



TEHAMA COUNTY FLOOD CONTROL AND WATER
CONSERVATION DISTRICT
GROUNDWATER SUSTAINABILITY AGENCY

STAKEHOLDER COMMUNICATIONS AND ENGAGEMENT PLAN

Sustainable Groundwater Management Act (SGMA)
Implementation (2021-2027)

Prepared by the Consensus Building Institute

Version 6.30.2024

Communication and Engagement (C&E) Plan Documentation Tracking

Version	Brief Description
Original (June 2020)	Original working draft C&E Plan created
Update (March 2021)	C&E Plan updated per stakeholder feedback
Update (Dec 2021)	C&E Plan updated for GSPs submission and GSP implementation
Update (June 2024)	C&E Plan updated with GSP implementation updates and to incorporate stakeholder/GSA feedback

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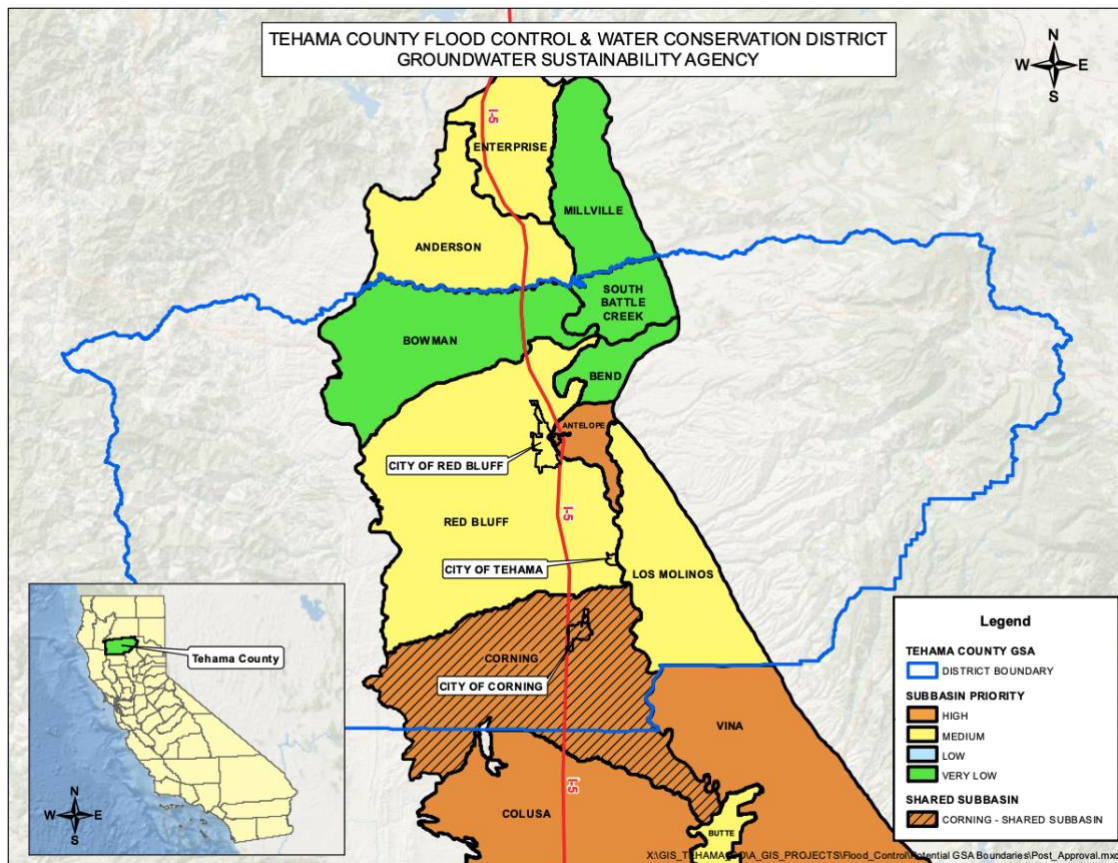
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SECTION 1 | DISTRICT-WIDE COMMUNICATION & ENGAGEMENT

Background

The purpose of the Sustainable Groundwater Management Act (SGMA), signed by Governor Brown in 2014, is to ensure local sustainable groundwater management in medium- and high- priority groundwater basins statewide. California's Department of Water Resources (DWR) has determined that, in Tehama County, the Antelope Subbasin is high priority, while Los Molinos and Red Bluff are medium priority; these three subbasins are subject to SGMA. Low to very low priority subbasins in Tehama County are Bowman, South Battle Creek, and Bend, which are not subject to SGMA. The Corning Subbasin (high priority; subject to SGMA) is partially within Tehama County and extends into Glenn County. [Refer to map below.]

SGMA requires that a Groundwater Sustainability Agency (GSA) (which can be a single local water authority or cooperating collection of local authorities) develops and executes a Groundwater Sustainability Plan (GSP) to manage a basin's shared resources. The **Tehama County Flood Control & Water Conservation District** (District)¹ serves as the exclusive GSA within Tehama County. The District is responsible for managing the portions of the seven subbasins located within Tehama County. The



¹ The [Tehama County Flood Control & Water Conservation District](#) was originally established in 1957 by the Tehama County Flood Control and Water Conservation District Act. This Act defined the boundary and territory of the District as: "all that territory of the County of Tehama lying within the exterior boundaries thereof."

District is one of two GSAs coordinating within the Corning Subbasin² to develop and implement a single GSP; outreach for this subbasin is being covered under a separate Communications and Engagement Plan. The District also coordinates with multiple agencies implementing their respective GSPs that border the District.

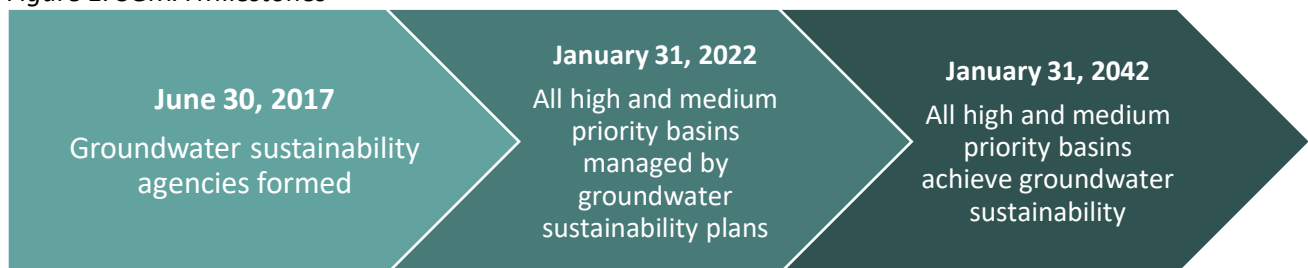
SGMA Milestones

GSA Formation and GSP Development. There is one exclusive GSA in Tehama County – the District. The GSA formed by the state-mandated deadline of June 30, 2017, constituting SGMA’s first major milestone. The District operates as the GSA governing all portions of the subbasins within the exterior boundary of Tehama County; and developed individual GSPs for four subbasins located entirely within the District (Antelope, Los Molinos, Red Bluff, and Bowman³). While the four GSPs and this Communication and Engagement Plan are specific to the Red Bluff, Antelope, Los Molinos, and Bowman Subbasins, the District is still responsible for the other remaining subbasins. The Tehama GSA (District) has agreed to coordinate with the Corning Sub-basin GSA via a Memorandum of Understanding (MOU) to develop and implement a single GSP for the Corning Subbasin.

GSP Adoption and Implementation. The second major milestone in SGMA is the adoption of GSPs by January 31, 2022. GSPs are prescribed by SGMA and contain required elements not specified in this Communications & Engagement Plan.

Groundwater Sustainability. The third milestone is achieving sustainability by 2042.

Figure 1. SGMA Milestones



² Information on the Corning Subbasin can be found at CorningSubbasinGSP.org.

³ Bowman Subbasin changed from a medium priority subbasin to a very low priority subbasin in 2018, and the District was able to secure funding under Proposition 1 to develop a GSP even though it is now a very low priority subbasin. Also, the District sees this as an area that may experience growth in the future and would like to manage the subbasin under a GSP.

Desired Goals and Outcomes of the Plan

Goals

SGMA requires the GSA to consider the interests of beneficial uses and users of groundwater, and encourages involvement of diverse social, cultural, and economic elements of the population within the subbasins during preparation and implementation of GSPs (Water Code Sections 10723.8(a)(4) and 10723.2).

The goals of the Stakeholder Communications & Engagement Plan are to:

1. Enhance understanding and inform the public about water and groundwater resources in the District subbasins, the purpose and need for sustainable groundwater management, the benefits of sustainable groundwater management, and the need for the GSPs.
2. Engage a diverse group of interested parties and stakeholders and promote informed feedback from stakeholders, the community, and groundwater-dependent users throughout the preparation and implementation process of the GSPs.
3. Coordinate communication and involvement between the subbasins and other local agencies, elected and appointed officials, and the general public.
4. Utilize the District Board and Groundwater Commission meetings to facilitate a public engagement process.
5. Employ a variety of outreach methods that make public participation accessible and that encourages broad participation.
6. Respond to public concerns and provide accurate and up-to-date information.
7. Manage communications and engagement in a manner that provides maximum value to the public and constitutes an efficient use of the GSA's resources.

Outcomes

The desired outcome of this Communication & Engagement Plan is to achieve understanding and support for adoption of the GSPs and implementation in consideration of the people, economy, and environment within the subbasins and in coordination with adjacent subbasins.

In practical terms, the GSP regulations require a communications section of the GSP that must include the following:

- Explanation of the GSA's decision-making process.
- Identification of opportunities for public engagement and involvement.
- Description of GSA's encouragement of active involvement of diverse elements of the population within each basin.
- Methods the GSA shall follow to inform the public about GSP progress.

This Communication & Engagement Plan forms the basis for the communications section of the GSPs.

Time Period

The Communication & Engagement Plan is intended to cover communications and engagement for August 2021 through December 2027.

This Communication & Engagement Plan will also support the first five years of implementation. Since this is a multi-year effort, the key activities needed to achieve these goals will likely be broken down into annual work plans, and may be amended, as needed.

Refer to [Table 1](#) for a summary of engagement progress to date and [Appendix A](#) and [Appendix B](#) for examples of outreach resources and coordination.

Interested Parties and Other Stakeholders

SGMA identifies interested parties that the GSA must consider when developing and implementing the GSPs, including:

- Agricultural users of water, including farmers, ranchers, and dairy professionals
- Domestic well owners
- Municipal well operators
- Public water systems
- Land use planning agencies
- Environmental users of groundwater
- Surface water users
- The federal government
- California Native American Tribes (see [Appendix C](#) for Tribal Outreach Guidance Document)
- Disadvantaged communities (including those served by private domestic wells or small community water systems) (see [Appendix D](#) for DAC Guidance Document)

Outreach Roles

[Refer to the District's [GSA governance structure](#)]⁴

The **District Board** of Directors (District Board) are elected officials and serve as the GSA Governing Body that has final approval authority for the GSPs and GSA. The District's five Board Members are comprised of the five County Board of Supervisors, which allows for additional collaboration within subbasins. In regard to outreach, the District Board is responsible for:

- Adopting and overseeing implementation of the Communication & Engagement Plan.
- Entering into MOUs with other public agencies to codify agency-to-agency engagement activities for the development and implementation of GSPs.
- Considering the recommendations of the Groundwater Commission.
- Receiving public comments made verbally and in writing.

The **Groundwater Commission** is comprised of eleven (11) members representing the three incorporated Cities within Tehama County, surface water agencies or districts, and representatives from the five County Supervisorial Districts (one representative per district).

⁴ <http://www.tehamacountypublicworks.ca.gov/flood/sgma/governance%20structure.pdf>

Groundwater Commission Representation:

- (1) City of Corning
- (1) City of Red Bluff
- (1) City of Tehama,
- (1) El Camino Irrigation District
- (1) Los Molinos Community Services District
- (1) Rio Alto Water District
- (5) County Supervisorial District representatives (one representative per district)

In regard to outreach, the Groundwater Commission is responsible for:

- Developing and implementing, with oversight from the District Board of Directors, the Communication & Engagement Plan.
- Receiving public comments made verbally and in writing.
- Considering and incorporating public and key stakeholder input during GSPs' development/implementation and making recommendations to the District Board.
- Offering the public an opportunity to be educated and to participate in the GSPs' development/implementation process through the Groundwater Commission meetings.

The District Board and Groundwater Commission are committed to keeping the **public informed**, providing the public with **balanced and objective information** to assist the public in understanding SGMA and **creating an open process** for public involvement on the development and implementation of GSPs.

Communications & Engagement for GSP Elements

To truly engage the public in development and implementation of GSPs that are science-based, complex, technical, and include achievable outcomes, the GSA will strive to meet these overall objectives:

- Educate the public in meaningful ways. Communicate what may often be complex concepts in straightforward, comprehensible ways.
- Offer the public and stakeholders a meaningful way to participate during the GSPs' development, adoption, and implementation process.
- Encourage members of the public and stakeholders to share historic data and to also help collect data to gain an improved understanding of the subbasins.
- To facilitate improved coordination amongst the seven subbasins within Tehama County, along with neighboring GSAs.
- Show how input received has been considered and incorporated as appropriate into the GSPs or planning process.
- Remain focused on results.

The GSA carried out community engagement activities during development of the GSPs. The GSPs were prepared iteratively and in a logical progression, building on previously developed technical and policy information. Throughout the process of preparing the GSPs, background materials along with draft text, figures and tables for each section were provided to the public, including other interested parties, in advance of meetings for input and comment. Received input were then incorporated as appropriate into the Draft GSPs. Draft GSPs were made available for public review and comment in Fall 2021; public

workshops were held during the public comment period. The GSA held a formal public hearing and adopted the GSPs in December 2021 for a January 2022 submittal.

Outreach and engagement activities also occurred during the GSP revision process in late 2023-early 2024 to produce revised versions of the Corning, Red Bluff, Los Molinos, and Antelope GSPs (which were determined incomplete by DWR in October 2023). Throughout the process, background information and proposed draft revisions were presented and discussed regularly at District Board of Directors and Groundwater Commission meetings. Public webinars/meetings in December 2023 and March 2024 on SGMA implementation updates were another opportunity for the public to learn and share comments. The GSA held a formal public hearing and adopted the revised GSPs in April 2024 for submittal on April 22, 2024. DWR's determination on the revised GSPs is anticipated by the end of 2024.

Implementing the GSPs began at the end of January 2022. Implementation has involved advancing projects, establish funding mechanisms, addressing data gaps, monitoring, and developing additional needed projects as part of adaptive management. The GSA prepares annual reports and will prepare five-year updates to demonstrate progress toward sustainability. Public outreach will continue to inform each of these activities.

Communication & Engagement Forum

Public Meetings/Hearing

Public meetings or hearings are formal opportunities for people to provide official comments on programs, plans, and proposals. The District Board of Directors meetings and the Groundwater Commission meetings⁵ constitute regular public meetings that will be noticed and conducted in accordance with the Ralph M. Brown Act. SGMA requires that a public meeting be held prior to the adoption of a fee and that public hearings are held for the adoption of GSP elements and the final GSPs. There are also constitutional requirements for public hearings for some fee/rate options. Public meetings and hearings are an important forum for people to share viewpoints and concerns, but often occur at the end of a process, when only one option is under consideration. The GSA will hold required public meetings and hearings but will also use less formal public workshops to solicit feedback and information early in the process.

Stakeholder Briefings

District Board of Directors and Groundwater Commission members will meet with and communicate regularly with organizations comprised of the stakeholder groups they represent. District staff will be available to assist with presenting any information upon request.

Public Workshops

Public educational workshops provide less formal opportunities for people to learn about groundwater, SGMA, and GSP elements. Workshops can be organized in a variety of ways, including open houses, "stations" where people can ask questions one-on-one, and traditional presentations with facilitated question and answer sessions. In order to solicit feedback from people who may not be comfortable speaking in public, workshops can include small group breakout discussions, comment cards and other techniques. Whatever format is used, workshops will be designed to maximize opportunities for public input.

⁵ Visit www.tehamacountywater.ca.gov for meeting information.

Public Notices

Public notices, often required by law, aim to notify agencies and the public about activities that may affect the public. As outlined in this Communications and Engagement Plan, the GSA will sponsor a variety of opportunities for people to participate in the development and implementation of the GSPs, including workshops, public hearings, providing comments at District Board meetings and Groundwater Commission meetings and through written comments. GSA notices will be in compliance with public noticing requirements as applicable.

Prior to adoption of or amendment(s) to GSPs, SGMA requires that GSA:

- Provides notice to cities and counties within Plan area
- Considers comments provided by the cities and counties
- Accommodates requests for consultation received from the cities and counties within 30 days
- No sooner than 90 days following public notice, holds public hearings

In addition, when a GSA considers any fees to support the work of sustainability, the GSA will provide public notice and other engagement activities.

Communication & Engagement Tools

The GSA will use a variety of communications and engagement tools to keep the public informed, including the following.

Interested Parties List

SGMA mandates the creation of an interested parties list. SGMA does not specify the type of list (email versus hard copy). The first preference is an email list, to get information out quickly and to reduce costs. A secondary list may be developed for people who don't use email. District Board of Directors and Groundwater Commissioners (and the agencies they represent) and District staff can contribute names of organizations, agencies, and individuals to the list. Individuals may also contact the GSA to be added to the interested parties list via the District website and public meetings or workshops.

The list is broad and includes anyone who would like to stay informed about SGMA activities and anyone the District Board and Groundwater Commission think should be informed about the SGMA process and the outcomes of the planning / management effort. The Groundwater Commission will coordinate the distribution of periodic updates to the interested parties list. This list will also be used for dissemination of information about public workshops, public meetings, etc. Additionally, interested parties can sign up to receive noticed agendas for the District Board meetings and Groundwater Commission meetings.

Informational Materials

Developing a variety of informational materials is critical to successful education and necessary to circulate consistent, accurate information. The District Board with input from the Groundwater Commission may develop / update a range of materials, which may include:

- **Talking Points:** Clear, concise messages that can be used by District Board and Groundwater Commission when communicating with stakeholders, organizations, and the media.
- **Fact Sheets:** For the GSPs and /or implementing elements of the GSPs.
- **Periodic Updates:** As stated above, the District staff with assistance from their consultants will coordinate on the distribution of periodic updates that can then be used by the District Board,

Groundwater Commission, and participating agencies for distribution to the groups and organizations they represent using existing communications tools, such as websites, newsletters, social media, list serves, utility bills, etc.

- **Newspaper public service announcements & editorials:** The District staff, with assistance from their consultants will coordinate on information and updates for submittal to local news sources.
- **Briefing Packets:** For milestone briefings to the public and stakeholders, briefing packets may be developed. Packets may include standard talking points, and other materials to assist in educational outreach and for soliciting feedback.

Website

www.tehamacountywater.org

The District website is a tool for distributing and archiving meeting and communication materials as well as a repository for any studies, informative, and educational materials. District staff coordinates to ensure that the website is updated on a consistent basis to ensure up to date, timely information. The website includes, but is not limited to, the following information:

- Home page: example content may include an overview, calendar of meetings and events, highlighted topics, etc.
- Groundwater basics, SGMA background including links to existing sources of relevant information
- Subbasin-specific information
- District Board information: members, agendas, and meeting materials
- Groundwater Commission information: members, agendas, and meeting materials

Mailings Utility Bill Notifications

District staff may coordinate with participating agencies to utilize postcards and include updates and relevant SGMA implementation information in utility bills.

Social Media

Existing Facebook, Twitter, and other emerging social media technologies may be leveraged to provide updates on milestone progress to interested parties.

Surveys

Online tools may be used periodically to gather stakeholder ideas and to provide feedback on key issues.

Media Plan

District staff will develop press releases and Public Service Announcements (if appropriate) at each milestone and for meetings and workshops. The press releases will be distributed to local and regional media and elected officials. See [Appendix E](#) for a media contact list that will be updated on a periodic basis.

Outreach Partners

In addition to the communication tools listed above, other organizations can also partner to assist the GSA reach its communications and engagement goals including, but not limited to:

Countywide

- ✓ [Northern Sacramento Valley \(NSV\)](#) Integrated Regional Water Management (IRWM) group
- ✓ Shasta-Tehama Watershed Education Coalition
- ✓ Tehama County Farm Bureau
- ✓ Resource Conservation District of Tehama County
- ✓ Rural Community Associates Corporation
- ✓ UC Cooperative Extension
- ✓ Tehama County Cattleman's Association
- ✓ Tehama County Cattlewomen's Association

Subbasin-Specific

Antelope

- ✓ City of Red Bluff

Los Molinos

- ✓ Los Molinos Mutual Water Company
- ✓ Los Molinos Community Services District
- ✓ Stanford Vina Ranch Irrigation Company
- ✓ Deer Creek Irrigation District
- ✓ Los Molinos Chamber of Commerce

Red Bluff

- ✓ Tehama Colusa Canal Authority
- ✓ Proberta Water District
- ✓ Rawson Water District
- ✓ Elder Creek Water District
- ✓ Gerber-Las Flores CSD
- ✓ Thomes Creek Irrigation District
- ✓ Rancho Tehama Association
- ✓ El Camino Irrigation District
- ✓ City of Red Bluff
- ✓ City of Tehama
- ✓ HOAs (e.g., Surrey Village)

Bowman

- ✓ Anderson-Cottonwood Irrigation District
- ✓ Lake California Property Owners Association
- ✓ Rio Alto Water District
- ✓ Large ranches (e.g., Bengard Ranch)

Intra-Basin and Inter-Basin Coordination

The term “**basin**” under SGMA refers to a groundwater basin, or subbasin, identified and defined under the groundwater inventory [Bulletin 118](#), which is produced by the California Department of Water Resources (DWR) (California Water Code Section 10721). Coordination within (intra-basin) and across (inter-basin) basin/subbasin boundaries is important to coordinate management actions and share information.

- **Intra-basin coordination** – coordination between two or more GSAs with jurisdiction within the same basin/subbasin (as is the case within the Corning Subbasin).

- **Inter-basin coordination** – coordination across basin/subbasin boundaries.

Intra-Basin Coordination

The Corning Subbasin GSA has jurisdiction for the portion of the Corning Subbasin overlying Glenn County. The District works with the Corning Subbasin GSA to develop and implement a single GSP for the Corning Subbasin. The primary venue for their collaboration will occur at the Corning Subbasin Advisory Board (CSAB) meetings, which are a Brown Act compliant venue for collaboration on the GSP.

Inter-Basin Coordination

Subbasins within Tehama County boundaries. Inter-basin coordination across the subbasins within Tehama County is facilitated by the District serving as the single GSA for these subbasins. For instance, regularly occurring District Board and Groundwater Commission meetings provides a standard and open forum for sharing information with all subbasins within the County.

Subbasins outside of Tehama County boundaries. While inter-basin agreements are optional under SGMA, the District intends to coordinate with adjacent GSAs to share technical information and to ensure that the implementation of the GSPs in adjacent basins are compatible and will not cause any adverse effects in the District subbasins or any other adjacent basins.

Regional coordination. GSAs in the Northern Sacramento Valley (NSV) are building on the 10+ years of NSV Integrated Regional Water Management (IRWM) collaboration. GSA representatives from the Vina, Butte, Wyandotte Creek, Corning, Colusa, Bowman, Red Bluff, Antelope and Los Molinos subbasins are meeting to consider how to share information and strategically coordinate regional water management.

Refer to the table below for subbasins within the NSV as well as [Appendix B](#) on NSV Inter-basin coordination.

Basin Coordination Summary

Coordination	Subbasin	SGMA Priority	GSA(s)	County(ies)	Nearest Tehama County Subbasins
Inter-basin	Anderson	Medium	Enterprise Anderson	Shasta	Bowman
Intra-basin & Regional	Corning	High	Tehama County FCWCD; Corning Subbasin GSA	Glenn; Tehama	Corning portion within County; Red Bluff
Inter-basin & Regional	Colusa	High	Glenn Groundwater Authority; Colusa Groundwater Authority	Glenn; Colusa; Yolo	Corning
Inter-basin & Regional	Vina	High	Vina; Rock Creek Reclamation District	Butte	Corning; Los Molinos
Regional	Butte	Medium	Butte County Dept of Water and Resource Conservation	Butte	Corning; Los Molinos
Regional	Wyandotte Creek	Medium	Wyandotte Creek	Butte	Corning; Los Molinos

Evaluation and Assessment

Any communication strategy should include opportunities to check in at various points during implementation to ensure that it is meeting the communication and engagement goals and complying with SGMA. These check-ins should occur at least on an annual basis.

Incorporating Feedback

In 2023, interviews with Tehama County stakeholders, Groundwater Commissioners, and District Board Directors were held to inform the update to the C&E Plan. The Consensus Building Institute (CBI) facilitation team conducted a series of individual and small group interviews:

- The five District Board Directors
- Ten out of twelve Groundwater Commissioners from the November 2023 Groundwater Commission membership.
- Eight other stakeholders representing ranchers, private pumpers, small ag operators, residential well-owners, economic development and disadvantaged communities expertise, and Spanish speaking communities.

These interviews built upon previous stakeholder interviews conducted during the GSP development and additional public feedback received during SGMA implementation. Additionally, the Stantec facilitation team conducted interviews with Corning Subbasin stakeholders in December 2023-January 2024 to update the Corning Subbasin C&E Plan. Refer to the Corning Subbasin C&E Plan for more details about outreach and engagement activities specific to the Corning Subbasin.

The findings and recommendations from the 2023 interviews were shared with the Groundwater Commission in June 2023. Refer to [Appendix H](#) for the June 2023 Groundwater Commission presentation and feedback received at the Groundwater Commission meeting.

Table 1. Summary of Engagement Opportunities, Milestones, and Progress to Date

Timeframe	Milestone or Stage	Required Community Engagement Under SGMA	Communication Strategies	Status (as of June 2024)
Pre-SGMA (before 2015)	Voluntary groundwater management efforts (IRWM and AB3030)	N/A	Volunteer collaboratives and advisory committees engage subject-matter experts and stakeholders	<ul style="list-style-type: none"> • NSV IRWM group and AB 3030 Technical Advisory Committee (TAC) • Outreach for AB 3030 Groundwater Management Plan (1996 and 2012 update)
GSA Formation (2015-2017)	During GSA governance development	Notice of Intent (NOI) of GSA Formation	<ul style="list-style-type: none"> • Provide notice of GSA outreach resources: website, email listserv, calendar of District Board and Groundwater Commission meetings • Develop and continue to update list of interested parties 	<ul style="list-style-type: none"> • District Board public meetings on GSA formation • NOI for the District to be the GSA (11/4/15) • Groundwater Commission established (6/7/16) • Website and initial interested parties list established
Shortly after GSA formation	After identification of outreach responsibilities among GSA entities	Notification of GSA formation	<ul style="list-style-type: none"> • District Board and Groundwater Commission meetings • Email notices and updates • Newspaper notice of public workshop(s) 	
Before GSP Planning Activities	Prior to beginning GSP development	Provide to the public and State, notice of intent to begin GSP planning and description of opportunities for interested parties to participate in GSP development and implementation	<ul style="list-style-type: none"> • Public workshop(s) • District Board and Groundwater Commission meetings • Email notices and updates • Newspaper notice of public workshop(s) 	<ul style="list-style-type: none"> • NOI for development of GSPs submitted to DWR on 6/27/18 (Bowman, Antelope, Los Molinos, and Red Bluff) and 9/19/18 (Corning)
Between Notice of GSP Planning and January 31, 2022	During GSP development	Public workshops, public meetings, District Board meetings, Groundwater Commission meetings and other opportunities providing stakeholder avenues to participate in GSP development	<ul style="list-style-type: none"> • Public workshops and/or public meetings on GSP development. • District Board and Groundwater Commission meetings • Email notice of public workshops / meetings • Newspaper notices of public workshops / meetings • Updates and information on GSP development at standing meetings • Disseminate updates via interested parties list, websites social media, outreach partners 	<ul style="list-style-type: none"> • Convened Groundwater Commission Ad Hoc committees • Developed and implemented Stakeholder Communication & Engagement Plan • Professional facilitation services to support outreach and engagement • Developed/updated resources (e.g., new website, factsheet, etc.) • Emailed interested parties list with public meeting notices; notifications when draft GSP chapters were available for comment, and the quarterly eNewsletter. • Regular updates to NSV IRWM TAC and Board, NCWA Groundwater Management Task Force

Timeframe	Milestone or Stage	Required Community Engagement Under SGMA	Communication Strategies	Status (as of June 2024)
				<ul style="list-style-type: none"> • Groundwater Commissioner briefings to their agencies. • Public meetings Oct and Dec 2020; April, August, September, October, and November 2021
	During GSP development	Active involvement of diverse social, cultural, and economic elements of the population within the subbasins	<ul style="list-style-type: none"> • Provide email notices and updates • Update website regularly • Convene regular District Board and Groundwater Commission meetings • Identify and communicate opportunities for public engagement on GSP development, (providing clear messages that GSA retains legal responsibility for final GSA and GSP related decisions) • Develop consistent, coordinated messages and talking points • Arrange for technical support to stakeholder groups through presentations or workshops conducted by GSA representatives/staff • Develop content appropriate to the audience and their interests, ensuring information can be easily understood • Conduct legislative briefings at strategic milestones (and any other groups upon request) • Utilize updated interested party stakeholder list, GSA listservs delivered via email and/or U.S. Mail, outreach partners mechanisms for communications and other media outlets such as newspaper and radio to provide notices • Strategically engage local, special SGMA identified groups • Utilize local channels and meetings to identify and communicate opportunities for public engagement and/or public comment during meetings on GSP development • Leverage and support local agencies and community organizations in disseminating information and engaging stakeholders, including through existing community meetings, newsletters, websites, and social media • Organize public meetings around concrete impacts to specific stakeholders • Develop additional, locally-targeted communication strategies to engage difficult-to-reach communities and community members 	<p>In addition to the activities listed above:</p> <ul style="list-style-type: none"> • Briefings upon request (e.g., County Farm Bureau, STWEC Board, Tehama County Tea Party, Board of Supervisor District 2 Town Halls, etc.) • Informal briefing with the Paskenta Tribe (4/6/21) • Online survey focused on domestic well owners • Online survey eliciting ideas for projects and management actions • Framework for receiving public comments on the Draft GSPs via online survey, standard mail, and direct emails

Timeframe	Milestone or Stage	Required Community Engagement Under SGMA	Communication Strategies	Status (as of June 2024)
GSP Adoption or Amendment (initial GSP adoption no later than 1/31/22)	Prior to GSP adoption or amendment	<ul style="list-style-type: none"> • Provide notice to cities and counties within Plan area • Consider comments provided by the cities and counties • Accommodate requests for consultation received from the cities and counties within 30 days 	SEE ABOVE	<ul style="list-style-type: none"> • Notices sent to cities with the Plan areas in August 2021 (See example) • Notices sent to cities with the Plan areas in March 2024
	Prior to GSP adoption or amendment	No sooner than 90 days following public notice, hold public hearing/ public workshop	SEE ABOVE	District Board Public Hearing to consider adopting the final GSPs – Dec 20, 2021 District Board Public Hearing to consider adopting the revised GSPs – April 15, 2024
GSP Implementation (2022-2027)	During first five years of GSP implementation	Active involvement of diverse social, cultural, and economic elements of the population within the subbasins	<ul style="list-style-type: none"> • Provide email notices and updates • Update website regularly • Convene regular District Board and Groundwater Commission meetings • Identify and communicate opportunities for public engagement on GSP implementation, (providing clear messages that GSA retains legal responsibility for final GSA and GSP related decisions) • Develop consistent, coordinated messages and talking points • Arrange for technical support to stakeholder groups through presentations or workshops conducted by GSA representatives/staff • Develop content appropriate to the audience and their interests, ensuring information can be easily understood • Conduct legislative briefings at strategic milestones (and any other groups upon request) • Utilize updated interested party stakeholder list, GSA listservs delivered via email and/or U.S. Mail, outreach partners mechanisms for communications and other media outlets such as newspaper and radio to provide notices • Strategically engage local, special SGMA identified groups • Utilize local channels and meetings to identify and communicate opportunities for public engagement and/or public comment during meetings on GSP development • Leverage and support local agencies and community organizations in disseminating information and engaging stakeholders, including through existing community meetings, newsletters, websites, and social media 	<ul style="list-style-type: none"> • Convened Groundwater Commission Ad Hoc committees • Updated and implemented Stakeholder Communication & Engagement Plan • Professional facilitation services to support outreach and engagement • Developed/updated resources (e.g., updated website, factsheets, etc.) • Emailed interested parties list with public meeting notices, quarterly eNewsletter, and other SGMA-related updates) • Groundwater Commissioner briefings to their agencies. • Public meetings November 2022, February 2023, September 2023, December 2023, March 2024. • Briefings upon request. • Survey/form eliciting volunteers to be potentially included in the well monitoring network. • Survey/form eliciting volunteers to be potentially included in recharge projects. • Additional broad and targeted outreach associated with at \$15 million grant from DWR to support management and implementation of the GSPs, including addressing data gaps and carrying out certain projects and management actions (the grant's end date is March 2026).

Timeframe	Milestone or Stage	Required Community Engagement Under SGMA	Communication Strategies	Status (as of June 2024)
			<ul style="list-style-type: none"> • Organize public meetings around concrete impacts to specific stakeholders • Develop additional, locally-targeted communication strategies to engage difficult-to-reach communities and community members 	

SECTION 2 | SUBBASIN COMMUNICATION & ENGAGEMENT

As previously stated, the GSA must identify and consider stakeholders interests when developing and implementing the GSP, including:

- Agricultural users of water, including farmers, ranchers, and dairy professionals
- Domestic well owners
- Municipal well operators
- Public water systems
- Land use planning agencies
- Environmental users of groundwater
- Surface water users
- The federal government
- California Native American Tribes
- Disadvantaged communities

This section identifies stakeholder groups (both county-wide and subbasin-specific) and the associated anticipated level of engagement. It is not an exhaustive list but provide sufficient detail to guide more meaningful focused outreach and engagement. The list is also intended to be updated periodically or as needed.

Table 2. Tehama Stakeholder Group Interests & Purpose of Engagement

Category of Interest	District-Wide	Antelope	Los Molinos	Red Bluff	Bowman	Anticipated Level of Engagement
General Public <ul style="list-style-type: none"> • Citizens groups • Community leaders • Interested individual • Universities/Academia 	<ul style="list-style-type: none"> • Interested Individuals on Interested Parties List maintained by GSA • Tehama County School District⁶ • Latino Outreach of Tehama County • University of California Cooperative Extension • Board of Supervisors • Shasta College • Red Bluff-Tehama County Chamber of Commerce • Other community-based organizations (Kiwanis, Rotary, United Way, Tehama Together) 	<ul style="list-style-type: none"> • Red Bluff City Council • Schools (Antelope Elementary School District) 	<ul style="list-style-type: none"> • Chamber of Commerce • Lassen View Elementary • Los Molinos Unified School District 	<ul style="list-style-type: none"> • Rancho Tehama Association • City of Tehama • City of Red Bluff • Rancho Tehama Elementary School • Schools (Gerber Union Elementary) Red Bluff Joint Union High School District • Antelope Elementary School District 	<ul style="list-style-type: none"> • Lake California Property Owners Association • Evergreen Union School District • Sunset Hills development 	<p>Inform to improve public awareness of sustainable groundwater management</p>
Land Use <ul style="list-style-type: none"> • Municipalities • Local land use agencies • Regional land use agencies • Community Service Districts 	<ul style="list-style-type: none"> • Tehama County Planning Department • Tehama County Environmental Health • Tehama County Agricultural Department 	<ul style="list-style-type: none"> • City of Red Bluff • Golden Meadows CSD • Tehama County Fairgrounds 	<ul style="list-style-type: none"> • Los Molinos CSD 	<ul style="list-style-type: none"> • City of Red Bluff • City of Tehama • Gerber Las Flores CSD • Paskenta CSD (outside of subbasin) • Reeds Creek CSD 	<ul style="list-style-type: none"> • [County] 	<p>Consult and involve to ensure land use policies are supporting GSP and there are no conflicting policies between the GSPs and local government agencies</p>
Urban/ Commercial & Non-Commercial Agricultural Users <ul style="list-style-type: none"> • Water agencies • Irrigation districts 	<ul style="list-style-type: none"> • Farm Bureau • Cattlemen's Association • Cattlewomen's Association • County Agricultural 	<ul style="list-style-type: none"> • Rio Ranch Estates CSD • Los Molinos Mutual Water Company • City of Red Bluff 	<ul style="list-style-type: none"> • Los Molinos Mutual Water Company • Deer Creek Irrigation District • Stanford Vina Ranch Irrigation Company 	<ul style="list-style-type: none"> • El Camino ID • Proberta WD • Rancho Tehama Association • Elder Creek WD • Rawson WD 	<ul style="list-style-type: none"> • Rio Alto Water District • Anderson Cottonwood Irrigation District (ACID) • Bengard Ranch 	<p>Inform and involve to ensure sustainable management of groundwater and consider viability of agricultural economy</p>

⁶ Refer to <https://www.tehamaschools.org/Districts--Schools/index.html> for additional specific school districts.

Category of Interest	District-Wide	Antelope	Los Molinos	Red Bluff	Bowman	Anticipated Level of Engagement
<ul style="list-style-type: none"> • Municipal water companies • Mutual water companies • Resource conservation districts • Farmers/Farm Bureaus • Water Districts • Water-users associations • Irrigated Lands Regulatory Program Coalition 	<ul style="list-style-type: none"> • Commissioner • University of California Cooperative Extension • Resource Conservation District (RCD) of Tehama County • Shasta Tehama Watershed Education Coalition 		<ul style="list-style-type: none"> • New Clairvaux Monastery 	<ul style="list-style-type: none"> • Gerber Las Flores CSD • City of Red Bluff • City of Tehama 		
Other Commercial Users <ul style="list-style-type: none"> • Commercial and industrial self-suppliers 	<ul style="list-style-type: none"> • Renewable power companies • Cal Fire stations • Crain processing Plants • Sierra Pacific Industries • Tehama Co. 	<ul style="list-style-type: none"> • Crain Processing Plant 	<ul style="list-style-type: none"> • Norcal Water Works • Anderson & Sons Walnuts • Jones & Son Orchards 	<ul style="list-style-type: none"> • SPI • Pactiv • CAPAX • Wilcox Oaks Golf Club • Oak Creek Golf Club • LA-Pacific Corp. • Walmart Distribution Center 		Inform and involve in assessing impacts to users
Environmental and Ecosystem Uses <ul style="list-style-type: none"> • Federal and State agencies • Wetland managers • Environmental groups 	<ul style="list-style-type: none"> • Audubon Society • The Nature Conservancy • California Dept of Fish & Wildlife • USFWS • BOR • BLM • USFS • NRCS • DWR • CA State Parks • Fire Safe Councils (Tehama Glenn FSC) 	<ul style="list-style-type: none"> • CDFW (Antelope Creek) • USFS (Red Bluff Rec Area) • USFWS • BLM • BOR 	<ul style="list-style-type: none"> • Nature Conservancy • Dye Creek preserve • Mill Creek conservancy • Deer Creek Watershed Conservancy • CDFW big interests in Dye, Mill and Deer Creeks – Salmon 	<ul style="list-style-type: none"> • CDFW (Butler Slough Eco Reserve, Thomes Creek Preserve) • USFWS • USFS • BLM 		Inform and involve to consider/ incorporate potential ecosystem impacts to GSP process
Surface Water Users <ul style="list-style-type: none"> • Irrigation Districts • Water Districts • Water users 	<ul style="list-style-type: none"> • Mutual Water Co • Water District • Agricultural users • Riparian water right 	<ul style="list-style-type: none"> • Edwards Dam Diversions • Los Molinos Mutual Water Company 	<ul style="list-style-type: none"> • Los Molinos Mutual Water Company • Deer Creek Irrigation District 	<ul style="list-style-type: none"> • Corning Water District • Tehama Colusa Canal Authority • Thomes Creek WD 	<ul style="list-style-type: none"> • ACID • Lake California POA to divert water for lake 	Inform and involve to collaborate to ensure sustainable water supplies

Category of Interest	District-Wide	Antelope	Los Molinos	Red Bluff	Bowman	Anticipated Level of Engagement
<ul style="list-style-type: none"> associations Agricultural users 	holders		<ul style="list-style-type: none"> Stanford Vina Ranch Irrigation Company 	<ul style="list-style-type: none"> USFWS 		
Economic Development <ul style="list-style-type: none"> Chambers of commerce Business groups/associations Elected officials State legislature representatives Economic Development Team 	<ul style="list-style-type: none"> County Board of Supervisors James Gallagher (SA) Brian Dahle (Senator) Planning Commission Red Bluff-Tehama County Chamber of Commerce 		<ul style="list-style-type: none"> Los Molinos Chamber of Commerce 	<ul style="list-style-type: none"> Red Bluff Tehama County Chamber of Commerce Red Bluff City Council City of Tehama City Council 		Inform and involve to support a stable economy
Human Right to Water ⁷ <ul style="list-style-type: none"> Disadvantaged communities Small water systems Environmental justice groups/community-based organizations Domestic well owners 	<ul style="list-style-type: none"> Private well owners Small Water Systems Several Disadvantaged Communities 	<ul style="list-style-type: none"> Unincorporated County (Antelope Area) Portion of the City of Red Bluff Dairyville Riverview MHC Gurnsey Ave MW Modern Village MWC Howell's Lakeside WC Antoinette MW Friendly Acres MHP 	<ul style="list-style-type: none"> Los Molinos Vina Antelope Creek MHP Los Molinos CSD Woodson Bridge Del Oro Water Co. 	<ul style="list-style-type: none"> Proberta Gerber Las Flores CSD City of Tehama City of Red Bluff Rancho Tehama Mira Monte WC Surrey Village WC Golden Meadows CSD 	<ul style="list-style-type: none"> Lake California Bowman area, unincorporated County Rio Alto Water District Saddleback MWC 	Inform and involve to provide safe and secure groundwater supplies to all communities reliant on groundwater
Multi-lingual Communities	<ul style="list-style-type: none"> Latino Outreach of Tehama County Schools Community centers 	(explore communities listed above)	(explore communities listed above)	(explore communities listed above)	(explore communities listed above) <ul style="list-style-type: none"> Anderson Sikh Center 	Inform and involve to ensure safe and stable supplies to groundwater
Tribes <ul style="list-style-type: none"> Federally Recognized Tribes Non-Federally Recognized Tribes 	<ul style="list-style-type: none"> California Tribal Water Commission Paskenta Band of the Nomlaki (Corning Subbasin) Greenville Rancheria 			<ul style="list-style-type: none"> Greenville Rancheria 		Inform, involve and consult with tribal government

⁷ This is not an exhaustive list as there are 100+ small water systems across the four subbasins.

Category of Interest	District-Wide	Antelope	Los Molinos	Red Bluff	Bowman	Anticipated Level of Engagement
Integrated Water Management <ul style="list-style-type: none">• Regional water management groups (IRWM regions)• Flood agencies	<ul style="list-style-type: none">• NSV IRWM• Mid Upper Sacramento Regional Flood Management Group					Inform, involve and collaborate to improve regional sustainability

SECTION 3 | APPENDICES

Appendix A | Outreach Resources and Materials

Several resources and materials, including those identified below, are available on the website:

<https://tehamacountywater.org/gsa/library/>

(Reminder that all Corning Subbasin resources are available on the Corning GSP website:

<https://www.corningsubbasingsp.org/>. Some Corning resources are listed below for readers' convenience.)

Factsheets & Flyers

- Tehama County SGMA Factsheet – [Link](#)
- Corning General SGMA Factsheet - [Link](#)
- North Sacramento Valley SGMA Regional Coordination Flyer – [Link](#)
- Comment on Draft GSPs & Fall 2021 Public Meetings Flyer – [Fall 2021](#)
- Public Webinar/Meetings Event flyers – [October 2020](#) | [December 2020](#) | [April 2021](#) | [August 2021](#) | [February 2023](#) | [September 2023](#) | [December 2023](#) | [March 2024](#)
- Well Registration Program – [Announcement update](#) | [FAQ](#) | [Registration Form](#)

Periodic eNewsletter

- Tehama County eNewsletter – [Winter 2020](#) | [Spring 2021](#) | [Summer 2021](#) | [Fall 2021](#) | [Summer 2023](#) | [Winter 2024](#)

Online Surveys

Two online surveys launched in 2021. Responses were considered/incorporated into the Draft GSPs.

- Tehama County Subbasins Online Survey | Projects / Management Actions ideas (March - July 2021) – [Link](#)
 - 16 total responses.
- Tehama County Subbasins Online Survey | Domestic Well Owners (March 2021 – Present) – [Link](#)
 - To date: 17 total responses.

Two online forms launched in 2024. Responses elicit volunteers to participate in specific activities related to implementing the GSPs.

- Recharge Participation Interest Survey - <https://bit.ly/Recharge-InterestForm>
- Volunteer Interest Form for Monitoring and Sampling - <https://bit.ly/DomesticWellMonitoring-InterestForm>

GSA and Advisory Boards Meetings

Updates were regularly shared at Groundwater Commission, District Board, and CSAB meetings. These resources and materials can be found on their respective meetings pages:

- Board of Directors - [Link](#)
- Groundwater Commission – [Link](#)
- Corning Subbasin Advisory Board - [Link](#)

SGMA and Tribal Engagement

- April 6, 2021 webinar presentation - [Link](#)

Public Meeting Presentations

Region-wide public meetings

- October 8, 2020 webinar - [Video](#) | [Slide Deck](#)
- December 9, 2020 webinar - [Video](#) (subbasin-specific slide decks provided below)
- September 29, 2021 webinar – [Video](#) | [Slide Deck](#)
- October 20, 2021 webinar - [Video](#) | [Slide Deck](#)
- November 15, 2021 in-person workshop – [Agenda Handout](#) | [Slide Deck](#)
- November 15, 2022 in-person workshop – [Complete Presentation](#) | Subbasin-specific slides: [Corning](#), [Antelope and Los Molinos](#), [Red Bluff](#)
- February 8, 2023 in-person well registration workshop – [Agenda](#) | [Slide Deck](#) | Recording: [presentation-only](#), [full meeting](#)
- December 19, 2023 well registration webinar – [Video](#) | [Slide Deck](#)
- March 19, 2024 webinar – [Video](#) | [Slide Deck](#)
- March 21, 2024 in-person open house – [Agenda handout](#)

Subbasin-specific public meetings

- **Bowman Subbasin**
 - October 15, 2020 tailgate - [Slide Deck](#)
 - December 9, 2020 webinar – [Slide Deck](#)
 - April 19, 2021 webinar – [Slide Deck](#) | [Video](#)
 - August 17, 2021 webinar – [Slide Deck](#) | [Video](#)
- **Red Bluff Subbasin**
 - October 21, 2020 tailgate – [Slide Deck](#)
 - October 6, 2020 Thomes Creek community tailgate – [Slide Deck](#)
 - December 9, 2020 webinar – [Slide Deck](#)
 - April 20, 2021 webinar – [Slide Deck](#) | [Video](#)
 - August 19, 2021 webinar – [Slide Deck](#) | [Video](#)
 - September 20, 2023 meeting - [Slide Deck](#)
- **Antelope Subbasin**
 - October 14, 2020 tailgate – [Slide Deck](#)
 - December 9 2020 webinar – [Slide Deck](#)
 - April 21, 2021 webinar – [Slide Deck](#) | [Video](#)
 - August 23, 2021 webinar – [Slide Deck](#) | [Video](#)
 - September 21, 2023 meeting – [Slide Deck](#)
- **Los Molinos Subbasin**
 - October 22, 2020 tailgate – [Slide Deck](#)
 - December 9, 2020 webinar – [Slide Deck](#)
 - April 22, 2021 webinar – [Slide Deck](#) | [Video](#)
 - August 25, 2021 webinar – [Slide Deck](#) | [Video](#)
 - September 28, 2023 meeting – [Slide Deck](#)
- **Corning Subbasin**
 - December 9, 2020 webinar – [Slide Deck](#)
 - October 4, 2021 in-person workshop, Corning – [Agenda Packet](#) | [Slide Deck](#)
 - October 13, 2021 webinar – [Agenda Packet](#) | [Slide Deck](#) | [Video](#)

(Visit the Corning GSP website for more information specific to the Corning Subbasin – [Link](#))

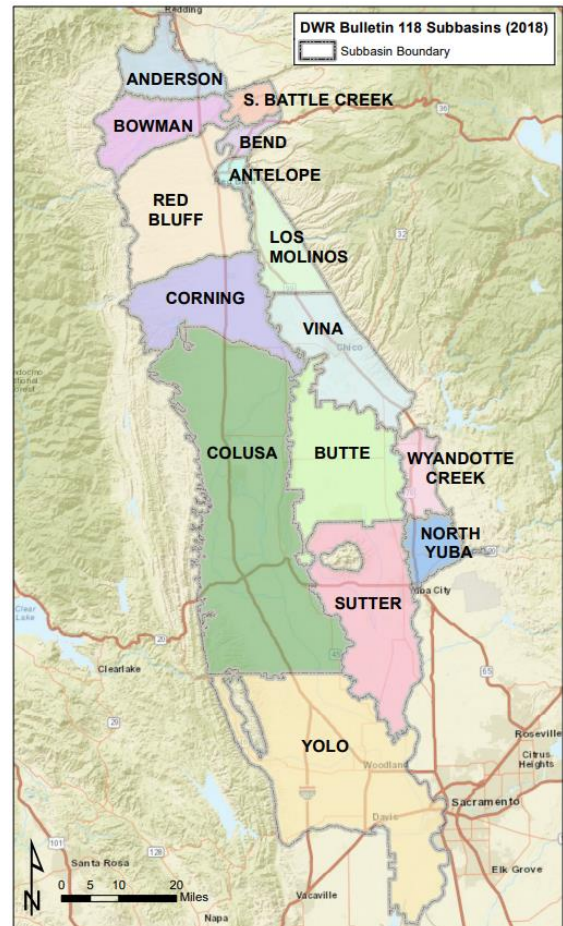
Appendix B | Inter-basin Coordination

In the Sacramento Valley, inter-basin coordination is critical as Groundwater Sustainability Agencies develop their Groundwater Sustainability Plans. We all recognize the interconnectedness of groundwater in the subbasins that together make up the larger Sacramento Valley groundwater basin.

Coordination among GSAs can be formalized through Coordination Agreements. These are voluntary, and the components of such agreements are described in the Groundwater Sustainability Regulations in [Article 8](#).

Informal exchange of information and collaboration has been occurring between staff and consultants working on GSPs in subbasins throughout the region with facilitation support from the Consensus Building Institute. The effort began with conversations between County staff from Tehama, Glenn, Colusa, and Butte to identify priorities and resources available for inter-basin coordination.

These [slides](#) provide an overview of the scope and timeline of the Inter-basin Coordination efforts ([Flyer](#)).



Framework for Inter-basin Coordination

[Northern Sacramento Valley Inter-basin Coordination Report-Final](#)

This report outlines a framework for inter-basin coordination for sustainable groundwater management in the Northern Sacramento Valley. It describes a menu of options for ongoing communication and collaboration between and among groundwater subbasins over the twenty-year implementation of the Sustainable Groundwater Management Act (SGMA). This framework can be used by Groundwater Sustainability Agencies (GSAs) to support Groundwater Sustainability Plan (GSP) development and implementation in several ways.

1. This inter-basin coordination report could be included as an appendix to the GSP and could be updated at regular intervals.
2. Individual subbasins could incorporate sections of the report into the body of the GSP, depending upon specific boundary conditions at adjoining subbasins.
3. Subbasins could draw on the inter-basin coordination framework if they would like to consider entering into one or more voluntary inter-basin agreements during GSP implementation (GSP Regulations in [Article 8](#), Sec 357.2).

Staff throughout the region will present the framework as a supporting document to guide and inform discussions with GSA Boards and at other subbasin-specific public venues, such as advisory committees, groundwater commissions, or other relevant venues. These discussions could help determine GSA

priorities and the desired approach each GSA would like to take to draw upon the inter-basin coordination framework within their individual GSPs.

Subbasin staff acknowledge that while this report builds upon a long-standing history of regional collaboration, this is just the beginning of inter-basin coordination efforts under SGMA. Therefore, this framework will be continually refined throughout GSP implementation and inter-basin coordination activities will occur on an ongoing basis.

Visit the website for more information: <https://www.buttecounty.net/1234/Inter-Basin-Coordination>

Appendix C | Tribal Engagement in Tehama County: Guidance Document

Meaningful tribal outreach, dialogue, and consultation is a shared obligation of the GSA in the applicable subbasins where tribal lands exist.

Tribes in Tehama County

There are two⁸ federally-recognized Native American Tribes in Tehama County, including:

- Greenville Rancheria of Maidu Indians
- Paskenta Band of Nomlaki Indians

The Native American Heritage Commission (NAHC) identified eight Tribes in Tehama County and Glenn County that may have an interest in groundwater management in the Bowman, Red Bluff, Antelope, Los Molinos, and/or Corning Subbasins:

- Estom Yumeka Maidu Tribe of the Enterprise Rancheria
- Greenville Rancheria of Maidu Indians
- Grindstone Rancheria of Wintun-Wailaki
- Mechoopda Indian Tribe
- Paskenta Band of Nomlaki Indians
- Redding Rancheria
- Shasta Nation
- Wintu Tribe of Northern California

Outreach Steps – Phase I

1. Confirm that the Native American tribes identified above are correctly posed for SGMA outreach.
2. The District will prepare background materials related to Native American tribal outreach and engagement. The material will include a compilation of past Native American tribal outreach methods, goals, and results (including primary points of contact). The materials will include SGMA-related obligations for GSAs pursuant to SGMA, and interests and goals as they relate to tribal outreach and potential participation in sustainable groundwater management planning (see *Relevant DWR Information* below).
3. The District will conduct an initial, informal communication with tribal primary points of contact to clarify interest in communicating formally regarding SGMA and tribal interests; request advice about appropriate avenues for outreach; and identify next steps. In the event a tribal representative cannot be contacted within 45 days, the District will consult with DWR's Office of Tribal Policy Advisor for guidance (Anecita Agustinez, DWR Tribal Policy Advisor - Anecita.Agustinez@water.ca.gov).
4. Following successful initial communication with the Native American tribes, the District will facilitate the implementation of the next steps identified in #3. Actions may include preparation of a formal letter from the Board to each of the tribes, involvement of other GSAs with the tribes, and/or establishing a consultation framework.

⁸ Source: <https://www.ihs.gov/california/index.cfm/tribal-consultation/resources-for-tribal-leaders/links-and-resources/list-of-federally-recognized-tribes-in-ca/?mobileFormat=0>

Outreach Steps – Phase II

1. Continue to periodically send direct inquiries/invitations to explore level of desired participation.
2. Periodically conduct briefings/updates upon request.
3. Continue to use forms of communication and information sharing beyond electronic communicates. To date, this has included direct mailings, phone calls, and/or in-person informal discussions.
4. Continue to refine/maintain the list of Tribes identified above and maintain an updated contact information for each Tribe.
5. Continue to maintain the Tehama County District website as an online database and document repository to increase access to information.

Refer to [Table 1 \(Summary of Engagement Opportunities, Milestones, and Progress to Date\)](#) and [Table 2 \(Tehama Stakeholder Group Interests & Purpose of Engagement\)](#).

Relevant DWR Information

SGMA Section 10720.3. ...any federally recognized Indian Tribe, appreciating the shared interest in assuring the sustainability of groundwater resources, may voluntarily agree to participate in the preparation or administration of a groundwater sustainability plan or groundwater management plan under this part through a joint powers authority or other agreement with local agencies in the basin. A participating Tribe shall be eligible to participate fully in planning, financing, and management under this part, including eligibility for grants and technical assistance, if any exercise of regulatory authority, enforcement, or imposition and collection of fees is pursuant to the Tribe's independent authority and not pursuant to authority granted to a groundwater sustainability agency under this part.

**Guidance Document for Sustainable Management of Groundwater:
Engagement with Tribal Governments** [\[Link\]](#)

Discussion Questions Relating to Tribal Governments Engagement with GSAs [\[Link\]](#)

Must a local agency exclude federal and tribal lands from its service area when forming a GSA?

No, federal lands and tribal lands need not be excluded from a local agency's GSA area if a local agency has jurisdiction in those areas; however, those areas are not subject to SGMA. But, a local agency in its GSA formation notice shall explain how it will consider the interests of the federal government and California Native American tribes when forming a GSA and developing a GSP. DWR strongly recommends that local agencies communicate with federal and tribal representatives prior to deciding to become a GSA. As stated in Water Code §10720.3, the federal government or any federally recognized Indian tribe, appreciating the shared interest in assuring the sustainability of groundwater resources, may voluntarily agree to participate in the preparation or administration of a GSP or groundwater management plan through a JPA or other agreement with local agencies in the basin. Water Code References: §10720.3, §10723.2, §10723.8

Tribal Outreach Resources

The following are links to agency tribal outreach resources and considerations, each of which captures important principles and resources for tribal outreach. A short summary of key outreach principles can be found below.

- ♦ [CalEPA Tribal Consultation Policy Memo \(August 2015\)](#)
- ♦ [DWR Tribal Engagement Policy \(May 2016\)](#)
- ♦ [CA Natural Resources Agency Tribal Consultation Policy \(November 2012\)](#)
- ♦ [SWRCB Proposed Tribal Beneficial Uses](#)
- ♦ [CA Court Tribal Outreach and Engagement Strategies](#)
- ♦ [Traditional Ecological Knowledge resources](#)
- ♦ [Water Education Foundation Tribal Water Issues](#)

Key Outreach Principles

- ♦ Engage early and often
- ♦ Consider tribal beneficial uses in decision-making (identified by region [here](#)); identify and seek to protect tribal cultural resources
- ♦ Share relevant documentation with tribal officials
- ♦ Conduct meetings at times convenient for tribal participation with ample notifications
- ♦ Request relevant process input/data/information from tribes
- ♦ Empower tribes to act as tribal cultural resources caretakers
- ♦ Designate a tribal liaison(s) where appropriate
- ♦ Share resources for tribal involvement as is feasible
- ♦ Develop MOUs where relevant
- ♦ Be mindful of the traditions and cultural norms of tribes in your area

Key Outreach Partners/Liaisons

The following are potential partners for Tehama County tribal SGMA outreach:

- ♦ [SGMA Tribal Advisory Group \(TAG\)](#): “The Tribal Advisory Group (TAG) includes tribal leadership, subject matter experts, and technical and non-technical members of local, academic, and tribal governments that are actively engaged in local groundwater management and will be key in local implementation of SGMA. TAG members will be responsible for distribution of information and resources to their respective tribes and organizations.”
- ♦ [California Indian Water Commission, Inc.](#)
- ♦ [DWR Office of Tribal Advisor](#)
- ♦ [DWR Northern Regional Office Contact](#)
- ♦ [Central Valley Regional Board Tribal Coordinator](#)

Appendix D | Underrepresented and Disadvantaged Communities Engagement in Tehama County – Guidance Document

Important consideration should be given with regard to encouraging community participation in disadvantaged communities (DACs) / severely disadvantaged communities (SDACs) and ensuring accessible and transparent meetings especially in those communities with limited access to digital resources.

Similarly, the GSA recognizes the need for targeted outreach to other underrepresented communities (regardless of economic status) who may be impacted by SGMA implementation but who have not been substantially involved to date. These have included groups such as non-English speakers, small agricultural operations, and domestic well owners.

Disadvantaged Communities (DACs) in Tehama County Subbasins

DAC and SDAC communities were identified based on data from DWR DAC Mapping tool, 2018 Census tract (categorized as “economically distressed areas” Census blockgroup) for the Bowman, Red Bluff, Antelope, Los Molinos, and Corning Subbasins. -- *Refer to the Plan Area chapters of the subbasins’ GSPs.*

Outreach Steps

Phase I

1. Use [DWR Disadvantaged Communities Mapping Tool](#) or other geographic information system technology to help identify disadvantaged, severely disadvantaged and economically distressed communities within the Cosumnes subbasin.
2. GSAs share insights on engaging with members of these communities from past projects or efforts. Also consider the key outreach principles identified below.
3. Review catalog of existing outreach materials. Modify as necessary to fit the needs of each community. This may include translating select materials into one or more languages. Develop additional materials if advantageous.
4. Identify potential points of contacts / outreach partners for DAC engagement. See preliminary list of partners below. Conduct an initial, informal communication with organizational points of contact to clarify interest in engaging DAC communities on SGMA; request advice about appropriate avenues for outreach; and identify next steps.

Phase II

1. Periodically conduct additional stakeholder identification and assessments. Invite newly identified contacts to subscribe to the Interested Parties email list and attend meetings.
2. Modify outreach materials (such as informational fact sheets) to better suit the needs of the targeted communities.
3. [Resources permitting] Develop and implement bilingual outreach and engagement, including translated materials and/or live translation. For example, Tehama County has a large Spanish speaking population, and smaller communities of Punjabi and Hmong speakers. During the 2024 stakeholder interviews, Spanish-speaking interviewees suggested not using print, but rather social media, TV, radio, and internet radio to reach Spanish speakers.

4. Engage in regular communications with community-based organizations and potential outreach partners seen as trusted messengers within the targeted communities to share timely updates related to SGMA implementation and actively seek their feedback on and engagement with related efforts.
5. Hold regular public meetings, workshops, and meetings related to GSP implementation efforts, and publicize meetings adequately and with sufficient advanced notification.
6. Offer options for communication and information sharing beyond electronic communications. This may include in-person meetings and workshops hosted within the targeted communities to provide stakeholders opportunities to meet and discuss with the GSA, phone calls or meetings with actively engaged individuals, and similar.
7. Continue to maintain the Tehama County District website as an online database and document repository to increase access to information.

Refer to [Table 1 \(Summary of Engagement Opportunities, Milestones, and Progress to Date\)](#) and [Table 2 \(Tehama Stakeholder Group Interests & Purpose of Engagement\)](#).

Relevant DWR Information

Guidance on Engaging and Communicating with Underrepresented Groundwater Users

[\[Link\]](#)

DWR recognizes that there are groups or communities of groundwater users that have been historically and frequently left out from decision-making with regard to sustainable groundwater management. These groups include, but are not limited to: disadvantaged communities, private domestic well owners, small growers and farmers, Tribes, and communities on small water systems. All beneficial uses and users of groundwater must be part of the effort to achieve sustainability, and engagement should occur with all entities that could be affected by the implementation of a GSP.

California Water Code 10723.2 The groundwater sustainability agency shall consider the interests of all beneficial uses and users of groundwater, as well as those responsible for implementing groundwater sustainability plans.

23 Cal. Code Regs. §354.10 Notice and Communication. Each Plan shall include a summary of information relating to notification and communication by the Agency with other agencies and interested parties including the following: (a) a description of the beneficial uses and users of groundwater in the basin, including the land uses and property interests potentially affected by the use of groundwater in the basin, the types of parties representing those interests, and the nature of consultation with those parties.

Outreach Resources

Tools for identifying DAC communities include:

- ♦ [DWR Disadvantaged Community Mapping Tool](#)
- ♦ [DWR Economically Distressed Areas Mapping Tool](#)
- ♦ [State Water Board Human Right to Water Portal](#)
- ♦ [CalEnviroScreen](#)
- ♦ [US Census Bureau Data Portal](#)

DAC Communications Best Practices and similar reference publications:

- ♦ [DWR Guidance on Engaging and Communicating with Underrepresented Groundwater Users](#)
- ♦ [Local Government Commission Best Practices for Virtual Engagement Guide](#)
- ♦ [Self Help Enterprises webpage](#) on SGMA engagement for DACs
- ♦ [Self Help Enterprises Technical Assistance Program](#)
- ♦ Clean Water Action's [Collaborating for Success: Stakeholder Engagement for SGMA Implementation](#)
- ♦ Water Education Foundation's [Solving Water Challenges in DACs: A Handbook to Understanding the Issues in California and Best Practices for Engagement](#)

Key Outreach and Engagement Principles⁹

- ♦ Decisions that impact DACs must be done with their guidance and input, and agencies should ensure that community residents are able to give meaningful input into the process.
- ♦ Partner with local community-based organizations as trusted messengers.
- ♦ Target outreach materials and approach appropriately by tailoring communications to the community's needs. Be mindful of language and cultural differences.
- ♦ Be aware of communities' level of access to computers, internet, and phone connections.
- ♦ Engage early and often. Reach out to community-based organizations and other stakeholders who may be in direct communication with residents early to help make sure that residents are informed and notified through multiple channels about options for public meetings.
- ♦ Understand who the target audience is (e.g., with whom you will be meeting) to understand where and when to meet (such as during the day vs. evening meetings)
- ♦ Conduct meetings at times convenient for public participation with ample notifications.
- ♦ When possible, travel to the target community to meet them in their locale.
- ♦ One-on-one meetings with individual communities and stakeholders may be more appropriate than trying to meet with several entities in one location.
- ♦ For virtual meetings, provide multiple options for teleconferencing, with two-way communication options that allows either computer-users or phone-users to engage. Consider using separate teleconference lines or audio channels to meet language access needs.
- ♦ Several meetings may be required to engage new communities and involve them in the SGMA process.
- ♦ Provide in-meeting translation and translated materials to the maximum extent possible.
- ♦ Though there may be commonalities across regions, each community/DAC/tribe/water system/stakeholder has unique and individualized water-related concerns.

Key Outreach Partners/ Liaisons

The following lists potential partners for outreach to DACs:

- ♦ [Rural Community Assistance Corporation](#)
- ♦ [Self Help Enterprises](#)
- ♦ [Leadership Council for Justice and Accountability](#)
- ♦ [Clean Water Action](#)

⁹ Principles extracted and summarized from best practices and other outreach sources noted in "Outreach Resources" section above.

Appendix E | Media Contact List

[NOTE this is a work in progress]

Organization	Name	Email	Phone
The Sacramento Valley Mirror	Tim Crews	vmtim@pulsaroco.com	
	Doug Ross	yfiles@gmail.com	
	general	valleymirror@pulsaro.com	
Appeal Democrat (for Corning Observer)	News Room	adnewsroom@appealdemocrat.com (for paid notices) news@appealdemocrat.com (for general inquiries)	530-749-6552
	Julie Johnson	jjohnson@tcnpress.com (for general information/meeting notices)	
Action News Now		news@actionnewsnow.com	530-343-1212
Red Bluff Daily News	George Johnston	gjohnston@redbluffdailynews.com	
	Chip Thompson	cthompson@redgluffdailynews.com	530-527-2151
KRCR	News Room	news@krcrtv.com	530-243-7777
Multiple Spanish-speaking media	Armando Jimenez	ajimenez@bustosmedia.com	
97.3 morning show and local NPR: KCHO 91.7 Chico/KFPR 88.9 Redding			(530) 223-1400

Appendix F | Potential Venues List

The COVID-19 pandemic frequently caused the District and Groundwater Commission to meet virtually during development of the GSPs. As in-person meeting options became available, there was general interest to explore supporting virtual participation options during certain meetings such as public workshops. The following table summarizes potential venues in Tehama County subbasins for various meetings / workshops and identify key logistical amenities, particularly audio-visual capabilities that support virtual and in-person participation.

Subbasin	Name	Address	Capacity	Contact	Amenities	Notes
Red Bluff	County Board Chambers	727 Oak Street, Red Bluff		Denise Ranberg 530-527-4655	Projector & Screen, wired mics, wi-fi, teleconference; chamber is fixed seating; adjacent room is unfixed seating	GW Commission meeting location
Red Bluff	Red Bluff Community Senior Center	1500 South Jackson Street, Red Bluff	Varies, up to 120	Karen Shaffer Phone: 530-527-8181 kshaffer@cityofredbluff.org	Projector (additional fee)/Screen, microphone, wifi	
Red Bluff	County Dept. of Education	1135 Lincoln State., Red Bluff	Varies, 30-80	Melanie Lee mlee@tehamaschools.org	Projector and screen, mics, wi-fi, seating is not fixed	
Bowman	TBD					
Los Molinos	TBD					
Antelope	TBD					
Corning	Rolling Hills Casino	2655 Everett Freeman Way, Corning, California 96021	Varies	Karen Hiton eventsales@rollinghillscasino.com	Projector and screen, mics, wi-fi, Indoor and outdoor space, unfixed seating, room partitioning options	

Appendix G | Potential GSA Outreach Tasks

[NOTE this list should be updated periodically]

This appendix is intended to help identify and map out specific issues and strategies that the District, advisory groups, and/or partners may consider during implementation of the GSPs. This does not commit any entity to specific tasks nor preclude them from pursuing other strategies aligned with the subbasin GSPs, related governance documents, and the Communication & Engagement Plan.

Methods

The following are methods that have emerged as highly effective and/or strongly recommended by District Board members, Groundwater Commissioners, District staff, consultants, and/or other subject-matter experts, partners, stakeholders, and the public. As mentioned above, the list does not commit any entity to specific tasks nor preclude them from pursuing other strategies.

- Outreach/project partners and collaborative forums (mailing list networks, newsletters, events, etc.)
- Briefings upon request (communities, organizations, etc.)
- One-on-one communication with GSA representatives and staff
- District Board and Groundwater Commission meetings
- Recorded presentations (e.g., public webinars)
- District website
- Print-friendly handouts (factsheets, event flyers, etc.)
- Quarterly eNewsletter (including print-friendly format)
- QR codes to easily access online resources
- Established popular physical locations to access materials (e.g., District office, library, etc.)
- Popular social media platforms / accounts (Facebook, X, Snapchat, Instagram)
- Briefings with regulators and land managers (can inform funding and collaborative project opportunities)

Additional methods to consider during implementation of the GSPs

The following methods were not as widely used or perceived as substantially effective during development of the GSPs development, but these may be viewed as more feasible or effective going forward during implementation of the GSPs. Factors to that may influence selecting particular methods include: topic is of high interest to stakeholders / public, key milestones during SGMA implementation, available capacity and funding, etc.)

- Individual calls, texts, mailings
- Surveys
- News articles / op-eds
- Radio (e.g., 97.3, 91.7, and 88.9) / TV PSAs
- Short interviews (can be pre-recorded) on a series of topics (can be used for radio, internet, etc.)
- Kiosks, marquis, sign postings on community bulletin boards
- Attendance and established/well-attended events (e.g.,
- Expanding outreach partners (e.g., schools, faith-based groups, etc.)

Issues

The following are topics that have emerged as prominent issues of interest based on discussions among the District Board members, Groundwater Commissioners, District staff, consultants and other experts, partners, stakeholders, the public, etc. As mentioned above, the list does not commit any entity to specific tasks nor preclude them from pursuing other topics or strategies. Note that not all items listed below are within the groundwater management authorities granted under SGMA; however, are still of interest to those who use groundwater and/or are interested in successful long-term management of groundwater in Tehama County's subbasins.

- Funding options and fees
- Areas with particular groundwater concerns
- Major data gaps (e.g., interconnected surface waters and groundwater dependent ecosystems) -
- Refer to GSPs for more details
- Regional / watershed planning (e.g., inter-basin coordination)
- Well permitting process
- Coordination with land-use planning and development entities
- Groundwater vs. surface water use
- Impacts to shallow wells
- Socioeconomic impacts
- Affordable and reliable drinking water
- Public input opportunities (confirming interests are being conveyed and considered during SGMA implementation)
- Underrepresented and hard-to-reach communities (DACs, Tribes, etc.), particularly those with limited access to reliable internet or limited familiarity/comfort with virtual participation options.
- Expanding monitoring network
- Future conditions (e.g., drought trends)
- Project feasibility

Appendix H | Presentation of Interview Findings and C&E Recommendations

The following are slides from the CBI facilitation team's presentation at the June 26, 2024 Groundwater Commission meeting. The slides have been updated to incorporate feedback received at the Groundwater Commission meeting.




2023 Interview Findings

November – December 2023

Tehama County Subbasins | Red Bluff, Antelope, and Los Molinos

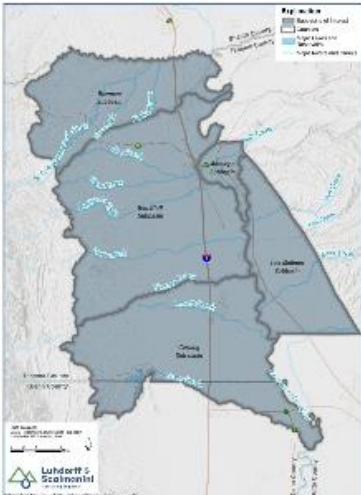
(6/30/24 NOTE: updated to incorporate Commission and public feedback for the C&E Plan update)

Presentation by:
Stephanie Horii
Senior Associate Facilitator
SHorii@cbi.org



Presentation to Groundwater Commission 06/26/2024

Purpose & Objective



- Build off previous work
- Outline top issues of interest and better understand range of perspectives around them
- Recommend potential options for improving coordination, communication, outreach, and engagement
- Update the 2022 Communication & Engagement Plan (C&E Plan) for GSPs Implementation phase

Approach | Interviewees



5 Tehama County FCWCD Board of Directors (in person)

9 of 11 Groundwater Commissioners (in person)

8 stakeholders (via phone or Zoom)

Ranchers, private pumpers, small ag operations, ag-residential, economic development, disadvantaged communities, and Spanish-speaking communities

Note: CBI did not interview certain groups/organizations that were previously interviewed during GSPs development or were being interviewed by Stantec

Interested Parties identified in SGMA

- Agricultural uses of water
- Domestic well owners
- Municipal well operators
- Public water systems
- Land use planning agencies
- Environmental uses of groundwater
- Surface water users
- Federal government
- Tribes
- Disadvantaged communities

Approach | Questions



- The public's perception of groundwater issues and their main concerns
- Major challenges for the GSA in the next 3-5 years and how to approach them
- Opinion on effective/ineffective methods for communications and outreach, particularly to connect with underrepresented and hard-to-reach communities
- Ideas for improving stakeholder communications, outreach, and engagement
- Suggested partners for public outreach and how
- Checking in on recent events (e.g., GSP determinations, Well Registration Program, Prop 68 grant, and PMAs)

Findings | Agreement & Differences

Agreement

- Importance of sustainable groundwater management
- Support for enhancing water supply (especially via recharge)
- Acknowledge demand management and dry-well mitigation are necessary
- Concerns about groundwater conditions
- Interest in monitoring and data gathering
- Emphasis on community engagement and improving GSA collaboration

Difference

- Magnitude of overdraft
- Interpretation of available science
- Perception of agriculture bias
- Which PMAs should take priority and how to implement them (including funding framework)

^ However, these weren't viewed as unsurmountable issues

Findings | Top Issues of Interest



- **Groundwater Conditions:** varying understanding and interpretations
- **Projects, Management Actions, and Monitoring/Data Gathering:**
 - Recharge: strong interest across the board (but may not be enough to reach sustainability)
 - Dry Well Mitigation (high public interest)
 - Demand Management
- **GSPs Determination:** Challenging, but not unsurmountable
- **Funding:** Varying opinions on what's fair, management actions w/ financial implications (high public interest)
- **Communication, Coordination, Outreach, Engagement:** Some things working well or recently getting better, several areas for improvement

Outreach & Engagement | Challenges & Opportunities



Challenges

- Communication complexity
- Coordination hurdles
- Outreach to underrepresented groups
- Public trust and engagement
- Feeling undervalued

Opportunities

- Strategic coordination mechanisms
- Community engagement initiatives
- Tailored communication strategies
- Transparency and accountability
- Human element

Outreach & Engagement | What's Working



- Aligned perception that managing groundwater for long-term sustainability important and should be kept at the local level (avoid state intervention!)
- Bringing in experts and lived experience
 - Ensure representing or speaking with Board/GWC
 - Board/GWC/staff attending other meetings
 - DWR Regional staff attending GSA and public meetings
 - Consultant team (led by LSCE) and \$15 Million grant to support GSPs implementation
- Creating more time/opportunities for public comment (e.g., no strict time limit)
- Fellow engaged members in the community (sharing information, messaging)
- When Board/GWC demonstrate they are listening to public and stakeholders' concerns
- Diversifying portfolio of methods and messaging for different audiences

O&E | Notable Audiences



- Agricultural communities
 - Small agriculture operations, rangelands
- Retirees and senior citizens
 - Involved, varying levels of technological comfort
- Speaking languages other than English
 - Primarily Spanish; Others
- Disadvantaged communities or hard-to-reach
 - Fixed income, rural, working hours
- Technology and computer literacy
 - Growing body relying on online/virtual methods
 - Still need conventional methods (printed materials; in-person meetings)

O&E | Specific Forums Suggested

What - Media	Where - Venues	Who - Partners
Presentations by Commissioners Social Media posts Brochures Inserts in water bills Maps showing individual properties and level of risk 2 min videos recorded on a smart phone Social media postings Facebook Snapchat Nextdoor Individual phone calls	Community group meetings High School science classes Regular townhall meetings Red Bluff Daily News Westside Groundwater Facebook Page DWR Mailing Lists Glenn County and Tehama County mailing lists School fairs Safety fairs Manton Apple Festival 411 Antelope Blvd Drinking & Clean Water Project	Kiwanis Rotary Club Cattlemen's & Cattlewomen's Associations Farm Bureau Aquaforma United Way Tehama Together Fire Safe Councils Tribes Latino Outreach of Tehama County School Districts County Environmental Health and Safety Police Department Utility companies Andersen Sikh Center Farm Service Agency Latino Outreach Tehama County Rural Community Assistance Corporation
*Not intended to be a comprehensive list		

Recommendations | Coordination Mechanisms



- Clear communication protocols and procedures
 - Outlining roles, responsibilities, and reporting structures
 - Between Board and Commission
 - Staff and consultants support with ongoing capacity in mind
 - Document protocols and procedures
- Periodic joint meetings on key initiatives and ensure alignment
 - Board and Commission
 - Tehama Board and Corning Sub-basin GSA
 - Cross-functional planning meetings

Recommendations | Community Engagement Initiatives



- 3-to-6-month O&E campaigns
 - Per targeted audience and/or topic, as needed
- Customized messaging from targeted audience's perspective
- Aligned messaging
 - e.g., SGMA implemented by local individuals, your neighbors
- Multilingual communication strategy
- Board and Commission attend their local respective community workshops
- Create consistent time for 1-on-1 learning and connections



Recommendations | Tailored Communication Strategies



- Non-English-speaking audiences
 - Key partner Latino Outreach Tehama County
 - QR codes, social media, TV, radio, internet radio
 - Posting locations and popular events
 - Utilizing schools (bilingual children) helpful only up to a point
- Tailored meetings/focus groups for diverse audiences
 - Remote communities, small-ag operations
 - Evenings, weekends
 - Their topics of interests (e.g., water conservation, recharge methods)
 - Elicit help from partners / local community members
- Tribal engagement

Recommendations | Transparency & Accountability

- Hybrid meetings and outreach
 - Remote attendees can view presentations
- More accessible information
 - Website(s) navigation and content
 - Terminology and messaging
 - Graphics and other visuals
- Timely information
 - Up-to-date (near-real time) data
 - Meetings information
 - Public meeting advanced notices
- Feedback mechanisms with clear processes
 - Submitted comments go where and seen by whom?
 - Document / reporting process on meeting discussions



Recommendations | Human Element



- Recognition and appreciation
 - At meetings, newsletters, interviews, online posts, etc.
- Inclusive decision-making
 - Consistent opportunities to elicit feedback from diverse perspectives
- Learning and collaborative capacity-building
 - Workshops or 1-on-1
- Celebrating successes and milestones
 - Spotlight projects, interviews, etc.
- Regular communication and feedback
 - *(refer to previous slides)*

Next Steps

Updating the Communication
& Engagement Plan

Specific O&E planning

(Prop 68 grant, DWR Facilitation Support
Services program)

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Discussion



- Anything surprising or unclear?
- Which solutions do you want to explore first?

Example

- Low-hanging fruit
- Needed near term
- Worthwhile long term



Discussion – Commission and Public Feedback



Commission

- Ad Hoc meetings also open to the public
 - several different options to support transparency with the public while also maintain candid and productive dialogue
 - Demand management ad hoc/working group: public listen-mode only. Not subject to Brown Act (maintain flexibility to meet as needed, can notice at meetings website, etc.)
- Adequate notice for meetings
 - Depends on the target audience and who's impacted
 - Some communities more engaged than others
 - Asking remote attendees to identify their interests can help identify who's engaged and who's not
- Stakeholder interests/groups to focus on: dry wells, small ag/farms, ranchers, municipalities

DWR NRO

- SGMP offering multilingual verbal (online) translation and written translation support