Building civic infrastructure is the process of creating opportunities that allow people to connect with each other, solve problems, make decisions and be a part of a community.
Building Blocks of Civic Infrastructure

Communication
1. Internal/External Communications
2. Online Communication Spaces
3. Leveraging media (traditional, ethnic, non-traditional)

Education
1. Citizen Academies
2. Youth Leadership Programs/Councils
3. Workshops/Classes

Outreach
1. Community Partnerships
2. Citizen Ambassadors
3. Creating civic spaces
4. Using arts & culture as a convener
5. Recognizing & Celebrating Diversity

Engagement
1. Public Meetings that are accessible/participatory
2. Intentional Board/Committee Appointments
3. Stakeholder Engagement
4. Volunteer Programs

Research shows that when people contribute to their communities, they live longer, healthier, and more fulfilling lives.

#ICMA2019
Case Study: Gwinnett County, Georgia

- 1 of 159 counties in the state of Georgia
- Nearly 1 million residents
- 3rd most diverse county in the southeast
- 4th most diverse county in the US
- 25% of Gwinnett’s population is foreign-born
- Gwinnett’s diversity index is 70% (US is 60%)
- Immigrant population quintupled in since 1990
- More than 100 languages spoke
- Leadership did not reflect the community

There was no civic infrastructure in place
Gwinnett Community Outreach Program

- Gwinnett 101
- Chai & Chat
- Latin Radio Series
- Civic Dinners
- Volunteer Gwinnett
- Multicultural Celebrations
The Impact
THANK YOU

Questions?

Nicole Hendrickson
Community Outreach Program Director
Nicole.Hendrickson@gwinnettcouny.com
770-822-8877
www.gwinnettcoumunityoutreach.com