







Resident Engagement Practices Typology

“Residents” are those who live and work in the community and are not professionally involved in a multisector partnership.

Outcomes	Practices	Description
Resident Awareness and Participation 	Provide services and programs in the community	Provide services and programs to residents in the community (e.g., cooking classes, farmers' markets, mobile vans, etc.)
	Incentivize behavior	Offer incentives to residents with the intention of changing their behavior (e.g., health care organization pays patients to show up for appointments)
	Share information	Share information about services, programs, and healthy behaviors with residents through flyers, blogs, reports, social media, and more
Feedback and Input from Residents 	Conduct surveys, interviews, and focus groups	Gather feedback and input from residents on specific projects, services, or programs through in-person surveys, interviews, and focus groups
	Invite feedback via social media	Gather feedback and input from residents on specific projects, services, and programs through social media
	Invite representation on advisory committees and governing boards	Invite residents to serve on advisory committees and governing boards to gain their perspectives and input
	Host community meetings/town halls	Receive input from a broad group of residents through community meetings or town halls.
	Conduct listening campaigns	Organize a focused effort to build community and identify concerns and priorities in a specific region through one-on-one or house meetings
	Organize public deliberation processes	Organize public deliberation processes for the discussion and decision-making necessary to solve community problems
	Co-design of services and/or programs	Facilitate resident input in the design of community-related services and programs
Active Resident Leadership 	Provide grants for resident-driven initiatives	Invest financially in resident-driven and -led initiatives (e.g., grants for programs or for hiring and training community organizers)
	Open opportunities for shared decision-making	Provide opportunities for a large number of residents to participate in decision-making on specific issues (e.g., participatory budgeting)
	Offer physical space for community gatherings	Provide free access to community spaces for residents to gather and self-organize
	Deploy a cadre of residents as community organizers	Recruit, hire, and train residents as community organizers to build community power
	Open opportunities for residents' to build their capacity for leadership	Offer training in leadership and other skills to residents seeking to build their capacity for leadership positions

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Resident Engagement Outcomes

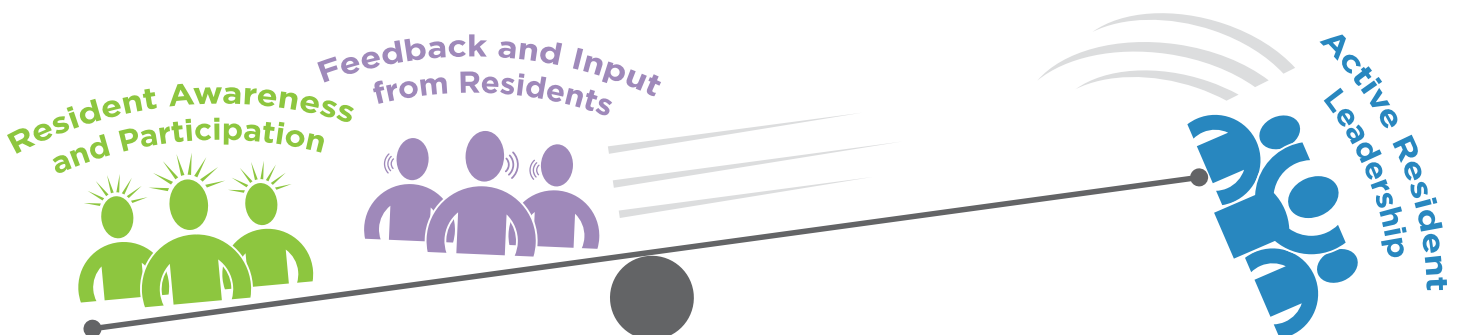
This **Resident Engagement Practices Typology** classifies resident engagement practices based on the three outcomes that organizations or partnerships could actually achieve:

- Increasing **resident awareness and participation** in the services provided by organizations
- Getting **feedback and input from residents** to improve services, processes, or policies
- Supporting **active resident leadership** (community activation) by creating conditions for large groups of residents to lead and be involved in transformational efforts

Transforming a region's system for health requires the balance between practices across all three outcomes.



If any one outcome is not pursued, there is an imbalance.



Effective Resident Engagement Ensures Residents Experience a Sense of Belonging, Trust, and Power

