



September 16, 2021

# Proposed Workplan for Inclusive Engagement Assessment and Recommendations

# Background and Need

- SCV Water is expanding Spanish translation of outreach materials
- Other customers and community members may not be currently reached by SCV Water communication activities for reasons other than language barriers
- We need reliable communication channels with customers who are particularly vulnerable in event of potential water service and quality disruptions



# Goal for Inclusive Engagement Assessment and Recommendations Project

**Develop a foundation for SCV Water to conduct better informed inclusive engagement to reach all our customers, especially during potential service disruptions.**



# Expected Project Outcomes

- A better understanding of:
  - Demographics and community characteristics of SCV Water's service area
  - Vulnerable community members' communication challenges and strategies to offset challenges
  - SCV Water program managers' public communication needs, especially with vulnerable communities
  - State of California and other water agencies/managers' protocols for inclusive engagement
- A draft board resolution for inclusive engagement and initial actions for implementation



# Work Program

Phase 1, Learning

Phase 2, Laying the Foundation



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## Phase 1, Learning

- Research demographics & community characteristics
- Research water supply related inclusive engagement approaches
- Establish definitions for key terms
- Meet with SCV Water program managers
- Meet with community leaders

## Phase 2, Laying the Foundation

- Board resolution with broad objectives for inclusive engagement
- Five initial actions for implementation
- Fine-tuning with community leaders



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POL COMMITTEE INVOLVEMENT



# Budget

- Phase I, Learning: \$32,860
- Phase II, Laying the Foundation: \$15,818
- Project Management: \$9,090
- Total:\$57,768





The slide features a decorative graphic consisting of two large, curved, overlapping shapes. The top shape is a dark blue area that tapers to a point on the left and curves downwards to the right. Below it is a lighter blue area that also tapers to a point on the left and curves downwards to the right. A green band is positioned between these two blue areas, following their curves. The bottom shape is a dark blue area that tapers to a point on the right and curves upwards to the left. A green band is positioned between this bottom blue area and the one above it, following its curve. The text "Discussion and Feedback" is centered in the white space between the two main blue shapes.

# Discussion and Feedback