

PUBLIC OUTREACH & ENGAGEMENT

As a city, we value the wonderful diversity of races, cultures, gender identities, sexual orientations, and socio-economic status that represent the people in our neighborhoods and business districts. To ensure that all voices of community members are heard, it is especially important that the city's outreach and engagement efforts are respectful and appropriate for everyone.

Program Overview

Our Public Outreach and Engagement program is designed to increase access to information, resources, and civic processes for the diverse groups and individuals in each neighborhood, with emphasis on historically underrepresented populations.*

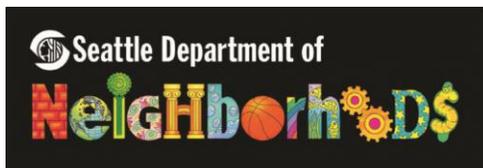
We do this work mainly through our Neighborhood Planning Outreach team, Public Outreach and Engagement Liaisons, and our Neighborhood District Coordinators, a team of professionals located in offices throughout Seattle who serve as a resource and liaison for community members. Together they assist other city departments in their outreach and engagement efforts to ensure that city government provides information to all community members, forges connections, fosters relationships, and has rich and meaningful dialogue.

Neighborhood Planning and Community Development Outreach

Neighborhood planning and community development outreach involves engaging a broad range of community stakeholders—including socio-economically diverse residents, local business groups, and neighborhood organizations—by building community capacity, strengthening relationships, and providing technical support to advisory committees.

People's Academy for Community Engagement (PACE)

This program also hosts the **People's Academy for Community Engagement (PACE)**, a nine-month leadership training program in civic engagement and empowerment to emerging leaders interested in serving their community. The 2013-2014 class will graduate in May.



Seattle Department of Neighborhoods

PUBLIC OUTREACH AND ENGAGEMENT

Public Outreach and Engagement Liaisons

Public Outreach and Engagement Liaisons (POELs) are expert “bridge-builders” who are part of their respective community’s cultures, fluent in their respective languages, and are bi-cultural and bi-lingual. Equitable outreach and engagement is conducted in a culturally-specific manner allowing participants some comfort and familiarity while navigating the city’s processes. POELs are also charged with providing:

- Fair and equitable facilitation (in native language)
- Simultaneous interpretation
- Constituent support at city-hosted events
- Feedback and expertise on cultural concerns and barriers
- Accurate records and reports of participant feedback and concerns
- Community workshops and events that parallel larger city-hosted meetings
- Quality translations (as needed for each project)

POELs are contractors who are compensated for their work through an agreement between a fiscal agent and Seattle Department of Neighborhoods. This arrangement creates a high level of neutrality and trust for the POELs as they work with community members.

Historically underrepresented groups served by POE Program

- African Americans
- Amharic Speakers
- Somalis
- Chinese (Mandarin and Cantonese Speakers)
- Cambodian (Khmer Speakers)
- Youth
- Seniors
- People Living with Disabilities
- Afaan-Oromo Speakers
- Tigrinya Speakers
- Laos Community
- Filipino (Tagalog and English Speakers)
- Vietnamese
- Hmong
- Mien
- American Indians and Alaska Natives
- Renters
- Hispanic and Latino Communities
- Small businesses



Contact Information

**Seattle Department of Neighborhoods
Public Outreach and Engagement
206.684.0719
www.seattle.gov/neighborhoods/poe**

*Historically underrepresented communities are groups that are conspicuously absent from meetings where the general public is called to participate. The non-or-low participation could be due to cultural, linguistic, or other barriers such as access to information. Examples of these communities include immigrants and refugees, persons with physical disabilities, seniors, or renters.