

# CAN Retreat 2014 Findings

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## Seven “Person-Centered” Themes

### 1. Help me get a good start

- a. Bold Idea – In order to grow into the next phase of life, it is necessary to communicate the educational material in a way that is appropriate and comprehensive to the recipients.
- b. Lessons Learned
  - i. Education – based upon Best Practices
    - 1. Transitions – physical and mental health (prenatal)
  - ii. Strong community support – starting with the family. Developing a web of support. (Faith, school, neighbor)
  - iii. Safety to grow and take risks
- c. Experiment
  - i. Provide “My Plate” and menus and recipes, plus training (low cost/high health)
  - ii. Desired outcome: more health and more money
- d. CAN’s Role
  - i. To get me started, give me information that is socially and culturally appropriate; clear and concise and fulfill my basic needs.

### 2. Consider my whole family.

- a. Bold Idea – Identify ways we can make our intake process more family-centric. Develop a common intake system across the board for our service providers, because the different services serve all families. Make the public aware of this common intake system, letting them know that they won’t have to resubmit all paperwork and forms at every service provider.
- b. Lessons Learned
  - i. Must focus on individual as early as possible, but the first system of care must be the family.
  - ii. More effective collaborative planning across systems of care (family, school, and community) to ensure gaps are filled.
  - iii. Emerging “two generation” research and models of care are important to inform our current practices.
- c. Experiment
  - i. Family-Centric Intake (HHS)
    - 1. Start the intake process, don’t start over.
    - 2. Link to 2-1-1
      - a. Real time connections
      - b. Top family priorities
      - c. Assessment required
    - 3. Example – “Medicator” – information carries over from agency to agency
  - ii. Define “Intake” process with CAN membership

- d. CAN's Role
  - i. Identify and share best practices from family-centered service providers – locally and beyond—that might be implemented by individual-centered providers.

**3. Provide services where I am.**

- a. Bold Idea – Mobility Capability, Person Centered, Strength-Based Language and Services/Supports
- b. Lessons Learned
  - i. Wellness Navigators at medical hubs and in the community to link medical and social services
  - ii. Use a variety of communication modalities to adjust for learning styles, culture, and language!
  - iii. Adequate transportation systems that are easy to access in community
- c. Experiment
  - i. Mobile/trailer 211. One contact point. Volunteers continuity
- d. CAN's Role
  - i. Accessibility to current assets of services in the area. Being open minded about assets such as libraries, education, churches, etc.
  - ii. Accessibility includes creating mobility to services to follow highly movable communities, such as immigrants, refugees, language, education barriers.

**4. Develop a system that works for me.**

- a. Bold Idea – Develop a supportive system that empowers culturally competent uber case managers/navigators to empower individuals to define their needs and works or fits their family/community.
- b. Lessons Learned
  - i. Strength based to fit a...
  - ii. ...me to we (en lak ech)...
  - iii. ...to focus on preventative care (culture of belonging and mutual benefit).
- c. Experiment
  - i. One Stop Shop to access services and supports, including housing, child care, jobs, language, medical care, mental health, social services, transportation, job skill training, and cultural supports.
- d. CAN's Role
  - i. Define “ME” and “SYSTEM” and host conversations to find out what “ME” needs from the “SYSTEM.”

**5. Empower me to improve my community.**

- a. Bold Idea – Place based asset maps bring together neighborhood residents and assets to define “community” and how they want to improve their “community.” How can residents and assets work together to achieve goals, including identifying need to access outside resources? Can include education, training, social supports, etc., to improve community.
- b. Lessons Learned
  - i. The ability to improve community depends upon strength of the family unity and where people are in the hierarchy of needs – this influences the definition of community. Stronger families enable people to move from nuclear family to broader community.

- ii. Access to assets, opportunity to obtain assets. Don't penalize people who are making strides to better life.
- c. Experiment
  - i. Public Engagement Office – City of Austin
    - 1. Engage those that may be most difficult to engage, due to language (not just Spanish), health care, and childcare.
    - 2. Primary care – do you feel safe at home, at school, in your community?
  - ii. Solutions may already be there – identify Bright Spots
- d. CAN's Role
  - i. Include those we serve at CAN forums to provide tools and information to reach their own communities.

**6. Respect me and talk to me in a way I can understand.**

- a. Bold Idea – Demonstrate respect/value of one another to create understanding by taking the time to do so.
- b. Lessons Learned
  - i. Patience – Take time to understand context (deep listening)
  - ii. Create common ground/understanding/values
  - iii. Develop tools to enable understanding of complex issues
- c. Experiment
  - i. Implementation of Colony Park Master Plan to raise the bar for fulfilling the CAN common vision and the Imagine Austin goals.
- d. CAN's Role
  - i. Develop person-centered services (systems/networks) to meet short-term needs and create strategies for long term needs/root causes based on cultural competence and inclusion.

**7. Create neighborhoods where I can access opportunity.**

- a. Bold Idea – Promote inclusive design and implementation based on each neighborhood's assets, expectations, and measures for success.
- b. Lessons Learned
  - i. Bring support services to neighborhood – “Meet people where they are”
  - ii. Be aware of changing demographics/migration of families in need of services
  - iii. Involve residents/neighborhood in needs assessment (i.e. what services come into neighborhood)
- c. Experiment
  - i. Resident-owned neighborhood opportunity plan, facilitated/sponsored by CAN and/or CAN Partners
- d. CAN's Role
  - i. Conduct cultural competency exercise done today at a community meeting for each current place-based planning initiative