

SEATTLE DEPARTMENT OF NEIGHBORHOODS COMMUNITY LIAISONS

As a city, we value the wonderful diversity of races, cultures, gender identities, sexual orientations, and socio-economic status that represent the people in our neighborhoods. To ensure that all voices are heard, it is important that the City's outreach and engagement efforts are respectful and appropriate for everyone.

PROGRAM DETAILS

Community Liaisons are independent contractors who are expert community navigators in historically underrepresented communities, including communities of color, limited English proficient populations, immigrants and refugees, the LGBTQ community, persons with disabilities, seniors, people experiencing homelessness, and more.

Community Liaisons are expert "bridge-builders" who are bi-cultural and bi-lingual. Their work is conducted in a culturally-specific manner allowing participants comfort and familiarity while navigating the City's processes. Our Liaisons provide a number of services including:

- Quality translations and proofreading
- Simultaneous interpretation
- Fair and equitable facilitation (in native language)
- Constituent support at City-hosted events
- Feedback and expertise on cultural concerns and barriers
- Accurate records and reports of participant feedback and concerns
- Community workshops and events that parallel larger City-hosted meetings



**LEADERSHIP
DEVELOPMENT**

SEATTLE DEPARTMENT OF NEIGHBORHOODS COMMUNITY LIAISONS

This program provides comprehensive strategies for City departments to engage with underserved communities in genuine and culturally respectful ways. Community Liaisons meet with individuals, organizations, small businesses, and others based on community needs and each City department's outreach goals. They share information, connect groups with services, respond when issues arise, and provide technical assistance. They conduct door-to-door outreach and participate in consultation sessions for City departments to receive direct feedback in a focus group type setting. They truly serve as liaisons to both the community and the City.



COMMUNITY LIAISONS INSTITUTE

The professional growth and development of our Community Liaisons is important. Through our Community Liaisons Institute, we offer free monthly trainings designed to strengthen, hone, and build new skills for our liaisons. We provide trainings on filing taxes as an independent contractor, public speaking, interpretation best practices, an overview of City services, facilitating focus groups, and much more.

COMMUNITY CONVERSATIONS

Through our Community Conversations model, we partner with community-based organizations to share information on City programs with underserved communities where they are already congregating. These events include presentations of topics specifically geared to each community and resource booths providing information on City department services. Our Community Liaisons assist attendees in navigating the various resources and provide support through interpretation and/or translation in multiple languages.

If you are a community-based organization that serves underrepresented communities and is interested in hosting us, email [DON Liaison@seattle.gov](mailto:DON_Liaison@seattle.gov).



CONTACT INFORMATION

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seattle.gov/neighborhoods/community-liaisons