

Carver Center Program Committee Meeting Notes 1-10-17

In attendance: Jen Prather, Sonia Alcantarilla, Claire Diesen Steinberg, Sam Ortiz, Maureen Gomez, Leanne Tormey, Joe Kwasniewski

Leanne's talk about Capturing the Client Voice

Overview of the strategic approach that Carver is taking within the next months:

1. Jan 17th Carver Center Exhibition:
 - Opportunity to showcase MS CAP program (80 families from MS invited)
 - Opportunity to show all Carver programs:
 - i. Invitation extended to more than 200 people
 - ii. Opportunity to capture client voice, through asking people to fill up some cards and having conversations with them (cards have been developed by the staff)
 1. There would be some Board Members in the different stations in charge of this task
 2. Some comments on some of the cards were:
 - a. Add check boxes in each card to know details of who is filling the card (current client/prospective client..)
 - b. Carver Market card: add another check box if a motivation is just "providing food for my family" (right now it is only allowed to go to the pantry 1/month)
2. Senior Connection (January 18th): Meeting with seniors asking for their insights on what else Carver could offer them
3. Community Partner Breakfast (Feb 2018): invite the leadership of these organizations together to get insights on common challenges, potential collaborations...
4. Resurrect the "Client Advisory Council)
 - It used to be a place to talk about frustrations (in a reactive way)
 - Goal: Think about quality of the programs (challenge: get the right leadership and think about a motivation to get the people in the room)
5. Client surveys in specific programs (already happening in some of the programs, but unclear in which ones and how often)
6. Get insights from Ingram Taylor (not sure how to spell her name, sorry!): she is a licensed social worker and has a great relationship in the community (currently working in the Teen Center). She is very well connected to parents

Joe's talk about MS Exhibition on January 17th

- Need 12 people from the Board to help with the cards
- The tour details:
 - a. Entrance through the Multi-purpose room, where there would be asked some question and Alex will explain what they are going to see and group them
 - b. Kitchen, where they will explain them what they do there in a daily basis
 - c. Headstar classroom/5 steps to 5
 - d. Downstairs to the Movement Studio: MS dance show
 - e. Pool: scuba diving and aqua cycling lessons taken place: you can also sign up for swimming lessons on the spot
 - f. Pantry:

- Learning activity side: recipe for healthy sample of food
- Fabiola will explain Language and Citizen programs
- Explanation of the process to be able to qualify for the pantry

- g. Up to Room 205: Wellness Area: Mindful practice with 3 interactive stations
- h. Fitness Area: Showcase from MS students + Explanation on how to use machines
- i. Back-side of gym: volleyball game, karate demonstration, different activities showcase
- j. Teen Center
- k. Tech Lab
- l. "Escape Room" Activity
- m. Station selling organic bath bombs made by teens
- n. Welcome Center
- o. Room 101: another MS activity

NEXT STEPS:

- MS Exhibition on Jan 17th
 - Challenge: what to do with all the information collected
- Participating at Senior Connection