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# VISUAL REPORT

**From Poverty to Prosperity - Working  
Towards a Healthier Community**

Douglas Recreation Centre, Langley BC

September 17, 2015

# From Poverty to Prosperity



## Project Overview

The Poverty to Prosperity project is one of the initiatives arising from the Langley Healthier Community Partnership. Multiple agencies are working together to ensure that all community stakeholders identify and understand factors that contribute to Langley residents living in poverty. Our desire is to start the dialogue in hopes of moving towards a poverty reduction strategy for Langley.

Using Family Journey Mapping (FJM) we elicited the stories of 4 Langley community members who live on low incomes to tell their stories. On September 17, 2015 a meeting was held to engage professionals and staff in reflecting on the journey maps to raise awareness of what poverty looks like in Langley, the impact that it has on health and wellness and to provide a meaningful context for action that will improve health outcomes for people living in poverty.



To learn more about Langley's Healthier Community Partnership, visit <http://city.langley.bc.ca/recreation-community/community/healthier-community-partnership>

# From Poverty to Prosperity - Definitions of Health and Well-being

A **HEALTHY COMMUNITY** IS ONE IN WHICH **MULTIPLE SECTORS** COLLABORATE to *improve the conditions* THAT INFLUENCE OUR **HEALTH and WELLBEING**



\* WHAT IS MEANT by *health & well-being?*



*Health* IS A STATE of COMPLETE **PHYSICAL, MENTAL & SOCIAL** WELLBEING and NOT MERELY the ABSENCE of DISEASE OR INFIRMITY



*Well-being*

REFERS to the presence of the HIGHEST POSSIBLE **QUALITY of LIFE** including:

- \* GOOD LIVING STANDARDS
- \* ROBUST HEALTH
- \* A SUSTAINABLE ENVIRONMENT
- \* BALANCED TIME USE
- \* AN EDUCATED POPULACE
- \* VITAL COMMUNITIES
- \* HIGH LEVELS of DEMOCRATIC PARTICIPATION
- \* ACCESS to and PARTICIPATION in LEISURE and CULTURE

# From Poverty to Prosperity

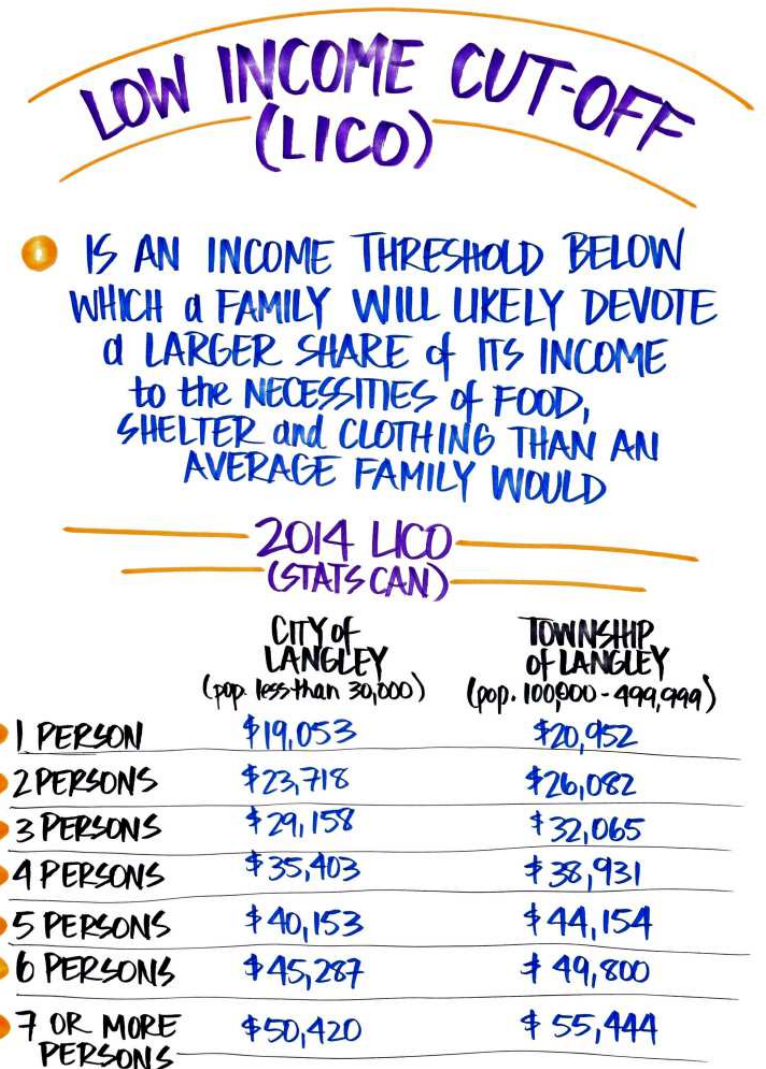
## Family Journey Mapping Process

On June 4-5, 2015 four Langley residents who live on low incomes were interviewed privately. The process was professionally facilitated and a graphic recorder captured the details of stories in real-time. 1 of the 4 storytellers also brought a support person of their choosing.

In telling their stories, families were invited to speak to the following questions:

- Tell us a little about your journey. Where are you at now? Where did it begin? What happened along the way?
- How has living on a low income impacted your/your family's health and well-being?
- What daily challenges have you/do you experience?
- What services and supports have you accessed along the way?
  - How did each service provider respond and facilitate your journey?
  - What steps were taken? How much time did steps take? What took place between steps?
  - What worked for you when you accessed services?
  - What was not helpful, or what was challenging for you in accessing service?
- Where do you feel the most safe/most vulnerable in the community?
- What would have helped to make positive change along the way for you (generally speaking and specifically regarding health outcomes)? What would you like to see more of?
- What might people not realize about your journey/people living on low incomes that you would like them to consider?

Storytellers were welcomed to suggest a title and revise the journey map before leaving. They were also invited to add more details/insights after the session. A copy of the family journey map was shared with each participant afterwards.



# Guidance on Viewing the Family Journey Maps (FJMs)

## Confidentiality

Specific identifying details are not included in the FJMs. The individuals willingly participated in sharing their journeys and were willing to have their stories shared in order to help inform system improvements. Please treat these personal stories and FJMs with respect and use only for the purposes of informing your practice and system improvement.

## Color Coding

With the goal of system quality improvement, during the family journey mapping process, both the interviewer and the graphic recorder were looking to surface certain layers of information.

As consistently as possible, layers of information are colour coded throughout all 4 journey maps.

Black = Main events in the journey  
Blue = Services accessed  
Red = Challenges  
Green = Health specific events  
Purple = Bright spots



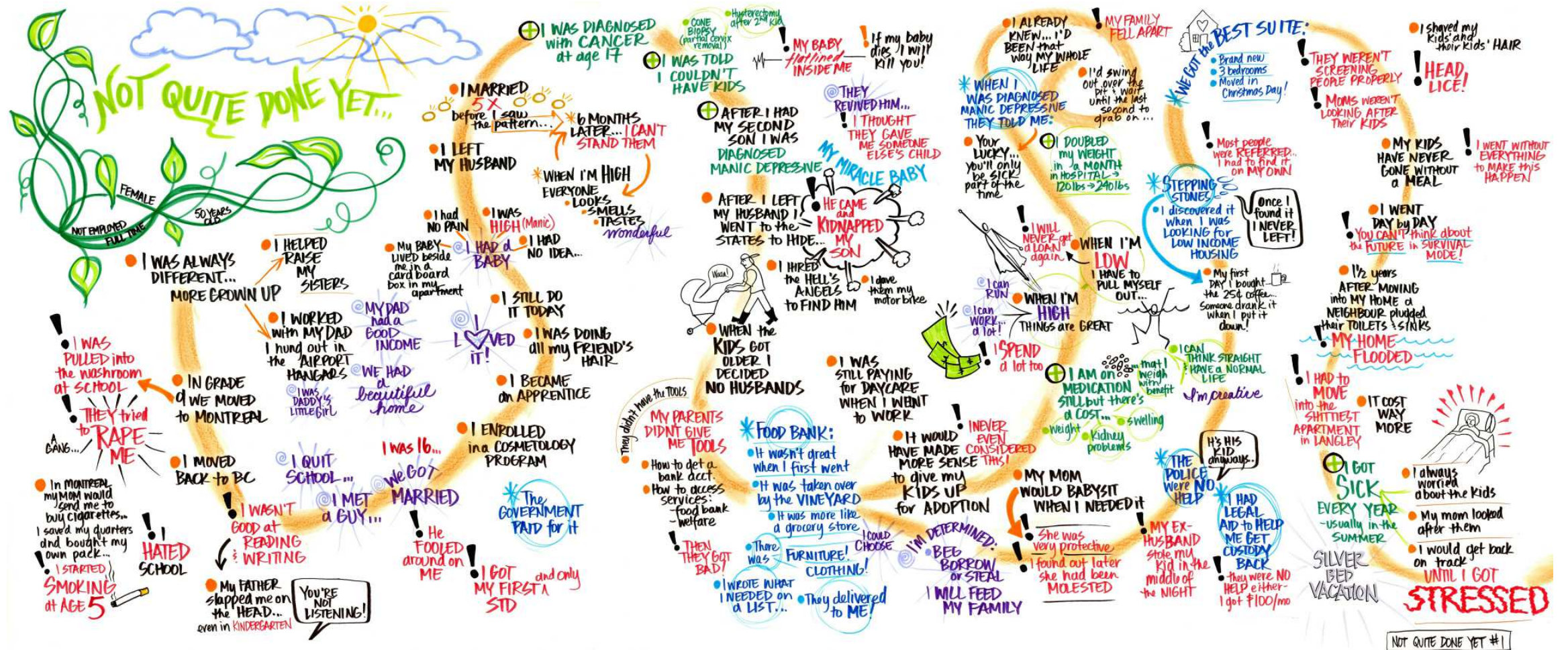
## When Viewing the Family Journey Maps

**Bring a spirit of inquiry.** Be open to seeing a fuller picture of poverty in Langley. Give way to perspective and allow your vision to broaden.

**Yield to a spirit of release.** Release the focus on differences between you and the storyteller. Imagine that everything makes sense inside this person's circle. Step into that circle and see the humanity of the speaker. Ask, "Who is this person in context? How does his/her world make sense to them? What can I learn if I just stop judging for 1 minute?"

**Bring a spirit of witness.** Look for the essence of the words as well as their meaning. Hold the story softly, without judgment. Look to see a whole picture of the person and the part of you that resonates with their journey.

# Family Journey #1 - Mental Health Perspective (page 1 of 2)

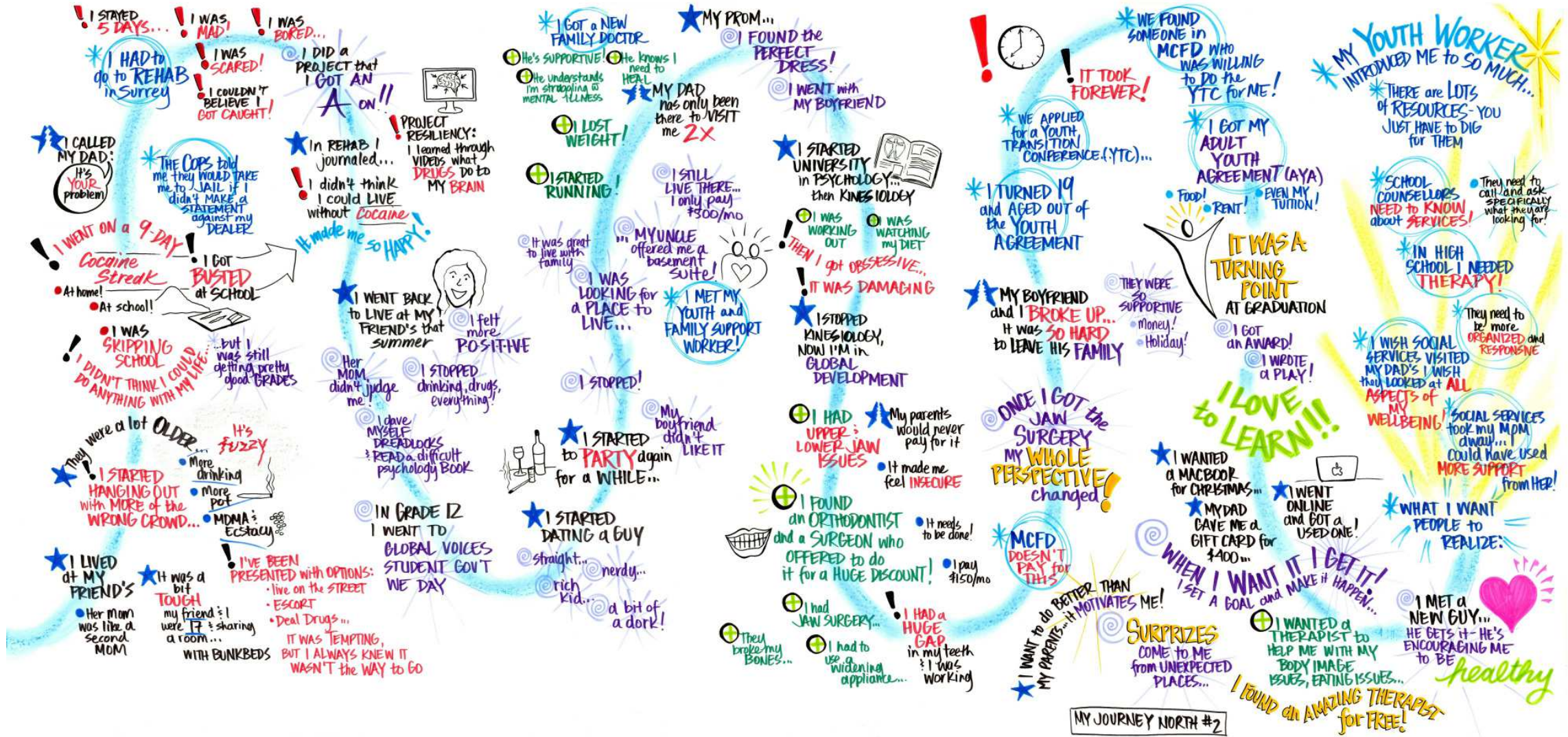


NOT QUITE DONE YET #1

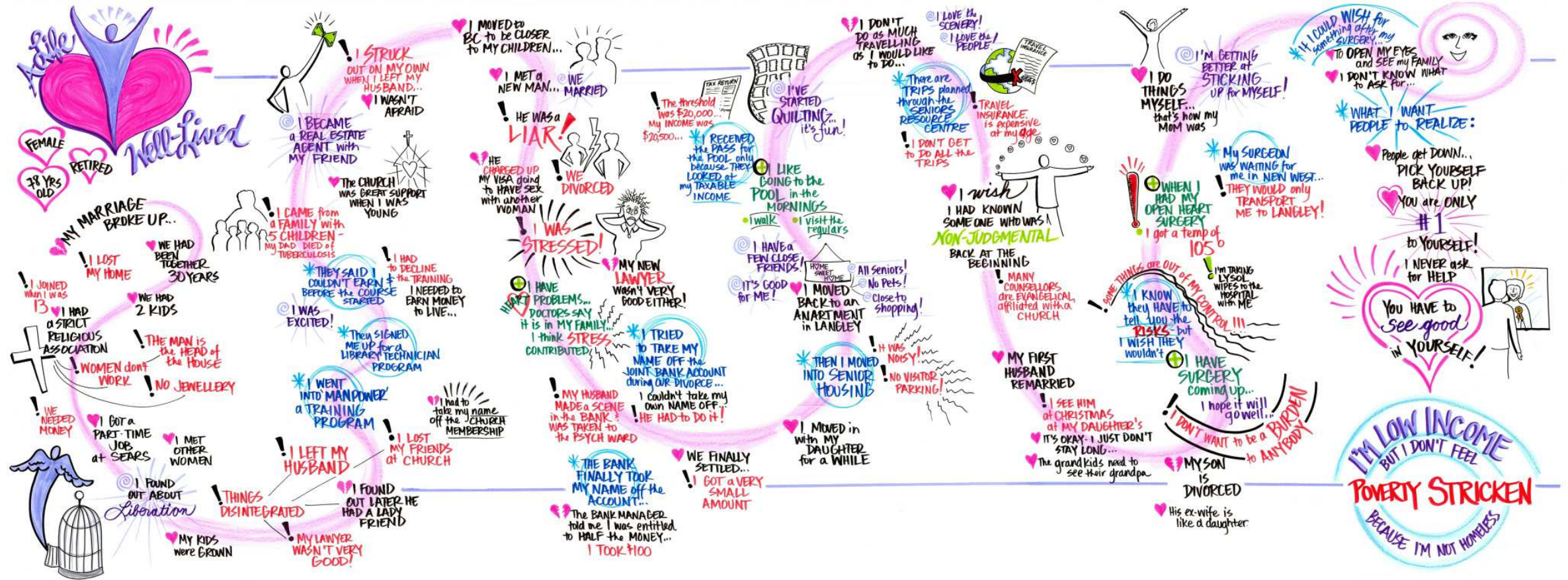




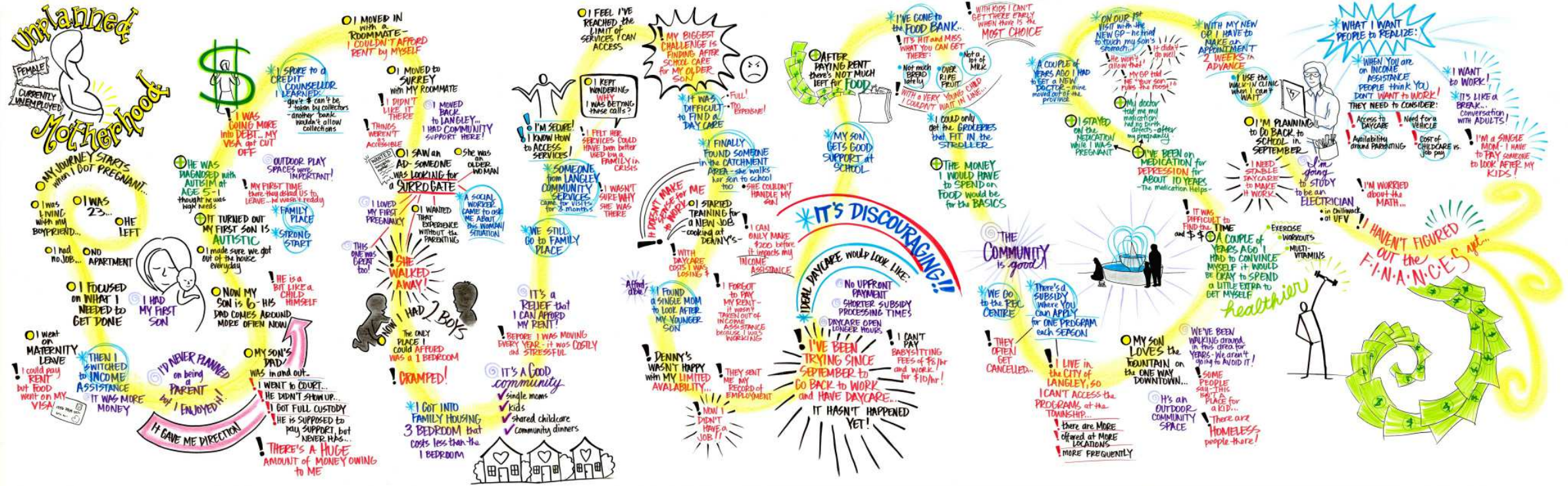
# Family Journey #2 - Youth Perspective (page 2 of 2)



# Family Journey #3 - Senior Perspective



# Family Journey #4 - Family Perspective



# From Poverty to Prosperity - Working Towards a Healthier Community

## September 17, 2015 Meeting

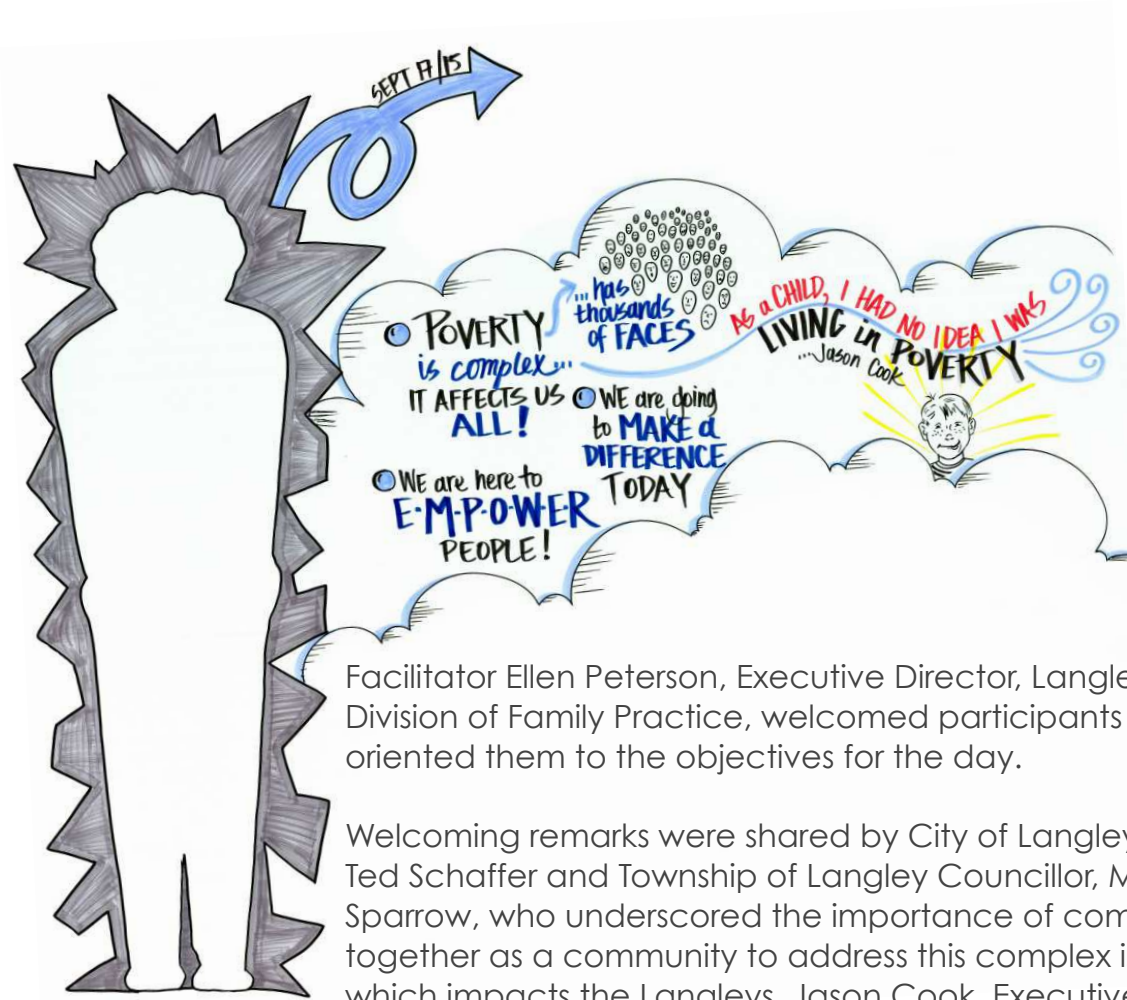
The meeting, held at the Douglas Recreation Centre in Langley, was designed to bring the community together to create a shared vision of what a healthy Langley would look like if poverty was dramatically reduced, identify and prioritize barriers to the vision and develop high level action plans for overcoming the barriers.

There were 53 participants in attendance at the meeting, including representation from the following organizations and the community:

- Fraser Health Authority
- Langley Division of Family Practice
- City of Langley
- Township of Langley
- City of Surrey
- Langley R.C.M.P
- Stepping Stone Community Services
- Fraser Valley Regional Library
- Big Brothers Big Sisters of Langley
- Immigrant Services Society of BC, Langley
- Langley Community Services
- Langley Association for Community Living
- Council of Senior Citizens Organizations of BC/ National Association of Federal Retirees
- Township of Langley Seniors Advisory Committee
- People with lived experience
- Vibrant Abbotsford
- The Gateway of Hope Salvation Army
- Greater Langley Chamber of Commerce
- Sources BC Langley
- Langley Seniors Resource Centre
- Langley Seniors Community Action Table
- Langley Child and Youth Committee
- Senior Life Choices
- Langley Early Child Development Committee
- Encompass Support Services
- Langley Lions Senior Citizens Housing Society
- Walnut Grove Lutheran Church



# Welcome and Opening



Facilitator Ellen Peterson, Executive Director, Langley Division of Family Practice, welcomed participants and oriented them to the objectives for the day.

Welcoming remarks were shared by City of Langley Mayor, Ted Schaffer and Township of Langley Councillor, Michelle Sparrow, who underscored the importance of coming together as a community to address this complex issue, which impacts the Langleys. Jason Cook, Executive Director, Langley Health Services and Langley Memorial Hospital, shared his personal account and inspired others to speak freely.



Ellen Peterson



Mayor Schaffer



Councillor Sparrow

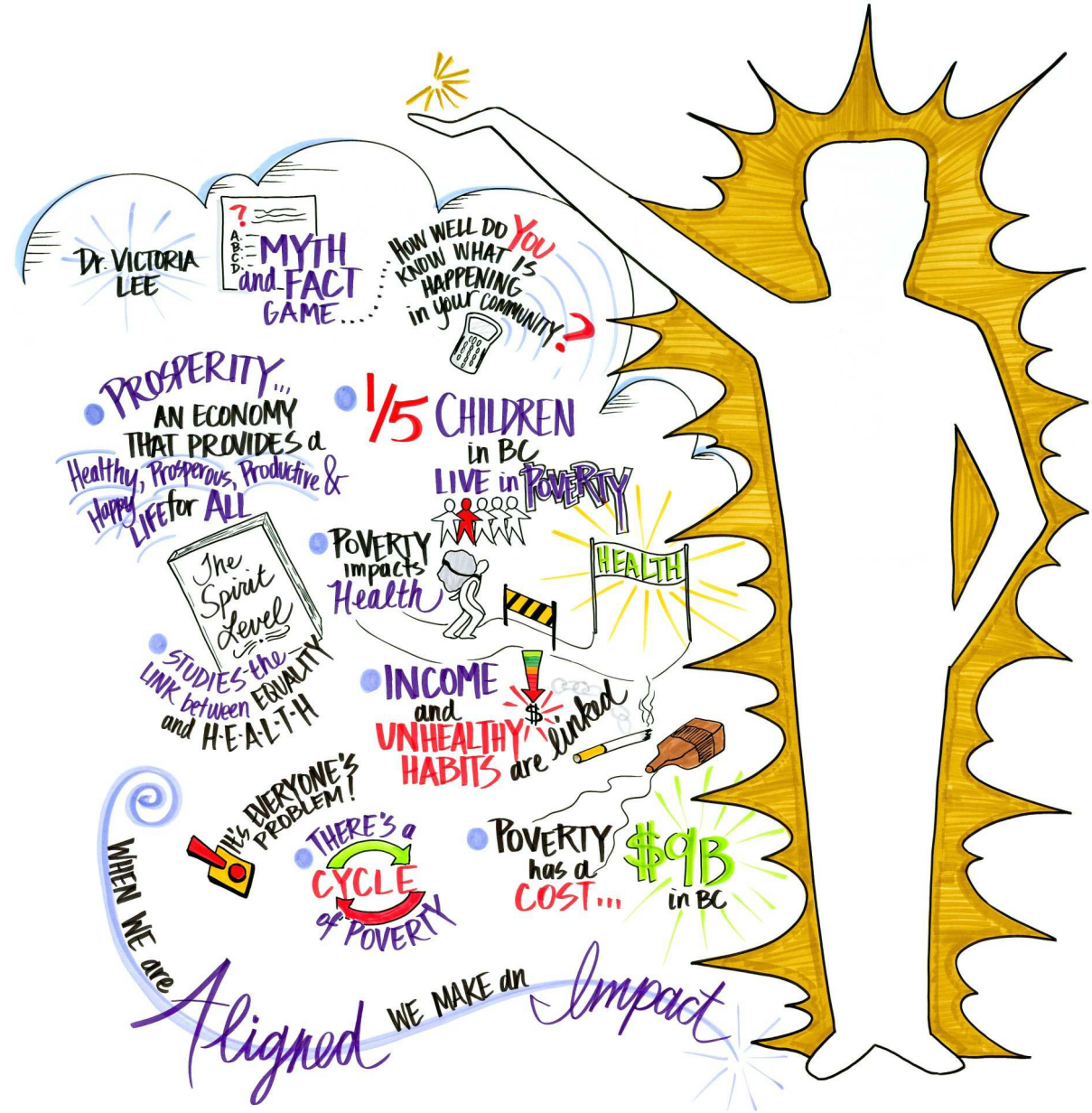


Jason Cook

## Myth and Fact Game and Setting the Context for Langley



Dr. Victoria Lee, Fraser Health Authority Chief Medical Health Officer, started the day with a Myth and Fact game, to quiz participants about what is happening with regards to poverty, in their community and throughout the province. Participants used voting technology to share their answers to a series of multiple choice questions. Dr. Lee then shared poverty statistics to establish the problem at a high level (see right).



# Collaborative Visioning



Collaborative visioning is designed to get people thinking together to visualize solutions to a problem, and to collectively create a new vision for the future. Each table was asked to consider the question, “If we could dramatically reduce poverty in Langley in the next 5 years, what would a healthy Langley community look like?”. In silence, each person in the table group took turns drawing their responses to this question, using shapes, images or colours, but no words. After several rounds of drawing, participants were invited to begin labelling their drawing, still in silence. Finally, participants discussed their image, adding more imagery as their collective vision emerged (see Appendix A, page 26).

Table groups then paired up to share their images with each other. The combined groups reflected on the images and distilled 3 words for each of the following questions (see left):

- What does prosperity mean for Langley?
- What community conditions support prosperity?

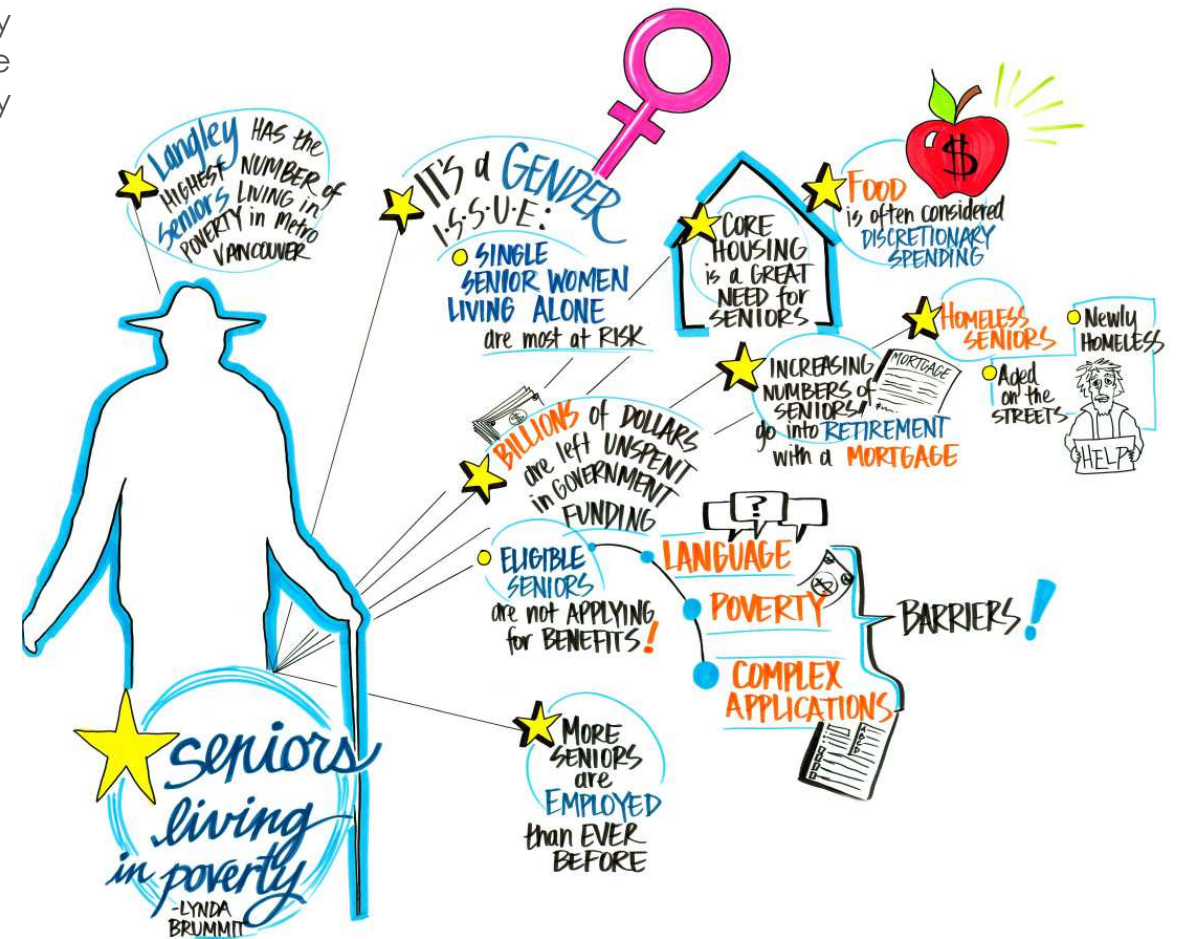


# Opening, Myth and Fact Game, Setting the Context for Langley and Collaborative Visioning - Whole View



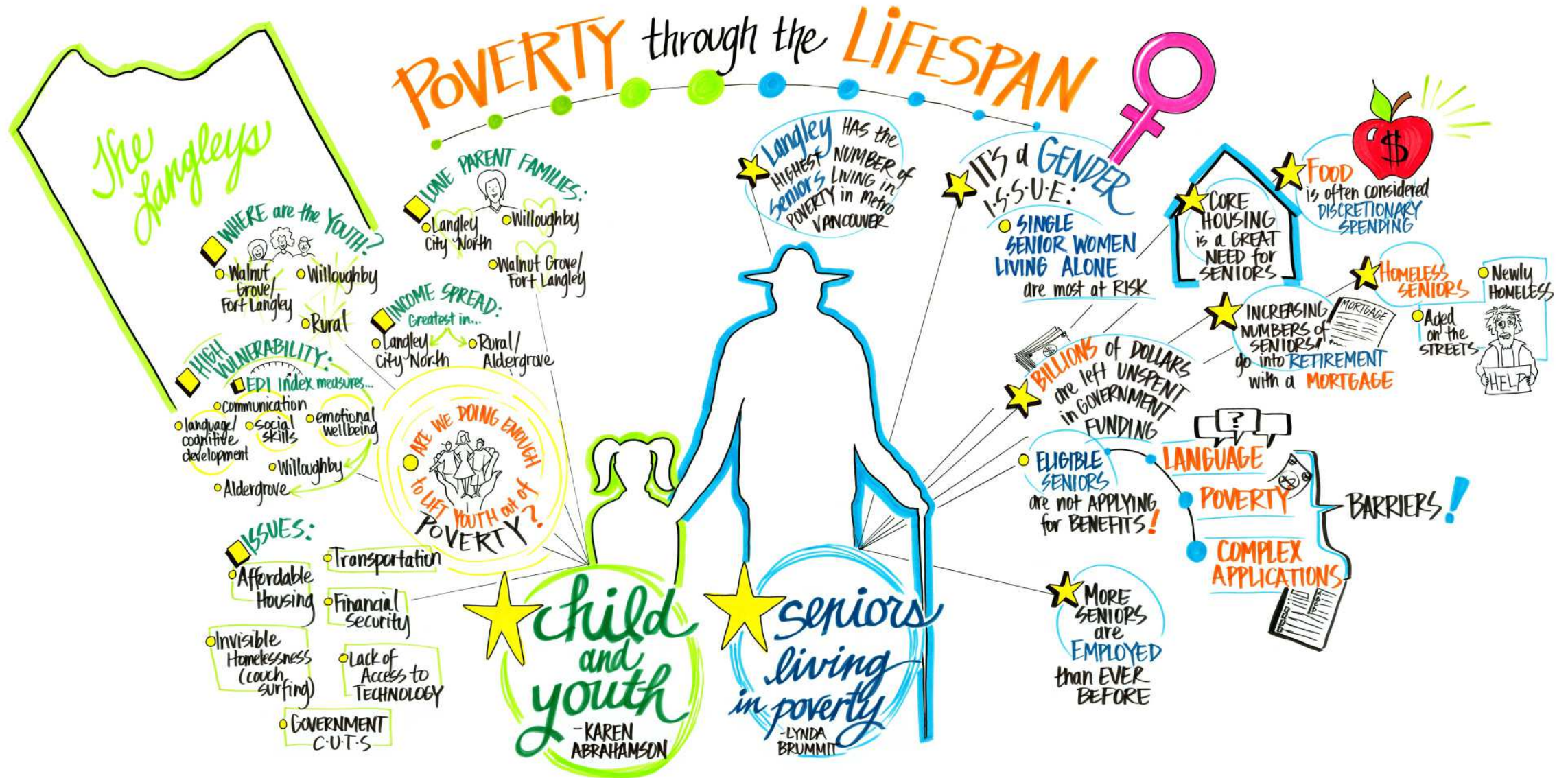
# Poverty Through the Lifespan

After a break, Karen Abrahamson, Child and Youth Committee, Langley Healthier Community Partnership, gave participants an overview of the issues currently facing children and youth living in poverty in the Langley area (see below).



Lynda Brummit, Seniors Coordinator for the Langley Seniors Community Action Table, discussed changes in seniors poverty trends (see above).

# Poverty Through the Lifespan - Whole View



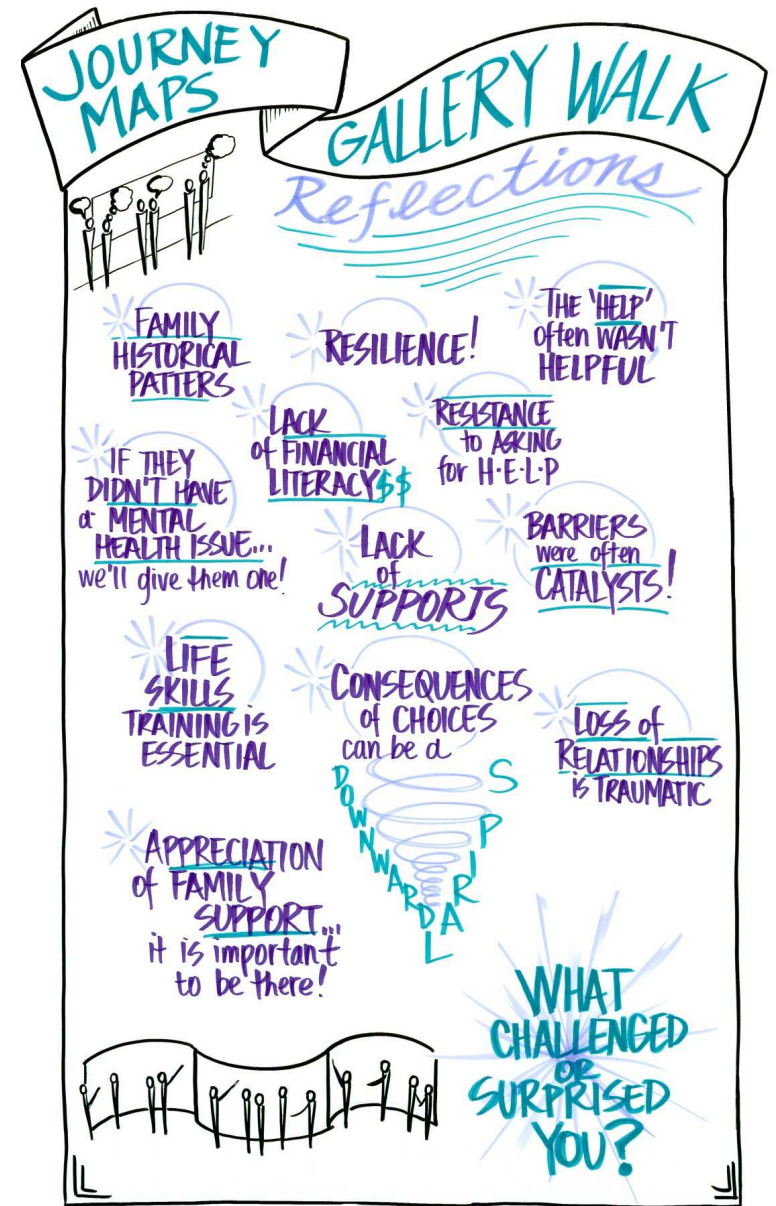
# Journey Map Gallery Walk



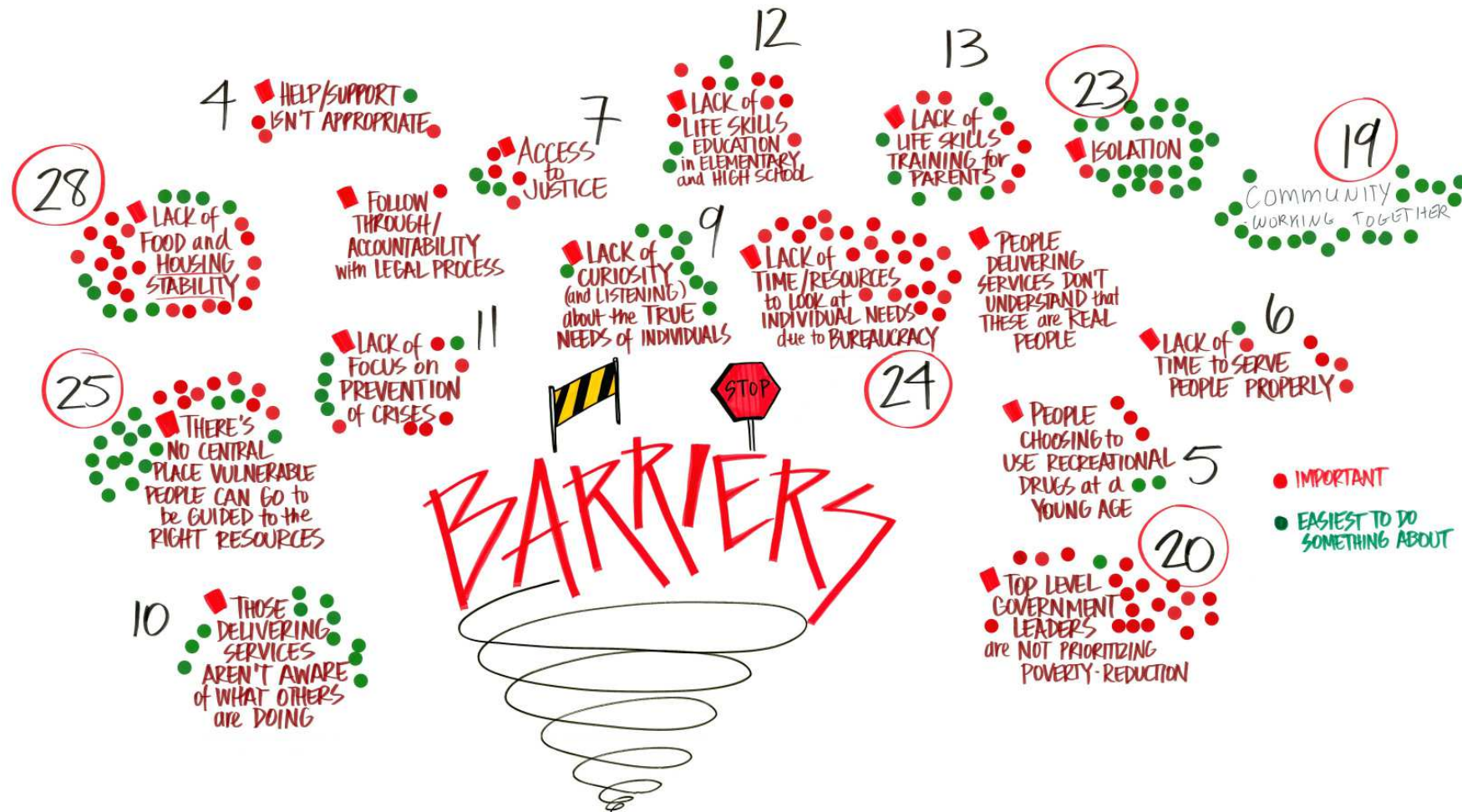
The Family Journey Maps of the four Langley residents interviewed in June were displayed throughout the event. The Journey Map Gallery Walk was an opportunity for reflection on these powerful stories. Participants were invited to find a partner and view the journey maps while considering and noting the following:

- Barriers/challenges that diminish health or prevent people from getting out of poverty.
- Catalysts that promote health or help move people out of poverty.

In table groups, participants then compared reflection notes and discussed the question, “What challenged your assumptions or surprised you?” Groups shared some of their reflections in a plenary report back (see right).



# Barriers/Challenges Mapping



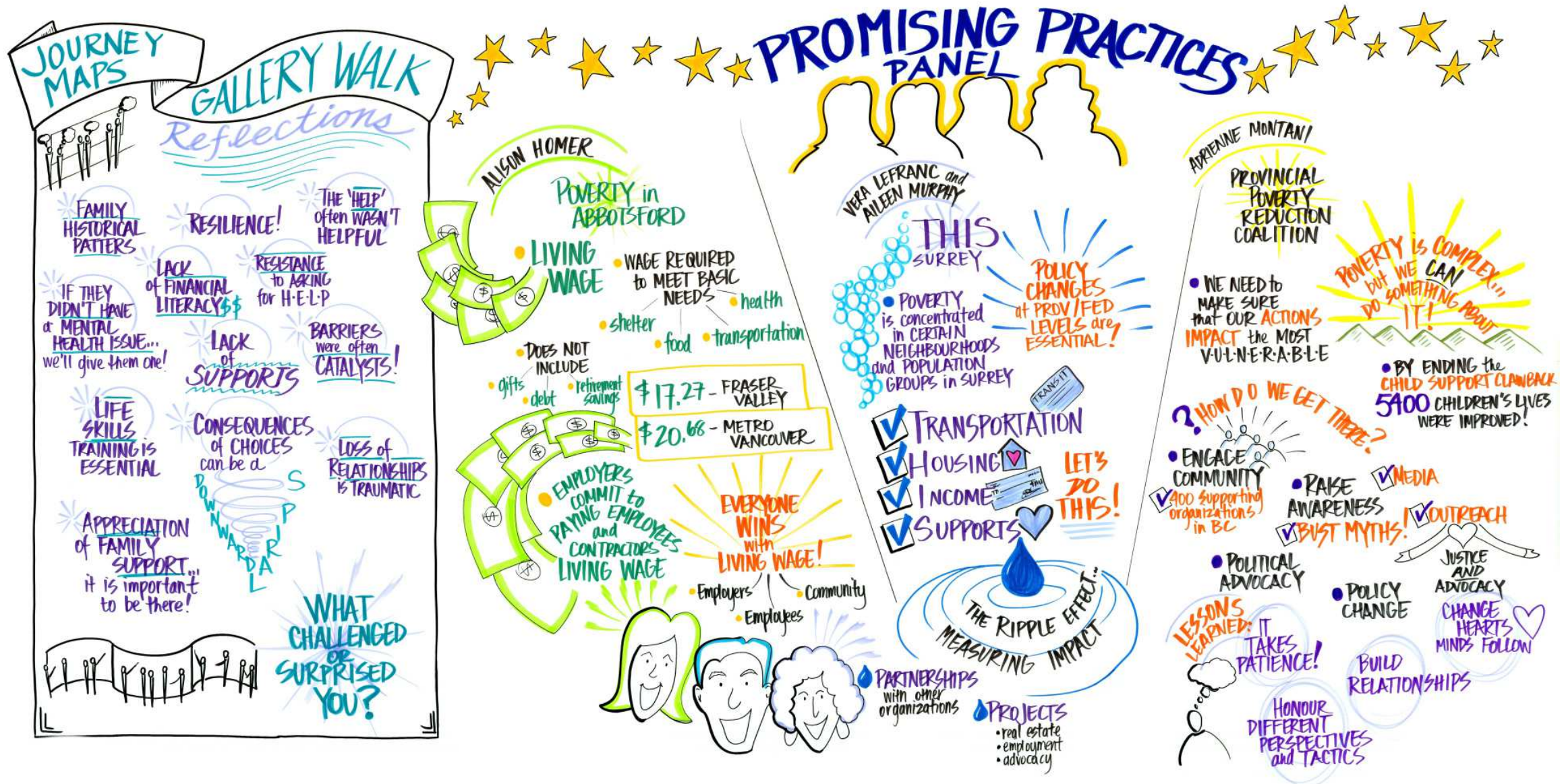
Ellen Peterson then facilitated a plenary brainstorm session to determine what barriers stand in the way of achieving the shared vision of a healthy community in Langley (see above). On their way to lunch, participants were invited to dot vote, using red dots to indicate barriers which, if removed, would have the greatest positive impact on health. Green dots were used to indicate the barriers that are easiest for them/their organization to do something about. Over lunch the dots were counted and the top barriers were identified (circled above). After lunch, Ellen reported back the top barriers, which would be the subject of high level action planning later in the afternoon.

# Promising Practices Panel



Alison Homer, Director, Vibrant Abbotsford, opened the panel with a discussion about the importance of Living Wage (see above left). City of Surrey Councillor Vera LeFranc and Social Planner Aileen Murphy shared about their poverty reduction plan, called THIS Surrey (see above centre). Adrienne Montani, Provincial Coordinator, First Call: BC Child and Youth Advocacy Coalition, discussed the Provincial Poverty Reduction Coalition (see above right).

# Journey Mapping Gallery Walk and Promising Practices Panel - Whole View



## Action Planning



The day culminated in high level action planning to overcome the top barriers identified. Participants were invited to choose a barrier/challenge they were passionate about overcoming, and outline an plan for overcoming it (see Appendix B, page 30). Each group was given a visual planning template, and asked to consider the following for their barrier:

- What would success look like and how would you recognize it (metrics)?
- What critical success factors must be in place?
- Who must be involved and who might carry it forward?
- What other meetings/actions might be needed (community and political)?



The Healthier Community Partnership will take the high level plans and develop more detailed strategies for overcoming these barriers.

# Action Plan Pitches



Participants were asked to report back the highlights of their action plan by “pitching” their plan to the larger group. Each group made a compelling case that their barrier was the most significant to overcome, indicated the single most important thing to be done to overcome it and attempted to convince others to join the follow-up actions (see above).

## Closing



*WE NEED to EXERT INFLUENCE at ALL LEVELS to CREATE change!*

Facilitator, Ellen Peterson, closed by thanking participants for their contributions throughout the day, and reiterated the need to continue to work together to create change in Langley. Ellen asked the members of the planning committee to come forward and acknowledged their efforts in making the event a success (see above).

*WE NEED to WORK TOGETHER ... THERE'S LOTS WE CAN DO!*

# Appendix A - Collaborative Visioning Charts

Yellow = emotionally "sunny"

WE R I - in Living wage policy

- access to all services
- in social acceptance
- in literacy & early years readiness
- affordable, accessible, appropriate housing for all
- food security

No one goes hungry

DIGNITY FOR ALL

People have a sense of belonging.

realed hearts

growth

enough food

Shared community Goals

PRIVERS

everyone has a network

Lahajet has a Ohana

Poverty Reduction Strategies

Vibrant Arts scene/activities

Income flowing thru the community

FLUID

Low barrier HOUSING

SUPPORT

CONNECTIONS

Respect

Love & Joy

Family

PROSPERITY

Acceptance

Education opportunity

ACCESS

park & Trails

moving & enjoying nature

# Appendix A - Collaborative Visioning Charts (continued)

**PREVENTIONS**

LOVE

BUS!

COMMUNITY PRIDE

ENHANCED QUALITY OF LIFE

- MUSIC
- ART
- SOCIAL

Friends

Living Wage

WE ALL SHARE ALL SUCCESSES & CHALLENGES

CITY VS PROV. VS FED.

ACTIVITY

Caring

GROWING ECONOMY

SAFE

\$\$\$↑ tax } Community  
\$ ↓ tax }  
} {

You CAN'T

1. ....
2. ....
3. ....
4. ....
5. ....
6. ....
7. ....
8. ....

YOU CAN DO ANYTHING

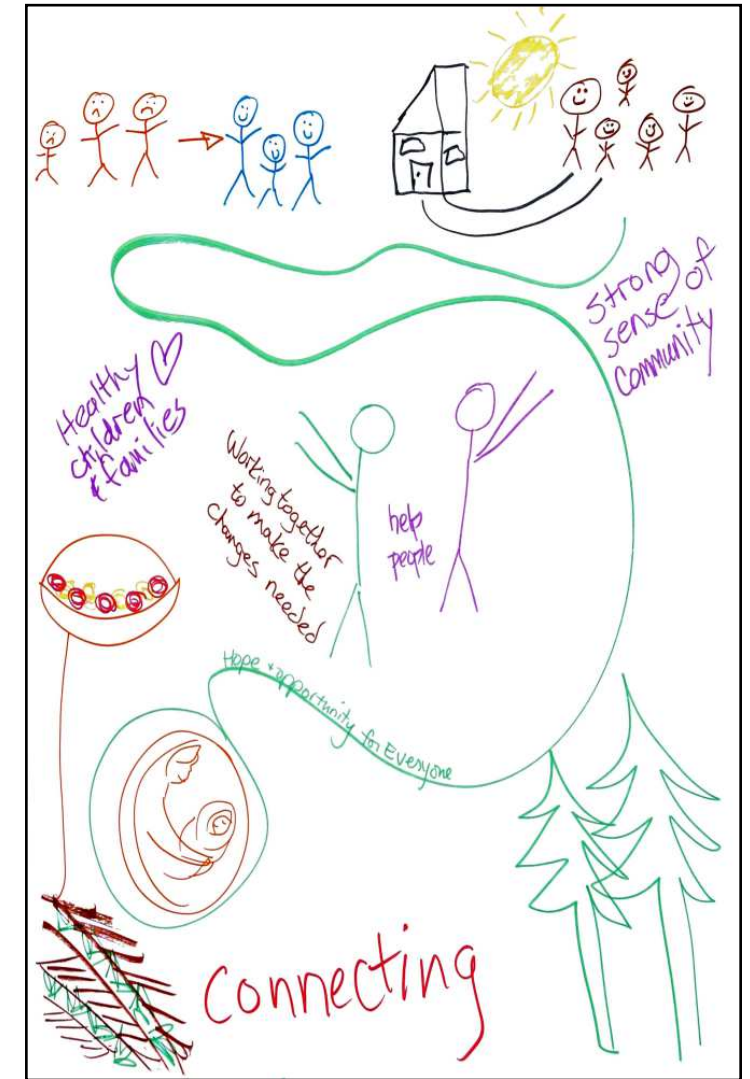
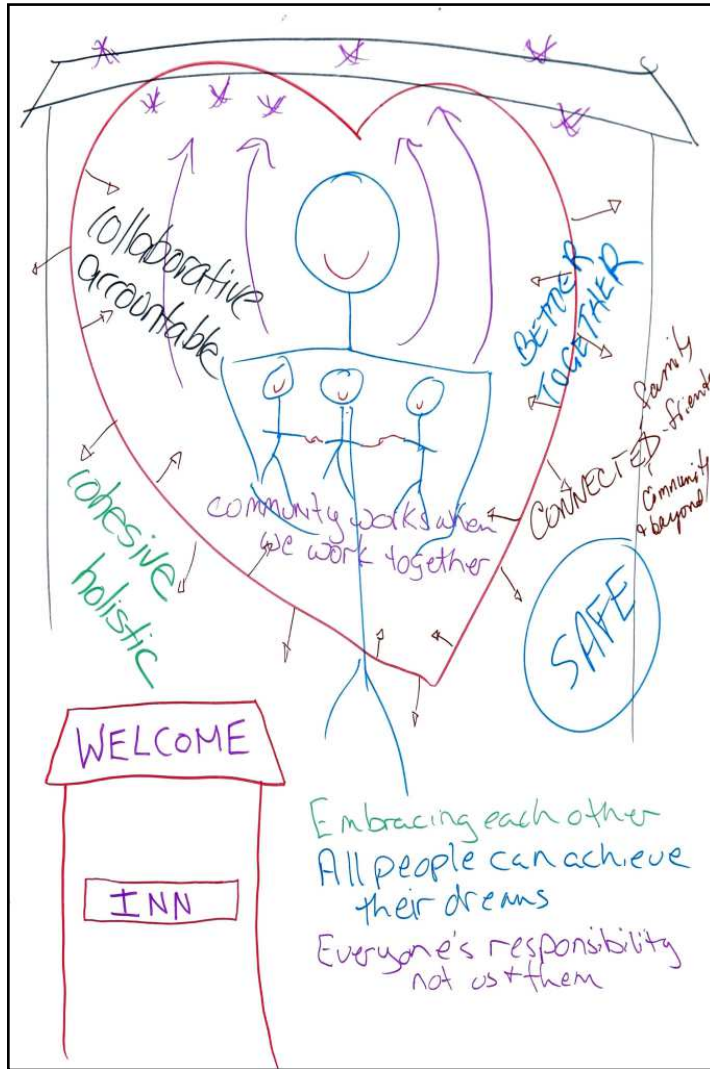
WELCOME

HEALTHY! TOGETHER  
DIGNITY Happy

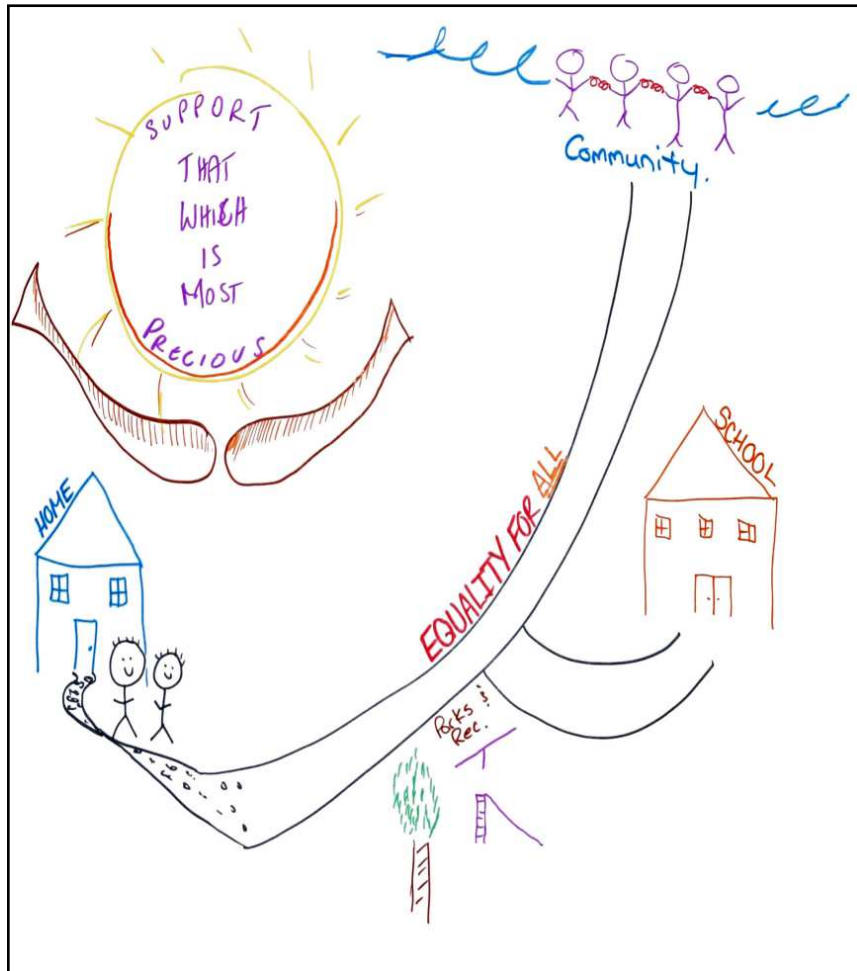
PARTNERSHIP

WELCOME

# Appendix A - Collaborative Visioning Charts (continued)

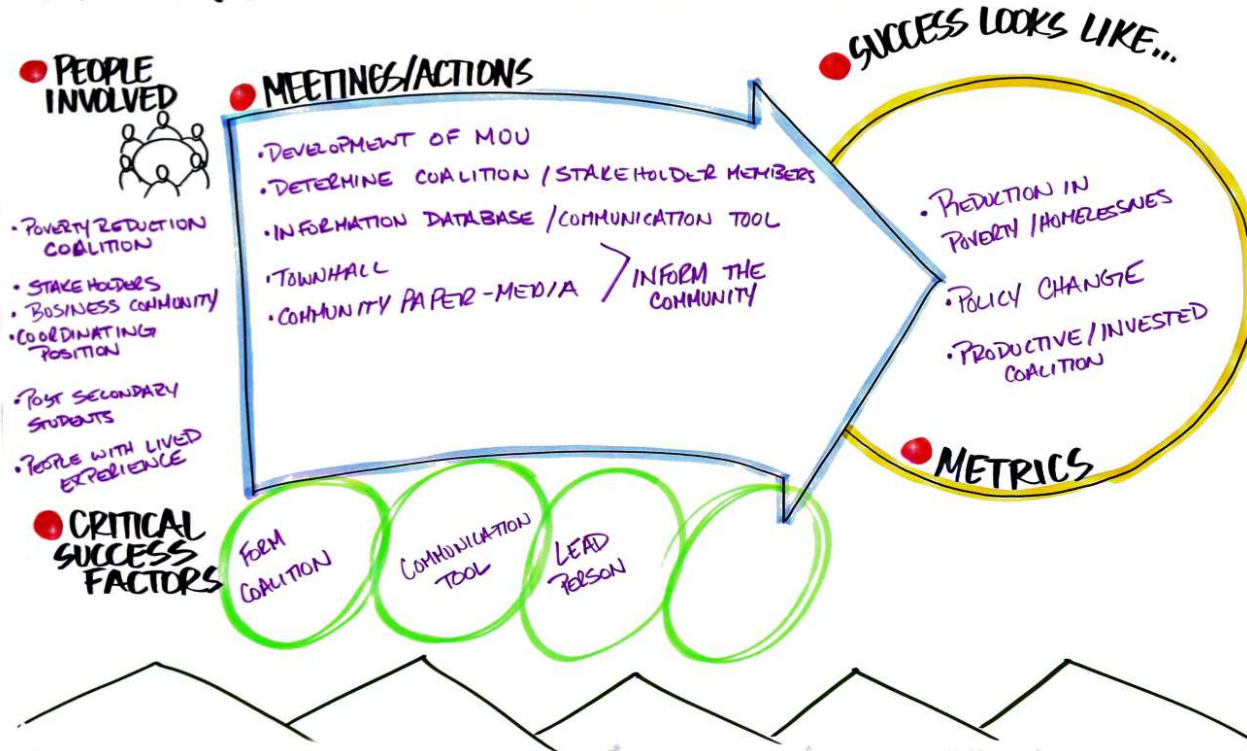


## Appendix A - Collaborative Visioning Charts (continued)

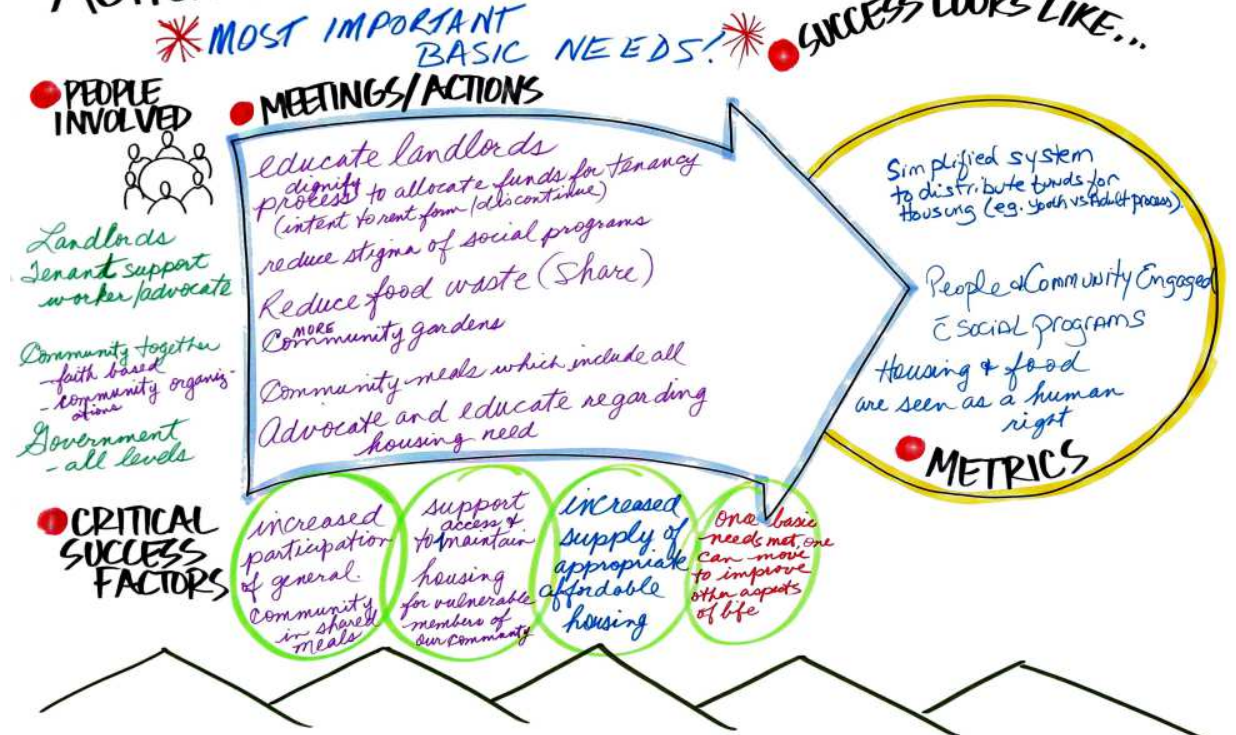


# Appendix B - Visual Action Plans

## ACTION PLAN to OVERCOME COMMUNITY NOT WORKING TOGETHER

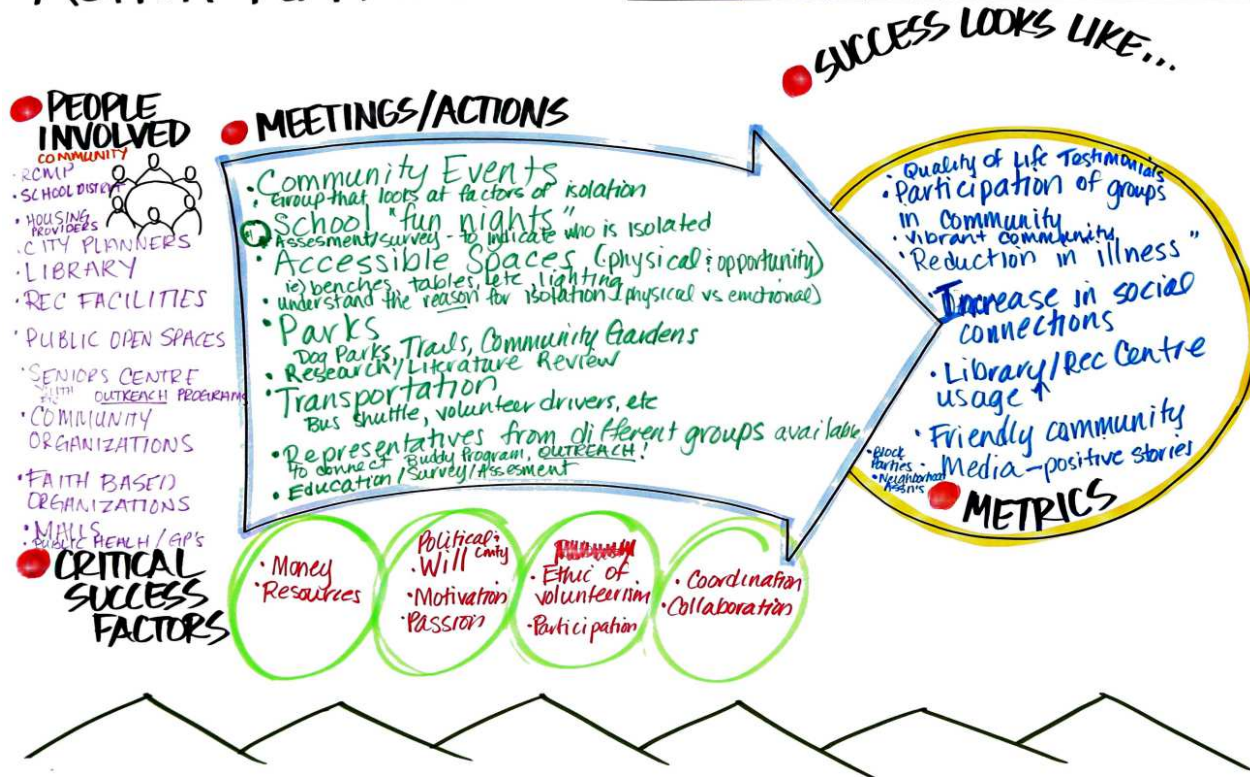


## ACTION PLAN to OVERCOME FOOD + HOUSING INSTABILITY

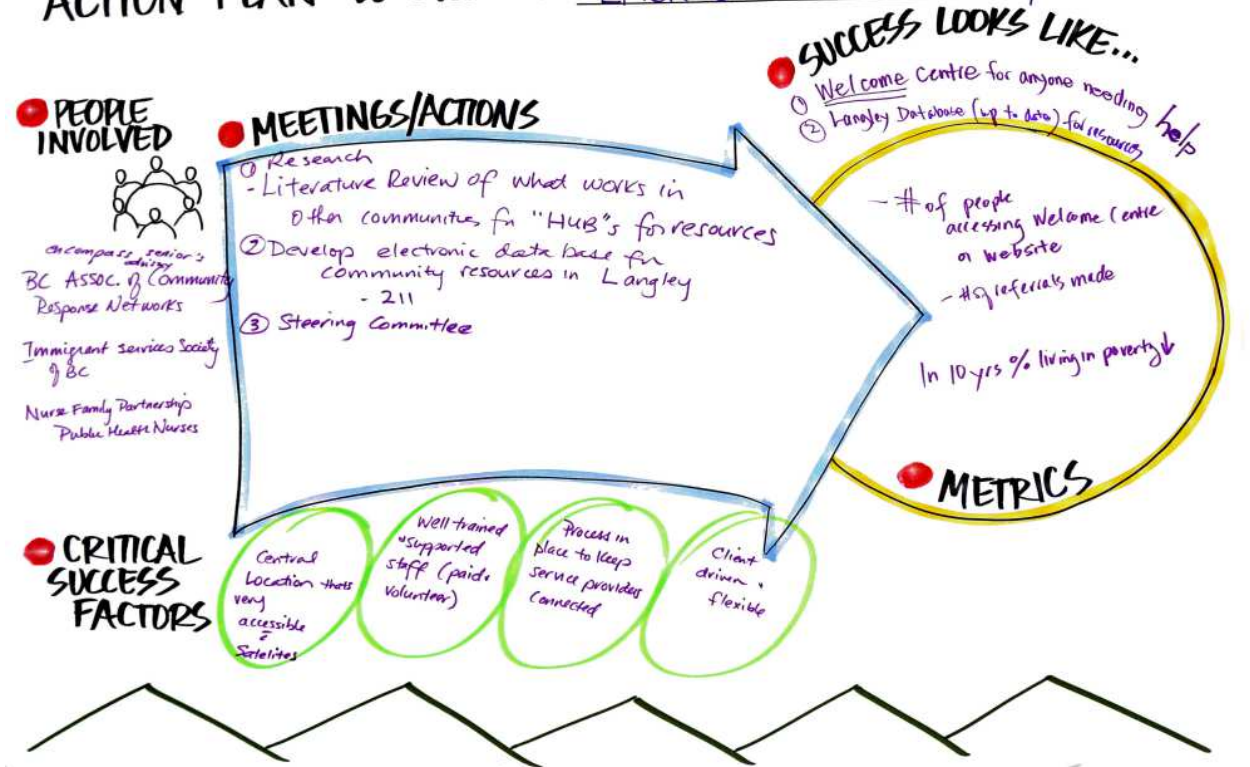


# Appendix B - Visual Action Plans (continued)

## ACTION PLAN to OVERCOME ISOLATION

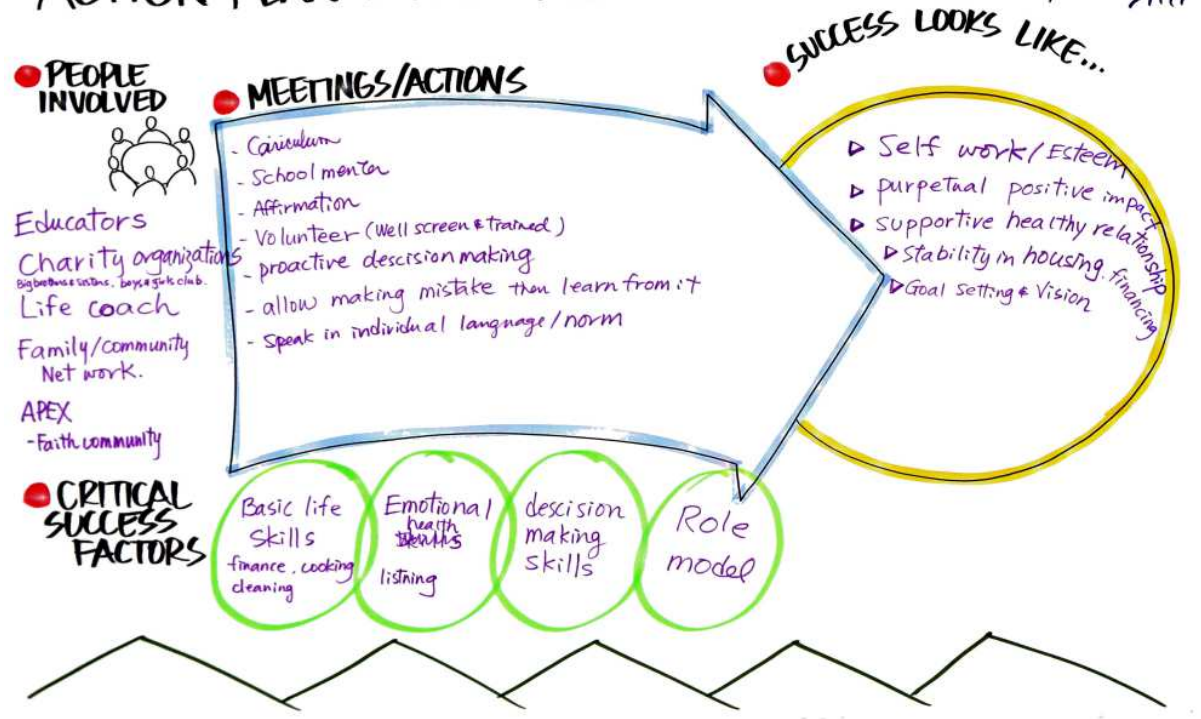


## ACTION PLAN to OVERCOME LACK OF CENTRAL HUB / RESOURCES

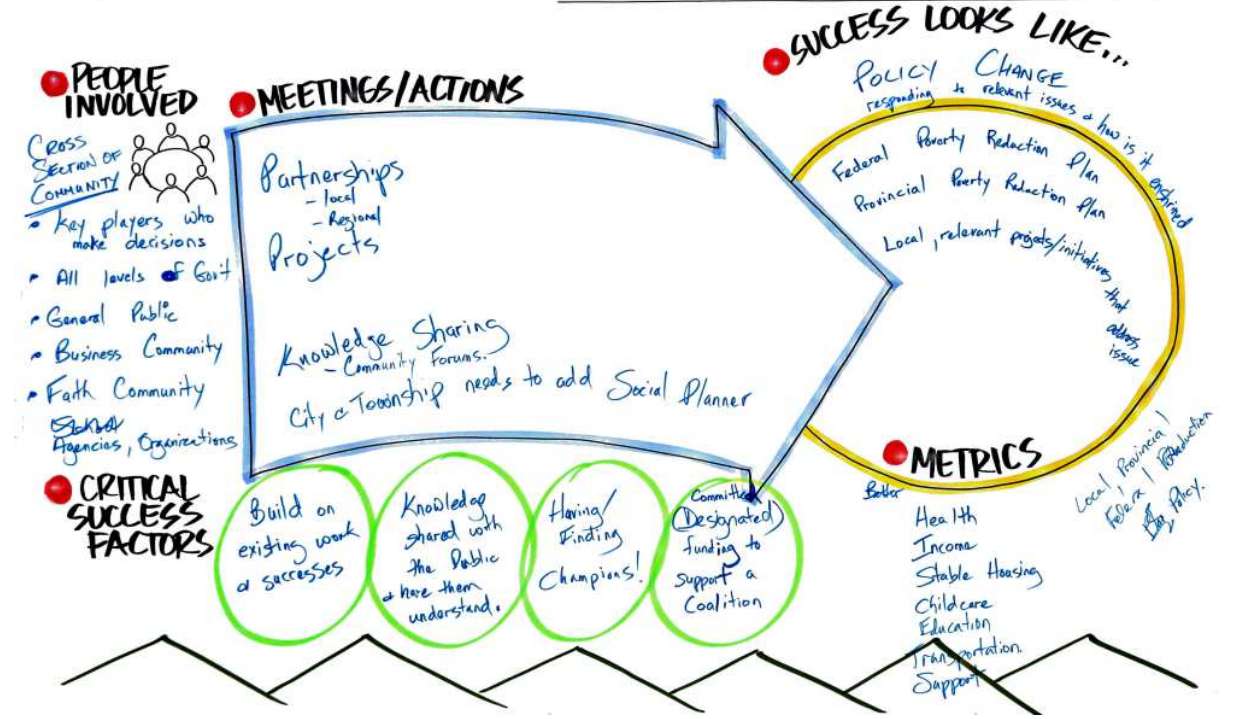


## Appendix B - Visual Action Plans (continued)

### ACTION PLAN to OVERCOME LACK of LIFE SKILLS TRAINING / MENTORSHIP

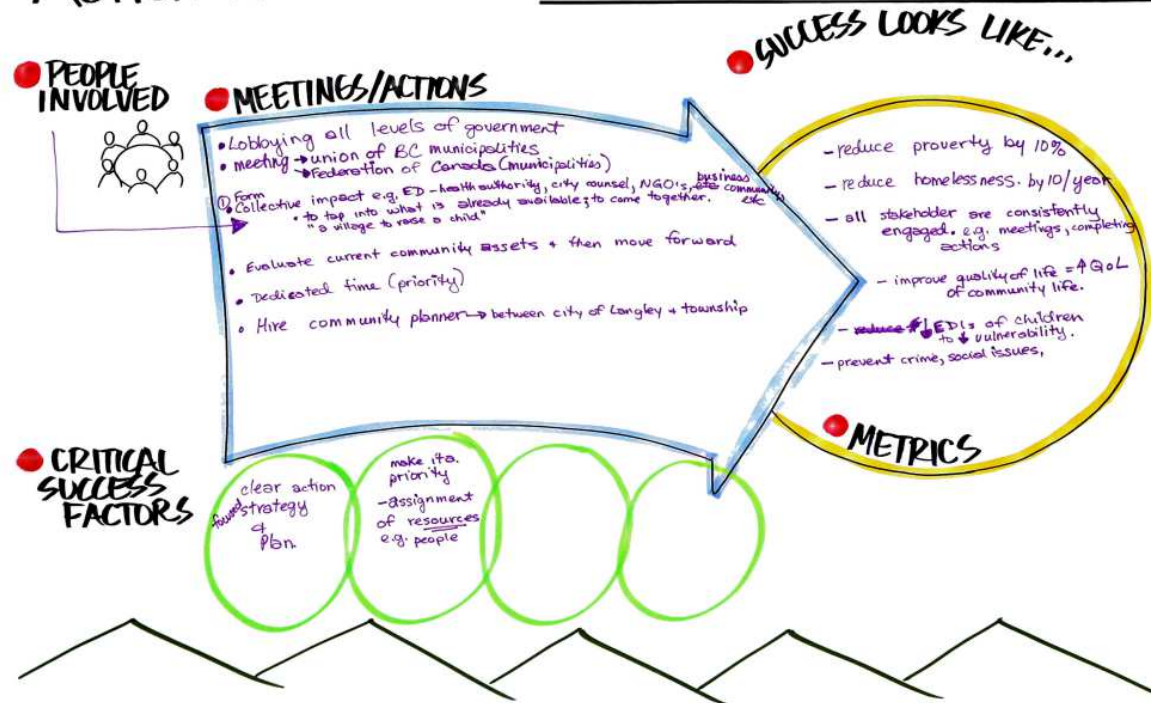


### ACTION PLAN to OVERCOME LACK of POVERTY REDUCTION PLAN



# Appendix B - Visual Action Plans (continued)

## ACTION PLAN to OVERCOME LACK OF TIME / RESOURCES BUREAUCRACY



## About Get The Picture



Get The Picture is a leading visual facilitation and recording consultancy that partners with organizations around the world to help them visualize and launch into their desired futures. The rich, engaging communication experiences Get The Picture provides result in highly productive dialogue, shared understanding, alignment and high-quality decisions.

### Meet the Lisas!

Lisa Arora (above) and Lisa Edwards (below) are passionate about bringing ideas to life using innovative, interactive visual meeting methods. Trained by well-known experts in the field of graphic facilitation, the Lisa's have honed their abilities to help leaders see new possibilities in hundreds of meetings around the world. Together, they bring over 15 years experience in public and private sector training and facilitation, giving them the high level of expertise required for both interactivity and productivity.



Being professional graphic facilitators takes more than just the ability to draw pictures. It begins with seeing things through a business strategy and organizational development lens and extends to a unique set of skills. The ability to manage group dynamics, high level multi-tasking and intense focus is essential. A master of these skills, the Lisas listen intently, extract relevant information from participant input, guide the group, and at the same time organize the data into a visually meaningful graphic. Their drawings display key content, important stages in the group's collective thought processes and multiple points of view, all building consensus and group memory.

### Contact Us

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