Making Connections and Solving Challenges

1: Engaging Priority Population

- Questions - What is looks like, how, and why maintains?
    - Priority group – Youth
        - System has failed this group; populations that are of most need; how would we get there – by being present in the community allowing them to see you be consistent
    - Understanding norms + culture; adapt and adjust as required. Ensure it is time appropriate!
    - Listen, learn, educate, remove barriers. Know your resources.
    - Getting folks involves is grassroots approach; ground level engagement; root cause analysis with residents; Meet residents where they are at
    - Common language – make it plain! (i.e. speak the populations language)
        - Tools for communication – AI, phone, survey
        - Value everyone's opinion
    - Priority population = most impacted by system failures and disparate policies
        - Homeless, underhoused residents, communities of color with English language barriers, income challenge
    - Most impacted solutions to sustain; trusted community partners and ally; communicate effectively
    - Trust building exercises – ensure there is a community trusted ally
    - Cater to individual needs (ex: education on tech)
- Most impactful solutions
    - Common language (no acronyms)
    - Trusted community partner
    - Communicate effectively

2: Engaging Youth in Adult Spaces

- Removing barriers that prevent equal access to professional opportunities
- IRB's for youth
- Provide stipends
- You need to ask the youth, be intentional in centering their voices
- Learn their identity to match their reality
- Creating more opportunity that DON'T include Dr/RN
- Ask them what's needed to be successful
- Peer-to-peer mentoring
- Adult role modeling
- Level of ownership of youth to lead/co-facilitate
- Take time to explain why you're doing things – be a model of what you expect for youth
- Speaking their language

- Making the youth feel that their voices count
- Give them a purpose and goal
- Clear communication of expectations
- Modeling from adults, adults who have a negative attitude that children observe
- Peer-to-peer mentoring through the years – social interactions
- Set expectations
- Create a brave space
- Provide transportation
- Make sure they know they are subject matter experts and trusted
- Find funding to support the infrastructure to support youth
- What do you need/what do you want to gain
- What do you want to gain from your participation?
- How to find or engage the kids that aren't always asked to participant
- Expansive mentoring programs

3: Leading Local Evaluation

1. How do evaluators remain respectful of stakeholders' time in data collection?
    a. GHPC share interview guides with local evaluators / vice versa
    b. Conduct cyclical basis
    c. Repository of questions (res/eval) treasure
    d. Do interviews together
    e. Share interview data (required IRB approval)
2. Adapting databases for sustained use?
3. Succession planning in data planning
4. How do you share results to different audiences?
5. How do you meaningfully measure racial equity?
6. How to get people to participate:
    a. Incentives
    b. Help co-develop
7. How are you transitioning your tools to meet new capacities?
    a. Flexible data system
    b. Determine what is base level of data needed to track overtime

4: Local Policy Changes

- Questions:
    - How do I engage local policy makers and bring them to community?
    - Are locals engaged in our work? How can they present visible? Heavy from youth?
    - How do we ensure policy makers and community members know our story?

        - Need to groom future leaders to sit in these seats
        - Hold policy makers accountable
- Solutions:
    - Get people to tell their story
    - Celebrate wins (even small)
    - Meet people where they are at (incentivize)
    - Email – ask, push
    - Use contact within/allied partners and community anchors
    - Town halls
    - Celebrate
- Pandemic regulation changes are challenging – how to build on this?
- What do we so in this political moment? How to build an alternate system?
- Gaps between local policy systems and the next level. How to decide local policy change when empowerment for local contention disagreements
    - Local change vs world change vs state
- Backdoor conversations – what can we still do?
    - Relationship maintenance and communication policy

5: How to increase community engagement to drive State policy change?

Wilmington: 4 sessions – training the community

Conn: Connecting the dots…how this involves you making it real with real life examples

Getting beyond fear/intimidations

Supports may be available: civic association, lobbyists, lawyers

Need "buy-in" – if aren't enough people who concur, will be challenged to continue and make change

Editing "you voice matters"

Valuing the voices….$$$

Amplify existing CBO's work and trust they've built with the community

Assess and partner with faith community

6: How do we manage "burnout" with the responsibility of multiple hats?

Staff/volunteers

- Trauma debrief
- Exercise – even just going for a walk
- Allow for mental health days – encourage these

Self

- Create a list with the smallest task
- Creating "small" wave
- Self-care
- Venting sessions with someone who is not involved
- Letting yourself NOT be okay – feels your feels
- Exercise – just going for a walk
- Boundaries: prioritize
- Model health communication
- Recognize your limitations and accept it – give you best
- "Intramural spaces"
- Ask people "how can I help" vs feeling a sense of ownership of an issue/problem
- Get a therapist
- Creating non-negotiables
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Both

- Encourage to take time off
- Grounding
- Mental health days – staycation/vacation

7: Managing Meeting Conflict

What are the challenges in meeting conflict?

- Culture
- Trauma
- Power dynamics
- Miscommunication
- Personality
- Communication styles
- Age

How to bring the temperature down

- If insulting – bring it down
- If it's productive – let it go
- Establish community agreements
- Reestablish community norms
- Be willing to ask someone to exit

What are the suggested Best Practices?

- Strong facilitator
- Establishing community agreements
- Make a brave space
    - Agree to disagree
    - Be okay with not having closure
- Move forward

How to avoid meeting conflict?

- Point of conflict or walking into conflict
    - Level setting (rules of engagement, community agreements)
    - Understanding of table topics to temperaments
        - Meeting mitigation
        - Personality management
        - Temp checks
    - Intent vs Impact
- Redefining conflict
    - Just because it's different doesn't make it wrong
    - Normalizing healthy conflict
    - "Remove ego: make empathy"
- How do you manage relationships? When everyone needs to feel heard?
    - Voicing without punitive actions
    - Get comfortable with being uncomfortable
    - "We used to do it this way" mentality

"It's not all about you"

8: Maintaining Collaborative

- How do you ensure shared accountability and how will you maintain the work post grant period?
    - Focus is on sustainability which looks post-grant period; create buy-in by tailoring plan to collaborative goals; based on CHNA
    - Focuses on private sector to identify post-grant period support to begin long-term support now
    - Clear and concise communication to ensure shared understanding on verbiage; new project from CHNA; ensure initiative mirrors community needs
    - Empowering residents to be leaders in the space
    - Develop consistency and buy-in by developing program together
    - Maintain communication to ensure we all move in the same direction
    - Create surveys for community to be shares with partners

    - Important to have leaders that reflect the community we are serving
- How have you included partners, ensuring shared accountability and how will you maintain the work post grant period?
    - Weekly meetings for design team: funder, funding CBOs, lead CBOs, and local evaluator
    - Lift pre-existing work and check progress
    - Administrative support, comprehensive overhead support
    - Weekly or biweekly steering committee: should include foundation, lead CBO, TA, evaluator, and 2 hospital community organizers; Biweekly: should include hospital, lead CBO, and resident advisor; Biweekly steering committee with lead CBO, RHM lead, local evaluator
    - Use cap items as a guide but actively morph project to be active, diverse, equitable resident advisory; 200m stipend
    - Creating bylaws that clearly layout structure and expectations
    - Trainings + and positive peer pressure
    - Pre-existing collaborative of scho9ol based orgs; youth members; stipend
    - Asset mapping so that work outlives funding; large coalition of churches, CBOs, etc; TCI provided admin + overhand support; CAP has helped provide structure
    - Meet 5 times a year – will people show up? Yes.
- Burning Qs
    - Have you replaced anyone? Why?
    - Will initiative end post funding?

9: Navigating Political Climate

How are we navigating this insanity?

Solution: Not closing doors or avenues of communication within those disagree with – How..?

Solution: Longevity; keeping everyone at the table; proactive instead of reactive – How…?

How do you stay engaged without wanting to participate in the pollical system?

How do you engage with people who are not interested in fact or even debating / open dialogue?

10: Orienting New Members

- How do we recruit?
- How do we keep new member support?
- How to define members?
    - Determine the group needs, develop community sectors to help identify those stakeholders and organizers that will help support the vision of the group (action team, advocate, orgs)

- Define the group structure and roles so that new members will fully understand the expectations.
- Orientation –
    - videos detailing history, values, vision
    - 1 on 1 with core team and lead CBO
    - Shared language and understanding
    - Developing a sense of belonging; very important to include new members
    - Develop communication tools that work for all
- Team charter (Live-able)
    - Who are those involved and roles
    - Outline the goals/values of both the community and group
- Discuss Gaps
    - Helping new members feel connected
- Asset mapping