



# Community Engagement Model

Community Expert Meeting #4  
October 21, 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

# Icebreaker

What are your favorite local fall events, foods, activities?

# Agenda

---

Welcome

---

Model Comments

---

Break

---

Group Discussion

---

Next Steps for the Model

---

Break

---

Wrap-Up

---

Project Evaluation

---

# Meeting Core Principles

---

Participate fully

---

Focus on the agenda

---

Keep equity central

---

Assume good intent

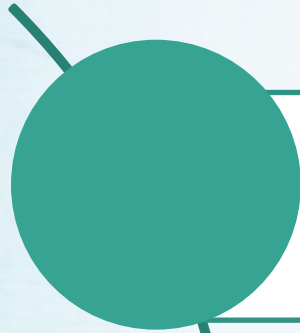
---

All ideas and points of view have value

# How is CARB Developing the Model?

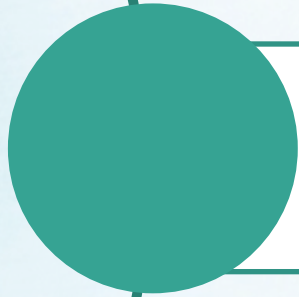


# What happened since Meeting #3?



February-September 2024

**Addressed and Compiled Model Comments**



August-September 2024

**Internal Review & Translation**



September-October 2024

**Community Expert Review**

# How we Addressed Model Comments

# Feedback on the Model

1

## Community Experts

(~19)



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

## Community Dialogue Sessions

(9)



- ❖ 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 or work with community



# Feedback: The Numbers

We received over 2,300 individual comments:

**18**

detailed expert  
responses

**3**

Meetings

**5**

Comments from  
Public Docket

**200+**

Attendees at

**9**

Dialogue  
Sessions

# Applying the Feedback

## Goal:

Share all comments and how they impacted the Model.



# Applying the Feedback

One of three things happened to a comment:



1

Incorporated into the Model.

2

Not incorporated into the Model  
**but** added to  
the recommendations document.

3

Not incorporated into the Model  
**and** rationale explained.

# THANK YOU

# Comment Themes

Staff Skills

Promoting  
Diversity, Equity,  
and Inclusion

Improving  
Engagement

Power Sharing

Evaluations

Model  
Accessibility

# Comment Themes

---

## Staff Skills

Cultural Competence & Recognizing Community Differences

---

Addressing Abuse and Harassment, Conflict Resolution, Training and Preparation

---

---

## Promoting Diversity, Equity, and Inclusion

Inclusivity and Diversity

---

Undocumented Residents, Faith Communities, and Youth Engagement

---

Discretionary Decision-Making

---

Exclusion of Diverse Perspectives & Tokenizing Practices

---

# Comment Themes

## Improving Engagement

Sufficient Elaboration in Action Summaries

Transportation Access Consideration

Use of Community Stories

Continuous Follow-up

Clear and Collaborative Charter Development

Staff Contact Information

Over-Surveying and Lengthy Meetings

Action Processes “Lower” than Collaboration

Lack of Flexibility and Accountability

# Comment Themes

---

## Power Sharing

Equitable Listening

---

Community Empowerment

---

Community Self-determination

---

## Evaluations

Clear Metrics to Evaluate Efforts

---

## Model Accessibility

Contents of the Model

---

Avoid Acronym Confusion & Unclear Communication

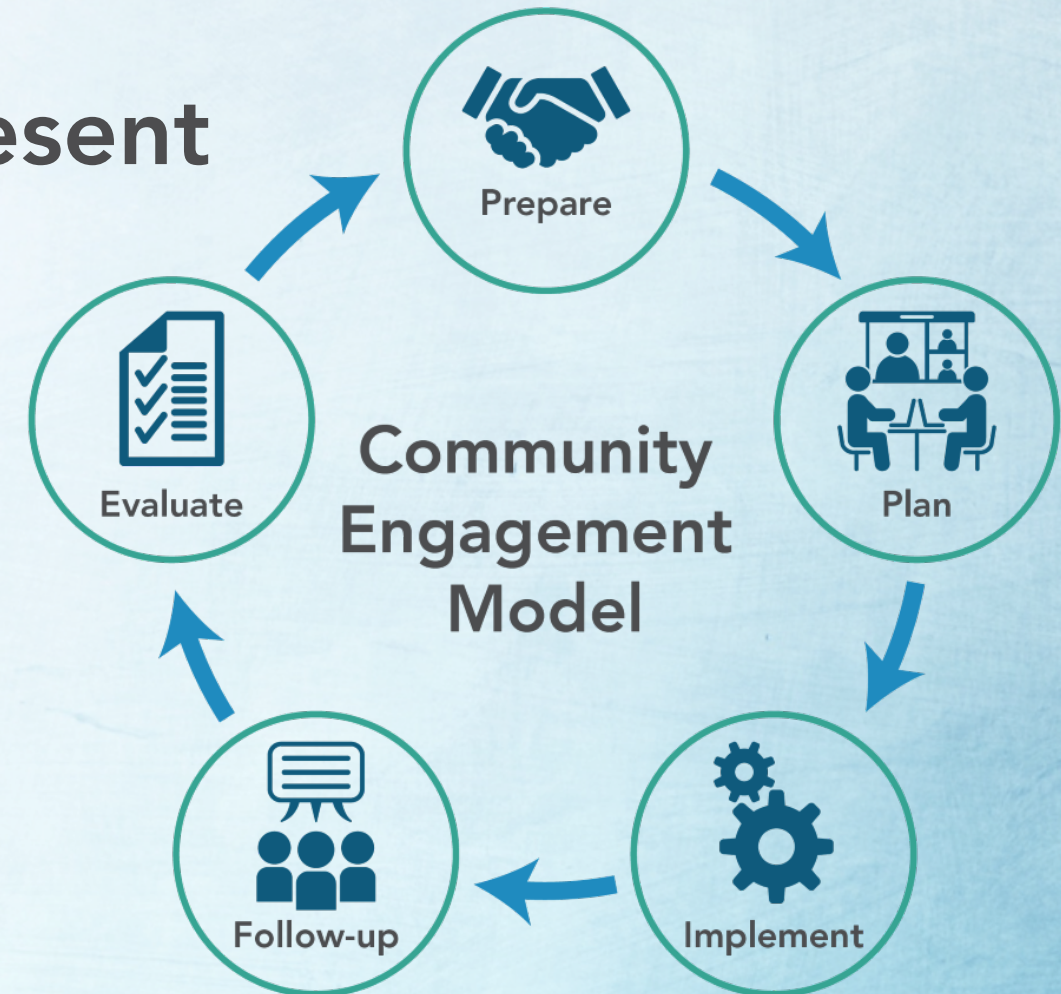
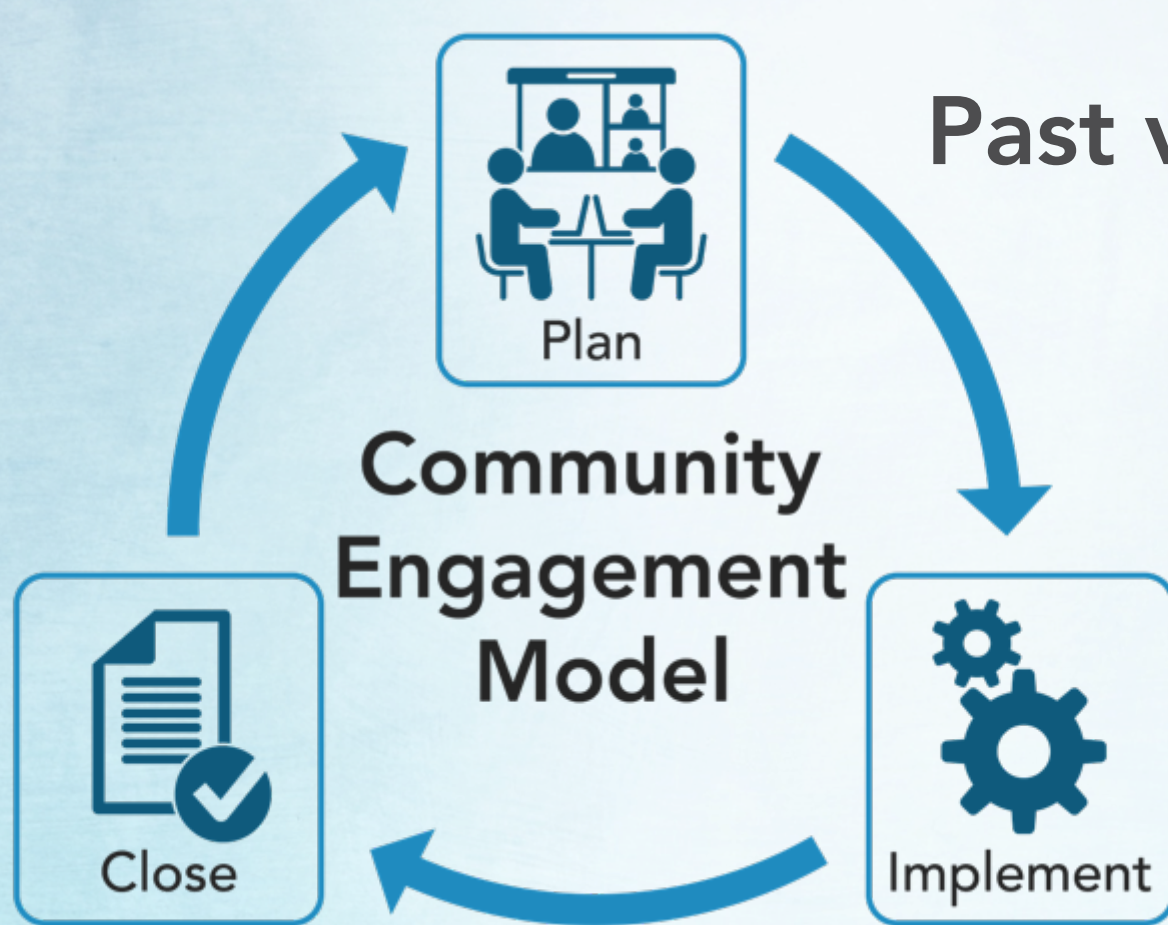
---

Non-Iterative Approach

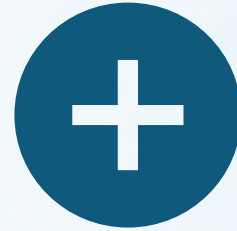
---

# Revised Model

# New Model Format



# Additional Changes to Revised Model



New Content



Condensing Information



Accompanying Workbook

# Why Feedback Was Not Incorporated

## 1. Outside Model Scope

- Recommendations Document (next few slides)

## 2. Against Commitment to Keep Equity Central

- Random selection of community participants

# Recommendations

Adjust  
Decision-  
Making

Improve  
Engagement

Increase  
Transparency

Remove  
Barriers

Create Tribal  
Engagement  
Model

Address Harms  
and Document  
Equity Efforts

# Recommendations

---

## Adjust Decision- Making

Access to Decision-makers

---

Ensure Adequate Influence

---

Co-develop Multi-directional  
Dialogues with Demonstrable Action

---

# Recommendations

---

## Improve Engagement

Ensure Adequate Time

---

Airtime Equity

---

Improve Knowledge Access

---

Improve Collaboration and Coordination

---

Increase Qualified Staff

---

Improve Engagement Through Evaluation and Action

---

# Recommendations

---

Increase  
Transparency

Develop Transparency Rules

---

Remove  
Barriers

Address Monetary Participation Barriers

---

Address Non-monetary Participation Barriers

---

# Recommendations

---

Create a  
Tribal  
Engagement  
Model

Work with Tribes to create guidance for  
Tribal engagement

---

Address  
Harms and  
Document  
Equity  
Efforts

Acknowledge and Address Harms

---

Publish CARB's Equity History and Efforts

---

# BREAK



# Small Group Discussions

## Question 1:

- What is your impression of the updated Model?

## Question 2:

- Do you have concerns? If so, which are the highest priority?

# Report Back: Small Group Discussions

# Zoom Whiteboard

# Zoom Whiteboard Instructions

The screenshot displays the Zoom Whiteboard interface. At the top, there's a status bar with a "Waiting for followers..." message and a "Share" button. Below this, a text box contains the question: "What are some things you like about the revised Model? What are some things you did not like? Think of the structure, topics included, etc." followed by its Spanish translation. The main workspace is divided into two columns: "What I liked / Lo que me gusto" (green background) and "What I did not like / Lo que no me gusto" (purple background). A red text box with a white background is overlaid on the purple column, stating "Click the 'Whiteboards' icon to access". A red arrow points from this text box to the "Whiteboards" icon in the bottom toolbar. The bottom toolbar includes icons for Audio, Video, Participants, Chat, React, Share, Host tools, AI Companion, and Whiteboards. The "Whiteboards" icon is circled in red.

Waiting for followers... Stop

Share

What are some things you like about the revised Model? What are some things you did not like?  
Think of the structure, topics included, etc.

¿Cuáles son algunas de las cosas que le gustan del Modelo revisado? ¿Cuáles son algunas de las cosas que no le gustaron?  
Piensa en la estructura, los temas incluidos, etc.

What I liked / Lo que me gusto

What I did not like / Lo que no me gusto

Click the "Whiteboards" icon to access

Audio Video Participants Chat React Share Host tools AI Companion Whiteboards

# Zoom Whiteboard Instructions

The screenshot shows the Zoom Whiteboard interface. At the top, there's a status bar with "Waiting for followers..." and a "Stop" button. Below this, a text box contains the following text:

What are some things you like about the revised Model? What are some things you did not like?  
Think of the structure, topics included, etc.

¿Cuáles son algunas de las cosas que le gustan del Modelo revisado? ¿Cuáles son algunas de las cosas que no le gustaron?  
Piensa en la estructura, los temas incluidos, etc.

The whiteboard is divided into two main sections: "What I liked / Lo que me gusto" (green background) and "What I did not like / Lo que no me gusto" (purple background). A yellow sticky note is placed on the green section. A red circle highlights the sticky note icon in the left toolbar, and a red arrow points from a callout box to it. The callout box contains the text:

**Click the sticky note icon to add a sticky note**

The bottom of the interface shows a toolbar with various tools like eraser, lasso, and zoom controls. The zoom level is set to 47%.

# Zoom Whiteboard Instructions

The screenshot displays a Zoom Whiteboard interface. At the top, there's a status bar with a "Waiting for followers..." message and a "Stop" button. Below this, a survey question is presented in both English and Spanish, asking for feedback on a revised model. The English text reads: "What are some things you like about the revised Model? What are some things you did not like? Think of the structure, topics included, etc." The Spanish text reads: "¿Cuáles son algunas de las cosas que le gustan del Modelo revisado? ¿Cuáles son algunas de las cosas que no le gustaron? Piensa en la estructura, los temas incluidos, etc." Below the question, there are two large sticky notes. The left sticky note is yellow and titled "What I liked / Lo que me gusto", containing the text "I really liked the...". The right sticky note is purple and titled "What I did not like / Lo que no me gusto". A red callout box with white text points to the yellow sticky note, stating: "Place sticky note where you would like, then begin typing". The interface includes a toolbar on the left with various drawing and editing tools, and a bottom toolbar with navigation and zoom controls. The zoom level is currently set to 47%.

Waiting for followers... Stop

What are some things you like about the revised Model? What are some things you did not like? Think of the structure, topics included, etc.

¿Cuáles son algunas de las cosas que le gustan del Modelo revisado? ¿Cuáles son algunas de las cosas que no le gustaron? Piensa en la estructura, los temas incluidos, etc.

What I liked / Lo que me gusto

I really liked the...

What I did not like / Lo que no me gusto

Place sticky note where you would like, then begin typing

Auto AA A H 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

47%

# Zoom Whiteboard Instructions

The screenshot displays a Zoom Whiteboard interface. At the top, there's a status bar with a 'Waiting for followers...' message and a 'Stop' button. To the right, there are icons for a dropdown menu, a group of people, a 'Share' button, and a close button. Below this, a central text box contains the survey questions in English and Spanish. The English text asks for likes and dislikes about the revised model's structure and topics. The Spanish text asks for likes and dislikes about the revised model's structure and topics. Below the text box, there are two large sticky notes. The left sticky note is green and titled 'What I liked / Lo que me gusto'. It contains two yellow sticky notes: 'I really like the...' and 'The new structure is...'. The right sticky note is purple and titled 'What I did not like / Lo que no me gusto'. A large red text box is overlaid on the sticky notes, stating: 'Click anywhere outside of the sticky note and it will then be posted'. At the bottom, there's a toolbar with icons for undo, redo, delete, and a zoom slider set to 47%.

Waiting for followers... Stop

What are some things you like about the revised Model? What are some things you did not like? Think of the structure, topics included, etc.

¿Cuáles son algunas de las cosas que le gustan del Modelo revisado? ¿Cuáles son algunas de las cosas que no le gustaron? Piensa en la estructura, los temas incluidos, etc.

What I liked / Lo que me gusto

I really like the... The new structure is...

What I did not like / Lo que no me gusto

**Click anywhere outside of the sticky note and it will then be posted**

47%

# Zoom Whiteboard

## Question 1:

- How can we improve transparency and accountability in presenting the Model edits, comments, and recommendations?

## Question 2:

- Looking back in 5 years, what would demonstrate that CARB implemented the Model effectively?
  - Are there things we should track to show impact?

# Implementing the Model



Publish recommendations and revised Model



Launch new Model in public meeting in late 2024/early 2025



Develop internal training on the Model

# BREAK



# Contract Administration



**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



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

Task 5 will be **due October 28th, 2024.**

Task 6 has been completed today by attending this Meeting.

**Task 5:** Community Experts Review Revised Draft of Model

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

# Next Steps

## October/November 2024: Review Comments

- CARB will share revised Model

## Late 2024/Early 2025: Final Public Meeting

- Provide an overview of the revised Model
- Summarize comments and outcomes previously received
- Discuss implementation

## 2025: Develop Internal Training

# How Would You Like to Stay Involved?

- Email the revised Model which considers feedback from this Community Expert meeting and your written comments.
- Invitation to public meeting on the revised Model in late 2024/early 2025.
- Discuss: How else would you like to stay involved or updated?

# Wrap Up

Detailed comments on the revised Model are due:

**October 28th, 2024**

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

# Wrap Up

Model Development Final Evaluation

<https://forms.office.com/g/DwPEH5LXJ4>



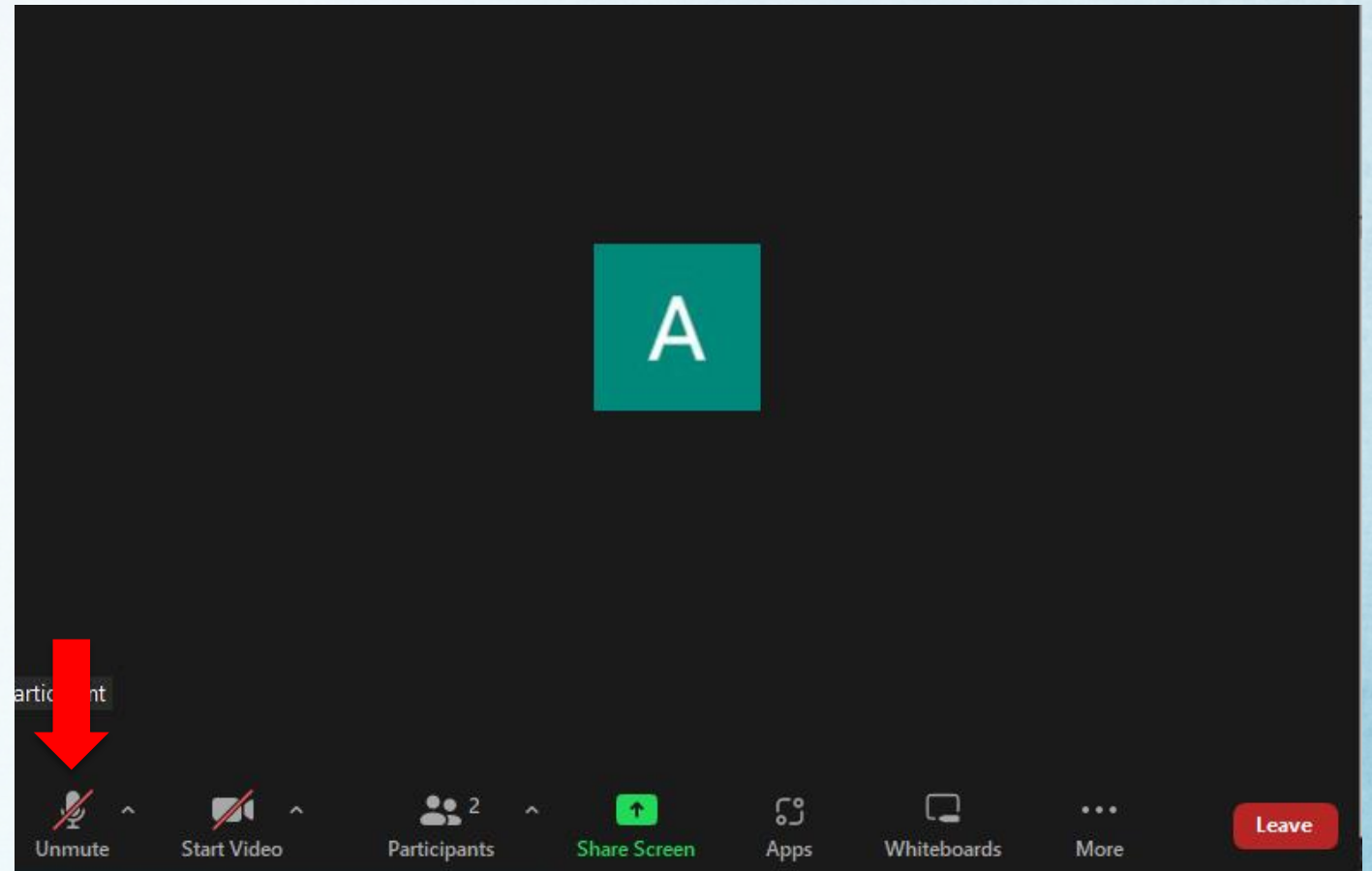
**Thank you, thank you, thank you!**

# Zoom Orientation

## Mute/Unmute

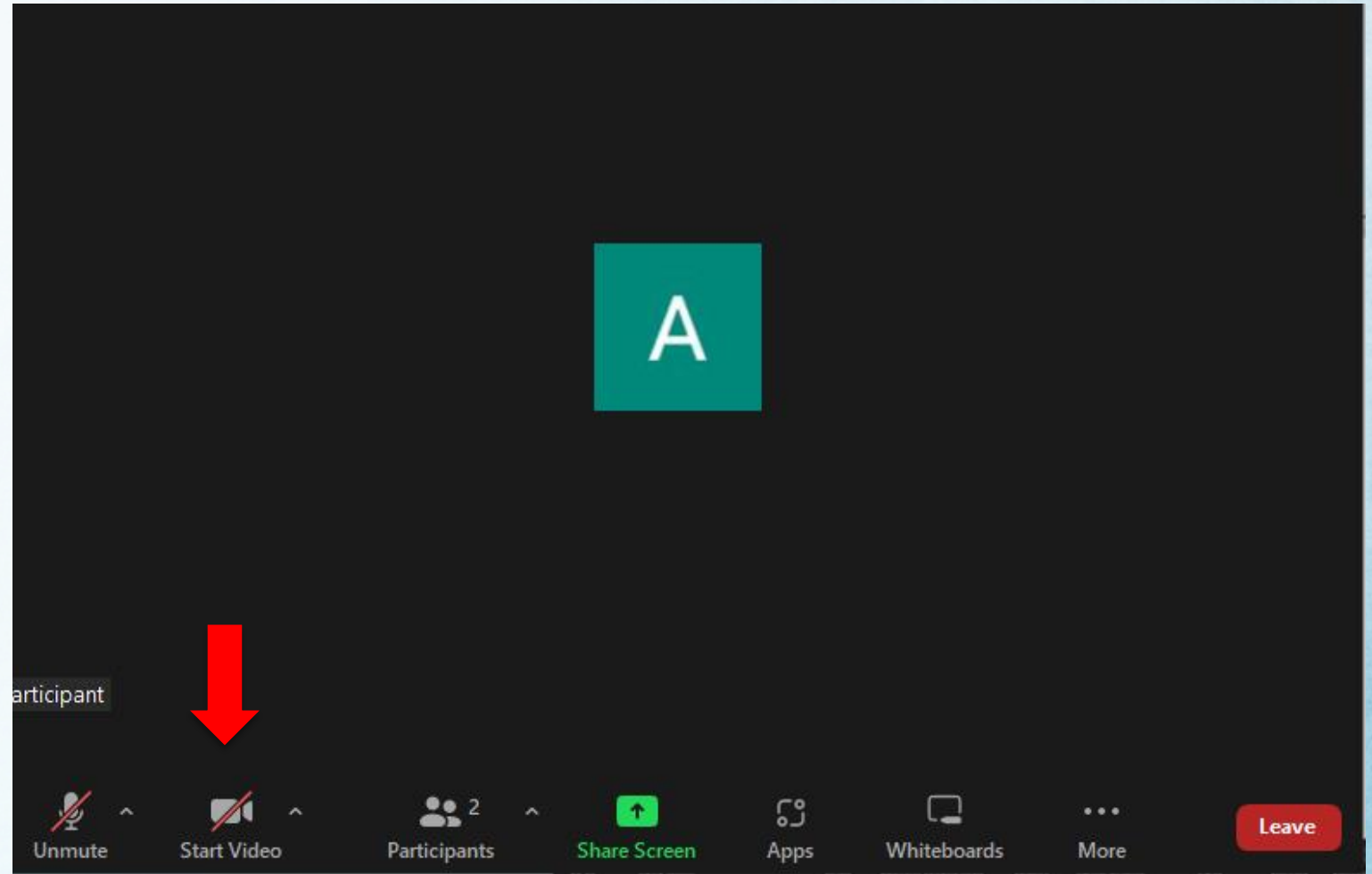
Please remain on mute when you are not speaking.

- Zoom: **Mute/Unmute** button at the bottom left
- Phone: Dial \*6 to mute/unmute



# Video

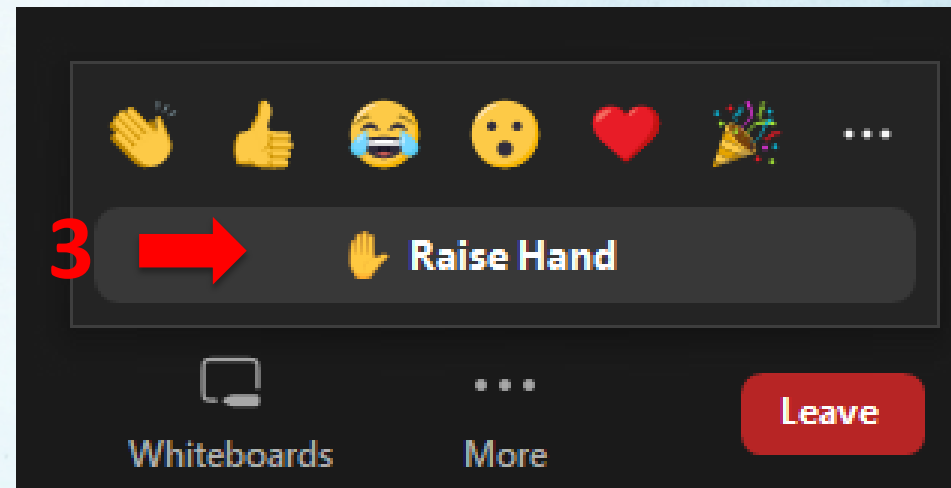
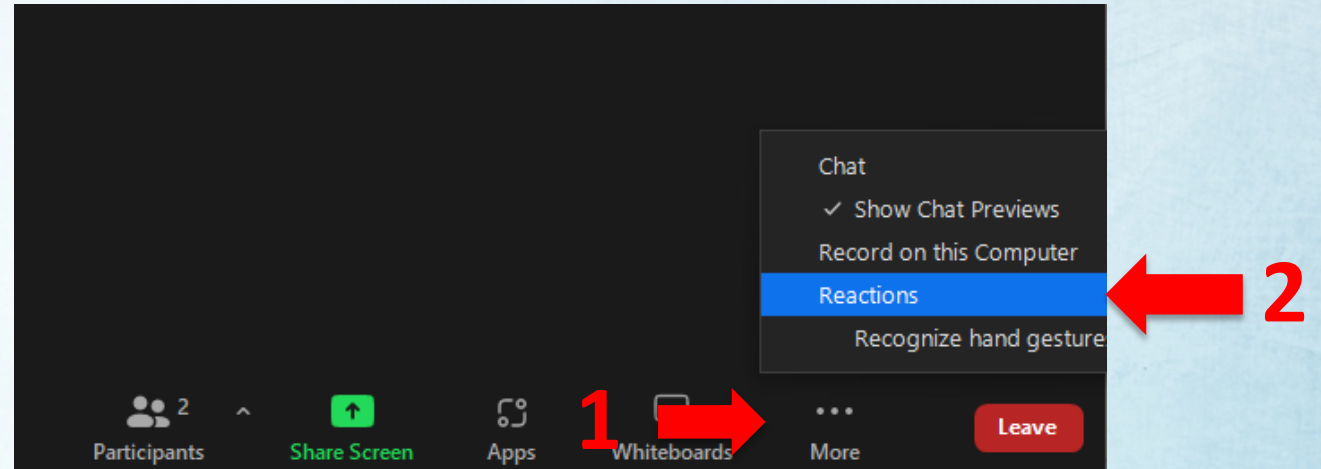
Click the camera icon at the bottom left of your screen to toggle your video on and off.



# Raise Hand

To be added to the speaking queue, please use **Raise Hand**

- Zoom: Click **Participants**, then **Raise Hand**.
- Phone: dial \*9 We'll check in with the phone line periodically.



# Chat

- Click on the **chat** icon near the center bottom of your screen.
- Choose “private” chat to chat with the Host or Co-host
- Private chats are archived.

