

# Community Outreach and Civic Engagement Training

## *FAQ*

### 1. Who is this training for?

All northern Berkshire residents interested in learning more about the available services and assets of the communities we live in.

### 2. When does the training meet?

The training starts on February 6, 2020 and runs through July 9. The group meets once a week; Thursdays from 5:30pm-8pm.

### 3. What do participants get out of it?

The training provides information regarding the different social services and some community organizations that make up our helping systems. Participants also learn about current community events and expand their understanding of being an effective community and neighborhood leader by actively sharing with family, friends and neighbors on how to access these services and events.

### 4. What are some of the social service agencies and community organizations that are represented?

- Dept. of Children & Families
- Local Government
- The Brien Center
- Dept. of Transitional Assistance
- Ecu-Health Care
- Adult Basic Education (MCLA)
- Berkshire Community Action Council
- NAMA Tourism
- Mass Rehab
- Berkshire Regional Housing Authority
- ROOTS Teen Center
- WIC, and more.

### 5. What are some of the workshop topics?

- Community Organizing
- Conflict Management
- Soliciting Donations
- Styles of Leadership
- Meeting Facilitation
- Sustaining Involvement
- Marketing & Communication
- Community Mapping
- Public Speaking, and more.

### 6. What are some examples of the group project?

- 2019 Organized a social marketing and signage workshop for local entrepreneurs and downtown NAMA business owners to help increase foot traffic.
- 2018 Created the Finding NAMA map, highlighting features unique to the city and organized an open house/fundraiser for the North Adams Public Library.
- 2017 Focused on community and cultural pride by organizing a mini cultural festival and dance through the decades.

### 7. What is the role of a Community Outreach Volunteer after training?

To continue networking, sharing information for public awareness on available resources, and be role models of community pride and involvement.

### 8. How do you sign up?

Submit application to Glenda Matos-Carter at [gmcarter@nbccoalition.org](mailto:gmcarter@nbccoalition.org) by January 17<sup>th</sup>, 2020 and schedule an intake interview prior to training start date.



Northern Berkshire Community Coalition