



CAN Community Council Meeting Minutes, 8/15/2016

Community Council Members in Attendance: Nancy Gilliam, Monica Guzmán, Anne Harutunian, Kirsha Haverlah, Carmen Luevanos, Ara Merjanian, Eileen Schrandt, Paulina Urbanowicz, Michael Willard

Members not present: Celso Baez, Michelle Casanova, Rolando Delgado, Hunter Ellinger, Laura Griebel, Courtney Horm, Molly Latham, Elizabeth Moore, Blythe Plunkett, Laura Poskochil, Leslie Puckett, Caroline Reynolds, Terry Wilt, Michelle Zadrozny

Staff in Attendance: Raul Alvarez, Mary Dodd, Carlos Soto

Call to Order and Introductions: Chair Eileen Schrandt called the meeting to order at 6:10 p.m. Members introduced themselves and shared announcements.

Citizens' Communication: none

Approval of Minutes: A quorum was not present, so action was not taken.

CAN Executive Director Update: Raul Alvarez shared updates on CAN's work over the past month. CAN is planning an online forum for Expanding Opportunity: Bridging the Economic Divide in the near future. The CAN Language Access Work Group will hold its fourth meeting on Thursday and will review Capital Metro's language access policy. Expanding Opportunity: A Central Texas Summit on Bridging the Economic Divide will be held on November 2 at the Dell Diamond from 10 a.m. to 3 p.m. and will focus on transportation and workforce development. CAN is partnering with the Texas Center for the Elimination of Disparity and Disproportionality to host two equity trainings on the institutional and historical aspects of racism and what agencies can do to impact this. The trainings will take place in October.

Community Council's work on building a person-centered community: Eileen Schrandt reviewed the work that has occurred in 2015 and 2016 to explore what person centered care is and how it can impact our community. Ara Merjanian shared an outline for a final report that will capture all the Council has learned and focus the findings and recommendations of the Council moving forward. Merjanian said what the Council has learned is that person-centered care works – it provides better outcomes and results. It is also an ethical and moral way to interact with the community and to respond to needs.

What does person-centered care mean to you? Council members were invited to share what “person-centered” care meant to them. Michael Willard said he believes PCC is about building on the strengths of individuals, families and neighborhoods. Paulina Urbanowicz said PCC is meeting someone where they are and honoring whatever that may mean. Kirsha Haverlah said PCC is empowering for the people who need care the most. It can be used in non-profits and in businesses and it makes good fiscal sense to listen to what people truly want. Nancy Gilliam said the biggest aspect for her is listening to people hearing what they want. She noted that the organizations that do this most successfully seem to be collaborations. Eileen Schrandt said PCC is individualized and it involves choice. Many vulnerable populations are not accustomed to having choice. Monica Guzman said PCC, whether a person or a family, begins where they are and engages them in creating a plan and empowers them implement it. Carmen Luevanos said PCC teaches clients how to be their own advocates, which is very important. It also supports the idea of coordination of services among and between non-profits. Rather than competing with each other for funding, they can work together to create a full spectrum of services. Anne Harutunian said what stands out for her is the reality that we all need to get to know each other better and devote more face to face time with each other - at work, in our neighborhoods, and elsewhere - show respect to each other and appreciate every person for who they are. Raul Alvarez said PCC is putting people at the center of what we do and it means focusing on the quality of the interaction in which each person is respected as an individual. PCC also means treating employees well and using PCC principles in working with them. Carlos Soto said he likes how it gives a voice to those who are not usually heard. Mary Dodd reflected on Tanya Winters' presentation; as a person with cerebral palsy, she felt smothered with services and good intentions. It was not until she learned about advocacy and standing up for her own ideas that she regained control of her life and felt empowered to create the life she wanted.

Overview of Person-Centered Framework: Raul Alvarez shared a draft framework he created based on the work that has been done by the Community Council.

Person-Centered Principles: Community Council members divided into two groups to discuss what they had heard and to reflect on the Person-Centered Framework.

Group 1: Keep it simple. Offer examples. Be mindful of the language to make sure it is not paternalistic. Be mindful that not everyone will be able to achieve “self-sufficiency.” Identify barriers and impediments to PCC, such as funding criteria and frameworks that restrict non-profits. Identify them and offer solutions. Use a strengths-based approach that begins with what people have, rather than what they need, and work with them to identify 1) what they can do alone; 2) what they can do with help; and 3) what needs to be done by others.

Group 2: Understand that some groups operate within rules and procedures that are fairly inflexible and are not as open to change. Consider how person-centered concepts are relevant to the private sector. Consider creating a self-assessment for organizations to use that includes recommended actions. Invite CAN partners to understand that how they support or fund initiatives and programs can influence whether or not a non-profit is able to be truly dedicated to a person-centered approach. Recognize the person-centered approaches used by Travis County.

What can be explored in more depth? Members discussed an interest in learning more about how funding limits non-profits’ abilities to provide services in a person-centered way. It was proposed that the Council could invite funding entities to share their concepts for providing funding in ways that allow and encourage a more person-centered approach. There was also interest in learning how PCC is relevant to businesses.

It was suggested that the October 17th forum should be held at Dell Children’s Medical Center.

Adjourn: Eileen Schrandt adjourned the meeting at 7:55 p.m.