



City of Toledo

Office of Community Services

2026 Introduction Overview

Agenda

- **Overview - Chief of Impact Role**
- **Introduction - Community Services**
- **2026 Transition**

Overview – Chief of Impact

- The **Chief of Impact** provides executive leadership for the City of Toledo's people-centered, community-facing infrastructure, overseeing the **Office of Community Services** and coordinating cross-departmental strategies that strengthen resident engagement, service delivery, access to opportunity, and neighborhood outcomes to ensure Toledo advances quality of life across all Toledo communities.
- This role integrates **community engagement, community response, community-based safety, youth, family and workforce success, and neighborhood stabilization** into a cohesive operating system.
- In addition to external impact, the Chief of Impact works with the city's leadership to advance a **high-performing municipal workforce**, ensuring City employment practices reflect the community and that employees experience a **fair, safe, and respectful workplace**.

2026 Proposed Organizational Chart – Office of Community Services



2026 – Office of Community Services

- The **Office of Community Services** coordinates cross-departmental strategies that strengthen **resident engagement, service delivery, access to opportunity**, and **neighborhood outcomes**. Through unified engagement standards, data-driven coordination, system-wide accountability, and responsive outreach, the office advances quality of life across all Toledo communities.

2026 – Office of Community Services

Emerging Vision — Office of Community Services *(In Development)*

- **Civic Engagement:** Strengthens residents' connection to City Hall through inclusive participation, welcoming initiatives (e.g., Welcome TLC, Sisters Cities), youth engagement, boards and commissions support, and citywide efforts that build trust and community pride.
- **Community Response & Navigation:** Provides coordinated, resident-centered support for immediate and emerging needs through navigation, mediation, and individualized assistance that helps households stabilize and navigate City systems.
- **Community Health & Well-Being:** Leads prevention-focused initiatives that address root causes of harm, while building resilience, expanding economic and career pathways, and improving community well-being.

2026 Transition

Continued Administration Areas:

- Compliance & Investigations
- Accessibility Services
- Small Business Development
- Workforce Culture –Gender Equity Analysis and other internal initiatives.



Thank you.

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