Trust Plan

# Purpose

This tool helps City government practitioners identify and overcome barriers to building trust with community members. To learn more, review the Building Trust guide at [engagement-toolkit.phila.gov](https://phila.sharepoint.com/sites/Teams-CAO-ServiceDesignStudio/Shared%20Documents/General/Projects/In-progress/MOCEVS%20ECE%20Toolkit/ECE%20Toolkit/08%20Prototyping/Content/Guides/3.0%20Working%20Together/engagement-toolkit.phila.gov).

# Instructions

Set aside 30 minutes to review the barriers and respond to the prompts below. Find a comfortable space to think and prepare to sit with questions about your engagement.

## Community leadership

Our engagements sometimes compete with, distract from, or duplicate work that community members are already leading in their own neighborhoods. When we don’t build upon, invest in, or honor that community leadership, we may experience barriers to building trust.

What work is already happening in the community? Why is it happening? Who’s leading it?

How can you acknowledge and appreciate that work in your engagement? How can you honor and recognize the community’s leadership in it?

How can your engagement contribute to or support that work? How can you invest funding, staff capacity, or time into it?

## Impact

Our engagements don’t always end with clear actions, commitments, or next steps. When community members are unsure of the impact of our work together, we may experience barriers to building trust.

How does your engagement impact the community members you aim to engage? How can you clearly communicate that impact before engaging them?

How can you use accountability plans to fulfil your commitments to community members? To learn more, review the Accountability guide at [engagement-toolkit.phila.gov](https://phila.sharepoint.com/sites/Teams-CAO-ServiceDesignStudio/Shared%20Documents/General/Projects/In-progress/MOCEVS%20ECE%20Toolkit/ECE%20Toolkit/08%20Prototyping/Content/Guides/3.0%20Working%20Together/engagement-toolkit.phila.gov).

What actions do you need to take after your engagement? To learn more, review the Follow Through guide at [engagement-toolkit.phila.gov](https://phila.sharepoint.com/sites/Teams-CAO-ServiceDesignStudio/Shared%20Documents/General/Projects/In-progress/MOCEVS%20ECE%20Toolkit/ECE%20Toolkit/08%20Prototyping/Content/Guides/3.0%20Working%20Together/engagement-toolkit.phila.gov).

## Power

Our engagements sometimes uphold uneven distributions of decision making power. When community members are fearful of our individual power as City employees or our institutional power as City government, we may experience barriers to building trust.

What’s your level of engagement? Does that level accurately describe the amount of decision making power shared with community members? To learn more, review the Levels of Engagement guide at [engagement-toolkit.phila.gov](https://phila.sharepoint.com/sites/Teams-CAO-ServiceDesignStudio/Shared%20Documents/General/Projects/In-progress/MOCEVS%20ECE%20Toolkit/ECE%20Toolkit/08%20Prototyping/Content/Guides/3.0%20Working%20Together/engagement-toolkit.phila.gov).

How do your identities and lived experiences impact your access to power? How does your access to power differ from the community members’ you aim to engage? To learn more, review the Power guide at [engagement-toolkit.phila.gov](https://phila.sharepoint.com/sites/Teams-CAO-ServiceDesignStudio/Shared%20Documents/General/Projects/In-progress/MOCEVS%20ECE%20Toolkit/ECE%20Toolkit/08%20Prototyping/Content/Guides/3.0%20Working%20Together/engagement-toolkit.phila.gov).

How can you acknowledge the harm that City government has caused in the past? What harm reducing strategies can you practice in your engagement? To learn more, review the Reducing Harm guide at [engagement-toolkit.phila.gov](https://phila.sharepoint.com/sites/Teams-CAO-ServiceDesignStudio/Shared%20Documents/General/Projects/In-progress/MOCEVS%20ECE%20Toolkit/ECE%20Toolkit/08%20Prototyping/Content/Guides/3.0%20Working%20Together/engagement-toolkit.phila.gov).

## Purpose

Our engagement goals sometimes feel misaligned with the community members we're engaging. When we don’t clearly communicate the purpose of our work, we may experience barriers to building trust.

What does the community care about? What are their priorities? What are their interests and needs?

How can your engagement goals support the community’s priorities? How can they respond to their interests and needs? To learn more, review the Goals guide at [engagement-toolkit.phila.gov](https://phila.sharepoint.com/sites/Teams-CAO-ServiceDesignStudio/Shared%20Documents/General/Projects/In-progress/MOCEVS%20ECE%20Toolkit/ECE%20Toolkit/08%20Prototyping/Content/Guides/3.0%20Working%20Together/engagement-toolkit.phila.gov).

How can you clearly communicate your engagement goals? How can the purpose of your engagement incorporate what the community cares about?

## Time

Our engagements are sometimes rushed due to unexpected challenges, upcoming deadlines, or urgent priorities. When we don’t have the time needed to invest in relationships with the community members we engage, we may experience barriers to building trust.

Before your engagement, how can you introduce yourself to the community members you aim to engage? How much time do you need to plan and facilitate those introductions?

During your engagement, when can you anticipate needing extra time to maintain relationships with community members? For example, you may need to spend time following up and working in smaller groups after a conflict occurs.

After your engagement, how can you sustain long term relationships with community members? How can you extend your relationships beyond a single engagement?