Discussion: Best Practices for Community Engagement

Facilitated by
Ngozi Ibe, Environmental Justice Specialist

Environmental Justice Advisory Board
June 30, 2022

Best Practices for Community Engagement

Community members have different needs and preferences for receiving information and updates. We use a variety of methods for engagement and information sharing (mail, email, newspapers, websites).

What other outreach tools should we explore using to improve community engagement, in addition to the tools we already use?

Best Practices for Community Engagement

Community understanding of our work is often the first step to good engagement, but a lot of information that we share is complex and technical.

How do we communicate in a way that's informative and accurate but also straightforward and non-technical?

Best Practices for Community Engagement

Meaningful community engagement requires means hearing from different voices in the community.

What are some ways to encourage more community members to attend our meetings, learn about our work, ask questions, and make suggestions?

Discussion: Challenges to Community Engagement

Facilitated by Anna Novikova, Environmental Justice Coordinator

Environmental Justice Advisory Board

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Building trust is key to successful community engagement.

How can we build trust within communities, bearing in mind Kerr-McGee's past betrayals and broken promises?

The lack of information from the Tronox Tort Claims Trust regarding health and property damage claims is a major concern and point of frustration for community members.

How can we encourage the Tronox Tort Claims Trust to join us in engaging and responding to residents?

There are often different factions within a single community or local governing body.

How can we accomplish our goals without getting too involved in the politics of the community?

How should we handle opposing views or competing priorities within communities?

Achieving our goals can take more time when community input and additional consultations are involved.

What are some ways to balance progress and timing with the need to keep the community informed and allow opportunity for input? E.g. remediation

Offering community members the opportunity to take an active role in community engagement efforts could yield a sense of ownership. It can also take a lot of time and resources.

How can we encourage community members to get involved without imposing a heavy burden?

We want the community to feel they have a voice and a stake in activities that impact them.

How can we include their voices and opinions without causing consultation fatigue - i.e. continuously asking for views, ideas, input that could result in community member disengagement?

Representation can be a challenge when it comes to community engagement.

What factors should we take into consideration to ensure community members feel adequately represented across sections of the community?

Community members spend time and effort when responding to our requests for input.

What are some steps to ensure the community feels their input and ideas are valued and being implemented in order to avoid disillusionment?

Best Practices for Community Engagement

The organization of our community meetings can sometimes drive the level of input and discussion from the community.

What are some best practices for structuring meetings in a way that ensures full participation and engagement from community members?

Best Practices for Community Engagement

Stakeholders play a critical role in facilitating community engagement.

What are some best practices for identifying the key stakeholders both within and outside the community to ensure successful community engagement?

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The Multistate Trust is looking to hire a community liaison to increase community involvement and deepen trust.

What are some best practices when hiring roles from within the community? How best can we work with these individuals to maximize their roles especially regarding community engagement?

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What are some best practices for community engagement that you've encountered in your work?