

Community Building

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 Sarasota County Florida

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Community Building

 I. Work of Government


 II. Civics 101

 III. Leadership


 IV. Conversations

 V. Partnerships

 VI. Principles




What is the work of government?
Why do we do what we do?



 That's simple:
 The work of government is to deliver
 quality services, balanced budgets,
 high performance,
 personal and organizational
 accountability,
 operational excellence, and ...

What, what?



 The work of government is to
 deliver high value services to the
 citizens...

Yada, yada yada.
I think we all know that.

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There seems to be something missing. Is there anything else?

Of all the actions pursued in the realm of public service, what is our 'measure that matters'?

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The Work of Government is to ensure the survival of...



Democracy

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"The worst sin towards our fellow creatures is not to hate them, but to be indifferent to them; that is the essence of inhumanity."

--From *The Devil's Disciple*
 by George Bernard Shaw

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Democracy at work...



is respecting and protecting human dignity

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What we do every day...



is on behalf of the people.

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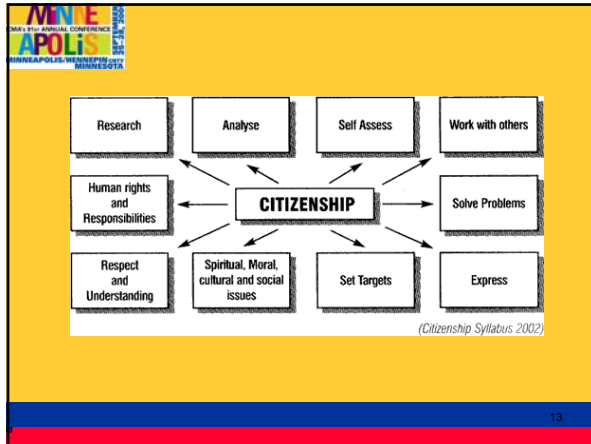
The Democratic Mix
of Community

Citizens

Elected Officials

Public Servants

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Citizens Creating Community

Customer = I

Tax Payer

Citizenship = We

Elected Officials

- Representation = Preserving democracy and its associated rights
- Efficiency = Excellent service delivery
- Individual Rights
- Social Equity
- Values are used to define our sense of place
- Assists and facilitates community discussions regarding responsibilities and solutions
- It's about values and attributes
- Finding the balance

Public Servants



- Committed to democracy
- Commitment to service
- Value exchange
- Operational Excellence
- Sharing community values
- Translation
- Bridging the Gaps
- Convening and Facilitating

"When the people fear their government, there is tyranny; when the government fears the people, there is liberty"

--Thomas Jefferson

Citizens Creating Community



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Sarasota County Government

Civics 101 A Citizens Academy

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Civics 101 A Citizens Academy

A series of informational sessions was developed upon the recommendation of the Sarasota County Board of County Commissioners and County Administrator.

The Academy is a learning forum, intended to provide participants with an opportunity to become familiar with Sarasota County Government, to have a "tool box" of information to help them navigate through the complex system of government operations and services.

Goals of the Academy are to improve communications between citizens and government, as well as foster increased citizen involvement.

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Civics 101 A Citizens Academy

The Academy is provided free of charge as a service to the community.

Two Academies are offered each year - one in April and one in September. Applications are accepted year-round and participants are selected on a first-come first-served basis. Class size is limited to 25 participants.

Each Academy consists of ten (10) classes on Thursday evenings from 6:00 pm to 9:00 pm at various County facilities. A half-day tour is also offered on a Saturday morning from 9:00 am to Noon.

For information or an application, contact Casey Pilon, 861-5827, or by email at cpilon@scgov.net

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What is Civics 101?

What is our role in "educating" the public on the role of local government?

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Civics 101 A Citizens Academy

Since 2000

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Civics 101 A Citizens Academy

The Academy meets Thursdays from 6-9:00 p.m., for ten weeks. The agendas are:

- 1 - "The Big Picture"/Greeting, Overview, Elected Officials
- 2 - "HELP!!!" /Fire, Lifeguards, Emergency Services
- 3 - Safeguarding the Environment (Hazardous Waste Facility)
- 4 - "How To Build Better Homes" Planning & Development Services Part 1, Infrastructure Management
- 5 - "How Does Your County Grow" /Planning & Development Services Part 2

TOUR - "Up Close and Personal"

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Civics 101 A Citizens Academy

- 6 - "Sarasota's Playground"/Community Services
- 7 - "Stay Healthy and Safe"/Health & Human Services
- 8 - "Roads, Roads and More Roads?"/Public Works
- 9 - "Behind the Scenes"
- 10 - "Bits and Pieces" (911 Center, Emergency Management)

GRADUATION - County Commission Chambers

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Civics 101: A Citizens Academy

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Civics 101 = Citizen Leaders

- Opportunity to meet new people.
- Opportunity to see and hear different stories.
- Opportunity to highlight a vision built on strengths, and minimize the focus on today's problems and failures

*Opportunities for Citizenship
Opportunities for Leadership*

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Sarasota County Government
Certificate of Participation
 Issued to

For successfully completing
Civics 101 - A Citizens Academy
 April 7 through June 9, 2005

Presented this 7th day of June 2005

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Civics 101 - a step that opens the door to community building.

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LEADERSHIP
is key

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And it's needed everywhere...

*in community
in government
in schools
in business*

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Leadership

Defining one's power...

THE POWER OF LEADERSHIP

LEADERSHIP AND POWER

THE POWER OF TEAM LEADERSHIP

Is your power found more in the *things you can stop* - than the things you can make happen?

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Tao Teh Ching 17

The highest type of ruler is one of whose existence the people are barely aware.

Next comes one whom they love and praise.

Next comes one whom they fear.

Next comes one whom they despise and defy.

When you are lacking in faith, others will be unfaithful to you.

The Sage is self-effacing and scanty of words.

When his task is accomplished and things have been completed, all the people say, "We ourselves have achieved it!"

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Citizens as Leaders

...Qualities of Leadership

Listen, listen, listen

Promote leadership in others

See the "we", the big picture

Communicate honestly with passion

Commonality of thought - the common ground

Diversity of perspectives recognized

Expand capacities to convene and facilitate

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The Work of Leadership

- Making space
- Allowing time
- Finding the intersections
- Understanding the vision and values
- Recognizing and articulating trends

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Citizenship

and The Promise of Community

"We must be the change we wish to see in the world."
- Mahatma Gandhi

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Citizenship

Is "We"

Tackling Apathy
 Stimulating Debate
 Promoting Awareness
 Supporting Education
 Encouraging Active Citizenship



Democracy is plural -
 that's why it's
 "We the People."

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Intersections

of Community Conversations

Messages of Citizenship
 Building a Safe Community
 Community Alliance
 Criminal Justice Commission
 CHIP and CHAT
 Neighborhood Focus
 Place Making
 All America City Finalist
 Administrator Citizen Meetings
 Annual Survey



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Conversation

An Art Form!

Building Trust
 Extending the Invitation
 Seeking Participation
 Examining Assets
 Public Hearings



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What if...

a community only

debated
 argued
 regulated
 legislated
 and
 developed programs?



What kind of community might we have?

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New Community Conversations

SCOPE
 Robert D. Putnam
 Peter Block
 Neal Pierce
 Richard Florida
 John McKnight

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New Community Conventions

Dissent is okay
 "We" not "I"
 Civility Code
 Personal Invitations
 Offering Gifts
 Asset Based Community
 Seeing possibilities
 I promise...making a commitment

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Community of Possibilities

Looking forward
 What we see - common vision
 Non-focus on problems
 Giving and gifts
 Personal engagement

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You can't own Community Conversations

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Partnerships



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Community Partnerships

...Are committed to participating
 in a collaborative effort,
 in support of a
 shared community vision.

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Original Purpose of CHIP

Partnership of the Gulf Coast Community Foundation of Venice, SCOPE, Sarasota County Health Department to provide guidance to local community foundation for local health care funding; evolved into much larger effort.

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Partnership Approach

- Modern approaches to community health improvement
- Focuses efforts on all determinants of health, not just medical care
- All activities community-driven and led



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Community Partnership Goals

- Engage citizens in understanding and solving local health problems
- Improve access to health information and health care
- Improve the local and regional health care system
- Focus on the long-term; institutionalize process

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CHIP Assessments Completed

Health Profile for Sarasota and Charlotte Counties
2003

125 health and Disease indicators for counties, state & US

Community Voices: Results of the CHIP Health Survey
2004

Survey of random sample of 723 residents

Health System Assessment Report for Sarasota and Charlotte Counties
2004

Health system assessment

Also: Physician survey and local assessments

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Community Partnership Challenges in Data Interpretation and Planning

- Limited community understanding of public health system, health data, trends and statistics.
 - Community training needed. Create volunteer corps of health experts.
- Over-reliance on traditional interventions to improve health, not always empirically-based;
 - Focus on root cause analysis/data
- Health system complex and difficult to manipulate.
 - Encourage focus and partner with expert agencies.

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Partnership Successes

- CHIP has become influential community agent
- Local health clinic created where none existed
- Pilot study home-based diabetes intervention
- Pilot implementation of neighborhood information and referral centers
- Annual health and human services directories published in 2 communities
- Volunteers publishing health articles in newspapers

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Community Partnership Lessons Learned

- Work locally and bring local forces together to create county or regional impact
- Community engagement and empowerment works; but training and support are key
- Focus on problems you can solve
- See long view: community change takes time
- Link local community efforts and system change
- Media, media, media: keep awareness on issues and opportunities for improvements

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CHIP Accomplishments

Community Building

- Developed and adopted a set of community outcome targets for human services to provide direction and guidance to funders and service providers
- Sponsored and funded an analysis of Sarasota's acute care system, leading to development of the Substance Abuse and Mental Health Stakeholders' Consortium to address the issues identified
- Secured funding for and provided three 40-hour Crisis Intervention Team training classes for 80 local law enforcement officers
- Conducted an analysis of the availability of health care coverage for children in Sarasota County
- Currently developing a community-wide plan for coordinating human services response in disasters and linking agencies to County's EOC.

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Challenges

for Community Builders

- Sense of urgency/mobilize to action
- Historical turf-guarding
- Increase collaboration among key stakeholders
- Changing the conversation: community-based systems vs. agency
- Maintaining momentum



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Principles

Of Community Building



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Requirements

for Successful Community Building

Focus on Outcomes
 Committed Leadership
 Overcome History and Turf Crises

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Community Building

Participating in a collaborative effort

- Creating and supporting a shared vision
- Valuing a sense of belonging and place
- Committing to next generation's well being
- Nurturing culture of citizen accountability
- Holding conversations that value dissent
- Willing to discuss all possibilities
- Discussing "the un-discussable"

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Principles for Success

Factors that Facilitate

- Strong support from the Board of County Commissioners and county administration, including commitment of support staff
- Brings all key players to the table – including funders, service providers, and community representatives
- Free-standing status maintains independence from State DCF and any individual member organization
- Lack of operating budget helps maintain autonomy
- Strong linkages with community umbrella organizations

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Public Discourse

The Changing Manner

The Challenges Before Us:

- Better Connections
- Shared Accountability
- Transparency

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Public Discourse

Opportunities for Conversation

- The value of one-on-one conversations
- Focus group and survey input
- Large group neighborhood meetings
- Neighborhood based governance
- Advisory boards, committees, task forces and workshops
- All discussions should be win-win
- Understanding who/what is my government

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Better Connections

Between Citizens, elected officials and public servants

- Stay connected
- Awaken to the value of civic discourse
- See all sides of an issue
- Listen, listen, listen in the public square
- Keep viable a range of mutually satisfying solutions
- Comprehend the nuances of I and We

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Better Connections

Between Citizens, elected officials and public servants

- Align government actions of with community values, standards and expectations
- Continuously hold honest conversations
- Expand diversity and breadth of leadership
- See community ownership versus 'Government' responsibility
- Build common language while always stating clear intentions

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Sharing Accountability

Citizens, elected officials and public servants

- Converse about what we want to be
- Share aspirations
- Support sustainability principles
- Base community planning and policy on common values
- Recognize the self interest of "I" vs. the selflessness of 'we'
- Practice a constant futurism

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Sharing Accountability

Citizens, elected officials and public servants

- Feel free to change the conversation
- Emphasize our values-based choices
- Public hearings, public square, public discourse
- Include citizen participation and input from the very, very beginning
- Be direct - state your intent
- Discuss the trends and data drivers
- Connect strategic dots

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Government's Role *In Building Community*

- Disclose plans early and often
- Decision making - a public engagement process
- Show how citizen dollars fulfill community outcomes
- Develop trust for effective networks
- Share knowledge and information
- Using web-based communications

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Government's Role *In Building Community*

- Be transparent
- Incorporate community & enterprise strategies
- Define the core services citizens desire from government
- Build common alignment
- Be accountable for resources - people, money and time
- Show measures of performance at all levels
- Utilize broad networks of talent

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Principles *of Community Building*

- Community Focused Outcomes
- Shared Aspirations and Values
- Citizen as responsible leader
- Systems for Transparency stating your intentions
- Shared accountability
- Consciously building better connections
- Sustainable for Next Gen
- Government as operationally excellent with valued services

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Integrate the Possibilities

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