Priorities & Strategies Plan
Draft - December 2021

In the next 6 to 12 months, in order of priority, the Spokane Collaborative will focus on the following priorities to sustain its mission:

1. **Building roles & goals of the Collaborative Connection Team (CCT)**

2. **Building tools for Collaborative members to use in raising community awareness, interest, and engagement**

3. **Defining roles of the Collaborative in community & roles of members in the Collaborative (aka 2022 Charter & MOU)**

What follows are the results of the process, and include:

- A prioritized list of Collaborative goals, strategies (direction to achieve goal) and suggested tactics (activities to achieve goal)

- Anticipated outcomes from activities (note: consult with SRHD on Wilder factors & outcomes)

DRAFT Priority Plan begins on next page

Spokane Collaborative
Connecting for a Healthier Community

Priority 1: Building roles & goals of the Collaborative Connection Team (CCT)

Related Wilder collaborative factor(s): • Sufficient funds, staff, materials, and time • Engaged stakeholders • Collaborative group seen as a legitimate leader in the community	
Anticipated Outcomes: • To be developed	

| **Strategies & Tactics** | **Strategy 1: Onboarding & mentor role**

Collaborative Connections Team (CCT) members will serve as mentors to new members and will share orientation information about the Collaborative.

Tactic 1: Create information packet for tour guides to use for onboarding. Packet to include:
• Information about Better Health Together & its roles/responsibilities/commitment to the Collaborative
• Historical context
• A timeline of the Collaborative's accomplishments
• The vision for the Collaborative
• What work we're currently doing
• What is expected of members – depending on level of engagement
• Where to find meeting notes/materials/key documents on the website
• Biographies on current CCT members

Tactic 2: Design & launch onboarding process. Process will include:
• How a new member (individual or organization) can get connected to the Collaborative
  ▪ Button on the website - link to survey similar to coffee date
  ▪ Email to BHT staff
  ▪ Connecting/Conversation with a Collaborative/CCT member (see Priority 2)
• How a new member (individual or organization) is connected to their tour guide
  ▪ BHT connects to a mentor from the CCT via email (language: guide will share their experience as a Collab member, talk thru overview, answer any questions, etc.)
  ▪ BHT will connect to a specific guide based on sector, interests, and availability; rotating through to not overburden any individual CCT member | **By when:**

Strategy 1 overall
• Pilot & adjust in Q3
• Fully launch by Q4

Tactic 1
• Packet drafted in July
• Packet finalized by end Aug

Tactic 2
• Design in July
• Pilot in August
• Finalize in Sept |

	• What's expected of the mentor
	    ▪ Start with a relational meeting to learn more about the new organization and members
	    ▪ Share overview information & what's happening in workgroup(s)
	    ▪ Flexible - driven by new member, intensive or not depending on needs
	    ▪ Mentor will have no more than one mentee at a time	

	Strategy 2: Supportive guidance of Collaborative projects role Collaborative Connections Team (CCT) members will provide support and oversight of Collaborative projects, such as equity workgroup projects. **Tactic 1**: **Provide regular mentorship and technical assistance opportunities for project leads and team members.** Process will include: • CCT members develop relationships with project leads and team members [HOW??] • CCT members collaborate with team leads and members to identify barriers to project success and potential solutions • Assignment of CCT points of contact/ mentors to specific projects **Tactic 2: Provide opportunities for bidirectional communication of project activities and resources.** Process will include: • Establish regular/ standing opportunities for project members to share updates, resources available, successes, etc. to CCT and team (standard/ monthly meeting agenda item) • Establish regular/ standing opportunities for CCT members to share project updates, resources available, success, etc. to project teams (standard/ monthly meeting agenda item) • Develop process to communicate project activities and updates, resources available, and success to stakeholders and communities outside of Collaborative **Tactic 3: Develop and implement a reporting structure for Collaborative projects to monitor activity outputs and outcomes, ensure accountability, and support continuous quality improvement.** Process will include: • Development of reporting template by CCT with input from project team leads and members • Development of performance metrics for projects • Establishment of reporting schedule (quarterly, biannual, etc.) • Communication of reporting results	**By when:** **Strategy 2 overall** • Fully launch by Q2 **Tactic 1** • Assignment of points of contact/ mentors by Q1 • Regular collaboration by Q2 **Tactic 2** • Create and share standard/ monthly agenda by Q1 • External communication process by Q2 **Tactic 3** • Develop reporting template by end Q1 • Develop performance metrics by end Q2 • Establish reporting schedule by end Q1 • Communicate results by Q4

	Strategy 3: Guiding growth of the Collaborative – <u>UNDER DEVELOPMENT</u> Collaborative Connections Team (CCT) members will … **Tactics:** - Identifying & pursuing continued funding opportunities - Identifying & pursuing partnership & policy opportunities - Reviewing & updating Charter, MOU, and similar documents - …	**By when:** **Strategy 3 overall** - Fall 2021 **Tactic 1** - **Tactic 2** -

Priority 2: Building tools for Collaborative members to use in raising community awareness, interest, and engagement

Related Wilder collaborative factor(s): • Collaborative group seen as a legitimate leader in the community	
Anticipated Outcomes: • To be developed	

| **Strategies & Tactics** | **Strategy 1: Communication tools packet**

Create a communication tools packet for Collaborative members to use as an "invitation to engage" with colleagues and other organizations.

Tactic 1: Create information packet, to include:
    • Collaborative overview documents – from mentor packet above
    • Outreach guide & recruitment flyer

Tactic 2: Update BHT website to include information packet & how to connect, to include:
    • Outreach guide w/ email language & elevator pitch
    • Collab Overview
    • CCT bios
    • Member list | **By when:**

Strategy 1 overall
• September 2021

Tactic 1
• Complete near-final drafts for piloting by Sept 2021
• Final docs by EOY

Tactic 2
• September 2021 |
| | **Strategy 2: Outreach to organizations & colleagues**

Collaborative members use the communication tools to talk to organizations they'd like to see at the Collaborative but who aren't currently a part and/or to communicate internally to colleagues or leadership at their organization about what the Collaborative is and what it does.

Tactic 1: Outreach to non-member organizations
    • <u>Pilot V1</u>: Collaborative members use the communication tools to talk to at least 1 organization they'd like to see at the Collaborative but who isn't a part yet about what the Collaborative is and what it does
    • Outreach guide & recruitment flyer shared with Collab members
    • Framework/timeline for outreach | **By when:**

Strategy 2 overall
• Pilot in Fall 2021

Tactic 1
• Pilot in Sept/Oct 2021
• Feedback & revisions to docs & process in Oct/Nov 2021

Tactic 2 |

•   Discuss at Collab sectors/partners/etc. who are missing
 	
Tactic 2: Outreach to internal staff at home organization
    •   <u>Pilot V2</u>: Collaborative members use the communication tools to communicate internally to colleagues or leadership at their organization about what the Collaborative is and what it does
    •   Overview docs & outreach guide shared with Collab members
    •   Framework/timeline for outreach
	• Pilot in Sept/Oct 2021
	• Feedback & revisions to docs & process in Oct/Nov 2021

Priority 3: Defining roles of the Collaborative in community & roles of members in the Collaborative (aka 2022 Charter & MOU)

Related Wilder collaborative factor(s): • Multiple layers of participation • Appropriate cross section of members	
Anticipated Outcomes: To be developed	

| Strategies & Tactics | **Strategy 1: Define the roles and engagement levels of members in the Collaborative – UNDER DEVELOPMENT**

Collaborative members and CCT review & define the roles of members, and in turn revise the membership MOU and process for future year(s).

Tactic 1: Define levels of engagement for Collaborative members
    • Guided discussion of CCT & Collaborative to define different levels of engagement for members
    • Summary document as resource for existing & incoming members

Tactic 2: Revise Collaborative MOU for 2022 based on Tactic 1
    • TBD

Initial discussion notes (CCT August 2021)
    • What kind of responses are you getting for MOU return? - lower these days
    • Something to get consent to list org as a Collab member
    • Ground rules for engagement - intro document + can your org be listed
    • Trade-off - what the commitment is to coming to meetings vs. come one come all
    • Never had to kick someone out for not participating. Set expectations is helpful.
    • If you have an org working to counter purposes, so setting some ground rules
    • Consent to list your org name becomes critical- understanding that in advocacy/policy work how name might be used | **By when:**

Strategy 1 overall
• End of Year 2021

Tactic 1
• Q2 2021

Tactic 2
• Oct/Nov 2021 |

Strategy 2: Review & revise the Collaborative Charter to define the role(s) of the Collaborative in the community – <u>UNDER DEVELOPMENT</u>
 	
Collaborative members and CCT review & define the roles of the Collaborative, including vision and approaches to work & financing, and in turn revise the Charter for future year(s).
 	
Tactic 1: Review of Vision, Governance, & Fiscal Guiding Principles
    • TBD
 	
Tactic 2: Revise Collaborative Charter for 2022 based on Tactic 1
    • TBD
 	
Initial discussion notes (CCT August 2021)
    • Typically renew Charter annually, but do we want a more evergreen one?
    • Inclusion of "Defining Engagement" work
    • What needs revised? Added? Bring in equity concepts, esp for rules of engagement
    • A lot of how we originally organized this was around the pieces of the Medicaid Waiver. Can we make it less specific to Waiver, set out what are the Collab goals & tasks that are less timebound. Then come up with yearly strategic goals. But have this as a more evergreen guiding document.
    • Vision? – feels largely still in line, but may be time to have review esp with having new members
    • Fiscal principles – do we need to include process overview as well as general principles? – don't want to get too specific if we want this to be evergreen; something high level principle (collective practices for making fund decisions) but not process-y
	By when:
	
	Strategy 2 overall
	    • End of Year 2021
	
	Tactic 1
	    • Q4 2021
	
	Tactic 2
	    • Q4 2021