

	INFORMING	CONSULTING	INVOLVING	COLLABORATING	EMPOWERING
COMMUNITY ENGAGEMENT APPROACH*	Providing balanced and objective information about new programs or services, and about the reasons for choosing them. Providing updates during implementation.	Inviting feedback on alternatives, analysis, and decisions relations to new programs or services. Providing updates during implementation.	Working with community members to ensure that their aspirations and concerns are considered at every stage of planning and decision-making.	Enabling community members to participate in every aspect of planning and decision-making for new programs or services.	Giving community members sole decision-making authority over new programs and services, and allowing professionals to serve only in consultative and supportive roles.
PROMISE TO THE PUBLIC**	Keeping people informed.	We will let people know how their feedback influenced the decision.	We will let people know how their involvement influenced the decision.	We will look to public for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extend “possible”.	We will implement what you decide.
EXAMPLES & TECHNIQUES**	<ul style="list-style-type: none"> ▪ Fact sheets ▪ Websites ▪ Open houses 	<ul style="list-style-type: none"> ▪ Public comments ▪ Focus groups ▪ Surveys ▪ Public meetings 	<ul style="list-style-type: none"> ▪ Workshops ▪ Deliberative polling 	<ul style="list-style-type: none"> ▪ Citizen advisory committees ▪ Consensus building ▪ Participatory decision-making 	<ul style="list-style-type: none"> ▪ Citizen juries ▪ Ballots ▪ Delegated decision