Community Manager Manual

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A. Welcome

Welcome to your new role as a Community Manager (CM) for a PACEs Initiative for PACEs Connection! Your work is vital for the successful launch and growth of your initiative and community. CMs perform activities that keep the community engaged and current and help community members share resources, successes, and connect with each other around educating the community about PACEs science.

Thank you for your work creating a trauma-informed community!

B. Community Support Contact Information

When you need any assistance, you can reach out to our Community Support team: **communitysupport@pacesconnection.com**

Types of emails you might send to Community Support:
- Clone requests
- Community change requests/tech support
- General questions about your community pages
- Request for connection to another member or community to collaborate
- Question about a needed resource or if a resource exists
- Banner/logo updates

C. Starting Your Community

1. Start Your PACEs Initiative
   a. We provide 12 steps to success to start your initiative, including:
      i. How to start
      ii. How to be inclusive
      iii. How to set up a site on PACEsConnection.com
      iv. How to be collaborative
      v. How to set goals and measure them
      vi. How to build personal and community relationships
   b. Sample agendas for steering committee meeting, group meeting, action plan and strategic plan development
   c. Tools and guides on coalition building
   d. Strategic plan example from Solano County, CA

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e. [3 Reasons to Start a Community Site on ACEs Connection](#)
f. It's important to note that **no one organization owns or controls the community PACEs initiative;** it is collaborative and includes professionals AND individuals representing themselves or associations or advocacy groups, such as youth organizations or a refugee community.
g. [Organization letter of commitment example](#)
h. Check out what other communities are doing. List of PACEs Connection communities by geographic location and interest [here.](#)
i. Invite your initial members
     i. Less than 10 people? [Follow this how-to.](#)
     ii. More than 10 people? Email a list to Community Support!

D. Growing Your Community

1. [Grow Your PACEs Initiative](#)
   a. Educate
      i. [ACEs Science Presentations you can use](#)
      ii. [ACEs Surveys](#)
      iii. [Resilience Surveys](#)
   b. Engage
      i. [City strategic plan example from Solano, CA](#)
      ii. [PACEs Connection Diversity, Equity, and Inclusion Tool](#)
   c. Aggregate
      i. [Sample presentation tracker for Michigan](#)
   d. Activate
      i. Encourage initiative members to integrate PACEs science/trauma-informed into organizations
   e. Celebrate
      i. Host an event:
         1. [PACEs Connection Speakers & Trainers Bureau](#)
         2. [Host a film screening how-to guide](#)
      ii. Post blogs and events (see part E below)

E. Directory of Community Manager How-to's:

Only you as a CM can perform these administrative tasks, regular members cannot. These instructions can be found on our [PACEs Connection Community for Community Managers](#) - join the community for updates!

To access any settings of your Community, click the Gear Icon wheel to the left of your name when you are logged into your Community page.

- Editing the Homepage of Your PC Community
  - [Written Instructions](#)
  - [Youtube Video Instructions](#)
- Setting Up Your Welcome Message
  - [Written Instructions](#)
  - [Youtube Video Instructions](#)
- Updating Community Banner/Logo
  - At the top of your PC Community is a graphic banner. If your initiative does not have a banner, the PC Graphic Designer can create one for you, either with or without your logo. We do not offer logo making services at this time.

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- Cloning Blog Posts & Calendar Events
  - If you see a blog post on any other PACEs Connection Community, we can easily "share" it on your Community page! Send an email to Community Support with the subject line "Clone Request - Your Community Name" and make sure to include the link to the blog/event in the email. Cloning a post or event is easy for us as staff to do so, so don't hesitate to ask.
- Widgets
  - [Written Instructions](#)
  - [Youtube Video Instructions](#)
- Sending a Message to All/Some Community Members
  - [Written Instructions](#)
  - [Youtube Video Instructions](#)
- Community Visibility: Public/Private/Hidden
  - As a Community Manager, the visibility of your Community is at your discretion. Public communities are open to the world and everything is viewable by all. Private communities are only accessible by members of that community. Hidden communities are private and also never included in the Community Directory. To change the visibility, travel to the "Basics" page of your Community.
- Using the Survey Tool
  - [Written Instructions](#)

F. General Website How-tos
- Join & Access
  - [Join PACEs Connection](#)
  - [Join PACEs Connection Communities](#)
  - [Add the PACEs Connection Shortcut to your Mobile Device](#)
- Invite
  - [Invite Others to Join PACEs Connection](#)
- Update Profile
  - [Update Your Profile and Contact Info](#)
  - [Add or Change a Profile Picture](#)
- Posting
  - [Post a Blog](#)
  - [Post a Calendar Event](#)
  - [Post Videos to the Media Section](#)
  - [Post Documents, Photos, and Audio Files to the Media Section](#)
  - [Post a Question in the Ask the Community (Discussion)](#)

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- Email Notifications
    - [Customize Your Email Notifications for PACEs Connection Main Site](#)
    - [Customize Your Email Notifications for PACEs Connection Communities](#)
    - [Stop Receiving Daily Digest and/or Weekly Roundup Emails](#)
    - [Suspend All Email Notifications](#)

Have any other questions? They might be answered in our general [How To Directory](#). Still looking for an answer? Reach out at [communitymanager@pacesconnection.com](#)

G. Community Handouts & Resource Center

Looking for handouts for your community? Tabling for your initiative? PACEs Connection has created a [Handouts page](#) on our site with downloadable infographics and resources that we encourage you to use as you need. These handouts can be downloaded, distributed, and used freely. These include handouts like our **3 Realms of ACEs**, **Parenting to Prevent and Heal ACEs**, **Understanding ACEs** just to name a few.

We also offer an entire [Resource Center](#) with resources on a wide variety of topics, updated and added to weekly.

H. PACEs Connection's Cooperative of Communities

Our Cooperative of Communities is for PACEs initiatives that have progressed to the point where they're ready for more tools and services. It is a program of PACEs Connection that provides special tools and services for PACEs initiatives. It's affiliate-driven, which means that PACEs initiatives steer the course of the cooperative. Affiliates pay $5,000 a year to participate, an amount that is low enough so that the cost can be shared among organizations and individuals; organizations can take turns paying; initiatives can even crowd-source the funding; and it may not even require a line-item in a budget. They receive access to tools and services that cost them a fraction of what it would cost for them to develop those tools and services themselves. Learn more about the COOP [here](#) or contact Community Support.

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