CAN Presentation for City of Austin

CAN Customers
- CAN's key customer is decision makers including: CAN partners, community leaders, social service providers, and recipients of service The ultimate customer is the full community.

Tangible Results hoped to be accomplished by CAN
- Useful updated assessments and plans identifying community need
- Broad agreement regarding solutions and resources gathered for the solutions
- Coalition building
- More efficient and collaborative service delivery
- Increased community awareness of health and human services issues
- Increased and/or more efficient use of funds

Intangible results expected of CAN
- Legitimacy/solid reputation
- Political and public/private support
- Structure for data gathering, networking and problem solving
- Raised community awareness about issues
- Advocacy

Roles or Functions for CAN to be Successful
- Serve as a catalyst for action
- Continue assessment and planning process and promote specific strategies
- Convene forums for community input, collaborative problem solving, leadership, communication and specific issues
- Build coalitions around specific issues and clusters
- Provide opportunity for active participation/buy-in of CAN Partners
- Create community awareness of data and issues
- Promote public policies through advocacy

How will we know if CAN is effective?
- Additional resources will be identified and all resources will be used more effectively
- Issues and needs will be raised and responses implemented
- People stay at the table and recognize a benefit

Roles of Each CAN Group

Resource Council (Policy level leadership of CAN partners):
- Provides governance of the CAN structure
- Provides strategic direction
- Sponsors issues (assessments, plans and/or specific implementation strategies)
- Develops policies that support the implementation of chosen strategies
- Identifies resources
- Ensures that resources are being used effectively
- Ensures that CAN Partner organizations are informed and supportive of CAN activities and actively participate in chosen solutions, where appropriate
- Provides leadership and advocacy

Administrative Team (Executive level leadership of CAN Partners)
- Focuses on and sponsors implementation of CAN recommended strategies
- Looks at systemic impacts of decisions and ways to make a systemic difference
- Ensures staff support for intermediary role in the assessment and planning process through the CAN working groups
- Develops CAN policies and procedures for Resource Council approval

CAN Community Council (community experts, providers, users, interested citizens)
- Provides forum for community input and ensures grass roots perspective in CAN processes
- Assists in community awareness and encouraging the community to mobilize its resources to support CAN recommended strategies
- Identifies health and human service areas needing additional attention
- Recommends, and where appropriate, implements actions to address identified needs

CAN Executive Committee
- Oversight of Routine CAN business
- Guide CAN Staff pursuant to CAN Resource Council policy direction

CAN Assessment and Planning Committee
- Coordinates assessment and planning activities witht eh CAN Issue Area Groups (IAG's)
- Reviews, ensures the credibility and useability, and recommends for approval the assessment and planning documents developed by the Issue Area Groups

CAN Marketing Committee
- Provides direction for, oversees and implements all CAN related marketing efforts

CAN Issue Area Groups
- Provide accurate and timely assessment and planning information about their issue
- Develop, prioritize strategies and generate support for addressing their issue
- Monitor and report recommendation implementation progress

CAN Staff
- Provide support to the CAN organization
- Facilitate communication among the CAN bodies and provide them with information to fulfill their roles and functions

- Support and convene community groups as requested within CAN's scope

CAN Areas of Focus following October 2003 Retreat:

1. Role Clarity
2. Process for Prioritization
3. Inclusion (in CAN's work)
4. Public Policy Advocacy

What have we done to address these areas?

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- Reviewed the CAN structure and identified opportunities for refinement and improvement
- Met with each CAN body to clarify its role
- Started process of meeting with each CAN partner organization to define their needs and expectations of CAN and CAN's expectations of them
- Met with the Issue Area contacts and Planners to discuss how to create a better connection and synergy among the issue area groups and with the CAN bodies
- Decided that the CAN structure should focus on the issue area groups and their concerns and opportunities
- Created the public policy advocacy committee which is defining the way issues can be navigated and supported through the CAN structure
- Continued to work with Dr Tommy Darwin from the UT Graduate Studies Department to create a more streamlined communication flow process for CAN groups to interact and make decisions
- Surveyed individual CAN members to identify their interests to implement a "liaison" structure with CAN Issue Area Groups

Next Steps:

1. Complete meetings with CAN partner organizations
2. Finalize the "flow of communication" process to clarify how issues are raised and processed through the CAN system
3. Implement the "liaison" structure with a Champion for each Issue Area Group
4. Define public policy and discern how CAN participates in public policy
5. Meet with CAN Issue Area leaders and decide how to present information in a way that will yield the most effective results
6. Provide opportunities for people to learn how to connect with CAN and the Issue Area groups
7. Capture and quantify the results of all the work by the issue area groups