

Community Focus Statement A: Improve the overall safety of the community

A7

Action Statement A.7: Promote the relationship between the County and the Community Services District by designating a community liaison that communicates the need and desires of Helendale residents to the Board of Supervisors and County agencies.

Benchmark: A community liaison relays identified needs and desires of Helendale residents to the County on a quarterly basis.

Champion: Volunteer group or person or can be identified by the community

Estimated Cost: Cost of hiring someone or a volunteer



The Helendale Community Services District (CSD) provides the following services to the community: water, sewer, park and recreation, solid waste management, and street lighting. Currently, the Helendale CSD Board meets regularly on the first and third Thursdays of every month, at 6:30 p.m. The Helendale CSD website serves as a portal for community members to report concerns and includes a list of board and committee members, updated yearly. As an existing organization that is familiar with the concerns and needs of Helendale citizens, the CSD is uniquely poised to serve as a liaison between Helendale and San Bernardino County.

To introduce and promote this relationship, the CSD could add a weekly agenda item to discuss issues that may need to be brought to County departments or the Board of Supervisors. This discussion could also ensure that all internal resources have been exhausted and that the CSD will be reaching out to the County for concise and feasible requests. The CSD may appoint a board member, staff member, or community volunteer to organize communication efforts, such as meetings or other coordination events. This person would be able to develop relationships and points of contact with County departments and the Board of Supervisors.

Improved communication between the CSD and the County will ensure that community issues are properly articulated. With the CSD serving as the liaison, Helendale will be able to efficiently express concerns without the potential redundancy of several community organizations relaying different or conflicting messages to the County. Thus, communication between Helendale and the County will become more meaningful as they collaborate to solve community issues.



Action	Action Leader	Timeline	Resources
1. Add item to the Community Services District board meeting agenda to discuss and appoint a community liaison, or designate existing staff to coordinate with the County.	Champion and Helendale Community Services District	Month 1	Career Igniter http://www.careerigniter.com/questions/what-does-a-community-liaison-do/
2. Develop a list of needs and desires of Helendale residents at the Community Services District board meeting for the community liaison to relay to the County.	Helendale Community Services District and Community liaison	Months 2-4 and ongoing	Helendale Community Services District, http://www.helendalecsd.org/
3. Community liaison communicates the needs and desires of the community to Board of Supervisors staff and request meeting with community leaders and CSD.	Helendale Community Services District and BOS staff.	Month 4 and ongoing	
4. Depending on community needs and desires, community liaison contacts appropriate County departments for staff contacts	Community liaison	Ongoing	