

**OUTREACH & COMMUNITY ENGAGEMENT SLI**

**CITY DEPARTMENTS SURVEY**

**MAY 2011**

**The purpose of this survey is** to learn how city departments conduct outreach and community engagement and the relationship they have with Department of Neighborhoods (DON) for support, such as the Neighborhood District Councils and Public/Planning Outreach Liaisons. This information is being collected as part of the Statement of Legislative Intent issued by the City Council. If you cannot make one of the scheduled focus groups, June 30, 2011 is the deadline to return written responses. Please contact Pamela Banks, DON with any questions (233-5044, [pamela.banks@seattle.gov](mailto:pamela.banks@seattle.gov)). Thank you for your response!

**DEFINITIONS OF OUTREACH AND COMMUNITY ENGAGEMENT:**

**Outreach:** Activities intentionally employed to make contact and potentially develop working relationships with specific individuals and/or groups for purposes, but not restricted to, sharing information, education, or service provision.

**Community Engagement:** Activities that intentionally enable community members to effectively engage in deliberation, dialogue, and action on public issues and in the design and delivery of public services. Developing and sustaining a working relationship between government and one or more community groups to help both understand and act on the needs or issues that the community experiences.

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1. What strategies does your department use for outreach and for what purpose?

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2. What strategies does your department use for community engagement and for what purpose?

An example of community engagement activities is convening focus groups or conducting online surveys for the purpose of *consultation* of community members on a public issue.

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3. Does your department work on a regular basis with any organized resident/business owner-based groups? If so, how often do you meet with them (e.g. Boards and Commissions, local business groups, community associations, Neighborhood District Councils, etc.)?

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4. Which of your department's outreach and community engagement methods are most appreciated by the public?

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5. What resources does your department rely on for *culturally appropriate* engagement strategies, if any? Examples include using U.S. Census data, consultant services, interagency programs, private institutions, and multi-lingual/diverse staff.

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A. Have you ever used translation/interpretation services as part of outreach and community engagement for your department?  Yes  No

B. Have you ever used the trusted advocate or POL (public/planning outreach liaison) model as part of outreach and community engagement for any of your department's programs?

Yes  No

Does your department have an interest in utilizing this strategy?  Yes  No

C. Are there other ways your department reaches out to historically under-represented communities?

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### **PARTNERING WITH CITY DEPARTMENTS**

6. Does your department work with other City departments to conduct outreach and community engagement? If yes, how?

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7. How has your department successfully partnered with the Neighborhood District Coordinators (NDCs) or other DON staff for support in outreach and community engagement for your projects? Please provide specific examples.

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What could your department's relationship with NDCs look like in the future?

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**RESOURCES FOR OUTREACH AND COMMUNITY ENGAGEMENT**

8. If you had the resources, what other outreach and community engagement strategies would you use and why?

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9. If you had fewer resources yet the opportunity for innovation was made available, what strategies might be possible? Have you attempted any new approaches recently?

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**PLANNING AND EVALUATION**

10. How is the level of outreach and type of community engagement determined in your department? Who is primarily responsible for the implementation of this strategy?

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11. How does your Department evaluate the success of your outreach and community engagement strategies?

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**Additional Comments:**

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