

CITY OF SAN JOSÉ COVID-19 RECOVERY TASK FORCE

COMMUNITY ENGAGEMENT TOOLKIT

Engagement Activities

Last Updated: June 8, 2022

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CITY OF SAN JOSÉ COVID-19 RECOVERY TASK FORCE

www.sanjoseca.gov/covid19recovery

In September 2021, the San José City Council approved 55 organizations to participate in the COVID-19 Recovery Task Force, an important part of the City's Community & Economic Recovery strategy.

This Task Force, which will be convened until November 2022, will be an opportunity for the City to engage with and learn from the people and communities who have been most impacted by the pandemic. Recovery is not for the City to do alone, rather this work must be done with the whole community, for the benefit of those most burdened by the crisis, guided by their wisdom, tapping into their potential, and building on their deep enduring strength.

The scope of the Task Force is to work with the community to think about and plan for the future as it relates to three key areas:

- Stabilizing and strengthening families;
- Supporting small businesses;
- Supporting workers.

The roles and responsibilities of the Task Force are to:

- Advise and monitor progress on the City's existing Recovery initiatives;
- Share recovery resources to their organization's supporters;
- Develop new recommended actions for Recovery to be considered by the City Council;
- Support community engagement to involve the public in the Task Force process.

Task Force meetings are held monthly on the second Thursday at 6pm, and are open to the public with live interpretation in Spanish and Vietnamese.

In November 2022, the Recovery Task Force will submit to the City Council a final report with their recommended actions for their consideration.

RECOVERY TASK FORCE COMMUNITY ENGAGEMENT

This summer 2022, the City of San José and the COVID-19 Recovery Task Force will be connecting with those individuals, families, and business owners in San José still experiencing the impacts of the COVID-19 pandemic today. The City of San José and the COVID-19 Recovery Task Force will hear from those most affected to see what support they still need and how they've grown throughout the pandemic.

Through a community survey, storytelling project, pop-ins, pop-ups, house meetings or focus groups and community forums (digital and in person), as well as a Lived Experience Group of community members, the City will gather key insights to inform the Recovery Task Force's recommended actions that they will share with the City Council.

CITY OF SAN JOSÉ COVID-19 RECOVERY TASK FORCE

Community Engagement Talking Points

www.sanjoseca.gov/covid19recovery

General Talking Points

- We are here today to connect with the people, families, and business owners in San José still experiencing the impacts of the COVID-19 pandemic today. We want to hear from the community about what support they still need as well as how they've grown throughout the pandemic.
- The City of San José currently provides a number of resources to support families and businesses, which includes (I would suggest listing high level resources here - i.e. Eviction Help Center, Digital Access, Scholarships for PRNS programs, etc.
- We want to gather input on what is working, and where there are gaps, what's missing from the current recovery programs and services.

For Viva CalleSJ/Other Pop-Ups (individuals to share via sticky notes)

- How has the COVID-19 pandemic impacted you and your family? Your business?
- What support do you need now?
- How have you grown during the pandemic?

Expanded Talking Points

- This work is part of the City's COVID-19 Recovery Task Force, which is an important part of the City's Community and Economic Recovery strategy.
- This Task Force, composed of 55 organizations and approved by the City Council, is a year-long effort to engage with and learn from the people and communities who have been most impacted by the pandemic. Recovery is not for the City to do alone, rather this work must be done with the whole community.
- The scope of the Task Force is to work with the community to think about and plan for the future as it relates to three key areas:
 - Stabilizing and strengthening families;
 - Supporting small businesses;
 - Supporting workers.
- Task Force meetings are held monthly on the second Thursday at 6pm, and are open to the public with live interpretation in Spanish and Vietnamese.
- In November 2022, the Recovery Task Force will submit to the City Council a final report with their recommended actions for their consideration.
- This summer, the City of San José and the COVID-19 Recovery Task Force will be hosting a number of activities to connect with those most impacted by the pandemic to inform

the Recovery Task Force's recommended actions that they will share with the City Council in November 2022.

CITY OF SAN JOSÉ COVID-19 RECOVERY TASK FORCE

Questions to Ask the Community

General

- 1) How has COVID-19 impacted each one of you, individually and/or your family?
How has COVID-19 impacted us collectively as a group/organization?
- 2) What support do you still need (individually and as an organization)?
- 3) How has your life changed since the pandemic?
- 4) What services do you wish you could access in San José?
- 5) What do you think are the largest issues still facing our community?
- 6) What barriers to services have you had to deal with?
- 7) What do you think the City should be doing to help people recover from the effects of the pandemic?
- 8) What do you think the City should be funding to help business activity rebuild from the effects of the pandemic?

Stable Housing for Residents

- 1) Have you experienced housing instability during the pandemic? What do you think were the factors that caused it?
- 2) Have you or people you know gone into debt to maintain their housing during the pandemic?
- 3) Have you accessed any rental assistance programs in the past? Are you aware of services that exist already from the City, and do you know how to access them?
- 4) Have you accessed any eviction protections in the past? Would you know how to access them if you needed them?
- 5) What can the City do to protect community members from losing their homes?

- 6) If applicable: what barriers have undocumented persons faced in acquiring resources and what can the city and county do to facilitate in acquiring these resources?
- 7) If Applicable: What are the barriers for undocumented people to own a home?

Workers' Health, Safety and Rights

- 1) What has been your experience keeping a job during the pandemic? Finding and securing a new one?
- 2) Do you feel your place of employment has done enough to take care of their workers' health?
- 3) What can the City do to support workers' health, safety and rights?
- 4) Since the pandemic started, did you experience any of the following?
 - a) Paid less than minimum wage
 - b) Not paid overtime
 - c) Not allowed to take meal and rest breaks
 - d) Required to work off-the-clock
 - e) Tips taken away

Supporting Small Businesses

- 1) How have you relied on the internet or technology to support or grow your business during the pandemic? Has technology or access to the internet been a barrier? If yes, how?
- 2) What has been your experience communicating with the City and learning about the financial support and online training they provide?
- 3) The City currently provides online training to help your business grow through (list program - this way when you mention it, it provides extra awareness about the program we offer.). What training topics would you be interested in and would help your business grow?
- 4) What resources or services do you wish to provide to your customers or employees?

Childcare, Early Care and Education, and Youth Development

- 1) Have you enrolled your children in after school or summer programs? What has been your experience with these programs? If you haven't enrolled your children in after school programs, why not? Are there any barriers?
- 2) How did the pandemic impact your child's mental or physical health? What support do you think the City can provide you in this aspect?
- 3) Can you describe what a quality early childcare program looks like to you? How about an after school or summer program?
- 4) If you are looking for childcare, after school, or summer programs, what do you look for? What is most important to you for a program to have?
- 5) What are some ways the City can better support or foster the growth of a childcare workforce?
- 6) For young people themselves, where do you go when you need support? School, family, online communities, etc.? How do you wish you were supported?

Community Health and Wellness

- 1) What can the City do to better prepare residents for the next pandemic? Are there any particular resources that can be provided to increase resiliency?
- 2) Have you had difficulties accessing health care during the pandemic?
- 3) To what extent have you relied on technology to access healthcare during the pandemic? Has technology been a barrier?
- 4) To what extent have you been able to get the healthy foods you needed before and during the pandemic?
- 5) If you have accessed food through charity, has accessing culturally relevant foods been an issue for you?
- 6) How can the City support health and social service providers in increasing their capacity to deliver culturally competent physical and mental health services?
- 7) What are other ways the City can support the mental and physical health and wellness of its residents?

Supporting Service and Hospitality Workers

- 1) What has been your experience working in the service and hospitality industry?
- 2) Have you had any difficulties securing enough hours, or alternatively, being overworked?

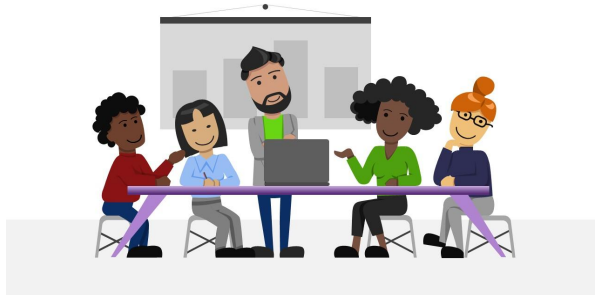
- 3) Have you been or are you currently underemployed during the pandemic? What are the factors that led to you accepting underemployment?
- 4) If you stopped working in the service and hospitality industry during the pandemic, what are the reasons you are not returning to work?
- 5) If you started working full or part-time in a different industry what industry is that?
- 6) What are your top two issues you would like to see improve for yourself as a worker in the hospitality sector?

Supporting Arts Workers

- 1) What has been your experience as an art worker during the pandemic?
- 2) How has the process of finding work changed, and how have you had to adapt since the beginning of the pandemic?
- 3) What could the City do to support the arts community?
- 4) Do you also work in a different industry in addition to your work as an artist/musician? If so, what industry?
- 5) What do you feel would best support your efforts to work full time as an artist/musician?

COVID-19 RECOVERY ENGAGEMENT TOOLKIT

Pop Ins (Join Someone Else's Meeting)



Description

“Pop In” to a meeting that already exists with your community and spend some time in your agenda discussing how COVID-19 has impacted the group and what support is still needed for a just recovery.

Time: 20-30 minutes

Ideal event size: 5-20 people

How to:

1. *Request for 20-30 minutes in your group's next meeting agenda.*
2. *At the meeting, share a little bit about the purpose of the COVID-19 Recovery Task Force.*
3. *Ask the group questions about COVID-19 impacts, support needed, and other predetermined questions you think may be relevant.*
4. *Take extensive notes throughout the conversation to be able to refer back to.*

Pop Ups (Set up a Pop-Up Booth at a Local Event)



Description:

These tabling events can occur at City Council district events, large festivals, farmers' markets and in areas with high foot-traffic. These can have two purposes: 1) to distribute resources related to

COVID-19 recovery, and 2) to gather input on COVID-19 recovery solutions.

Pop-up activities can be anything that only take a couple minutes for people to interact with, and that collect useful feedback. Feel free to be creative. Consider inviting people to contribute to an art project, build an ideal space with LEGO pieces, etc.

You can also consider distributing surveys at pop-ups. Pop-ups can be a great way to get a lot of responses, and surveys can provide you with clear feedback.

Time: 2-3 Hours

Ideal event size: 2-3 volunteers/staff at events attracting hundreds to thousands of individuals.

How To:

Before event:

1. *Determine an event or location to do a pop-up at. Register to table through the correct bodies.*
2. *Print appropriate materials for the event (flyers, boards, etc). Consider languages spoken by your target population.*

During event:

3. *As people walk by your table, share a little bit about the work of the COVID-19 Recovery Task Force.*
4. *If distributing resources, tell them about the different resources available and ask which they would like more information on.*
5. *If collecting feedback, ask questions, invite them to participate in your activity, etc.*

Host a Focus Group or a House Meeting

Description:



These meetings are meant to be more intimate in nature, offering a space for people to be vulnerable and open. Here, a facilitator can create a space for people to answer pre-determined questions and bounce responses and ideas off of one another. These can be facilitated by Task Force members or Lived Experience Group Members, with engagement team staff support.

Time: 1 Hour

Ideal event size: 5-10 people

How To:

Before event:

1. *Determine subject area and target population for focus group. Set an agenda and determine important questions to ask participants accordingly.*
2. *Recruit people for the focus group through appropriate channels (through Community Based Organization (CBO) email lists, neighborhood groups, at related pop-ups, etc.)*

During event:

3. *Briefly introduce the COVID-19 Recovery Initiative and Task Force.*
4. *Ask questions and facilitate conversation. Stick to the predetermined questions as much as possible, but allow conversation to flow naturally.*
5. *Take extensive notes throughout the conversation to refer back to.*

Host a Community Forum



Description:

Community forums serve as effective platforms for sharing resources and gathering important community feedback. These meetings are open to the public, and Task Force members may be asked to invite their community members to encourage

public participation in these meetings. These can be done virtually or in-person. Task Force member organizations and other CBOs may co-host or co-sponsor these events in collaboration with the City with content tailored to the needs of their constituents.

Time: 2-3 Hours

Ideal event size: 20-50 people

How-To

Before event:

1. *Determine what information you want to distribute, as well as the questions you would like input on.*
2. *Create visuals (boards, flyers, etc.) that can provide relevant information.*
3. *Schedule the event at a time and location that can handle a large number of people.*
4. *Invite people to the forum through relevant channels.*

During event:

1. *Share a short introduction about the COVID-19 Recovery Project.*
2. *Have visuals, poster paper, or white boards with various questions for participants to input their thoughts on post-its or in other visual formats.*
3. *Can also incorporate a festive/pot-luck style forum where a good portion of the event is social with table conversations/breakout sessions to ask specific questions (as in focus groups).*

Things to Consider

Creating Questions

1. Questions asked can be as general or as specific as needed depending on what is relevant to your group. For example, if your group focuses on the immigrant community, you can ask questions on how immigrants were impacted and what support they still need instead of asking questions about the general community.

Planning

1. When scheduling an event, be mindful of what challenges people could face to participate. Time and day of week, incentives offered, and availability of childcare are three of many factors to keep in mind.
2. Large scale events can be difficult to staff and run. Consider inviting the City or other organizations to partner with you to make sure you have enough support.

Facilitation

1. People can be hesitant to speak up, especially if they haven't participated in a focus group before. Consider opening the meeting with an icebreaker that gets people comfortable and talking to each other.
2. Small breakouts and partner conversations help to get ideas flowing for a good group discussion. Consider planning time for these breakout conversations in your agenda, or ask people to discuss and then share back to the larger group when there is a lull in conversation.
3. While facilitating, be mindful of who is speaking and who is not. Invite people who have not spoken much to provide their input, and make space for everybody in the conversation.

Visuals

1. Large boards with information can be helpful. Consider using boards to gather feedback by having people vote by placing stickers on different options, or even just creating a board with the key points you want people walking by to know.

Share Your Story

One of the main ways we would like to capture the reality of COVID-19 in our communities is through storytelling. As part of the Community Engagement Plan, we want to create a pathway for people to share their thoughts and opinions of COVID-19’s impact on themselves and their community beyond completing a survey or participating in a community engagement event. Through the Storytelling Project, we ask community members to share their stories by responding to any or all of the following questions:

- How have you and your community experienced the COVID-19 pandemic?
- How have you and your community become stronger during the pandemic?
- What are your hopes for the future as we build a stronger San José?

Submissions will be collected in two ways, either live - integrated within existing community engagement activities via postcard, post-it notes, or communal art exercises or via an online form hosted by the City of San José.

As we acknowledge that community members can express their voice and thoughts in a variety of different ways beyond the traditional engagement methods, we want to open up the opportunity for individuals and groups to submit. Community members can respond to any or all of these questions in the following formats:

<ul style="list-style-type: none"> ● Post-It’s, postcards, or direct written format on a poster board at a community event or pop up workshops ● Poem 	<ul style="list-style-type: none"> ● Spoken Word ● Photograph ● Digital or visual art piece ● Song ● Other
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Submissions will be collected and included in the final Community Engagement Report for the project and potentially shared with the Mayor and City Council during the final presentation to San José City Council. Community members can send and share their stories to CERTaskForce@sanjoseca.gov by August 14, 2022.

Help Share Our Community Survey

Our Community Survey is a way for the Task Force to gather critical insight from the broader general public and those most impacted by the COVID-19 pandemic. The survey is intended to be easy to navigate and quick to complete, and will be translated into Spanish and Vietnamese. It will be created in both digital and physical formats, and there will be a QR code that links to the survey site. Survey Monkey will be the platform used to create the survey. Survey results will be gathered, analyzed and presented to Committees for review before they make their final recommendations to San José City Council.

The intention of the survey is to gather insight on how the community has been impacted by COVID-19 up to now and what support and programming is still needed in this recovery process. The survey will also include questions regarding demographic information, which may inform Committee recommendations as well.

The first 100 members of the community to complete a survey will receive a \$25 gift card OR completion of surveys at Pop Ups and select community engagement activities will receive a \$5 gift card as budget allows.

Template for promoting survey via E-mail or e-newsletter

The City of San José [provides many resources to support those impacted by COVID-19](#). As they transition to providing recovery resources, the City recognizes the importance of doing this together with the community. What are your hopes for the future as we build a stronger San José? Take this survey from the [City of San José's Recovery Task Force](#) and help inform future programs that will support families and businesses most impacted by the pandemic. The first 100 people to complete a survey will receive a \$25 gift card from Target.

Activity Report

COVID-19 Recovery Task Force

City of San José

Date:

Planner	
Event format (<i>Focus Group, Pop-In, Pop Up, Forum, etc.</i>)	
Location	
Date and time	
Number of people reached	
Duration of activity	
Audience/participant demographic (age, race/ethnicity, etc.)	
Main Highlights	
Notable Quotes	

Raw Notes

***draft document - final to be incorporated by 6/10 and serve as a trilingual flyer of existing City Recovery resources**

City of San José

COVID-19 Recovery Task Force

City of San José COVID-19 Recovery Resources
Recursos de Recuperación de COVID-19

Virtual Local Assistance Center (VLAC) / Centro de Asistencia Local Virtual (VLAC)

The City of San José's Virtual Local Assistance Center is a one stop "go to" for information you need to find information on Food Resources, Housing, Employment, Health & Wellness, Utilities, and Immigrant Resources.

El Centro de Asistencia Local Virtual de la Ciudad de San José es un punto de acceso para obtener la información que necesita para encontrar información sobre Recursos Alimenticios, Vivienda, Empleo, Salud y Bienestar, Servicios Públicos y Recursos para Inmigrantes.

Visit: www.sanjoseca.gov/vlac

Rental Assistance / Asistencia de alquiler

Assistance offered to apartment and mobile home tenants and landlords with concerns related to rent increases, tenant/landlord disputes, City housing ordinances, and more.

Asistencia ofrecida a inquilinos y propietarios de apartamentos y casas móviles con inquietudes relacionadas con aumentos de alquiler, disputas entre inquilinos y propietarios, ordenanzas de vivienda de la Ciudad y más.

Call: 408-975-4480

Email: RSP@sanjoseca.gov

Eviction Help Center / Centro de Ayuda de Desalojo

Assist tenants and landlords in resolving issues that could lead to evictions.

Ayudar a los inquilinos y propietarios a resolver problemas que podrían conducir a desalojos.

Call: 408-975-4444

Email: evictionhelp@sanjoseca.gov

Food / Comida

Free prepared meals are available to residents by calling Second Harvest of Silicon Valley.

Acceso a comidas preparadas y comestibles en muchos lugares de la comunidad.

Call: 1-800-984-3663

Visit: www.shfb.org

Senior Nutrition Program / Programa de Nutrición para Personas Mayores

City of San Jose partnering with TRIO Community Meals, provides nutritious meals to adults 50+ at 13 community centers.

La ciudad de San José, en asociación con TRIO Community Meals, proporciona comidas nutritivas a adultos mayores de 50 años en 13 centros comunitarios.

Visit: bit.ly/prns-adults50

Childcare Programs / Programas de Cuidado de Niños

The City of San José Parks, Recreation and Neighborhood Services (PRNS) offers preschool programs for children, ages 3-5 and their families educational and recreational experiences. Youth can participate in summer camps at various community center and park locations.

Los Servicios de Parques, Recreación y Vecindarios (PRNS) de la Ciudad de San José ofrecen programas preescolares para niños de 3 a 5 años y sus familias experiencias educativas y recreativas. Los jóvenes pueden participar en campamentos de verano en varios centros comunitarios y parques.

Visit: www.issuu.com/sjparksandrec

Career Advancement Services / Servicios de Avance Profesional

Eligible participants can receive free career and training services ranging from updating skills to compete in the job market to on-the-job and occupational skills training.

Los participantes elegibles pueden recibir servicios profesionales y de capacitación gratuitos que van desde la actualización de habilidades para competir en el mercado laboral hasta la capacitación en habilidades ocupacionales y en el trabajo.

Call: 408-794-1234

Visit: www.work2future.org

Digital Access / Acceso Digital

Borrow a tech device at the library, connect to public Wi-Fi and FREE computer classes.

Pida prestado un dispositivo tecnológico en la biblioteca, conéctese a Wi-Fi público y clases de computación GRATUITAS.

Call: 408-808-2000

Visit: www.sjpl.org/SJAccess

Scholarships / Becas

PRNS department offers scholarships to ensure qualifying San José residents ages 0-49 years have access to PRNS programs, classes, and activities.

El departamento de PRNS ofrece becas para garantizar que los residentes calificados de San José de 0 a 49 años tengan acceso a los programas, clases y actividades de PRNS.

Visit: bit.ly/prns-scholarships