

MINUTES OF THE COMMUNITY ENGAGEMENT TASK FORCE, IN REGULAR MEETING OF MONDAY, DECEMBER 5, 2022 AT 5:30 PM, SOUTHEAST REGIONAL LIBRARY, ALCOTT ROOM, 775 N. GREENFIELD ROAD, GILBERT, ARIZONA

MEMBERS PRESENT: Iya Affo; Chris Curley; Katie Hackett; Alexandra Rodriguez; Javier Rodriguez; Sean Warren; and Suzanne Lunt, Alternate

MEMBERS ABSENT: Amy Holstein; Christine Sabel; and Heather Watts

STAFF PRESENT: Council Liaison Kathy Tilque, Staff Liaison/Volunteer and Community Resources Manager Melanie Dykstra, Assistant Town Manager Dawn Prince, and Deputy Town Clerk Judy Martinez

GUESTS PRESENT: Kathleen Dowler with Dignity Health

CALL TO ORDER

Chair Hackett called the meeting to order at 5:32 p.m.

PLEDGE OF ALLEGIANCE

Vice Chair Warren led the Pledge of Allegiance.

ROLL CALL

Staff Liaison/Volunteer and Community Resources Manager Dykstra called roll and declared a quorum present.

WELCOME AND INTRODUCTIONS

Chair Hackett welcomed everyone and asked those present who were not members of the Task Force to introduce themselves. Those in the audience introduced themselves.

TASK FORCE MEMBER WARM UP – ENERGY CHECK-IN AND WEEKLY HIGHLIGHT

The group participated in a warmup exercise and shared their favorite childhood candy.

AGENDA ITEMS

1. Consider approval of the minutes of the November 7, 2022 meeting.

A MOTION was made by Vice Chair Warren, seconded by J. Rodriguez, to approve the minutes of the November 7, 2022 meeting. *Motion carried 7-0.*

2. Review and Discussion of Priority Areas of Mental Health and Suicide Prevention

Staff Liaison Dykstra introduced Kathleen Dowler, Director of Community Health at Dignity Health. Dowler described her background and experience. She discussed the projects that she helped open in Arizona. She discussed Dignity Health's need assessments and how that often related to the Town's need assessments.

Dowler led an exercise of strategic planning in a limited period of time called "compression planning". She also gave the group a reflection on comedian Robin Williams. She asked the group to take an index card and to write the first name of someone in their lives who was suffering from mental health issues. She stated she had been briefed on the Task Force's work and progress, including the presentations and assessments they had seen previously. She said the overall purpose of the activity was to develop and implement strategies and to put together some recommendations that would later go to the Council. She said the non-purpose of the activity that night was to focus on how to do things; the activity that night was to focus on the "the what". She said each table would be doing breakout sessions and try to get out a lot of ideas in a short period of time. She said then they would get to the priority part. The group participated in an exercise at each table including "awareness of existing resources" using one idea per sticky note. Another table focused on "promoting positivity and reducing stigma"; another group focused on "promoting inclusivity and increasing the number of individuals seeking care". Then the groups rotated topics every ten minutes and brainstormed so that each group eventually added to each topic or focus area.

Dowler continued to lead the group in the exercises and stated that the next step was to hang up the different pages with the topics proposed and the posted notes with all of the ideas. She said red, blue, and green stickers would be used for the team to do prioritization, with the goal of short-listing some items. She asked the team to put their first choice for each topic with red being first choice, blue being their second choice, and green being their third. After the group prioritized the items, Ms. Dowler reviewed the priorities identified by the groups. She said the third part was to move all of the higher priority items over to a different sheet. She reminded the members that the focus of the day was "the what" but there would be some opportunity for them to discuss "the why" and discuss other priorities that may

have not moved to the top of the list. Some of the ideas were relationships, continually talking about mental health, and having a culture that helped people feel safe.

Dowler discussed the Impact Effort Matrix to identify if the areas were high, medium, or low impact, then how they compared to other categories of quick and easy, some time and some effort, and heavy hitters. The group discussed some of their topics and explained their choices. They said that there were different clinical or professional definitions used by some and then ones that were more in layman's terms and that others would understand better. The members discussed the term pathology and then recommended using "mental health" instead of "mental illness" to reduce negative connotation and stigma. They said that mental health may not have that stigma as saying mental illness. They discussed trauma response. They discussed the different aspects of mental health including physical, spiritual, and community or social aspects and how it was broad.

Dowler led them through the exercises in the matrix to prioritize the sticky notes. They discussed Town Culture and where it fell in the matrix, deciding on high impact, heavy hitter. They noted it was long term because it would take time to change a town's culture. They continued the exercise to go through all of the top priority sticky notes that were identified as priority. They discussed the need for peer support or having similar people of similar ages available, particularly with teen suicide and human trafficking; they noted how important that similarity and culture could be to help people feel comfortable with others. They also discussed the importance of creating that sense of safety. They discussed the importance of culture and that a lot of people would not do talk therapy because it was not in alignment with their culture; they identified that you should have alternative methods such as clay therapy and plant or gardening therapy. Dowler noted the importance of knowing the cultures within the community and working to create diversity in the types of services offered. They also discussed a Quick Response (QR) code to be used in places like public restrooms and available to the general public.

The group discussed how Gilbert was using #GilbertKindness. Member Affo said that the campaign was painful to her because it was used at the same time that her child was being mistreated at school. They discussed the use of slogans or symbols. Dowler spoke of how those slogans were aspirational but took time to develop the culture, noting it could take years. Dowler shared how Dignity Health's culture evolved over time.

Dowler said she would take the information and create a summary for the Task Force. She reiterated that the activity was "the what" and later they would work on "the how".

Alternate Lunt said it was a great exercise and said working together was helpful.

Dowler said the end result would have a huge impact on the town even though it would take time. She thanked the Town Force for the work they were doing. She said the other topics that did not make the top priority list were still going to be outlined as a reminder. She said when they got to the next parts of their strategy, the next piece would be fine-tuning.

3. Discussion and assignments of action items for CETF members

Staff Liaison Dykstra stated based on today, there were no new specific assignments but just to keep thinking about the topics they identified. She said as they rolled out the information that would be gathered and distributed to keep thinking of a strategy, that coming up with a strategy would be the next step. She said they would get the lists of priorities and then would be going to the how-to part, which was a step toward the recommendations.

Dowler stated she could put together a quick tip sheet of how to move those items toward the next step. She said in order to understand “the how” they would need to have a lot of the smart goals, or specific tasks that would help them to be successful. The group discussed the use of a recommendation template.

Member J. Rodriguez spoke of key performance indicators and how they could be conveyed to the public as well.

Dowler discussed types of measurements that could be used. She said in regard to measuring changes in the Town’s culture, professional surveys could be done and maybe add the use of focus groups. She said it would take time, not just a couple of years; she added that some things were easier to measure, like social media.

Council Liaison Tilque stated they were working on performance measures and moving the needle, though it would take time.

Dowler stated it took time to get real results. She spoke of work with Dignity Health and that at first, they did not take the surveys that seriously. She said once they did and were consistent, they got better results. She said they had to build that culture first so that people would be honest. She reiterated that it would take time.

Member Affo stated that the police force was a good example of the culture that they needed to see in Gilbert.

Council Liaison Tilque stated when you had it right in one department, it would set a bar and other people would try to rise to it.

The group said the fire department was also inline to do the same thing and praised Chief Duggan.

Council Liaison Tilque stated they were hiring a Wellness Coordinator and working with mental health. She said that many things had been incorporated for culture in the new Municipal Center I remodel.

Member A. Rodriguez talked about working for Maricopa County and said that the culture there now was better than it was before.

Council Liaison Tilque stated it was a slow movement and they would have a big piece of that shift at the end of the day.

Chair Hackett asked if the Task Force could also make some recommendations to the schools; the group thought that it would be appropriate to do so.

COMMUNICATIONS FROM CITIZENS

None.

FUTURE MEETING SCHEDULE AND TOPICS

Future agenda topics may be requested and compiled for a list of potential agenda topics; however, the merits or details of the items may not be discussed until placed on an agenda.

There was no additional discussion.

COMMUNICATIONS

Report from Council Liaison on current events.

Council Liaison Tilque stated that Staff Liaison Dykstra and Assistant Town Manager Prince gave a report of the Community Engagement Task Force at the Council Retreat. She said the Council preferred to be kept informed as the Task Force went along topic by topic and were very supportive of their endeavors. She reported that at the Retreat, the Police Chief talked about the grant from the opioid settlement; she said one of the recommendations was to hire a clinician to be on-call to work on the calls of the Police Department and to be assigned a car. She discussed the Crisis

Response Team and Solari. She said she believed the Fire Department was also going through the autism training, and Parks and Recreation had also received autism certification. She said the Communications Subcommittee had gotten direction to continue their efforts and would be doing community outreach in February and March; they would also look at different communications methods. She also noted short-term rentals and how legislation allowed the Town to have more controls with a database as well to track issues. She also noted the Police Department was working on their transparency roadmap and adding real-time information, as well as having their community forums.

Report from Staff Liaisons on task force assignments and current events.

Staff Liaison Dykstra noted the next meeting would be on January 9, 2023, not January 2, 2023. She said she did not have any events to share but noted the holidays were a stressful time for many and to be aware of that. She said she would share events as they came up as well.

Report from Task Force Members on current events.

Member J. Rodriguez asked about minutes for the Veterans Advisory Board and what their wellness pillar was, asking if there was some overlap between the Veterans Advisory Board and Community Engagement Task Force. Staff Liaison Dykstra stated she would send him a link to their minutes.

ADJOURN

Chair Hackett adjourned the meeting at 7:39 p.m.

ATTEST:

Katie Hackett, Chair

Melanie Dykstra, Staff Liaison