaries. They also manage VolunteerSpokane, which is the hub for all things nonprofits and volunteer opportunities.

Stay Connected: [Website](#), [VolunteerSpokane](#)

Spokane River Forum: The Spokane River Forum's mission is to create materials, events and activities that promote regional dialogues for sustaining a healthy river system while meeting the needs of a growing population. There are many resources to share with residents, program and events to get plugged into regarding river health and conservation.

Stay Connected: [Website](#), info@spokaneriver.net



Section 2: Nonprofit and Community Organizations continued...

Spokane Riverkeepers: Spokane Riverkeeper is a vigilant guardian and advocate for the Spokane River and its watershed. The mission of the Spokane Riverkeeper is to protect the river's ecological health, vibrancy, and aesthetic integrity, as well as the healthy connections that communities have to the river now and into the future. There are many programs and volunteer opportunities available to stay involved.

Stay Connected: [Website](#)

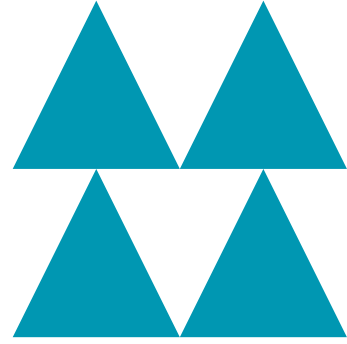
Spokane Zero Waste: An artist led 501c3 non-profit organization with a mission to help develop systems change that reduces or eliminates waste. Our areas of focus are single use plastics, textiles, and food waste. They run Mend-It Cafe, teach mending classes and provide resources and information on ways to reduce waste.

Stay Connected: [Website](#), spokanezerowaste@gmail.com

The ZONE Spokane: The ZONE is a community initiative, building hope and opportunity through collective action in the neighborhoods of Northeast Spokane (District 1). Key initiatives include expanded learning, housing stability, increasing social connections, employment pathways

Stay Connected: [Website](#)

Section 3: Miscellaneous Community Resources



Avista Utilities: Avista is an energy company involved in the production, transmission and distribution of energy as well as other energy-related businesses. They have community resources for residents, including energy assistance programs and educational fairs to help inform residents on ways to keep energy costs down.

Stay Connected: [Website](#), [Community Services](#)

Center for Climate, Water and the Environment: The Gonzaga Institute for Climate, Water, and the Environment provides resources and opportunities to meet the unprecedented challenges facing humanity and the wider natural environment in the 21st Century. Spokane Beat the Heat, an initiative of the Gonzaga University's Institute for Climate, Water, and the Environment, was created as a response to the 2021 Heat Dome with the goal of helping our community navigate the impacts of extreme summer heat through both local and national collaborations. Residents can view how heat impacts their neighborhoods via the tools on their site.

Stay Connected: [Website](#), [Spokane Beat the Heat](#)

Domestic Animal Safety: There are a couple of resources for the community related to pet safety. SCRAPS can help with pet licensing, adoptions, surrenders and pet laws/ordinances. They are also who to contact when you find lost pets. The Spokane Humane Society provides wellness, medical care, shelter, and placement into loving homes for companion animals in need through foster care, adoptions, community education and outreach.

Stay Connected: [SCRAPS Website](#) and [Humane Society Website](#)



Section 3: Miscellaneous Community Resources

Spokane Public Schools: SPS works to keep our kids safe and healthy. Spokane Public Schools can come out and talk to your group about some of the programs they have that you may not be aware of to offer your children. Other reasons your neighborhood council may want to get ahold of SPS is to ask about reserving a meeting room, use a school parking lot for a Clean Up Event, or possibly to send a flier to student families.

Stay Connected: [Website](#), for room reservations: Diana Termer
eventservices@spokaneschools.org

Spokane Transit Authority: Spokane Transit provides safe, accessible, convenient, and efficient public transportation services to the Spokane area neighborhoods, businesses, and activity centers.

Stay Connected: [Website](#)

Wildlife Concerns: With our proximity to forests and mountains, it is not uncommon for wildlife such as coyotes, bears and moose to be seen in neighborhoods. To report any wildlife concerns in your neighborhoods, reach out to the Washington State Department of Fish and Wildlife.

Stay Connected: [Website](#), 509-892-1001



City of Spokane Office of Neighborhood Services
808 W Spokane Falls Boulevard
Spokane, WA 99201
neigh.svcs@spokanecity.org

This guide is meant to serve as a tool to help neighborhood councils and Community Assembly connect with other local entities and government agencies to maximize their effectiveness in serving the Spokane community. If there are any suggested additions, please email the Office of Neighborhood Services to request edits.

