WORKSHEET

Partnering with Residents

This worksheet is a companion to the Partnering With Resident Action Learning Guide. Consider the worksheet a place to track your progress through the guide. Use it for individual reflection or to guide group discussions about your community's experience with the topic.

The worksheet will take you through the sections of the Action Learning Guide:

Why Is It Important to Partner with Community Members? ➡ **Who Do You Want to Engage and Partner With?** ➡ **How Do You Partner with Community Members?**

Why Is It Important to Partner with Community Members?

Recognize Community Members as Agents of Change

People are at the heart of every community. Their unique experiences shape the places where they live, work, and interact. Connecting with people who bring diverse experiences and voices can deepen your understanding of what impacts health in your community and build a stronger community fabric.

When residents engage with and lead community change, we all experience a greater sense of:

- **Belonging**. Residents engage with each other and with organizations in the community.
- **Trust**. Residents invest in each other and organizations in the community.
- **Power**. Residents believe they can make a difference (Stojicic, 2018).

Reflect on your own experience as a community member. Where have you felt a sense of belonging, trust, and/or power? What contributed to those feelings?

Active and Ongoing Community Involvement Drives Lasting Change

Watch the Kansas City, MO RWJF Culture of Health Prize video and reflect on the following questions:

- **What about Kansas City's story inspires you?**
- **What parts of their experience do you hope to bring to your community?**
- **What about Kansas City's story feels similar to your community? What feels aspirational?**

Reflection and Discussion

On your own or with others, take a few minutes to discuss or journal individually responses to these questions.

What was one thing that stood out to you in this section?	**What "lightbulb moments" came to mind about partnering with community residents?**

Who Do You Want to Engage and Partner With?

Think About Your Community

Community is often defined as a group of people affiliated by:

- **Place**, such as neighborhood, city, county, parish or borough.
- **Shared interests**, such as the environment, schools, or spirituality.
- **Similar situations**, such as immigrant communities or people experiencing poverty.
- **Identity**, such as race, ethnicity, gender, or sexual orientation.

The geographic boundaries that define your work provide the context and environment for communities. But within those boundaries, multiple communities exist, each organized in some way to meet the needs of its members. In most cases, individuals are part of multiple communities (Chavis & Lee, 2015).

Now that you've seen these different ways of describing community. How are you defining the community you seek to learn about or impact?

Who Is In My Community?

As you learn more about the people in your community, take some time as a group or individually to reflect on who is in your community.

What does the demographic data tell you about your community?

What we know ...	Questions we have ...

What institutions and associations exist to help community members meet their needs?

Formal institutions and systems	Social or cultural networks

Who is most impacted by poor outcomes?

As you think about the people you want to engage and the institutions or social and culture networks that exist to help community members meet their needs, consider the following:

- What other groups are working to engage the same people?
- Is this a crowded space?
- Where are there opportunities to partner to avoid over-burdening the community?

Reflect on Your Role in Your Community

Where and how do you show up in the community? Consider the following questions:

Where do you participate in meetings or activities?	Where do you make or influence decisions?	Who in your community do you regularly interact with? Groups? Individuals?
Which groups in your community do you rarely interact with?	**Where could you connect with those groups? Who do you know that could help you connect?**	**What is the level of trust with those you regularly interact with? With those you rarely interact with?**

Tools and Resources

Building a Contact List draws on the work you did in the activity above. It guides you through a brainstorming process to think about:

- People you know;
- People with influence; and
- People most affected by the issues you're trying to address.

National Organizations with Local Connections is a one-page PDF that offers some examples of national organizations to look for in your community. This resource may be a helpful reference as you brainstorm local organizations that may be connected to the community.

Reflection and Discussion

On your own or with others, take a few minutes to discuss or individually journal responses to these questions.

3 Ideas that stood out to you

2 Questions you want to discuss with a partner

1 Way your thinking has changed

How Do You Partner With Residents?

Understand Your Purpose for Engaging Residents

Reflect on the resident engagement practices below. Which practices have you used or considered? Which practices are you excited to try?

Resident Engagement Practices			
Outcomes	**Practices**	**We've done this!**	**We want to try this**
Resident awareness and participation	Provide services and programs in the community		
	Incentivize behavior		
	Share information		
Gather feedback and input from residents	Conduct surveys, interviews, and focus groups		
	Invite feedback via social media		
	Invite representation on advisory committees and governing boards		
	Host community meetings/town halls		
	Conduct listening campaigns		
	Organize public deliberation processes		
	Co-design of services and/or programs		
Active Resident Leadership	Provide grants for resident-driven initiatives		
	Open opportunities for shared decision-making		
	Offer physical space for community gatherings		
	Deploy a cadre of residents as community organizers		
	Open opportunities for residents to build their capacity for leadership		

Stojicic, et al., 2018

Build Relationships and Trust

The first, and most important step is to reach out and get to know people and what is important to them as a way of building relationships and trust. Building trust is a process, these tips can help you get started:

- Meet people where they are.
- Practice good listening. Talk with people, not at people.
- Deliver on promises.
- Keep at it.
- Be aware of the history.

Describe one way you have invested in building trust in your community?

Tools and Resources

One-on-one conversations with residents are a powerful way to begin to build trust and lay the foundation for longer-term engagement. Understanding Resident Perspectives: A Guide for One-on-One Conversations from M+R can help. This tool provides tips for setting up one-on-one conversations with residents along with sample questions to ask residents.

Reflection and Discussion

On your own or with others, take a few minutes to discuss or journal individually responses to these questions.

What? What did you learn that was especially useful?	**So what?** What are the implications for your community?	**Now what?** What is one thing you will start doing as a result?

References

Chavis, D. M., & Lee, K. (2015). What Is Community Anyway? Retrieved September 11, 2018, from https://ssir.org/articles/entry/what_is_community_anyway

Stojicic, P. (2018). The Importance of Residents' Sense of Belonging, Trust, and Power | ReThink Health. Retrieved April 13, 2018, from https://www.rethinkhealth.org/the-rethinkers-blog/the-importance-of-residents-sense-of-belonging-trust-and-power/

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