

NACWA Environmental Justice and Community Benefits Compendium Project

Case Study Questionnaire

Introduction

This Case Study Questionnaire is being distributed to NACWA members that have expressed an interest in participating in this project and have volunteered to provide information regarding practices at their utilities related to environmental justice issues and community service outreach. The information provided will be used to develop individual case studies to profile the activities of NACWA members on these issues and develop a compendium to provide information and share best practices with other utilities. The questionnaire seeks information on projects that your utility currently has related to environmental justice issues or practices that provide benefits for your community.

Please complete as many of these questions as possible that are applicable to your utility – responses may be entered directly into this document. The more information you can provide, the more complete the case study for your utility can be. Please direct any questions (and send completed form) to Nathan Gardner-Andrews at ngardner-andrews@nacwa.org. Thank you in advance for your assistance with this project!!

Questionnaire

1. Provide the name of the utility, website, physical address (location), and size.

2. Provide a succinct description of the project; include project scope, location, purposes, and the time it took to complete the project, from inception to conclusion.

3. Tell us about the community by describing the following:
 - a. Community served and/or the affected community

 - b. Overall population of the community

 - c. Percentage of low-income and minorities in the overall population

- d. How the affected community was defined
 - e. Major issues affecting the community
 - f. Language and cultural issues, if any
 - g. The community's perceptions of the utility (i.e., generally supportive or not supportive of the water utility)
 - h. Include any important additional information
4. What was the impetus for the project?
- a. Explain whether the project is environmental justice or community services (or a combination of both)?
 - b. Was the project initiated by the utility?
 - c. Was the project driven by the community?
 - d. Was there another driver (if yes, include a description)?
5. What are the cost considerations related to the project?

- a. How was the project budgeted and/or funded (i.e., funding mechanisms)?
 - b. What did the project cost?
6. Describe the utility's staffing for the project:
 - a. How did the utility staff the project?
 - i. Was there existing dedicated staff?
 - ii. Was additional staff assigned by the utility (if yes, describe why)?
7. Explain how the project was designed and implemented:
 - a. Was the community involved in project planning, design and implementation (if yes, describe how)?
8. Describe how the utility collaborated on the project with the community:
 - a. Describe the utility's community outreach and engagement efforts.
 - b. What worked and what did not work to engage the community's interest and participation the project?

9. What partnerships, if any, were critical to the project's development?
 - a. Who were the partners?
 - b. Why were the partnerships important to the project?
 - c. How were the partnerships established?

10. What tools and resources did the utility use in designing, planning and delivering the project, e.g., reports, screening and data sets, websites, toolkits, foundations, government, nonprofits, colleges and universities?

11. What challenges did the project face, how were they overcome?
 - a. Describe any challenges that were not overcome, and the impediments.

12. Describe the project's benefits to the community?
 - a. How did the utility convey the benefits from the project to the community?
 - b. How did the community respond to the utility and to the benefits?

13. Did the project achieve the desired results?
 - a. Describe the project results.

14. Describe the pros and cons, and any lessons that were learned from undertaking the project.
15. Would the utility consider undertaking a similar project again or another community-based project?
16. Would the utility be interested in educating others on the benefits of the project by participating in a webinar on this subject for NACWA members?
17. Please provide staff names, titles, contact information and web links for parties that would like to learn more about the project.
18. Provide any additional information that is relevant to the Environmental Justice and Community Services Compendium Project and the case study.