



Panel 1 Meeting 5 Brief

2.17.2015
7:00-8:30pm

Goals: In this meeting we will: 1) Review different methods of making recommendations, 2) Decide upon reporting formats and 3) Choose 3-5 actionable recommendations.

Review Meeting 4

- During meeting 4, we went over context, defined the target population, welcoming characteristics, and reviewed ideas learned over the course of the panel. We also started to discuss and generate ideas for recommendations.

Review Michael Patton's Recommendation Handouts

- David discussed the different alternative recommendations that Michael Patton presented to the steering committee including a discussion on framing and language used in reporting recommendations. Examples of types include goals, principles, strategies, systems changes and outcome mapping.
- David also presented how reporting recommendations might look, using a "What", "So What", and "Now What" approach.

Review Interview Strategy

- Wendy gave an update about her meeting with Donald Gault of Ramsey County. For no extra fee, they find organizations' stress points and make recommendations for making it more welcoming. One example was of the Children's Museum's stress points was dealing with stressed out parents at the ticket counter. The solution was to hire staff to play with children in the lobby while parents completed their transactions. As a result the whole feel of this space and experienced changed in positive ways. This was a great example of how a "light touch" can make a large difference.
- The panel discussed hearing more about Nora and David's notes with leaders and executives in the St. Paul community.

Select 3-5 Actionable Recommendations

- The panel discussed that improving communication was its overarching principle. The panel members decided that all of the Tier One recommendations in the draft recommendations report were focused on improving communications and that taking on the Tier Two recommendation seems unrealistic.
- The panel discussed having an opt-in email for people in the St. Paul community. This email would share major events occurring and other news that people should be attuned to.

Next Steps

1. Notes from Nora and David's interviews
2. Draft up Principles

3. Draft up recommendations
4. Brainstorming worksheet