



# COMMUNITY ASSOCIATION SUMMIT





# Office of Community Engagement & Constituent Services



FINISHING WHAT WE STARTED

# What does CECS do?

The Office of Community Engagement and Constituent Services (CECS) serves as the primary liaison between the County Executive and community members. The office works closely with community partners and local organizations to assist them in sustaining and accelerating progress toward community goals. Additionally, the office helps residents access county services and navigate the numerous county departments and agencies.

Finishing What We Started

# Community Engagement Team



Our Community Engagement Officers spend much of their time in your neighborhoods attending community-based events and meeting with community leaders. Contact your officer if you have questions about a project in your community, have a comment about a county policy or an upcoming piece of legislation, or to discuss your goals for your community.



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# Community Engagement Team

**Quanesha Richardson**

Community Engagement Officer  
Regional Areas 1, 2, & 3  
[exrich24@aacounty.org](mailto:exrich24@aacounty.org)  
(410) 222-0718

Annapolis Junction, Brooklyn Park,  
BWI Airport, Curtis Bay, Ferndale,  
Fort Meade / U.S Govt, Tipton  
Airport, Glen Burnie, Hanover,  
Jessup, Laurel, Linthicum Heights,  
Maryland City, Millersville, Severn



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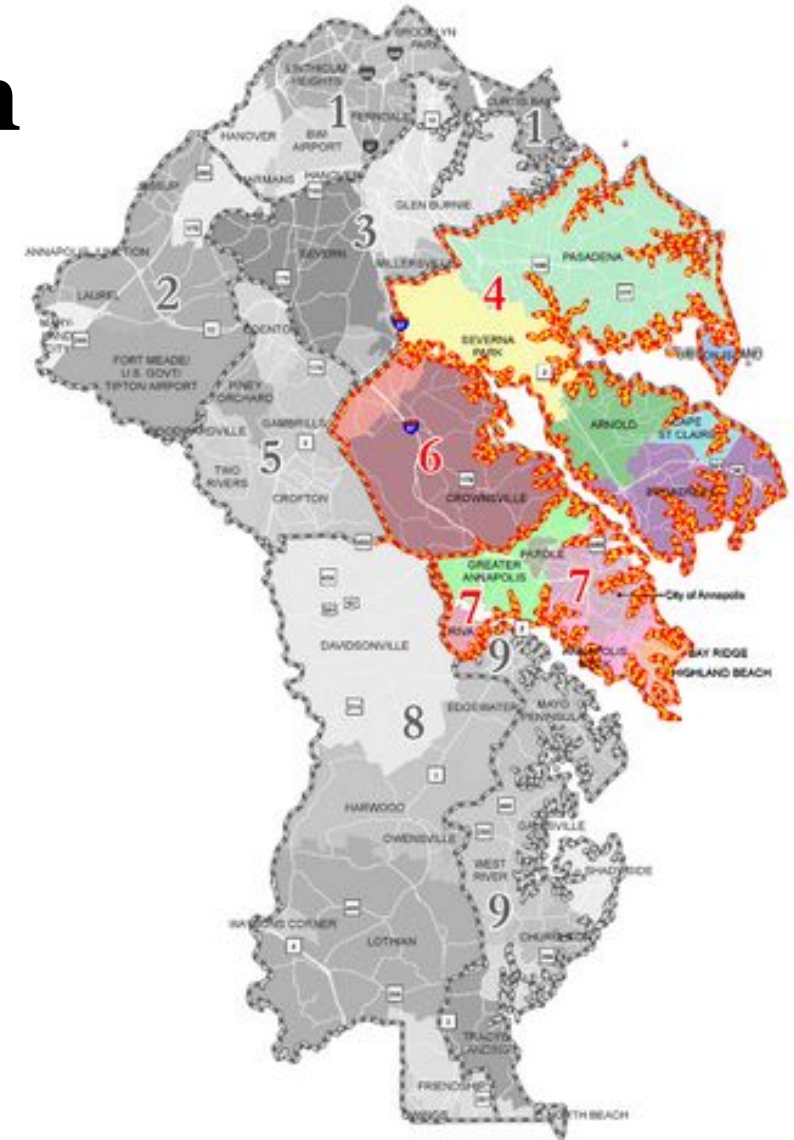
# Community Engagement Team



**Tiyana Parker**

Community Engagement Officer  
Regional Areas 4, 6, & 7  
[expark22@aacounty.org](mailto:expark22@aacounty.org)  
(410) 222-4826

Annapolis, Annapolis Neck, Arnold,  
Bay Ridge, Broadneck, Cape St.  
Claire, Crownsville, Highland Beach,  
Gibson Island, Millersville, Parole,  
Pasadena, Riva, Severna Park



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# Community Engagement Team

**Courtney Buiniskis**

Community Engagement Officer  
Regional Areas 5, 8, & 9  
exbuin22@aacounty.org  
(410) 222-2596

North Beach, Odenton, Owensville,  
Piney Orchard, Shady Side, Tracys  
Landing, Two Rivers, West River,  
Waysons Corner, Woodwardville,  
Churchton, Crofton, Davidsonville,  
Deale, Edgewater, Friendship,  
Galesville, Gambrills, Harwood,  
Mayo, Millersville



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# Community Engagement Team



The **Strategic Engagement Officer** leads the office's equity-centered engagement strategies and efforts to organize and facilitate workshops and educational programs, serves as a point of contact for HOAs and community based organizations, and works with departments to create engagement strategies around impactful projects.



**Hannah Thompson**

Strategic Engagement Officer  
exthom22@aacounty.org  
(410) 222-2275





## Finishing What We Started

# Constituent Services & Case Management Team



Our Constituent Services & Case Management team work with residents from all areas of the county by assisting them with accessing a county service and navigating the numerous county departments and agencies.



## Finishing What We Started

# Leadership



Working with the administration's leadership, the CECS Director and Assistant Director lead the office's efforts to set strategic goals to keep county residents informed and engaged. CECS leadership ensures that the staff are well-versed in the issues facing residents, they understand the County Executive's position, and they have the tools and resources to address these issues.



# Some Other Things We Do

## Citation Requests

We work with the Communications team to issue Executive Citations, the formal act of identifying an individual for something they accomplished or to mark a milestone occasion.

## Award Ceremonies

Each year, County Executive Pittman presents awards recognizing residents of Anne Arundel County who have had impact on the community during Black History Month and Women's History Month.

## Boards and Commissions

We work closely with our Government Relations team to fill vacancies for boards and commissions.

## Department Collaboration

We coordinate with county departments on engagement strategy or projects, policies, and issues. In coordination with the Office of Emergency Management, we created a County Wide Outreach Coordination Group.





# Tools of Engagement

Best Practices for Effective Communication and Advocacy with County Government

June 1, 2024



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# What does 3-1-1 do?

The 3-1-1 office is a unit within the Anne Arundel County Office of Information Technology. This unit serves as the primary customer service representative for County residents.

Anne Arundel County is committed to being responsive to our residents needs. You can submit a concern or issue to the county for assistance and correction on your computer, mobile device, or by phone.

## Finishing What We Started

# Ways to Report a Concern

### Online

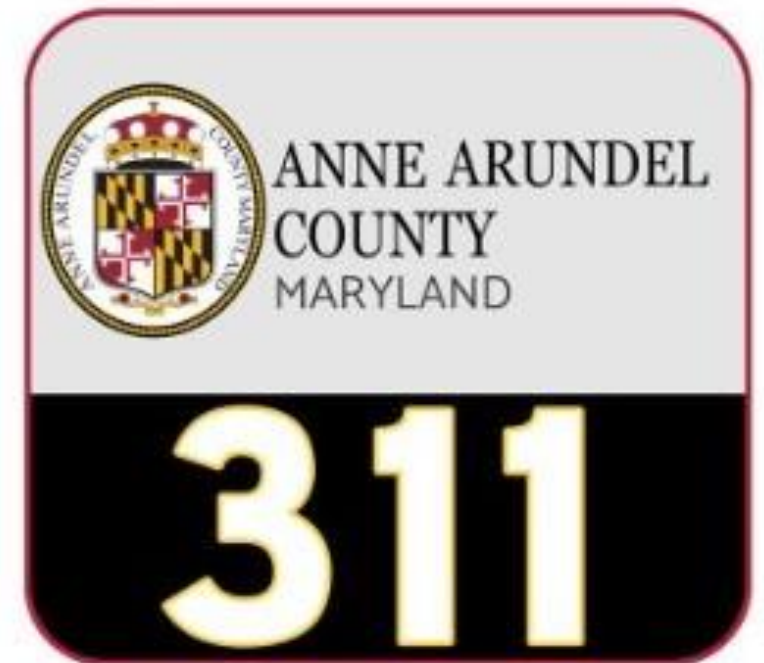
You can report online using the webform located at [www.aacounty.org/contact/report-concern](http://www.aacounty.org/contact/report-concern). These submissions are directed to the appropriate department to address.

### Mobile Device

You can submit concerns that you encounter in Anne Arundel County from your mobile device through the [SeeClickFix](#) app. These submissions are directed to the appropriate department to address.

### Phone

You can also dial 3-1-1 to reach an Anne Arundel County customer service representative Mon - Fri from 8am - 5:30pm when AACo Government is open. The representatives will listen to your concern and direct your call to the appropriate department. If you are outside of the county and need assistance, please call (410) 222-7000.



# Best Practices: Obtaining County Services

- ▶ It's important to remember that, while County Government is large, at the end of the day you are still dealing with individuals, and people respond best to respectful language.
- ▶ Make sure you are aware of the department and individual that you are speaking with, and have contact information you can use to follow up, and a timeline of when you can expect the next step(s) will be taken
- ▶ While not always possible, communicating in email leaves a paper trail that can help both the constituent and the County stay accountable, and is helpful internally to share information quickly with the relevant department or agency
- ▶ Check to make sure you are reaching out about something that falls under County Government jurisdiction. While the County provides many services, not all government services or even public services are controlled by the county.

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# Connect With Us

Visit [aacounty.org/cecs](http://aacounty.org/cecs)



## **CECS Weekly Newsletter**

Sign up now to receive weekly updates with county department news, opportunities for public comment, links to grant applications, community events, and so much more! Visit [aacounty.org/newsletter](http://aacounty.org/newsletter) or scan the QR code to get started.

## **Community Association and Civic Organization**

Leaders of community and civic organizations are encouraged to register with our office to receive updates from Anne Arundel County Government concerning your community.

## **Boards and Commissions**

If you've ever wanted to get involved with local government, now is your chance! Anne Arundel County Government is filling vacancies for several boards and commissions.

## **Contact CECS**

CECS helps residents with questions and concerns regarding county services. Additionally, the office works closely with community partners and local organizations to assist them in sustaining and accelerating progress toward community goals. Visit [aacounty.org/cecs](http://aacounty.org/cecs) to get started.