PSN COLLABORATIVE ACTION TEAM
MEETING KICK-OFF
May 14, 2017, 3:30-5:30pm
Rinconada Library – Embarcadero Room
Project Safety Net (PSN)
www.psnpaloalto.org

To develop and implement an effective, comprehensive, community-based mental health plan for overall youth well-being in Palo Alto.
Agenda

3:30 Opening
  • Welcome
  • Agenda and Packet Review
  • Introductions & Mental Health Matters Month Warm-Up

3:50 Learning Collaborative: Collective Impact Workgroup 101
  • Value of Shared Learning
  • Collaboration Journey
  • Core Concepts

4:15 Activating Collaborative Action Teams
  • Goal Review
  • Collective Impact Strategies 101
  • Action Team Work & Report Back

5:20 Road to Fiscal Sponsorship Timeline

5:25 Closing
The key to success is action, and the essential in action is perseverance.

~Sun Yat-sen
Opening

- Welcome – Rob de Geus & Lissette Moore-Guerra
- Agenda and Packet Review – Mary Gloner
- Introductions & Mental Health Matters Month Warm-Up - All
Collective Impact Workgroup 101: Value of Shared Learning

- Intentional group learning offers greatest opportunity to apply learning → yield most benefit

- 3 Primary Goals
  1. To individually and collectively increase our awareness and understanding and to develop new perspectives.
  2. To generate new ideas and/or solutions.
  3. To make important decisions. Groups engage in learning to reach consensus or agreement on a path forward.

Collective Impact Workgroup 101: Collaboration Journey
Collective Impact Workgroup 101: At A Glance

**WHO:** 15 – 25 people who represent key aspects of the system the Action Team is focused on

**HOW:** Facilitated by Backbone staff and Action Team Co-Chairs

**WHAT:** Meet regularly to drive IMPLEMENTATION by engaging in 3 ACTIVITIES over time
- Determine scope
- Develop strategies
- Drive implementation of strategies

Source: *How to Lead Collective Impact Working Groups: A Comprehensive Toolkit, FSG (03/2017)*
### Collective Impact Workgroup 101: Action Team Members vs. Co-Chairs Responsibilities

<table>
<thead>
<tr>
<th>Action Team Responsibilities</th>
<th>Co-Chair Responsibilities (2-3 Co-Chairs)</th>
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<tbody>
<tr>
<td>• Strategy and Indicator Developments</td>
<td>• Develop Agenda and Content</td>
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<td>• Implementation</td>
<td>• Facilitating Discussions</td>
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<td>• Process</td>
<td>• Member Management</td>
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<td>• Leadership</td>
<td>• Nurturing Relationships</td>
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<td>• Focus on Equity</td>
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<td>• Serving as a Bridge</td>
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**Collective Impact Workgroup 101:**

**Action Team Members vs. Co-Chairs Characteristics**

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<tr>
<th>Action Team Characteristics</th>
<th>Co-Chair Characteristics</th>
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<tbody>
<tr>
<td>• Firsthand experience with issue</td>
<td>• Can commit additional time to regular meetings</td>
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<td>• Genuinely interested in affecting issue</td>
<td>• Represent different perspectives</td>
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<td>• Action-oriented “doers”</td>
<td>• Collaborative leaders and facilitators</td>
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<tr>
<td>• Have authority and trust to represent and influence their sphere</td>
<td>• Willing and able to perform key tasks</td>
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<tr>
<td></td>
<td>• Are not simply symbolic leaders</td>
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*Source: How to Lead Collective Impact Working Groups: A Comprehensive Toolkit, FSG (03/2017)*
EVERYTHING IS A HYPOTHESIS

Groups can get stuck trying to get things just right, like agreeing on very specific goals and initiatives. While it’s important to have an overall shared direction and agenda, it’s not helpful to get stuck in analysis paralysis. We use terms like “hypotheses,” “working goals,” and “good enough” to remind groups that we only need enough clarity to keep moving forward effectively, and that we will refine our goals and our analysis over time.

PROTOTYPE IMMEDIATELY (ALMOST)

Groups can learn as much with their hands as with their minds, and prototyping ideas early and often is a powerful way to surface assumptions, ground our thinking, and focus everyone on the work rather than debates. While we always begin by sharing our current understanding of the challenges and opportunities before us and identifying what to prototype in the first place, we rarely leave a meeting (even a launch meeting) without having developed some prototype solutions or at least rough conceptual sketches of solutions.

QUESTIONS OVER ANSWERS

Developed by our friend Patricia DiVecchio, the Asking the Next Right Question technique keeps groups moving fast by focusing on finding the right questions before we struggle with finding answers. When a small team presents a possible solution to a large group, we ask the larger group to ask questions but the team is only allowed to capture the questions not answer them (clarifying questions excepted). Invariably, the team finds that 2-3 of the questions provide fresh insight that helps them refine their solution on their own, which builds ownership.

This technique avoids a host of problems with the conventional Q&A approach: (1) the desire of the team members to look smart and competent so they make up their responses on the spot, (2) the sense of having answered and resolved a question so the team doesn't consider it further, and (3) the larger group taking away “responsibility” from the team for answering the hard questions themselves rather than trying to please the others.

IF-HOW-IF

Sometimes, making a commitment to solving a complex problem is intimidating or threatening to members of a group. Often, however, what really scares people is the unknown (after all, most of us prefer the devil we know to the devil we don’t). To overcome these fears of commitment, we invite groups into thought experiments in which we explore possible solutions without asking for any commitments at all. Rather than first dealing with the question of IF we should do something, we first thoroughly explore—through storyboarding, roadmaps, backcasting and other techniques—HOW we would do it. Often, by the time we’ve completed our thought experiment, everyone in the room is ready to move forward.

ITERATE...FAST

Two 15-minute rounds of presentations and feedback, facilitated tightly, will yield far better solutions than a single one-hour presentation and feedback round. Couple this with the Asking the Next Right Question process above for powerful results in the least amount of time.
Activating Collaborative Action Teams: Goal 2 – Community Education, Outreach and Training

To improve youth well-being by providing culturally tailored education and conducting outreach to diverse stakeholders (e.g. LGBTQ+, immigrant, underserved, transitional age youth, disabilities) on youth mental health and suicide prevention

- **Strategy 2.1:** Foster the coordinated implementation of youth mental health, suicide prevention, and well-being trainings by community partners, especially those who serve most vulnerable

- **Strategy 2.2:** Define a mechanism to integrate pipeline of student (high school, undergraduate, graduate) internship placements to develop youth leadership, foster purpose, and accomplish PSN’s strategic goals

- **Strategy 2.3:** Infuse Developmental Assets framework in Palo Alto by achieving benchmarks prioritized based on assessment

- **Strategy 2.4:** Provide professional development to early-career professionals and paraprofessionals serving young people in Palo Alto

- **Strategy 2.5:** Strengthen Continuing Education Units (CEU) program for clinical providers serving youth to increase proficiency in youth suicide prevention and youth mental health (emotional and psychological distress)
To improve the mental health care utilization and access for youth by reducing barriers related to recovery, stigma, health coverage, and culture.

- **Strategy 3.1:** Assess youth mental health services for Palo Alto and identify gaps to improve access

- **Strategy 3.2:** Develop a Youth Mental Health Resource Directory for community distribution, prioritizing youth and families throughout Palo Alto

- **Strategy 3.3:** Strengthen the navigation of youth mental health services with linkages to public and private insurance coverage.

- **Strategy 3.4:** Strengthen the coordination of healthcare access between schools and youth serving organizations with providers.
Activating Collaborative Action Teams: Goal 4 – Policy and Advocacy

To engage the community to affect policy change and drive funding, which will ensure a continuum of mental health care for the most vulnerable youth in Palo Alto as well as comprehensive youth well-being strategies and suicide prevention services

- **Strategy 4.1:** Develop, implement, and monitor a 2-year youth mental health policy agenda that will strategically inform, educate, and engage key local stakeholders, policymakers, and community members

- **Strategy 4.2:** Build a cohort of youth engaged in grass-roots advocacy and social justice to improve youth well-being

- **Strategy 4.3:** Review policies, develop recommendations, and educate community on historical means of lethal harm

- **Strategy 4.4:** Coordinate implementation of recommendations from CDC/SAMHSA Epi-Aid on Youth Suicide in Santa Clara County, CA

- **Strategy 4.5:** Develop communication systems to disseminate and serve as a clearing house of youth mental health and suicide prevention policy/advocacy issues
Activating Collaborative Action Teams: Goal 5 – Evaluation and Shared Measurement

To measure success, track effectiveness, improve quality and report collaboration’s collective progress towards fulfilling its vision and mission

- **Strategy 5.1:** Develop and implement evaluation plan consisting of a dashboard and benchmarks of key performance indicators across PSN goals

- **Strategy 5.2:** Develop a database system for data collection, analysis, and report generation of PSN dashboard

- **Strategy 5.3:** Coordinate with County of Santa Clara and local research partners in Community Based Participatory Research (CBPR)

- **Strategy 5.4:** Develop and assess a repository of currently available health data measuring youth well-being, behavioral and suicide prevention

- **Strategy 5.5:** Identify gaps in youth mental health and suicide prevention data/health research and develop recommendations to address gaps

- **Strategy 5.6:** Develop an annual report describing the state of youth well-being, youth suicide prevention, and Project Safety Net in Palo Alto
Activating Collaborative Action Teams: 04-20 Community Youth Meeting

Submit ONE word describing your reaction to the PSN Roadmap
Activating Collaborative Action Teams: 04-20 Community Youth Meeting

The goals that are most important to me are (please rank)
duration: 00:04:33

1. Youth Mental Health Care Services
2. Policy and Advocacy
3. Community Education, Outreach, and Train
4. Evaluation, Data, and Shared Measurement
Activating Collaborative Action Teams: 04-20 Community Youth Meeting

I have experience or knowledge that can help with ...

duration: 00:02:33

1. Community Education, Outreach and Training
2. Youth Mental Health Care Services
3. Evaluation, Data, and Shared Measurement
### Activating Collaborative Action Teams: Collective Impact Strategies 101

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<tr>
<th>Should . . .</th>
<th>Can include . . .</th>
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<tbody>
<tr>
<td>• Be Evidenced-Based</td>
<td>• Convening the right people</td>
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<td>• Build Momentum</td>
<td>• Assuming the responsibility for implementation</td>
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<td>• Be Systems-Changing</td>
<td>• Coaching other institutions</td>
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<td>• Move at Scale</td>
<td>• Sharing learning</td>
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<td>• Be Collaborative</td>
<td>• Providing analytical support</td>
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<td>• Identify Leadership</td>
<td>• Tracking progress</td>
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*Source: Tools for Working Groups, FSG (06/2015)*
Activating Collaborative Action Teams: Collective Impact Strategies 101

**SHORT-TERM/QUICK-WIN:** Implementation & outcome in 3 months to 1 year

**LONG-TERM:** Implementation & outcome over 1+ year

**POLICY & ADVOCACY:** Any time period; local vs state, legislative or executive level

**LEARNING STRATEGY/PROTOTYPE:** Test strategy to inform future strategies, over 6 months

*Source: Tools for Working Groups, FSG (06/2015)*
Activating Collaborative Action Teams:
Action Team Work & Report Back

Instructions & Transition (2 min)
• Work Area by Collaborative Action Team
  • Community Outreach, Education & Training
  • Youth Mental Health Care Services
  • Policy and Advocacy
  • Evaluation and Shared Measurement

Introductions & Reflections (3 min)
• Collective Impact Workgroup 101 Reflections

Goal Statement Review (5 min)

Strategies Discussion (25 min)
• Categorize: short-term, long-term, policy/advocacy, learning strategies/prototype
• Additional strategies: Identify and categorize

Report Back (20 min)
• 3-5 minutes per action team
# Road to Fiscal Sponsorship

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<tr>
<th>Fiscal Year</th>
<th>Fiscal Sponsorship Activities</th>
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<tr>
<td>2016-17</td>
<td>• Draft Charter</td>
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<td>• Research nonprofit process and evaluate fiscal sponsorship</td>
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<td></td>
<td>• Begin Executive Board Members Recruitment</td>
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<td>2017-18</td>
<td>• Appointment &amp; Meeting of Executive Board Members</td>
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<td>• Identify fiscal sponsor</td>
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<td>• Resource development and investment asks for 2018-19</td>
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<td></td>
<td>• Initiate non-profit status application</td>
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<tr>
<td>2018-19</td>
<td>• Procure investments</td>
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<td>• Secure non-profit status</td>
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Closing & Thank You

Wednesday, May 31st, 10-11am
Community Viewing at Rinconada Library
Responding to Netflix 13 Reasons Why: Recommendations for School Personnel and Parents Webinar
Dr. Scott Poland, Nova Southeastern University
Kathy Espinoza, Keenan & Associates

May is Mental Health Matters Month