

16 January 2020 | 1:00-4:00pm
Enduris, 1610 Technology Blvd.

GOALS

1. Review & approve 2020 Collaborative Charter
2. Partners complete initial Collaborative Factors survey
3. Partners further refine strategies to planned activity levels
4. Partners identify lead organizations responsible for implementation of strategy activities

AGENDA

WELCOME, MEETING GOALS, AND COMMUNITY ANNOUNCEMENTS – 1:00-1:10

- Community Announcements

2020 CHARTER REVIEW – 1:10-1:25

COLLABORATION FACTORS INVENTORY – 1:25-1:45

SMALL GROUP BREAKOUT WORK PART 1 – 1:45-2:15

- Define customers
- Consider performance measures

SMALL GROUP BREAKOUT WORK PART 2 – 2:15-3:30

- Define steps required to implement strategies
- Identify potential lead and supporting partners for implementation

LARGE GROUP DISCUSSION – 3:30-3:50

- How do we ensure accountability to complete each step or modify the process?
- How will we communicate progress?
- How do we want to communicate with community voice group?

NEXT MEETING

- Thursday, February 20 at **NEWESD101 Talbott Event Center**, 4202 S. Regal St. Spokane, WA

Notes begin next page

WELCOME, MEETING GOALS, AND COMMUNITY ANNOUNCEMENTS

- Passages Family Support Mobile Health Care Unit
January 27, 2020 1:30-5:00pm @ 1700 S Assembly St., Spokane, WA 99224
- BHT receives Robert Wood Johnson Foundation for Spokane Collaborative evaluation

2020 CHARTER REVIEW – Sarah Bollig Dorn, BHT

- 2020 Charter approved, no nays or abstentions

COLLABORATION FACTORS INVENTORY – Steven Smith, SRHD Data Center

- Taking a baseline of how the Collaborative is building partnerships and connections, part of evaluation work for RWJF grant
- Individual level survey about experience (not org level)
- Will send out link to those not in attendance.

SMALL GROUP BREAKOUT

- See following pages for notes from each group
 - Affordable Housing, pg. 3-5
 - Access to Behavioral Health, pg. 6-8
 - Child Abuse & Neglect, pg. 9-11

LARGE GROUP DISCUSSION

How do we ensure accountability to complete each step or modify the process?

- Monthly workgroup check-ins and shareouts and Collaborative meeting
- Commitment to lead/support roles

How will we communicate progress?

- More formal progress reports for each strategy – Quarterly, at the group/strategy level
- Short and simple surveys for each participating organization at 6-month mark – partner level

How do we want to communicate with Community Voices Council?

- Representatives from CCT leadership team to attend CVC, 2-way report back

AFFORDABLE HOUSING

Activity: Expand responsible renters curriculum partnership with behavioral health providers

Activity Lead: Pam, Spokane Housing Authority

Customers:

- Potential renters (with BH issues)
- Landlords
- Behavioral health providers
- People facing eviction

Better off:

- Housed and stable
- Satisfaction with renters and landlords
- Increased knowledge (related to responsible renters)
- Renter and landlord compliance
- Identify additional barriers to rent

How well:

- #/% of behavioral health providers giving curriculum
- # people that receive curriculum/ service (reach)
- # of collaborations

Step	Timeframe	Responsible	Support	Need
1. Get curriculum	Next 30 days	Pam (Spokane Housing)		
2. Develop evaluation	March	Holy (SMS)	SMS, SRHD, Sunshine	
3. Research alternatives (video, peer-to-peer)	End of Q2	Jason (Sunshine)	Lynn (ALTCEW), Dan (Pioneer), Landlord-Liaison Network, Community Voices Council	
3. Pilot curriculum	End of Q2	Jason (Sunshine)	Lynn (ALTCEW), Dan (Pioneer), Landlord-Liaison Network, Community Voices Council	Buy-in from customer
3. Consider training and funding options for navigators	End of Q2	Jason (Sunshine)	Lynn (ALTCEW), Dan (Pioneer), Landlord-Liaison Network, Community Voices Council	
4. Outreach to BH providers	Begin Q3	Dan (Pioneer)	Spokane Collaborative	Buy-in from BH providers and Support from Transitions and Supportive Living
5. Find venue in identified zip codes and organize training sessions	Q3	Amber (SNAP)	ALTCEW, Pioneer, Spokane Collaborative	

6. Train the trainer	Q3	Pam, Dan (Spokane Housing and Pioneer)	Transitions	
7. Track progress and collect data	Q3	Everyone	SRHD	
8. Analyze data and reevaluate	Q4	SRHD	SRHD, HMIS	

Activity: Develop and implement an education and outreach agenda to reach landlords and policymakers

Activity Lead: Amber, SNAP

Customers:

- Landlords
- Policymakers
- Unions/ Associations
- Renters
- Builders/ developers

Better off:

- Increased knowledge
- Increased development of affordable housing
- Increase in “yes in my backyard” mentality
- New policies
- New funding sources
- Decrease in homelessness

How well:

- # reached
- # identified “champions”
- # those opposing affordable housing neutralized
- Requests for education and outreach
- Speakers bureau (advocates)
- # collaborations

Step	Timeframe	Responsible	Support	Need
1. Figure out policy focus	ASAP	All		
2. Research best practices		Pioneer	SMS	
3. Engage cross section of stakeholders		ALTCEW	Katie	Cooperation from SLIHC and Spokane Collaborative
4. Research motivations to get landlords engaged		SNAP	Landlord Liaison	
5. Develop policy agenda		SNAP	Spokane Collaborative	
6. Share agenda/ adoption of agenda by Spokane Collaborative		SNAP	Spokane Collaborative	
7. Identify targets/ relationships for access		Spokane Collaborative		ID opposition/

				Power analysis
8. Develop outreach and education materials		SNAP	BHT	
9. Identify speakers		Spokane Collaborative	SLIHC	
10. Build relationships		Spokane Collaborative		
11. Track data		SRHD/SNAP		Develop data tracking

Activity: Pilot a subsidized transportation program for target population

Activity Lead: Amber, SNAP

Step	Timeframe	Responsible	Support	Need
1. Share current systems analysis	February	SMS	Spokane Collaborative	TBD
2. ID target population and engage	TBD	SNAP	Spokane Collaborative	
3. Identify nature of need		SNAP	Spokane Collaborative	
4. Determine implementation intervention and strategy		SNAP	Spokane Collaborative	
5. Research demand and stakeholder buy-in		SNAP	Spokane Collaborative	
6. Determine funding sources		SNAP	Spokane Collaborative	
7. Reevaluate feasibility, sustainability, nature		Sunshine	Spokane Collaborative	
8. Program development		SNAP	Spokane Collaborative	
9. Re-reevaluate		SNAP	Spokane Collaborative	
10. Obtain funds		SNAP	Spokane Collaborative	
11. Market to target population		SNAP	Spokane Collaborative	

ACCESS TO BEHAVIORAL HEALTH

Activity: Education campaign to address stigma and educate on available resources

Customers:

- Everyone in geography (zip code-based)
- Service providers
- Friends and families
- Businesses that interact with people
- Schools

Better off:

- Suicide rates (population-level)
- Access to/enrollment in services
- Crisis line use
- ER visits
- Businesses reporting trespassing (rates of trespassing calls)
- Engagement in healthy behaviors/protective factors

How well:

- Brand/message recall/recognition
- Social media and web analytics
- Diversity and quality of classes and trainings
- Completions of trainings and services
- Look to existing evaluation metrics and tools

Step	Timeframe	Responsible	Support	Need
1. BHT resource guide. Learn about resources	Q1	NHCC	CAT, SPARK, Frontier/211, WSU College of Medicine	
2. Decide what does ad campaign look like	Q1	Passages and CHAS	Frontier, Riverside, Providence	Budget?
3. Agree to messaging	Q2	Passages and CHAS	Frontier, Riverside, Providence	
4. Hire professional communication consultant	Q2	Passages and CHAS	Frontier, Riverside, Providence	
5. Identify communication outlets	Q3	Passages and CHAS	Frontier, Riverside, Providence	
6. Detailed plan development	Q3	Passages and CHAS	Frontier, Riverside, Providence	
7. Business sponsorship	Q3	YFA	Lutheran Community Services and PEER Spokane	
8. Develop materials for distribution	Q3	Passages and CHAS	Frontier, Riverside, Providence	
9. Evaluate and measure	Q3	SRHD		
9. Identify stigma barriers	Q2	NHCC	CAT, SPARK, Frontier/211, WSU College of Medicine	
10. Pre data collection	Q3	SRHD		
11. Training for events	Q4	SRHD		

12. Table at big events to distribute materials (identify)	Q4	YFA	Lutheran Community Services and PEER Spokane	Identify events
13. Execute campaign/go live	Q4	Passages and CHAS	Frontier, Riverside, Providence	
14. Post data collection	Q4	SRHD		

Activity: Expand community health worker and peer model to connect socially isolated individuals to community centers/hubs.

Customers:

- Unhoused individuals (people experiencing homelessness)
- Youth through 25 year olds
- CHWs and related orgs
- Single parents
- Veterans
- People with disabilities
- LGBTQ
- Refugees
- Community centers/hubs
- Churches
- Food banks
- Libraries

Better off:

- Sense of belonging
- Social isolation (scales exist)
- Connections made (to peer/CHW)
- People accessing services, coming from CHW/peer/community org
- Client-rated access (vs. barriers)
- Participation in appropriate services (vs. ER, other inappropriate services)
- Community court, mental health court, drug court access

How well:

- CHW and peer referrals
- Screening tool effectively being used by CHWs and peers
- Awareness of program among community centers
- CHWs and peers trained and doing the work

Step	Timeframe	Responsible	Support	Need
1. Define CHW/peer and locate who is or could be doing this work	Q2	SRHD (Donna)	SRHD, Unify, Fire Department CARES, PEER Spokane, Catholic Charities, YMCA	
2. ID a screening tool for socially isolated individuals	Q2	Catholic Charities (Kelly)	SRHD, Unify, Fire Department CARES, PEER Spokane, Catholic Charities, YMCA	
3. ID evidence-based and promising models	Q2	SRHD (Donna)	SRHD, Unify, Fire Department CARES,	

			PEER Spokane, Catholic Charities, YMCA	
4. Explore resources and opportunities to meet people where they are (e.g. at home, weekends, after hours)	Q2	YMCA (Nicole)	SRHD, Unify, Fire Department CARES, PEER Spokane, Catholic Charities, YMCA	
5. ID and compile services and resources that are appropriate for the populations	Q2	Unify	SRHD, Unify, Fire Department CARES, PEER Spokane, Catholic Charities, YMCA	
6. Determine approaches to engaging socially isolated individuals	Q2	CARES	SRHD, Unify, Fire Department CARES, PEER Spokane, Catholic Charities, YMCA	
7. ID community centers/hubs	Q3	CAT	CARES, Frontier, CAT, Unify, Meals on Wheels	
8. Get buy-in from community centers/hubs	Q3	Unify (for NE/WC Community Centers)	CARES, Frontier, CAT, Unify, Meals on Wheels	
9. Identify socially-isolated individuals	Q3	CARES	CARES, Frontier, CAT, Unify, Meals on Wheels	
10. Engage population to understand needs, barriers	Q3	CAT	CARES, Frontier, CAT, Unify, Meals on Wheels	
11. Inform CHWs and peers about resources and services	Q4	Lutheran Community Services	SRHD, Lutheran Community Services, YMCA	
12. Identify opportunities to connect people to other people (community connections) and implement	Q4	YMCA (Nicole)	SRHD, Lutheran Community Services, YMCA	

FAMILY VIOLENCE & TRAUMA

Activity: Increased childcare and parent support plan

REVISED: No longer pursuing this activity. Elements incorporated into other activity.

In discussion of this activity when we got to the Step phase, the group recognized that they are not in a place or have the direct expertise to address this activity. However, they want to keep elements and incorporate parent support into the other activity. Therefore, the activity was revised. Notes below for this activity reflect the work done leading up to that decision.

Customers:

- Zip codes 207, 201, 202, 001
- Clients of Collab members who reside or are served in target zip code(s)
- What services (childcare & parent support) is available for families with kids 0-5

Better off:

- Decreased parent stress
- More spots in childcare
- Increased capacity, including home visiting
- Decrease timeframe to get into childcare
- Viability of childcare provision as a sustainable business (policy, etc.)

How well:

- Complete map
- # of referrals (baseline & increase)
- # of agencies involved
- # of staff trained/new partners engaged
- # appropriate referrals

Step	Timeframe	Responsible	Support	Need
1. Inventory of childcare & parent support options in target zip code (times, ages)	Q1	NA – chose not to pursue this activity		
2. Warm intros & invitations to childcare/support providers	Q1			
3. ID and understanding policy barriers related to childcare	Q2			
4. Define scope of project	Q2			

Activity: Community-facing ACEs training program

REVISED: ACES & parent support training program to build a trauma-informed neighborhood

Customers:

- Parents/guardians – create a cohort of parent peers
- Foster parents
- Child care/child supervision providers
- School professionals

- Law enforcement
- Include mentors, care coordinators, etc. who are working with the parents being trained
- Family, friends, and neighbors – anyone who might be watching the kids
- Spokane Collab members – how to refer clients to training program?
- **Decision:** Family, friends, & neighbors of kids ages 0-5 in target zip
- **Decision:** pilot in the 99207 (Hilliard) neighborhood

Better off:

- Decreased stress
- Feelings of hopefulness/positive
- Better relationships with kids
- Lower rates of discipline/suspension/truancy at school
- Engagement in healthy behaviors/protective factors

How well:

- #/% of parents who complete program
- #/% of clients referred who actively engage
- % of parents who have used learned strategies in the last timeframe (e.g. 6 wks)
- Pre/post survey - Partner commitment to doing follow-up with referred clients

Step	Timeframe	Responsible	Support	Need
1. Choose pilot zip code – DONE!	Q1	All		
2. ID potential training and trainers, including existing training/trainers among partners	Q1	All – see assignments to right	SPS – Circle of Security, MI CHSW – Attachment Vitamins, Parents as Teachers SRHD – Conscious Discipline PFC – PFR, Incredible Years LCS – Darkness to Light All – ACES options	See notes below table
3. Community engagement – present potential training menu to CVC for feedback	March-April	SRHD (Jen) CHSW (Mary)		BHT connect to CVC
4. Community engagement – present potential training menu to partner’s client groups for feedback	March-April	Zone (Jene) – Zone Family connection SPS & PFC – therapists via supervisors		
5. Design pilot curriculum (trainings & follow-up, i.e. parent group)	Q2	TBD – depends on selected trainers	All – SRHD, CHSW, LCS, Zone, SPS, PFC	
6. Identify potential barriers & address (childcare, transportation)	Q2	TBD		

7. Design incentives for attendance/completion, including ID'ing potential sponsors (i.e. branded materials from MCOs for participants)	Q2	TBD		
8. ID and book location for pilot site(s)	Q2	TBD	Zone, PFC, CHSW interested as potential sites	
9. Design process for Spokane Collab partners to refer/enroll clients	Q2	TBD		Input of other SC members
10. Design communication materials for partners & clients	Q2	TBD		
11. Enroll first cohort	Q3	TBD		
11. Launch!	Q3			
12. Data collection & course correction	Begin Q3	Pilot site(s)		
13. Identify opportunities to launch at other sites in zip	Q4	All		
14. Planning to launch in other zip codes	Q4	All		

Identifying potential training/trainers – what we want to know

- General overview
- Who is the trainer/ who can do the training? - outside/local/SC member
- Can we do train the trainer?
- Certification/proprietary
- Time requirement
- Target audience
- “Yelp” – is it well regarded
- Cost & sustainability
- # of people it holds
- Other specific needs (tech, location, etc)
- Is it trauma informed?
- Is it an EBP/promising practice?
- Other questions/thoughts/concerns