

# **Community Climate Solutions**

## **Engagement Services Scope of Work**

### **Overview:**

Community Climate Solutions (CCS) provides community engagement services to promote residential participation in your climate change solutions engagement program using the CCS platform. CCS will work with residents, organizations and/or businesses to engage with the program including, identifying, recruiting, and training community leaders, providing training on using the CCS platform, hosting community and individual meetings to promote the challenge and associated educational content, and hosting and/or attending special events to engage community members in the program.

CCS will work in partnership with the Customer to achieve engagement goals. CCS requires assistance from the Customer to provide input and assistance in identifying potential community leaders and partners, in program promotion, and in program planning and goal setting. CCS will provide all services as an independent entity with all CCS engagement staff working solely under the direction of the CCS Program Director and leadership and not be directed or managed by Customer personnel.

### **1. The specific tasks to be performed:**

- Lead community engagement for the city's Challenge including the following:
  - Meet with City/County staff to create engagement plans and goals and identify potential leaders, organizations, and businesses to reach out to.
  - Work with City/County staff to create a program promotion plan including City/County support for program promotion and program materials.
  - Develop and foster relationships with community leaders and community partnerships to expand participation in the Challenge.
  - Conduct outreach to potential leaders, organizations, and businesses to connect, introduce the program and offer support for participation.
  - Help participating community leaders implement successful climate and sustainability challenges with their organizations. This includes community organizations, youth groups, faith-based organizations, workplaces, etc.
  - Develop and run education and awareness campaigns through a variety of communication channels.
  - Develop and lead a Neighborhood Leader Program to recruit and support community members to lead a team and meaningfully engage their neighbors or friends on climate action and emergency preparedness.
  - Facilitate educators in implementing climate solutions curriculum and classroom challenges for all ages.

### **2. Sample timeframe for tasks performed in a year:**

- Phase 1: Onboarding and planning (1-2 months)
  - Onboard a CCS staff person for the engagement through introductory meetings with staff and key stakeholders.

- If the position is funded for 20 hours/week or more, hire and train a local Engagement Coordinator.
  - Develop engagement strategy and customize local engagement materials including planning out branding and graphics and communications strategy and materials for launch.
- Phase 2: Develop community relationships: (1-2 months)
  - Reach out and connect with community leaders and stakeholders, hold leader listening meetings.
- Phase 3: Launch & ongoing engagement: (9 months)
  - Launch engagement including the Community Group and Neighborhood Leader Programs, begin engagement with educators and other community leaders, run the education and awareness campaigns.

**3. The cost for Engagement Coordinator services:**

- We charge an hourly rate for the Engagement Coordinator: \$50/hour.

**4. Sample deliverables:**

- Deliverables are depending on the level of services provided. The minimum contract is 10 hours/month.
- Sample deliverables for Engagement Coordinator working 20 hours a week:
  - Phase 1: Hired and trained engagement coordinator and strategy/materials developed.
  - Phase 2: 40-50 community leader meetings completed.
  - Phase 3:
    - Work with 40+ Neighborhood leaders to engage 3-8 households each with a 5+ meeting series to take over 5 actions each.
    - Support over 25 community leaders, including educators, in bringing climate solutions to their community. Work with at least 10 of these to conduct a climate solutions challenge with a community-wide goal, timeline, and regular opportunities to meet.
    - Provide monthly content for the city's social media or other resident focused communication channels.
    - Provide regular (weekly) updates to City Sustainability staff on progress.