



Community Engagement Model

Community Expert Meeting #3

March 11, 2024

Listening to Language Interpretation

1. In your meeting/webinar controls, click **Interpretation**. (located at bottom of screen)
2. Click the language that you would like to hear. Options for this meeting are English and Spanish.
3. To only hear the interpreted language, click **Mute Original Audio**.



Before We Get Started

- Please **mute** and **rename** yourself to have your First Name, Last Name (pronouns) and your affiliation:
 - To **rename**, click on the top right side of your picture/video
- Example: Jane Doe (she/her) - CARB**
- Affiliations: Community Organization / Agency / Air District / Company / Resident / etc.
 - **Need help?** Use the Chat function to request assistance

Agenda

1

Welcome
10 Minutes

2

Expert Recommendations
45 Minutes

3

Break
10 Minutes

4

Dialogue Recommendations
25 Minutes

5

Questions for the Experts
40 Minutes

6

Break
10 Minutes

7

Contract Updates & Next Steps
30 Minutes

8


Survey and Close
10 Minutes

Meeting Core Principles

- **Participate fully**
- **Focus on the agenda**
- **Keep equity central**
- **Assume good intent**
- **All ideas and points of view have value**


Feedback on the Model

1 Community Experts

(~19) 


- ❖ Line edits
- ❖ Question responses
- ❖ General feedback

2 Community Dialogue Sessions

(8) 


- ❖ General feedback

3 Public Docket




- ❖ General feedback
- ❖ Potential line edits

4 Calls & Email



- ❖ General feedback
- ❖ Potential line edits
- ❖ One-on-one virtual meetings

5 CARB Staff



- ❖ Targeted feedback from staff who have used the draft model



Feedback: The Numbers



We received over 2,000 individual comments:

17

detailed expert
responses

2

Meetings

5

Comments from
Public Docket

200

Attendees at

8

Dialogue
Sessions

Applying the Feedback

Goal:

Share all comments and how they impacted the Model.



Applying the Feedback

One of three things can happen to a comment:



- 1 Incorporated into the model.
- 2 Not incorporated into the model **but** added as a recommendation to upper management.
- 3 Not incorporated into the model **and** rationale explained.

Examples:

1

Incorporated

- Provide definitions for words with multiple meanings, technical terms, etc.



- A glossary is being drafted for the Model.
- The model will encourage staff to always define terms.

2

Recommended

- Work with communities to develop biographies at the regional level.

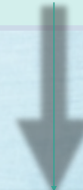


- Staff are developing a proposal explaining implementation of this recommendation.

3

Not incorporated

- Grammatical/style changes, ex. "agencywide" to "agency-wide"



- According to the [National Institute of Health Style Guide](#), agencywide is one word, no space or hyphen.

Applying the Feedback:

Conflicting recommendations

CARB will be transparent about the choices we make and why when given conflicting input from community members.

Example: "Stakeholders?"

The term "Stakeholders" is rooted in colonialism and possession.

Replacing this outdated language with the following terms:

- "Affected parties"
- "Communities"



CE Meeting #2: Must Be in the Model

Staff Skills

Cultural competence

Addressing abuse and harassment

Training and preparation

Conflict resolution

Diversity, Equity and Inclusion

Inclusivity and diversity

Undocumented resident inclusion

Recognize community differences

Faith community engagement

Engagement Approaches

Sufficient elaboration in action summaries

Transportation access consideration

Use of community stories

Continuous follow-up

Clear charter for coordination

Power Sharing

Equitable listening

Community empowerment

Community self-determination

CE Meeting #2: Must be in the model

Equitable Listening

- Conduct culturally appropriate and inclusive community engagement practices

- Provide training
- Respect cultural differences
- Prioritize active listening skills and set welcoming tone

Address Abuse and Harassment

- Creating a safe and respectful space is crucial for meaningful engagement

- Establish meeting agreements
- Honor those agreements
- Practice nonviolent communication

CE Meeting #2: Must be in the model

Training and Preparation

- Adequately prepare and train staff to respond to opposition or volatile situations.

- Plan and Implement templates will include exemplary de-escalation language
- Training will include roleplaying

Preliminary Emerging Topics

Tribal Engagement (TE)

- More information needed on TE

- CARB is working on TE guidance and training.
- The CE Model* will not provide additional guidance on TE at this time

Compensation

- CARB should pay communities for their expertise
- Food & childcare are critical

- This topic will be elevated to upper management.



Preliminary Emerging Topics

Access

- Language, ability, and literacy access is important
- Simplify and relate complex information

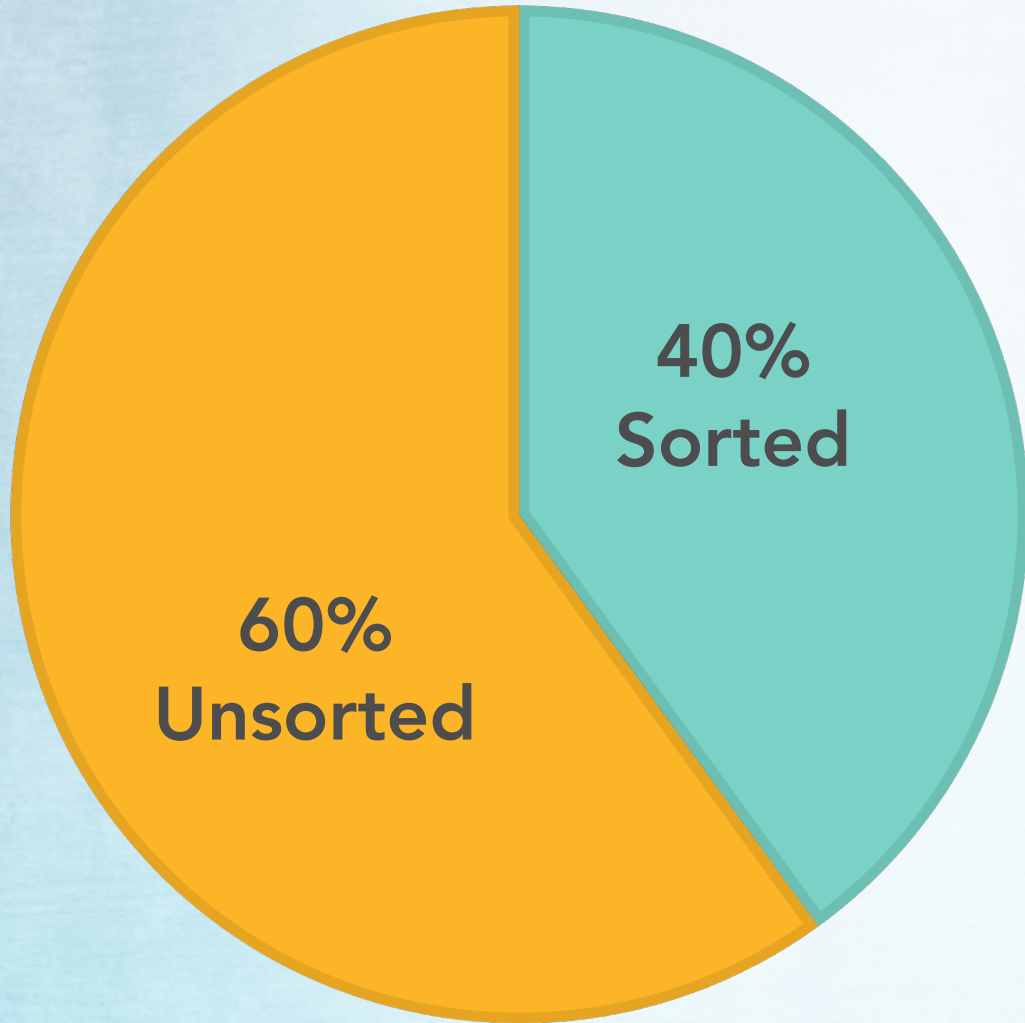
- Point to the Federal Plain Language guidance as a resource in the Model.
- Emphasis on graphics and images

Capacity

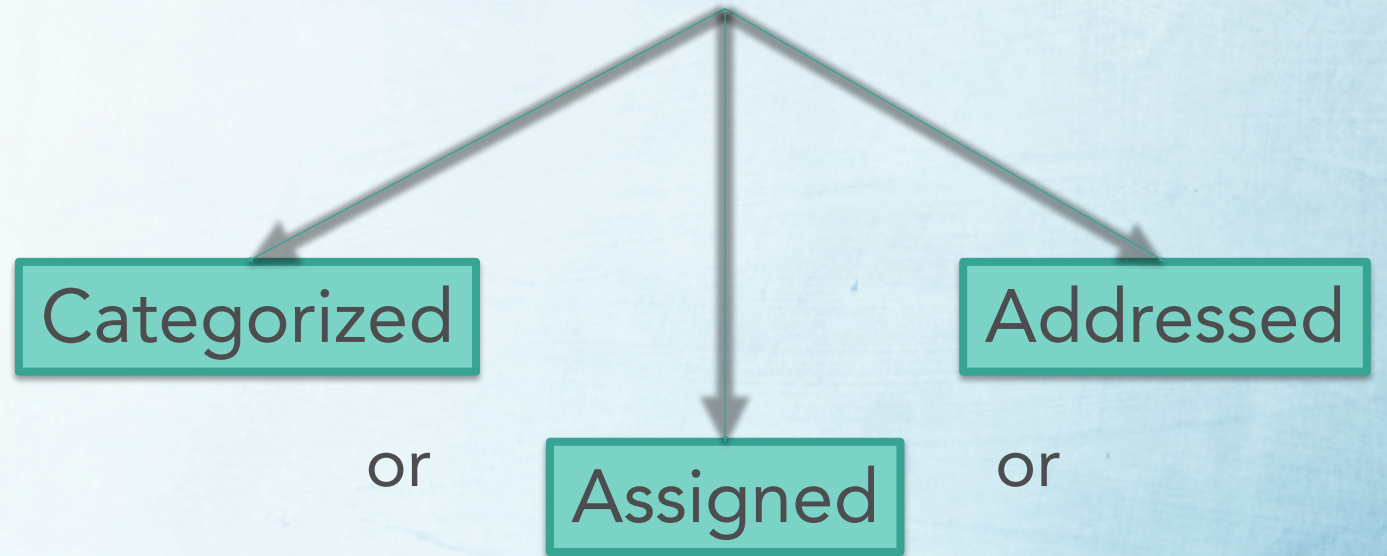
- More CARB staff needed to consistently build relationships with communities and CBOs

- This topic will be elevated to upper management.

Status of CARB Responses



Sorted means:



Next Steps:

1

Address comments in Model
February – April 2024

2

Release Revised Model Draft
for CE Review
Summer-Fall 2024

3

4th Community Expert Meeting
Summer- Fall 2024

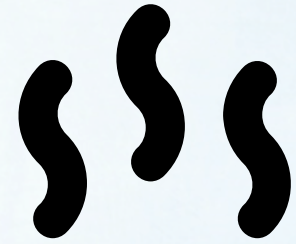
4

Finalize Model for Staff Use
Fall 2024

5

Develop Internal Trainings
Late 2024-2025

BREAK



Public Dialogue Sessions

8 Meetings

Virtual Meetings:

- November 28, 2023
- January 17, 2024
- January 23, 2024
- January 25, 2024

~200 Attendees

In Person Meetings:

- Yuba City – Nov 29, 2023
- Salinas – Nov 30, 2023
- Oakland – December 11, 2023
- Riverside HQ – January 18, 2024

Lessons Learned

- Partner with local groups and attend existing events
- Clearly explain who and what is CARB
- Explain what CARB is trying to get out of the meeting
 - Why should folks care?
 - How does it impact them?

Dialogue Feedback Themes

Partner with Community Groups

- Take the time to listen and build strong relationships with CBOs
- Proactively address community concern

Outreach

- Use large variety of outreach methods and media
- Targeted outreach

Communication

- Share info that's specific and relevant
- Be transparent
- Info and materials that are accessible and clear

Dialogue Feedback Themes

Engagement

- Customer service-based methods
- Prioritize equity over equality
- Consistent presence in community
- Populations affected are at the table
- Adjust to each community's unique needs (ex. time of year for rural)
- Move beyond standard practice/status quo

Follow Through

- Follow up consistently and continuously
- Individually recognize or follow up with participants
- Share what was done with feedback

Jamboard Instructions

The screenshot displays the Jamboard interface for a meeting titled "Community Expert Meeting #2". At the top, there are navigation arrows (left and right) circled in red, with a "1/5" indicator between them. A red arrow points from the text below to these navigation controls. The main workspace contains the text "Narrative/Narrativa" and two yellow text boxes: "This is my comment" and "There should be a bigger focus on...". A vertical toolbar on the left side contains various drawing and editing tools. In the top right corner, there is a "Sign in" button and a user profile icon labeled "K".

Community Expert Meeting #2

1/5

Sign in

Set background | Clear frame

Narrative/Narrativa

This is my comment

There should be a bigger focus on...

Click the arrows to toggle between slides

Jamboard

Community Expert Meeting #2

1/5

K

Sign in

Set background Clear frame

Narrative/Narrativa

This is my comment

Click note pad icon to add note

The screenshot shows the Jamboard interface. At the top, there is a header with the Jamboard logo, the meeting title 'Community Expert Meeting #2', navigation arrows, a slide indicator '1/5', a user profile icon with the letter 'K', and a 'Sign in' button. Below the header is a toolbar with icons for undo, redo, search, 'Set background', and 'Clear frame'. The main workspace contains a slide titled 'Narrative/Narrativa'. On the left side of the slide, there is a vertical toolbar with icons for drawing, erasing, pointing, adding notes, images, shapes, and text. The 'add notes' icon, which is a notepad with a pencil, is circled in red. A red arrow points from this icon to the text 'Click note pad icon to add note'. In the center of the slide, there is a yellow comment box containing the text 'This is my comment'.

Jamboard

The screenshot shows the Jamboard interface for a session titled "Community Expert Meeting #2". The top navigation bar includes a "Sign in" button and a page indicator "1/5". Below the navigation bar is a toolbar with icons for undo, redo, search, "Set background", and "Clear frame". The main workspace contains a sticky note with the text "There should be a bigger focus on...". A dialog box titled "Sticky note" is open over the note, featuring a yellow background for the text area and a white footer with "Cancel" and "Save" buttons. The "Save" button is circled in red, and a red arrow points from the text "Click 'Save' when done" to it.

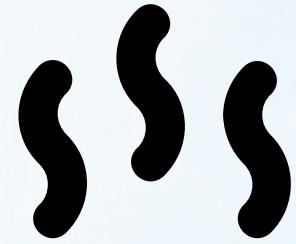
Click "Save"
when done

Questions for Group Discussion

https://jamboard.google.com/d/1qZhs-zE0ydM_nTBZgkxkernE5S93922lp-9gqBcmeg9k/

- How do you define youth? Recommendations for reaching K-12?
- How do you suggest finding/collecting qualitative data without being extractive?
- Do you have resources or guiding principles for how to address abuse and harassment?
- Ideas for supporting transportation? If we can't pay for it, can we point folks to local programs or resources?

BREAK



Contract Administration: Tasks



Task 1: First Virtual Meeting to Discuss this Contract and Model

Today

Task 4: Third Virtual Meeting to Discuss Comments on Draft Model and Responses from Community Dialogues



Task 2: Community Experts Review the Draft Model

Task 5: Community Experts Review Revised Draft of Model



Task 3: Second Virtual Meeting to Discuss Initial Comments on Draft Model

Task 6: Fourth Virtual Meeting to Discuss Comments on Revised Draft Model

Contract Administration: No-Cost Extension



Task 1: First Virtual Meeting to Discuss this Contract and Model



Task 2: Community Experts Review the Draft Model



Task 3: Second Virtual Meeting to Discuss Initial Comments on Draft Model

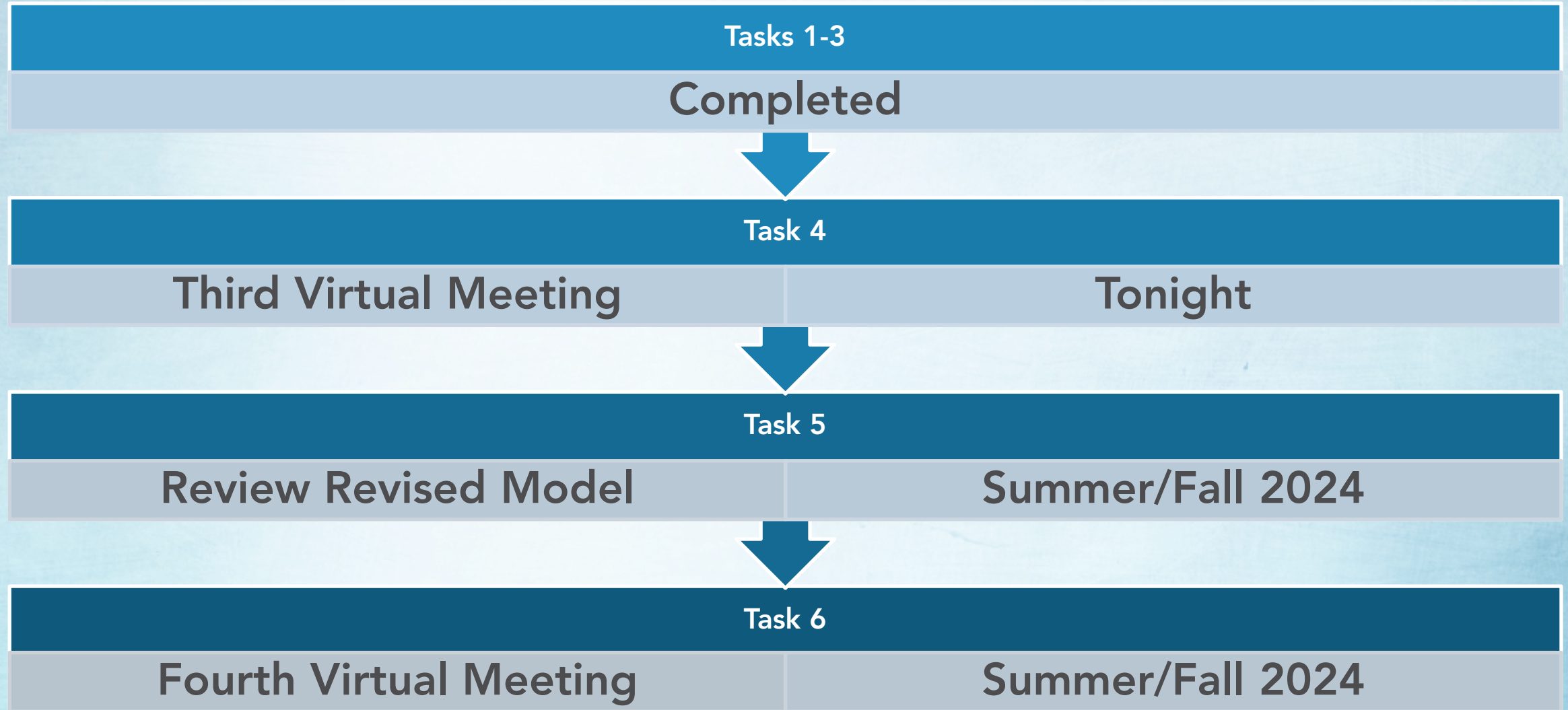
Extending contract deadline through end of 2024 to allow for Completion of Tasks 5 and 6

Task 4: Third Virtual Meeting to Discuss Comments on Draft Model and responses from Community Dialogues

Task 5: Community Experts Review Revised Draft of Model

Task 6: Fourth Virtual Meeting to Discuss Comments on Revised Draft Model

Contract Administration: Approximate Timeline



Next Steps

- CARB to review remainder of comments from Community Experts, communities, and staff
- CARB will release revised Model this Summer and post:
 - Spreadsheet detailing all comments received
 - Summaries of comments and outcomes
- Community Experts will review revised Model and provide feedback/recommendations, followed by the fourth and final virtual meeting

Wrap Up and Survey

- Meeting evaluation – 5 minutes
 - <https://forms.gle/YfAoi9EUDeneH4JeA>
- Next Meeting will be in Summer/Fall 2024
 - Poll on availability will be sent closer to meeting to determine date and time

Reach out to your contract manager if you have any additional comments or questions