

Members present:

Camille C. Appling, Freedom to Live 619
Margarita Holguin, Chula Vista Community Collaborative
Maria Gutierrez, Aetna Better Health of CA
Lauren Flores, Aetna Better Health of CA
Maritza Palacios, Blue Shield Care 1st Health Plan
Reverend Gerald Brown, UAAMAC
Agnes Hayek, UPAC-EMASS
Cherolyn Jackson, Multicultural Health Foundtion
Rosa Ana Lozada, Harmonium, Inc.
Kathryn Shade, National Conflict Resolution Center

BTSD staff present:

Elizabeth Bustos
Christy Rosenberg
Makenzie Farrimond

Welcome and Introductions

Elizabeth Bustos welcomed Community and Resident Engagement Workgroup (CREW) members and introductions were made. The newest members of CREW were welcomed including Maritza Palacios, Blue Shield Care 1st Health Plan, Lauren Flores, Aetna Better Health of CA, and Christy Rosenberg, Be There San Diego.

The August CREW meeting summary was reviewed and approved. Elizabeth invited the group to visit the SD ACH (achsandiego.org) website to view past CREW meeting summaries as well as meeting summaries for other San Diego Accountable Community for Health (SD ACH) workgroups.

Before moving the agenda forward, CREW members paused to reflect on recent events involving violence and the taking of human life - overwhelming tragedies, all seemingly inexplicable. The conversation expanded to violence, loss of life and the all too frequent absence of civility in the discourse across the nation.

Reverend Gerald Brown asked fellow CREW members to reflect on our community's collective heavy hearts and the importance and responsibility of CREW - to be community role models coming together, committing to civil discourse, working on difficult issues without judgement, and with the utmost respect for one another regardless of differences of experience and opinion. CREW members concurred that beginning with them, SD ACH must take a holistic approach that supports the whole person regardless of "*where they are*" in their life experience. CREW cannot be "another meeting" for the sake of meeting. Its work must have purpose and impact.

"CREW commitments must be turned into action."

Kathryn Shade from National Conflict Resolution Center (NCRC) shared with the group NCRC's "Code of Civil Discourse" which serves as guiding principles to help individuals and organizations work through differences and find common ground. Throughout the region, multiple schools and governing bodies have implemented this guidance for working together harmoniously.

Next steps discussed included sharing the Code of Civil Discourse with CREW members to learn more, consider incorporating the principles into their work and consider recommending incorporating the civil discourse guidance across all SD ACH workgroups.

"We are ready to lean into the tangible hard work with civility"

Portfolio of Interventions and Survey Update

Christy Rosenberg gave an update on the SD ACH Portfolio of Interventions (POI) or "network of solutions" including SD ACH cardiovascular health protective factors - manage blood pressure; control cholesterol; increase physical activity; improve nutrition; maintain healthy weight; quit smoking; control blood sugar; and improve wellbeing. Christy shared the following highlights from the SD ACH survey:

Region-wide survey highlights:

- 79 organizations responded and reported on 109 programs; all regions were represented
- Majority of respondents were from community-based, non-profit, or social service organizations
- Nearly all programs serve all races/ethnicities and genders; nearly half serve populations of low social economic status
- Over half of the programs serve all age groups; of those programs that serve a specific age group, most serve adults.
- Identified areas of support needed by respondents include: new opportunities to build relationships with other organizations; resources about collective impact; and assistance with data collection, reporting and sharing.

Opportunities for collaboration:

- 56 interventions are interested in adopting new shared measurement systems;
- 48 are interested in sharing program outcomes data with SD ACH;
- 66 are interested in aligning program/services with other organizations within their sectors; and
- 48 are interested in aligning programs/services with other organizations from other sectors.

Next steps with the POI include:

1. Identify and share program data
2. Conduct capacity building activities
3. Obtain ongoing community input
4. Test model on a regional scale

CREW Charter Update & Discussion

Elizabeth reintroduced for discussion the CREW Charter drafted during the formation of the workgroup. This was an opportunity to revisit the charter and through discussion determine if it is truly reflective of the overall vision and direction of CREW. There was considerable discussion among CREW members. The current purpose of CREW as defined in the draft charter:

“The purpose of the Community Resident Engagement Workgroup is to inform and mobilize the participation of residents in support of the vision and activities of the ACH.”

Comments and reflections included:

- Need for charter language to further define “community”. We’ve never really addressed this fully.
- Be more deliberate with language of intent, e.g., “to inform” is too soft. Consider substituting “to guide” or “to advocate”.
- Add “equity” to the purpose statement.
- Include intentional language that calls for resident and community voice to be integrated as an essential component of the ACH and is practiced consistent with its core values.
- It is not enough to state that the community will be “represented”; it must be at center of program, policy and practice.
- There must be continuous community conversations to inform about the activities and impact of the ACH.

The discussion yielded multiple iterations of the purpose statement. Last draft iteration:

- *“To ensure the resident and community voice is integrated as an essential component of the ACH or embedded into all activities of the ACH...and is practiced consistent with the core values of the ACH... with a focus on equity...” – in progress*

Regarding CREW membership as outlined in the draft charter:

- Suggested edit: “interest/experience in community engagement and resident-led partnerships.”

Next steps in charter development:

- Convene a subgroup of CREW members to continue the work of fine tuning the charter language
- Bring recommendations back to the larger group for discussion and consensus agreement
- Bring forward to Stewardship Group for their consideration

2019 SD ACH Big Goal for CREW

The 2019 “Big Goals” for each workgroup were shared. Proposed Big Goal for CREW:

- Develop, implement, and share a best practice tool to guide all of the ACH work built on the initiative’s core values of accountability, equity, inclusivity, and neutrality that encompasses social and racial justice

The goal essentially asks CREW to lead the development of a tool, guide, or simple checklist for all ACH workgroups to utilize and help ensure their work is consistent with ACH core values and an equity lens is applied to all work.

Next Steps

Work related to the CREW Big Goal and the fine tuning of the CREW Charter will require dedicated work time beyond that allotted at CREW monthly meetings. An ad hoc subcommittee of CREW members will be formed to work on these tasks. Monthly CREW meetings will continue in January. The ad hoc subcommittee will meet in December and as needed to complete current tasks identified.

CREW Transitions

Elizabeth Bustos announced her transition from Be There San Diego to the County of San Diego Health and Human Services Agency (HHSA). She expressed gratitude for the opportunity to have provided support to CREW and hopes to continue as a member of CREW as an HHSA representative. Moving forward, Christy Rosenberg will provide support to CREW during the transition.

Calendar Updates

Mark your calendars! SD ACH Stakeholder Meeting is scheduled for January 29, 2019, 2:00-4:30pm at San Diego Foundation followed by a ‘Networking for a Purpose’ Reception from 5:00-6:30pm.