**Liaison Program Models and Examples**

This document offers 3 key models for structuring a community liaison program. While other models exist, below are the types most relevant to a community climate liaisons program:

1. **Connecting Community to Resources**
2. **Collecting Information**
3. **Creating a Community Project**

The sections below include more information on each model along with specific examples from existing programs across the United States.

1. **Connecting Community to Resources**

In this model, the ambassadors’ primary function is to distribute information or resources during a specific activation period. Examples of this model in other cities include either pairing volunteers with community members (e.g., NYC) or ad-hoc outreach on the street (e.g., Phoenix).

In the past, C3 has played a similar role (e.g., distributing test kits, directing community members to vaccination clinics, etc.) and has familiarity in this space.

| **Program** | **Lead** | **Activation Status** | **Primary Focus** | **Community Engagement Approach** |
| --- | --- | --- | --- | --- |
| **Be A Buddy**  **(NYC)** | Municipal, CBOs | Summer | Community Cohesion, heat resilience | Paired volunteers with at-risk community members. Volunteers conducted wellness checks by phone or in-person to community members during extreme heat days. |
| **We’re Cool**  **(Phoenix)** | Municipal | Summer | Climate risk communication, heat resilience | Volunteers are on-the-ground distributing cooling resources, maps to cooling centers, and educating residents about heat risk; the program targets underserved and unsheltered populations. |
| **Community Emergency Response Team (CERT)** | National, Municipal chapters | Incidence-based | Emergency preparedness and response | Volunteers are trained through the FEMA curriculum. During periods of activation, volunteers support municipal emergency responders, distribute safety materials, host events, etc. |

1. **Collecting Information**

Whereas the first model, *Connecting Community to Resources*, was more focused on one-way communication (i.e., ambassadors sharing information/resources with the community), this model is structured to allow two-way communication. The ambassadors/corps members are tasked with gathering community input or feedback, often to help inform assessments or planning processes. Ambassadors frequently present at or host community meetings, distribute surveys, conduct interviews, host small-group conversations, etc. Often, these programs are developed as part of

In the past, C3 has played a similar role (e.g., on-the-ground engagement with residents to inform participatory budgeting) and has familiarity in this space.

| **Program** | **Lead** | **Activation Status** | **Primary Focus** | **Community Engagement Approach** |
| --- | --- | --- | --- | --- |
| **Four cities in Connecticut**  (Bridgeport, New Haven, New London & Norwich) | Municipal, NOAA, CBOs | Project-based | Climate risk communication and planning for community resilience | Community climate events and workshops |
| **MetroWest Climate Equity Liaisons** | Municipal | Project-Based | Building relationship with communities, facilitating climate resilience and action | Online/on-paper survey to get feedback on community's climate-change-related experiences; small-group conversations to identify local climate action |

1. **Creating a Community Action Project**

This model differs from the two described above in that community engagement is done through a community action project led by the ambassadors. These programs are designed to empower residents to take climate action in their communities. It is worth noting that the City of Austin’s Ambassador program evolved from Model 2 (collecting community input) to this model of creating an action project; the ambassadors were originally recruited to collect feedback on the City’s Climate & Equity Plan but evolved into developing their own climate action projects.

| **Program** | **Lead** | **Activation Status** | **Primary Focus** | **Community Engagement Approach** |
| --- | --- | --- | --- | --- |
| **Climate Forward Ambassadors (City of Sommerville)** | Municipal | Jan to June | Acting on the climate crisis in their own lives and communities, community action project | Engage with others to spread awareness and interest in climate action (engaging family and friends in a climate conversation) |
| **Climate Forward Ambassadors (City of Austin)** | Municipal | Aug to Jan | Build relationships and conduct outreach, community action project | Volunteers present at/host community events, interview community members |