

FamilyCare Inc
Community Advisory Council

January 19, 2016, FamilyCare Board Room, Portland, Oregon
Business Coach Marisa Gunter
Carnahan Smith & Gunter, Inc

LEADERSHIP DEVELOPMENT

Session 1 of 4

Participants:

- Brett Hamilton
- Celia Higuera
- Chom Sou
- Christine Lau
- Gavin Everard
- Jan Tesch
- Jasmine Hernandez
- Jessica Coshatt
- Leticia Sainz
- Martha Spiers
- Nick Ocon
- Royal Harris
- Sarah Keefe
- Zuri Lopez

AGENDA

- Welcome & Introductions, Purpose and Intention of the Leadership Series
- FamilyCare Health: Mission, Values, Strategies, Directives, Communication Promise:

- How do you individually and collectively demonstrate the Family Care Mission – give specific examples?
- What more would you like to learn about the FamilyCare mission?

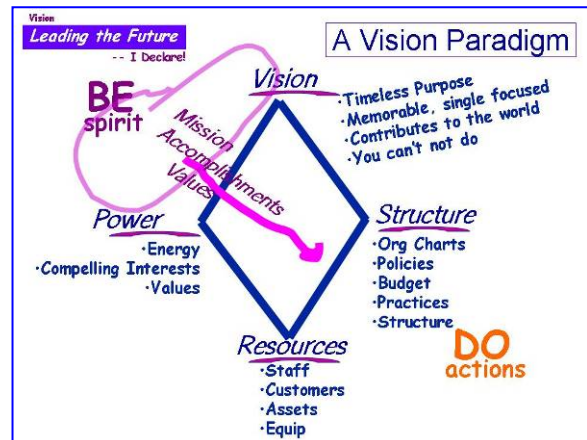
- Leading from a Communication Promise – looking at the FamilyCare Communication Promise:

- Managing my Conversations
- Presuming Good Intent

- What is one item you learned from this Leadership conversation today?

- What is one action you see to take as a leader and follower from today's conversation?

- One word to wrap up this time together.



PERSONAL RESULTS FOR THE DAY

One Word to Reflect the Spirit of the Day

- Focus
- Commitment
- Confidence
- Do!
- Listen
- Process!!!
- Energy
- Create
- Love
- Time management
- Communicate
- Have fun
- Determination
- Breathe
- Exceptionalism
- Connection
- LocoMotion!

RESULTS OF THE DAY: LEARNING AND ACTIONS

Leader	What I'm Learning	Actions Promised
Brett	<ul style="list-style-type: none"> We have more in common than different 	<ul style="list-style-type: none"> Recruit more diverse providers
Celia	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Listen more
Chom	<ul style="list-style-type: none"> Learning why people chose or were assigned to be on the Council 	<ul style="list-style-type: none"> Challenge organization and people to do better
Christine	<ul style="list-style-type: none"> Communication is important We need good discussion to have good communication 	<ul style="list-style-type: none"> Read the whole package Find out more information about FamilyCare CAC
Gavin	<ul style="list-style-type: none"> Nonprofit communication strategies can work in corporations 	<ul style="list-style-type: none"> I will be implementing more communication agreements in my relationships
Jan	<ul style="list-style-type: none"> Board directives 2013-2018 need to be revisited re: diversity 	<ul style="list-style-type: none"> Better listening
Jasmine	<ul style="list-style-type: none"> The mission of FamilyCare More of the role I would like to play on the board The reasons why people are on the Council 	<ul style="list-style-type: none"> Bring better communication, respect, commitment, and trust
Jess	<ul style="list-style-type: none"> To presume safety, you are responsible for creating safety 	<ul style="list-style-type: none"> Take Communication Promise back to HYC
Leticia	<ul style="list-style-type: none"> History/more information re: FamilyCare 	<ul style="list-style-type: none"> Communication Plan for EASA/advisory council?
Martha	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Take Communication Promise back to Division
Nick	<ul style="list-style-type: none"> The power of a mission/vision/set of guiding values to center/ground an organization 	<ul style="list-style-type: none"> Integrate the idea of a Communication Promise with my staff/employees
Royal	<ul style="list-style-type: none"> How our diverse professional and personal group look at the same material with different responses 	<ul style="list-style-type: none"> Look at how I can incorporate a Communication Promise in the groups, work I do
Sarah	<ul style="list-style-type: none"> Gavin/Q Center health partnership 	<ul style="list-style-type: none"> 24 hr follow-up to meetings
Zuri	<ul style="list-style-type: none"> "Leading and Following" 	<ul style="list-style-type: none"> Good intent I will act with good intent at home personal life and at work w/o being prejudiced

LEADER, LEADERSHIP, LEADING DIALOGUE

Thinking of your personal values, what is a value/belief you bring to the FamilyCare Community Advisory Council?

- ⇒ Advocate
- ⇒ Create systems with proper resources
- ⇒ Voice for health
- ⇒ Passion for transition youth
- ⇒ Passionate
- ⇒ Empower Voices
- ⇒ Advocate for those in domestic violence situations
- ⇒ "HEFT" in the organization
- ⇒ Voice for Community Health
- ⇒ Voice for the Asian Community
- ⇒ Advocate for all color, we can do better, we need to advocate for consumers
- ⇒ Passion for developing leaders
- ⇒ Ensure there are aligned services for those who need behavioral health assistance
- ⇒ Be a voice for behavioral health needs

Leading to Communicate for Understanding: the FamilyCare Communication Promise

- ⇒ What does "Managing my private conversations" mean?
 - Attending to what you are saying and thinking so that you are using language that forwards the mission, values, future.
 - Using language that keeps what is wanted and needed in the forefront.
- ⇒ What are your thoughts about "Presume you're safe, presume good intent, presume you will be heard, presume you have something to contribute"?
 - For the FamilyCare member, this reminds staff to let members know they are safe, that they heard as having good intent, that each member will be heard, and the each member has something to contribute to the conversation.
 - For the FamilyCare team member this statement reminds everyone that it is a

safe environment, that each person is heard as having good intent, that team members are heard and that everyone needs to remember that they do and can contribute.

What more would you like to learn about the FamilyCare Mission, Values, Strategies, Directives and Communication Promise?

- ⇒ I hear that the Scope of FamilyCare is more then an insurance company, what does that mean?
- ⇒ For the FamilyCare Board of Directors: How are you continuing to have a diversity that represents the communities you serve? Example communities of color?
- ⇒ How can FamilyCare Board and Staff create more ways to hear what health means to each consumer?
- ⇒ As a note, this may not be the same as what FamilyCare team is saying.
- ⇒ As a possibility, they may need as operational definition of health different from wellness different from the medical model being used.

