

B.3 Example Listening Circle Agenda:

Time	Agenda Item
9:30 – 10:00	Sign-In / Breakfast / Child-drop off
10:00 – 10:15	<p>Introductions</p> <p>1) Introduce Community Connect, give some background (why we're doing it, it's just beginning)</p> <p>2) Why we've invited you here, what to expect</p> <ul style="list-style-type: none"> ● We need your help -- both feedback and ideas; we'll be sending you what we learn here today and what we're going to do as a result. ● Ask: If you were in charge...? What is Children's role? ● Introduce Navigators / other Children's staff <p>3) Instructions for the World Cafe discussion</p>
10:15 – 11:00	<p>Discussion – World Café Structure 3 questions – 15 minutes each</p> <p>Primary question #1: What advice do you have about how to get the best resources onto our list (non-profits, government agencies, neighborhood groups, etc.)? Prompts:</p> <ol style="list-style-type: none"> 1. What resources have you tried already that you liked? 2. What resources have you tried that you didn't like? 3. What makes a resource a good one? 4. How do you find out about resources? Whom do you ask? 5. Are there resources you have heard about that you haven't used but you think could be useful? 6. Do you know someone in your community who knows a lot about resources whom should we ask to be on an Advisory Team? 7. How do you think we could encourage families to tell us about good resources? <p>Primary Question #2: What could we do to improve our program? Prompts:</p> <ol style="list-style-type: none"> 1. When you think about the process we went through together – from the invitation to speak with a navigator, to the questions asked, to the resources given (or not) and the follow up – was there anything about this process that you would change or add? <ul style="list-style-type: none"> ○ Would you like to see resources for social support? ○ Would you like help with filling out applications? ○ Would you like to be connected with other families to support each other?

	<ul style="list-style-type: none"> ○ Would you want the ability to schedule an appointment with us? <ol style="list-style-type: none"> 2. What could we do to better encourage people to participate? 3. How does CC compare to other support you get from other organizations? 4. Is printed information helpful? Would a monthly newsletter with information be helpful to you? What should be in it? <p>Primary Question #3: How do we best introduce the program so people understand what we do?</p> <p>Prompts:</p> <ol style="list-style-type: none"> 1. What can we do to help people understand what we do? 2. How would you describe our service to friends/families? 3. How could we support families to have a strong network of support, beyond our services?
11:00 – 11:25	Note-taker Summaries and Large Group Debrief
11:25 – 11:30	<p>Close / Next Steps</p> <ul style="list-style-type: none"> ● Sign-Up opportunities ● Gift cards and Parking

B.4 Example Flier:

COMMUNITY CONNECT LISTENING CIRCLE

September 12, 2018

Your thoughts, feedback and ideas are important to us!

As a participant of the Community Connect program, you are invited to participate in an upcoming listening circle. As a new program, we are always looking for ways to continue improving and we need your help!

We are inviting a small group of families to provide feedback about how we are doing and share ideas about what we could do to be better. Please join us for a meal and conversation about your experience.

We'll discuss:

- Program improvement
- Community resources
- Clinic process

When: Wednesday, September 12

9:30am – 10:00 am Breakfast
10:00am – 11:30am Discussion

Where: Children's Minneapolis
2525 Chicago Ave S. – Education Center
Members of the Community Connect team will greet you near the 2nd floor Welcome Desk.

Additional Details:

- Child care is available for children 2 years old and up.
- Parking cost or bus fare will be covered by Children's.
(Please park in the Green Visitor Ramp off of E 26th Street)
- Individuals will receive a small gift as a thank you for participating.

Contact us if you have any questions!

(651) 220-5699 | Community.Connect@childrensMN.org