

Welcome to the Community Engagement Learning Network!

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Community engagement refers to the different ways in which health (& social) care organizations can reach out to, engage, and partner with people with lived experience, with the goal of working together to improve healthcare and achieve positive health outcomes.

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Please join us for our next session on **April 22nd** from **3-4:30pm ET**

Featured presenter:
American Institutes for
Research

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Putting Care at the Center 2026

Sustaining progress, building our future
OAKLAND, CA • OCT 14-16

camdenhealth.org/annual-conference



Camden
Coalition



The National Center
for Complex Health & Social Needs
An initiative of the Camden Coalition



KAISER
PERMANENTE

Welcome to INSPIRE's Community Engagement Assessment & Practice Library

This self-assessment takes less than 10 minutes to complete and offers customized suggestions, including 'easy wins' for your organization and community!

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Start Your Assessment

Start Now

Your responses will be used to provide recommendations about specific ways your organization can strengthen partnerships with PWLE.

We strongly recommend that you start with the self-assessment so we can help point you in the right direction, but you can choose to skip the self-assessment and explore our full Practice Library on your own.

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What is this self-assessment? +

Who should take this self-assessment? +

How to take this self-assessment: +

Click to filter by practice category

Building authentic and impactful relationships with PWLE

Building organizational infrastructure for engaging PWLE

Creating strategies and goals for engaging PWLE

Measuring and evaluating your work with PWLE

Search resources...



Articulating A Clear Statement Of Purpose

Creating strategies and goals for engaging PWLE



Creating Engagement Opportunities

Building authentic and impactful relationships with PWLE



Engaging Executive Leaders

Building organizational infrastructure for engaging PWLE



Ensuring Representation

Creating strategies and goals for engaging PWLE



Establishing Feedback Loops That Support Action

Building organizational infrastructure for engaging PWLE



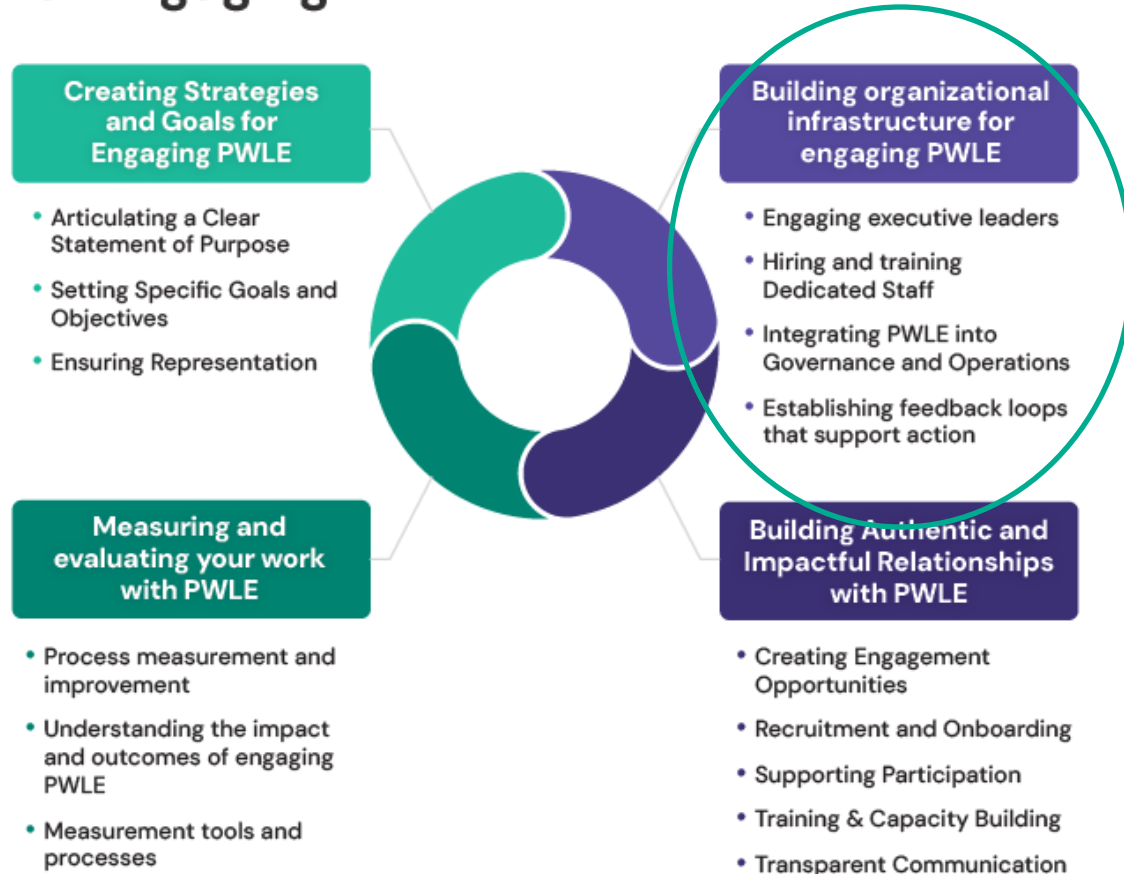
Hiring And Training Dedicated And Skilled Staff

Building organizational infrastructure for engaging PWLE



The INSPIRE Framework for Engaging PWLE

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Community Building

- What's something you've accomplished recently that you're proud of?
- What's a value you hold dear – what's the origin of why this matters to you?

Common Ground Health

A behind the scenes look at building an organizational infrastructure and processes that authentically engage and support people with lived experience.

Hannah Shippee

Program Manager, Community Health & Engagement Department

March 25th, 2026

Agenda

- About Common Ground Health
- Community engagement initiatives
- Building organizational infrastructure for engaging PWLE
- Creating flexible environments that foster belonging
- Creating strategies and goals for engaging PWLE
- Showing up for PWLE



COMMON GROUND

It's who we are and what we help build.

- Non-profit regional health planning organization
- 14 county region in the Finger Lakes Region of Upstate New York
- Known for bringing together data, key stakeholders and community voices to understand local health issues and co-create solutions together
- Recently merged with the Rochester Regional Health Information Organization (RRHIO) and Finger Lakes Performing Provider System (FLPPS)

Community engagement initiatives



Healthi Kids

Grassroots coalition that pushes for policy, systems and environmental changes that support whole child health for kids 0-8 in Rochester, NY



Indigenous Health Coalition

Coalition comprised of 16 local Indigenous advocates who are working to improve health equity for Indigenous communities in the Finger Lakes Region.



Community Health & Well-Being

Neighborhood-level health initiatives in barbershops/salons, churches, senior housing, and at community events in Rochester, NY



Building organizational infrastructure for engaging PWLE

Staff capacity

- Staff teams need to have:
 - Enough time in their workload to follow through and be responsive
 - Diverse backgrounds, skillsets and experiences
 - Strong listening & action skills
 - Strong facilitation and communication skills & tools
 - Humility



Case example

- Health Ministries
 - Building trust with the church coordinators
 - Trust begets trust
 - Who's delivering the message? What skill(s) are needed?



Going beyond input and feedback

- Agenda setting
- Decision-making & leadership roles
- Responding to external opportunities & requests
- Consistently checking in about where/how much PWLE want to lean in
- Creating space for multiple avenues for engagement



Case examples

IHC Advisory Council

[4 members of the larger coalition]

- Set coalition meeting agendas
- Respond to external opportunities & requests
- Flexible definition of “engagement” in charter
- Make decisions about how to handle disengaged coalition members
- Always keeping the door open for how much they want to lean in

Healthi Kids Parent Leaders

- Reporting out at meetings
- Presenting at conferences
- Deferring to their vote/preferences over organizational reps
- Interviews & hiring



Creating flexible environments that foster belonging

How can you help PWLE feel like they belong in the room?

- Prep and debrief meetings before and after complex gatherings
- Setting the tone for meetings
- Designing agendas that center the voices of PWLE
- Not expecting PWLE to have “business” skills
- Culturally appropriate food/music
- Kid-friendly environments



Creating strategies and goals for engaging PWLE

Being intentional

- Healthi Kids demographic survey
 - Tool allows us to assess the representation we have around the table
 - Parent leaders can review and use results to inform recruitment
 - Striving for 50/50 representation between parents & organizations

12. In what ways do you feel you have the most power to move the Healthi Kids change agenda forward, either personally or professionally? Check all that apply.

- As an executive level decision maker or influencer
- As an employee/member of an influential institution
- As a leader of my circle, community or neighborhood
- As an employee/member of an influential community-based organization

14. It takes a village to raise a child. Are you, or do you see yourself as any of the following? Check all that apply.

- A parent/caregiver of a child ages 0 to 5
- A parent/caregiver of a school-aged child
- A parent/caregiver of an adult child
- A parent/caregiver of a child with a learning, intellectual and/or developmental disability.
- A grandparent
- A village auntie
- A village uncle
- A village neighbor
- Other (please specify)

Compensation can be complicated!

K	L	M	N	O	P	Q	S
Meeting/Program	Meeting/Program Topic	Date of Participation	Funder	Gift Card Amount (leave blank if based off hourly rate)	Hourly Rate (leave blank if based off set amount)	Number of Hours (leave blank if based off set amount)	Total
Food Policy Council	Monthly meeting	2/2/2026	FPC 34-342				\$ 300.00
Food Policy Council	Monthly meeting	2/2/2026	FPC 34-342				\$ 300.00
HealthiKids Workgroup	Building Foundations Workgroup	2/19/2026	GRHF 33-330				
Parent/Leader Workgroup	Parent/resident advocacy day meeting	12/20/2025	GRHF 33-330				
Parent/Leader Workgroup	Monthly meeting	2/11/2026	GRHF 33-330		\$ 35.00	1.25	\$ 43.75
HealthiKids Coalition	HK Coalition Meeting	2/24/2026	GRHF 33-330		\$ 35.00	1.5	\$ 52.50

Planning & coordinating your compensation strategy with finance/contract staff is essential.



Showing up for PWLE

Going beyond your own needs

- Compensation
- Professional development/external opportunities for PWLE
- Supporting/showing up for causes that matter to their communities
- Commitment to doing your own education





Q & A



Thank you!

Engagement Activity

What shifts could you or organizations make to current practices to go beyond feedback? What can you do to put PWLE in decision-making leadership roles?

What might you or organizations do to foster more belonging in meeting/project environments?