Community Engagement Model Workbook

This workbook is an internal resource for CARB staff and must be used **with** the *Community Engagement Model* (Model). As you walk through each section and step of the Model, use this workbook to write down your responses and ideas for your specific project. Questions in the workbook are the same as the questions in the Model. The workbook will help you brainstorm and create your community engagement plan as you work through the Model.

> The Community Engagement Model (Model) provides necessary context, examples, and resources to complete the workbook. This workbook is made to accompany the Model. They are designed to be used side by side.

List the staff that will lead or co-lead this work.

Before Planning Your Community Engagement

This section guides you through the key considerations for planning effective community engagement. While not every step is a deep dive, it is designed to help you start thinking holistically about your engagement plan.

Step 1.1: Identify Engagement Goals and Objectives

(Page 35 in Model)

Before developing your community engagement plan, it is important to walk through the following questions as a team.

> It's important to use both the Racial Equity Lens (Lens) and the Community Engagement Model (Model). For more details on how these tools work together refer to the *All Things Equity Page (myCARB).*

What CARB action is your community engagement supporting?

What are the community engagement racial equity goals?

What are the community engagement goals and objectives?

Goals: Write a short, broad statement focused on desired results. Goals usually need to be achieved over a long timeframe.

Objectives: These objectives will guide the conversation and discussion as you begin to develop materials and resources. There may be multiple objectives related to a single goal. Objectives are specific actionable targets that need to be achieved in a shorter timeframe.

Goal:

Objectives:

Goal:

Objectives:

Goal:

Objectives:

Goal:

Objectives:

Step 1.2: Identify Engagement Scale and Decision-makers

(Page 37 in Model)

The scope and scale of community engagement will impact the staffing, budget, and timeline of your community engagement plan and CARB action.

What is the scale of the community engagement effort? (how long the effort is, who is involved, etc.)

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Who has final decision-making power in approving the engagement plan and how outcomes are addressed?

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Have decision-makers given their support for the engagement plan goals and objectives?

☐ Yes

☐ Not Yet

Where is there flexibility and what is non-negotiable?

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Step 1.3: Identify Needed Engagement Resources

(Page 38 in Model)

Determine the appropriate level of staffing and resources, staff roles, and expectations for the engagement effort. Ensure that your community engagement plan is adequately staffed, with clear roles, a sufficient budget, and enough time to support the engagement efforts.

Which staff should be involved? (Divisions, sections, individuals, etc.)

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Do proposed staff leads feel equipped to manage a community engagement process? What support do they need?

What roles should staff take, and what are the expectations?
(*ex. Decision-maker or person with approval authority, project manager, contract manager and liaison, communications liaison, legal liaison, translation and interpretation assistance, event planner (e.g., venues, equipment rental), community feedback manager, facilitators, and recordkeepers/notetakers*)

Role	Staff	Expectations

How much time is each staff member expected to regularly dedicate to the engagement? Are there instances when staff might need more time?

Staff Name	Time Dedicated	When is more time required?

Staff should have cultural competence and cultural humility. What trainings or resources will you use to support staff? See *Appendix IV: Resources and Trainings Available to CARB Staff*.

Will you need an external facilitator for engagement activities?

☐ Yes

☐ No

If yes, what will you ask the facilitator to do?

What is your budget? (e.g., facilitation, contracts, venue) Is there a specific budget allocation for community engagement efforts?

How can you compensate community groups and members you are working with?

Step 1.4: Identify Broad Audiences

(Page 42 in Model)

Begin selecting broad audiences from Table 1 below by creating a list of diverse groups you would like to participate in your engagement effort.

To help complete your audiences list, answer the following questions:

Who will be impacted by the CARB action?

Whose air quality is impacted by the CARB action?

Who needs to know about this CARB action? (e.g., legal requirements, explicit interests)

Who can or will contribute to this conversation? Who has lived, learned, or professional expertise?

Who has discussed this topic or worked on similar CARB actions?

Who has been missing from previous conversations on this topic?

Who do community partners recommend be included?

What is the history of this action in communities and with other affected parties? Does this history indicate who should be involved in engagement?

What feedback has the public provided related to this action that helps identify other affected parties?

Who are the hard-to-reach groups that will be impacted and should be engaged?

Have you coordinated with appropriate contacts to identify and expand your audience?

☐ Other CARB divisions/internal contacts

☐ Office of Community Air Protection (OCAP)

☐ Office of Environmental Justice, Tribal Affairs, and Border Relations (OEJTB)

☐ Office of Racial Equity (ORE)

☐ Air Districts

☐ Existing community contacts

☐ Other professional or government groups

☐ *Community Connections Directory*

What other divisions will you talk to about coordinating efforts or learning from past experiences?

Who are the broad audiences for your engagement effort?
For examples refer to Table 1. Examples of Interested Parties in the Model.

Interested Parties	Fill in specifics for each interested party category.
Community-based Organizations (CBOs)	
Community Leaders	
Industry	
California State Agencies	
Other Government Agencies	
California Native American Tribes	
Internal Agency Staff	
General Public	
Researchers	

Can you partner with local communities, community-based organizations, or others? If so, who and how?

Step 1.5: Identify Where the Engagement is on the Engagement Spectrum

(Page 48 in Model)

Refer to IAP2's *Spectrum of Public Participation* in the Model (also included below). Discuss with your team and management where your efforts will fall on this spectrum and your goals. The answer to these questions will direct the events, activities, resources, and outreach channels you include in your engagement plan.

Where will your community engagement plan land on the Spectrum? Why?

INCREASING IMPACT ON THE DECISION →

	INFORM	**CONSULT**	**INVOLVE**	**COLLABORATE**	**EMPOWER**
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Are there any opportunities to increase participation without overpromising the impact?

How will you manage community expectations regarding the impact of their engagement?

Does the level of engagement vary by audience?

Step 1.6: Identify Evaluation Approaches

(Page 50 in Model)

This step helps develop an initial evaluation approach including defining metrics, identifying how you will gather and analyze data, and who you will share results with. Additional information on event and engagement evaluations are in the *Implementing Your Community Engagement* and *Comprehensive Evaluation of your Engagement Efforts* sections.

What are your community engagement metrics?

How will you evaluate your engagement metrics?

[ ]

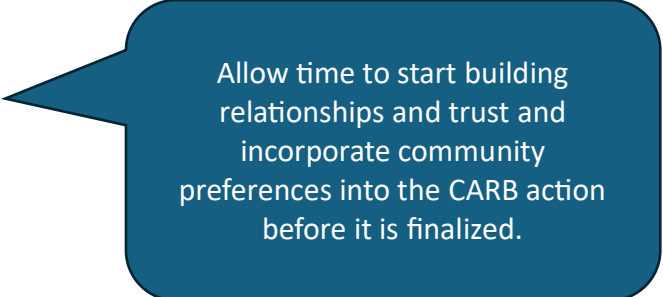Who will you share evaluation results with?

[ ]

Step 1.7: Identify Initial Engagement Logistics

(Page 52 in Model)

In the next section, *Planning your Engagement and Conducting Outreach,* you will develop a detailed engagement plan. Creating an initial outline now will help you establish a potential timeline and manage other logistics.

What is the engagement timeline?
Review Appendix VII: Timeline Considerations in the Model as you develop your timeline.

> Allow time to start building relationships and trust and incorporate community preferences into the CARB action before it is finalized.

What is your draft engagement plan?

Describe key elements and potential approaches for your engagement plan.

[ ]

Answer the below questions to fill in some of the details of your engagement plan.

How many events are you planning and what are the formats (online, in-person, or both)?

For in-person events, where are you proposing to have the event(s)?

Who are the broad audiences for each event? (Consider questions you answered earlier like: Where are the communities most impacted by the CARB action? Which regions or communities have expressed concerns related to the action? Who has historically not been able to participate?)

Can you expand relationships beyond current contacts? If so, who?

Have you conducted a racial and social equity assessment? *(see page 55 in the Model)*
☐ Yes   ☐ No

How will you incorporate the results of your racial and social equity assessment into your engagement plan?

Identify Data Needs

What data do you need?

Have you considered qualitative data and Traditional Ecological Knowledge? If not, explain why.

How will you gather data?

What does the data tell you about existing racial and social inequities, root causes, and factors contributing to the inequities? How will this impact your engagement plan?

Planning Your Community Engagement and Conducting Outreach

This section provides steps for you to effectively plan your community engagement efforts. You will revisit some of the topics previously covered but add more detail and specifics. This section provides guidance on identifying what is needed for outreach and engagement activities including locations, methods, activities, strategies, and logistics.

Step 2.1: Identify Specific Location(s), Communities, and Their Needs

(Page 60 in Model)

Which specific cities or communities will you focus on?

Which specific audiences are you trying to engage?

Who are you partnering with?

Have you researched the community and location? How will this inform your engagement plan? (History, needs, impacts, make-up, CARB's previous involvement and relationships, and legal issues).

Are you engaging youth? If so, how?
Please note: Do not reach out to anyone under the age of 18. Work with existing organizations like the school staff and youth-focused organizations.

Are you considering community needs? What are the community's needs, goals, and priorities? Have you asked them?

How are you addressing community fatigue? (e.g., coordinate internally or with other agencies, attend existing events and local meetings)

Are there local events that you can participate in? (visiting speaker, booth, etc.)

Why would people want to participate? What benefit is there for them in attending?

How are you ensuring communities can access the event? (Understand transportation, internet access, language and Americans with Disability access needs.)

Are there timing issues that you need to consider? (ex. harvest timing, seasonal weather issues, certain festivals, other community events, school schedules and breaks, etc.)

Step 2.2: Identify and Implement Outreach Methods

(Page 66 in Model)

Refine your engagement timeline to include communication and outreach efforts.

Have you engaged with local partners to share outreach materials?
☐ Yes   ☐ No

What outreach methods will be used?
Refer to Appendix VIII: Outreach Activity Examples

Outreach Activity	Who is the Audience?	Staff Responsible	Additional Notes

What translation (written) and interpretation (spoken) services will you need? What languages are spoken locally?

Are your outreach materials:

☐ Written for the audience?

☐ Written in plain language?

☐ Clear about the purpose of the event and why people would want to attend?

☐ ADA compliant?

☐ Translated into all needed languages?

How will you evaluate the outreach methods?

Step 2.3: Select Activities and Strategies

(Page 73 in Model)

What engagement activities will you use?
See Appendix XII: More Engagement Oriented Outreach Examples.

Outreach/Engagement Activity	Who is the audience?	Staff Responsible	Additional Notes

What tools will you use to make events interactive and engaging?
See Appendix XIII: Dialogue, Deliberation, and Facilitation Tools, Appendix XIV: Polling and Survey Tools, Appendix XV: Mapping and Data Analysis Tools, Appendix XVI: Types of Software and Methods for Engagement.

Are your engagement events collecting qualitative data? If so, how?

How do people want to be acknowledged and thanked for their participation?

Step 2.4: Determine Logistical Needs

(Page 75 in Model)

The tips below will help to identify and address logistical needs as you explore holding public events. More on this topic can be found in the *Implementing Your Community Engagement Plan* section, which discusses logistics for events. Before planning a separate event, consider if you can combine events with community-based organizations, another agency, or local governments to draw more relevant attendees.

Will the event be in-person, virtual or hybrid?

☐ In-person

☐ Virtual

☐ Hybrid

Some of the below questions will apply to all the events, but others will vary. For this step, you may want to complete the below questions for each event you plan.

Who should host the event? Why?

What are the date and times for the events?

Did you check to make sure there are no conflicts with other events?
(Look at the event calendars below to check for conflicts. If the link takes you to an outlook email address, you'll need to search the name and add it as a calendar in Outlook.)

☐ *CARB events calendar*

☐ *California Climate Investments events calendar*

☐ *CARB Funding Plan workshop calendar*

☐ *CARB Mobile Source Control Division meetings and events calendar*

☐ *CARB Sustainable Transportation and Communities Division calendar*

☐ *CARB Office of Community Air Protection external calendar*

☐ *CARB Environmental Justice Unit*

☐ *Low Carbon Transportation Investments and AQIP meetings and workshops*

☐ Local Air District calendars

How will you announce the date and time?

☐ GovDelivery

☐ Social media

☐ EJ blog

☐ Through partners

☐ Physical flyers/door hangers

☐ Other

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Can you hold the event at a location within the community you're trying to reach?
☐ Yes   ☐ No
If not, how can you ensure the community you're trying to reach has access to the event? (ex. targeted outreach, partnering with local groups for in-person viewing)

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Does the type of work or meeting require that you follow the requirements of the Bagley Keene Act?
(e.g., CARB advisory committee, Board meetings) Contact the CARB Legal Office if you have questions.
☐ Yes   ☐ No

What is the venue for the event?

[ ]

What is the room capacity and set-up? Can you do a walk-through beforehand?

[ ]

What equipment (tables, chairs, audio/video, interpretation, etc.) is needed? What does the venue provide?

[ ]

Does the venue location have access to public transportation? What are the available options?

[ ]

For the venue location ensure the following:

☐ Have you asked local community organizations or members what location they prefer?

☐ Accessibility (ADA compliant)

☐ Safety

☐ Location is welcoming

☐ Free or reduced cost parking

☐ Space for children's activities

☐ If renting the facility, complete the necessary forms (NCP, Interpretation Requests, etc.)

Virtual meeting considerations:

Which online platform are you planning to use?

[ ]

How many people do you expect? Does the online platform allow that number of attendees? (ex. Zoom participant limit depends on the account)

[ ]

If using Zoom, will you use Zoom Meeting or Webinar?
Refer to Table 2. Meeting Versus Webinar Features.
☐ Meeting ☐ Webinar

How will you make the event interactive?

How will you ensure those virtual and in-person are able to participate fully?

Do community members have broadband access? If not, how can they access the event?

Ensure accessibility with:

☐ Language access and interpretation

☐ Closed captioning

☐ Call-in information and directions

Hybrid meeting considerations:

Can you host a separate virtual and in-person event or is hybrid the best option?

What audio/visual equipment will you need?

How will you ensure those virtual and in-person are able to participate fully?

For all events check on the following:

☐ Sufficient staffing

☐ Decide on external facilitator

☐ Event timeline

☐ Language access

☐ Plan for tracking feedback

☐ Backup and emergency plans

Step 2.5: Engagement Plan Design Check

(Page 83 in Model)

Write up the draft plan and check in with project partners to see if the approach resonates with affected parties. Checking-in should focus on inclusion and accommodating community schedules and needs and continuing to build reciprocal relationships.

Have you checked in with Community Based Organizations (CBO) and community partners for an engagement plan design check?

☐ Yes   ☐ No

If not, are there CBOs or community contacts you can check-in with?

What potential issues or improvements have you identified through this informal check-in? Are there opportunities to coordinate and collaborate? Are there ways to better address racial equity? Can you improve the budget and timeline? Do they have additional recommendations on how to thank participants?

Who else do they recommend involving?

Implementing Your Community Engagement Plan

This section is designed to help implement the outreach and engagement plans from the previous two sections. It provides step-by-step guidance and considerations for preparing, hosting, and following up on engagement events. This includes refining and preparing event materials. Lastly, this section guides you through the process of assessing each of the events to improve future efforts.

Steps 3.1: Event Materials and Needs

(Page 85 in Model)

Start assessing your event needs and developing materials. What supplies do you need for the events? Who is responsible for bringing each item?

Some of the below questions will apply to all the events, but others will vary. For this step, you may want to complete the below questions for each event you plan.

In-person recommended supplies:

Item	Needed	Who is Responsible
Laptop		
Projector		
Microphone		
Speakers		
Easels		
Flipcharts		
Markers/pens		
Nametags		
Tape		
Activities for kids (ex. coloring books, puzzles)		
Bathroom signs		
Post-its		
Painters/blue tape		
Scissors		
Directional signs		

Event Materials:

List who is responsible for creating, translating, and distributing each item. Incorporate due dates into your project timeline.

Material type	Due date (complete and distributed)	Staff Responsible-Create Document	Staff Responsible-Translate Document	Staff Responsible-Distribute Document
Background information				
Event registration				
Sign-in sheets				
Public agenda – notes on what decisions will be made, what impact engagement can have, when the public can comment				
GovDelivery bulletin				
Post on calendar (agenda and background information)				
Flyers				
Fact sheets				
Facilitation guide				
Graphics				
Presentations				
Meeting signs (including directions and bathroom signs)				
Event questionnaire/survey				
Meeting summaries				

Step 3.2: Translation of Materials and Interpretation

(Page 91 in Model)

Are you addressing accessibility and language needs for the event and associated materials?

☐ ADA accessibility

☐ Translation (written)

    ☐ Presentation

    ☐ Event documents

    ☐ Event notice/calendar item

☐ Interpretation (spoken/verbal)

☐ Plain language

☐ Provide interpreters with bilingual glossary of common words if available

☐ Other:

Step 3.3: Before an Event

(Page 93 in Model)

Assign roles and responsibilities for the event. The tables below have some recommended staff roles, but needs will vary depending on the event.

In-person event staff roles:

Role	Staff	Backup	Additional Notes
Management			Available to answer questions and elevate issues that need further action.
Host/Lead staff			
Facilitator/moderate meeting			Intro and close-out, duties will vary based on circumstances
Technical program staff			Program staff attend to hear feedback directly and answer technical questions.

Sign-in station			
Presenter(s)			
Audio/Visual (AV)			Set-up and operate presentation and any other AV equipment needed.
Breakout group facilitators			
Breakout group note takers			
Note-taker and report back			Capture participants comments and compile after the meeting for sharing
Timekeeper			
Interpretation contact			Available to interpreters if any issues arise or support is needed.
Interpreters			Requested through Bilingual Services. If using breakout groups, will you have an interpreter for each group or direct participants to a specific breakout group?
Room set up			
Extra support			

Online/Virtual event staff roles:
(Note that most roles will need co-host permissions. Test out functions in a dry run.)

Role	Staff	Backup	Additional Notes
Management			Available to answer questions and elevate issues that need further action
Zoom host/ Facilitator			Make sure meeting is recorded All Co-hosts are assigned Host name: Zoom housekeeping Check meeting settings Enable closed captioning Create breakout rooms (if applicable)
Presenter **(one per language)**			Share screen with slides. (HOST) (English) - RENAME English Presentation Slides Example additional language: (Spanish) - RENAME Presentación en español
Interpreter			Requested through EEO
Facilitate/moderate meeting			Intro/welcome; Close out
Panelist/CARB reps			Respond to questions posed in chat and verbally/respond to comments and questions when possible
Moderate questions: chat and verbal			Queue participants to ask questions/comment and monitor chat. Ensure chat questions are heard and answered by Panelist/CARB representatives
Breakout room facilitators and note takers			
Polling software (Zoom polls, PollEverywhere, etc.)			Run polling software during the meeting and share screen at the end of the meeting; Include link to polling/questionnaire at the end of the meeting & explain how to access

Timekeeper			
Note taker/record public comment			Record public comment and compile after the meeting for publishing/records
Co-host monitor camera's and waiting room			Monitor waiting room and let people in, check cameras and mics for inappropriate activities. All co-host/host should be able to turn someone's camera off if needed
Test participant view- Zoom and call in	(English)	(Interpreted Language)	View and listen to zoom as an "attendee" to confirm that sound and video are working correctly. Alert team if things are not looking right. Record interpreted language channel.
Chat monitor/ tech expert to answer technical question asked through Zoom interface			Available via direct message on Zoom for tech questions- monitor chat for tech issues. (this role could be combined with other hosting duties if needed)
Open conference line- monitor for issues (if applicable- for additional language)			

Facilitation Plan:

☐ Prepare a facilitation plan.

See *Appendix XXIII: Example Facilitation Plan*.

Dress rehearsals / Dry runs:

☐ Dry run date 1:

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☐ Dry run date 2:

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☐ Additional dry run dates as needed:

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Consider the below questions during the dry runs:

In-person: What will be done if there is an individual yelling or disrupting the event? Who is responsible for addressing the situation?

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Virtual: What if more participants attend the event than expected, and they all want to speak? What will occur in the case of an unwanted disruptive intrusion (Zoom bombing, inappropriate chats, etc.)?

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Hybrid: How will the online and in-person experience be handled simultaneously?

All: What will be done if there are issues with audio or visual systems, software platform, Wi-Fi, etc.?

Step 3.4: Host the Event

(Page 94 in Model)

Open the venue

Review the Appendix XXIV: Open Venue for Event Checklist.

During the event

Does your agenda/presentation include:

☐ Welcome

☐ Technical and translation/interpretation assistance

☐ Safety and comfort

☐ Privacy and public records

☐ Agenda review

☐ Meeting agreements

☐ Next steps and how to stay involved or updated

Facilitation

How will you ensure attendees are meaningfully involved in the event?

Have you reviewed these key aspects of "Managing the Discussion"?

☐ Be human

☐ Be respectful

☐ Be a good communicator

☐ Be honest

☐ Be inclusive

☐ Be mindful

☐ Be helpful

What are your key takeaways after reviewing the sections listed above?

Dealing with harassment during public events

What is your plan to deal with harassment during public meetings?

Ending the event

☐ Include time for attendees to evaluate the event. See below for more details on evaluation.

☐ Compile and save notes

☐ Save recording (if applicable)

☐ Save chat (if applicable)

☐ Note any action items and assign staff to follow-up

☐ Close the Venue: For in-person events refer to *Appendix XXV: Close Venue Checklist*

Step 3.5: Evaluate the Event

(Page 104 in Model)

What feedback did you receive from attendees? (Review event questionnaire results.)

What feedback did you receive from CARB staff on the event?

What adjustments will you make based on what you heard?

Step 3.6: Immediate Event Follow-Up

(Page 104 in Model)

Who will ensure all short-term follow-up is completed in a timely manner?

_____

☐ Send an initial thank you email as soon as possible.

Does your immediate follow-up include these items?

☐ Meeting summary

☐ Meeting materials (presentation, resources, recordings, etc.)

☐ Links to Summary Action Table or where it will be posted in the future

☐ Ways to access additional information (webpages, fact sheets, background info, etc.)

☐ CARB contact person and information

Are there attendees that you should offer one-on-one follow-up?

How will you follow-up with event participants throughout the CARB action?

How will you acknowledge and thank communities?

Following-up with Communities

This section provides guidance on informing communities and other affected parties how their feedback was considered, how it influenced the CARB action, and any next steps.

Step 4.1: Public Follow-Up

(Page 107 in Model)

Public Report

What will you include in a public report?

☐ The engagement process

☐ Who broadly participated

☐ If feedback influenced the final CARB action and if not, why

☐ Initial racial equity outcomes

☐ Other:

Action Summary

Who is responsible for creating and sharing out the Action Summary?
See Appendix XX: Summary Action Table.

Does the action summary table clearly show:

☐ All comments received

☐ Identify how comments were incorporated

☐ Identify which comments were not incorporated and why

☐ Other:

Racial Equity Outcomes:

Were staff able to fill in any data gaps while engaging with affected parties?

How do outcomes compare to the Racial and Social Equity Assessment you completed earlier?

Which communities participated in the engagement efforts? What are their socio-demographic characteristics?

Did any of the planned engagement strategies to advance racial equity result in changes to the CARB action?

How did this engagement support meaningful involvement, racial equity outcomes, and CARB Board Resolution 20-33?

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☐ Ask communities and other affected parties if they agree with your analysis of these metrics

☐ Share all reports with participants

Continue to report back annually:

How do participants want to be updated throughout the CARB action long term?

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Regular reports (annual at least) should include:

☐ Status of CARB action

☐ Impacts

☐ Next steps

☐ Major changes

☐ Additional engagement activities

☐ Contacts for more information

Step 4.2: Continuing Relationships

(Page 109 in Model)

How will you provide consistent communication?

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Did you debrief with your community partners (especially those who have worked closely with you)?

☐ Yes ☐ No

What topics or questions will you include in a debrief or evaluation? (See examples in the Model including: What went well, what should change for future efforts, how should the group address any major unresolved conflicts, and how should relationships be maintained?)

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What did you learn in the debriefs?

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How will you maintain the relationships developed in this process?

☐ Periodic emails or calls.

☐ Attending community events when possible (especially if invited).

☐ Introducing community contacts to appropriate CARB staff if you move.

☐ Other:

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Comprehensive Evaluation of Your Engagement Efforts

This section will help you evaluate your outreach and engagement efforts and inform improvements to future external and internal community engagement efforts.

Step 5.1: Evaluate Your Engagement

(Page 111 in Model)

Follow the below steps to assess your community engagement:

☐ Revisit *Identify Engagement Goals and Objectives* and *Identify Evaluation Approaches*.

☐ Compile your previously identified goals, objectives, and metrics. Address any changes community partners or CARB requested.

☐ Share a final evaluation questionnaire with appropriate parties that is designed to assess the objectives and metrics identified above. See *Appendix XXVI: Example Community Participant Survey*.

☐ Share a final evaluation survey with CARB staff involved in the engagement to help identify lessons learned. See *Appendix XXVII: Example Staff Survey on Community Engagement*.

☐ Gather all previous event questionnaires, interviews, focus groups, and notes from formal and informal check-ins.

☐ Revisit your *evaluation of racial equity outcomes*.

☐ Collect new data needed to complete the evaluation. Common assessment strategies include surveys (paper or electronic), group meetings, phone calls, polls, and pre- and post-engagement changes in assessed metrics.

☐ Revisit the metrics you developed in step 6 of *Before Planning Your Community Engagement*. Complete analysis for each metric and include a short summary of the metric, how the data was collected, methods for analysis, and findings. Note if any engagement or activities changed throughout the project given event questionnaires, community feedback, etc.

How will the findings be used and by whom?

☐ Staff should consider holding an internal wrap-up meeting to discuss the evaluation results and provide an opportunity for all staff involved to bring their perspective before sharing the findings outside of the immediate staff team.

☐ Share the evaluation outcomes with interested parties.

Surveys

What format will you use for the survey?

☐ Paper surveys that can be given in person or mailed

☐ Electronic surveys- Details are listed in *Appendix XIV: Polling and Survey Tools*

☐ Group meetings

☐ Phone calls

☐ Text messages

☐ Develop a public platform for communities to submit stories

If you are doing an electronic survey, what software will you use?
See *Appendix XIV: Polling and Survey Tools.*

How will you reduce survey fatigue and encourage participation?

How will you share or distribute the survey?

Who is designated to follow-up on survey results where appropriate?

Step 5.2: Post-evaluation Actions

(Page 113 in Model)

Recommendations for improving relationships with the community:

Recommendations to improve community engagement processes:

Do you have any recommendations that do not fit the above categories?

Does your final report and process recommendations include?

☐ The CARB action

☐ Engagement approach

☐ Staff team

☐ Groups engaged

☐ Engagement outcomes

☐ Feedback received

☐ Concerns or items to be aware of for future efforts

☐ Evaluation outcomes

☐ Process improvement recommendations

How will you share engagement outcomes and present process improvement recommendations?

Who will you share them with?

☐ Complete *Appendix XXVIII: Recommendations for Community Engagement Processes* and send a copy to *communityengagement@arb.ca.gov*

How will you celebrate with your team during and after the engagement process? Because you all deserve it!