

- If a community member requests case-specific information, the director needs to decide how to respond. Models that have been use in Cleveland:
 - ⇒ The Cleveland PCWA developed an information form to community meetings that participants could fill out about specific cases with a promise that the PCWA director will have someone contact them and listen to their concerns.
 - ⇒ This simple sincere response from the director later evolved into a department dedicated to Community Complaints and Concerns.

IV. Next Steps

Ask people are they willing to commit to future discussions. Set the next 2- 3 meetings before you leave complete with address, time, and host.