SUN Service System Coordinating Council Retreat
8/9/17
STAFF AGENDA FINAL

Desired Outcomes
- Identify a plan for the Council's work for the next two years
- Build relationships – increase connection and trust

Time (approx)	Task/Result	Lead

8:30
 20 min
	Welcome, Purpose, & Introductions – Patricia
	
	 • Welcome & Desired Outcomes for Today
	     o Identify a plan for the Council's work for the next two years
	     o Build relationships – increase connection and trust
	
	 • Council Introductions
	     o Name, Organization/Affiliation, Role
	
	 • Council Membership Update
	     o You'll notice a few new faces at the table today and we'll have one or two more in future meetings
	     o We're glad that Dani could join us today to represent the Coalition.
	     o Alejandro is here today representing United Way and Frances has moved into a seat that we added for Early Learning Multnomah. We elected to add a seat for ELM now given the distinct role of ELM and to ensure that the early learning hub perspective is represented as we determine our work for the coming 2 years.
	     o We also have new reps in two of our school district seats. Welcome, Jeanine, representing Portland Public, and Frank Caropelo, Assistant Superintendent from Reynolds, will be stepping into the second mid-east county district seat. Frank was unable to make today's session, but plans to attend our next meeting.
	
	 • Hand Off to Peggy
	
	 Agenda Review - Peggy
		Patricia Peggy

Time (approx)	Task/Result	Lead

8:50
30 min
	Deepening Our Relationships – Peggy
	
	• Since we are a new group, we want to continue to build our relationships and connections that will support our work
	
	• Relationship Building Activities – Two small group activities. Form groups of 4-5 people (staff included). Count off ABCD. Will do two rounds
	
	• <u>First round</u> – One letter per table, sit at bucket tables
	  ○ Group Discussion (12 min)
	    ▪ Each person will have 2 minutes to share on this question:
	
	      When you think about the work you are doing today, who would you thank for inspiring you to pursue this path?
	
	      What was it about that person?
	
	    ▪ Give 1 minute for folks to think.
	    ▪ (Questions are on PPT slide)
	
	• Change groups – One person stay at each table, others move and try to not sit with folks from your first group
	
	• <u>Second round</u> (12 min)
	
	  ○ Doing the work we all do is challenging, particularly in the current political and budget environment.
	  ○ Each person will have 2 minutes to share on this question:
	
	    How do you keep going and stay grounded when the work gets tough? What do you draw on?
	
	  ○ Give 1 minute for folks to think.
	  ○ (Questions are on powerpoint)
		Peggy

9:20
25 min
	Context for Today's Session – Peggy & Kim
	
	• **System Elements and Theory of Change - Peggy**
	  ○ System Elements – refer to System overview handout and point out wall charts
	  ○ Theory of Change – on PPT slide and wall chart
		Kim
		Peggy
		Armin

Time (approx)	Task/Result	Lead

	• **Role of the Council – Kim**
	   • Role of Council – on PPT slide
	   • Grounded in the Theory of Change, Council are leaders in how it gets implemented through how we:
	
	     • Advise sponsors on strategic planning, policy priorities and financial allocation
	
	     • Support implementation of the Multnomah County Equity and Empowerment Lens
	
	     • Address systemic barriers and respond to emergent issues and trends
	
	     • Review dashboards and evaluation. Support continuous improvement efforts linked to results.
	
	     • Champion the system in a collective way
	
	     • Align programs (align within the system, connect better to other systems we don't operate/control).
	
	   • There is a lot for us to pay attention to as SUN moves into its next phase of improvement and maturity:
	     ▪ Improving service delivery
	     ▪ Demonstrating and talking about our success
	     ▪ Addressing artificial lines between systems that make it more difficult for children and families to get what they need
	
	   o <u>Reminder:</u> Have staff to do ongoing operations and performance monitoring, Council is higher level to offer leadership level guidance and support to the System - to both SUN Sponsors and staff
	
	• **Council-Related Advisory Groups**
	
	   o Data & Results Advisory Body **– Peggy**
	     ▪ Quick reminder of what is already planned and note about recent community school evaluation – identification of community schools as evidence based strategy
	
	   o Youth Advisory Groups **– Armin**
	     • To hold a place for youth voice early in the Council's development and inform your thinking and conversations, we would like to share some initial input from the emerging SUN Youth Advisory Councils
	     ▪ Overview of Development of Youth Advisory Groups
	     ▪ Summer Meetings
	     ▪ Sample of the Early Feedback	

Time (approx)	Task/Result	Lead

9:45 *30 min*	**Scan of Our Environment**
	
	• **Identifying Opportunities and Potential Challenges – Diana**
	  • Directions for the time
	    o Individual thinking and writing on worksheet
	    o Make 4 small groups of 4 each (may have 1-2 with three)
	    o Small group discussion about answers to the questions; create 3-6 big stickies with shared answers
	    o Small groups join with another group; share items and distill into a single set of stickies (write new ones as needed); identify someone to share
	  • Share Answers
	    o Ask to indicate where there is agreement/repetition with items but not restate if it's already been shared.
	    o Let folks know that this will be good content for the decisions we make in the conversations after the break
		Diana

10:15 *15 min*	**BREAK –** staff put out stickies for bucket table assignments	

10:30 *10 min*	**Framing the Planning Session**
	
	• **What Is Our Lane As the Council? – Patricia**
	
	  • Thinking back to the Council's role we discussed earlier, would like to talk some about our lane
	  • Share Lane graphic – have handout, basic graphic on PPT and posted on wall
	  • Go over handout briefly
	    ▪ Want to make sure we are as focused and strategic as possible, work within our span of control, and don't duplicate the work of other groups or systems – stay in our lane
	
	• **What Are the Known and Ongoing Buckets of Work – Patricia**
	  • Listed on PPT slide with bucket colors indicated
	
	  • <u>System Performance and Continuous Improvement</u> – understanding the work of the system through a data and results focus (pink)
	
	  • <u>Building and Sustaining the Partnership and Champions</u> – outreach, champion engagement and partnership development (yellow)
		Patricia

Time (approx)	Task/Result	Lead
	• <u>Resources and Sustainability</u> – paying attention to sustaining existing resources and thinking to the future about what we need and how we resource it (green) • <u>System Alignment</u> – making our services work better for those we serve (blue) • <u>Outreach and Engagement</u> – ensuring that the system's work is driven by those most affected by our work (orange)	

10:40
50 min
	Planning Session
	
	• **Developing Actions and Activities** **– Diana provides directions**
	
	  1. In this section, we are going to ask "What should be in the buckets in the next two years?"
	    • What activities in this area should the Council undertake to help support the system and take it to the next level?
	      ▪ Take into consideration:
	        • System components and theory of change
	        • Council role and lane (role will be up on screen)
	        • Opportunities and Challenges we identified
	      ▪ What ideas do you have that others might seem out of the box? Are there places we can innovate?
	    • Each table has post its that match the bucket for you to record your ideas. Please be specific. One idea per post it.
	    • Once you have some ideas generated, you'll discuss with folks at your table and post on chart packs
	    • Also want you to be thinking about what's beyond the buckets
	      ▪ Is there an area of work for the Council that falls outside of one of these bucket areas? If so, what is that?
	      ▪ Write those ideas on purple post it
	    • Table hosts will help keep us within our lane and role
	
	  2. You will get to weigh in on 3 buckets (have post it near name tent that indicates first table color), after your first table, please choose another table where you have interest, ideas or energy.
	
	  3. 15 mins for first bucket, 10 for subsequent
	
	Staff Table Assignments
	• System Performance and Continuous Improvement - Peggy
	• Building and Sustaining the Partnership and Champions - Diana
	• Resources and Sustainability - Dion
	• System Alignment - Diana float
	• Outreach and Engagement - Armin
		Diana

Time (approx)	Task/Result	Lead
11:30 *30 min*	**LUNCH** Staff do some work on their bucket lists during lunch.	

12:00 *45min*	**Review and Prioritization of Activities - Peggy**
	
	 • **Gallery Walk (10 min)**
	
	 • **Reflect on Staff Work & Create/Refine Action Wording (15 min)**
	      o Is anything missing now that you see it all as a whole?
	      o Are we responding to our opportunities and vulnerabilities?
	
	 • **Prioritization (20 min)**
	
	      o Council members Prioritize with Dots – 10 each
	
	      o Identify Priority Areas
		Peggy

12:45 **15min**	**Closing**
	
	 • **Next Steps – Kim**
	      o Staff will write up notes and priority areas, create initial plan document
	      o At our next meeting Sept. 1st we'll:
	          ▪ Come back to our list of priority areas to reflect on any additional thoughts folks have had
	          ▪ Make decisions about which actions we'll take on in the coming two years and which to start with
	          ▪ Identify how we'll pursue different buckets of work – at Council meetings, through a work group or subcommittee or other
	
	 • **Before 9/1 – Council Demographics Survey – Peggy**
	      o As part of our equity efforts, we are taking a look at the diversity of our leadership groups, would like to ask you to share demographic information with us to help us understand how we are doing. We will send a short survey out.
	
	 • **Review Actions (Plus/Delta) – Peggy, Diana will write**
		Kim Peggy