Southwest Colorado Cares Community Charter

Purpose

This charter outlines the shared commitments of organizational partners in the Southwest Colorado Cares (SWCC) Community Care Hub, a program of Community Connections, Inc (CCI). Its goal is to ensure accurate resource information, smooth care coordination, respectful collaboration, and a responsive and sustainable infrastructure so that the people of southwest Colorado receive timely and high-quality information, referrals, and services to address the social drivers of health.

Definitions

Care Partner means an organization participating in at least one component of the SWCC Community Care Hub such as the resource directory or the referral network.

People means those who live and/or work in southwest Colorado, as well as their formal and informal caregivers regardless of whether the caregiver lives in southwest Colorado.

Southwest Colorado means the following Colorado counties: Archuleta, Dolores, La Plata, Montezuma, and San Juan.

Participation

To participate in the SWCC Community Care Hub, an organization must:

1. Provide resources, referrals, and/or services to the people of southwest Colorado to address the social drivers of health, and
2. Agree to uphold the shared values and commitments outlined in this charter, as well as policies and procedures adopted by SWCC to carry them out.

Care partners may choose to participate at one or more of the following levels:

1. **Regional Resource Directory**: Include information about your organization and services in this comprehensive guide for use by other care partners and people. Participation in the directory is a pre-requisite for participating at all other levels.
2. **Closed-Loop Managed Referrals**: Use a webform to refer people to the SWCC care team and/or receive referrals from the care team by agreed-upon methods (e.g., phone, fax, email) including notifying the care team of referral outcomes.
3. **Closed-Loop Electronic Referrals**: Use the SWCC technology platform (Channels 360) to securely send referrals to and/or receive referrals from the SWCC care team and/or other care partners, including recording referral outcomes.

4. **Care Coordination**: Use the SWCC technology platform to coordinate service delivery for people served by your organization and/or other care partners.

To participate at Levels 3 and 4, a care partner must be a Colorado-registered nonprofit organization or a Colorado-licensed service provider and must sign an Electronic Data Sharing Participation Agreement with CCI.

A care partner may withdraw from participation in accordance with SWCC policies and procedures and any signed legal agreements with CCI, such as provisions governing advance notice and the disposition and retention of data.

Shared Values

All care partners agree to uphold the following values:

- **Equity**: Ensure information and services are accessible and inclusive for all intended people, including people with disabilities.
- **Accountability and Trust**: Follow through on commitments and maintain transparency with care partners and people.
- **Collaboration**: Work together to reduce barriers and streamline access to information and services.
- **Person-Centered Practice**: Prioritize the needs, preferences, and wellbeing of people in every interaction.

Core Commitments of Partners

Each care partner commits to the following as appropriate to their level of participation:

1. Maintain Accurate Resource Information

- **Keep resource directory listings current**: Update organizational and service descriptions, eligibility criteria, hours of operation, contact information, and referral procedures at least quarterly, or immediately when changes occur.
- **Designate a responsible staff member**: Assign a point of contact responsible for verifying and updating directory information and communicating with SWCC.
- **Respond to update requests promptly**: Provide corrections or confirmations within five (5) business days when contacted about potential inaccuracies.
- **Ensure accuracy and clarity**: Use plain language and avoid jargon so that people and partners can easily understand service information.

2. Engage Professionally with Partners and People

- **Communicate respectfully**: Interact with all partners and people in a courteous, culturally responsive, and trauma-informed manner.
- **Respond to referrals in a timely manner**: Acknowledge referral requests within two (2) business days and provide status updates as needed.
- **Collaborate to resolve issues**: Assume good intent and work constructively to address service gaps, referral challenges, or misunderstandings.
- **Protect client dignity and privacy**: Follow all applicable privacy laws, SWCC policies and procedures, and ethical standards when sharing, receiving, and using personally identifiable information.

3. Foster a Strong Community

- **Participate in shared learning**: Attend care partner meetings, trainings, and case-coordination sessions as appropriate to the care partner's role and capacity.
- **Strive for improvement**: Collaborate to improve processes and interactions to reduce duplication of effort and burden on partners and people.
- **Engage with humility and openness**: Learn from others, share knowledge, offer mutual support and encouragement, and adapt practices when appropriate.
- **Recognize partner contributions and celebrate shared successes**: Acknowledge other partners for their efforts, expertise, and assistance and highlight collaborative achievements that strengthen the community and improve services and outcomes.

Core Commitments of SWCC

As the organizational sponsor of SWCC, Community Connections, Inc (CCI) commits to the following for the duration of funding for the project:

1. Provide Responsive Support for Partners

- **Provide timely assistance**: Respond to care partner inquiries, technical issues, and coordination needs within two (2) business days whenever possible.
- **Offer clear points of contact**: Identify designated staff for referral coordination, directory support, and problem resolution.
- **Share updates proactively**: Communicate system changes, new resources, and process updates in a timely and transparent manner.
- **Support smooth referral workflows**: Monitor referral pathways, troubleshoot barriers, and assist partners in resolving delays.

2. Ensure a Sustainable Regional Infrastructure

- **Maintain reliable infrastructure**: Ensure the resource directory, referral platform, and communication tools are stable, accessible, and improved as needed.
- **Provide training and capacity building**: Offer onboarding, training, and learning opportunities to help care partners use shared systems effectively.
- **Facilitate collaboration**: Host care partner meetings and case-coordination sessions to strengthen cross-partner collaboration.
- **Ensure equitable participation**: Seek funding and design processes and supports to allow organizations of all sizes and capacities to participate sustainably.

3. Foster Improvement and Accountability

- **Collect and share meaningful data**: Provide system and community level insights and trends to identify service gaps and support improvement.
- **Solicit partner feedback**: Regularly gather input from partners on their experience with system performance and collaboration quality as well as emerging needs.
- **Adapt based on evidence**: Use data and partner insights to refine workflows and supports and to plan for future development.
- **Promote collegial relationships**: Facilitate discussion and problem-solving to support resolution of concerns that may arise between care partners.
- **Model transparency**: Seek and consider guidance from the SWCC Advisory Council on the development and operation of the SWCC Community Care Hub and clearly communicate program status and plans with care partners.

Implementation & Review

- This charter will come into existence upon adoption by CCI at the recommendation of the SWCC Advisory Council.
- The Advisory Council will review this charter annually and recommend updates to CCI as needed.
- Each care partner will affirm its commitment to this charter.
- The SWCC team will work collaboratively with care partners to address concerns regarding charter commitments. Persistent non-adherence with charter commitments may result in a review of participation status. CCI retains final discretion for decisions about participation in the SWCC Community Care Hub.