

# Healthier Neighbors Impact Report (May 2016- Sept 2016)

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[healthiertogetherpbc.org/report/healthier-neighbors-impact-report-may-2016-sept-2016/](http://healthiertogetherpbc.org/report/healthier-neighbors-impact-report-may-2016-sept-2016/)



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## Summary:

**Healthier Neighbors is a community-driven health initiative within Northern West Palm Beach & Riviera Beach. As a part of Palm Healthcare Foundation's new community-driven initiative, Healthier Together is expected to make a significant improvement in the health and well-being of Palm Beach County residents.**

## The Birth of Healthier Neighbors

Healthier Neighbors (HN) is 1 of 6 “Healthier” communities engaged in a 5 year place-base initiative. Each community selected from Palm Healthcare Foundation’s three priority areas: diabetes prevention & management, behavioral health, and family care-giving. The HN community voted to focus on Behavioral Health in the 33404, 33407, and 33401 zip codes. During the early years key components of the initiative were established including the development of a Steering Committee, fiscal agent- Community Partners, Project Director Search Committee, and lastly the selection of Jeanette Marshall as the Project Director.

### **Welcome Healthier Neighbors**

What makes this grant initiative unique from so many others is the reliance on the HN community in the structure of the project. This work cannot truly impact the community without the community providing their experiences and what works best.

During the beginning months HN conducted interviews with Steering Committee members, community leaders, held numerous focus groups, and conducted surveys to both youth and adults. During this process we engaged over 200 residents. Through the use of force field exercises, each focus group provided feedback regarding the current state of behavioral health in their community, the future of behavioral health, roadblocks to achieving goals, and identifying positive resources in the community. The data obtained, along with city, county, and state agencies will be used to develop the strategic plan for the HN community during the fall of 2016.

### **Achievements**

Within the early years, Healthier Neighbors experienced the following wins:

- 104 surveys were completed by residents and local service providers. 16 Interviews conducted with residents, service providers and Steering Committee members.
- 63 residents and service providers participated in focus groups.
- Over 98% reported feeling meaningful participation in the process.
- An average of 80 participants attend community meetings
- Over 95% report feeling engaged and involved in the process and learning about new services or resources in the community
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- Healthier Neighbors tagline has been established; “Making Health Happen”
- Healthier Neighbors Facebook page established
- Youth Ambassadors have been identified at Palm Beach Lakes High School, R J Hendley Christian School and Gaines Park Teen Outreach Program

## **The Unknown**

There are areas we continue to work with the community to strengthen. These areas include defining behavioral health with input from residents. As communication increases within the community more and more residents are able to personally identify with behavioral health. A phrase that HN hears most often is

| I'm more interested in behavioral health than I thought I would be.

Through feedback loops and continued resident engagement, HN will increasingly gain trust in the community which will lead to increased resident attendance to HN community events and contribution to building and branding HN.

## **What we are learning from the process**

The early years of HN was guided by intentional processes. Many grants have come and gone in the community without leaving a positive impression on residents. Throughout HN's early years residents expressed their concern of providing survey responses and attending community meetings without witnessing results. Therefore HN is moving with intention and purpose; learning that resident engagement and follow up is key to building trust and ultimately sustainability. HN welcomes "uncomfortable" conversations that have come in the form of racial injustices, health disparities, and generational wealth. We have learned from this process that each of these concerns negatively affect the behavioral health of the HN community and must be addressed in order to affect change.

### Key Partners:

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Palm Healthcare Foundations, Community Partners, Children's Home Society of Florida, BRIDGES at Riviera Beach, West Palm Beach Housing Authority, Center of Child Counseling, Northwest Community Consortium Inc., FAU Community Health Center, Mental Health Association, City of West Palm Beach, Riviera Beach CRA, 211, BRIDGES at West Palm Beach, BRIDGES at Northwood

### New Partners:

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Palm Beach Lakes Community High School, RJ Hendley Christian School, Magellan Complete Care, The Vicker's House, Twin Lakes Housing, Urban Growers, PBC Criminal Justice Commission, Jerome Golden Center, PBC Victim Services, Chrysalis, Ephesus SDA Church, Tabernacle Missionary Baptist Church, Salvation Army- West Palm Beach, The Go-To Therapists, Health Council of Southeast Florida, Cities United-City of West Palm Beach, A Better Way Home Care, West Palm Beach Police Department

### Goals:

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1. Engage 100 unduplicated residents through a data collection
2. Hold monthly community-wide meetings to increase awareness about behavioral health and to establish a shared agenda and a feedback loop for improved behavioral health programming
3. To increase capacity among individuals, organizations and systems to impact lasting and sustainable change related to health and well-being
4. Create an awareness campaign strategy to increase awareness about behavioral health and resources
5. Attend and participate in at least 3 community meetings and events to promote Healthier Neighbors Initiative
6. Develop and initiate a formal Ambassador Program to reach underserved community residents in settings such as schools, faith based institutions, and other community venues

## Process and Implementation Outcomes:

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- Outcome: **Community-led process**

Progress:

#NothingAboutMeWithoutMe

- Healthier Neighbors community residents and service providers voted on the area of interest for the community over the next 5 years
- Healthier Neighbors determined Community Partners as the fiscal agent
- Over 100 residents participated in a community conversation about race, violence and public health per the request of the HN community
- Over 60 residents participated in the sense making session to prioritize the health concerns within the HN community

Associated Attachments:

- [Download File "Presentation-to-HN-September-19-2016.pptx"](#)
- [Download File "Community Conversation.Sensemaking-1.jpg"](#)

- Outcome: **Trust is built and nurtured**

Progress:

How do you know trust is built and nurtured?

- 63 residents within the HN community participated in focus groups and contributed to the force field exercise.
- 63 residents were able to provide input based on their lived experience
- HN residents requested a community meeting be held to address race, violence and public health. HN responded to the community's request and over 100 residents participated
- HN provides follow-up information to residents in a timely manner

Associated Attachments:

- [Download File "HPI-Health-Survey-English.doc"](#)
- [Download File "HPI-Health-Survey-Spanish.doc"](#)
- [Download File "Force-Field-Analysis-blank.pdf"](#)

- Outcome: **Diverse community engagement and communication**

Progress:

HN has made an effort to include diverse populations within the community inclusive of, but not limited to: non-English speakers, degreed residents, non-degreed residents, residents receiving ongoing mental health treatment, service providers, educators, city and county employees, seniors, youth, veterans, those holding public office, local service providers, business owners, and corporations.

## Detailed Narrative:

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Healthier Neighbors are using innovative strategies to prioritize health disparities in the Northern West Palm Beach and Riviera Beach communities.

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Healthier Neighbors (HN) is the face of every resident, employee and neighbor within this community. The Healthier Together initiative, funded through [Palm Healthcare Foundation](#), afforded the HN community





## APRIL

Project Director interviewed key stakeholders and Steering Committee members.



## MAY

Healthier Neighbors logo established. logo reflects the dual-city initiative.



## JUNE

Healthier Neighbors began focus groups in the community and met with over 70 residents.



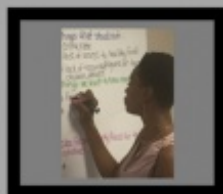
## JULY

Keep Calm & Ask. A community conversation about race, violence and public health. Over 100 residents in attendance.



## AUGUST

Healthier Neighbors receive health indicator responses from over 60 residents through surveys.



## SEPTEMBER

Healthier Neighbors Sense Making Session. Community review of data and input on the direction of the initiative.

Making Health Happen



an opportunity to have their suggestions, ideas, and lived experiences valued through the development and implementation of HN's early years.

In **April** the Project Director, Jeanette Marshall, spent her first full month of employment interviewing the HN Steering Committee and asking each committee member 6 vital questions:

*What are strengths/resources of the Healthier Neighbors?*

*What are challenges/stressors faced by the community?*

*What are your goals for the Healthier Neighbors initiative?*

*What are your goals for Healthier Neighbors for the next 6 months?*

*What are the best approaches to reach the larger community?*

*What are the best accomplishments of Healthier Neighbors initiative thus far?*

There were a variety of responses, however each response reflected collaboration, resident engagement and optimal health.

**May** brought on many highlights and the greatest was HN's identify through the creation of an official logo. The carefully crafted HN logo represents unity and a bond between the neighbors of Northern West Palm Beach and residents of Riviera Beach. Many have likened the logo to the well-known "Broadway Bridge" which connects the two cities.

**June** was filled with impactful conversations through focus groups. Over 60 residents participated in a force field exercise identifying current and future behavioral health conditions in their community. Residents also expressed barriers to positive behavioral health gains and were eager to provide innovative solutions.

In **July** Healthier Neighbors joined West Palm Beach Parks and Recreation's (Marvelous Washington- Site Supervisor) roundtable discussion which resulted in "Keep Calm and Ask – A Community Conversation about Race, Violence, and Public Health ". Over 100 HN residents participated in watching an episode of the hit TV show "Black-ish" followed by a likely discussion on how racial injustices effect our behavioral health. 58 attendees completed surveys and one of the many comments left on the interactive board read,

“Dinner was great let's do this again”



The Healthier Neighbors community faces health disparities that exceed the norm in Palm Beach County. In **August** HN surveyed over 60 residents to learn more about their lived experience through a variety of health indicators. The surveys resulted in a significant variance between youth responders and

adult responders. Due to the results, HN saw fit to include strategies within the initiative that speak the needs of both audiences.

During **September** HN was able to engage the community in sense making of the data collected from inception to present. HN invited all focus group participants, survey takers, and stakeholders who participated in interviews to review the data and provide feedback. This community meeting included a “3-2-1” exercise:

What are the 3 things that stood out to you from the presentation of data?

What are the 2 things you would like to know more about?

What is the 1 thing you would like to focus on in the Healthier Neighbors initiative?

Healthier Neighbors spoke candidly about the needs of their community. Residents then categorized their needs into 4 areas:

### **Solutions/Interventions**

### **Barriers**

### **Awareness**

### **Resources**

These 4 areas will house the innovative ideas generated, with keen focus on seniors, youth, re-entry, veterans, homeless, non-English speakers and young children and connect to the HN theory of action (see attachment).



## Lessons Learned:

**Healthier Neighbors is pleased to share the lessons learned over the last six months. As a community, we have experienced these lessons together and are working toward building upon our experiences to strengthen this initiative.**

- ***Don't reinvent the wheel***– a way to avoid this is by partnership engagement and learning the resources in the community. It's not always a missing resources, sometimes it's the lack of knowledge on where to find it.
- ***Feeling uncomfortable is a good thing***– the work of community engagement and being responsive is not easy. We are oftentimes faced with dialogue that challenges the status quo. Responding to these uncomfortable times aid in acknowledging the problem and getting to the root causes in order to build solutions.



- **Data! Data! Data!** – everything is data and data is everywhere; focus groups, community conversations, HOA meetings, and even coffee shop talk needs to be documented. These data sets ultimately aid solutions and the conversations build trust.
- **Moving at a slower pace is not a bad thing**– Traditional grants generally have implementation and planning timelines that cannot be adjusted. The HN initiative takes a different approach and is a community-led process. HN welcomes building new relationships, networks, data collection, and listening to the residents which takes time. HN values this process and is moving with intent and purpose to be most effective.
- **Strengthen the tools**- The Collective Impact Model is a dynamic tool that cannot be used exclusively in the HN community. We will work to find best practices and innovative strategies to pair with the collective impact model to best meet the needs of the HN community.

### Top three things you are proud to have accomplished through your work with Healthier Together:

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1. An initiative which values residents as capable decision makers
2. Residents who are now able to identify positive behavioral health as a necessity
3. Resident engagement- community residents are involved in every decision and milestone achieved

### Top three challenges you have faced with your work with Healthier Together:

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1. Behavioral health is a broad need to address and therefore will require continuous resident engagement to determine the priority areas
2. Gaining trust within the community. This is an ongoing process which will increase over time
3. Maximizing diversity through community conversations and increased resident engagement

### Next Steps:

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Over the next six months HN plans to:

- Define behavioral health
- Solidify the priority areas for HN over the next 1-3 years
- Host a second community conversation in mid-November
- Create an ambassador training program
- Begin marketing for reducing the stigma of behavioral health

- Increasing followers and presence on social media
- Begin working on a resource manual for the HN community with 211

### Additional Attachments:

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- [Download File "Healthier-Neighbors-TOA-002.pdf"](#)
- [Download File "what-is-behavioral-health-new-design.jpg"](#)