

Catalyst Coaches Orientation

January 10, 2019



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Welcome!

Please make sure to use both the dial-in and web platform function of Zoom. Follow the dial in function on your screen.

Make sure to sync your audio and video by dialing #(Two-digit code in top hand corner)#.

Everyone is unmuted. Press *6 to mute and unmute yourself.



Agenda



- 1. Welcome and Introductions**
- 2. Coaching Overview:**
 1. Goals
 2. Expectations
 3. Structure
- 3. References for Coaching**
- 4. Wrap Up and Action Items**

The background consists of several overlapping circles in various shades of blue and green, creating a dynamic, abstract pattern. The colors range from light sky blue to deep forest green.

**Meet Your CCI Team, Master
Coach and Fellow Coaches!**

Introduce Yourself

1. Name
2. Role
3. What is one goal or hope you have as a Catalyst Coach?



CCI Team & Master Coach



Diana Nguyen
Coach Coordinator

Program Coordinator
CCI



Laura Blumenthal
Catalyst Manager

Senior Program
Manager
CCI



Chris Conley
Master Coach

Cofounder of gravitytank
Former Professor of Design
& Innovation at Institute of
Design, IIT

Introduce Yourself

1. Name
2. Role
3. What is one goal or hope you have as a Catalyst Coach?

1. Ariel Peterson, Venice Family Clinic
2. Andrew Navarro, Tri-City Health Centers
3. Blake Gregory, Alameda Health System
4. Derek Carrillo, Neighborhood Healthcare
5. Diep Tran, Riverside University System
6. George Su, San Francisco Health Network / UCSF
7. Gregory Peterson, Neighborhood Healthcare
8. Hrishi Belani, Olive View-UCLA
9. Jill Rees, West County Health Centers
10. Kathleen Figoni, West County Health Centers
11. Matt White, Contra Costa
12. Meghan Powers, Venice Family Clinic
13. Sarah Kerr, Open Door Community Health Center
14. Selena Wilson, EOYDC
15. Tabitha Thomas, WEAVE



2019 Catalyst Teams

Catalyst Team	Preliminary Project Topic	Proposed Coach
Center for Care Innovations	Strengthen staff professional development process	Chris Conley
Center for Youth Wellness	Share information/data across internal teams	Matt White
CommuniCare Health Centers	Improve patient experience with care transitions (e.g. prenatal to primary care)	Ariel Peterson
Community Action Partnership of San Luis Obispo County Inc CAPSLO	Increase parent engagement in healthy eating and sex- ed needs for teens	Kathleen Figoni
Community Clinic Association of Los Angeles County	Improve data governance when collecting data from health centers and making it useful for them	Meghan Powers
Community Health Partnership of Santa Clara	Encourage men who are "assigned but not seen" to come in for preventative care	Derek Carrillo
Golden Valley Health Centers	Address the stigma, emotional and administrative burden that comes with disclosing abuse	Tabitha Thomas
Health Leads	Remove barriers for local students to participate as care navigators, creating pipeline to CHW job with County	Selena Wilson
LAC USC Medical Center Adult Primary Care	Address immigration status fears when being screened for social needs	George Su

2019 Catalyst Teams

Catalyst Team	Preliminary Project Challenge	Proposed Coach
Native American Health Center	Redesign the care team to work better together	Blake Gregory
Neighborhood Health Care	Set expectations when staff are hired and onboarded	Diep Tran
North County Health Services	Improve insurance eligibility checks when appointments are scheduled	Greg Peterson
Northeast Valley Health Corporation	Decrease provider burnout	Hrishi Belani
SparkPoint Contra Costa	Empower clients to step up in other areas of need (housing affordability) and self advocate	Sarah Kerr
St Johns Well Child and Family Center	Provide preventative HIV services for re-entry criminal justice-involved clients	Andrew Navarro
WEAVE	Address disparity between black women's rates of use of crisis (high) versus preventive (low) services	Jill Rees



Coaching Overview: Goals, Expectations, Structure

Dial *6 to tell us!

What are your takeaways on effective
(and not-so effective) coaching in the
Catalyst program?



What is a Coach?

Coaches are...

- **Catalysts**
- **Navigators**
- **Motivators**
- **Sounding Boards**
- **Peer Supporter**

Coaches should...

- **Build trusting relationships**
- **Facilitate connections to resources and other teams**
- **Help navigate teams to appropriately scoped solutions**
- **Model mindsets, behaviors & methods**
- **Provide inspiration & encourage fun!**

Coaches do not...

- **Assess teams' work**
- **Offer answers**
- **Facilitate co-design sessions for teams**
- **Do the work for teams**
- **Provide project oversight**

Expectations of Coaches



**Six Month Commitment
January – June 2019**



**Six Days of Design
Thinking Workshops in
Oakland, CA**



One Team to Coach



**Coach Teams
Remotely for 5
Hours Total**



**Share Your Experience
Applying a Design
Method (Optional)**

Key Dates

- **January 23, 2019, 12-1:30pm PST** – Virtual Kickoff Meeting
- **February 20-21, 2019** – In-Person Workshop 1
- **April 24-25, 2019** – In-Person Workshop 2
- **June 26-27, 2019** – In-Person Workshop 3

Note: Coaches are not expected to attend the booster webinars that are offered to Catalysts.

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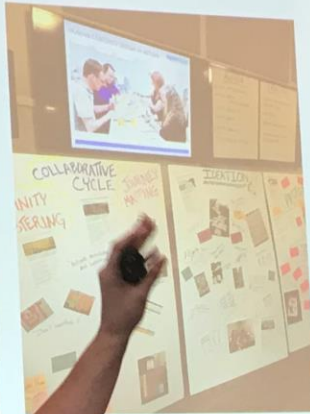
Share Your Experience
Applying a Design
Method (Optional)

What Sharing Your Experience Entails:

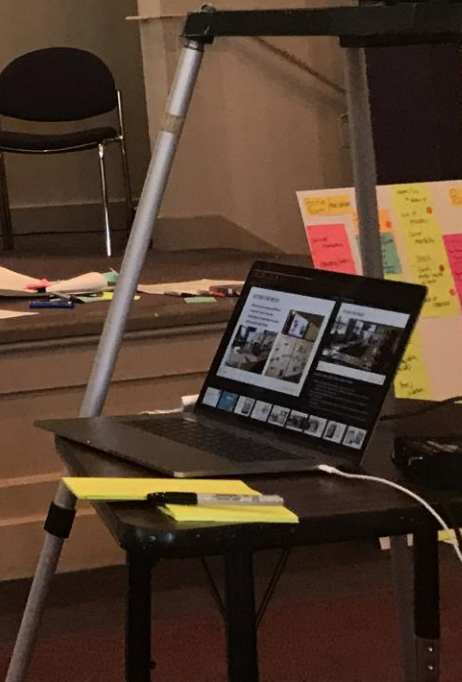
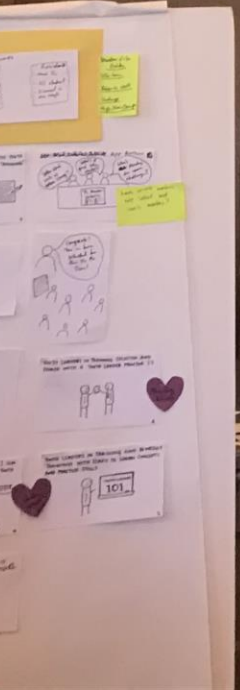
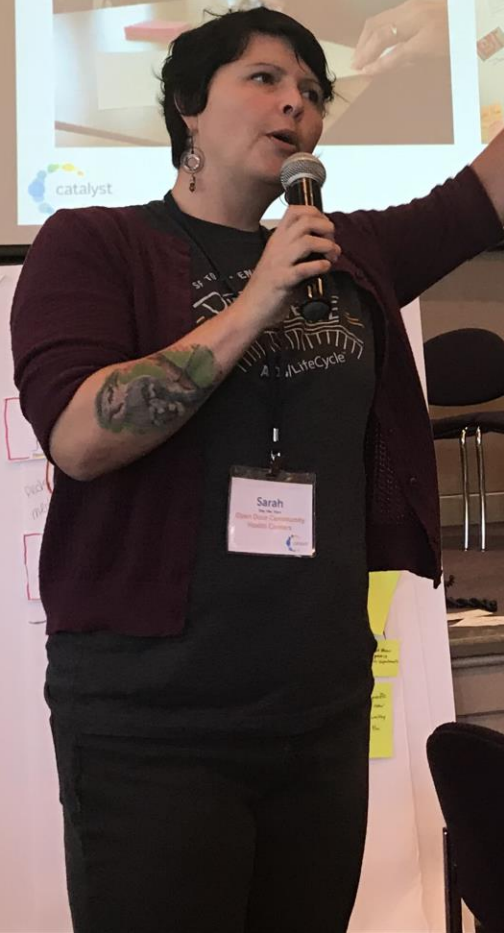
- Develop a short story (3-5 minutes) of your experience, with prep support from Chris Conley.
 - Share tips, lessons learned and/or things you would do differently when applying this method.
- Show photos/videos from how you used the method in your work.

SETTING THE MOOD

- Make the room exciting and different
- Provide the "tools of the trade"
- Natural light and comfortable temp help
- Easily moveable tables/chairs



Center for Care Innovations 2017 / 5

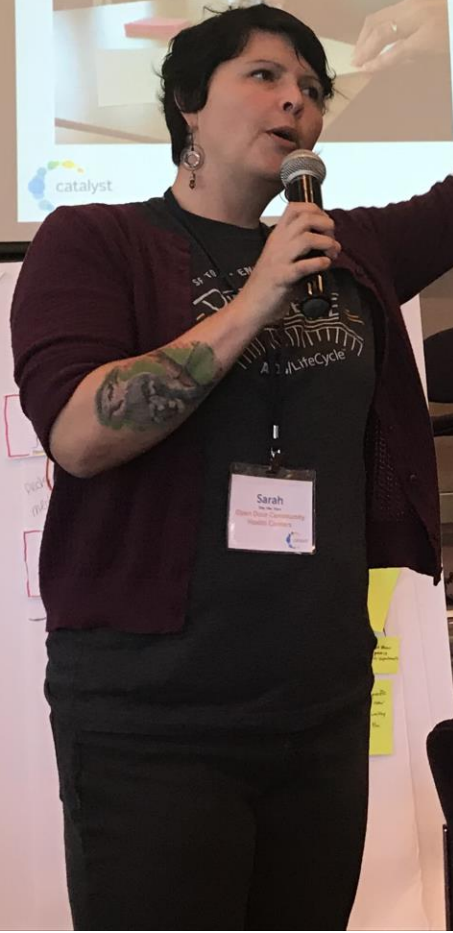
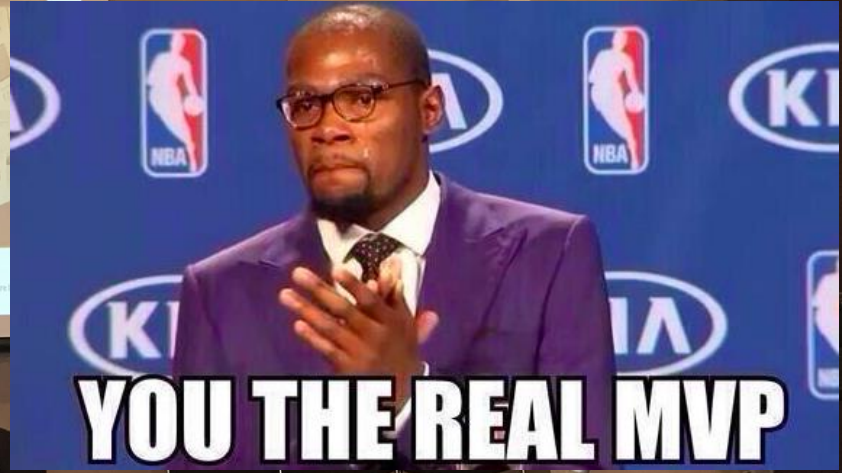


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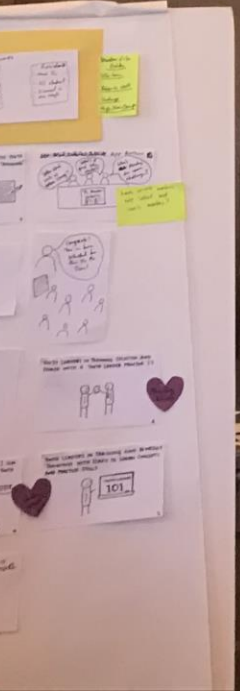
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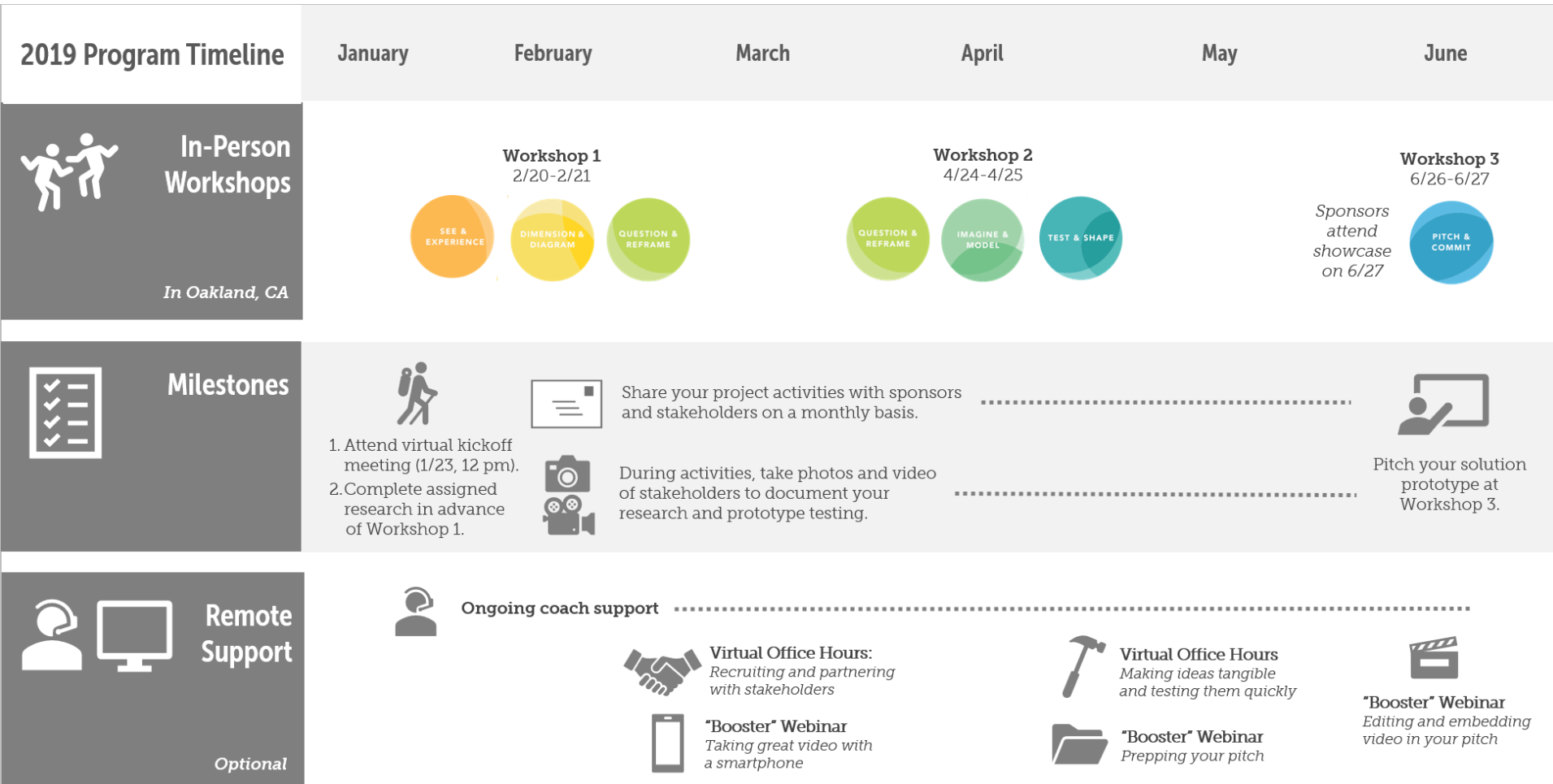
catalyst



Sarah
Director of Community
Health Connections



Catalyst Program Timeline



Monthly Coaching Engagement

Coaching Commitments	Hours	January	February	March	April	May	June
Prep Calls and Workshops	49.5	1.5	16		16		16
Coach Check-Ins	2.5	1.5		30 minutes		30 minutes	
Remote Coaching: 1 team, 1 hour/month	5		1	1	1	1	1
Sharing Your Experience (optional)	1						
Total Hours	58						



Coaching Structure

1

Each Month: Catalyst Coach & Team meets virtually or in-person.

2

Every Two Weeks: Chris sends a coaching email, where coaches can respond with questions about design methods, coaching, etc.

3

End of Each Month: Coaches check-in happens, where up to 3 coaches share their team's progress, questions about HCD, Catalyst and/or coaching. Other coaches provide thought partnership. Last 30 minutes of the virtual sessions will be Chris' Deep Dive Design Sessions.

Coaches' Check-Ins

Check-ins are open space for coaches to share their team's progress and coaching successes and challenges. For the virtual check-ins, Chris will spend the last 30 minutes leading deep dive design sessions based on the needs of coaches.

Location	February	March	April	May	June
Virtual (12-12:30 PM)		March 29		May 24 or 31	
Breakfast Check-In on Day 2 at 8:00 AM	February 21		April 25		June 27



Admin Items

Travel Expenses

- You will be reimbursed for your travel-related expenses (i.e. flights, hotel, food) incurred while traveling to and from Catalyst trainings.
- One night of lodging and travel costs to and from the workshop covered. Any additional nights of lodging will not be covered by us.
 - Please save ALL receipts for your purchases.
 - To file a reimbursement, please use the [following form](#).
 - Your reimbursement should be mailed to you within 2-3 weeks.

Honorariums:

- Each coach will receive \$3,000 honorarium to their organization as part of their time as a Catalyst Coach.
- Honorarium checks will be mailed by the end of June 2020.

The background features several overlapping circles in various shades of teal and green, creating a layered, organic effect. The colors range from light, airy blues to deep, vibrant greens.

Resources for Coaching

Your Support Team

Questions You May Have	Who to Contact	How to Contact
<ul style="list-style-type: none"> • What is the role of the coach? • How can I improve my coaching? • What resources do you have for me as a new coach? • I need help with ____ human-centered design method. 	Chris	Email Chris
<ul style="list-style-type: none"> • I need more support and/or training around coaching beyond what is already available. • I have some ideas for improving the Catalyst coaching structure and/or Catalyst program. 	Diana	Email Diana
I need help prepping what I share at the Catalyst workshop.	Laura	Email Laura

Coaching Resources

Type of Resource	Links
Catalyst Program Portal + Coach's corner	Access program updates and resources all in one place at www.careinnovations.org/wearecatalysts
Coaching Framework Resources	Coaching Framework and slides developed by CompassPoint
Catalyst Coaching Starter Guide	Here – includes what to go through on your first call, a sample coach agenda, and tips for staying engaged with your team in between workshops.
Conference Call Tools	Screen Sharing: Google Hangout , Skype , Zoom (45 minute limit on free accounts) Call Merging for: iPhone or Android
Innovation Video Library	Video library of innovation projects within the non-profit sector. Email us if you find good videos!

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Sample Coaching Framework

Inquiry Based Coaching

Framework:

- Clarify the focus
- Identify the goal
- Develop solutions
- Create accountability

Ah-has:

Ask questions to advance the thinking of your team, not to gather information for yourself.

Instead of asking, "Have you tried X?" Ask: "What haven't you tried that might...?"



Source:
CompassPoint Nonprofit Services

Center for Care Innovations 2017 / 27

The background consists of several overlapping circles in various shades of teal and green. The circles are semi-transparent, creating a layered effect. The colors range from a light, pale green to a deep, dark teal. The overall composition is abstract and modern.

Q&A

Dial *6 to tell us!

**What other support or resources would
you need for you to be successful in
your role?**



Action Items

CCI

Before January 23rd:

1. Share recording of Coaches' Orientation and slides via email
2. Connect you to your team via email

By February 8th:

1. Email you about when you will be sharing your story at an upcoming workshop

Catalyst Coaches

ASAP, book travel and lodging for workshops. See workshop logistics [here](#).

Before January 18th, email Diana:

1. Confirmed photo consent.

On January 23rd, attend the Program Orientation Webinar at 12-1:30 pm. [Register here](#).

Before January 31st, set up a monthly reoccurring meeting time with your team.

Thank You!

Questions?

Email diana@careinnovations.org



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