

Change Agent Network Forum Summary Evaluation

March 2016

Theme: Community Engagement

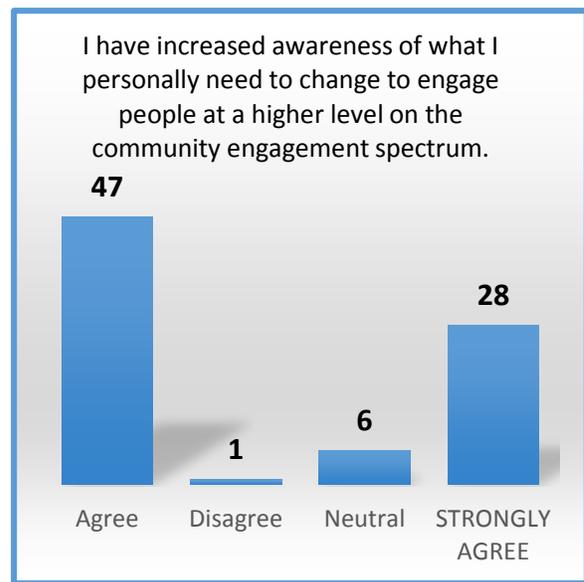
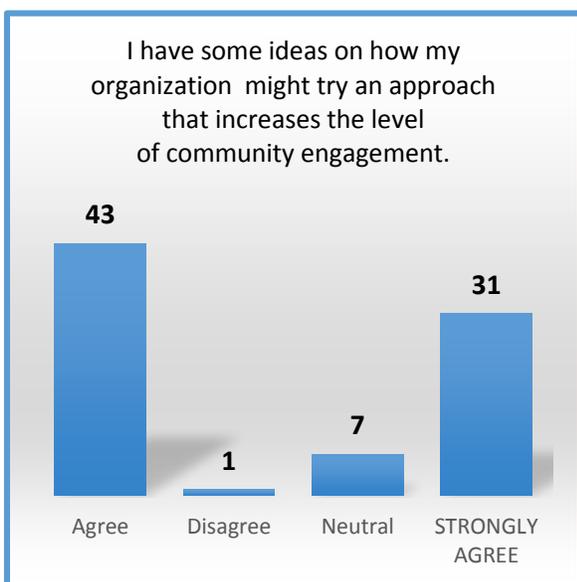
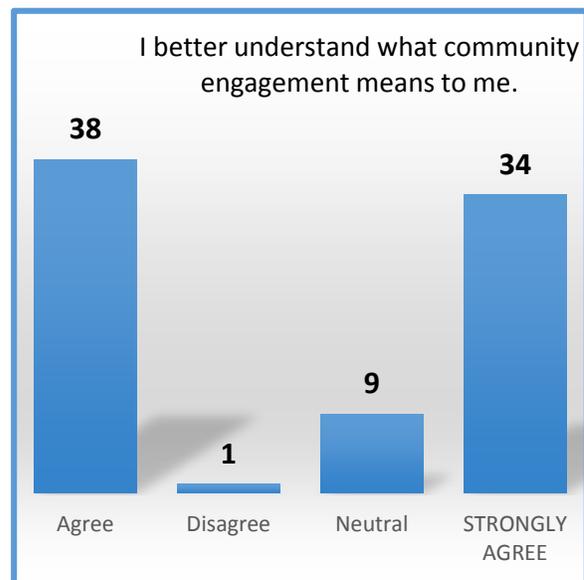
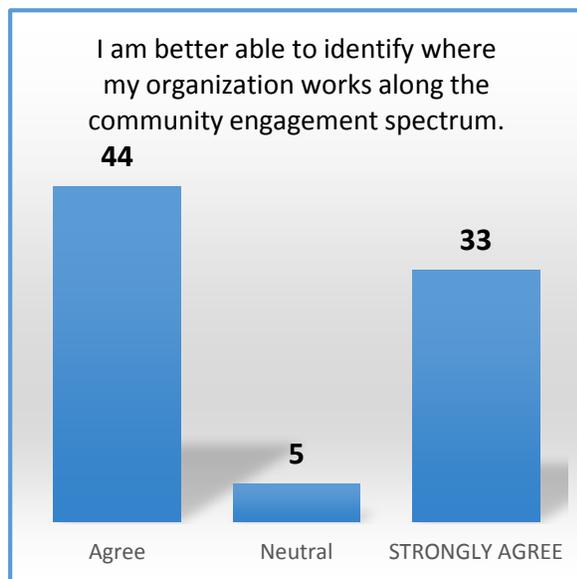
Framing Question: What does it take to engage the community?

Number of Participants: 115

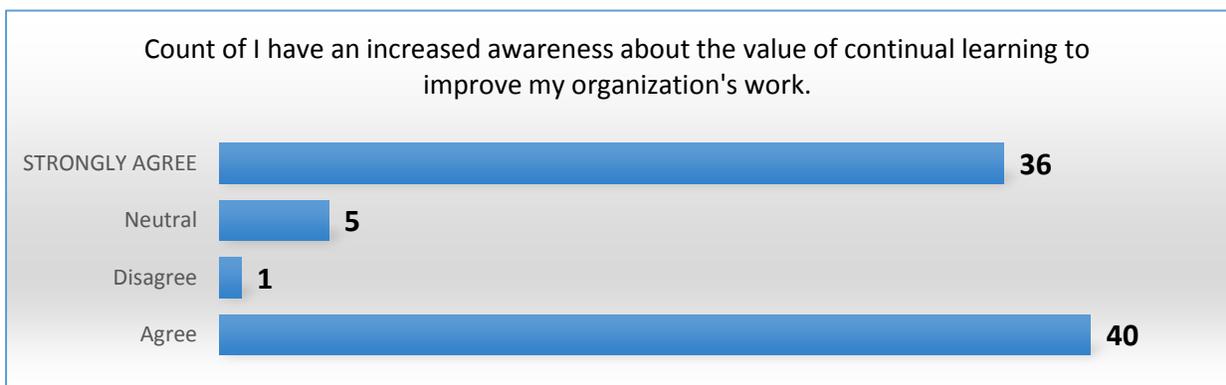
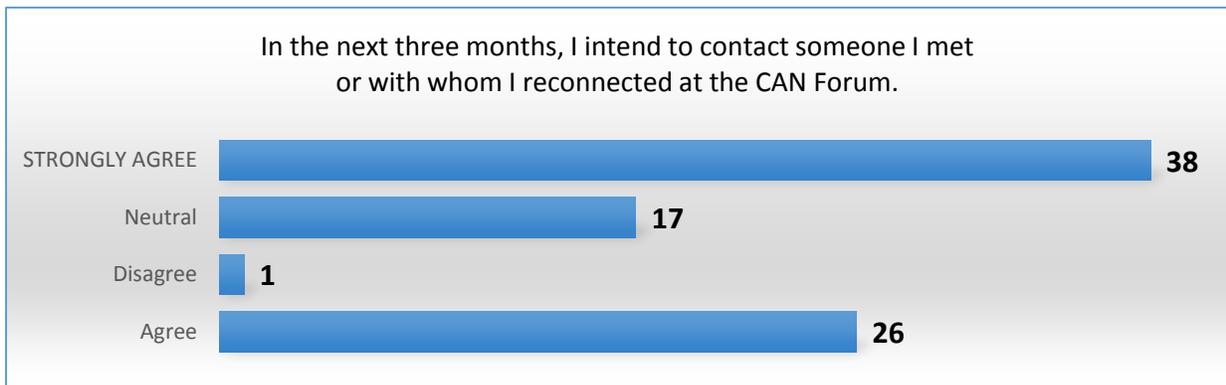
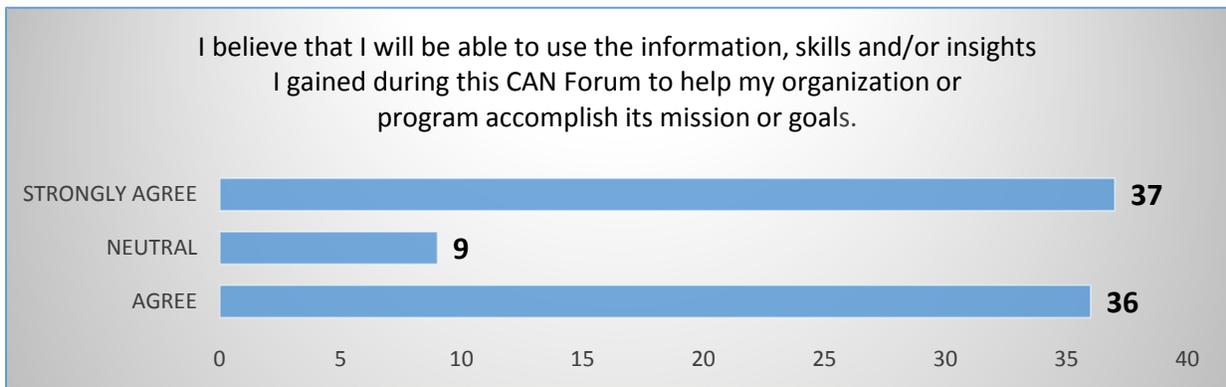
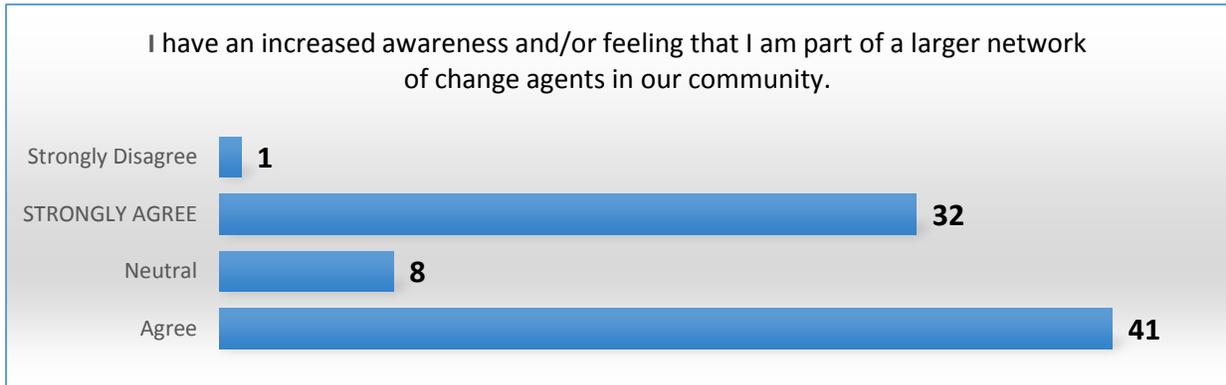
Presenters: Vitalyst Health Foundation Staff

Evaluation Response: 82 individuals responded to the overall survey

Desired Specific Results for the March CAN Forum



Desired Core Results for Every CAN Forum



What is your biggest "aha" or "take away" from this TAP Talk?

- The spectrum of community involvement
- Only doing the "Informing" part of the spectrum was very difficult.
- Seeing some of the different participants and their organizations. I was amazed at some of the groups at first, but then began to see how they play a role in the community engagement process.
- The importance of dialogue among providers beyond researching and sharing data.
- The fact that you provide facts, data and statistics on outcomes.
- Taking the time to look at the value of the community's perspective and members. Not addressing them as "just" and give them a sense of value.
- alternative formats to engagement process
- That no matter how personally committed I may be to furthering a community along the spectrum, politics, position, and culture may hinder us.
- The continuum of community engagement was a new framework for me, and really helpful.
- The community engagement continuum was a framework I hadn't seen before, so it was very valuable to be at this CAN Forum.
- How valuable my past experience working in the programs with clients is, especially compared to my "theory only" co-workers.
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- Spectrum of Community Engagement and six factors of community engagement.
- We lack the muscle to adapt as quickly. The system needs reflective practice to adjust our actions. Take the time to reflect, adjust and re-align. Price of admission is to bring a solution.
- The wide range of activities and types of community engagement.
- I need to hone my facilitation skills, since I tend to let the community representatives talk freely which, in this case resulted in a big nothing being accomplished.
- The main take away from me was the spectrum of community engagement and how it can be used in understanding where we are first, and then re-imagine ways to move forward along the spectrum.
- People's own experiences/perspectives make a huge impact on their perception of information and tasks.
- The spectrum tool was very insightful.
- My organization fits in several areas of the CE spectrum...it just depends on which area of the organization one is referring to.
- That we all operate on a spectrum, and we are all in this together.
- How the change in our company's direction is parallel to what was taught in the CAN forum. It makes me feel more at ease and empowered in my career choice and employer.
- The importance of building trust to the level required for the desired level of community engagement.
- That we must be aware of our assumptions even if we determine we need to make them in order to make forward progress in discussions.
- As a student, I learned how I may bring the concepts of what we learned to my job at the ASU Foundation
- Challenging norms and people's perception of 'what people need' is always refreshing, and I really enjoyed the honest look at and conversation around gentrification. Community development must always come from a place of vulnerability and honesty about correcting wrongs and taking responsibility.
- Being thoughtful and acting with intention about where I'm working along the spectrum...one size won't fit all.
- The importance of dialogue among providers beyond researching and sharing data.
- That a different opinion may be contrary to what I believed, yet have validity and needs to be considered when evaluating the entire picture. Although I had seen only positives, I learned how others could perceive the same scenario in a totally different way.
- The blind spots we all have when approaching community engagement.
- None
- I need to hone my facilitation skills, since I tend to let the community representatives talk freely which, in this case resulted in a big nothing being accomplished.
- Consultant don't know it all.

- I have always been a community process/input or diverse team player. But since entering this non-profit a year ago, I left some of that behind. This CAN Forum reminded me the importance of asking our supporters and engaging our rural and urban community including public officials
- Acknowledge where you are on the community engagement spectrum. Accept it as neither good nor bad.
- How valuable my program experience (working with clients) is compared to my "theory only" co-workers who may not be as familiar with community and client needs.
- I had no idea what the spectrum looked like really. I've don't so much work in the empowering category that I'd forgotten anything else existed.
- The ability to see things from the perspectives of the segments of the community. It's not important if what they feel is right or wrong but it's how they feel. Feelings are neither right nor wrong but things to be addressed if you desire to create the best outcome.
- My first thought was this program was not what I thought I had signed up for, however, my biggest aha was the introduction of "Critical Thinking Skills" development. Great course!!!
- How difficult it can be to think about engaging in a way different from how you do normally.
- My organization fits in several areas of the CE spectrum...it just depends on which area of the organization one is referring to.
- Six factors of community engagement
- The models presented for different ways to engage the community will help us plan specific action steps and ways to engage the community at a multitude of levels. It was helpful to see that what we thought was "community engagement," was just one piece of the puzzle, and there is more that we can do.
- great spectrum of types of community engagement (from inform to empower) activity was unclear and less impactful/effective than potential
- I was happy to realize we that we were already doing community engagement well, and that our ability to follow through has allowed us to build strong and trusty relationships with the communities we serve. Successful community engagement is not more community engagement! Love that.
- Importance of community engagement within a organization and how that is linked to sustainability
- My organization's and others' lack of information about grass roots community organizations, existing networks and stakeholders.
- My aha, is that working at the level you spoke about in this training could be very exciting and most importantly fruitful for our communities. I don't exactly work at this level, but I'm trying to ponder how I could fit some of these concepts into my work which primarily informing and expected to be informing.
- Working in public health I am often silo-ed in public health and don't connect as much as I should to other areas which represent our community and partners. To drive change these partners will be required and necessary.
- Different aspects of community engagement
- The Spectrum of Community Engagement
- I learned how even people who are working to make a change can be scared by terms like gentrification which I believe is an important part of community development.
- The community engagement spectrum was very eye-opening.
- The different levels or approaches used to address issues in a community.
- Being lower within spectrum can be OK depending on realities of your organization. However--- as a change agent, we can advocate for shifts within our organization. May take time, but its worth attempting!
- We are absolutely on the right tract. I was SO grateful (as always) to CAN for the insightful and dead on information that validates the WHY of what WE are doing in the state of Arizona that is working SO well for us after only four years.
- Being in the CAN, I found pockets of missed opportunities after talking to school nurses.
- Empowering those in our community
- Who our community truly is.
- Define type of meeting at onset to avoid confusion/frustration.
- My biggest "aha" moment was that we really connected even though we are all from different organizations. The beginning introduction was great because I felt that we all had that connection afterwards and we were able to interact with each other. It was a great seminar.

- Networking
- Consultants don't have all the answers.
- Several aspects of planning are involved in community engagement
- The need to engage community BEFORE project planning begins
- To assume anything about the "other", what is my story?
- To be observant of the process from start to end and to make sure the right community members are at the table.
- The impact that true community engagements can have.
- Community Engagement takes many forms. Starting small, starting somewhere is good.
- Clarification of "give" versus "empower" as pertains to the community we serve.
- Seeing the whole spectrum was so helpful. I've been working on the empowering category so much that I've forgotten what else existed.
- The different categories of community engagement.
- The ability to understand how others see me. It's not that they are right or wrong but how they feel. It's my job to understand this and work around it to gain the best outcome.
- Understanding how someone can have a completely opposite take on an issue I believed I fully understood and thought was supported by all. The group discussion led me to realize how each of our opinions have equal validity. I now realize we need to delve into all the issues to reconcile everyone's concerns, no matter what they are, to reach an equitable solution for everyone concerned. Never assume it is only the uninformed who do not agree with you.
- I was amazed by the number of people and organizations in the room. Tip of the iceberg! Confirmation of my mantra not to do unto others but with others!!!!
- Validation of my theory of do not do unto others but with others
- How the change in our company's direction is parallel to what was taught in the CAN forum. It makes me feel more at ease and empowered in my career choice and employer.
- I need to change my approaches to group facilitation. I tend to let my constituents engage in discussion. In this case it led to a big nothing.
- Clear understanding of the name change and better understanding of how the community engagement spectrum can inform the work that I do.

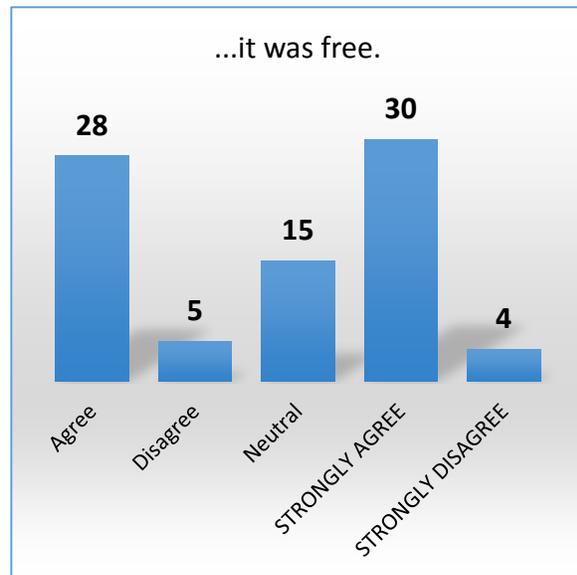
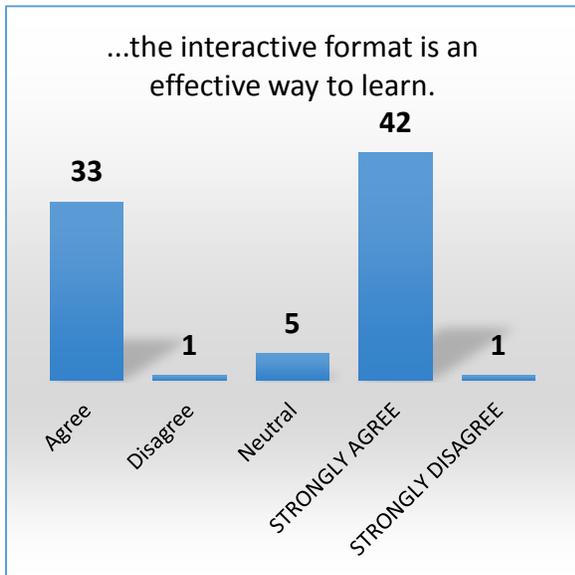
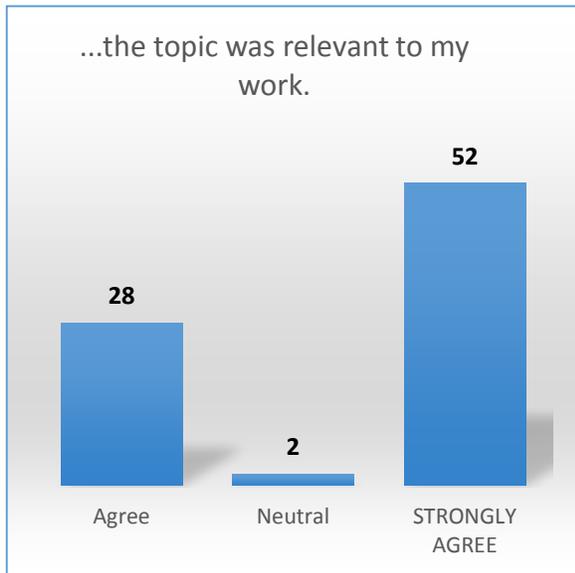
What specific change or changes will you make within your organization as a result of this CAN Forum?

- Unknown until focus group is completed (but based on lots of information provided today)
- Put a plan into action to increase community action with the appropriate players
- Look at the entire spectrum and really hitting all the "Six Factors Essential to Community Engagement."
- I understand the importance of identifying areas of weakness, but I think it is equally important to discuss the strengths and find areas that work to see how and if they can be replicated in different areas. Too much negativity is bad and off-putting.
- Increase involvement in events not sponsored by us.
- I will inform our Community Outreach that this might be a good thing for them to join.
- The information provided today will help me improve my community engagement skills, which are utilized daily.
- Additional strategic planning on this issue
- Begin encouraging leadership to make small, incremental changes toward moving along the spectrum. For example, instead of holding a public hearing where no one can ask questions (only shout out comments), hold public discussions/meetings/town halls.
- I will use the continuum in working with clients, I am sure.
- Asking appropriate questions - is what we're doing in line with our mission; does our mission accurately address and reflect community needs; is our organization representative of the clients we serve?
- Asking appropriate questions - is our work in line with our mission; does our mission accurately address community needs; etc.
- Being aware of how/should be engaging the community in the spectrum of community engagement.

- Build in at the closing of every Executive Board meeting a reflective practice that allows us to adjust and realign.
- We have recently embarked on a large community engagement project. The forum will not result in any specific changes, but gives us some issues to consider.
- Not sure yet.
- I plan to present to our board of directors a change in our mission statement. The concept of community engagement, and the spectrum grid will act as helpful tools in facilitating the discussions that will ensue.
- Increased partnerships where mission areas align
- More awareness of if our actions align with our intended outcomes.
- Try to find ways to move areas of the organization that are stuck in informing/consulting towards the collaboration and empowerment end of the spectrum.
- Assess our own approach to community engagement.
- Begin to cultivate more community relationships with other like-minded professionals passionate about change.
- More training and strategic utilization of the community engagement spectrum to meet the needs of specific initiatives.
- Attempt to uncover our assumptions and ask why we assume them before moving forward with them.
- As head of the training department, I plan to enforce a stronger sense and understanding of community engagement between students and ASU alumni.
- Continue to take an honest look inward at how we are engaging and where we stand on the spectrum, and how we can continue to improve in making community engagement more participatory.
- Using the actual spectrum with clients and collaborators
- Increase involvement in events not sponsored by us.
- We will work on hearing out all perspectives before drawing final conclusions.
- Be more thoughtful and intentional when planning.
- None
- Not sure yet.
- Organizational understanding of community engagement will increase.
- I will reach out to some of our city staff and elected officials to make a connection, start engagement and look for ways of partnership
- Be thoughtful about where we are operating on the spectrum at each community event. Is it the same? Is it different based on audience? topic? location?
- Asking appropriate questions - does our organization's mission address community/client needs; are our actions/programs in line with our mission; etc.
- I see in the information resources you provided explanations of WHY it works. For us we ALWAYS go into a community as a part of some kind of community coalition.
- It's time to do another round of gauging people's opinions etc, getting them involved again, as the project I'm working on has been evolving.
- Personal awareness if working with diverse organizations and understanding how they see me. Raquel's point about being seen differently when she was interacting with a tribe was very impactful.
- I will influence change by "slowing down" the process and checking where we are on the Spectrum of Community Engagement and nudging the board to move across the spectrum with intention and purpose.
- It will help me to better discuss this with clients and help give language and shared definitions.
- Try to find ways to move areas of the organization that are stuck in informing/consulting towards the collaboration and empowerment end of the spectrum.
- Possibly conduct forums for community on new programs
- In looking at our strategic plan, we can see how or if it lines up with community engagement, and ways to involve members in the development of future planning.
- Not known yet
- I will begin to be more specific and strategic when it comes to community engagement and the results I wish to achieve from each experience.

- Examining where our organization is at on the community engagement continuum, and next steps for our organization
- Be more presentations at events not sponsored by my organization.
- I can only work on areas of my work which are mostly the informing stage of the spectrum. This is the expected scope of my work. There are others in the agency that work on other areas along the spectrum. If I am involved in collaborative efforts it is usually as the initial connector, seeing the opportunities and then bringing the program managers in to meet another provider in the community. Then I'm rather out of the picture.
- The way we approach interacting with the community to receive feedback and impute will change.
- Focus on specific aspect.
- When working with clients on relevant projects, I will use the Spectrum and the Six Factors to Essential Community Engagement to help them determine their approach to specific results.
- Continue to have the conversation around equity and engaging our community to eliminate health disparities.
- My hope is that our organization can continue to move up and increase our community engagement on the spectrum.
- Being clear within team about awareness of level of engagement we are employing. Reality checking vs fantasy.
- Making sure I am using all my volunteers' resources.
- Open discussions with regard to what the community needs/wants
- Meeting with sister agency to talk about impact.
- Consider type of engagement that is appropriate for meeting and then ensure we are intentionally creating that environment
- Reminding my organization that er have to keep our motivation and be at our best for our communities.
- Repeat outreach to City officials
- Increase community engagement
- A table to leave flyers with agency you represent and additional networking time.
- Work to involve people with community experience in the process.
- Not wait until something, "Magical" happen.
- To share what I learned with my co-workers.
- I will evaluate my work as a part of the greater whole when working with clients.
- I will open the discussion up with more clients.
- I volunteer with a small, but growing non-profit that provides furnishings to clients who are transitioning out of homelessness. I plan to bring a heightened awareness to conversations with clients and as well as when we acquire client feedback. We can then make changes to procedures, needs list, etc., as need arises.
- Time for another round of talking to everyone, engaging, as the project has grown a lot recently.
- Better awareness when working with clients.
- Work harder at understanding everyone's take on ideas and actions. It is import we make every effort to understand the viewpoints of everyone being impacted by our decisions, rather than just assuming we know what is best for them.
- Approach to integration efforts at our FQHCs
- Take more time with each step, not rush to the end goal
- Begin to cultivate more community relationships with other like-minded professionals passionate about change.
- Not sure yet.
- Look at goals and collaboration through a community engagement lens.

I attended the CAN Forum because...



Value

The actual cost of the CAN Forum was nearly \$17 per person for approximately 115 participants. The total perceived value of the CAN Forum by 60 of the 82 evaluation respondents was an average of \$100 per person.

Participant Ideas

Participants also shared comments on the following topics:

- The venue was not physically big enough, acoustics were not good and parking was not easy.
- There was a suggestion to change the day of the week, because it competed against set-up time some organizations need to prepare for their organizational activities on the weekend.
- More time was suggested for networking.
- Encourage people to self-organize and to go to lunch together, following the event.