



## CAN Community Council Meeting Minutes, 11/16/2015

**Community Council Members in Attendance:** Michelle Casanova, Rolando Delgado, Rhonda Douglas, Nancy Gilliam, Monica Guzman, Anne Harutunian, Knox Kimberly, Molly Latham, Carmen Luevanos, Ara Merjanian, Blythe Plunkett, Laura Poskochil, Eileen Schrandt, Gloria Souhami, Terry Wilt, Michelle Zadrozny,

**Staff in Attendance:** Raul Alvarez, Hannah Brown, Mary Dodd

**Call to Order and Introductions:** Anne Harutunian called the meeting to order at 5:54 p.m., after a time of eating dinner and visiting. Members introduced themselves and shared announcements. The Underage Drinking Prevention Program Task Force will meet on 12/3 from 10:30 am – noon at Howson Library (2500 Exposition Blvd). Gloria Souhami shared about food security issue at Burnet Middle School. Monica Guzman pointed out the opportunity to connect with Ann Teich regarding Burnet MS.

Guests in Attendance: Tara (UT School of Social Work Graduate Student), Jade Navarro (StarPlus Medical Insurance Enrollment)

**Citizens' Communication:** None.

**Approval of Minutes from 09/21/15:** Terry Wilt made a motion to approve the minutes. Michelle Casanova seconded that motion. The minutes were approved unanimously.

**Updates from Community Council Chair:** Anne Harutunian

- Introduction of new CAN Executive Director, Raul Alvarez
- CAN Board Work Session on 11/13/15 – Purpose of session was to help develop 2016 CAN Work Plan. Themes from the session include: bridging the economic divide, language access, cultural competence, and others. It was evident the Board understands the importance of Person-Centered Care and the value of the 2015 work of the Community Council. The Executive Committee will discuss the work plan on 11/20/15. The Board will approve the 2016 Work Plan at the December Board Meeting.
- CAN Board Meeting on 12/11/15 – Community Council will present to the Board about their work this year. All Community Council members are invited to attend.
- CAN End of Year Celebration will follow the 12/11/15 Board Meeting in the City Hall Atrium from 3:00 pm – 5:00 pm. All Community Council members are invited to attend.
- Thanks to Travis County for the use of this facility and to the technicians for their work on the audio.
- Thanks to all Community Council members and CAN staff for their service this year.

**Election of 2016 Vice-Chair:** Anne Harutunian. Current Past-Chair, Chair, and Vice Chair met to select a nominee for this position. They nominate Ara Merjanian for the position of Vice Chair of the CAN Community Council for 2016. Michelle Casanova moved to accept the nomination. The motion was seconded by Eileen Schrandt. The nomination was approved unanimously.

**Election of New Members:** Eileen Schrandt, Membership Nominating Committee Chair. The Nominating Committee met on October 1, 2015, to review applications for membership to the Community Council. Committee members were: Eileen Schrandt, Rolando Delgado, Kirsha Haverlah, Blythe Plunkett, Gloria Souhami, and Terry Wilt. The committee worked to ensure diverse representation on the Community Council. Eileen highlighted information about each of the nominees. Anne Harutunian called for a motion to accept the nominations. Motion by Michelle Casanova. Second by Blythe Plunkett. The motion was approved unanimously. These new members will join the CAN Community Council beginning with the January 2016 Community Council meeting.

**Debrief – Building a Person Centered Community: A Participatory Summit, Wednesday, October 21<sup>st</sup> 8-12 at the AISD Performing Arts Center:** Nancy Gilliam & Ara Merjanian, co-chairs of the summit planning committee. A highlight video from the summit can be viewed online at: <http://youtu.be/I1AVsPNhEk>.

The summit was highly participatory and those in attendance were actively engaged in the process. Based on evaluations, those in attendance want to keep the conversation going. They are hopeful that the summit was not the end point. The summit committee and CAN staff had a debrief meeting with Anna Jackson, summit facilitator, to discuss next steps from the summit. Thanks to Texas Gas Service for their financial contribution to the breakfast provided at the event. Those Community Council members who participated in the summit shared their feedback and experiences. Liberating Structures, which were used at the summit, are a valuable tool for us all to continue using. Attendees did ask that additional training be offered on how to be person-centered in their work. Members noticed the diversity among attendees at the summit and new connections they were able to make. As we move forward, all Community Council members need to remember that keeping this momentum take leadership, so Council members must step up and take ownership and leadership.

**What is important to communicate to the CAN Board about what we've learned this year? How might we continue this work next year?** Anne Harutunian shared her notes with the goal of capturing the work the Community Council did in 2015 and identifying next steps. Community Council members were asked to answer the following questions: How do you define person centered care? What one things stands out from the information we've gathered this year?

Phrase:

- Sixteen – if its 15 minutes we spend with someone, we should spend 16. Organizations need more volunteers and need to increase their community outreach/presence.
- Engaging individuals where they are.
- We need to listen to what peoples' needs are and what they're willing to do, not dictate to them. Person-centered is listening to where people are.
- Person – it's easy to lose the individual in the systems and processes. Listening to the story of the individual is important. Different people have different kinds of needs, but the same person-centered approach is appropriate to them.
- To be present – we're losing the ability to effectively communicate and listen. Listen completely
- Choice
- Listening

Stands Out:

- It's easy to measure outputs but difficult to measure outcomes of person-centered care.
- We have to find ways to drive a broader, stronger, cross-sector, societal response to challenges, rather than default to nonprofit and government sectors. We need the corporate sector to take these challenges more seriously and see them as investments.
- There are a lot of people doing a lot of good things in a lot of elements in pieces and pockets. How do we help connect those pockets and make people more aware of what is happening?
- The concepts of person-centered care aren't new. People who are doing it want elected officials and decision-makers to hear those stories, too. We have to listen to elected officials and decision-makers as persons, too.
- Social capital & social networks – recognizing every person's social network/capital looks different (may not necessarily be family).
- Not everyone is comfortable with choice because they have not been given choice in most of the situations they've been in. It is a big paradigm shift.
- Person-centered care can be done across numerous systems – social services, businesses, etc. – but it will look different across those systems.
- Community standards – what does this community stand for? What is acceptable?

**Adjournment:** Anne Harutunian, Chair, adjourned the meeting at 7:35 p.m. There will be no December meeting.