Strengthening Democracy and Improving Our Communities Across All Levels of Government:
The United States Experience

Open Government Week Event

Wednesday, May 29, 2024
1:00 PM - 3:00 PM EDT

General Announcement

Meeting Recording Disclaimers

This event will be open to the public, and is being recorded. A copy of who attended the session, the agenda, notes taken from the session, and the recording of the session will all be posted publicly to the open.usa.gsa website.

How to Engage

- There will be a Q&A section of the agenda during the State, Local, and Tribal panel.

- Please use the Q&A button to submit your questions.

- We ask that you keep your questions within the scope of the State, Local, and Tribal panel.

- We will endeavor to respond to all other questions at a future session or by email.

OPEN GOV WEEK

MAY 27-31, 2024

OPENGOVWEEK.ORG

Welcome & Introductory Remarks

Jennifer Lewis
Senior Advisor for Open Government,
The White House, Office of Science
and Technology Policy

OPEN
GOV
WEEK

OPENGOVWEEK.ORG

Agenda

Time	Topic
1:00 PM - 1:10 PM	Welcome and Introductory Remarks
1:10 PM - 2:30 PM	The U.S. Experience at the State, Local, and Tribal Levels
2:30 PM - 2:45 PM	The U.S. Experience at the Federal Level
2:45 PM - 2:55 PM	The U.S. Experience at the Global Level
2:55 PM - 3:00 PM	Closing Remarks

PANELIST

Daniel Culotta
Chief Innovation Officer,
City of Austin, Texas

PANELIST

Shaibya Dalal
Federal Equity and Engagement
Lead, White House, Office of
Management and Budget

PANELIST

Amber Jackson
Chief Equity Officer, City
of Little Rock, Arkansas

PANELIST

Phil Lam
Beneficial Ownership Operations and
Innovation Chief, Financial Crimes
Enforcement Network (FinCEN),
Department of the Treasury

MODERATOR

Jennifer Lewis
Senior Advisor for Open
Government,
The White House, Office of
Science and Technology Policy

PANELIST

Betsy MacLean
Chief Policy & Innovation
Officer, New York City
Mayor's Office of Policy &
Planning, New York

PANELIST

Paula Starr
Chief Information Officer,
Cherokee Nation

PANELIST

Bobby Talebian
Director, Office of
Information Policy,
Department of Justice

PANELIST

Daniel York
Director, U.S. Open
Government Secretariat,
U.S. General Services
Administration

The U.S. Experience at the State, Local, and Tribal Levels

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Chief Equity Officer,
City of Little Rock,
Arkansas

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Betsy MacLean
Chief Policy &
Innovation Officer, New
York City Mayor's
Office of Policy &
Planning, New York

PANELIST

Paula Starr
Chief Information
Officer, Cherokee
Nation

OPEN GOVERNMENT
In the City of Little Rock, Arkansas
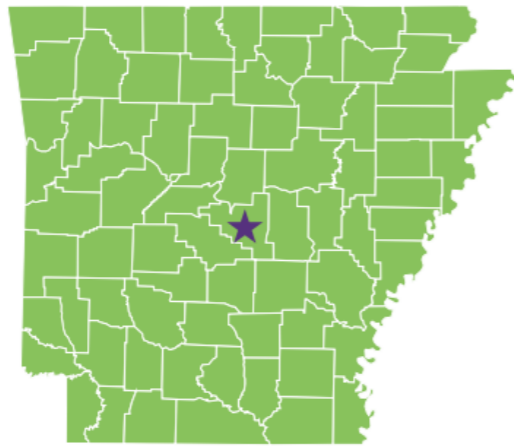
Amber D. Jackson, MPS

Chief Equity Officer

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#FORWARDTOGETHER

THANK YOU, ACRE

2022
LITTLE ROCK
CITY

ARKANSAS CENTER FOR
RESEARCH IN ECONOMICS
UNIVERSITY OF CENTRAL ARKANSAS

#1
ADMINISTRATIVE

#16
FISCAL

#11
POLITICAL

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KEY OPEN GOV POLICY HIGHLIGHTS

- **Data Standards & Policies**

- **Right to Information**

- **Anti-Corruption & Integrity**

- **Fiscal Openness**

- **Inclusion**

- **Digital Governance**

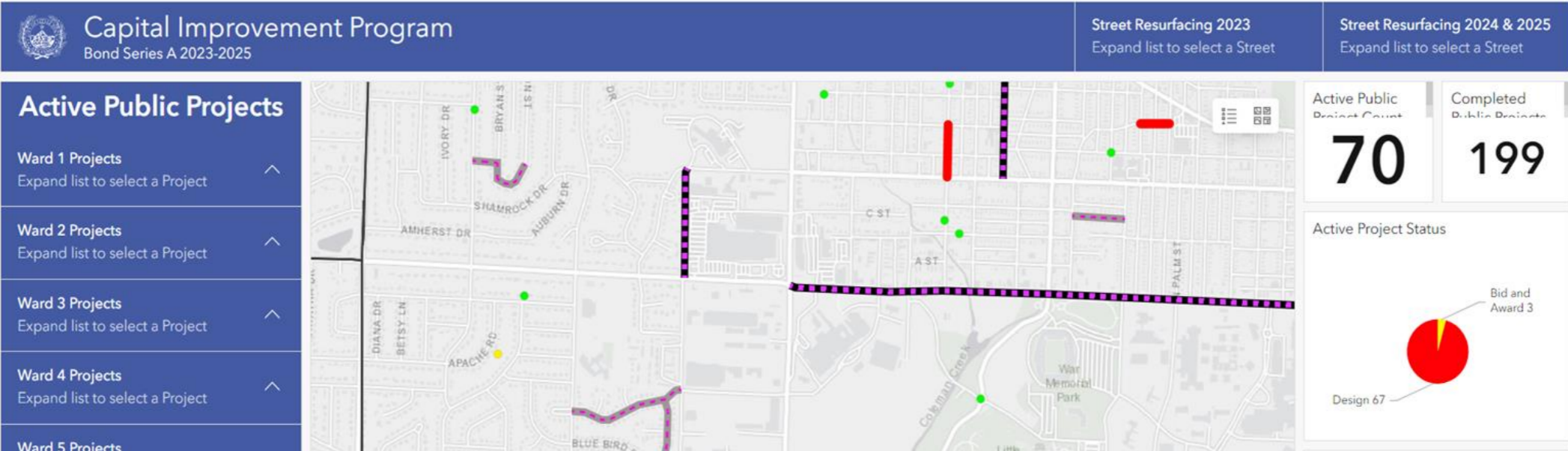**CLR**

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DATA STANDARDS & POLICIES

- **Address Collection (National 911 Standards)**

- **Demographics (OMB Standards for Data on Race & Ethnicity)**

- **Policies: Use and Storage of Data (with Equity Considerations)**

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RIGHT TO INFORMATION

- **FOIA Request Log**

- **Capital Improvements Dashboard**

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ANTI-CORRUPTION & INTEGRITY

- **Rockfolio**
  - **RockReview**

FISCAL OPENNESS

- **City Wallet**
  - **ARPA Spending**
  - **Contract Spending**
  - **Employee Salaries**

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INCLUSION

- **Minority Business Enterprise Map**

  Littlerock.gov/opportunity

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INCLUSION

- **Population Data Shows Need for Improved Language Access**

- **Leveraging AI**
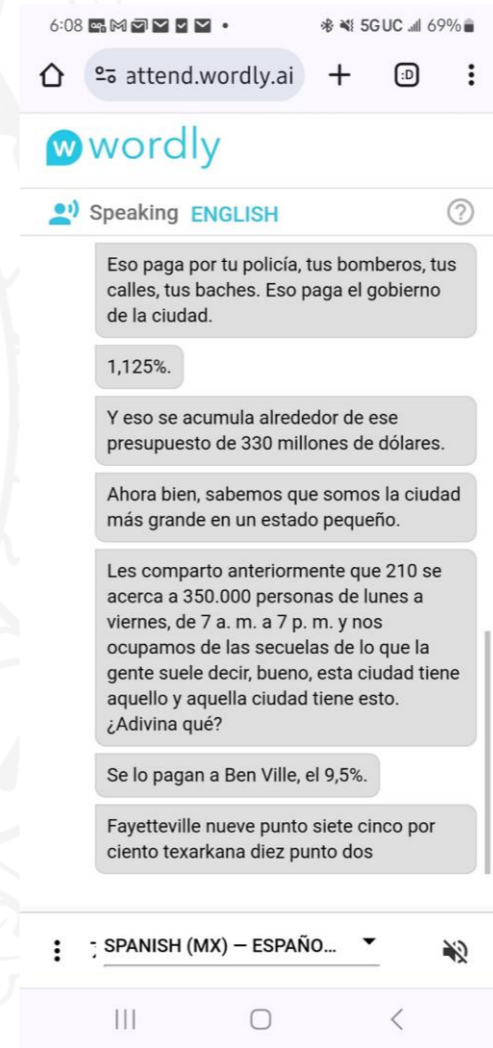
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DIGITAL GOVERNANCE

- **AI Rollout and Action Plan**

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THANK YOU

- Amber D. Jackson, MPS

  Chief Equity Officer

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- Marquis Willis

  Chief Data Officer

  mwillis@littlerock.gov

@CityLittleRock

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Amber D. Jackson, MPS
Chief Equity Officer @ City of
Little Rock | Master of Public S...
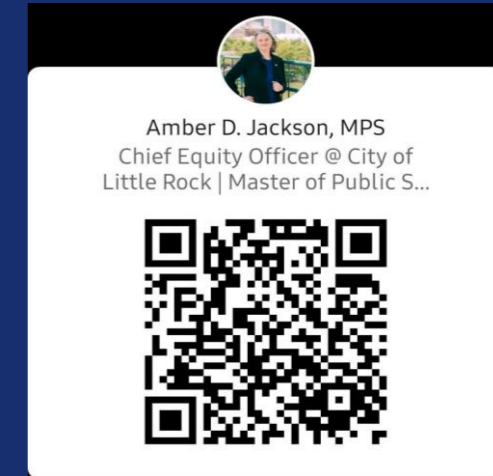
NYC Mayor's Office of Engagement

Introduction & Inspiration | 2022-2024

> Democracy is the political enactment of a spiritual idea. The sacred worth of all human beings. The notion that we all have within us a spark of the divine and a right to participate in the shaping of our destiny.

U.S. Senator Raphael Warnock

About Us:

Democracy is a team sport. Government and community must work hand in hand to shape a home for all of us. Our work is to make engaging with the city easy, consistent, and meaningful. New Yorkers' work is to join us in the collective endeavor that is city-making.

Vision

Transform NYC government into a national model of collaborative, inclusive and accountable governance that strengthens democracy, expands civic engagement and enhances civic trust.

Mission

Build out civic infrastructure – the practice, process, supports and data that facilitate inclusive, accessible, consistent community engagement and government/community collaboration.

Goals

1. **Maximize community engagement**

2. **Improve community engagement quality**

3. **Coordinate & align community engagement efforts**

4. **Amplify community input in all programs/policy-making**

NYC Office of Engagement: Workstreams

Coordination & Collaboration

- Regularly convene all agency outreach teams

- Lead city-wide engagement on strategic priorities

- Connect dots

Technical Assistance

- Provide engagement support to agency teams

- Build out support infrastructure (tools, templates, best practices)

Community Data

- Gather community-generated & qualitative data to inform policies & programs

- Develop common & uncommon metrics of success & track impact

Engagement Types

Types of Community Engagement

Events

Benefits Navigation

Complaint/ Crisis Response

Education, Recreation, Health, Housing

Community Advisory

Community Action

Siting, Design, Programming

Neighborhood/ Budget/Safety Planning

Sharing Information

Providing Services

Community Consultation

Shared Decision-Making
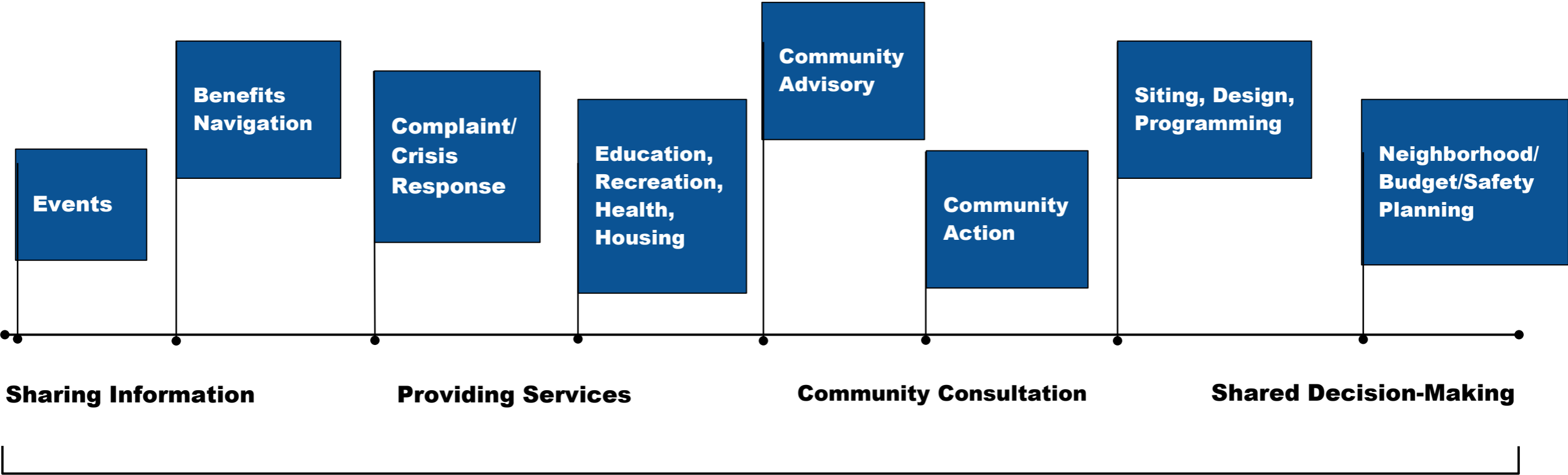
Ex: posters/displays, tabling, door-knocking, webinars, social media, briefings, public meetings, focus groups, surveys, community advisory boards, design charrettes, participatory budgeting, neighborhood planning, etc.

Laying the Groundwork

The first-ever **NYC Mayor's Office of Engagement** is the city's community engagement HQ. We ensure that community engagement is a core function of everything government does. By expanding opportunities to participate, and ensuring that participation is inclusive and meaningful, we're creating the kind of civic infrastructure that enables every New Yorker to have a say in all of the systems that shape our lives.

Our goal is to build an inclusive democracy that brings us closer together and results in better policies and outcomes, deeply and regularly informed by New Yorkers' needs, priorities and solutions.

…Our Core Strategies

Expanding Participation >>

Developing Civic Infrastructure >>

Setting High Standards >>

NYC
Mayor's Office
of Engagement

…the city's community engagement HQ

…the city's community engagement
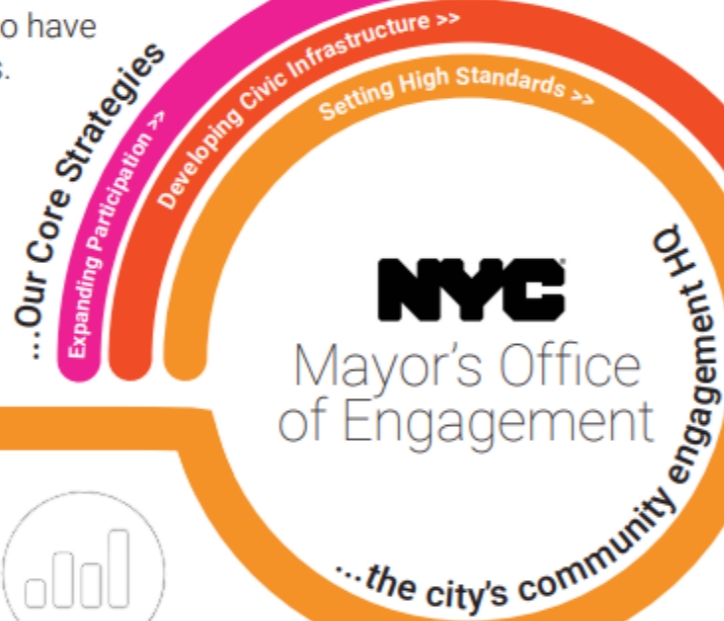
Expanding Participation

We are standing up a series of **model initiatives to expand the ways New Yorkers participate in priority-setting, policymaking and program design**. This makes room for varied participation preferences, allows us to test new ideas, and opens the door to unforeseen possibilities.

1 Justice Learning Collaborative
Cross-sector leaders developed budget-neutral recommendations to increase access to housing for formerly incarcerated New Yorkers through policy fixes, increased collaboration and improved coordination.

2 People's Assembly on Migration
Deliberative democracy in action! Representative sample of New Yorkers will grapple with migration in the 21st century and the opportunities and challenges it presents our city and our country.

3 Gun Violence Prevention Task Force
Multi-agency, cross-sector leaders lean into the upstream causes of gun violence through coordinated interventions and data-tracking.

Developing Civic Infrastructure

Organizational structures that facilitate collaboration and coordination are necessary to increase and improve community engagement efforts across the city. We've developed **regular communication systems that break down silos across agencies and expanded the ways government hears from New Yorkers**.

1 NYC Speaks
A civic engagement initiative, including a city-wide survey and community conversation series, designed to systematically gather qualitative information from New Yorkers at scale to drive policy priorities and ensure that we measure what we value.

2 Digital Engagement
Short surveys about specific policies or issues sent to New Yorkers on their phones will provide City Hall with real-time community feedback from a diverse array of New Yorkers. This enables rapid adjustment and more responsive government.

3 Bi-Monthly Workshops and Weekly Calls
Changing government culture to prioritize community engagement. Multi-agency calls and in-person workshops to facilitate collaboration and coordination, information sharing, and peer learning. Creating a culture of engagement support and excellence.
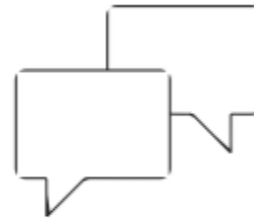
Setting High Standards

We developed **a shared definition of excellent community engagement with agency staff across the city - inclusive, equitable and effective**. Once we had a firm handle on what we want and what we have, we provided the tools to facilitate high quality engagement.

1 Engagement Landscape Analysis
Comprehensive view of present-day NYC agency engagement infrastructure - teams, initiatives, populations and geographies.

2 Technical Assistance & Support
Design community engagement strategies in partnership with citywide community engagement/outreach teams.

3 Community Engagement Toolkit/Resource Hub
Informed by the Landscape Analysis, a multi-faceted, online resource that supports agency outreach teams in their efforts to engage New Yorkers.

Thank you.

The U.S. Experience at the Federal Level

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Shaibya Dalal
Federal Equity and
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(FinCEN), Department of the
Treasury

Advancing Public Participation and Community Engagement (PPCE) with the Federal Government

Office of Management and Budget (OMB)
Wednesday, May 29, 2024

What is OMB doing?

- OMB is developing a **Federal framework**, including guidelines and leading practices, for public participation and community engagement (PPCE) activities.

- This framework will help Federal agencies **more broadly and meaningfully** engage communities in the work of government.

- OMB is developing this in **collaboration** with the public and Federal agencies.

What are "PPCE activities"?
- *Notice and comment processes*
- *RFIs*
- *Consultations*
- *Listening sessions*
- *Customer feedback surveys*
- *User research*
- *Crowdsourcing*

Why is OMB doing this?

- Consistent with Federal statutes and policy directives, agencies conduct a variety of activities to connect with those directly affected by policies, regulations, and actions.

- **BUT we lack a unified approach and understanding of the most effective tools for public involvement.**

- Activities can be perceived as **inaccessible or disconnected** from those impacted, especially underserved communities, and are not always aimed at the desired outcomes.
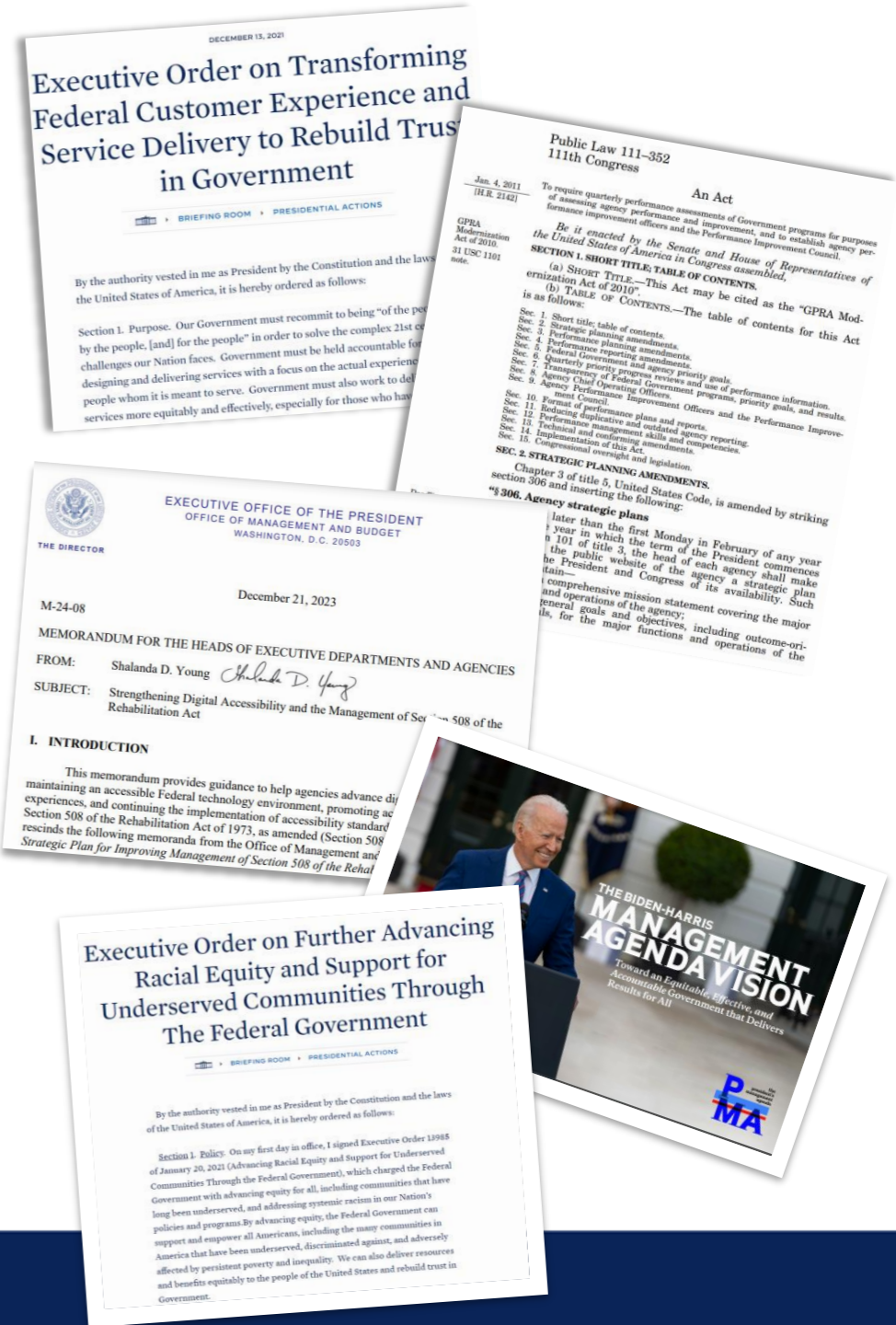
What will this do?

Effective PPCE can:

- Improve the **design, inclusivity, and accessibility** of government policies and programs
- Strengthen public perception of and **trust** in government

A Federal framework for PPCE will help agencies to:

- Broaden the kinds of people and groups reached
- Expand knowledge and consideration of the range of lived experiences and views
- Enhance and integrate participation and engagement across different agency functions
- Identify when to effectively involve the public and provide timely, ongoing opportunities for input
- Learn and innovate from past PPCE efforts

What feedback did OMB request?

Experiences with engaging in Federal Government PPCE activities

Content to incorporate in a Federal framework for PPCE

Collaborative **process** to co-develop a framework with the public

How did the public provide feedback?

performance.gov/participation/

- Responded to **RFI** via the *Federal eRulemaking Portal* at regulations.gov.

- Completed a **simple form** at performance.gov/participation/.

- Joined a **listening session**.

What else is OMB doing in this space?

Evaluation gov

challenge.gov

PMA Learning Agenda: Public Participation and Community Engagement Evidence Challenge

The Executive Office of the President - Office of Management and Budget

Creating tools for government evaluation of public participation and community engagement

OMB and GSA are seeking an **evaluation toolkit** for agencies to assess and improve the effectiveness of their PPCE activities.

- What works to increase reach, improve inclusivity, and promote public involvement and trust in Federal decision-making?

- Phase 1 - Technical Concept Paper **(due May 21)** Phase 2 - Toolkit & Case Study **(due Aug 2)**

- Up to **$195,000** in cash prizes!

Next Steps on Framework

Review and organize feedback received by OMB

Publish key themes, recommendations, and resources from analysis of public / agency input

Develop and share a draft framework, informed by feedback, for comment

Thank You!

*It's time to remember that "We the People" are the government — you and I. Not some force in a distant capital. Not some powerful force that we have no control over. It's us. **It's "We the People."***

— PRESIDENT JOE BIDEN

Freedom of Information Act: Cornerstone of Open Government

Bobby Talebian
Director
Office of Information Policy
U.S. Department of Justice

Freedom of Information Act

"FOIA is often explained as a means for citizens to know 'what their Government is up to.'"

"This phrase should not be dismissed as a convenient formalism." Rather, "[i]t defines a structural necessity in a real democracy."

- *NARA v. Favish*, 541 U.S. 157, 171-72 (2004).
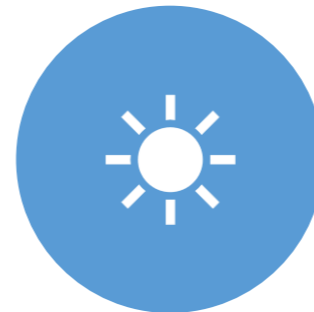
Freedom of Information Act

Provides for the proactive disclosure of key information

Affords any member of the public with a statutory right to request access to government records
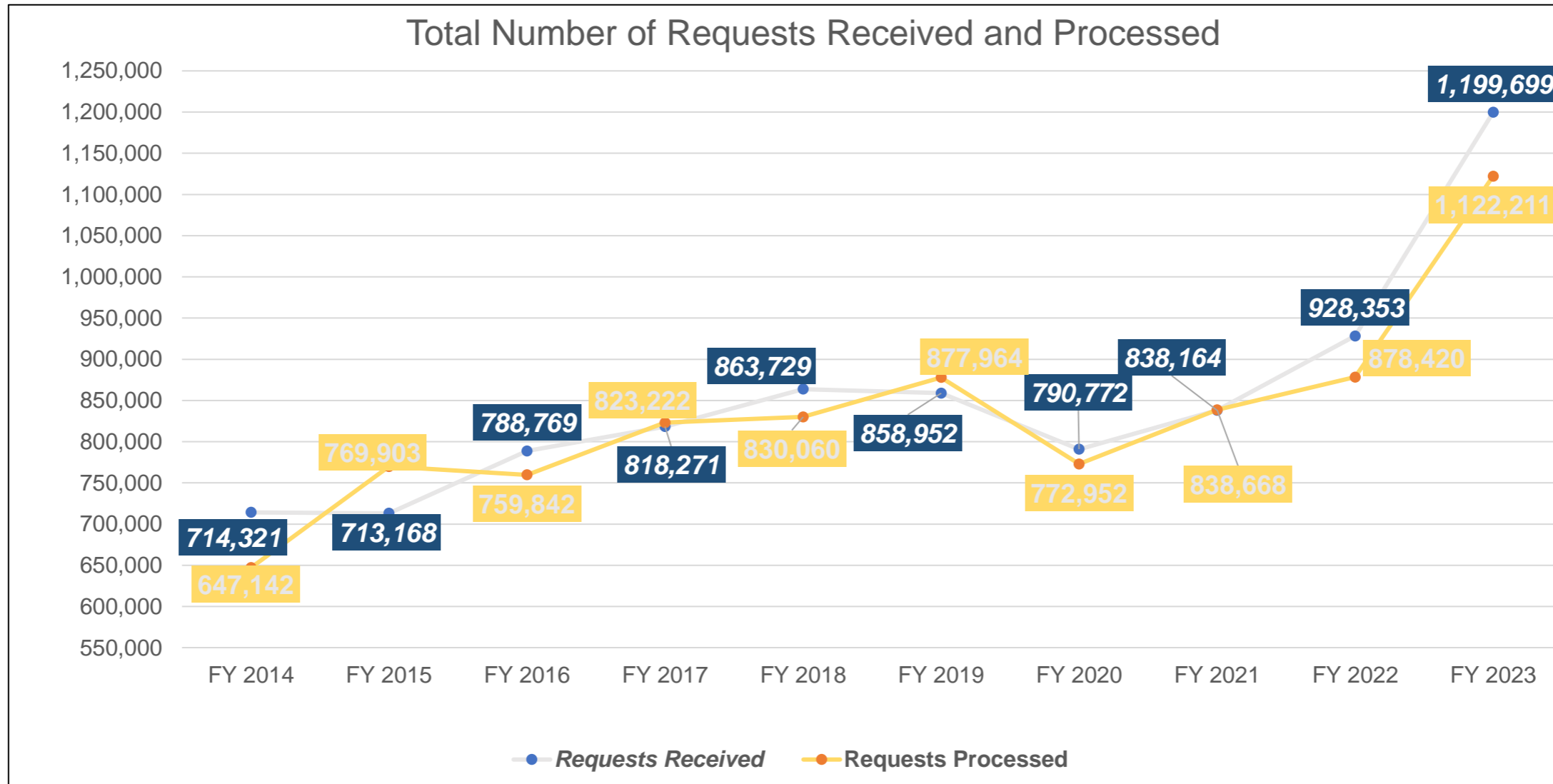
Delineates discrete categories of information that are exempt from mandatory release

Requires agencies to consider foreseeable harm when applying exemptions.

Number of Requests Received and Processed in Fiscal Year 2023

Total Number of Requests Received and Processed

	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Requests Received	714,321	713,168	788,769	818,271	863,729	858,952	790,772	838,164	928,353	1,199,699
Requests Processed	647,142	769,903	759,842	823,222	830,060	877,964	772,952	838,668	878,420	1,122,211

Requests Received   Requests Processed

Department of Justice
Office of Information Policy

The Department of Justice, through the Office of Information Policy (OIP), is responsible for:

- Encouraging agency compliance with the FOIA
- Overseeing agency FOIA administration

We accomplish this by:

- Providing training, guidance, and legal advice on FOIA matters
- Developing and overseeing compliance with FOIA reporting requirements
- Developing and maintaining FOIA.gov and supporting other government-wide FOIA efforts

National Action Plans and FOIA

Several U.S. Open Government National Action Plans have included FOIA commitments, such as:

- Developing FOIA regulation guidance and a template for federal agencies to improve consistency across the government

- Conducting a pilot and assessment on proactive disclosure

- Holding multiple FOIA Best Practices Workshops to improve FOIA processes

- Establish a FOIA Federal Advisory Committee to foster dialogue between the requester community and government

- Develop FOIA e-learning training resources for all levels of the federal workforce

National Action Plans and FOIA

The Fifth U.S. Open Government National Action Plan includes three FOIA commitments:

- Updating OIP's FOIA Self-Assessment Toolkit

- Leading the development of shared FOIA Business Standards to make it easier for agencies to acquire technology and, in turn, improve efficiency in processing requests

- Developing an advanced Search Tool on FOIA.gov to help the public more easily locate records or find the right agency to submit a request

Best Practices for Cultivating Open Government

Regular engagement with civil society

- Chief FOIA Officers Council and FOIA Advisory Committee
- Seeking input on specific initiatives

Promoting good communication with requesters

- As part of the usual FOIA request process
- Encouraging and assessing agencies on conducting outreach outside the usual request process

User centered design

- Multiple FOIA.gov projects have solicited public input and included public user testing

Best Practices for Cultivating Open Government

Collaboration with agencies

- Seeking input and sharing best practices
- Developing agency buy-in

Developing common standards to facilitate consistency and improved access to information

- Report data
- FOIA websites
- FOIA logs
- Business standards

The U.S. Experience at the Global Level

PANELIST

Daniel York
Director, U.S. Open Government
Secretariat, U.S. General
Services Administration

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Jennifer Lewis
Senior Advisor for Open Government,
The White House, Office of Science
and Technology Policy

Closing Remarks

Questions?
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