

Committee for Community Involvement Meeting Minutes - DRAFT

January 17, 2023 MEETING MINUTES

Time: 6 - 8 p.m.

Held via Zoom

CCI Attendees: Karen Bjorklund, Rick Cook, Bill Merchant, Brent Parries, Gordon Slatford, Laurie Swanson, Barbara Smolak

County Attendees: Stacy Davenport, Holly Krejci, Chris Lyons

Public Attendees: Sparkle Anderson, Martin Meyers, Elane Newland

1. Welcome, Introductions
2. Approval of December's meeting minutes
 - Brent Parries moved to approve minutes, Rick Cook 2nd, all in favor
3. How should the County be communicating with CPOS and Hamlets?
 - Staff is exploring establishing more regular/recurring communications with CPOs and Hamlets, and asked members to share feedback on the type of information that would be of interest to the community. Members shared preferences for an email sent to all members with links for more information and a short description on why residents should care. Members also made comments that they rely on the Board of County Commissioner's weekly meetings for information. One suggestion was to include a QR code on the #ClackCo Magazine to direct people where to sign up for county information. One member suggested creating a way for the public to opt-in to info that was specific to their area. Lastly, feedback was given that briefings on current issues may work better than receiving several links to pursue. Members agreed that some form of consistent communication would be beneficial.
4. CCI Work Item Tracker
 - Members discussed an effort to educate community members about CPOs/Hamlets to increase volunteers. Karen shared Rick Cook's list of ideas, which includes nine potential projects for consideration. Staff will take back for internal discussions and hold a follow-up discussion with CCI on feasible projects to advance.
5. Any updates on other items already in the CCI Work Tracker
 - Staff gave an update on inactive CPOs and others that may become inactive.
 - Staff shared that CCI will be involved in the development of any technology survey prior to it being sent to CPOs/Hamlets.
6. CCI Task Force Reports on Monitoring Land Use Applications in Inactive CPO areas
 - Brent gave an update about some inactive CPOs.
 - Staff shared that county DTD has agreed, upon request, to send notices for inactive CPOs to active CPOs. The active CPO will receive requests for the entire inactive CPO. The inactive CPO will not be divided among active CPOs. Language on the notice will direct the recipient to the county staff listed on the notice.

7. New Business

- Gordon and Brent gave an update on the meeting they had with county employee Duke Dexter about broadband and the recent community survey. It was determined that CCI should not do anything with this information as a committee.

8. Public comment

- Sparkle Anderson and Elane Newland with Far West CPO shared that it is difficult to meet unless there is a land use issue and would like help on finding new members to participate in their CPO.

Next Meeting: Tuesday, February 21, 2023, 6 – 8 p.m. via Zoom

Meeting adjourned 8 p.m.



February 2023

Thank you for your interest in community involvement! We're excited to share with you one part of our ongoing efforts to continuously improve the way we engage and serve Clackamas County communities.

Clackamas County Public & Government Affairs (PGA) is committed to creating meaningful connections with the wide range of communities, residents, and businesses we serve. We know that engaging with people who have diverse backgrounds, experiences, and identities leads to better decision-making and outcomes for all.

To help us better understand what we are doing well and where we might improve, we hired a community development consultant to conduct a six-month assessment of Clackamas County's community engagement efforts.

The report, *ENGAGE Clackamas: An assessment of and recommendations for countywide community engagement practices*, provides an analysis of the county's current engagement practices and makes recommendations for improvement. The report also suggests how to align the proposed recommendations with our current engagement practices and values (such as Clackamas County's Community Engagement Framework) and offers implementation options.

The insights, assessments, and recommendations in the report are from the consultant. They are suggested areas to explore. Staff from PGA and the county's Equity and Inclusion Office have reviewed the report, but have not formally adopted it or any of the recommendations.

We are sharing the report to provide transparency in our process. We plan to partner with the county's Committee for Community Involvement, community leaders and organizations, county staff, and other countywide stakeholders on next steps and future discussions.

We welcome your comments, reactions, and questions about the report. Please also let us know how you'd like to participate in next steps. You can reach us at communityinvolvement@clackamas.us.

To learn more about community engagement in Clackamas County, visit <https://www.clackamas.us/community>.

We look forward to engaging with you!



ENGAGE Clackamas:

**An assessment of and recommendations for
countywide community engagement practices**

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JANUARY 2023

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Executive Summary

ENGAGE Clackamas County is the result of a six-month (June-November, 2022) study focused on helping the Clackamas County Department of Public and Government Affairs (PGA) improve community engagement across county government. It builds on the *Clackamas County Community Engagement Framework* adopted in early 2022, and provides steps for implementing the *Framework*.

Community engagement means different things to different people. Within this study, it is about ensuring that everyone has a say in how public services are designed and implemented. It also brings with it an emphasis on ensuring that those most impacted or vulnerable are part of the engagement process. Community engagement differs from community participation in that it goes beyond asking people for feedback to building the understanding and trust needed for longer-term partnerships and impact. It is about building relationships and aims to break down real or perceived barriers between the county and residents, between the county and current or potential community partners, between county departments, and between residents. The **Community Engagement Principles** in *ENGAGE Clackamas County* can serve as the core values from which community engagement can grow and be evaluated.

The recommendations in *ENGAGE Clackamas County* focus around the following opportunities:

- Deepen how public services are delivered through creating safe, inviting methods for all county residents and potential partners to engage as they want or need with the county. Honor and support the many Clackamas County residents who volunteer their time to make the county a better and more welcoming place.
- Support county staff that are demonstrating exemplary community engagement work, and allow them to lead, mentor, train, innovate, and collaborate along with others.
- Use PGA and the Equity and Inclusion Office (EIO) to model the cross-departmental collaboration needed to implement countywide community engagement. Every municipality interviewed in this study is working toward leading community engagement with a thorough commitment to and specific methods for reaching all people. You can't have community engagement without a commitment to equity and inclusion, and you can't have equity and inclusion without community engagement. Clackamas County has a huge opportunity to lead through genuine, practical and ongoing inclusivity...Clackamas County style!



Project Scope and Limitations

Scope for this study specifically called for the following:

Conduct a comprehensive assessment of the Clackamas County Community Engagement Program. Assessment to be gained primarily through a SWOT analysis from interviews with key stakeholders in Clackamas County representing, at a minimum, county staff, community-based organizations, advisory boards and commissions, community planning organizations, hamlets, and other partners with the county. Stakeholders were also asked to respond to the question “What is your vision for community engagement, and what should we be working toward?”

- A SWOT analysis (strengths, weaknesses, opportunities, threats) is a standard organizational planning and development tool used to gather information from key stakeholders to inform strategy development. Strengths and weaknesses/challenges relate to the internal working environment of an organization. Opportunities and threats refer to those factors in the organization’s external environment that we can draw from or work toward (opportunities), and address or prepare for (threats).
- Recommend community engagement principles that align with the county’s Community Engagement Framework.
- Guide the Clackamas County Community Engagement Team’s development of an internal staff training program.

The 6-month project timeline and available resources constrained consultant capacity to identify and hear from a wider range of both staff and community-based stakeholders, as well as the time needed to gain trust and receive more in-depth feedback. Most feedback was gathered via Zoom at a time when tensions are high for many reasons including COVID-19 recovery, recent wildfires, and general distrust of government. Impending budget cuts are also on the minds of staff and community volunteers. Also, because of the lack of time/resources, a thorough analysis of the Clackamas County community engagement programs could not be completed; see Recommendations.



Project Methodology

26 stakeholder interviews were completed engaging 35 individuals (with follow-up communications with several). Stakeholders included:

- PGA staff
- Other county department staff
- Community-based organization (CBO) staff
- Advisory board and commission (ABC) volunteers
- Community planning organization (CPO) volunteers
- Hamlet volunteers
- Other key partners and contractors with the county
- Washington County community engagement staff and leaders
- City of Hillsboro community engagement staff
- Metro community engagement staff
- Multnomah County community engagement staff

Participation in stakeholder meetings included the following:

- PGA Public Engagement Team (3 meetings)
- Ongoing work sessions with PGA staff
- Leaders for Equity, Diversity, and Inclusion Council (LEDIC)
- Committee for Community Involvement (CCI) (2 meetings)
- Meetings with community planning organizations and hamlets (3 meetings)
- CPO Summit

Research into other municipal community engagement programs (including Multnomah County, Washington County, City of Hillsboro, City of Portland, Metro) to identify similar programs and approaches. **Community Engagement Reports** identifies written resources that were especially helpful.

Community Engagement Programs and Partners in Clackamas County

	Entities	Role in Community Engagement
Intra-County System	Board of County Commissioners (BCC)	Five county residents elected to four-year terms who set county policies, establish department budgets, and can send countywide measures to the ballot.
	County departments	More than a dozen departments carry out the work of the county.
	44 advisory boards and commissions (ABCs)	Advisory bodies comprised of community volunteers who advise departments and the BCC on a range of issues.
	Committee for Community Involvement (CCI)	ABC that advises the county on community involvement.
	40 community planning organizations (CPOs)	Recognized by the county as independent advisory groups that advise the BCC and Planning Commission on issues affecting their communities, particularly land use matters.
	3 hamlets (no villages at the moment)	Hamlets advise the county on issues important to their residents. Unlike CPOs, hamlet and village board members are indemnified agents of the county.
	Clackamas County Coordinating Committee (C4)	A coordination body founded by the county, comprised of the county, 16 cities, CPOs, hamlets, villages, special districts, Metro, transit agencies, and the Port of Portland to promote partnerships and establish unified positions on issues.
Partners	Cities	16 incorporated cities within Clackamas County
	Community-based organizations (CBOs)	Non-profit, non-governmental, or charitable organizations that represent community needs and work to help them.

	Entities	Role in Community Engagement
	Non-profit sector	Organizations that operate for a collective, public or social benefit.
	Business sector	Approximately 16 chambers of commerce and three business alliances within Clackamas County.
	Special districts	A form of local government created by their constituents to meet specific service needs for their communities.
	Clackamas Caucus	A bipartisan, bicameral group of 17 Clackamas legislators working together on shared goals.

Findings

The following clear themes emerged from stakeholder interviews and participation in stakeholder meetings.

Strengths of Community Engagement in Clackamas County

- Heightened awareness that community engagement in the county is going in the right direction...toward long-term relationships with community-based organizations and others.
- County employees doing really good work, including communications and outreach.
- The county did a good job going on-line with Zoom during the pandemic and demonstrating how to reach more people this way.
- Taking the steps to begin diversifying engagement, including a relatively new Equity and Inclusion Office and the Leaders for Equity, Diversity, and Inclusion Council.
- Advisory boards, hamlets, and CPOs seen as useful; CPOs especially around land-use and transportation issues.

Weaknesses/Challenges of Community Engagement in Clackamas County

- CPOs, hamlets, and ABCs are advisory to the Board of County Commissioners, but often lack direct connection to the Board. The county also lacks a formal venue that brings together representatives of all community groups.
- ABC/CPO/hamlet members are not reflective of county demographics, especially underserved populations.
- Confusion and a lack of clarity on the purpose and scope of CPOs and hamlets, including how they differ from one another, as well as how Clackamas County can provide stronger and more consistent support.
- Lack of diverse and bilingual county staff. Translation services are limited and expensive. Spanish and Russian speakers are often not hearing from or engaged with the county; need an inclusive “table”.
- Departments working within silos, with little collaboration happening across departments; engagement cannot all happen within PGA.

Opportunities of Community Engagement in Clackamas County

- Get diverse people with lived experiences on county staff, ABCs, CPOs, and hamlets; work directly with diverse communities by meeting people where they are, showing up at events, following up, etc.
- Grow relationships and build trust with existing and new partners including community-based organizations.
- Build on current staff’s experiences with what works (successes) and what doesn’t work.

- One County Model. Focus on linkages, sharing, and cross-promotion across Departments, with staff as county ambassadors working across multiple issues; working smarter, not harder.
- Use and examine data to track who is engaging and how, etc. Build, maintain, share databases (such as community contacts and community-based organizations) across Departments.
- Examine CCI, CPO, and hamlet models. Clarify representation, roles, functions, and support for each.
- Build pipelines for leadership. Provide trainings, especially around diversity/equity/inclusion/access. Reach out especially to those potentially not engaging with the county (youth, people of color, very rural, low-income, persons with disabilities, etc.)

Threats of Community Engagement in Clackamas County

- Diverse people often do not feel safe or welcome, or feel isolated, and do not fully engage with the county and the CPOs. The county lacks experience in talking about race; in infancy stage of this.
- Politics/tensions among Board of Commissioners creates an environment in which people are afraid and/or unwilling to engage with the county.
- The historically narrow focus of CPOs on land use issues contributes to limited participation and skewed demographics in these community groups, resulting in more than a dozen that are currently inactive. The large number of CPOs in the county (40), resulting in fewer residents living in each area, also contributes to this lack of participation (for comparison, Washington County has 15 CPOs).
- The threat of budget cuts is on the minds of staff...and how to do more with limited resources.

Also referenced consistently:

- Staff turnover;
- Engaging (asking) without follow-up erodes trust;
- Pipelines to leadership are lacking.

Vision of Community Engagement in Clackamas County

- A model centered around collaborative learning and implementation. County as convenor. Working in partnership with community-based organizations. Reaching youth and others not currently engaging with the county.
- A model reinforcing an equity lens and internal workforce equity.
- Spirit of One County. Getting everyone to the same goal while addressing multiple issues, staff as county ambassadors, and tracking engagement. Engaging early on in processes and following up.

Recommendations

The following recommendations build on the above strengths/opportunities, confront the weaknesses/challenges/threats, and work toward the articulated vision.

Community Engagement as a County Priority

- Adopt a countywide community engagement policy.
- Integrate community engagement with Clackamas County's Core Values (SPIRIT).
- Integrate community engagement with the county's Performance Clackamas strategic plan.
- Prioritize sufficient resources to carry out the recommendations contained within *ENGAGE Clackamas County* and support robust community engagement countywide.
- Identify a staff person in County Administration to act as the internal community engagement lead for the office.

Internal Coordination and Learning

- Rename, repurpose, and expand the PGA Public Engagement Team to the Clackamas County Community Engagement Team (CET); hold a facilitated retreat where Team members come together to begin the work of implementing the expanded approach to community engagement as outlined in *ENGAGE Clackamas County*. This group of staff are the county's community engagement practitioners across all Departments who will guide County Administration and the Board of Commissioners on community engagement. This Team, much like EDIC, will serve as the staff coordinating forum supported by PGA with monthly cross-departmental coordination meetings. It should be a place where staff can share learning and receive support.
- PGA must step forward to actively coordinate community engagement across the county. This coordination should include ongoing support and training around the systems, tools, strategies, tracking, and evaluation measures used by county staff who do the work of community engagement. Initial training focus should revolve around what is working and what is not, tracking community engagement, and continual learning and improvement including assessment and evaluation.
- Most, if not all, municipal governments in the Portland area are struggling, learning, and growing around community engagement. The shift to an approach based on listening, mutual interests, and relationships directly follows the diversity/equity/inclusion focus. Clackamas and Washington Counties, in particular, have much to gain from learning and growing together.

County Staff

- Assess county hiring practices and increase opportunities for hiring qualified people from diverse backgrounds. It is difficult to have strong community engagement without having people from diverse cultural backgrounds on staff. Make sure that people from diverse backgrounds are on hiring committees.

- Hire multilingual staff, especially Spanish-speaking and Russian-speaking, but do not limit only to these two languages.

Clackamas County Community Engagement Framework

- Revise the Clackamas County Community Engagement Framework to be more specific and aligned with *ENGAGE Clackamas County*. Specific suggestions include:
 - Add a glossary/definitions that defines key terms such as community engagement, underserved, marginalized, diversity, equity, inclusion, BIPOC, etc.
 - Revise guiding principles to be less generic and in alignment with the recommendations in *ENGAGE Clackamas County*.

Advisory Boards and Commissions

- Distinguish which ABCs are advisory to the Board of County Commissioners and identify ways to give them more direct access to Commissioners. Review each ABC to clarify (where needed) programmatic purpose, scope, processes, and resources/support needed.
- Review membership of each ABC to identify:
 - Where ABCs are/are not reflective of the cultural diversity of Clackamas County and/or the residents within the ABC's service area (for those that are not countywide)
 - Where the focus of a particular ABC requires or has a need for representation from specific communities of interest
 - How PGA in collaboration with EIO can address disparities, including but not limited to providing needed training, support, and a timeline for improvement

Committee for Community Involvement

- Rename the Committee for Community Involvement (CCI) to the Community Engagement Council (CEC).
- Clarify the purpose and scope of the Council, including the relationship with CPOs, hamlets and other ABCs. Specifically address how the CEC addresses both land use and other issues.
- Reshape and expand CEC membership to reflect the cultural diversity of Clackamas County and a clear community-based focus. Ensure that membership includes LEDIC.
- Review and revise the currently outdated CCI bylaws with the aforementioned changes and other updates as necessary.
- Empower the CEC to formally advise the county on the implementation of the recommendations in *ENGAGE Clackamas County*.
- Identify ways to give CEC more direct access to Commissioners, through the process for other ABCs as noted in the above recommendation.
- Develop a relationship with Washington County CCI leaders to share learning.

Community Planning Organizations and Hamlets

- Maintain a consistent and experienced community liaison within PGA.
- Develop and implement a process in coordination with CEC, CPOs, and hamlets to reimagine the CPOs, hamlets, and villages based on an examination and clarification of programmatic purpose, scope, and methods of community engagement. The desired outcome of this effort is to have a county system of community-based groups that are capable of engaging all of their community members, are led by active community volunteers, and are advisory to the county. While not an exhaustive list, the following options should be explored:
 - Expand the scope of all CPOs to any issue of interest to their community, with land use being a minimum requirement in order to satisfy Oregon Statewide Planning Goal 1 (example: Washington County's Community Participation Organizations). Under this approach, consider whether a bifurcated CPO/hamlet model continues to be needed.
 - Retain the current system of CPOs and hamlets but clarify and enforce the traditional role of CPOs on land use matters only.
 - Expand the footprint of individual CPOs in order to reduce the total number of CPOs as a means of ensuring greater participation and enhanced county support. Under this approach, existing inactive CPOs could be divided up and absorbed into active CPOs.
 - Clarify how CPOs and hamlets should interact with the county on land use and other matters.
 - Clarify the ways in which the county provides resources and support to CPOs and hamlets.
 - Explore partnerships with the Clackamas County Sheriff's Office Neighborhood Watch Program and other groups that engage county residents.
- Establish a new ABC known as the Community Leaders Advisory Council (CLAC), which will take the place of the county's existing Community Leaders meetings. This ABC would serve as a monthly forum comprised of a representative from each CPO and hamlet, and additional community leaders, to learn about and discuss County-related topics, interact with county commissioners and staff, and engage as a group in an advisory role to the BCC on issues of importance to the countywide community. The ABC should reflect the cultural diversity of Clackamas County and a clear community-based focus. Ensure that membership includes LEDIC. Consider the addition of subcommittees to focus on specific issues (example: a land use subcommittee).
- Similar to the ABCs, identify where CPOs and hamlets are/are not reflective of the cultural diversity of Clackamas County and the residents within their respective service areas. Provide needed training, support, and timeline to address disparities.
- Develop a relationship with Washington County CPO leaders to learn together.

Community-Based Organizations and Community Leaders

- Continue, deepen, and expand relationships and partnerships with community-based organizations and community leaders. These relationships are the bridge to diverse and underserved communities, and they are key to making this new/deepened community engagement approach work.

Multilingual Services

- Develop a clear plan with strategies for building out consistent countywide translation services, both on-line and off-line. Examine how other public agencies are successfully doing this, including Washington County and the City of Woodburn's newsletter that is written in English and translated into Russian, Spanish, Chinese, and English.
- Deepen relationships with Spanish- and Russian-speaking community leaders and community-based organizations who are key to reaching these populations. Continually include other cultural/language groups.

Communications

- Continue to build out Zoom and hybrid (in-person and remote) meeting strategies and prepare for in-person meetings again. Include support for CPOs and hamlets with necessary tools such as webcams.
- Enlist LEDIC, EDIC, CEC, CET, community-based organizations, and community leaders to deepen PGA and countywide understanding around successful culturally-specific communication methods.

Leadership Development

- Tap the wisdom within the CEC listed above, along with CET, LEDIC, hamlets, CPOs, and ABCs on how to develop pools of people eager to participate in Clackamas County advisory roles. Consider a youth leadership training program. Youth will bring new perspectives that have not been considered. Make sure that training opportunities/academies specifically build participation from marginalized sectors of the community while not excluding dominant culture/white residents from opportunities to grow their leadership skills.



Clackamas County Community Engagement Principles

The following principles emerged from the research for this project, including the analysis of other community engagement programs. These principles are intended as the foundation of a community engagement model based on active, continual learning and improvement.

As noted earlier, community engagement differs from community participation in that it seeks to go beyond asking people for feedback to building the understanding, relationships, and trust needed for longer-term partnerships and impact.

Principle	Description
1. Cultural Humility and Respect	<ul style="list-style-type: none"> • Approach community engagement through a lens of cultural humility. This means opening a conversation with a genuine eagerness to understand others and their identities and needs. Listen first, then respond. While cultural competence can suggest an end point of gaining competence, cultural humility opens an ongoing process of respect and learning. The goal is to co-create a Clackamas County where everyone belongs. • Demonstrate respect for people’s skills and time by asking what they need to be able to participate/engage. When appropriate and needed, provide financial compensation, food, childcare, and transportation.
2. Inclusivity	<ul style="list-style-type: none"> • All of our work is grounded in a commitment to the common good. This means not excluding anyone from the conversation. • This also means making sure that those most impacted have a say in designing and implementing solutions. Community members understand local needs best. • Identify who is missing from the conversation, why, and what you can do to support and engage them. • Continually work toward the goal of making Clackamas County a more welcoming place.
3. Participation and Access	<ul style="list-style-type: none"> • Address barriers (language, cultural, technological, financial, geographical, etc.) that hold people back from fully participating in community/county life. • Make sure that meetings, gatherings, and events are set at times and places where people can attend and feel safe. • Train, support, and mobilize volunteers (CPOs, hamlets, ABCs, etc.) around how to deepen community engagement and community-based work.

Principle	Description
4. Timeliness	<ul style="list-style-type: none"> • Recognize that community engagement is not about gaining feedback after a project is implemented; it is about listening to/ working with stakeholders through the life of a project. • Be aware that relationships and trust take time to build, and recognize that time is a culturally-specific concept and some things cannot be rushed. • Acknowledge that we operate through the speed of government, and commit to showing up and getting back to people.
5. Commitment to process, continuous learning, and improvement	<ul style="list-style-type: none"> • Make sure you are creating a safe place for all of this collective work. Establishing ground rules is important. • Build on strengths/opportunities (both in communities and within county departments) and continually address weaknesses, challenges, and threats. • Identify what success can look like (indicators of success), then continually monitor and adjust as needed. • Make assessment and evaluation an ongoing part of all projects. • Develop ways to incorporate/learn from successes and failures. • Build systems for documenting/tracking your engagement that are shareable with key staff and stakeholders. • Continually reach out of your comfort zone; it is the only way to learn and improve the systems we work within. • Community engagement often shifts power imbalance in communities. Be aware of this and support all community members as they grow.

Community Engagement Development and Training

The following are recommendations for supporting and growing the awareness and skills to implement the community engagement model outlined in *ENGAGE Clackamas County*. Recommendations are geared primarily to county staff, but also apply to the many volunteers engaged with county programs.

Community Engagement Principles and Vision

- Use the Clackamas County Community Engagement Principles (in the section above) to guide the development of training materials and processes; evaluate community engagement efforts around whether or not they are in alignment with these principles.
- Keep front and center the Vision of community engagement identified in the findings of ENGAGE Clackamas County and reiterated below:
 - A model centered around collaborative learning and implementation. County as convener. Working in partnership with community-based organizations. Reaching youth and others not currently engaging with the county.
 - A model reinforcing an equity lens and internal workforce equity.
 - Spirit of One County. Getting everyone to the same goal while addressing multiple issues, staff as county ambassadors, and tracking engagement. Engaging early on in processes and following up.

Enhance PGA/EIO Collaboration

- It is essential that PGA and EIO work closely to model community engagement across the county. Having the Coalition of Communities of Color currently on contract with EIO is a huge asset. PGA and EIO can model the teamwork and learning that community engagement is built around. All groups referenced in Programs and Partners can benefit from training/support around diversity/equity/inclusion/access, and this may be the place to start.

PGA to actively lead/coordinate community engagement skill building and training

- Staff and volunteers share some needs for training, but also have separate needs. Recognize this and plan accordingly. Asking is the best way of finding out the specific training needs of a group.
- As roles and responsibilities for CEC, CPOs, and hamlets potentially shift, so will their training needs. Both of these groups certainly require support to better meet their roles and responsibilities, including help with outreach to bring in more diverse members.
- ABCs vary greatly according to their specific areas of focus. Assess their training needs accordingly.
- Participants of the PGA Public Engagement Team identified the following areas as priorities for training/support.
 - Setting specific community engagement goals

- Identifying methodology/strategies specific to different situations, needs, populations
- Importing and building data to the community directory
- Understanding how to track community engagement
- Identifying the best way(s) to reach people through community engagement
- Identifying appropriate interactive tools for surveys and engagement events
- Identifying strategies for in-person outreach such as canvassing, booths, community boards, etc.
- Utilizing the web
- Guidance and tools for language translation
- Basic customer service training for all county staff
- Identifying how community engagement planning, requirements/tools/steps can be built into all communications planning discussions and documents
- Budgeting for community engagement
- Evaluating community engagement

Clackamas County Community Engagement Team

- During its facilitated retreat (see Recommendations), the CET should develop a work plan, list of priorities, and training and support needs with a specific focus on the following items:
 - Make *ENGAGE Clackamas County* their own and make revisions based on their expertise and needs;
 - Identify the systems, roles, responsibilities, resources, and training needed to implement their revised version of *ENGAGE Clackamas County*;
 - Establish a calendar of meetings, potentially with an initial focus on “what’s working/ what’s not working”;
 - Make revisions to the Clackamas County Community Engagement Framework so that it is a primary resource for both staff and volunteers;
 - Identify the “tools” needed for community engagement (ex: webcams).
- Potential work product: Develop a brief handout based on the Clackamas County Community Engagement Principles listed above. The handout can describe specifically what “cultural humility” or “inclusivity” look like through staff or volunteer community engagement work. Illustrate with specific, real examples. This piece will help people “live” these principles/values. Trainings (potentially for both staff and volunteers) can be built around each of the principles. This tool can also demonstrate how the principles of community engagement can be applied across most county staff positions and programs.

Community Engagement Reports

Clackamas County Community Engagement Framework, Clackamas County Public and Government Affairs, 2022

Core Values, Ethics, Spectrum – The 3 Pillars of Public Participation, International Association for Public Participation, 2022

Engaging Marginalized Communities in Land Use Planning: Executive Summary, Hillsboro Oregon Community Development Department, 2021

Annual Report, Clackamas County Equity and Inclusion Office, December 2021

Environmental Scan: Black, Indigenous, and People of Color (BIPOC) Experiences, Community Organizations, and Government Diversity, Equity, and Inclusion Efforts within Clackamas County, Coalition of Communities of Color, 2020

Best Practices for Meaningful Community Engagement, Groundwork USA, 2018

Community Engagement Toolkit, Collective Impact Forum, Oregon State University, 2017

Community Engagement Procedure, Glenorchy City Council, Tasmania, Australia, 2017

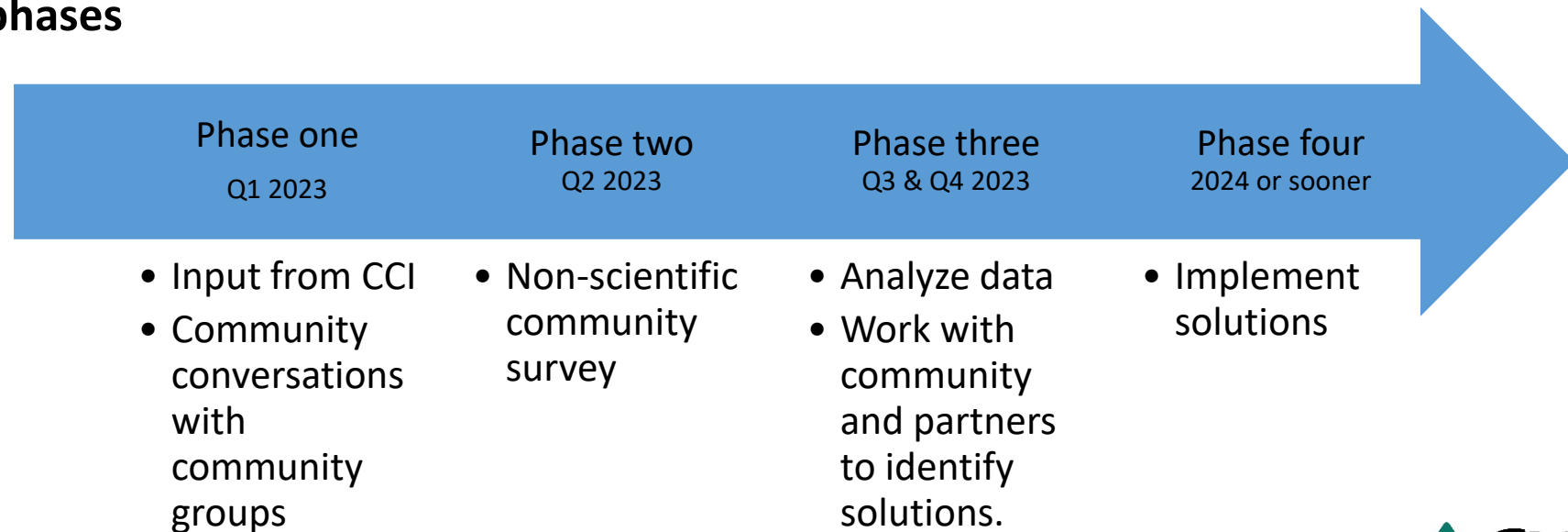
Community Participation in Washington County: Transition Planning Process, Solid Ground Consulting, 2016

Executive Summary/Complete Communities Congress V, 2007, and Completing Connections/Establishing Hamlets and Villages, Clackamas County Board of Commissioners, 2005

Understanding power outage communications impacts to ClackCo residents

Objective: Engage residents and community groups to gather information to determine the ability for community members to receive emergency information through their phone or internet services during planned and unplanned power outages and identify solutions to communications challenges brought on by power outages.

Timing and phases



Understanding power outage communications impacts to ClackCo residents

Draft list of stakeholders and level of involvement

Stakeholder	Level of involvement
Committee of Community Involvement	Provide input on community outreach plans, hear results, advise on solutions once determined.
Emergency Preparedness Council	Provide input on plan, hear results, advise on solutions
CPO's, Hamlets and targeted home owners associations in Public Safety Power Shut off Zones: <ul style="list-style-type: none"> • Government Camp CPO • Rhododendron CPO • Hoodland CPO • Bull Run Community Association • Timberline Rim HOA • Clarkes Highland CPO • Hamlet of Beavercreek • Redland-Viola CPO • Eagle Creek Barton CPO Although not in the PSPS zones, include: <ul style="list-style-type: none"> • Hamlet of Mulino • Stafford Hamlet 	Participate in listening sessions, complete survey and help develop and provide input on solutions.
Regional Partners to include other jurisdictions and utility providers	Review data and help develop solutions
Clackamas County	Facilitate listening sessions, survey and lead conversations on implementing solutions.

Underserved populations

The county will consult with the Equity and Inclusion Office to determine an approach and plan to understand the impacts of power outages among underserved populations.

Committee for Community Involvement
Work Item Tracker: February 2023 Updates

Current Items

Date	Item	Assigned	Update
January 2023	Determine a project CCI and PGA can partner on to help CPOs engage with their communities	CCI & PGA	CCI provided list of possible projects for PGA staff recommendations; PGA has formed staff feedback group
November 2022	Determine CCI's role re: follow up to the assessment report of County community engagement	CCI & PGA	Discussion to be scheduled after expected February CCI review of assessment report on County community engagement
November 2022	Investigate how CCI can help the County and ABCs with community engagement framework	CCI & PGA	Discussion to be scheduled after review of assessment report on County community engagement
November 2022	Develop use of CCI Email Address	CCI & PGA	CCI email address now receiving public comments; Need plan to get more
October 2022	Develop CCI 2023 work plan	CCI	Discussion to be scheduled after review of assessment report on County community engagement
October 2022	Discuss the purpose of CCI and recommend revisions as needed	CCI	Discussion to be scheduled after review of assessment report on County community engagement
October 2022	Create CCI 2023 annual report to present to the BCC	CCI	Work to be scheduled after review of assessment report on County community engagement
August 2022	Pursue prioritizing CPO code enforcement complaints	CCI	Proposed to be part of the CCI 2023 annual report to the BCC
May 2022	Encourage monitoring of land use application for inactive CPOs	CCI, Brent, Barbara, Bill	CCI Task Force reported active CPOs have agreed to monitor applications for inactive CPO areas of Estacada, Rockwood, Canby, South Canby; learned from Planning Director that multiple CPOs can monitor same inactive area
April 2022	Investigate equipment for hybrid community meetings	PGA	PGA has obtained and tested possible equipment/systems. PGA to survey CPOs about interest, capabilities for conducting hybrid meetings. CCI to review survey before distribution. <i>January:</i> PGA reported survey draft not completed yet

Committee for Community Involvement
Work Item Tracker: February 2023 Updates

Completed/Archived Items

Date	Item	Assigned	Update	Completed Date
November 2022	Provide updated list of Active/Inactive CPOs from CPO/Hamlet audit	PGA	Stacy provided list of four CPOs in danger of becoming inactive. Holly and Stacy reaching out to establish contact and help CPOs as possible	January 2023
November 2022	Provide Resolution Services statistical report to answer CCI questions about program effectiveness	Resolution Services	Report provided in December 2022 by Abigail Bowman	December 2022
September 2022	I-205 Tolling and engaging the community	CCI	Discussed; the decision to toll has already been made.	October 2022
September 2022	Consultant Bill Flood asked general questions related to the County's community engagement program	CCI	Bill Flood provided his email address for members to share feedback	September 2022
July 2022	Close CCI recruitment on 7/31 and interview applicants at next CCI meeting	PGA	Karen Bjorklund was recommended by CCI in August and approved by the BCC in September	September 2022
July 2022	Add action item section on agenda ahead of public comment	PGA	Added to agenda	August 2022

Committee for Community Involvement
Tracker for Public Comment Questions, Requests, Concerns

Questions, Requests, Concerns brought up in Public Comment Segment

Date	Public Comments	Follow Up
January 2023	Sparkle Anderson & Elaine Newland/Far West CPO asked how to have CPO meetings, and remain recognized by County, in the absence of pressing land use applications	<i>January:</i> CCI members gave feedback. Holly/PGA to follow up
August 2022	Karen Bjorklund raised the issue of who is listed as the contact for the inactive CPO Land Use notifications.	<i>August:</i> Chris shared that the contact has recently been updated with a relevant staff contact.
July 2022	As follow up to Coalition for Communities of Color presentation at June Community Leaders Meeting, Karen Bjorklund asked if CPOs could be notified when the Coalition will begin its main project work with the County, as some CPO leaders have expressed interest in reaching out to the Coalition.	<i>July:</i> Chris Lyons said PGA would check on that <i>August:</i> PGA reported that if CPOs would like to reach out to the CC directly, they can.
July 2022	Brent Parries reported CPOs asking if Code Enforcement can prioritize CPO/Hamlet complaints	<i>August:</i> Item added to Work Item Tracker <i>October:</i> Proposed to be part of CCI 2023 annual report to the BCC