

Promoting Positive, Effective, & Authentic SILC Member Engagement - Decentralized Value-Based Teaming & Peer Support

Brooke Wilson - Executive Director Oregon State Independent Living Council
Mikayla McHenry - Kansas Institute for Positive Healthy Inclusive Communities
KIPHC, 2021

Complex State Human Service Networks (1 of 2)

Navigation under the best of circumstances:

- Federal Governing Statutes
- Mandated State Entities, Functions, and Oversight
- State Administration Flexibility and Contextual Variables
- Regional Administration Flexibility and Contextual Variables
- Limited Funds & Waiting Lists for Needed Services
- Potential Political Shifts Every 2 to 4 Years

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Complex State Human Service Networks (2 of 2)

Examples of Additional Potential Navigation Hazards:

- Oversight responsibilities designated without training or commitment
- Perception of competing interests amongst stakeholders
- Inconsistent messaging regarding advocacy and shared interests
- Historical patterns of challenging interactions between stakeholders
- Antagonistic vs. Collaboration culture
- Limited Consumer led initiatives and discussions
- Low stakeholder participation and communication
- Leadership does not reflect consumer diversity

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Brief History

- Oregon's IL Network consists of:
 - 7 CILs – 5 Part C and 2 Part B funded – ALL receive State General Fund and Part B dollars
 - Oregon SILC
 - Oregon Commission for the Blind (OCB)
 - Oregon Vocational Rehabilitation serving as the DSE

What was the issue?

- We lacked "T.A.C.T."

- Trust
- Accountability
- Communication
- Time management

I used to say if we were more “tactful” our relationships would be better.

- A lack of respect and misplaced value
 - IL philosophy – “nothing about US without US.”

Positive Effective Teaming (PET) Project Process & Features

Circular image that shows from top all the way around the circle and back to the top, the following aspects:

- Admin Input and PET Review
- Stakeholder Input and PET Review
- Relationship and Trust Development
- Authentic Collaborative Vision and Plan
- Contextualized Training Content and Activities
- Sustainability via PET

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Admin input and PET review

- Inclusion of everyone within the IL Network
- Surveys
- Interviews provided in person & virtually based on individual requests
- Reports to the group while maintaining confidentiality and anonymous responses
- Group trainings
- Continued inclusion and generous engagement encouragement
- Acceptance of past “issues” or the ability to move forward

Stakeholder input and PET review

- Self-evaluation tool measures perceptions regarding Positive Effective Teaming features and agreed-upon shared values
- Four Domains 25 questions on the survey and open-ended questions
 - Consistent and Agreed Upon Expectations
 - Conflict Resolution and Collaboration
 - Communication, Trust, and Transparency
 - Positive Culture and Strengths-Based Interactions
- Contextualized training based on scores reflected on the survey

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Relationship and trust development

- Authentic communication
- Validating perception
- Comfort with Discomfort
- Confidentiality
- Respect
- Full transparency

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Data-based Opportunities & Action Steps

Opportunity: Clarify & Enhance Shared IL Network Value-Related Expectations

Action Steps

1. Develop shared IL Network Values
2. Use PET Positive Practices to: Teach, Reinforce, Provide Constructive Feedback KIPHIC 2022

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Authentic collaborative vision and action plan

1. Be Consumer Led and Emphasize Consumer Choice & Inclusion
2. Promote Mutual Respect
3. Culture of Improvement
4. Coordinated and Collaborative Advocacy

Data-based Opportunities & Action Steps (1 of 5)

Opportunity: Include IL Network Value Related Expectations in IL Orientation

Action Steps

1. Consider SILC/IL Network Orientation Information & Processes
2. Revise with IL Network Input
3. Pilot with New IL Network Members

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Shaping IL Network Values

- Onboarding
- “Board with your best self, leave everything else at the station”
- Share Value Expectations
 - Reinforcement
 - Constructive feedback
 - Giving & responding to feedback
 - Responding to triggers
 - Reinforcement

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Data-based Opportunities & Action Steps (2 of 5)

Opportunity: Enhance IL Network Knowledge of SILC & CILs

Action Steps

1. Improve Knowledge of CILs by SILC Staff & Members
2. Develop & Execute Plan to Expand/Diversify SILC

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Contextualized Content & Activities

- Positive Practice Example & Activity
 - Train
 - Reinforce
 - Give Constructive Feedback
- Constructive Feedback “Teachable Moments”
 - Focus on IL Network Shared Values

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Constructive Feedback (Teachable Moment) Procedures

- Discrete
- ASAP
- Constructive & Respectful
- Objective Focus on Agreed Upon Mission & Vision
- Data-Based Follow-Up
- Consider What Contributed
- Comfort with Discomfort
- Practice

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Interaction Dynamics

- Professional Group
- Professional individual engagement
- Professional/personal individual engagement
- Virtual meeting
- Email
- Phone call
- In-Person

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Data-based Opportunities & Action Steps (3 of 5)

Opportunity: Address Perceived Concerns Regarding Leadership Roles & Terms

Action Steps

1. Change By-laws to address perceived conflicts with SILC Leadership roles following current terms served.

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Data-based Opportunities & Action Steps (4 of 5)

Opportunity: Promote & Protect Consumer Input

Action Steps

1. Prioritize Value & Related Expectations with PET Positive Practices
2. Survey Regularly with Determined Survey Tool & Processes

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Avoid Admiring Problems

- Shift to Positive Productive Values
 - Remember your health, life is indeed too short
- Be solution focused
- Engage values when no one is looking and when everyone is looking
- Everyone, even leaders, occasionally lose their way. A positive community culture is galvanized when individual and collective members own their missteps and trust that despite personal differences, everyone is earnestly working towards the agreed upon shared values.
- Make space and time for all communication

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Data-based Opportunities & Action Steps (5 of 5)

Opportunity: Sustain IL Network Values

Action Steps

1. Ongoing Evaluation & Calibration w/ Boosters
2. Determine Survey Tool & Processes

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Sustainability with PET

- Evaluation of the PET Features (6 scaled questions)
 - Developed from the original survey
- Evaluation of Identified Values (4 scaled questions)
 - Baseline average score is a four
- Perceptions of the IL Network (3 open-ended Questions)
 - Please share any experiences from the last three months which positively reflected IL Network Values.
 - Collaboration
 - Right Path

- Please share any experiences from the last three months which indicate opportunities to improve IL Network Values.
 - Minimum Conflicts, But Concerns Regarding Sustainability
 - Continue to Strive for Safe Spaces
 - A Journey Will Take Time
- Any additional comments regarding PET features and agreed-upon IL Network Values?
 - Generally Positive

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IL Network Survey Procedures

- Facilitated by the SILC using agreed upon accessible online survey tool
- Completed every two months for two cycles then IL Network will review process and frequency moving forward
- Results of each survey will be shared with IL Network at the next SPIL workgroup meeting
- All data will be shared with all IL Network members. However, open ended question responses may be reworded to de-identify specifically named individuals
- The IL Network will compare survey data with previous data and discuss alignment with PET skills and IL Network values. Strengths will be reinforced, and action steps will be created for any needs

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Improvements we've seen and felt

- In April of this year, we began working on a legislative request for the 2023 legislative session – CIL Pay Equity
 - Meetings took place at least 2x a month (and still do)
 - True collaboration
 - Tough conversations – funding distribution, staffing needs, rural versus urban
 - ALL 7 CILs agreed to the pay standards for ALL staffing within their CIL that is considered an IL funded position
 - CILs began sharing information to create a statewide picture
 - The Legislative request made it through all the initial steps – further than any request in the past
 - Our request WAS included in the Agency recommended budget – ODHS/VR can advocate for this request

SPIL development

- A goal within our current (20-23) SPIL is: Funding formula and methodology will be reviewed & updated at least biennially to address service expansion through capacity-building and outreach to unserved IL consumers.
 - We have met 5 times this year to discuss Oregon's funding formula and methodology.
- As an IL Network we have also had weekly meetings while developing the upcoming SPIL for 2023-2025.

- Discussing Section 3.2

Network expansion Contact us with any Questions!

Mikayla McHenry

Brooke Wilson