

Shifting Toward Community-Led Innovation in Local Government

Philadelphia, New York City, and Montgomery County

December 8, 2021

Why are we here today?

This session is a panel discussion from three Civic Service Design Studios about what community-centered design looks like in local government. We'll talk about why it's important to collaborate with communities, the conditions that are required to practice community-centered design, and what it looks like in action.

Who are we?

PHL Service Design Studio

We're a team of design researchers and service designers within the Office of the Chief Administrative Officer.

We collaborate with residents, frontline staff, and policy makers to design accessible, equitable, and trauma-informed services.

NYC Service Design Studio

We are a team of designers inside the NYC Mayor's Office for Economic Opportunity.

Our goal is to make public services as effective and accessible for all New Yorkers. We collaborate with City employees to build more resilient, accessible, dignified and responsive services with the people who use and deliver public services.

MCG Civic Design Team

We are a branch of the Innovation Team that sits in the County Executive's Office in the Montgomery County Government.

We serve as a resource and advocate for people and pursue creating a more liberating, just, and human government.

Where are we coming from?

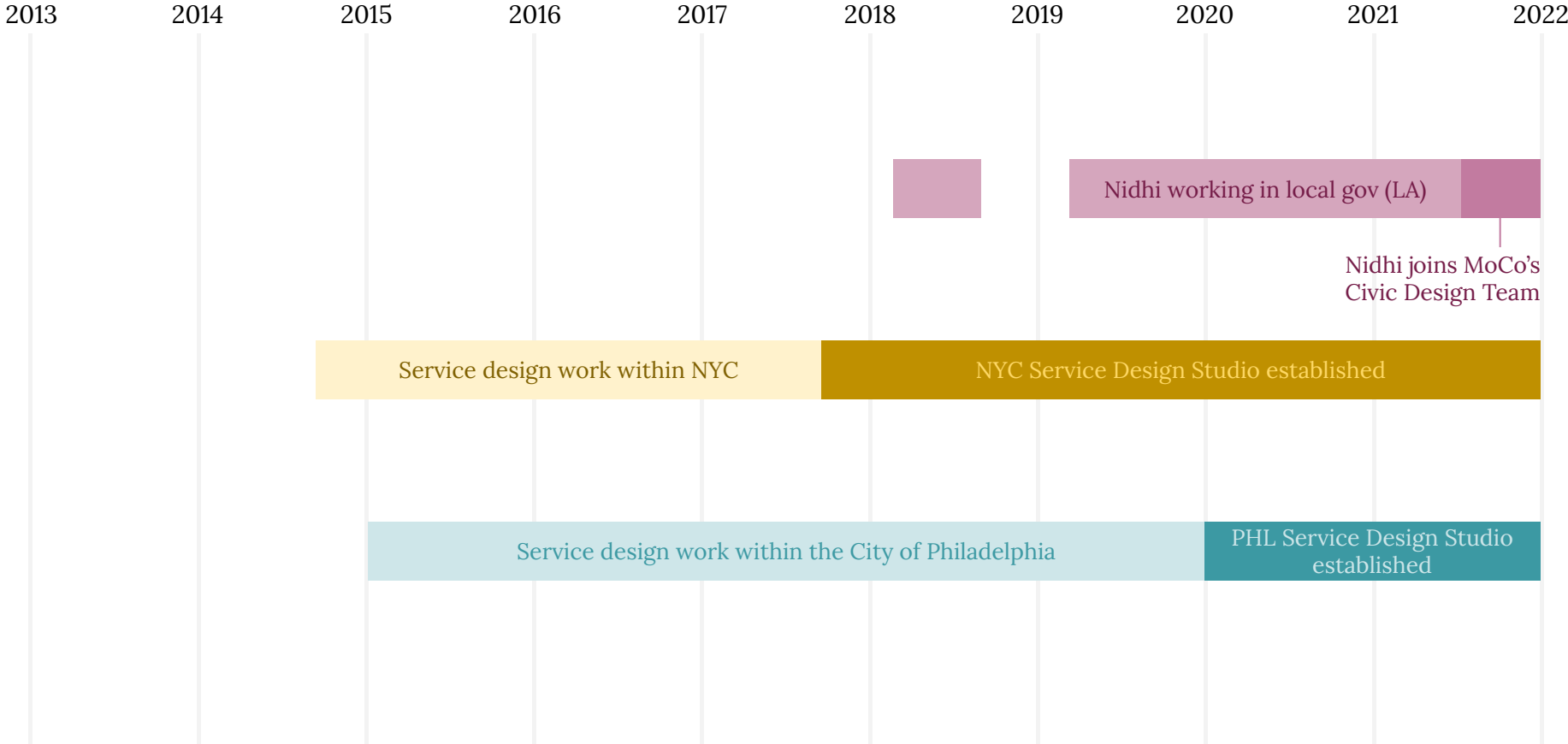
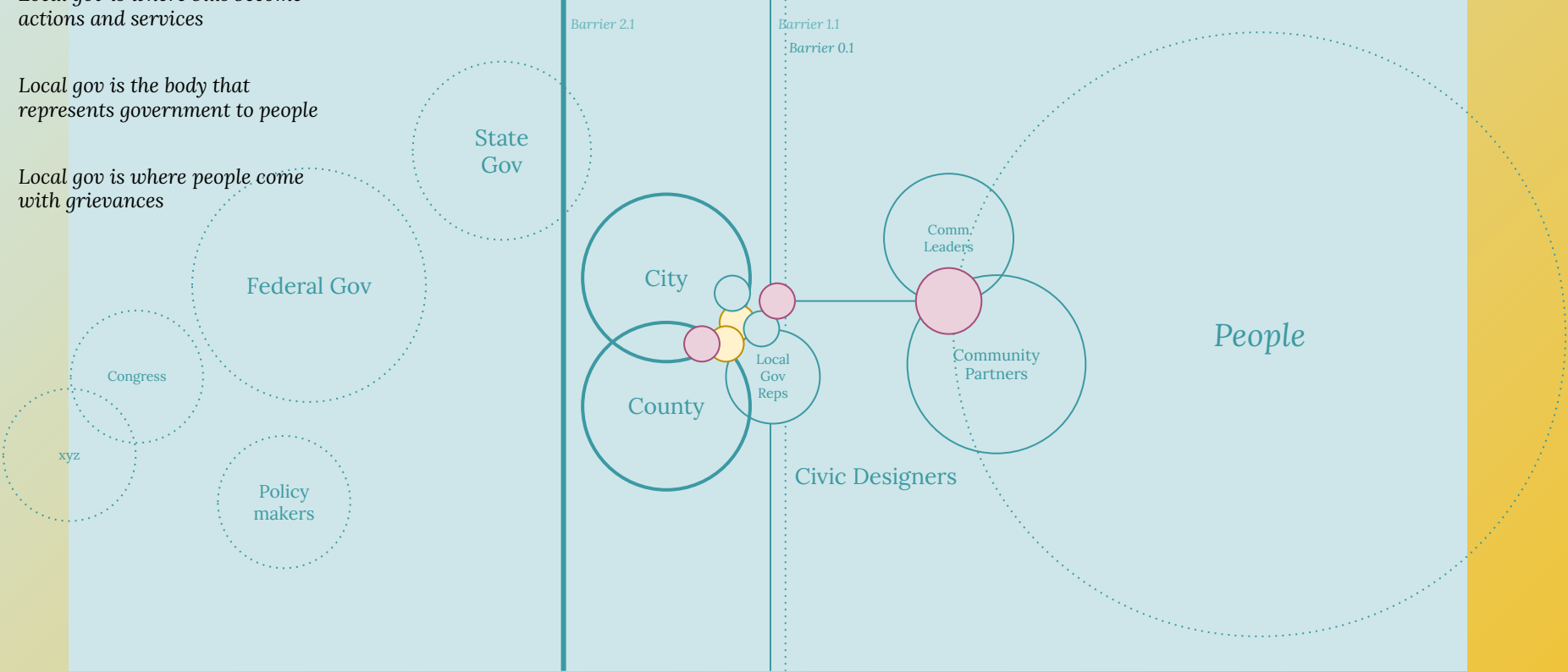


Fig 1.1 Local government is not a monolith

Local gov is where bills become actions and services

Local gov is the body that represents government to people

Local gov is where people come with grievances



Fireside chat

01.

What do we mean by community-centered design?

02.

What conditions are needed to do this work?

03.

How have we practiced community-centered design on our projects?

Stay in touch!

PHL Service Design Studio

 @DesignStudioPHL

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project newsletter:**

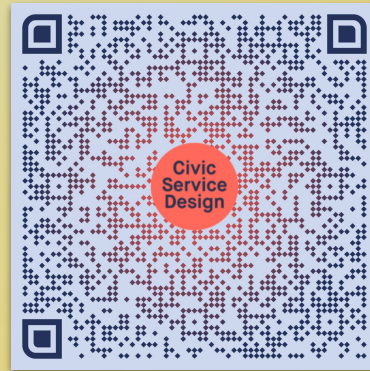


NYC Service Design Studio

@nycopportunity

●● Medium  

Takeaway One-Pager:
bit.ly/sds-panel



Innovation@MCG

DesignXPeople Open House
Jan '22

●● Medium @innovation_mcg

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