



THE CITY OF NEW YORK  
OFFICE OF THE MAYOR  
NEW YORK, N.Y. 10007

EXECUTIVE ORDER NO. 25

July 19 1991

COMMUNITY ASSISTANCE UNIT

Of all levels of government, the municipal level is the most direct provider of public services. These public services should be responsive to the needs of the community and be delivered in a fair and effective manner.

City government can best serve its citizens if city officials understand what citizens need and expect from the city and if citizens understand the operations and limits of municipal government.

Improving the quality of life in the city's communities can best be accomplished by the affirmative action of residents working in participation with their city government.

A cornerstone of this administration is accessibility of government to our residents, responsiveness to suggestions and recommendations and the encouragement of citizen participation in government.

To help meet these goals:

Section 1. There is hereby established within the Office of the Mayor a Community Assistance Unit headed by a director who shall be appointed by and serve at the pleasure of the Mayor.

Section 2. The Community Assistance Unit shall maintain continuous liaison with city officials, public and private agencies, community boards, district service cabinets, district managers, borough boards and cabinets, community groups and communities.

Section 3. The Community Assistance Unit shall be responsible for coordinating the activities of city agencies with respect to the implementation and operation of the provisions of the Charter of the City of New York concerning community boards, district service cabinets, district managers, coterminality and

decentralization including, but not limited to, responsibility for:

- (a) coordinating, in accordance with Sections 2704 and 2705 of the Charter, (i) the establishment of coterminous service districts by designated agencies, (ii) the assignment by each such agency of a managerial official with operating or line authority over agency programs, personnel and facilities to each service district and (iii) the publication of lists of local service managers and borough officials;
- (b) working with the Mayor's Office of Operations to coordinate (i) the assignment by each designated agency of borough officials in accordance with Sections 2704 and 2706 of the Charter, (ii) the Mayor's Task Force on Service Delivery, in accordance with Section 2704 of the Charter, (iii) the design of the Mayor's biennial report on coterminality in accordance with Section 2704 of the Charter and (iv) a format for the Mayor's Management Report and Supplemental Management Report to include, insofar as practicable, performance indicators for each local service district in accordance with Section 12 of the Charter;
- (c) assisting the Office of Management and Budget in coordinating (i) the implementation and operation of the provisions of the Charter concerning community board participation in the budget process in accordance with Sections 100, 219, 230 and 238 of the Charter and (ii) agency service statements for community districts in accordance with and to the extent required by Section 2707 of the Charter;
- (d) maintaining a continuous liaison with community boards, district service cabinets, district managers, borough boards and service cabinets, city officials and agencies in order (i) to bring to the attention of the Mayor and other appropriate city officials significant problems arising in connection with the activities or operations of such organizations and to propose solutions to such problems, (ii) to foster a cooperative and effective working relationship between city officials and community boards and district managers, and (iii) to ensure that significant Mayoral initiatives and programs are communicated to community boards and communities;
- (e) establishing, in conjunction with the Department of Personnel, appropriate personnel guidelines for community board employees in accordance with the Civil Service Law and regulations; and

- (f) providing training and technical assistance for implementation of the appropriate Charter provisions to community boards, district service cabinets, district managers and city agencies.

**Section 4.** The Community Assistance Unit shall be responsible for maintaining a liaison with communities and community groups in order to bring to the attention of the Mayor and other appropriate city officials issues and problems of concern to communities, including, but not limited to, responsibility for the following:

- (a) addressing the concerns of community-based groups, including without limitation, block, neighborhood, civic, regional and citywide groups, regarding city services, policies and programs;
- (b) fostering greater cooperation between community groups and community boards;
- (c) coordinating such other community outreach and liaison activities as the Mayor may direct, including but not limited to scheduling meetings between the Mayor, city officials, community leaders and residents;
- (d) representing the Mayor at community meetings when requested to do so by the Mayor; and
- (e) administering the Stop the Violence Fund to encourage and assist local anti-crime efforts in cooperation with the Police Department, the District Attorneys and the Department of Youth Services.

**Section 5.** The Community Assistance Unit shall maintain a liaison available to residents and individuals to serve as a clearinghouse for opinions, ideas, suggestions complaints, requests and inquiries about municipal issues directed to the Mayor including, but not limited to, responsibility for:

- a) making municipal services more accessible and providing the public with information about them;
- b) providing individuals with channels to present to the Mayor or appropriate city agencies complaints, requests, inquiries and suggestions regarding municipal services, policies or programs by (i) as appropriate, providing individuals with assistance with relevant agency staff to resolve concerns and (ii) maintaining a statistical record of such contacts for analysis and review by appropriate city officials;

- c) working with city agencies to ensure appropriate review and consideration of proposals, suggestions and recommendations;
- d) providing, as appropriate, reply and/or follow up to communications; and
- e) coordinating complaints and concerns regarding citywide city agency "Hotline" and "Complaint" numbers, including, but not limited to, responsibility for (i) monitoring agency complaint and hotline numbers, (ii) maintaining statistics and preparing reports on calls received regarding agency complaint and hotline numbers for use by appropriate city officials.

Section 6. The Community Assistance Unit shall exercise all functions, powers and duties regarding Street Activity Permits pursuant to Executive Order No. 14 dated July 31, 1990.

Section 7. The Mayor's Action Center shall be hereby transferred to the Community Assistance Unit.

Section 8. All city agencies, without limitation, are directed to cooperate with the Unit established hereby in order to carry out the objectives of the Charter and of this Order.

Section 9. Executive Order No. 6 dated February 8, 1978 is hereby superseded.

Section 10. This Order shall take effect immediately.



---

David N. Dinkins  
MAYOR