

What's working well?

- Communication:
 - Emails, phone calls, site visits (Unscheduled, Less Formal)
 - Scheduled, more formal, agendas, meeting minutes taken & shared
 - Internal Meetings- Executive Director Leads
 - External Meetings- Lead Agency Leads
 - Collaboratives: meeting includes like-minded organizations
- Cross Collaboration and deeper understanding
- Removal of barriers
- Cross-referrals
- Meeting regularly- good agency rapport/relationships
- Weekly partner meetings to define action plan
- Service providers meeting periodically
- Referring clients to external agencies to provide wider range of services
- Networking
- Sharing collective data
- Building relationships/conversations
- Breaking ourselves from what is comfortable for us and do what is beneficial for our project in this collaborative effort
- Organizations seem motivated
- Referrals, job training, legal services
- External email replies going well
- Youth groups: job readiness, independent living, anger management
- Community knowledge increasing: client needs met, expansion of services
- The clients we serve rely on us. We serve them well.
- Above mid-year goals
- Good client relationships
- Strong partnership diversity
- Good communication
- Unfunded partner involvement
- Steering committee for collective impact
- Learning about partner agency services
- Collective problem solving
- Increased outreach by partner agencies
- Cross training
- Working with colleagues
- Feedback, support, training
- Identification of resources
- Data sharing

- Charter schools/alternative schools most open
- Teen parent groups going well
- Collaborating partner aiding in recruitment
- Formalizing structures for collective data

What challenges have been overcome? What were the solutions?

- Keeping unfunded partners engaged
- Capacity building
- Working Collective impact data collection process with an internal referral form
- Increased awareness to our clients of other community employment readiness/employment placement programs that fit their needs/preferences
- Are we keeping the barriers that clients experience in mind as we make referrals?
- Slow to get programs started which negatively impacted referrals but gave ample time to train and prepare
- Meeting mandatory reporting requirements resolved with honest feedback
- Asking for demographics that are unrelated to services provided
- Trust
- Commitment through the project
- Will do better
- Everything is new. Adjusting is always a process
- Warehouse of other provider services
- The standard measures not matching what we do so we can record the correct information (KRA scores vs. progress within individual standard)
- Developing pre/post survey appropriate for clients
- Population served outreach; needs vs. contract
- Restructuring
- Changing locations, partners, and strategy to meet objectives
- Changing a culture, not just meeting deliverables
- Motivating partners
- Overcoming: technology, data collection
- Agencies are struggling with the time consuming effort
- SHARE your stuff
- Trust and communication
- Affecting a lot of people became more possible through relationships

What are some lessons learned and remaining challenges? What are potential solutions (within available financial resources)?

- Data sharing, specifically accessing each other's data is still a challenge

- Learning circles would help increase communication and data sharing
- Capacity to market to clients and larger community
- Telling of the stories
 - Separate organizational brochures vs. collective info flyer
 - Professional documentary
 - Professional marketing/pr services
- Better comprehension/defining of shared goals, expectations, and language
 - Engaging vulnerable transient populations
- Other funding needed to fulfill/expand some program components funded via HSL/UW
- Clients experience other barriers as a result of the harsh winter weather
- Don't fully understand collective impact projects which prevents full implementation
- Definition of terms- not consistent
- Unduplicated issues doesn't fit our services
- Too much admin and micromanagement/unit of service/meeting & reporting is burdensome
- Success stories- too much emphasis on the dramatic/often what we do is mundane
- Data- what's really important? e.g. in our case- age isn't relevant
- Too much emphasis on process
- Confusion regarding referrals- misinformation and lack of clarity regarding process
- More collective impact training
- Understanding who's who and how they connect to the bigger picture
- Knowing who aligns with what it is you do as an organization
- Understanding what this should look like from United Way / County
- Connect – Collaborate – Create : Marketing to share with funders the collective impact story
- Billable hours
- Communication, Coordination
- Still a hassle for clients
- Perceived confidentiality
- Passport Referral
- Process Flow, Mindset Shift
- Counting collaborative meetings
- "Everyone's Client"
- Common intake form- use a direct referral system, consistent casework system
- P2P Communications (include services)
- More effective communication
- 24-hour window to respond to emails/phone calls
- Managing personal stress / mindfulness
- More collaboration with like projects needed
- Things outside of your control, just gotta move on
- Data collection sharing
- Creative in program implementation
- Ask partners for help/feedback
- Unified vision to move programs forward
- Organization/staff buy-in

- Use research to improve implementation
- Language importance in communicating
- Different funders in the county specifically are on different calendar years and the client count is going to result in duplication when we report to Andar whole program and not just what the contract funds
- Data collection vs. client confidentiality
- Natural tension that isn't going to be resolved completely
- Get "buy-in" by staff/client
- Educate people on need
- Partners not be affected by new challenges
- Change takes time
- Transportation
- Schools- possibly closing

Talking the Walk Group Discussion

- The Foodbank uses a system called Call Fire to connect with member agencies about recalls and other items. Lee said prior they only sent emails but the system has allowed them to communicate via phone, helping them to reach individuals who use email less
- The YMCA of Greater Dayton has created a tool to help them better communicate with parents. Philip shared that the tool helps teaching staff understand a child's needs and making the tool more parent-friendly has helped ensure parents and teachers are on the same page.
- Mid-Year Reports often mentioned that increasing meeting frequency was necessary to help everyone get off to a better start. Groups found that meeting quarterly wasn't sufficient to keep the ball rolling on tasks
- Families Forward shared that physically sharing an office space has been helpful for communication and that they've joked about throwing paper airplane notes back and forth rather than emailing. Helping everyone understand messaging has been easier when they're located in the same place.
- One group suggested that emails and meetings always include Action Steps and Deadlines to help folks remember the needs and stay accountable
- Some groups are sharing data through Google Drive, DropBox, and other similar tools helping them to get information back-and-forth more efficiently
- Etana from the Hall Hunger Initiative spoke about groups using meetings as a time for group work rather than reporting out. She suggested that some groups send the report-out information ahead of the meeting to expedite that section of the meeting.