Community Action Network
Retreat Notes
November 2, 2011
Goodwill Industries, 1015 Norwood Park Blvd.

Attendees: Alan Miller, Angela Atwood, Barbara Ball, Ellen Balthazar, Judge Sam Biscoe, Sylvia Blanco, David Bordan, Debbie Bresette, Drew Brooks, Michelle Casanova, Robiaun Charles, Vince Cobalis, Terry Cowan, Raymond Coleman, Ashton Cumberbatch, Susan Dawson, Patricia Delgado, Bruce Elfant, David Escamilla, David Evans, Christie Garbe, R.J. Garcia, Darla Gay, Rebecca Giello, Kathy Golson, Jasmine Griffin-Ives, Joene Grissom, Carolyn Hanchen, Anne Harutunian, Kirsha Haverlah, Carol Haywood, Arturo Hernandez, Suzanne Hershey, Jeri Houchins, Anne Howard, Phil Huang, Debbie Johnson, Shirlene Justice, Stacy Kaplowitz, Jim Lehrman, Blanca Leahy, Rose-Marie Linan, Claudia Lindenberg, Lawrence Lyman, Tim Mahoney, Jackie McLaughlin, John McNabb, Susan Millea, Alan Miller, Stefan Molina, Laura Morrison, Miriam Nisenbaum, Lila O'Shatz, Hank Perret, Jo Kathryn Quinn, Jim Reed, Sarah Rinner, MJ Roberts, Jonathan Ross, Glenda Shayne, Matt Snapp, Gloria Souhami, Betsy Spencer, Tom Spencer, Suki Steinhauser, Kathie Tovo, Lee Vallery-Ruso, Martijne VanOrt, Mark Williams, and Willie Williams

Facilitators: Tommy Darwin and Rip Rowan

CAN Staff: Chantel Bottoms, Mary Dodd, Cristell Laurel, and Vanessa Sarria

Welcome and Introductions: Vanessa Sarria, CAN Executive Director, welcomed everyone to the retreat. Attendees introduced themselves.

Review Retreat Goals: Facilitator Tommy Darwin reviewed the CAN Retreat goals with attendees:

- Evaluate whether CAN accomplished what it set out to do in the 2011 Work Plan
- Discuss how a Strategic Framework for Action might be useful to your organization and to others in the community
- Give feedback on the proposed CAN Work Plan for 2012

Retreat attendees were given a brief series of polls. Responses are provided below.

What is your connection to Community Action Network?

Answer	Responses	Percent
Board member or Exec Comm	13	24.1%
Community Council	7	13.0%
Implementation Team	8	14.8%
Issue Area Group	14	25.9%
Other	12	22.2%
Total	54	

📋 What is CAN's role in the community?

Answer	Responses	Percent	Correct?
Convener	4	7.5%	
Connector	6	11.3%	
Informer	1	1.9%	
All of the above	42	79.2%	✔️
Total	53		

📋 Which of these do you use to stay connected - CAN meetings, www.caction.org, the Community Dashboard, CANews, twitter?

Answer	Responses	Percent
All of them	10	18.9%
Most of them	11	20.8%
Some of them	29	54.7%
None of them	3	5.7%
Total	53	

📋 Has your participation in the CAN network enhanced awareness of issues?

Answer	Responses	Percent
To a great extent	27	51.9%
To some extent	22	42.3%
Not at all	3	5.8%
Total	52	

Overview of CAN and 2011 Work Plan Accomplishments: Sarah Eckhart, Chair of the CAN Board, presented. Community Action Network is a collaboration of agencies, organizations and individuals who work together to promote equity and opportunity. There are currently 17 CAN partners. The 2011 Work Plan included the following initiatives:

- **Community Dashboard:** Included an updated report, setting goals and targets for indicators, providing drill-down analysis on www.cancommunitydashboard.org, and developing a communications plan.
- **Connect Families to Resources:** Explored models for better connecting people to resources, promoted Community Resources 101 trainings, and convened an exploratory group to discuss the creation of an adult Community Resources Coordinating Group.

- **Demographics and Inequities:** Convened a regional group of mappers and planners to identify critical community themes in data and maps and began working to plan a forum for the Spring of 2011 to highlight the work of mappers and planners.
- **Monitor Local Impact of State Budget Cuts:** Collected information on the local impact of state budget cuts, shared information on the local impacts with the Travis County legislative delegation and on the CAN website.
- **Collaborative Action:** CAN Partners are working on the Pathways to Prosperity initiative to enhance work opportunities for people who are low-income, CAN is convening a group of housing stakeholders to promote housing planning across the continuum, and CAN is developing a Strategic Framework for Action.

Retreat attendees were polled regarding the 2011 workplan.

Did we accomplish what we set out to do in 2011?

Answer	Responses	Percent
Yes we did!	12	23.1%
Most of it	24	46.2%
Some of it	16	30.8%
None of it	0	0.0%
Total	52	

Has your participation strengthened partnerships or opportunities to collaborate?

Answer	Responses	Percent
To a great extent	16	29.1%
To some extent	36	65.5%
Not at all	3	5.5%
Total	55	

Has participation in the CAN network helped your orgnization maximize its resources and/or impact in the community?

Answer	Responses	Percent
To a great extent	5	10.4%
To some extent	31	64.6%
Not at all	12	25.0%
Total	48	

Overview of CAN Community Council Work and Findings of Key Areas of Focus: Jim Reed, Chair of the Community Council, presented. Reed gave an overview of forums that the Community Council held of the last year and highlighted the key areas of focus that emerged from these forums:

- Workforce and education with wrap-around supports for single parents
- Full day pre-kindergarten
- Parenting classes: on-line, mentoring and peer support
- More industry involvement in high school career programs
- Promote tobacco-free workplaces and cessation
- Connect vets and their families to resources
- Health insurance plans for individuals and small businesses
- Support creation of a local medical school
- Change development regulations for affordable housing in "all parts of town"
- Access to capital and loans for small businesses

Strategic Framework for Action: Mary Dodd, Assistant Director of CAN, presented. She shared the Community Dashboard indicators which have extensive drill-down information available on www.cancommunitydashboard.org. The Community Dashboard process began in 2008 when community stakeholders developed a common vision. Since then, indicators were selected (2009), the first report was released (2010), and the process of setting goals and targets for indicators began (2011). In 2012, CAN will complete the process of setting goals and targets and will move on to developing the Strategic Framework which will connect plans and strategies to move the indicators in the right direction. A Strategic Framework for Action would provide a common language for how we can talk about how we can work together, helps us to see ourselves and our programs in the context of a larger framework, helps people to better understand the inter-relationships between different sectors of community life, and identifies new connections and opportunities to partner. We have a vision for our community and indicators to measure whether we are getting closer to that vision. The Strategic Framework for Action gives us a road map of strategies that can help guide our work to move these indicators in the right direction and to achieve equity and opportunity for all people in this community. Visuals of the Strategic Framework for Action can be found in the CAN Retreat presentation online here: http://www.caction.org/councils/Board_Of_Directors/presentations/Oct2011_CANRetreat2011Presentation.pdf.

Retreat attendees were asked to identify 3-5 strategies that their organizations invest time, money or people power in doing and to place them within the Strategic Framework for Action. Following are the results of this activity.

We Achieve Our Full Potential

- **Early Care & Parent Education:**

- Post-partum depression support; Improved online parenting supports; Parenting classes; Promote social-emotional development during the birth to age three period – ready to learn! (Any Baby Can)
- Central Texas Guide to School Readiness: Multi-domain measure of student readiness for kindergarten, Instructional practices for pre-k teachers to achieve readiness (both in partnership with 15 school districts, Success by 6, and Region 13). (E^3 Alliance)
- Closing educational gaps: developmental education policy, college savings policy (Center for Public Policy Priorities)
- Early childhood education/training/care; coordination with other resources
- Support English language learners; Childcare and work supports; Early care and parent education (Travis County)
- Offering/funding early childhood development training to child care providers
- Community education and resource forums
- Early childhood development (intervention) for kids in families with developmental delays (ATCIC)
- Early care and parent education (AISD); Parent education (AISD – Afterschool)
- Early care and parent education
- Parent education (Underage Drinking Prevention Program)
- Parent Literacy Initiative (Literacy Coalition of Central Texas though joint subcommittee)
- Provide parenting support and training to parents of kids 0-8 (Easter Seals)

- **Closing the Gaps in Academic Success:**
  - Monitoring key performance indicators to track student progress toward goals; Strategic plan monitoring tool; New systems to identify at-risk students and track response to interventions; Full day pre-k funding; Whole Child, Every Child (emphasis on SEL); Joint subcommittee with City of Austin and Travis County (AISD), Academic enrichment and support (AISD Afterschool)
  - English language learner collaborative to share best practices for addressing the needs of ELLs (partnership with 12 school districts, 3 IHEs, and Greater Austin Hispanic Chamber of Commerce); Raise Up Texas: Demonstration project to transform teaching and learning in eight middle schools (partnership with six school districts, Region 13, Meadows Center, KU-CRL). (E^3 Alliance)
  - Career exploration and exposure opportunities such as job shadowing and summer youth employment; Family literacy that greatly enhances parent understanding of their role in supporting their child's education. (Communities in Schools)
  - Refugee youth summer camp (iACT)
  - Fostering college success of students representing diverse populations
  - Create work/learning opportunities for students to support relevance and economic needs (City/County/AISD)
  - Increasing representation of diverse populations in K-12 pipeline and increasing pre-college readiness; Engaging adults learners (non-traditional students) in college. (UT Austin – DDCE)
  - College and workforce training programs with supports for non-traditional adult students
  - Adult basic education: English, literacy, college readiness
  - Bring an understanding of place/location to each of the four areas (develop potential, basic needs, health, safety) for children and families (Children's Optimal Health)
  - Improving program quality for afterschool and out-of-school time programs/academic support and enrichment (Central Texas Afterschool Network)
  - STEM mentoring at Dobie and Martin middle schools (Greater Austin Hispanic Chamber of Commerce Foundation)

- Middle to high school transition camps
- Successful transitions from middle school to high school (Underage Drinking Prevention Program)
- Organizing groups to improve indicators (Ready by 21)

- **Workforce & Economic Development:**
  - Workforce and economic development; Expand opportunities for workforce/career training (in partnership with Workforce Solutions and others); Child abuse prevention and redaction to help kids be healthy and safe and do well in school; Reduction in students mobility to increase educational performance; System of care support to families to increase educational performance. (Travis County Health and Human Services)
  - Adult literacy; College and career readiness (AISD Afterschool)
  - Student-Business Linkages: Effort to align internships/job shadowing/work opportunities with student needs at area high schools and colleges (in partnership with AHRMA) (E^3 Alliance)
  - Promoting local and small business development and jobs with living wages (City of Austin)
  - Developing a "work readiness" certification program
  - Convening region's workforce entities in Pathway to Prosperity; Working to put together a workforce summit in 2012. (Workforce Solutions)
  - Workforce training/education
  - Workforce and economic development (small business, women-owned that hires employees) (Harutunian Eng. Inc.)
  - Provide jobs to persons with criminal histories (Easter Seals of Central Texas)
  - Workforce development; Fund small business development and small business loan programs (Neighborhood Housing and Community Development)
  - Workforce and economic development (CAPCOG)
  - Partners with other entities to offer dropout prevention and workforce development programs for HACA families (Housing Authority of the City of Austin)

Our Basic Needs are Met

- **Help for Those in Crisis and Those Requiring Long-Term Support:**
  - Emergency and long-term services including food, rent, mortgage assistance, utilities, social services planning, and case management; Help those in crisis (Travis County HHS)
  - Connect people to resources; Crisis support
  - Adult CRCG connect at risk adults to resources
  - Provide emergency assistance; Draw down additional dollars to address needs
  - Recovery oriented system of care (move from an acute care model to a chronic care model for service delivery)
  - Provide money management services and serve as representative payee for seniors, chronically homeless, adults with disabilities to manage SSI/VA benefits to meet basic needs and stabilize housing; Providing in-home care services and respite (help with bathing, dressing, meal prep) on sliding fee scale to seniors and family caregivers (Family Eldercare)
  - Services for sexual assault/domestic violence victims/child abuse victims (SafePlace)
  - Crisis mobile outreach team for mental illness response (ATCIC)
  - Justice Reinvestment Initiative Phase 2: Permanent support services for 50 units for frequent users of the criminal justice systems (Community Justice Council)
  - New family house (Austin Recovery)

- Pregnant women, families with young children (infants/toddlers), families with children who have special health care needs; Intensive long-term case management (Any Baby Can)
- Outreach and enrollment – assistance with applications for SNAP, Medicaid; Long-term services complete to verify services received. (Catholic Charities)
- Basic needs – new contracted wraparound collaborations; Basic services, transition out of poverty, problem prevention, etc. (City of Austin HHSD)

- **Connect People to Resources:**
  - Connect people to resources; Expand services to meet need of growing low-income population (Travis County)
  - Advocating on behalf of health and human service providers
  - Services for vulnerable populations; Reduce recidivism
  - Connecting the Dots (with City of Austin and Travis County) (Austin ISD)
  - State-level policy work on TANF, food stamps, health care
  - Access to recovery support resources (doorways/portals)
  - Adult CRCG (Behavioral Health Planning Partnership)
  - Admissions call center (Austin Recovery)
  - Connect people to resources (CAPCOG)
  - Access to existing resources (improved); Phone numbers; Volunteers; Food, clothes, shelter
  - Looking at customer assistance program for ways to capture greater number of eligible pool to receive assistance with water and utility bills (exploring ways to find that increased support) (City of Austin)
  - Collecting better data on clients; Basic needs; Connecting with programs that provide services to help with referrals (HMIS)
  - Education on health related community resources
  - Online access to health related resources
  - Provide affordable housing via ownership and rental to low-income families with persons with disabilities
  - Launched veterans housing task group; 100Homes Campaign through lining up supply and moving people to housing (ECHO Housing Work Group)
  - Recovery public policy
  - Connect people to resources (SNAP, nutrition education) (Capital Area Food Bank)
  - Provide case management to families who have members with disabilities to connect to resources (Easter Seals)
  - Underage drinking prevention

- **Affordable housing linked to work, schools, and transit:**
  - Incrementally adding supportive housing units to the community inventory
  - Preventing homelessness – connecting households to more affordable housing
  - Permanent supportive housing (ECHO)
  - Continuum of affordable housing (prevention/rental assistance, shelters, transitional, permanent supportive housing) (ECHO)
  - Maintain low-income housing portfolio for extremely and very low-income families (HACA)
  - Provide affordable housing to low-income seniors at Lyons Gardens (Family Eldercare)
  - Repair homes of senior citizens via hands on housing (iACT)
  - Land development for sustainable including affordable neighborhoods thriving and schools; Fund affordable housing in transit oriented development; Educate, promote and fund affordable housing in "high opportunity areas" and promote geographic dispersion of affordable housing; Advocating for and trying to make successful density bonus program

that would generate funds for affordable housing; Comprehensive plan guides how money in city spent/where spent to influence transit/housing/job locations (City of Austin)
- Transportation to jobs, schools, doctors, etc.
- Building affordable, transit oriented housing in central Austin (DMA Development Company, LLC)
- Funds services for homeless and individuals who have AIDS/HIV through ESG and HOPWA; Housing/homelessness (affordability, repair, preservation, plan for complete communities (City of Austin NHCD)

We are Healthy

- **Access to clinical care and prevention services:**
  - Easily accessed, free, immediate behavioral health supports at school (Communities in Schools)
  - Implementation of National Health Reform (Center for Public Policy Priorities)
  - Veterans intervention project
  - Creating innovative designs and methodologies to divert and make accessible people-centered and coordinated health care and health and wellness tools; Creation of a four-year academic health center and renovation of UMC at Brackenridge
  - Service coordination/counseling; Case management for families of children with special health care needs (Any Baby Can)
  - Integration of behavioral health into the community care clinics (ATCIC)
  - Health access education and connection to those
  - Central Health has increased access to our local health plan and increased access to primary care (Central Health)
  - Small business (woman-owned) and provide health insurance therefore provide access to clinical and prevention services (Harutunian Eng. Inc.)
  - Work through ICC to improve clinical prevention services/CTG grant (Austin Travis County HHSD)
  - Provide physical, occupational, speech therapy and audiology to children and adults only sliding fee scale provider in Central Texas (Easter Seals)
  - Connect people with basic needs /social service needs to resources
  - Underage drinking prevention
  - Promoting health information exchange

- **Promote Healthy Behaviors:**
  - Bring understanding of place for children and families (Children's Optimal Health)
  - Public health monitoring and improvement (City of Austin)
  - Healthy and safe community environment; Promote healthy behaviors; Clinical care and prevention services
  - Leadership groups for young males that result in reduced risky behavior; Bullying prevention work (Communities in Schools)
  - Promote safe communities (CAPCOG)
  - Outreach/education (Austin Recovery)
  - Leader dialogue series and white paper (Central Health)
  - Community health assessment; Community health initiative (City of Austin HHSD)
  - Anti-smoking, teen pregnancy, sex education, teen dating (Austin ISD)
  - Provide training on chronic disease self-management, diabetes management, and medication screening for seniors and adults with disabilities (Family Eldercare)

- Fund public services through health and human services dept.; Child care; Senior services; Dental assistance (City of Austin NHCD)
- Health and fitness (Austin ISD Afterschool)
- Integration (Underage Drinking Prevention Program)
- Connect groups working on different issues to leverage each other's work (Ready by 21)
- Prevention of sexual violence dating and domestic violence; Promote health relationships; Policy development; Social change (SafePlace)
- Assist with referrals to health insurance through Medicaid, map, or whatever services are available in the county and then follow-up on all Medicaid applications (Catholic Charities)
- Enrollment in public assistance programs (SNAP, Medicaid, WIC, etc.); Access to healthier food for all citizens (Capital Area Food Bank)

- **Healthy and Safe Community Environment:**
  - Remove barriers to access recovery through public policy
  - Hands on Housing; Housing safety and repair (iACT)
  - Healthy and safe environment (Travis County)
  - Small business (woman-owned) and engineering firm therefore adhere to safe working environment standards (Harutunian Eng. Inc.)
  - Underage drinking prevention
  - Codes affect community design that affects people's health (City of Austin Planning Dept.)
  - Promoting community health through health information exchange; Providing information on community health through health analytics (Integrated Care Collaboration)
  - Benefit Bank (Central Health)
  - Connecting parents and families with resources for people with disabilities
  - Community health assessment; community health improvement plan (with Austin Travis County HHS and Central Health) (Travis County HHS)
  - Promote tobacco-free environments; Implement obesity strategic plan; CTG Grant (Austin Travis County HHSD)
  - Sober recovery oriented systems of care living resources
  - Smoking cessation initiative (ATCIC)
  - Safe haven for youth (Austin ISD Afterschool)
  - Healthy and safe environment (CAPCOG)
  - Health and hot sauce/salud y salsa lunch series (Greater Austin Hispanic Chamber of Commerce Foundation)
  - Participate in Community Health Assessment and Community Health Improvement Plan
  - Increase access to services (strategic plan focus on access/waitlist, through grant from St. David's Foundation); Counseling services to cosumers that would otherwise be "wait-listed" (ATCIC)
  - Streamline eligibility, document sharing, health providers (Central Health)
  - Recovery oriented system of care for substance use and mental health; Evidence based practice (research driven programming) in service delivery in criminal justice system
  - Providing health services to below 200% federal poverty level Travis County uninsured residents

We are Safe, Just, and Engaged

- **Promote safe communities:**
  - Veterans intervention project
  - Psychiatric services in the Del Valle jail (ATCIC)

- ▪ Recovery resources/recovery oriented systems of care
- ▪ Makes it a priority to find/conduct research on healthy families; Find services for perpatrators
- ▪ City of Austin building and standards commission member; Promoting safe communities (Stacy Kaplowitz)
- ▪ Domestic violence and sexual assault, counseling, advocacy; Collaboration with law enforcement (SafePlace)
- ▪ Promote safe community (Travis County)
- ▪ Underage drinking prevention
- ▪ Promote safe communities (Austin ISD)
- ▪ Create a safe place for youth to participate during afterschool hours (Central Texas Afterschool Network)

- • **Embrace Diversity:**
  - ▪ Hate Crimes Task Force – Promoting safety, embracing diversity, engage/empower people (Community Justice Council)
  - ▪ Diversity Committee (Austin Recovery)
  - ▪ Encourage interfaith engagement; Help newly arrived refugees resettle (iACT)
  - ▪ Recovery Oriented Systems of Care – Recovery resources access for all
  - ▪ Promote safe community; Engage and empower
  - ▪ Small business (woman-owned) and equal opportunity employer therefore embrace diversity (Harutunian Eng. Inc.)
  - ▪ Engaging historically marginalized communities in Austin (UT Austin DDCE)
  - ▪ Hate crimes task force; Breaking school rules ?? to ALC and ACES; Multi-cultural outreach
  - ▪ Promote policy, systems, and environmental change through human services partners to improve health behaviors (Austin Travis County HHSD)

- • **Engage and Empower People:**
  - ▪ Education and advocacy with stakeholders (housing, transportation, counseling, etc.) and general community to address stigma and discriminaton
  - ▪ Educate newly arrived refugees; Help religious minorities integrate (iACT)
  - ▪ Hispanic Austin Leadership (Greater Austin Hispanic Chamber of Commerce Foundation)
  - ▪ Small business (woman-owned) and give time off paid for jury duty and civil service (Harutunian Eng. Inc.)
  - ▪ Comprehensive plan, neighborhood plans, small area and corridor plans need involvement by many people to be effective (City of Austin Planning Dept.)
  - ▪ Empowers employees to commit the time needed to work on initiatives
  - ▪ Connecting resources with organizations in need (advising foundations and government entities)

Small Group Debrief: Tommy Darwin, facilitator, asked attendees to share how the strategic framework might be useful to them. Following are responses recorded in the discussion.

- • Provides a snapshot as to who is doing what in the community – helps insure that gaps are being filled by agencies best poised to do so
- • Helps to make opportunities for collaboration clear
- • Demonstrates the interrelatedness of community issues
- • Starting point for conversations
- • In making clear what agencies are doing, innovation can be inspired

- Promotes relationships and learning from one another
- Simply points to priorities as an natural impetus for conversation
- Although simple, still is specific enough to guide a concrete conversation
- Can help to identify where to make systems more efficient/avoid duplication of services
- Could inspire conversations about building revenue to better serve the community
- Identifies some areas where obvious gaps still do exist despite best efforts
- Communication tool to help explain how community organizations work together
- Identifies areas (such as safe, just, and engaged) that may need to be elevated as issues in community conversations
- Areas of the strategic framework may be more of guiding principles that should be considered more broadly in the work of each community partner
- Framework points to need for continuing conversation about barriers to services
- Could the framework help people shift from saying that they collaborate to actually collaborating in an effective manner?

Tommy Darwin, facilitator, then asked retreat attendees to share what they think does not fit into the strategic framework.

- Land use and transportation
- Water infrastructure
- Perhaps complete communities and linkages of neighborhoods to jobs, etc. language could be clarified
- Concept of college readiness, college success, post-secondary training, etc.
- Infrastructure, especially in regard to underdeveloped areas of the community

Review Proposed CAN Work Plan for 2012: Alan Miller, Chair-Elect of the CAN Board, presented on the proposed work plan. Proposed initiatives include:

- Community Dashboard
- Connect Families to Resources
- Demographics and Inequities
- Inform Collaborative Action
- Monitor Local Impact and Response to Budget Cuts

More information about each of the proposed initiatives can be found online here: http://www.caction.org/councils/Board_Of_Directors/presentations/Oct2011_CANRetreat2011Presentation.pdf.

Feedback: Tommy Darwin, facilitator, polled retreat attendees about the proposed work plan.

Which of these initiatives are you most excited to see in the Work Plan?

Answer	Responses	Percent
Community Dashboard	8	18.2%
Connect People to Resources	5	11.4%
Collaborative Action	15	34.1%
Inequities and Demographic Trends	7	15.9%
Public Policy Cuts/Response	9	20.5%
Total	44	

To what extent do you support moving forward with the proposed Work Plan?

Answer	Responses	Percent
To a great extent	37	86.0%
To some extent	6	14.0%
Not at all	0	0.0%
Total	43	

Retreat attendees gave more detailed feedback about the proposed workplan:

- Consider expanding to other ISD's in Travis County, esp Manor ISD and Del Valle ISD and Pflugerville ISD
- Where does the work of the IAG's tie in to the Work Plan?
- Do we plan to inventory everything that is going on within each of the four areas?
- Use SFA to map where funders (public and private) are funding and where they are not. Also see where services are available geographically
- Look at federal, state and local funding and where it is focused
- How will we engage the private sector in this?
- Private sector is impacted because their employees and customers live within this framework
- Get the message out to the community
- Engage those who are served in the conversation – listen to them.
- Using community voice to "reality check" the system and identify components of the system that may not be working for the end user
- Reach out to engage the community at large in a conversation about our civic infrastructure
- Consider the value, evaluate ourselves and our impact
- Attack one problem, engaging consumers and providers, and have a success to share.
- Support for moving "we are safe, just and engaged" to the top of the list
- Overarching guiding principles – responding to diversity, outcome evaluation, civic conversation – might be examples
- IAGs also convene, connect and inform
- Community of Action Networks

- What are the "wow" statistics that we need to communicate to our neighbors – racial segregation, growing aging population, poverty, etc.

Retreat attendees were also asked whether there are initiatives or strategies they are involved in or know about that could help accomplish some of these Work Plan items.

- Reentry Roundtable is holding forums and attending others – reach out to other collaborative efforts and connect with them.
- Building off of the planning and outreach work of others to strengthen community work generally
- Share the strategic framework with our own coalitions and work places to share this big picture
- Community Transformation Grant (HHCS) to promote policy changes – goal is to get other agencies and partners to adopt common policies
- 100 Homes Campaign – Seton, CoA, Travis Co working together to survey the homeless and identify the most medically vulnerable and to house them. Opportunity to rally around an effort – please help. www.100homesaustin.org
- Recognize economic impact of small local businesses and collaborate with them.
- Communicating message of hope to the general community rather than just a bleak reality check
- Mediating institutions, such as places of worship and non-profit organizations, have communities we can build on to reach out with our messages.
- Integrated technical system that can help us reach across our silos and share information and connect people to services
- Don't lose sight of those we currently serve and their needs
- Two questions: 1) What do we want to share with the community and what do we want them to do?; 2) What "movements" in the past can we learn from to change public persuasion?
- Utilize CAN as a scaffolding to connect

Adjourn: Vanessa Sarria, CAN Executive Director, thanked attendees for their participation in the retreat and for their work in the community. The meeting was adjourned at 11:35 a.m.