



Growing Collaborations with Community Organizations: Outreach and Engagement

September 4, 10 am PT/ 1 pm ET



Growing Collaborations with Community Organizations: Outreach and

Q&A

You ask: 13:05
How do I use these awesome tools?

Joshua Jones answered: 13:06
You are already using one of the most awesome tools. We'll discuss the rest right away.

Please input your question

Send Anonymously Send

September 4, 10 am PT / 1 pm ET



OUR MISSION

ENGAGE

our growing network and connect them to opportunities, ideas, data, resources and one another

ADVOCATE

for a sustainable water future by eliminating barriers and advancing solutions through our policy work

DEMONSTRATE

success by showcasing strategies that communities can replicate and scale

A forum and network of local water leaders advancing sustainable, affordable, and community-driven water strategies



EMERGING LEADER AWARDS
Recognizing and supporting the next
generation of water leaders

WATERNOW ALLIANCE



Please Complete the Post-Webinar Survey!

AGENDA

- Meet Today's Speakers
- Poll: Who's in the Room?
- The Building Blocks of Trust
- Case Study:
Walnut Valley Water District and the
Chinese American Association of Walnut
- Moderated Q&A



TODAY'S SPEAKERS



Julianna Roseo

Water Policy Associate
WaterNow Alliance



Lily Lopez

Director of External Affairs
Walnut Valley Water District



Kerry Miller

Program Manager
WaterNow Alliance



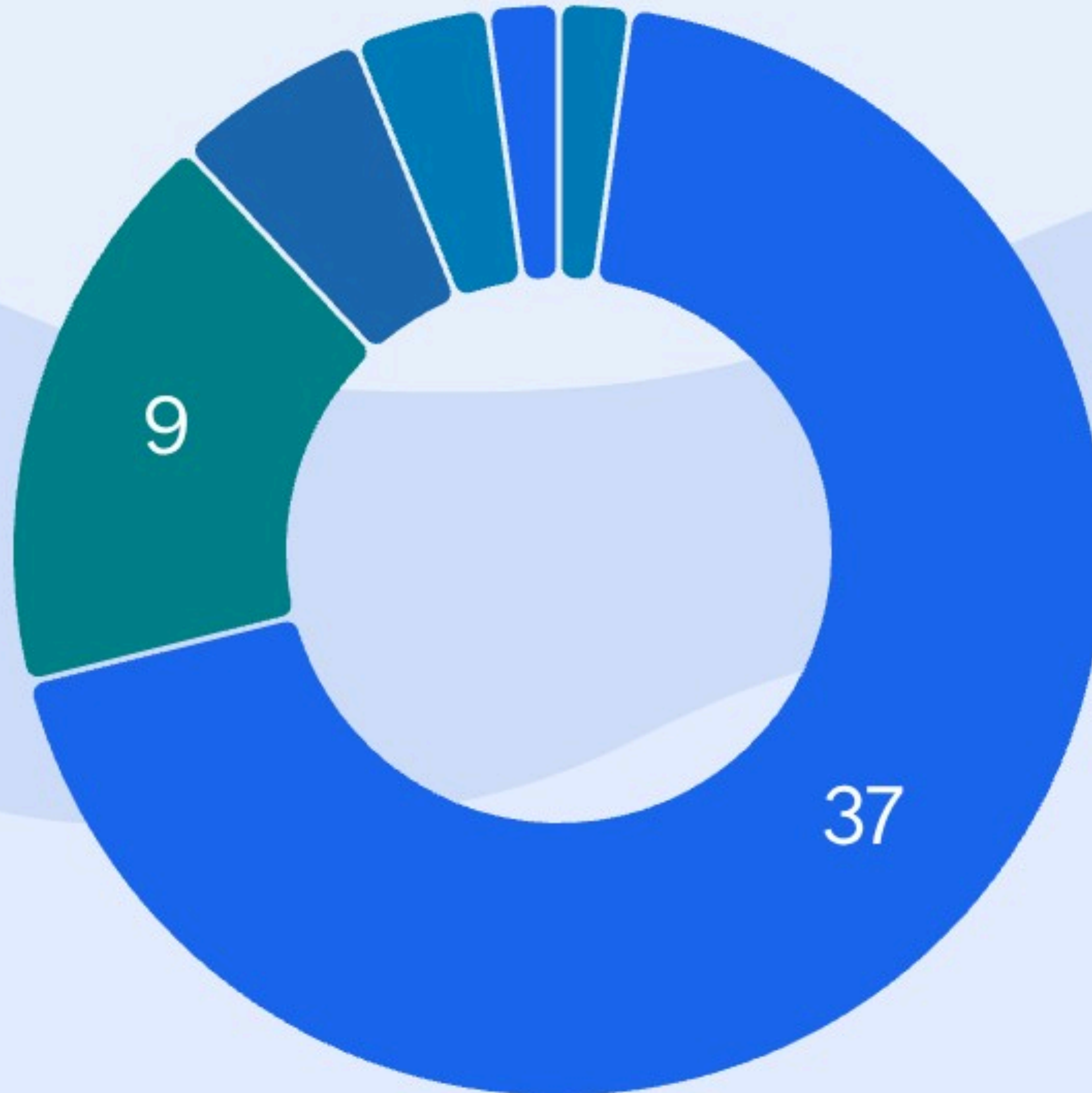
Emerson O'Donnell

Sr. Program Manager
WaterNow Alliance



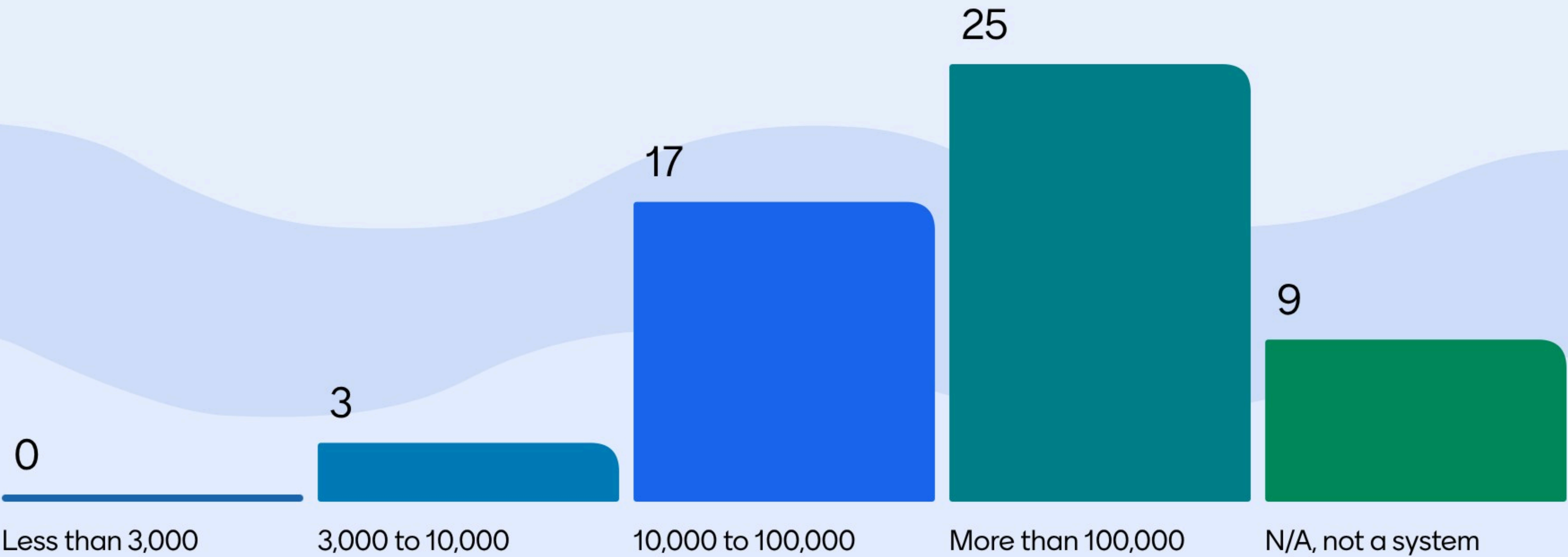
Please join the Menti using the QR-code or code on the top of the screen

Which Industry Association best fits you?



- 0 City Council Member
- 1 Tribal Government Officer
- 37 Utility Staff
- 9 State Agency Staff
- 0 Federal Agency Staff
- 3 NGO Staff
- 2 Academic
- 1 Private Sector
- 0 Special District Board Member

How large is the service population for your system?



How has your utility engaged with community organizations in its service area?



We seek community input at events and meetings and/or through surveys



We partner with organizations on community-led or community-centered planning



We partner with organizations on outreach efforts



We communicate with organizations to share important information



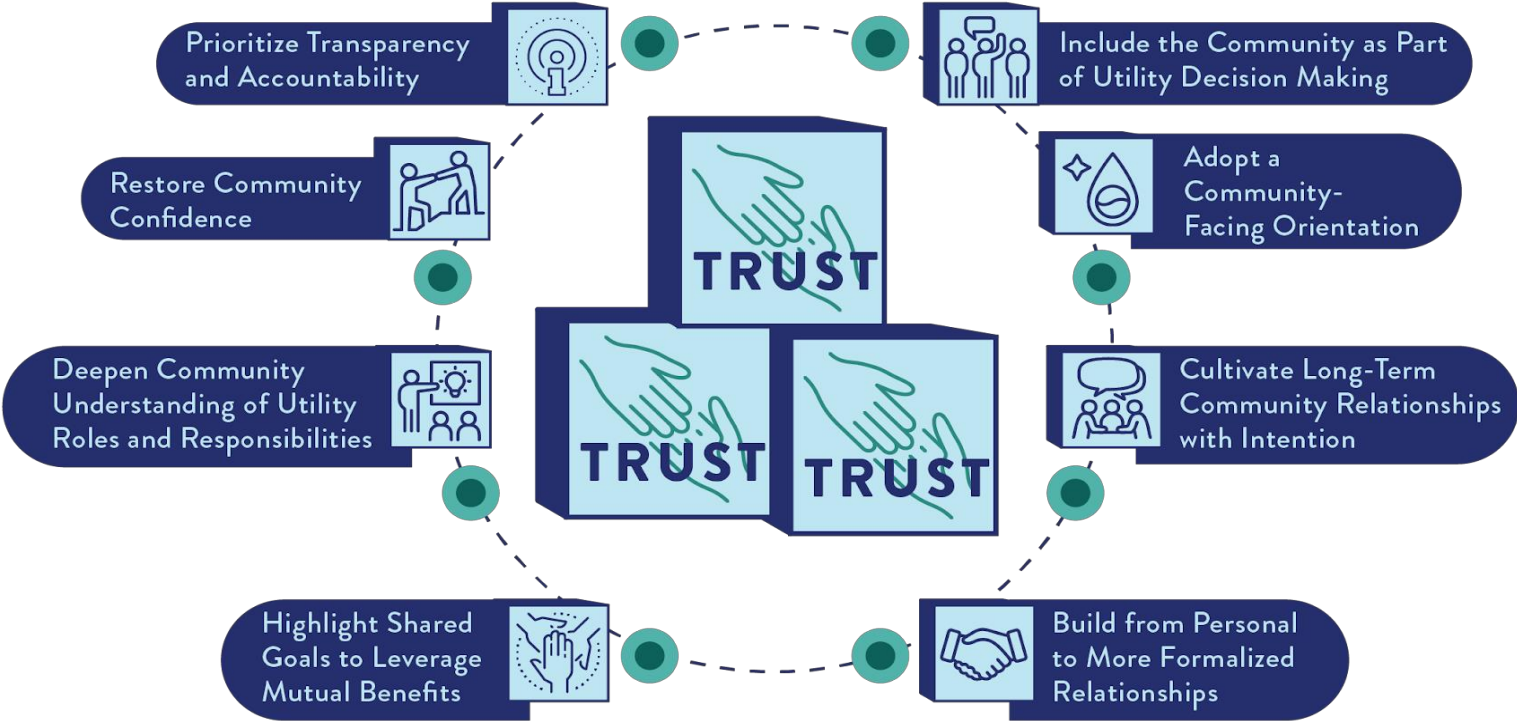
We don't have a relationship with any organizations yet, but we'd like to



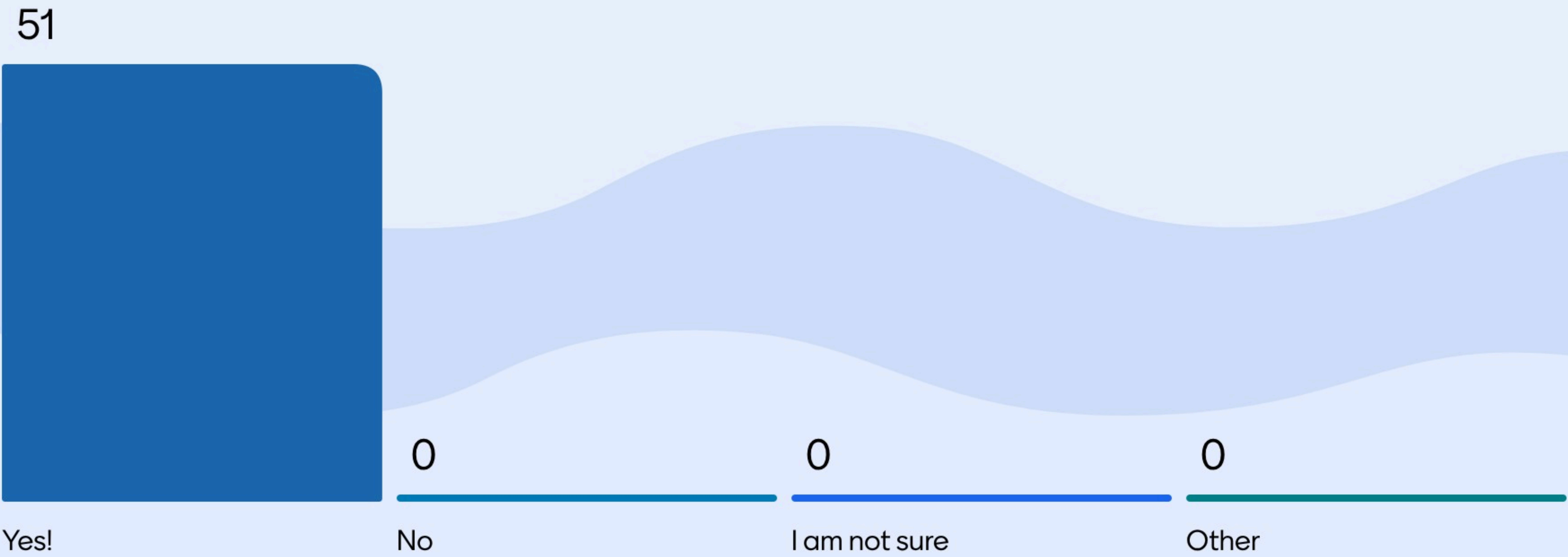
We've experienced challenges around building trust between community members and the utility

Building Blocks of Trust

To build trust utilities and communities need authentic relationships



Is building trust in your community important to you?



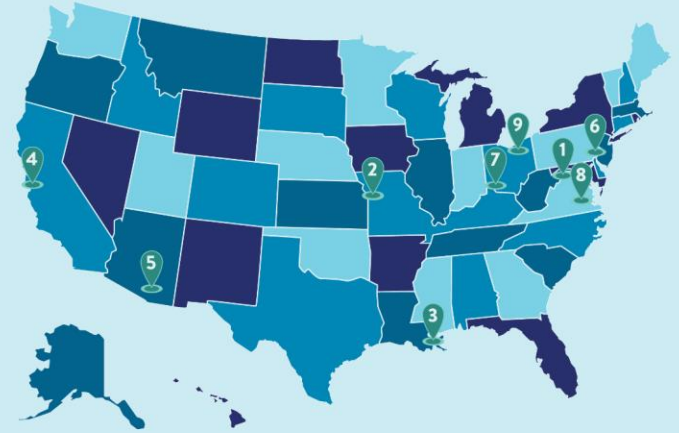
What comes to mind when you hear the term "trust building"?



Developing the Building Blocks of Trust Report



WATER TRUST WORKGROUP COMMUNITIES



Below are the Water Trust Workgroup communities who shaped this report.
More about each partnership can be found throughout this report.

- 1 Harpers Ferry, WV – West Virginia Rivers Coalition and Harpers Ferry Water Commission
- 2 Kansas City, MO – Heartland Conservation Alliance and Kansas City Water
- 3 New Orleans, LA – Healthy Community Services and Sewerage and Water Board of New Orleans
- 4 Santa Cruz, CA – Santa Cruz Water Supply Advisory Committee and Santa Cruz Water Department
- 5 Tucson, AZ – Sonora Environmental Research Institute and Tucson Water
- 6 Philadelphia, PA – Schuylkill Action Network and Philadelphia Water Department
- 7 Northern Kentucky – Groundwork Ohio River Valley and Sanitation District Number 1 of Northern Kentucky
- 8 Richmond, VA – Alliance for the Chesapeake Bay and the City of Richmond Department of Public Utilities
- 9 Cleveland, OH – CHN Housing Partners and Northeast Ohio Regional Sewage District

Project Accelerator

Walnut Valley Water District (WVWD) worked with WNA to enhance communication with their Asian American & Pacific Islander (AAPI) & Mandarin speaking communities

Ongoing Collaboration

WVWD & CAAW have continuing collaboration and engagement with their community members through various events

Community Water Academy

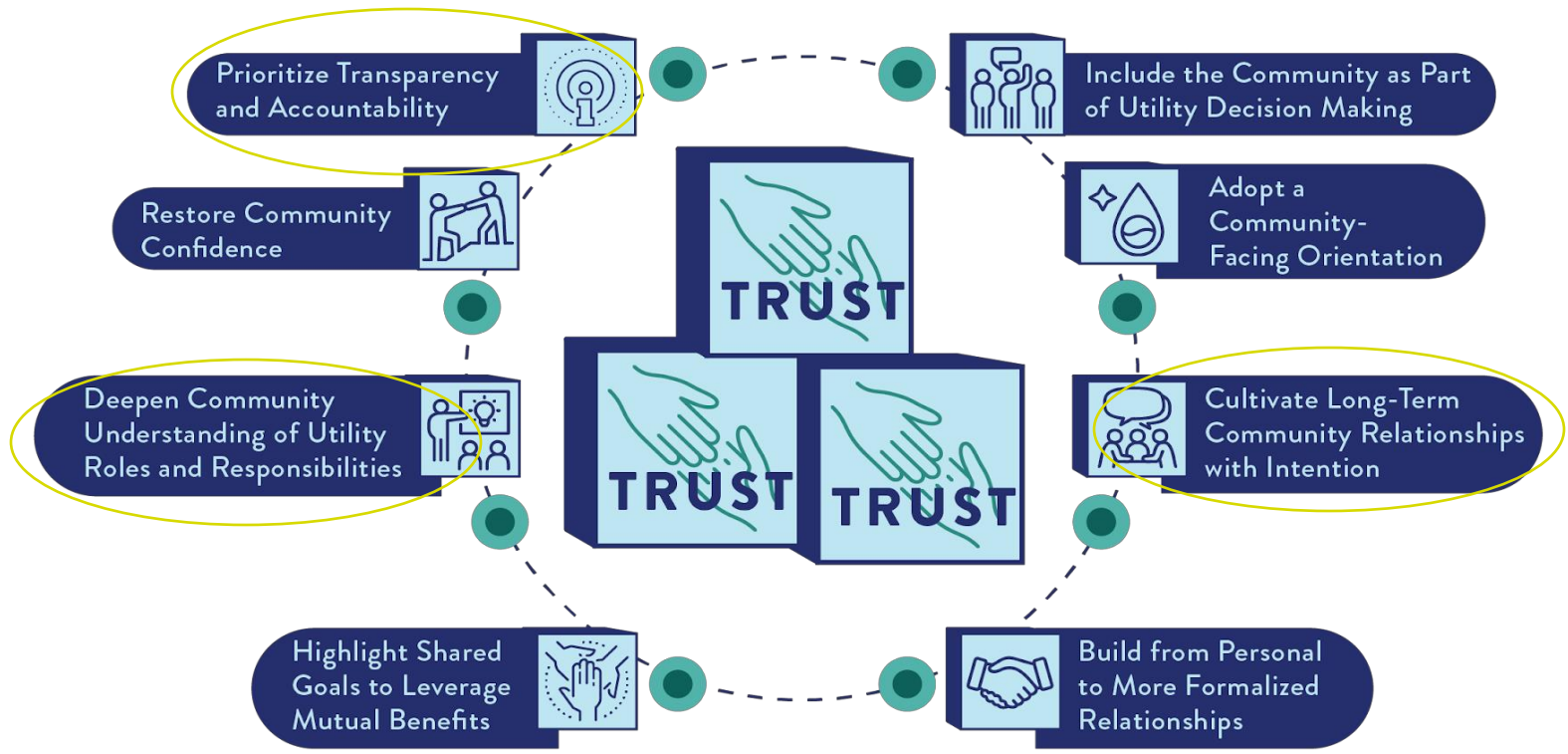
Using the BBOT, opened communication channels with the Chinese American Association of Walnut (CAAW) & co-hosted a Community Water Festival

BBOT Module Case Study

WVWD & CAAW are featured as a case study in the BBOT online training module as a model for other utility/NGO partnerships



Walnut Valley Water District & the Chinese American Association of Walnut





BUILDING BLOCKS FOR DEEPENING COMMUNITY UNDERSTANDING OF UTILITY ROLES AND RESPONSIBILITIES

WATER UTILITIES

- + Water utilities provide opportunities to learn more about utility operations (e.g. provide tours of utility facilities and hold utility open houses)
- + Create a citizens' academy to educate community members on how the utility works

- + Include community members on utility boards and water utility staff on nonprofit boards and advisory committees

COMMUNITY GROUPS

- + Community groups take time to learn about the water utility and its operations
 - + Be empathetic to challenges facing utilities
 - + Conduct outreach to utilities in ways that recognize they are juggling lots of competing interests

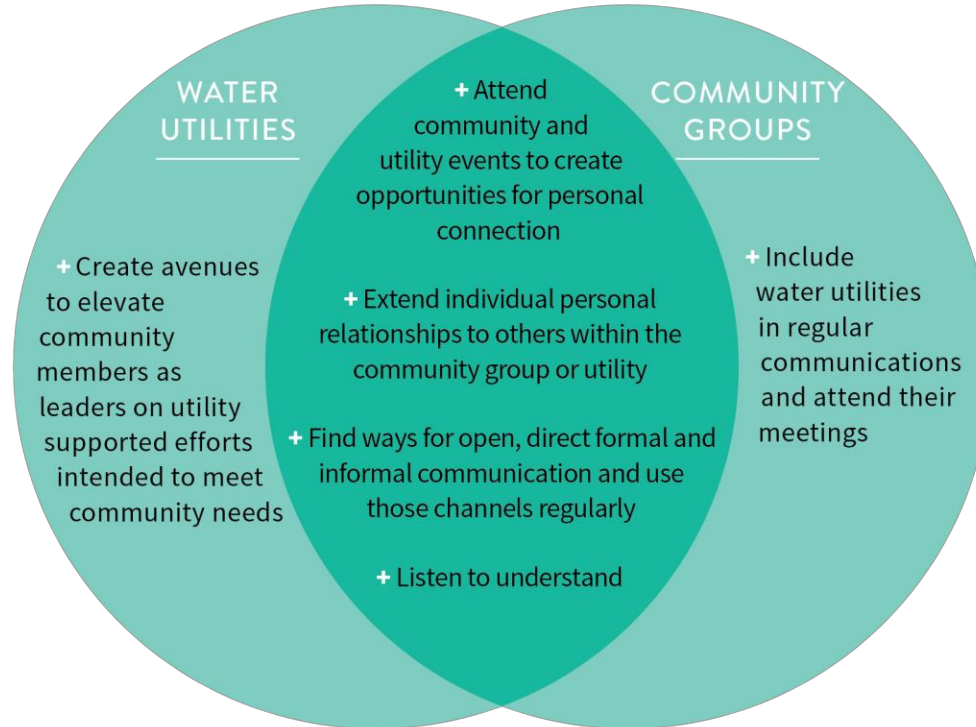


BUILDING BLOCKS FOR PRIORITIZING TRANSPARENCY AND ACCOUNTABILITY





BUILDING BLOCKS FOR CULTIVATING LONG-TERM COMMUNITY RELATIONSHIPS WITH INTENTION



Online Building Blocks of Trust Training Module

The screenshot shows a user interface for a training module. At the top left, a dark blue sidebar contains navigation icons for 'Training series', 'Home', 'Modules', 'Discussions', 'People', and 'Preferences'. The main content area features a profile picture of Julianna Roseo, her name, and the date 'Wednesday, September 3'. Below this is a 'Training Progress' section with a green progress bar and the text '31 of 41'. The main content is titled 'Modules & Sessions' and includes a 'Continue: Reflection Point' button. A list of six modules is displayed, each with a number, title, session count, completion percentage, and discussion count. At the bottom, there is a 'Certificate of Completion' button.

Training series

Home

Modules

Discussions

People

Preferences

Welcome, Julianna Roseo!

Wednesday, September 3

Training Progress 31 of 41

Modules & Sessions Continue: Reflection Point ...

- 1 Introduction**
7 sessions 86% completed 1 discussion
- 2 Strengthen & Rebuild**
7 sessions 100% completed
- 3 Inclusive Decision Making**
8 sessions 100% completed 1 discussion
- 4 Sustained Relationships**
8 sessions 88% completed 1 discussion 1 assignment
- 5 Community Water Academy**
5 sessions 60% completed 2 discussions
- 6 Conclusion**
6 sessions 0% completed 1 discussion

Certificate of Completion

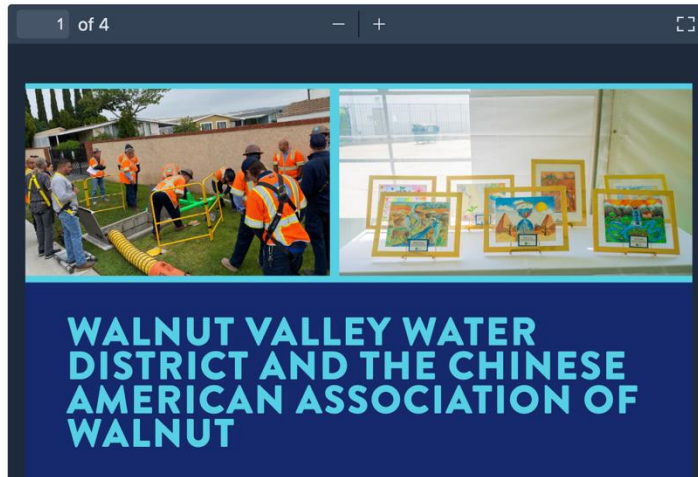
Register today!



Case Study: Walnut, California

The story of trust-building between the Walnut Valley Water District (WVWD) and the Chinese American Association of Walnut (CAAW) is one of collaboration and shared purpose. It begins in Southern California, where WVWD provides drinking water to nearly 100,000 residents across the City of Diamond Bar and parts of Walnut, Industry, Pomona, Rowland Heights and West Covina. Throughout these communities, a significant portion of the population identifies as Asian, including many of Chinese descendants. Recognizing the importance of connecting with these community members, WVWD sought to partner with CAAW, a community organization representing Chinese-American residents.

Read the case study below to learn how WVWD and CAAW cultivated a lasting partnership.



Online Building Blocks of Trust Training Module

Online Building Blocks of Trust Training Module

Modules > Sustained Relationships

Case Study: Walnut, California

The story of trust-building between the Walnut Valley Water District (WVWD) and the Chinese American Association of Walnut (CAAW) is a story of collaboration and shared purpose. It begins in Southern California, where WVWD provides drinking water to nearly 100,000 residents across the Chino Valley, San Gabriel Valley and parts of Walnut, Industry, Pomona, Rowland Heights and San Dimas. Throughout these communities, a significant portion of the population identifies as Asian, including many of Chinese descendants. Recognizing the importance of connecting with these community members, WVWD sought a partner with CAAW, a community organization representing Chinese-American residents.

Read the case study below to learn how WVWD and CAAW cultivated a long-term partnership.



WALNUT VALLEY WATER DISTRICT AND THE CHINESE AMERICAN ASSOCIATION OF WALNUT

- Include the Community ✓ ↗
- Adopt a Community-Facing Orientation ✓
- Case Study: New Orleans, LA ✓
- Readings ✓
- Sustained Relationships**
- Reflection Point ✓
- Background: Sustained Relationships ✓
- Cultivate Long-Term Community Relationships ✓
- **Case Study: Walnut, California** 🗨️
- Build Formalized Relationships ✓
- Case Study: Kansas City, MO ✓
- Readings ✓
- Reflection Point ✓
- Community Water Academy**
- Background ✓
- Is it a Good Fit? ✓
- Reflection Point ✓
- The Workshop: 101
- Activity: Scenario Exercise 🗨️

Downloads

📄 CAAW_WVWD_Case Study.pdf

Previous

← Cultivate Long-Term Community Relationships

Mark as complete and continue to

Build Formalized Relationships →

Discussion

Walnut Valley Water District and the Chinese American Association of Walnut successfully cultivated a long-term relationship by taking a proactive approach and being honest about the time and resources available for collaboration. This helps set realistic expectations and prevents misunderstandings. What are 2-3 proactive steps your group or utility could take to build long-term relationships?



👤 Enter your response here...

b *i* ” 🔗 📎 Add a photo, video, or file

Cancel

Post





Questions?



Contact Us

Caroline Koch, WaterNow – cak@waternow.org

April Ingle, River Network – aingle@rivernetwork.org

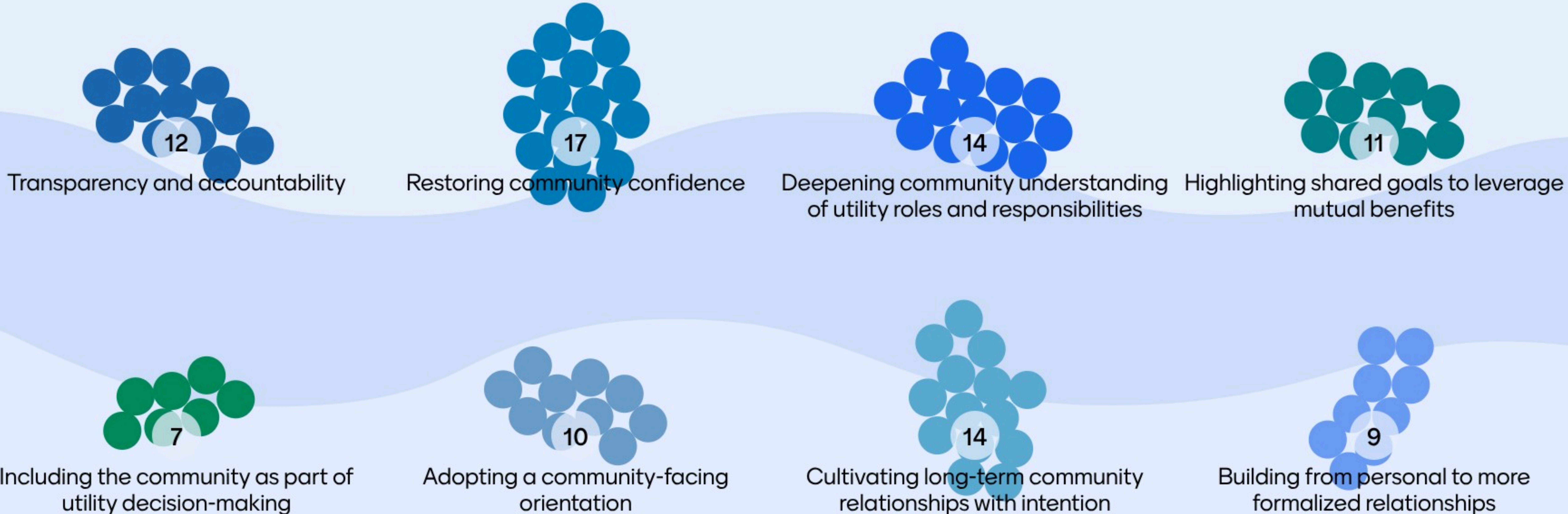
Julianna Roseo, WaterNow – jroseo@waternow.org



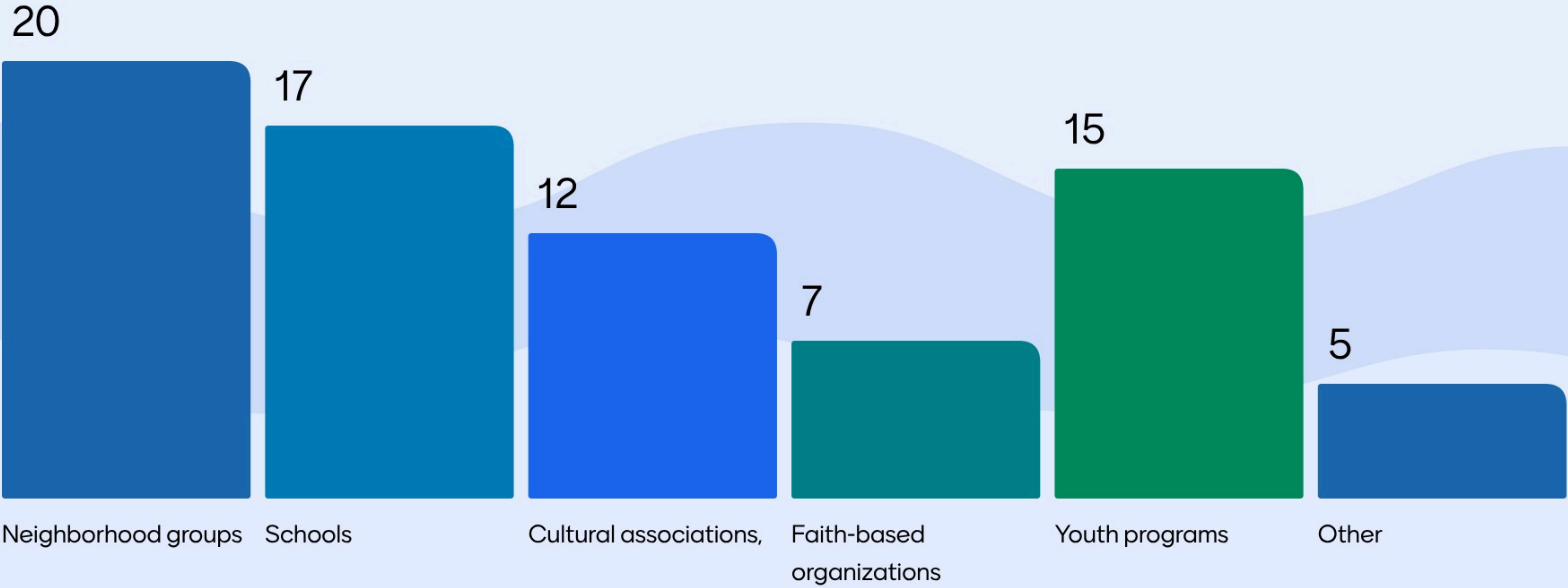
Which Building Blocks does your utility already practice?



Which Building Blocks is your utility interested in strengthening?



Which types of community organizations do you partner with, or would you be interested in partnering with in your own service area?





Creating Relationships, Building Trust



Lily Lopez

External Affairs & Sustainability Director

Walnut Valley Water District



Walnut Valley Water District



Are we there yet?





Who's Who?

Chinese American Association of Walnut (CAAW)



Suzanne Chinese American Parents Assoc. (CAPA)





How it all started...

The screenshot shows a website page with a dark background image of a mountain range. In the top left corner is the 'waternow alliance' logo. In the top right corner is a navigation menu with links for 'ABOUT US', 'JOIN', 'OUR WORK', 'EVENTS', 'BLOG', and a 'member login' button. Below the navigation is the main heading: 'WALNUT VALLEY WATER DISTRICT Asian American and Pacific Islanders (AAPI) & Mandarin Language Water Use Efficiency Program Enhancements'. Underneath the heading are two buttons: 'OUR APPROACH' and 'PROJECT OUTCOMES'. At the bottom of the page, there is a section titled 'Project Goal' with a paragraph of text.

waternow alliance

ABOUT US JOIN OUR WORK ▾ EVENTS BLOG [member login](#) [GET INVOLVED](#)

WALNUT VALLEY WATER DISTRICT

Asian American and Pacific Islanders (AAPI)
& Mandarin Language Water Use Efficiency
Program Enhancements

[OUR APPROACH](#) [PROJECT OUTCOMES](#)

Project Goal

WaterNow Alliance is partnering with the Walnut Valley Water District (WVWD) to ensure that its water use efficiency programs and activities are reaching Mandarin-speaking and Asian American and Pacific Islander (AAPI) community members as effectively as possible.





& then some...



Trust Building Support Initiative – Applications Open Now!

Applications due February 28, 2022

River Network and the WaterNow Alliance are working together to provide support for community organizations and water utilities seeking to build trusting relationships as part of their work together toward more equitable and sustainable water and community outcomes. We are seeking applications from interested water utilities and community groups who jointly want to receive technical, financial, capacity building, and leadership development support to help bolster their partnership over an eight-month period. Support will be based on the best practices outlined in *Building Blocks of Trust: Creating Authentic and Equitable Relationships Between Community Organizations and Water Utilities* [\[2\]](#).

To support community groups and water utilities interested in strengthening their relationships and building leadership, the *Trust Building Support Initiative* provides the following toward developing skills and approaches for building trust:

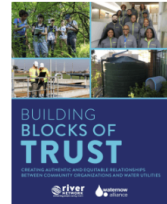
- Financial support and/or leadership development training valued at approximately \$6,000 for each partner (depending on needs and ability to accept direct financial assistance);
- Technical, capacity building, and leadership development support via coaching, mentoring, and peer support;
- Access to additional WaterNow Alliance and River Network membership benefits, including conferences, leadership and technical training, and recognition opportunities;
- Showcasing of progress and results via River Network and WaterNow publications and conferences or other events.

Initiative Expectations – both the community group and the water utility are expected to:

- Participate in an initial assessment that further defines goals, identifies 1-2 trust building best practices to deploy, and to guide technical and leadership development support received;
- Attend monthly calls/virtual learning opportunities with other selected Trust Building Support Initiatives partnerships;
- Participate in and apply technical and/or leadership development support throughout the project (March-October);
- Document progress in building trust and share final assessment of barriers and successes via a short final report and participate in 1-2 activities to share lessons learned and the results of their work with the project team and/or a national audience (e.g. writing a blog post, presenting at a webinar or national conference, etc.).

Selection Criteria

- Commitment from both the local community organization and water utility to participate in this effort.
- The degree to which specific desired outcomes can be achieved through technical, leadership and capacity building assistance.
- The degree to which the funding and technical assistance will support the partnership's overall development, as well as each partner's organizational missions.
- Issues of equity are identified as important to the partnership and improved quality of life and social and environmental benefits for marginalized communities are desired outcomes of the partnership.





Water Festival 2023 & 2024 – CAAW





Water Festival 2023 & 2024 – CAAW





Water Festival 2023 & 2024 – CAAW





Project Bright 2023 & 2024– CAPA





Project Bright 2023 & 2024– CAPA





Project Bright 2023 & 2024– CAPA





Walnut Valley Water District

763 followers

2yr •

Check out our story on [#ProjectBright](#), our [#volunteer](#) initiative that helps kids and teens improve their well-being, self-respect, and decreases anxiety by helping residents conserve water, monitor leaks, and reduce their ...more



Students Help WVWD Customers Save Water with Project Bright - Walnut Valley Water District

walnutvalleywater.gov



Walnut Valley Water District

SAN GABRIEL VALLEY TRIBUNE

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NEWS • News

Walnut students partner with water district to promote water-saving technology



Students distribute flyers, register customers in the program and install the Flume devices onto home water meters. (Courtesy of Walnut Valley Water District)



By **GEORGIA VALDES**

UPDATED: September 11, 2023 at 11:03 AM PDT

PDF

Download PDF



File size: 3.5MB. OS: Win





Things to consider...



The background of the slide is a dense, overlapping collage of rectangular sticky notes in various shades of blue, teal, and green. Each sticky note features a large, dark blue question mark. The notes are scattered across the frame, creating a textured and busy visual effect.

Facilitated Q&A

JOIN THE ALLIANCE

LEARN MORE AND SIGN UP

www.waternow.org/join-the-leaders



PLEASE COMPLETE OUR SURVEY!



 **waternow** alliance
water leaders. resilient solutions.

THANK YOU!



For more information email:

Emerson O'Donnell, eo@waternow.org
Kerry Miller, kmiller@waternow.org



Resources:

<https://waternow.org/emerging-leader-awards/>