



Title: Citizens Advisory Committee Alignment Diagnostic

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Purpose:

At the November 9, 2022, meeting of the Citizens Advisory Committee (CAC), staff will provide a briefing on early insights from the CAC diagnostic and facilitate a discussion of CAC operations. This memo provides an overview of the diagnostic process, insights from the online survey and interviews, and next steps.

Background:

On June 10, 2021, the MCWD Board of Managers approved [Resolution 21-042](#), in which they adopted the Citizen Advisory Committee Operational Recommendations Report (CAC Report) to align the CAC with the overall strategic direction of the organization. The recommendations included changes to the scope of work, schedule, content planning, prep materials, information flow between Board and CAC, and membership and recruitment. The CAC Report suggested that in November 2022, staff lead a diagnostic review to assess changes implemented to support CAC realignment.

CAC Diagnostic of 2021 Alignment Changes:

Staff has developed a process to assess the changes to the CAC that were adopted in 2021. In the spirit of continuous improvement, the diagnostic aims to assess the efficacy of operational changes made in the 2021 CAC alignment report and inform the future operations of the CAC. For the November 9, 2022, meeting, staff will briefly present the process for the diagnostic, share early insights from the online survey, and facilitate discussion of the diagnostic, changes implemented in 2021, and CAC operations. The discussion will help inform the recommendations to continue improving and aligning the operating structure of the CAC.

The diagnostic process includes the following milestones:

- **July:** The proposed diagnostic process was presented to CAC and Board
- **August:** Outreach staff refined diagnostic tools and methodology
- **September:** Outreach staff prepared the diagnostic online survey for release
- **October:** Diagnostic data gathering
 - Outreach staff released the online survey to CAC members, staff members, and the MCWD Board of Managers
 - Outreach staff conducted interviews with interested staff and CAC members
- **November:** Analysis and interpretation
 - Initial findings presented for discussion at November 9 CAC meeting to facilitate additional information gathering during the meeting
 - MCWD staff review findings and determine if any new recommendations are needed
 - Outreach staff prepare summary report of all information gathered through survey, interviews, and discussion, as well as any formal recommendations
- **December:** Findings and recommendations presented to Board for consideration on December 1

Early Findings of the Diagnostic and Next Steps:

Twenty-one respondents completed the online survey, including 9 CAC members, 8 staff members, and 4 MCWD Board of Managers. The results indicated that overall, the Board of Managers is comfortable with the current operating model. CAC and staff members, who are engaged with CAC operations on a more frequent, tactical level, identified content

planning and recruitment as primary areas for further refinement. The data indicates that a strong majority of respondents agree with the effectiveness of the current operating model, but there were larger disparities on statements associated with scope of work, meeting frequency and schedule, content planning, and membership and recruitment. The interviews conducted yielded results consistent with the online survey.

These responses demonstrate that MCWD should continue refining its approach to content planning to better serve the timely needs of MCWD, the interests of CAC members, the new scope of the CAC's work, and the bimonthly meeting cadence established in the 2021 CAC Report. Similarly, as MCWD concludes its second CAC recruitment process under the new operating model, staff must continue to work toward the direction outlined in 2021 to support our goals of geographic, demographic, and professional diversity within the CAC.

Staff will compile key findings from the survey and interviews, as well as any insights from the discussion at the November 9, 2022, CAC meeting into a summary report that includes any recommended changes to CAC operations. The report will be presented to the Board for consideration in December.

CAC Meeting Focus:

On November 9, 2022, staff will provide an overview of the diagnostic process, present the initial findings, and facilitate a discussion on CAC operational changes and opportunities. CAC members will be asked to consider the following questions during the discussion:

1. What makes you feel prepared to engage at MCWD CAC meetings?
 - a. Were there particular experiences in your new member on-boarding that set you up for success?
 - b. What presentations or in-meeting discussions have been particularly effective? Why?
2. What makes you feel connected to the work of MCWD? How can MCWD utilize your skills, experience, or relationships?
3. What does “meaningful engagement” with MCWD’s policies, projects, and initiatives look like to you?
 - a. What makes you feel like a strong contributor to MCWD’s work?
 - b. Are there particular contributions (feedback, direction, or input) that you’re most proud of? Why or why not?
 - c. Can you provide an example of when you saw CAC feedback leveraged well?
4. Do you have feedback on CAC operations that was not captured in the survey? If so, what would you share?
5. From the survey findings and discussion today, what insights do you feel are most important to share with MCWD staff and the Board of Managers? What should we consider implementing in 2023?