

# More Resilient Minnesota

## *Collaboratively Honoring and Healing Communities*

Gathering Community Input to Inform Community Resilience Plans  
with Community Resilience Conversations and/or *100 Cups of Coffee* Interviews  
Phase 3 - Clarification Document

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During Phase 3 of [More Resilient Minnesota](#), Collaboratives will host **two Community Resilience Conversations** in partnership with FamilyWise, and/or **conduct 100 Cups of Coffee interviews**, with technical support from FamilyWise and DHS. Together, these activities should provide input from **at least 50 unique individuals** that will be used in the Collaborative's community resiliency planning process. These interactions provide a process for Collaboratives to gather input from their community members and enable participants to share their perspectives on the most important issues related to addressing childhood adversity and promoting protective factors in their community. The Conversations and interviews focus on relationship-building and invite those with lived experience of services into leadership to shape and improve those services. The community data collected from participants these ways will be used to inform the development of Collaboratives' [Community Resilience Plans](#).

Collaboratives will invite a diverse and inclusive group of community members to attend Community Resilience Conversations and/or to participate in the *100 Cups of Coffee* interviews. Participants should reflect the Collaborative community demographics as well as represent a variety of sectors, organizations, communities, and identity groups. Using these consistent criteria, our plan is to evaluate and tell the story of our collective work among the Collaboratives across the state of Minnesota.

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### **How do Collaboratives recruit diverse sectors and community members to participate in Conversations and 100 Cups of Coffee interviews?**

Collaboratives can ask themselves these questions: Who's missing from our table? Whose voices do we need to hear in our room? What communities' perspectives do we need to include that expand those of the majority's community perspective?

Collaboratives have representatives from multiple sectors and their members could each bring 3 - 5 names with contact information. Some Collaboratives have been innovative, such as inviting people from a local shelter to attend a Community Resilience Conversation or interviewing participants of programs for underserved families.

To extend conversations and interviews beyond people's circles of colleagues or friends, Collaboratives can brainstorm ideas to reach and recruit a diverse set of people. Collaboratives can identify community organizations interested in this work and introduce potential partners to Collaboratives' connections to their communities and More Resilient Minnesota. This might mean outreach to PTAs, community and cultural organizations, advocacy and justice focused groups, clients/patients, etc.

### **Strengths of Conversations & 100 Cups of Coffee Interviews**

#### ➤ **Conversations**

- Bring people together for shared learning and relationship building
- Provide opportunities for small group and large group discussions

- Insight shared by one person may spark ideas in other participants
- Serve as an opportunity to provide background on More Resilient Minnesota to all participants at once

➤ **100 Cups of Coffee Interviews**

- Allow for a richer, more in-depth conversation
- Can help build a strong rapport between interviewer and interviewee
- Reach individuals who may not feel comfortable sharing their insights in a group setting (allows for a level of confidentiality)
- Reach individuals who may not be able to attend community events due to travel, child care, mobility issues, work schedule, or other reasons

**Community Resilience Conversations (Virtual or In-Person)**

• **What support does FamilyWise provide for Conversations?**

FamilyWise will work alongside Collaboratives and provide technical assistance to support the planning process for Conversations. FamilyWise will meet with Collaboratives to co-create an agenda and identify discussion questions for the Conversation. FamilyWise will offer co-facilitation support for up to two Conversations as Collaboratives begin this process.

• **What will the agenda include?**

Conversations include the following focus areas and topics:

- A relationship-building question
- A brief overview of the *Understanding ACEs* presentation
  - Have participants attended the ACE Interface presentation?
- Review and discussion about local data, including the Collaborative’s Minnesota Student Survey ACEs and Protective Factor [Fact Sheet](#) and other local data that the Collaborative wants to highlight
- Discussion questions about data could include:
  - Does the data reflect your understanding of our community’s reality?
  - What needs are arising from the data we looked at?
  - Based on the data – what are you inspired to do?
  - What other data or information should we look at/consider?
- Reflection questions and discussion prompts can be customized, but should touch on the following;
  - A discussion about the community challenges and barriers
  - A discussion about the individual and community strengths, values and assets
  - A discussion that focuses on building a better future (where do we go from here?)
  - An opportunity/space for additional comments and feedback
- Key takeaways from the discussions will be collected, compiled, and shared by Collaboratives with their Community Resilience Planning Team, boards, and others to inform their Community Resilience Plans

• **Who will facilitate the Conversations?**

Collaboratives will have lead facilitators at the Conversation, and FamilyWise regional staff will provide technical assistance and co-facilitation support for these Conversations. Collaboratives and FamilyWise staff will plan the Conversations and co-create the agenda flow together. For some examples of Collaborative approaches, such as agendas or promotion flyers, see this [link](#).

## 100 Cups of Coffee Interviews (Virtual or In-Person)

- **What support does FamilyWise provide?**

FamilyWise will partner with Collaboratives and provide technical assistance to support the customization of the interview tool as well as outline what questions are core asks and what questions can be customized. FamilyWise will provide examples of how other Collaboratives have summarized their interview data, included the data in their Community Resiliency Planning process and how they have shared back the information with interview participants.

- **How much flexibility/adaptation is built into the interview tool?**

The same interview protocol needs to be used across all interviews for a given Collaborative, so the data can be aggregated to inform the Collaborative's community resiliency planning process. While Collaboratives have the flexibility to customize and adapt some questions in the interview tool to best reflect the unique needs of their community, there are some core questions and components that we ask all Collaboratives to include in their tool, including:

- Questions about demographic information
- A question about the participant's familiarity with the *Understanding ACEs* presentation
- A question about community challenges and barriers
- A question about individual and community strengths, values and assets
- A question that focuses on building a better future (where do we go from here?)
- An opportunity to provide additional comments and feedback

- **Who will conduct the interviews?**

Interviewers could include community members and caregivers, Collaborative partners, contracted staff, interns, and/or the Collaborative Coordinator. There are some potential pros and cons of approaching interviews with a sole interviewer versus a diverse group of interviewers. Both approaches have been effectively used by Collaboratives. We have outlined some strengths of each approach below.

### **Strengths of Each Interview Approach:**

➤ ***Multiple Interviewer Model:***

- Less time-intensive to conduct interviews when effort is shared across multiple interviewers
- Allows for more diversity on interview team, which may enhance trust-building and richer data collection, particularly for interviewer/interviewee combinations who share like identities (such as race, ethnicity, language, gender identity, sexual orientation, sector identity, etc.)
- Can help community members build community connections and promote expanded leadership

➤ ***Sole Interviewer Model***

- Less administrative coordination to collect and organize the interview paperwork from multiple interviewers
- Enables more consistency in data collection and theming when questions are asked by the same person in a similar way and with similar prompts --- a single interviewer can reflect and compare across interviews and guide the theming process when summarizing data, which creates a standardized approach
- May take less time and effort to train in one person to use the protocol than multiple interviewers

- **How many people can participate in an interview?**

Unless a participant needs another person to help interpret the questions into a different language, or for an accommodation-related reason, these interviews should be conducted one-on-one, so people feel like they have been fully heard. If people would like to participate in a group interview or discussion, we recommend that they attend a Community Resilience Conversation instead.

- **How will Collaboratives compile and apply this data?**

Collaboratives have approached aggregating the interview data in different ways. Check with FamilyWise to learn more about the different ways Collaboratives have summarized the data and shared it with their partners. The Collaboratives' Community Resilience Planning Teams will discuss this data that will help drive the development of their Community Resilience Plans and Initiatives. We also encourage Collaboratives to share this data with their governing boards and other policy makers.

- **After the interview, what additional information will be shared with interview participants?**

If an interviewee expresses interest during the interview, the Collaborative will share the Collaborative's Minnesota Student Survey ACEs and Protective Factor [Fact Sheet](#), the summary report, and an invitation to other ways the participant can become involved in the local More Resilient Minnesota activities, such as the opportunity to attend an upcoming *Understanding ACEs* presentation, ACE Interface presenter training, Community Resiliency Conversation, or related Collaborative event/activity. The Collaborative could also invite the participant to become part of the Community Resilience Planning Team.