CAN 2015 Work Plan

CAN is a partnership of governmental, non-profit, private and faith-based organizations which leverage mutual resources to collectively improve social, health, educational and economic opportunities in our community.

As a neutral convener, informer, and connector, CAN provides a unique, cross-cutting and collaborative forum to achieve CAN's vision and community goals:

- **We are safe, just and engaged.**
- **Our basic needs are met.**
- **We are healthy.**
- **We achieve our full potential.**

CAN achieves its mission and goals by:

- **Enhancing awareness of issues;**
- **Strengthening partnerships and connecting efforts;**
- **Facilitating development of collaborative strategies; and**
- **Mobilizing action by reporting on progress made to improve the community's well-being.**

Convene, Connect and Inform

Desired outcomes:

- 80% of CAN Partner organizations participate in 80% of CAN Board meetings.
- 80% of CAN Partners and other survey respondents indicate that CAN connects efforts across issue areas, disciplines, sectors and jurisdictions.
- 80% of CAN Partners and other survey respondents indicate that CAN helps them stay informed about community issues and efforts to enhance the community's well-being.
- 80% of CAN Partners and other survey respondents indicate that CAN promotes collaboration and partnerships.
- 80% of CAN Partners and other survey respondents indicate enhanced awareness of how they can change their practices and policies to develop a more integrated, person-centered service delivery system.

CAN Board of Directors (10 meetings)

The Board of Directors will focus on governance and the following:

- Person-Centered and Integrated Service Delivery: 2015 Board meetings will serve as a platform for sharing how partner agencies and other collaborative are working to align principles, policies and practices to create more person-centered and integrated service delivery systems. This includes examining procurement, service delivery, referral, regulation, training, and planning practices. The CAN Board will also invite the Community Council to share what they have learned about promising practices related to person-centered themes:

1. Help me get a good start.
2. Consider my whole family.
3. Provide services where I am.
4. Develop a system that works for me.
5. Empower me to improve my community.
6. Respect me and talk to me in a way I can understand.
7. Create neighborhoods where I can access opportunity.

- 2014 Retreat Follow-up*:* The CAN Board will consider bold ideas for system change identified at the retreat such as supporting placed-based planning and developing a more family-centered, fully integrated service delivery system with a "no wrong door" approach.

CAN Membership Committee (2 meetings): Will consider potential regional partners and ways for partners to participate remotely.

CAN Executive Committee (10 meetings): Will guide coordination of CAN's operations and Board agendas.

Community Council (6 meetings and 1 forum): CAN's Community Council will focus its 2015 meetings on hearing from community organizations and coalitions that are implementing person-centered themes and integrating these concepts into their service models. The Community Council will host a community forum where best and promising practice models of these themes will be featured and the participants of the forum will be invited to brainstorm about how the institutional structures can be changed to break down barriers and to incentivize these concepts and service models.

CAN Partners

Austin Chamber of Commerce

Austin Community College

Austin Independent School District

Austin Travis County Integral Care

Capital Metro

Central Health

City of Austin

City of Pflugerville

Community Justice Council

Del Valle ISD

Goodwill Industries of Central Texas

Greater Austin Asian Chamber of Commerce

Greater Austin Black Chamber of Commerce

Greater Austin Hispanic Chamber of Commerce

Huston-Tillotson University

Interfaith Action Central Texas (iACT)

Manor ISD

One Voice Central Texas

Seton Healthcare Family

St. David's Foundation

St. Edward's University

Travis County

United Way for Greater Austin

University of Texas at Austin

Workforce Solutions – Capital Area

www.canatx.org

Convene, Connect and Inform

Desired outcomes:

- 80% of survey respondents at Inclusion Forum indicate that CAN enhanced their awareness of how to improve inclusion and language access.
- 80% of CAN Partners indicate that CCDI Leadership Training enhanced their awareness of how their organization can align principles, practices and policies related to CCDI.
- 80% of placed-based meeting participants indicate that they have a better understanding of challenges, opportunities and available resources.
- 80% of participants at ABCD trainings indicate enhanced awareness of ABCD.
- 80% of food security forum participants indicate enhanced knowledge about programs and potential solutions to improve access.

Cultural Competency, Diversity and Inclusion (CCDI):

- **CCDI Work Group and Forum on Inclusion**: With guidance from the Cultural Competency, Diversity & Inclusion Work Group, CAN will convene a **forum** to showcase how organizations are addressing inclusion and language access.
- **CCDI Leadership Training**: Together with UT-Austin's Division of Diversity and Community Engagement and CCDI training professionals, CAN will continue to develop a curriculum for training organizational leaders on how to align principles, practices and policies related to the values of cultural competency, diversity and inclusion. This leadership training will commence in early 2015 and will include **five half-day training modules** that will be provided over a 6 month period in 2015.
- **Language Access:** CAN will administer a **survey** to assess how CAN Partners and other organizations are meeting the needs of a linguistically diversifying population. Results will be compiled and shared with the community along with recommendations for sharing and maximizing interpretation/translation resources including consideration for creating a language access resource hub.

Connecting People & Places

- **Placed-based Planning –** CAN will convene **four forums** focused on specific geographic areas or neighborhoods where community leaders will discuss community challenges and opportunities related to placed-based planning efforts underway and CAN partners will share information on resources in those areas. Geographic areas may include: 1) Rundberg/St. John's, 2) Manor/Colony Park/Austin's Colony, 3) Rosewood/Plaza Saltillo, 4) Dove Springs/Del Valle/Montopolis.
- **Assets-based Community Development (ABCD) Training -** Furthermore, CAN will help convene **quarterly trainings** on assets-based community development that works to promote co-production of solutions so that efforts to enhance neighborhoods and communities are sustained in the long-term. There will be four trainings organized at placed-based planning locations.

Food Security

- **Food Security Forums** - In support of the Community Health Assessment/Community Health Improvement Plan (CHA/CHIP) CAN will convene **two half-day forums** to bring together food security stakeholders in food deserts (i.e. Manor and Del Valle) identified by the Austin/Travis County Health and Human Services Department. These forums will explore how agencies can work with residents to better connect to existing programs and co-produce solutions to address food access issues. Two forums will be convened.

Promote a Regional Approach and Strengthen Partnerships

- 80% of regional policy summit participants indicate enhanced awareness of regional issues and stakeholders.

Regional Policy Summit

CAN will co-convene a **policy summit** with regional partners (governmental, private, non-profit, faith-based, and with different political affiliations) from the 5-county area to discuss how we may better connect and leverage regional efforts related to social services, transportation, housing, schools, jobs, and other infrastructure with the goal of better meeting the needs of low-income populations moving out of the urban core. A regional summit will be convened in the fall of 2015.

Engage Business and Faith-based Organizations

CAN will strive to incorporate the business and faith-based organizations in 2015 Work Plan initiatives.

Support *Community Schools*

CAN will support community efforts to create partnerships between schools, parents and community agencies working to combine best educational practices with in-house youth development, health and social services to ensure that children are physically, emotionally and socially prepared to learn.

Enhance Community Awareness — Core Activities

Desired outcomes:

- Increased media hits.
- 80% of CAN survey respondents indicate that CAN connects efforts across issue areas, disciplines, sectors and jurisdictions.
- 80% of CAN survey respondents indicate that CAN's work helps people stay informed about community issues and efforts to enhance the community's well-being.
- 80% of CAN survey respondents indicate that CAN promotes collaboration and partnerships.

2015 CAN Communication Plan - CAN will work through the Board and Executive Committee to identify and execute a communications strategy that fits to further the mission of CAN including clarifying the purpose of communication activities and identifying audiences to target. CAN will bolster its communication function by investing in staff resources to execute this plan in 2015.

Community Dashboard—With the guidance of CAN's Dashboard Steering Committee , CAN will release its sixth annual Community Dashboard Report and update the on-line dashboard and drill-downs.

ReadyBy21 Dashboard— **P**rovide research support to the ReadyBy21 Coalition and update RB21 Dashboard.

Social Media (CANews, Twitter, Facebook, Instagram) – CANews will be distributed on a monthly basis and social media will be used weekly to enhance awareness of new trends, research, reports, and efforts.

CAN Website Updates – Continuously update research, initiatives, and work of core committees.

Education of new elected officials about CAN's Dashboard – Deliver 20 presentations in 2015.

Celebrate Successes—Convene 20-year anniversary event, distribute on-line annual report with key accomplishments, and coordinate 2015 Butler Awards.

Evaluate CAN's Effectiveness as a Convener, Connector and Informer

Required by contracts

Attendance at CAN Board of Directors meetings

- % of CAN Partner organizations that participate in 80% of CAN Board meetings *(target 76%)*

Annual CAN Network Satisfaction Survey

- CAN connects efforts across issue areas, disciplines, sectors and jurisdictions *(80% target)*
- CAN's work helps people stay informed about community issues and efforts to enhance the community's well-being *(80% target)*
- CAN promotes collaboration and partnerships *(80% target)*

Outputs

# of meetings convened *(65 annually)*
# of presentations on CAN Community Dashboard *(20 annually)*
# of people viewing CANews *(duplicated, 9600 annually)*
# of people participating in at least one CAN meeting *(140 unduplicated annually)*
# of people participating in at least one CAN forum, summit or retreat *(130 undup. annually)*

Not required by contracts

Outputs

# of hits (CAN Website, Dashboard, CCDI Toolkit, "Together We Can" website)
# of media mentions or stories
# of new contacts (Constant Contact, Facebook, Twitter, Instagram)

Outcomes

Surveys of participants will measure identified outcomes (see pgs. 1 and 2 of work plan)**:**

1 regional policy summit
1 Community Council forum on "person-centered principles"
1 CCDI forum on inclusion
1 CCDI leadership training comprised of 5 sessions
1 forum to share results of *CAN Interpretation and Translation Survey*
4 assets-based community development training sessions
5 placed-based forums
2 food security forums