

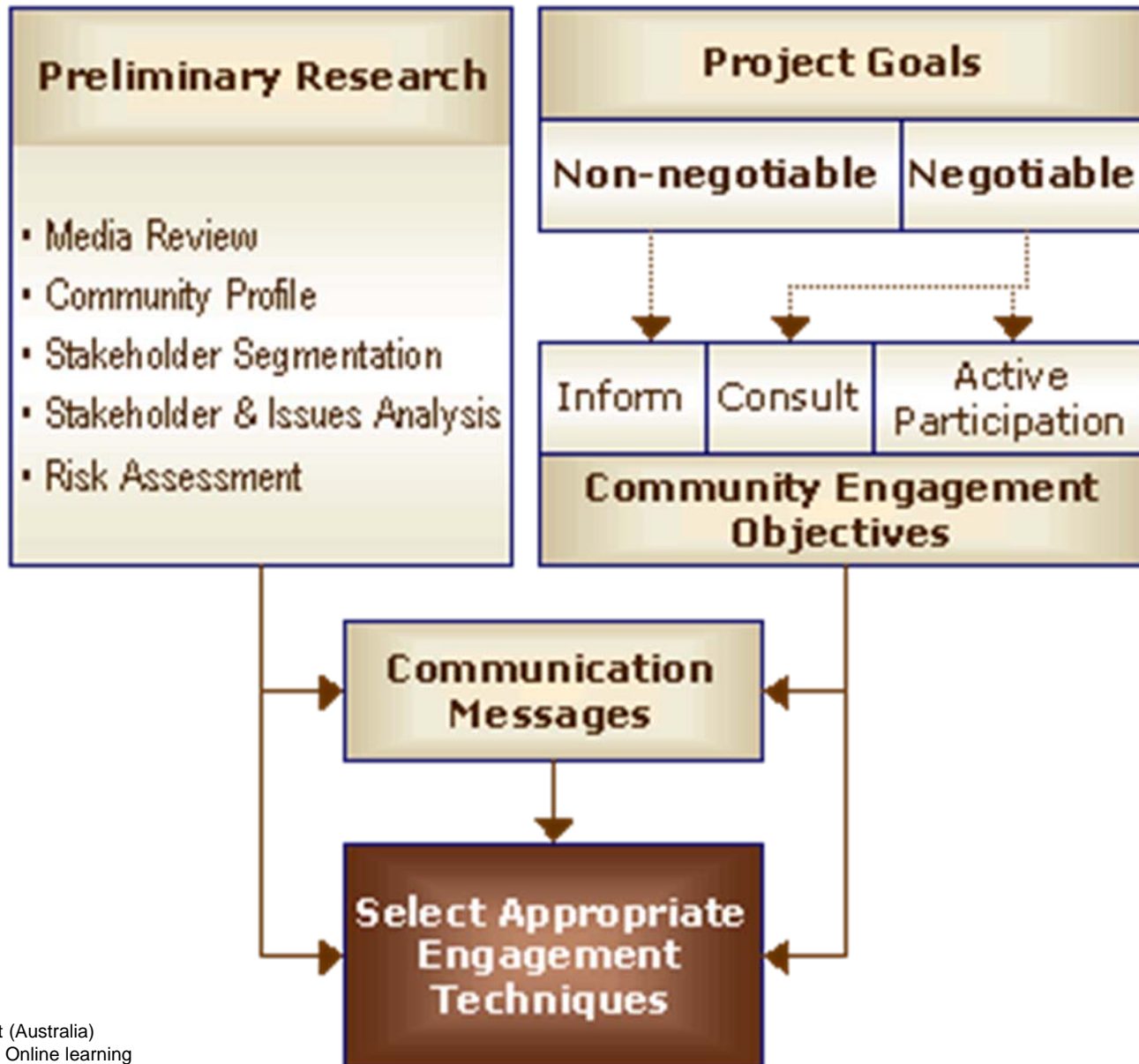
Community Engagement and Human Capital Planning

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Community Engagement Planning Sequence



COMMUNITY ENGAGEMENT METHODS CASE STUDIES

- Project Related/Community Building Based – Camden, New Jersey
- Multiple Source – East Hills, Pittsburgh
- Single Source– Dubuque, Iowa

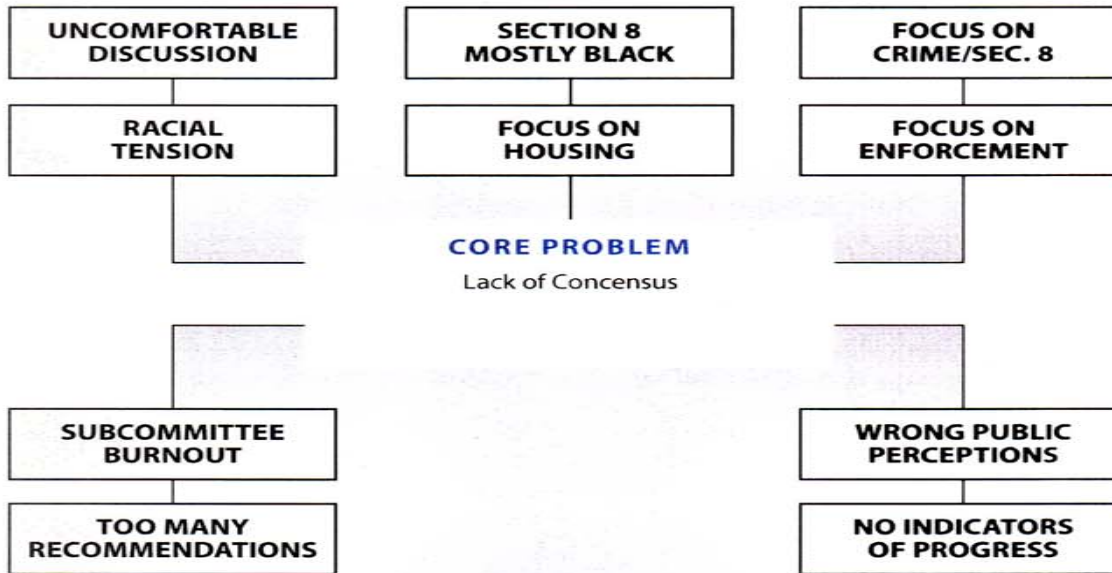
Elements of community engagement	Factors that support elements of community engagement
Will, genuine motivation	<ul style="list-style-type: none"> •Motivation to engage and achieve an outcome •Negotiated expectations and limits •Preparedness to be influenced by community input •Adequate planning and funding
Outcomes focus	<ul style="list-style-type: none"> •Ensuring that engagement processes seek to achieve positive outcomes for the community •Clarity and transparency regarding the way engagement activities link to broader outcomes
Relationships and trust	<ul style="list-style-type: none"> •Accessibility •Reciprocity •Communication •Consistency •Continuity of contact •Delivering on promises •Responsiveness

Leadership	<ul style="list-style-type: none">• Shared leadership• Collaborative focus for leaders• Attitudes and skills of leaders
Decision-making and legitimacy	<ul style="list-style-type: none">• Legitimacy to influence decisions• A decision-making purpose for engagement• Internal approvals and support for engagement
Inclusiveness	<ul style="list-style-type: none">• Diversity of community included• Equity of opportunity to participate• Processes that are accessible and allow broad participation• Information and awareness• Capacity-building opportunities for community

Project management structures and procedures	<ul style="list-style-type: none">•Organizational arrangements•Scoping•Protocols•Techniques and methods•Timing, including transitioning and exiting•Resourcing•Coordination
Accountability	<ul style="list-style-type: none">•Engagement processes accountable as good practice•Accountability for outcomes from engagement•Partners and community with mutual obligations
Satisfaction	<ul style="list-style-type: none">•Gauging the extent of satisfaction with engagement•Managing expectations and distinguishing the process from the outcome•Adjusting the process to respond to dissatisfaction
Follow-up, sustainability	<ul style="list-style-type: none">•Appropriate ongoing engagement•Feedback•Thanking participants

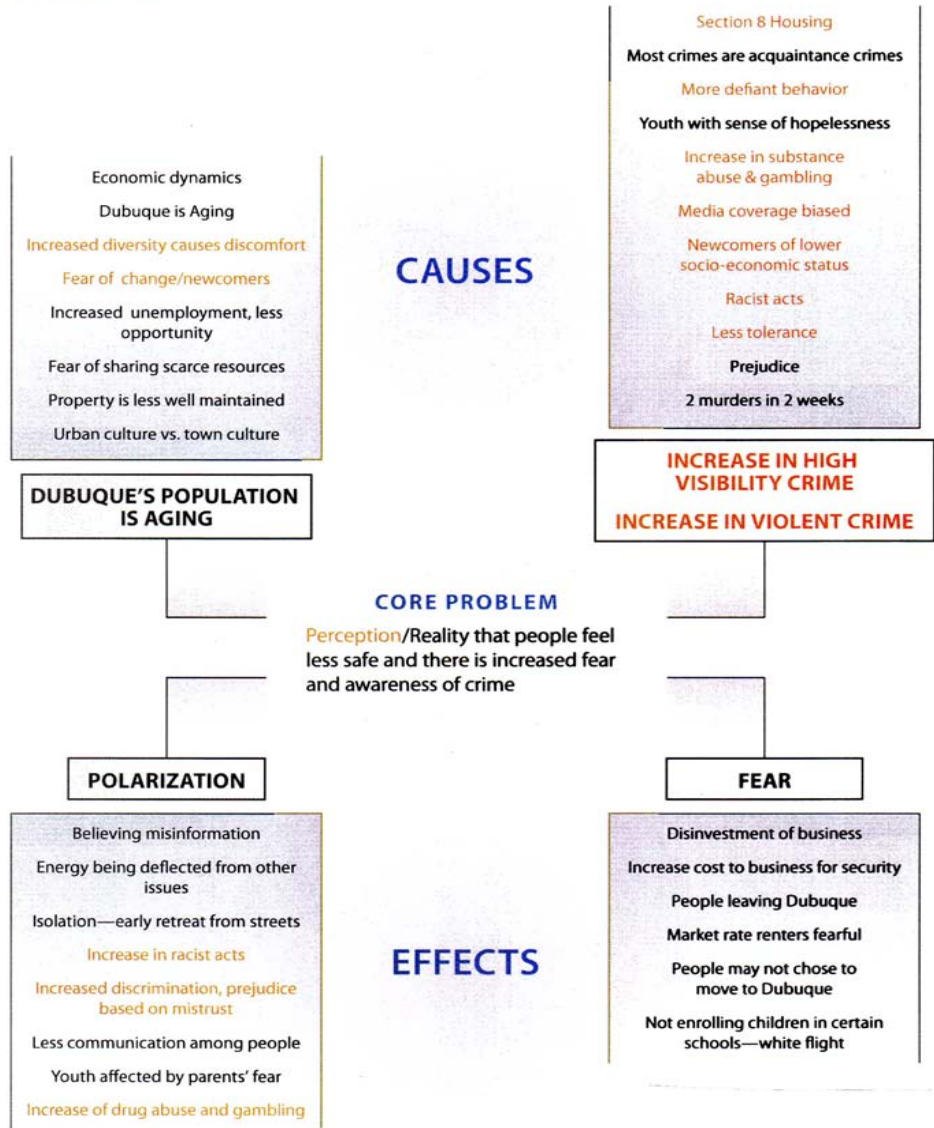
SAFE COMMUNITY TASK FORCE : PROBLEM TREE

CAUSES



EFFECTS

PROBLEM TREE



PERCEPTION