



Neighborhood Training Institute



# It's Your City! ¡ES TU CIUDAD!

## Making It Happen: The Work and The People Who Support It

### Haciendo que suceda: El trabajo y las personas que le dan apoyo

Saturday, November 6, 2021  
10:00 am to 11:30 am







# WELCOME!

Today's Host:

Marion Griffin, Board Chair

Hartford *NEXT*, Inc.

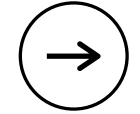
Co-Host: Mary Falvey

HNXT's Communications &  
Marketing Chair





# Marion Griffin



- Board Chair, of Hartford NEXT, Inc., is a retired Prudential Retirement investment consultant.
- Currently serves as a Trustee of the University of Saint Joseph, a member of the YWCA USA's Investment and Global Relations committees, Board Member of Community Partners in Action, a member of the Frog Hollow Neighborhood Revitalization Zone and as a Corporator for the Hartford Public Library. She has also served as Board member and Board Chair for the YWCA of the Hartford Region, recipient of the YWCA's Creating Opportunity Award and SINA's 2019 Reach Award.
- Marion holds a Master of Management degree in Finance from Northwestern University's Kellogg Graduate School of Management. She is a Chartered Financial Analyst and a member of the CFA Institute and the Hartford CFA Society.



# Mary A. Falvey



- Executive Director of the Hartford Preservation Alliance, a non-profit organization that advocates for the use of historic preservation as an economic development and planning tool in area towns and cities.
- President of Connecticut Preservation Action, the state-wide preservation advocacy group
- Chair of the Communications and Marketing Committee for Hartford Next,
- On the Board of Directors of Coltsville Heritage Partnership.
- The Connecticut Chapter of the American Institute of Architects awarded Mary their 2016 Public Service Award in recognition of her work in education and advocacy for the preservation of the built environment.
- Currently enrolled in the Masters of Public History program at Central Connecticut State University



# BE ENGAGED!

Use Chat to Share Information with Each Other

Ask Panelists Questions via Q&A

Participate in the Polls



# The Coalition of Hartford's Neighborhood Revitalization Zones and the City of Hartford



**Blue Hills**



North East



**Parkville**



**MARG**  
Clay  
Arsenal



South End





## Mission

A collective voice of Hartford residents and stakeholders working to strengthen and grow our community.

## Purpose

Hartford *NEXT*, Inc.'s reason to be is to create an environment that leads innovation and improvements in Hartford, its diverse neighborhoods, and with its residents and visitors. By bringing people together, listening, encouraging, negotiating, educating, and leading, *HNXT*'s purpose is to facilitate inclusion and innovation in our communities.



# NEIGHBORHOOD TRAINING INSTITUTE

## Communication and Education Platform

- Established in Early 2000's
- Seminars, Workshops and Programs for Formal and Informal Training of Residents
- Programs to Educate and Empower Our Community Include:
  - Triannual NRZ Leaders Meetings to Collaborate, Identify and Address Neighborhood/City Quality of Life Opportunities
  - Building Back Our Community Better Panel Discussion (4/2021)
  - Asset Mapping for Community Economic Development
  - Civic Engagement and Education



# AGENDA

Welcome

Overview of Today's "It's Your City!" Topic

Panel Introduction

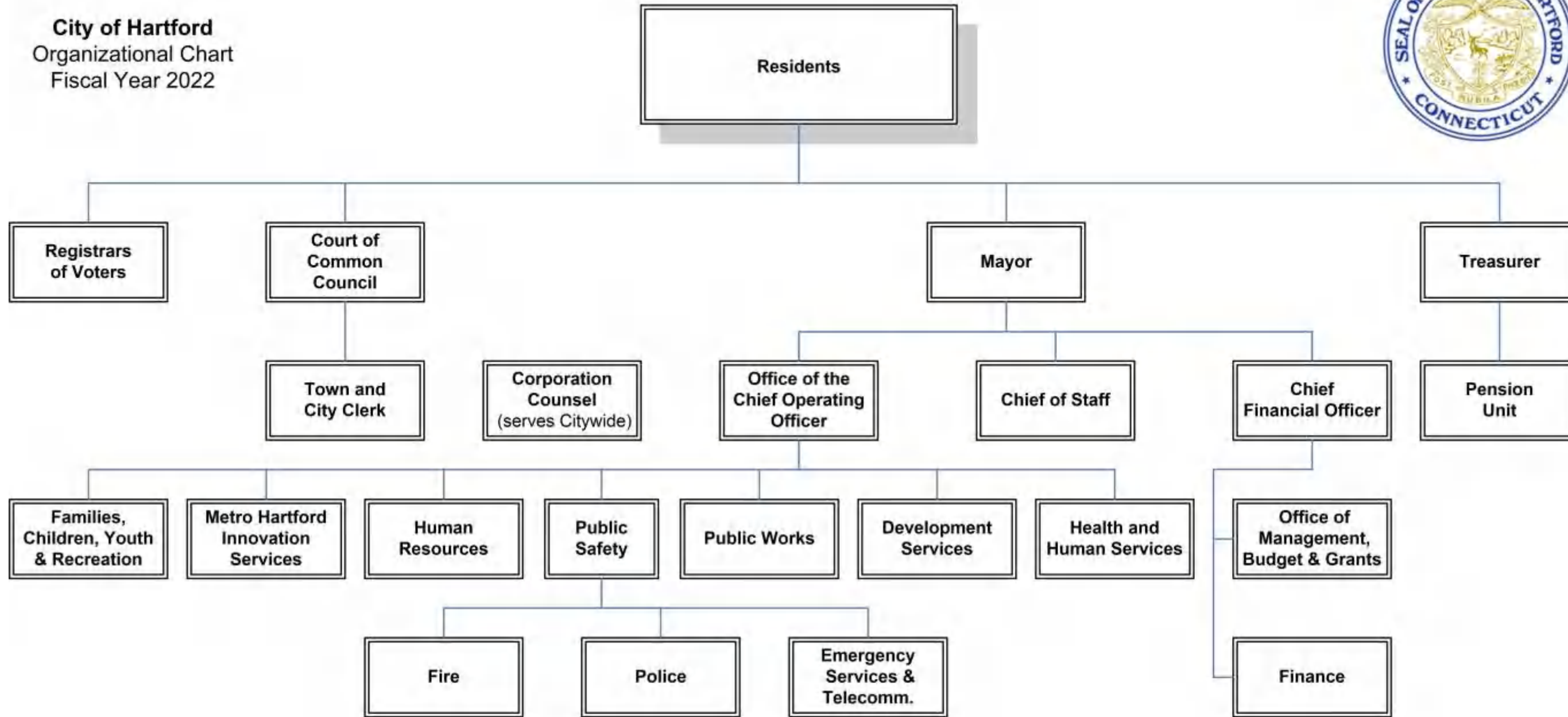
Panel Discussion/Q&A

Resources

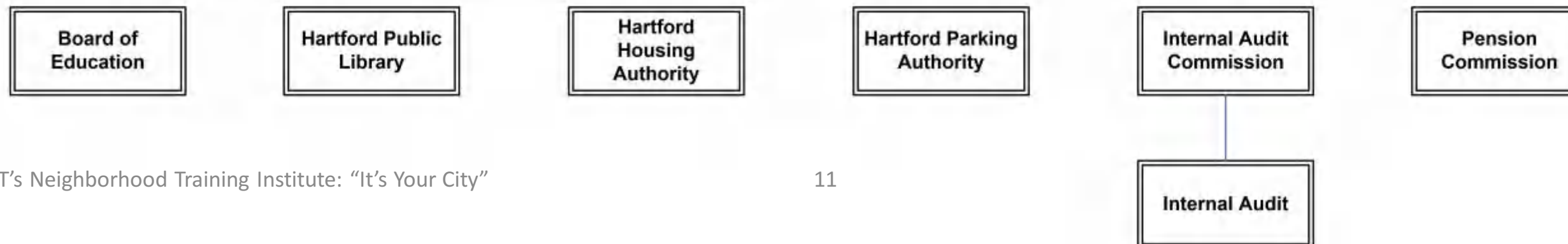
Evaluation & Closing



Today's Webinar, **MAKING IT HAPPEN: The Work and the People Who Support It** is the third of the **"It's Your City!"** series of four Fall 2021 and four Spring 2022 virtual panel discussions on Hartford City Government, how it works, its impact on the lives of those who live, work and recreate in Hartford, and how residents can become more involved.



**Boards and Commissions**





**Aaron Gill** and his wife are now long-time residents of Frog Hollow where they are raising their two young sons. Aaron is the most recent past chair of the Frog Hollow NRZ and the current Vice-Chair of the City of Hartford Planning & Zoning Commission. Aaron has also served as a member of the I-84 Planning Action Committee, the iQuilt Board of Contributors, and the Hartford Public Library Board of Contributors.

Aaron is a licensed Professional Engineer with a degree from the University of Michigan. Several years ago, Aaron formed Wolverine Property LLC and is currently working on renovating, long-vacant, blighted buildings in the City of Hartford, making them places that can once again be called a home.

In 2017, Aaron was selected as one of Hartford Business Journal's 40 Under 40 and in 2018 was awarded the Chair's Award by the Southside Institutions Neighborhood Alliance.





## Thea Montañez, Chief Operating Officer

- Hartford native, appointed as Chief Operating Officer (C.O.O.) of the City of Hartford by Mayor Luke Bronin and the City Council in February 2020.
- Oversees nearly 1,500 employees, across (13) departments and manages an annual operating and capital budget of \$600M and serves 124K residents. Prior to that, was the first woman in the City's 236-year history to serve as Chief of Staff.
- Formerly appointed by Mayor Pedro Segarra as the Director of the North Hartford Promise Zone and previously, started consulting firm for marketing, communications and strategic planning, specializing in community affairs. In addition, worked at The Hartford Financial Services Group leading local grant making and sponsorship program.
- Served on numerous boards of not-for-profit organizations, like the Hartford Public Library, the Connecticut Public Broadcasting Network, and the University of Saint Joseph. In addition, currently serves as a member of the State of Connecticut Judicial Selection Commission.
- First generation college graduate, Syracuse University alumni.



# Office of the Chief Operating Officer

## MISSION

The Office of the Chief Operating Officer serves as the principal managerial aide to the Mayor, oversees day-to-day municipal operations, and coordinates special projects and interdepartmental initiatives.

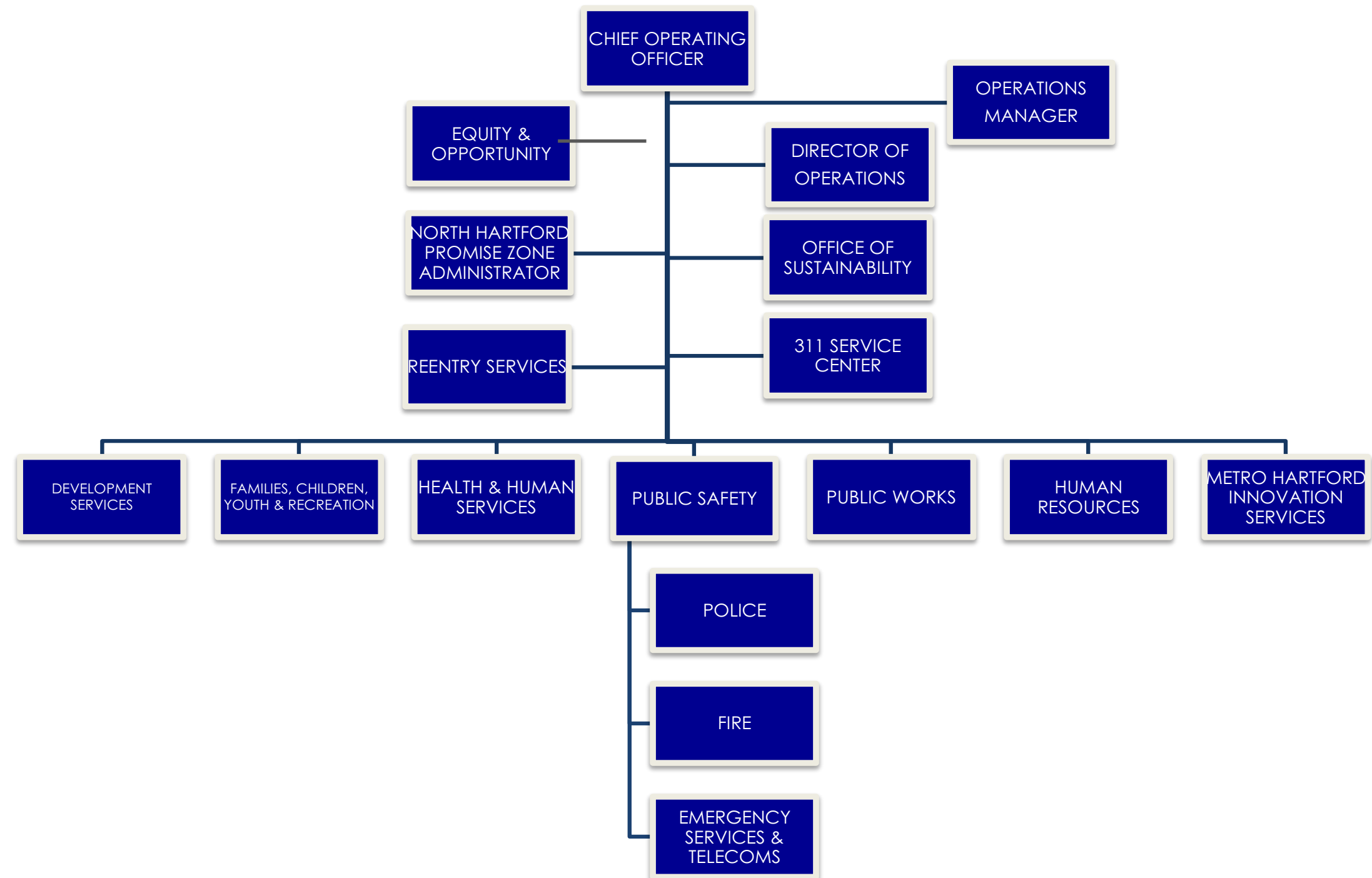
## STRATEGIC PRIORITIES

- Lead interdepartmental efforts to support the City's recovery from the COVID-19 pandemic, for the benefit of employees, residents, businesses, and visitors
- Continue efforts to improve performance of City departments, including significant projects that require interdepartmental collaboration
- Expand efforts to use data to inform decision making throughout operating departments



# Office of the Chief Operating Officer

## ORGANIZATIONAL STRUCTURE



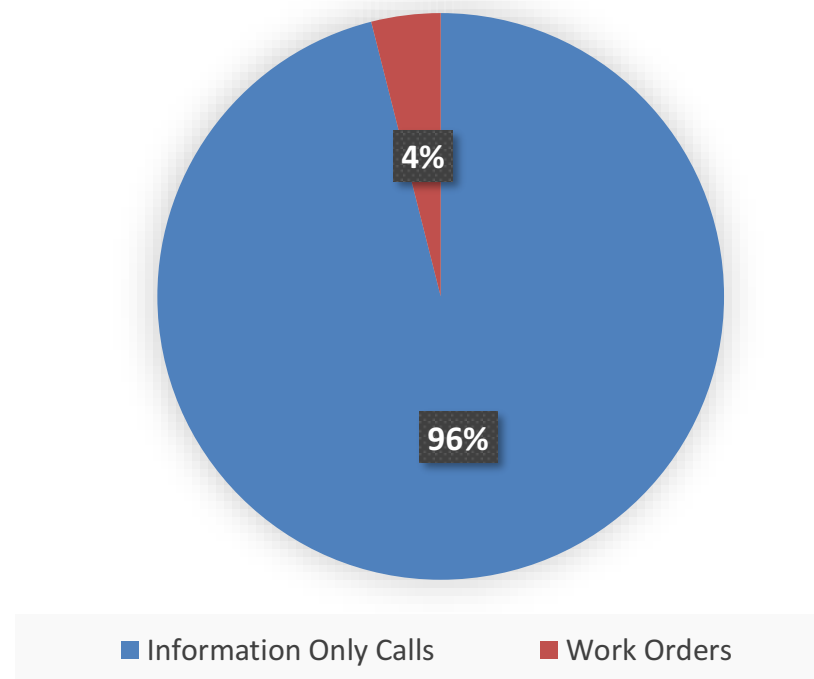
# Office of the Chief Operating Officer

## Improving our Operational Effectiveness

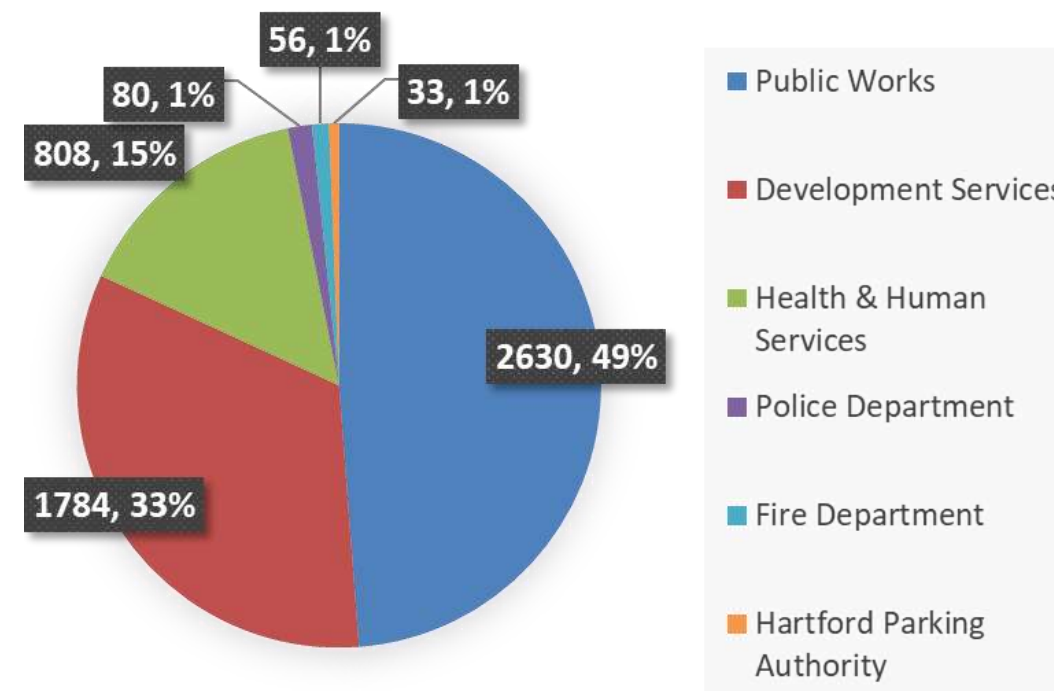
### 311 System - FY2021 Highlights:

- **167,000+** information only calls received
- **6,800+** work orders submitted to City departments for processing

Information Calls vs Dept Work Orders



Work Orders by Dept.



# Office of the Chief Operating Officer

## Strengthening our Human Infrastructure

- Rapid Response Protocol
- City Employee Referral Program
- Hartford Community Responders Initiative (HCRI)



**THANK YOU!**



## Alexandra Lombardi, Deputy Corporation Counsel

- Returned to City of Hartford service in 2016 as Deputy Corporation Counsel; begun her legal career with the City in 2011 as Associate Counsel.
- With the Corporation Counsel, Attorney Lombardi manages the City of Hartford's in-house legal office, and hires and oversees the work of outside counsel.
- Serves as a senior legal advisor to Hartford's elected officers, department heads, and other city officials.
- Actively engaged in the practice of law, with primary focus in the area of Labor & Employment
- Prior to becoming Deputy Corporation Counsel, Attorney Lombardi served as Associate General Counsel to Governor Dannel P. Malloy.
- She earned her B.A. and J.D. from the University of Connecticut.





## Corporation Counsel Howard Rifkin

Following over three decades of service to the State of Connecticut, Attorney Rifkin was honored to be chosen by Mayor Bronin to lead Hartford's legal office in 2016.

Attorney Rifkin has dedicated his career to public service, and is passionate about advocating on behalf of the City of Hartford. He has lived in our City for a combined total of over 30 years, and has recently welcomed a grandson, to whom he is excited to show all the fun things Hartford has to offer!



# Office of the Corporation Counsel

## Department Priorities

- Provide legal advice to the City's officials, departments, boards and commissions.
- Review and draft legal documents and represent the City in contract negotiations.
- Defend the City in litigation filed against it, and bring suits on behalf of the City to protect its interests.
- Assist efforts to achieve compliance with all applicable laws, including local ordinances, and to seek enforcement of fines and penalties where there is no compliance.

# Office of the Corporation Counsel

## Frequently Asked Questions

Q: What is the difference between City Council and Corporation Counsel?

A: City Council is Hartford's legislative body comprised of officials elected by City of Hartford voters.

The Corporation Counsel is the chief City attorney who is appointed by the Mayor. The Office of the Corporation Counsel is comprised of attorneys, paralegals, and administrative staff that work to serve the City's legal interests.

# Office of the Corporation Counsel

## Frequently Asked Questions

Q: I am a Hartford resident—are you/can you be my lawyer?

A: No. The attorneys in our office represent the Municipal Corporation, i.e., the City itself and its officials/employees who are sued as a result of performing their job duties. We do not, and cannot, represent any individual citizen of the City of Hartford.



# Office of the Corporation Counsel

## Frequently Asked Questions

Q: Where do I go to file a claim against the City?

A: You may visit the Office of the Town and City Clerk to file a claim and/or obtain the forms to do so. Forms are also available on the Town Clerk's website. The Office of the Corporation Counsel cannot provide the forms or give you any legal advice regarding your claim.

**Please note:** if your claim is accepted by the City, payment is not immediate and will be issued through a third party administrator (not this office).

# Office of the Corporation Counsel

## Frequently Asked Questions

Q: Do you provide Notary Service?

A: No, our office does not notarize documents for members of the general public.

The Office of the Town and City Clerk, located on the first floor of City Hall, provides Notary Service to the public for many types of documents at a fee of five dollars (\$5) per document.





## **Marlene Fleeting, Department of Human Resources and Labor Relations**

Marlene Fleeting was born and raised in the City of Hartford and began working for the City in 2001. She graduated from Springfield College with a Bachelor's Degree in Human Services.

Prior to being selected by Mayor Bronin as Director of Human Resources, Marlene began her career as a Cashier in the Tax Office. For many years she tirelessly supported members of the Hartford Municipal Employees Association (HMEA) Union as Vice President.

Marlene is dedicated in continuing to serve the City of Hartford and her community.





# DEPARTMENT OF HUMAN RESOURCES

The Department of Human Resources & Labor Relations is **responsible for the City of Hartford's diverse workforce** and is committed to **providing effective guidance** and support with respect to managing employees and the hiring of new employees.

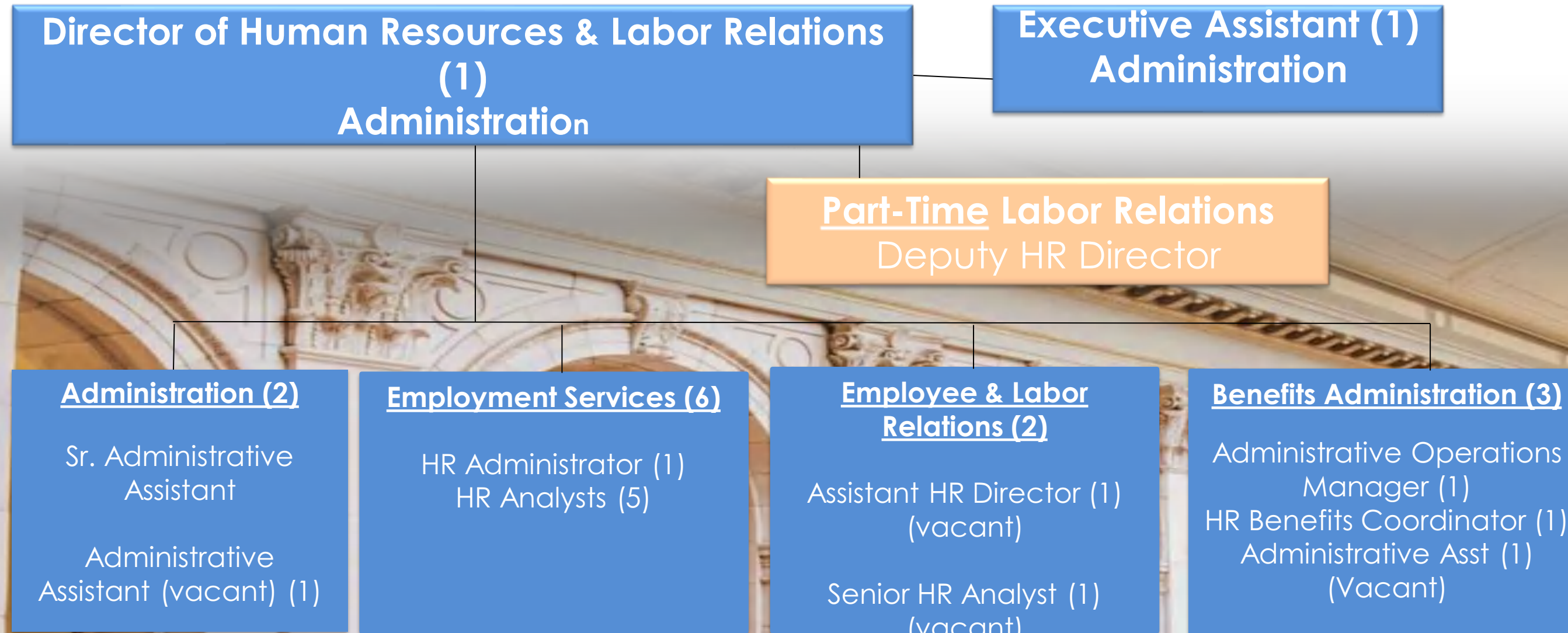
Our objective is to **support City departments** with reliable and responsive human resources services and meeting goals by **establishing policies and procedures** in compliance with Federal and State regulation laws. It is also our responsibility to **administer and implement the departmental policies**.

Human Resources provides direct service in the following areas:

- Compensation,
- Classification,
- Benefits,
- Employee relations,
- Labor relations,
- Training and development.

# HUMAN RESOURCES

## DEPARTMENT ORGANIZATION CHART



# HOW TO APPLY AT THE CITY OF HARTFORD

- Job openings and applications can be found:
  - online at [www.hartfordct.gov/humanresources](http://www.hartfordct.gov/humanresources) or indeed jobs
  - In person at City Hall Ground Floor Rm#3, 550 Main Street, Hartford, CT 06103
- Interested in a job not posted?
  - Fill out an interest card online or in person to be notified when an opportunity opens



# Contact Us

- Human Resources and Labor Relations
  - [humanresources@hartford.gov](mailto:humanresources@hartford.gov)
  - 860-757-9800
- Benefits Administration
  - 860-757-9860

Thank You!





## Office of Community Engagement

### *Janice Castle, Director*

- Born and raised on the island of Grenada, West Indies
- Migrated to Hartford in 1993 with mother and brother in search of better opportunities and education.
- Graduated Salutatorian from Weaver High in 1999
- First generation college graduate earning a bachelor in science from Trinity College in Biology
- Earned a Masters in Public Administration and certificate in non profit management from University of Connecticut
- Currently serves on the board of directors for Rebuilding Together Hartford, UConn Dept Public Policy Alumni Council, and West Indian Foundation
- History of community involvement including serving as Urban League Young Professional President for 6 years, and mentoring for Urban League Project Ready and Career Beginnings



# Office of Community Engagement

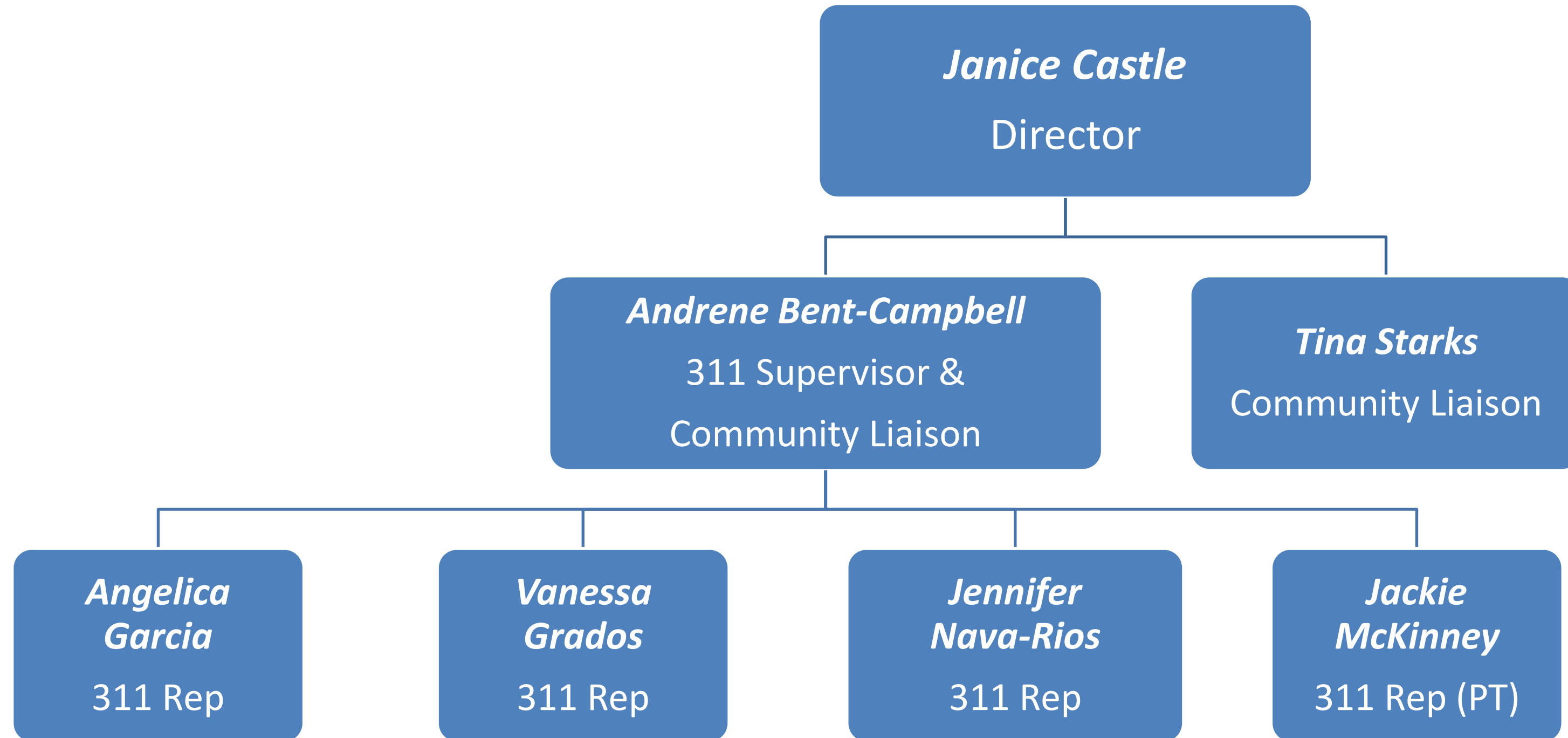
## *Department Goals*

- Community Liaisons - connect city residents with City services and local resources they need
- 311 Call Center - provides the public with quick, easy access to city services and information through the non-emergency call center
- Work to improve City government through departmental partnerships and data measurement and analysis of service delivery





# Community Engagement Team



# Staffing Responsibilities

## ***Community Liaisons:***

- Build and strengthen the City's partnership with its community members
  - Participate in monthly NRZ's meetings
  - Organize Mayor's town halls
  - Attend community meetings
- Connect residents to resources and basic needs
  - Operation Fuel
  - Larrabee Fund
  - Municipal ID program – administered though Hartford Public Library

## ***311 Call Center Reps:***

- Constituent intake via phone, email and walk-in for information or service
- Submission of cases on behalf of constituents to appropriate city department
- Case follow-up on behalf of constituents

# Other Department Functions

## Increase resident outreach and engagement

- One Hartford Weekly Newsletter
- Fall-Winter/Spring-Summer Resident Guide
- Love Your Block Grants
- Adopt-a-Block Trailer
- #LoveHartford Initiatives
  - Anti-litter campaign
  - #LoveHartford Week
- Citywide Holiday Toy Event
- CVS Covid-19 testing at Arroyo Center
- Community Hope Gardens





# Next Steps

Where do we go from here?

*Next Webinar:*  
Department of  
Development  
Services

Nov. 20, 2021

REGISTER:

<https://tinyurl.com/4n9bxjtr>



## 1 Take the Survey

Survey results will be sent to registered participants.

## 2 Video of Program

This program will be recorded and available a later date on the Hartford NEXT, Inc. website.

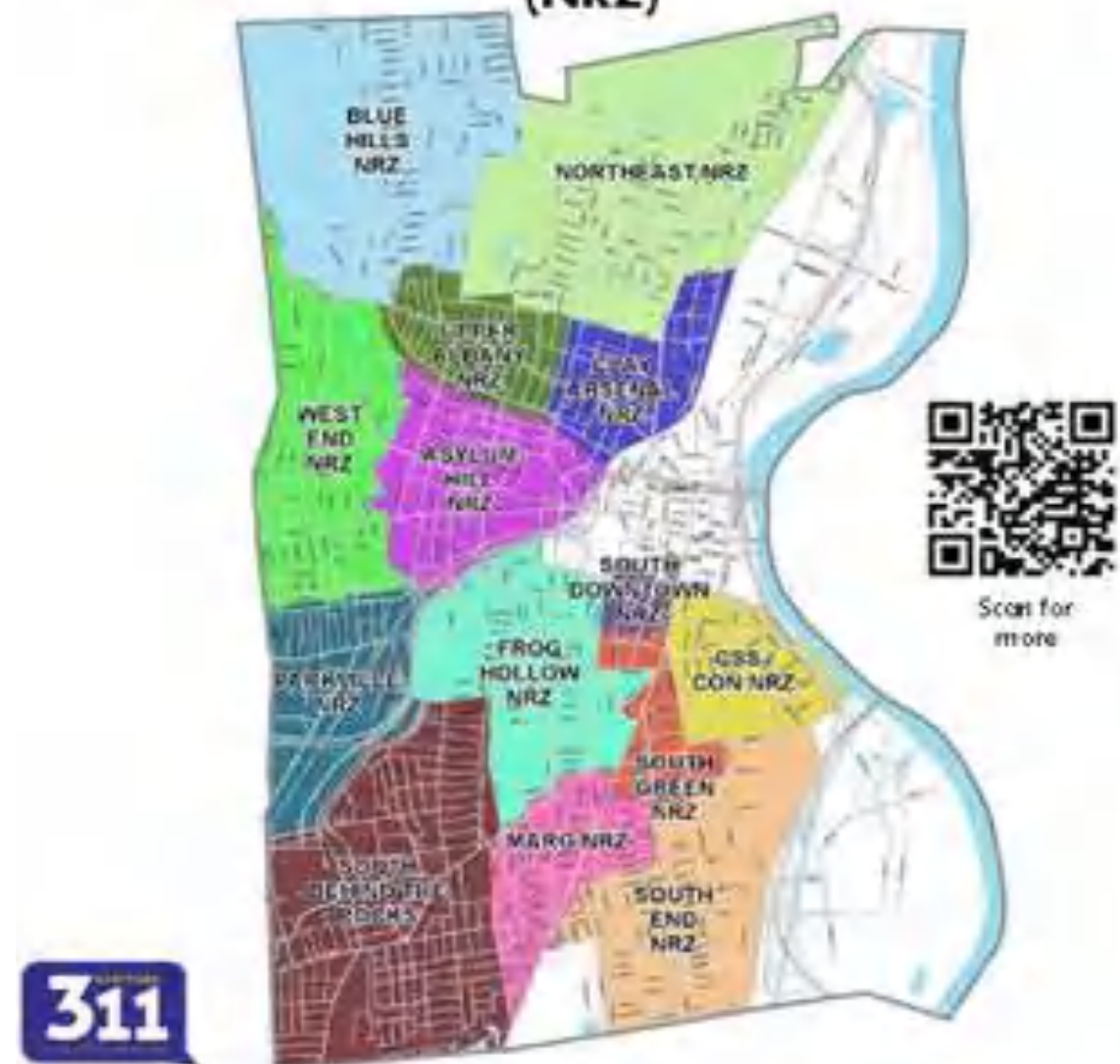
## 3 Program Summary Information

Participants will receive follow-up information next week via email.



# Neighborhood Revitalization Zones (NRZs)

**FIND YOUR NEIGHBORHOOD REVITALIZATION ZONE (NRZ)**



**HARTFORD NRZS HELP NEIGHBORS SHAPE THE FUTURE OF OUR COMMUNITY.**

**FIND YOURS AND JOIN IN THE ACTION!**

<http://www.hartfordnext.org/find-your-nrz/>

Call 3-1-1 or email [hnxt@hartfordnext.org](mailto:hnxt@hartfordnext.org) for details



# THANK YOU !



## Hartford Foundation

FOR PUBLIC GIVING

Together for good.®





# THANK YOU !

## Today's Panelists

City of Hartford: Thea Montanez, Alexandra Lombardi, Marlene Fleeting, Janice Castle

## Today's Interpreters

Alba and Otilia  
Interpreters & Translators, Inc.

## Our Moderator & Co-Host

Aaron Gill and Mary Falvey



# THANK YOU !

Hartford NEXT, Inc. Program Committee:

Jack Antonich

Janice Castle

Emily Lugo



# Thank YOU!!!

We thank you for your continued support and engagement for the benefit of the those who live, work and recreate in Hartford.

