

# San Bernardino County Community Vital Signs Initiative

## Community Transformation Plan

### Facilitation Guide

#### Community Forum Overview

Community Vital Signs is a community-driven effort in partnership with the County of San Bernardino to establish a health improvement framework. Currently, Community Vital Signs is developing a Community Transformation Plan, a long-term, systematic effort to address public health problems in San Bernardino County.

Previous community engagement meetings gathered input from community stakeholders to identify priority indicators, as well as provide input in response to the data based on their own knowledge of the topic, including input about what was most interesting or surprising, disparities that exist, and the story behind the data.

Five additional community forums will take place in each of the five Supervisorial Districts and will engage a mixture of professionals, community leaders, and residents to review the strategies, goals and objectives of the Community Transformation Plan, provide feedback and identify ways in which they can support actions to address priority areas.

Each meeting will use a Gallery Walk model where participants will have an opportunity to review posters that provide the goals and objectives associated with each strategic issue in the Plan and provide feedback. Each poster station will be supervised by a community facilitator. The goal is to include up to 100 participants at each meeting.

#### Meeting Objectives

These meetings are being conducted to present the fundamental elements of the San Bernardino Community Transformation Plan and obtain feedback and buy-in from community stakeholders such as residents, providers, educators, and leaders. Specifically, the participants will be asked to review the components of the Plan and provide input across three key areas:

1. **Strengths:** In what ways are these goals important to your community? How will they impact your community?
2. **Engagement and Support:** Which aspects of the Plan are you excited about? Is anyone already doing this work? How can you help? Who else should be a part of this?
3. **Concerns:** What elements are you worried or concerned about? What else should be included?

#### Logistics

- Room arrangement: Participants will be seated in tables for the initial welcome and introduction. The District Supervisor will provide an introduction to the group of participants. H+Co will follow with a brief presentation highlighting the process to date and activities for the day.

H+Co will divide the room up (in 6 even groups) to ensure that there are not too many people starting at one poster. Participants will then move around the room to review and discuss information provided on large posters throughout the room.

- Each poster station will be facilitated by a Harder+Company staff member or community volunteer.
- Participants will be provided tickets to vote on goals and post-its to provide written feedback.

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- Participants will wear nametags to facilitate conversations as individuals move from one station to another.

**Agenda**

The table below provides an overview of key activities.

<b>Time</b>	<b>Activity</b>	<b>Details</b>	<b>Handouts</b>	<b>Supplies</b>
1 hour before start of forum	Arrival	Harder+Company and facilitators arrive to finalize set up	Facilitator Guide Volunteer buttons	Digital Camera Refreshments
30 minutes before start of forum	Registration	Participants begin to arrive; receive materials and get refreshments	Name Tags Sign-In Sheets PPT slides Photo Booth	Extra name tags and pens for drop in guests White board and markers for photo booth Headsets for Spanish Nametags and dots
5 minutes	Welcome and Introductions	H+Co welcomes everyone, plays video and introduces supervisor Rutherford	Thumb drive with powerpoint (PPT and PDF)	
10 minutes	Opening remarks	Opening remarks from Supervisor Rutherford	Translated materials	Translation equipment
20 minutes	Intro Slides and Explanation of Activities	Overview of exercise and instructions		Posters Easels Translation equipment
5 minutes	Break into groups			
35 minutes	Gallery Walk	Participants take time to visit multiple posters and provide feedback	Community Facilitator guide  Copies of posters	At each station: Easels Paper Markers Tickets and boxes Pens Post-Its Butcher paper for "what is missing" station Copies of the data report Small copies of posters in sheet protectors
15 minutes	Small group discussions	Participants share their thoughts in small groups	"Placemat" worksheets	Tear sheets Pens
20 minutes	Reflection	Participants share their thoughts and key takeaways		

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10 minutes	Closing Remarks and Conclusion of Forum	Thank everyone for attending Review next steps	Evaluation Forms	H+Co staff stand by exits with boxes to collect placemats and evaluation forms
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### Activity Instructions

The following are instructions for each activity in the forum agenda.

#### 1. Arrival and Set-Up

- a. Hazelruth will set up registration in area outside main room. Please make sure there are sign-in sheets, name tags, dots and pens at the registration station.
- b. DPH will set up photo booth; provide DPH staff with white board, markers and eraser.
- c. Community facilitators should check in with Matt Kronz upon arrival to receive further instructions and poster assignments and receive volunteer buttons; may be asked to help with registration.
- d. Courtney to ensure easels and posters are set up; instruct RAs to hang up “What is Missing” butcher paper and place handouts in appropriate areas.

#### 2. Registration

- a. Harder+Co RAs sit at registration table and greet participants as they arrive
  - i. Have people sign in and provide contact information if they wish to receive Vital Signs Updates
  - ii. Have participants fill out name tags and place dot if they do not want pictures used in social media, marketing, etc.
  - iii. Pick up headset for translation
  - iv. Note anyone who is hearing impaired to Supriya; someone from DPH will be available to provide sign-language interpretation
- b. Community facilitators not helping at registration: walk around and greet participants, thank them for coming
  - i. Ten minutes before start time begin encouraging people to take their seats so we can begin on time.

#### 3. Welcome and Introduction

- a. Courtney will welcome everyone to the forum and introduce Supervisor

#### 4. Opening Remarks

- a. Supervisor will provide opening remarks
- b. H+Co RA will provide Spanish Translation via headsets

#### 5. Explanation of Gallery Walk

- a. Courtney will provide an overview of Community Vital Signs and the Community Transformation Plan and provide instructions for activities
- b. Use slides to explain gallery walk and small group exercise (Placemats)
- c. Spanish Translation via headsets
- d. Participants will visit each poster station (6 total) and do two things:
  - i. Place voting cards in box for top two or three goals for each priority area
  - ii. Write up anything that is missing on post-it and place on wall.
- e. Community volunteers and RAs go to poster stations
- f. Be sure to divide up the room so an equal number of people start at each poster to ensure equal distribution at each poster station

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**6. Gallery Walk**

- a. Participants will visit each poster station (6 total) and do two things:
  - i. Place dot stickers on top two or three goals on each poster
  - ii. Write up anything that is missing on post-it and place on wall.
- b. Facilitators assigned to each poster should encourage people to come up and place voting tickets in the boxes choosing their top three goals for economy, education and access to healthcare and their top two goals for safety, healthy behaviors and mental health and answer questions as they arise
- c. Facilitator assigned to “What is Missing” wall instruct participants to use post-its to write down any additional ideas they have in the appropriate strategy area.
- d. Harder+Company staff will “float” from station to station to help with supplies, take pictures, troubleshoot, etc.
  - i. Facilitators assigned to a station to wave down Harder+Co staff if they need anything rather than leave their post
- e. Harder+Company staff provide reminders to visit each poster every 10 minutes during activity
  - i. Provide time check at halfway point and when five minutes are remaining

**7. Small group discussions**

- a. Participants take 5 minutes to answer questions on placements
  - i. Facilitators go from table to table to make sure people have placemats, pens, etc.
- b. After answering questions on their own, participants form small groups (5-8 people) to discuss questions: use paper on each table to take notes.
  - i. Facilitators walk around to each table to see how groups are doing, answer questions, etc.
  - ii. Harder+Co staff give 5 minute warning

**8. Reflections**

- a. Harder+Co staff ask for participants from each table to briefly share key takeaways
- b. RA chart key points
- c. Facilitators go to exits with boxes to collect placemat handouts

**9. Closing remarks**

- a. Thank everyone for their time
- b. Remind people to turn in placemats, eval forms (leave behind pens?)

**10. Cleanup**

- a. Take pictures of posters/etc. before removing
- b. Harder+Co staff go to each poster and tally stickers before rolling up (in case stickers fall off)
- c. Roll up posters in group
- d. Group all placemats and give to Harder+Co staff (preferably SD staff if present)
- e. Take down “what is missing” wall and glue or tape down post its before rolling up.
- f. Be sure to take all easels, pens/markers, refreshments, sign-in sheet, etc.
- g. Thank community facilitators! Have them turn in handouts and volunteer buttons before they leave.
- h. Thank host and lock up as needed.

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**Addressing Questions during the Forum:** Participants may ask you specific questions about data on the posters or what a specific goal means. Here are some suggestions of how to address those questions.

1. You can rephrase a goal if it is unclear to a participant (based on the way it was written)
  - ii. If the participant feels it is unclear, encourage them to write down their thoughts on a sticky note and place it on the butcher paper
  
2. If a participant asks you about a specific data point from the poster, let them know the information comes from the Community Vital Signs Final Report and make up the long-term goals of the Community Transformation Plan
  - iii. Let them know there are copies of the Community Vital Signs final report at the resources table if they would like to look at specific details
  
3. If a participant asks you to explain what a goal means, ask them what they think it means. Let them know we really want to receive their feedback on the way the goals are written. If something is unclear or missing, encourage them to write feedback down on the sticky-notes