

01/20/2016 02:00:50 Kristen Cambell: Thanks everyone for joining!

01/20/2016 02:02:39 Ethan Bagley: Thanks for having us :)

01/20/2016 02:03:42 Barbara Simonetti: Hi. Good to be with you today.

01/20/2016 02:03:58 Diane Miller: sound is cutting out

01/20/2016 02:04:12 Rachel Talbert: Thanks for the great paper-a good read

01/20/2016 02:04:16 Diane Miller: better sound now

01/20/2016 02:07:16 Bruce Mallory: glad to be part of this conversation. smart and provocative paper. hoping for some discussion of how political ideologies that seem strong now (liberty, individualism, shrinking gov't) intersect with the collective values/ideologies expressed here.

01/20/2016 02:07:51 Arlene Rodriguez: links to the "paper"?

01/20/2016 02:08:13 Annie Bierbower: I work in municipal government and hope to hear new ideas or tools that help get the community involved!

01/20/2016 02:08:42 Sheri Brady: link to paper:

<http://aspencommunitysolutions.org/wp-content/uploads/2013/06/21st-Century-Report-FINAL-NoBlanks.pdf>

01/20/2016 02:11:14 Shelley Hamilton: To Bruce's comment - there is a dire need for an alternate "Lakoff-esque" frame that provides a different narrative, one that reinforces the need for social responsibility to creating and supporting the civic commons as a means of ensuring equity and access for all. This initiative has the potential to provide that alternate narrative frame.

01/20/2016 02:18:35 Shelley Hamilton: www.nonprofitcenters.org = building social purpose real estate as built environment infrastructure

01/20/2016 02:19:01 Lisa Wilson: Observing a growing obstacle in public processes that call for "meaningful engagement" but essentially look to enlist community voices to "check a box" for whatever public policy plan they are hoping to pass. The unfortunate side effect of this is false hope. And when the voices are not followed up with it breeds mistrust. Specifically, there is a need an opportunity for deeper partnerships with engagement designers and public policy creators to co-create more processes that truly build a longer term infrastructure. As an example, this is happening in real-time in the climate movement around the EPA's Clean Power Plan.

01/20/2016 02:20:16 Kristen Cambell: Great comments and examples. Lisa, is there a link for the Power Plan for folks to learn more?

01/20/2016 02:21:37 Ethan Bagley: I'm now working in a fairly low-income community in South LA. The major constraints thus far seem to be: lack of trust, lack of time, and a build-up of apathy. It's hard to get people engaged, as a consequence.

01/20/2016 02:23:10 Lisa Wilson: Page 3 shows the "meaningful engagement" requirement in the Clean Power Plan:

<http://www3.epa.gov/airquality/cpptoolbox/cpp-initial-subm-memo.pdf>

01/20/2016 02:23:25 Kristen Cambell: Thanks!

01/20/2016 02:24:15 Ethan Bagley: Turn mics off when not speaking to avoid feedback loops, plz!

01/20/2016 02:24:28 Kristen Cambell: Thanks for that, Ethan! I was about to say the same thing!

01/20/2016 02:24:57 Diane Miller: It takes a fair amount of time to foster strong communication and foster understanding and trust across the various sectors. I think groups feel like they have to act and "do" in order to be visible and make an impact and they often skip the step of building relationships.

01/20/2016 02:25:44 Gwyn Barley: Relationship and trust building are essential - it has taken us a year thus far to do just that.

01/20/2016 02:26:01 Rachel Talbert: The lack of health in democratic discourse is a challenge to overcome-enlisting all voices is hard because many people only want to hear perspectives similar to their own.

01/20/2016 02:26:03 Kristen Cambell: Jill and Malka, there are a few sentiments that seem to be bubbling up about the challenge of building trust. Can you give some specific examples of how that can be done well?

01/20/2016 02:26:14 Kristen Cambell: Gwyn, maybe you can also speak to that from your experience in Colorado?

01/20/2016 02:27:10 Sheri Brady: Relationship building is also something that needs to be resourced and seen as a part of the "initiative"

01/20/2016 02:27:43 Martin Carcasson: You don't mention universities when you talk about intermediaries. Curious on your thoughts on their potential as local intermediaries and sites for building civic infrastructure (something I am very involved with both here locally and nationally)

01/20/2016 02:27:56 Rachel Talbert: Enlisting all voices is definitely key-and something we work on a great deal with our students but apathy and lack of skills for discourse is a challenge, we need more civic education-agree the horizon is generational and needs to be started with younger citizens now

01/20/2016 02:28:04 Gwyn Barley: We hired people that live in CO and understand the lived experiences of their fellow residents. We do not do this work throughout CO from Denver. It is a dispersed staff model.

01/20/2016 02:28:14 Ethan Bagley: @Gwyn, would love to chat with you about your findings and best practices!

01/20/2016 02:28:17 Bruce Mallory: our motto at NH Listens--it's a marathon, not a sprint.

01/20/2016 02:28:26 Rachel Talbert: Agreed Bruce!

01/20/2016 02:28:58 Diane Miller: Another issue for where these efforts are "seated" within various organizations. Often the folks who are trying to create these connections and do this long-haul work at "implementers" not necessarily the leaders of the organization. And you really need top leadership to support this work so that it can be sustained over time.

01/20/2016 02:29:14 Gwyn Barley: We also hired people with real community organizing experience, not foundation experience.

01/20/2016 02:29:27 Gwyn Barley: Ethan - sure!

01/20/2016 02:30:43 Lisa Wilson: In our work we talk a lot about trust and building it. And that trust is not one static monolith but has at least three dynamic elements (trust triangle) that have to be held constant in order to have full trust: 1) Reliability, "do you do what you say you will do when you say you will do it; 2) Benevolence, "do you have my best interests in mind;" 3) Competence "can you do what I need you to do". This is hard to do and often requires difficult conversations, real feedback, and vulnerability.

01/20/2016 02:30:44 Martin Carcasson: FYI, something I've written on the role of local centers/institutes for building civic infrastructure (mostly from universities and colleges) <http://www.publicdeliberation.net/jpd/vol10/iss1/art11/>

01/20/2016 02:31:20 Kristen Cambell: Lisa, that's a great way to think about building trust. Martin, thanks for sharing that resource!

01/20/2016 02:31:34 Bruce Mallory: another take on preK-12 education--many of our public schools, esp. in urban communities, are overwhelmed and not able to prepared empowered, effective citizens. Does this need to get addressed before we

can build the 21st civic infrastructure? Seems like a critical foundational ingredient of working democracy and civic participation.

01/20/2016 02:31:42 Alison Young: From a university perspective, here at Drexel Univ in Philly we adopted a focus on civic engagement as one of the five pillars of our university-wide strategic plan. As an anchor institution, we do in fact serve to host some of these conversations and issues, but we also have the ability to take a proactive approach to being a part of the community not just existing as our own separate campus. We are about 30,000 students, so our diversity of opinions are a valuable jumping off point for our civic engagements.

01/20/2016 02:32:03 Rachel Talbert: Bruce-I concur again. It is important to hit K-12

01/20/2016 02:32:32 Shelley Hamilton: Re: Resourcing the task of building this new type of infrastructure ... we need philanthropy to help fund new types of network-centric intermediaries to help facilitate relationship building, fiscal stewards of multiagency project funds, and provide stewardship based project management (ensure continuity and follow-through).

01/20/2016 02:32:44 Ethan Bagley: Basic Civics as a course for students in K-12 would help... a lot. Adults here have almost no idea how government works.

01/20/2016 02:33:31 Shelley Hamilton: Role of existing civic education orgs to help provide local

01/20/2016 02:33:44 Shelley Hamilton: Civics information - League of Women Voters?

01/20/2016 02:34:29 John Dedrick: On the role of colleges and universities see also Scott Lonn, Doing Democracy, available at www.kettering.org

01/20/2016 02:35:37 Diane Miller: I enjoyed learning about this effort on fostering deliberative skills in middle schools: <https://www.youtube.com/watch?v=-Ibj4xJtCME>

01/20/2016 02:36:34 Ethan Bagley: Out of curiosity, is there an open-source course "Civics 101" as a curriculum for K-12? I LOVE "Crash Course" on YouTube, which does a wonderful job.

01/20/2016 02:37:37 Rachel Talbert: Here here-we have done some work with students around this-but it is a marathon not a sprint we are working around the edges

01/20/2016 02:38:04 Rachel Talbert: browardrallytothetally@wordpress.com

01/20/2016 02:38:51 Lisa Wilson: how do you unmute again?

01/20/2016 02:38:56 Mike Huggins:

<http://www.nlc.org/documents/Find%20City%20Solutions/Research%20Innovation/Governance-Civic/planning-for-stronger-local-democracy-gid-nov11.pdf>

01/20/2016 02:39:20 Kristen Cambell: Hi Lisa. Try the "mic" button at the top of your screen. It probably has a slash through it, but if you click it, the slash should go away and you should be un-muted

01/20/2016 02:39:21 Ethan Bagley: @Mike, link doesn't work

01/20/2016 02:40:18 Kristen Cambell: Great question, John!

01/20/2016 02:40:28 Diane Miller: Similar to Mike's post, I've found very helpful this chart from NLC Paper "Planning for Stronger Local Democracy" and this chart about civic infrastructure.

<http://www.nlc.org/Documents/Find%20City%20Solutions/Research%20Innovation/Governance-Civic/2a-potential-building-blocks-chart.pdf>

01/20/2016 02:40:38 Bruce Mallory: An example of building civic infrastructure over the past five years is available at

<http://www.nhlistens.org/sites/nhlistens.org/files/media/pdf/NH-Listens-Five-Year-Report-010416.pdf>, telling the story of New Hampshire Listens since 2010. Both local and statewide infrastructure building.

01/20/2016 02:42:44 Martin Carcasson: Diane - your link doesn't seem to work

01/20/2016 02:43:01 Ethan Bagley: The copy/paste of links is broken when links have spaces in the file names.

01/20/2016 02:43:12 Ethan Bagley: When you paste, find the "%2520" and change it to "%20" and it'll work :)

01/20/2016 02:43:33 Kristen Cambell: Thanks for helping everyone troubleshoot that, Ethan! Great tip.

01/20/2016 02:44:54 Ethan Bagley: Will a recording of this be made available, including the chat and audio?

01/20/2016 02:45:16 Kristen Cambell: Yes, Ethan. It will. I will process it after the webinar today and hope to get it posted tomorrow or Friday.

01/20/2016 02:45:25 Ethan Bagley: Thanks

01/20/2016 02:45:40 Diane Miller: Trying link to NLC paper again. You can download full paper here: <http://www.nlc.org/find-city-solutions/city-solutions-and-applied-research/governance/civic-engagement/planning-for-stronger-local-democracy> and then the chart is in part 2 of the paper.

01/20/2016 02:45:46 Martin Carcasson: Part of the 21st Century Civic Infrastructure has be to about not focusing so much on the role of government, right? We need communities to think about how they address problems, with government a key tool, but not necessarily the dominant. Civic studies should not just be about what government does.

01/20/2016 02:46:54 Rachna Choudhry: Hi everyone, I particularly appreciated the chapter on intermediaries. My company, POPVOX.com, works with nonprofit and community groups on trying to engage people with lawmakers (Congress and federal agencies). We haven't reached out to philanthropic organizations and foundations, but "accountability" could be somewhat quantified through various technology platforms.

01/20/2016 02:47:18 Ethan Bagley: Long-term goals are totally appropriate, however they seem to be in tension with engagement itself - people want to see immediate change when they engage, even if they understand the long-term goals. What can we do to engender more patience, since the machinations of government are slow?

01/20/2016 02:49:18 Rachel Talbert: Love POPVOX and isidewith and countable all are so effective to help citizens onboard and give their ideas, and ask questions to elected officials. We need more citizens to dig into these intermediaries.

01/20/2016 02:50:13 Rachel Talbert: Good Q Ethan-patience is hard especially when trust is an issue-or apathy.

01/20/2016 02:50:28 Diane Miller: Case studies and examples of positive impact on governmental engagement processes would be very helpful!

01/20/2016 02:50:50 Kristen Cambell: Great point, Diane. Does anyone have any great ones to share?

01/20/2016 02:51:02 Rachna Choudhry: Totally agree, Rachel!

01/20/2016 02:54:15 Ethan Bagley: Someone's mic is cutting in

01/20/2016 02:54:38 Diane Miller: Does anyone have a suggestion for a good software tool to "map the ecosystem" of groups that are working to build civic infrastructure?

01/20/2016 02:55:46 Kristen Cambell: Thanks to everyone for your patience with the tech glitches!

01/20/2016 02:57:17 Stephen Buckley: Anything that is standardizing and, hopefully, simplifying Civic Engagement, especially its Evaluation (what works), please tweet me @OpenGovMetrics

01/20/2016 02:57:34 Shelley Hamilton: Need a balance of resources for administrative (project mgmt) support for collective ACTION with resources for longer term policy-focused education, conversations, dialogue etc. Trust needs to be built through both collective problem solving AND collective action. The latter, is much more complicated and often under resourced.

01/20/2016 02:57:40 Jill Blair: that sounds a lot like the vertical thoroughfare = keystone 3 and we need more of that

01/20/2016 02:57:44 Martin Carcasson: Diane, pretty sure Peter Levine has done some of that networking stuff (remember seeing it on his blog awhile back). Not sure what software he used

01/20/2016 02:58:00 John Dedrick: Related to Bruce's point please also see the Creating Community Solutions website for information on the National Dialogues on Mental Health

01/20/2016 02:58:51 Jill Blair: Want to thank everyone so much. I have two thoughts - one is keep the conversation alive! And most importantly, be bold!!!

01/20/2016 02:59:08 Lisa Wilson: Thanks y'all - nice job.

01/20/2016 02:59:13 Ethan Bagley: Is there a network of you folks that's active OUTSIDE of this webinar? Slack channel, perhaps?

01/20/2016 02:59:28 Brian Halderman: Thank you! I learned so much.

01/20/2016 02:59:43 Malka Kopell: we hope -- and we know that you know -- that building civic infrastructure needs to be *intentional,* Thank you all!

01/20/2016 03:00:10 Diane Miller: Ethan - check out www.ncdd.org

01/20/2016 03:00:29 Rachel Talbert: Thank you everyone!

01/20/2016 03:00:32 Diane Miller: and also <http://www.communitymatters.org/about-civic-infrastructure>

01/20/2016 03:00:34 Tom Tresser: My Internet was down until right now! Can get slides?

01/20/2016 03:00:47 Martin Carcasson: NCDD is a broader network that is very active in these sorts of issues

01/20/2016 03:01:12 Ethan Bagley: I'm at "ethan@ebadvising.com"

01/20/2016 03:01:19 Ethan Bagley: Would love to chat with any of you folks

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