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Action Planning and Implementation Webinar Series

Webinar 2: Building a Plan


We will begin promptly at 12:05

Please introduce yourself in the chat function – Name, title, and organization

Session Objective:
At the end of this webinar, Participants will be able to use the implementation guide to develop an action plan for their organization

To access the WebEx Chat:
Scroll across the bottom of the screen.

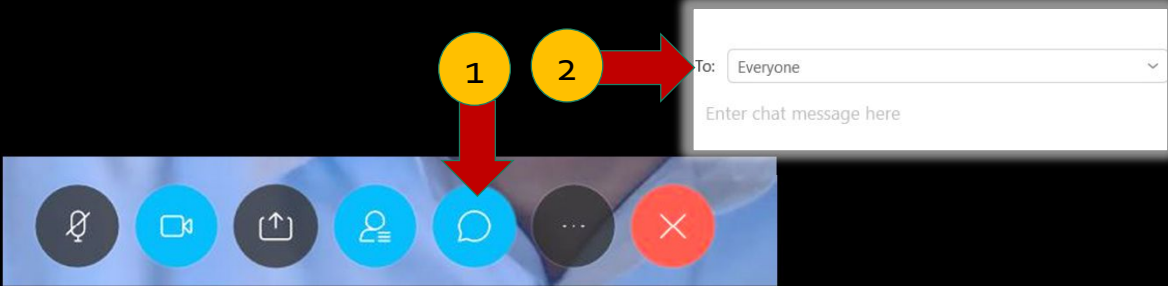
1. Click the “speech bubble” at the bottom of the screen.
2. In the dropdown box, select **Everyone**.



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Utilizing the NYC Peer & CHW Workforce Consortium Toolkit and Guide

- The toolkit can be found here, <https://www1.nyc.gov/site/doh/providers/resources/supporting-peers-and-community-health-workers-in-their-roles.page>
- The guide can be found here, <https://www1.nyc.gov/assets/doh/downloads/pdf/peer/action-planning-and-implementation-guide.pdf>

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Assessment Review and Communication about Findings

- Ideas for structuring the online self-assessment can be found in the Action Planning and Implementation Guide (pp.6-8)
- After completing the self-assessment, share what was found with the organization
- There are multiple ways that an organization can review the self-assessment and create a summary of all the submitted responses.
 - These include noting:
 - most frequently reported selections
 - items with significant variation between employees

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Recognize Potential Barriers to Engagement

- Some individuals may not be interested in the topic being presented.
- The willingness to invest time, or reallocate time used on required tasks, is necessary for full participation.
- Existing power dynamics can make a cooperative process tense or impede open communication.
- Contextual understanding of the purpose for this activity varies across employee
- Other pragmatic concerns

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Conduct a Collaborative Planning Session



- After sharing findings, encourage employees to fully participate in selecting focus areas based on domains for improvement
- Selecting no more than three at a time will help an action plan to be more realistic and attentive to the greatest gaps
- Ensure that participants are informed about the purpose of the planning discussion

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Example: The Purpose of our Collaborative Planning

Work together to prepare and develop a plan that meets our needs. This means that we will:

Decide on the most effective and strategic approach

Align the plan with areas for improvement

Organize and communicate this plan with all participants in writing

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Select Processes That Encourage Representation of Employees/Stakeholders

- Involving a larger number of people doesn't always mean convening as one large group.
- Strategic formation of smaller groups or subcommittees can address pragmatic issues of scheduling, space, or access to technology.
- Power dynamics that may stifle open discussion can be better addressed in smaller groups.

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Building a Plan

- An example from Curtis Dann-Messier, Director of the NYC Peer & CHW Workforce Consortium
- I am currently creating goals and developing a strategic plan / action plan to guide the Consortium's work over the coming years.
- I started in this role on 5/1. Given my background, I had some ideas for areas of focus for the Consortium, but I needed to collect insight and feedback to focus, narrow, and improve my ideas.
- The goals and plan I come up with will need to accomplish two things.
 - 1) Strengthen the existing peer & CHW workforce
 - 2) Increase the size of the peer & CHW workforce

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NYC Peer & CHW Workforce Consortium 3 Areas of Focus

1. Establish new peer roles
2. Work to make sure peer & CHW jobs are good jobs
 - Livable wages, opportunities for growth, and lots more
3. Better integration of peers & CHWs onto care teams

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Encouraging Representation + Creating Buy-in Example from the Consortium

Identifying stakeholders to elicit feedback:

- Allies within DOHMH
- Organizations and groups doing similar work inside and outside of DOHMH
- Trusted colleagues from my network, including some steering committee members
- Webinar participants

Be clear on the goal of the feedback:

- To learn about the work of others
- Improve and refine Consortium goals
- Define some of the actions I should be taking to reach the Consortium's goals
- Build relationships and start to think about how these individuals can (or cannot) be activated to support the Consortium in reaching its goals.

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My process for eliciting feedback:

Ask each group the same questions, let the conversation flow, and take good notes

Questions:

Who I am talking to

Tell me about your work in general

Tell me about your work with peers and CHWs

What are some of the strengths of the peer & CHW workforce in NYC and beyond?

What are some of the challenges the workforce faces?

I'm thinking that my goals will fall into three categories

- Establish new peer roles. (Describe, ask for their thoughts)
- Work to make sure peer & CHW jobs are good jobs (Describe, ask for their thoughts)
- Better integration of peers & CHWs onto care teams (Describe, ask for their thoughts)

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My process for eliciting feedback

- Every conversation is an opportunity to refine your goals and develop your plan.
- The more I talk about my goals and plan, the clearer and stronger they become.
- People appreciate sharing their ideas and opinions, so don't be afraid to ask.

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Let's do it! (surveys to large groups)

- Use the chat function:

What are some of the **strengths** of the peer & CHW workforce in NYC and beyond?

2-3 minutes to enter your thoughts in the chat function

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Let's do it! (surveys to large groups)

- Use the chat function:

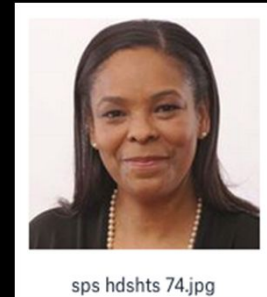
What are some of the **challenges** facing the peer & CHW workforce in NYC and beyond?

2-3 minutes to enter your thoughts in the chat function

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1:1 Conversation with Carrie Shockley

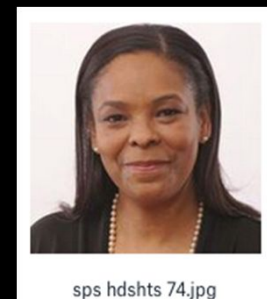
- Carrie Shockley, EdD has been with the City University of New York for 20 years and is currently the Director of the John F. Kennedy, Jr. Institute for Worker Education at the CUNY School of Professional Studies. Prior to joining the Institute, she was a Post-Doctoral Fellow with the University Dean for Health and Human Services (CUNY), and Director of Health Programs at Lehman College's School of Continuing and Professional Studies.



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1:1 Conversation with Carrie Shockley

- Carrie's role at the Institute includes overseeing professional development models that provide financial support and career development opportunities for those employed in the health and human services field. As part of a curriculum and program development team, she is developing an academic and career credential that will be offered across the University for people with intellectual disabilities. Her current research interest is in health services workforce development as it relates to health policy reform and implementation of innovative care models in New York State.
- For more information and highlighted projects from the JFK, Jr. Institute see: <https://sps.cuny.edu/about/jfkjinstitute>



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What did you notice?

- What did you notice about how I conducted a 1:1 conversation?
- Share your observations in the chat function.

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Small group conversations

Work to make sure peer & CHW jobs are good jobs

- Livable wages, opportunities for growth, and lots more
- Thoughts?

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What did you notice?

- What did you notice about how I conducted a small group conversation?
- Share your observations in the chat function.

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Surveys to large groups

- I developed a feedback form to gather your input on the Consortium's areas of focus. Please send me your thoughts (after the webinar is over)
- https://docs.google.com/forms/d/e/1FAIpQLSf--l8RaCeqL4try3qkIVCUtIVm7zjVWd64_b1jAgIW3PnOg/viewform?usp=sf_link
- Open the link and fill this out after the webinar is over.

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I've had lots of conversations... what's next?

- Develop SMART Goals!
- Create a plan

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SMART Goals as a Tool for Measuring Success

- **S**PECIFIC What will be accomplished? What actions will you take?
- **M**EASURABLE What data will measure the goal? (How much? How many? How well?)
- **A**CHIEVABLE Is the goal doable? Do you have the necessary skills and resources?
- **R**ELEVANT How does the goal align with broader goals? Why is the result important?
- **T**IME-BASED What is the timeframe for reaching the goal?

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How will we know when we're there?

For each of the focus areas selected, think about the specific gap, and what it would look like to fill that gap

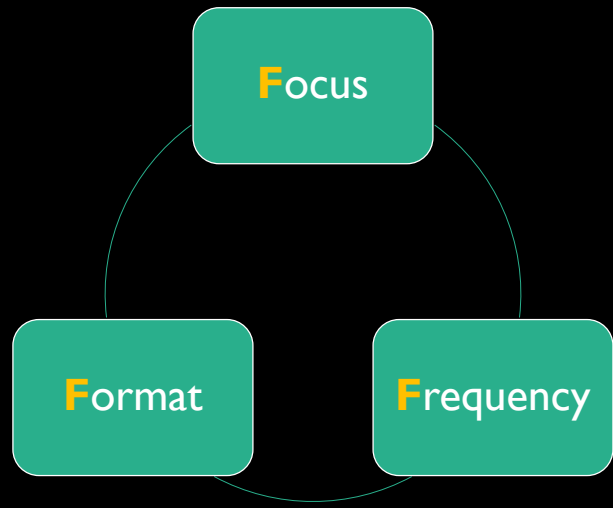
	Desired Outcome	How it will be Measured
1.		
2.		
3.		

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Building the Plan to Achieve the Set Goals

The 3F Action Plan

This structure was designed by the Consortium to help each organization consider how to combine components of a plan that will work best for its needs

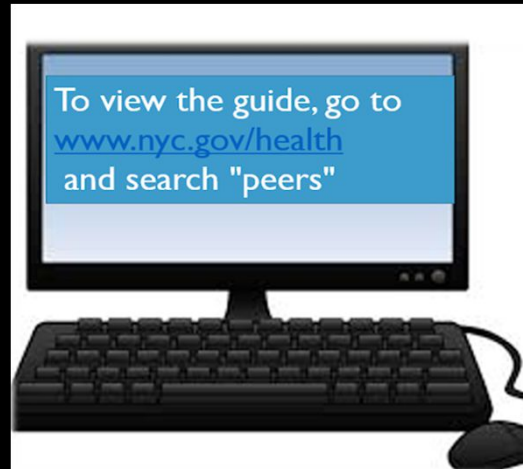


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Questions?

For more information

- The toolkit can be found here, <https://www1.nyc.gov/site/doh/providers/resources/supporting-peers-and-community-health-workers-in-their-roles.page>
- The guide can be found here, <https://www1.nyc.gov/assets/doh/downloads/pdf/peer/action-planning-and-implementation-guide.pdf>
- Give Curtis feedback on the areas of focus https://docs.google.com/forms/d/e/1FAIpQLSf--l8RaCeqL4try3qkiVCUtIVm7zjVWd64_b1jAgIWi3PnOg/viewform?usp=sf_link



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Thank you!

Aviva Cohen: acohen3@health.nyc.gov

Curtis Dann-Messier: cdannmessier@health.nyc.gov

Rita Cronise: rita.cronise@rutgers.edu

Carrie Shockley: <https://sps.cuny.edu/about/jfkjinstitute>

Carlton Whitmore, DOHMH Office of Consumer Affairs



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Thank you!!!


Reminder - Join us for the next webinar in the series

Webinar 3:
Keeping the Action
Active



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ACADEMY
OF PEER SERVICES

We Learn. We Share. We Thrive.

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Faces and Places of Peer Support

Virtual Learning Community (www.aps-community.org)

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Broadcast on May 27, 2020



Academy of Peer Services

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The NYC Peer and Community Health Worker Workforce Consortium

is a project of the New York City Dept. of Health and Mental Hygiene (NYC DOHMH)

Learn more at <https://www.academyofpeerservices.org/>

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