
Shared Accountability for Coordination: Session 2

March 21, 2022





Welcome!

Please share your name, county, and role.

This or that?

Long quarterly meetings

Virtual meetings

Large groups

Frequent email communication

One main rep. per agency

Short monthly meetings

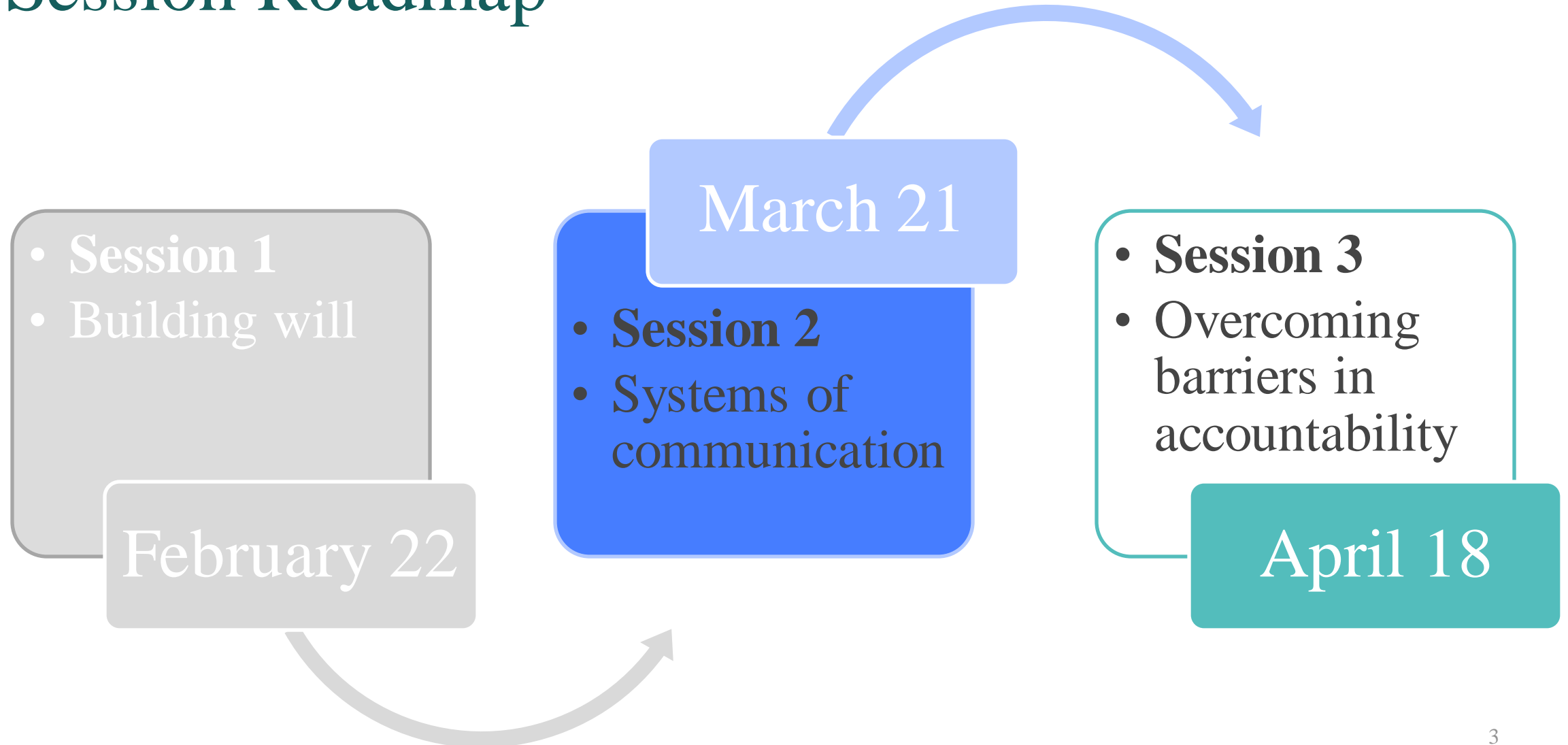
In-person meetings

Small workgroups

Frequent check-in meetings

All members attend

Session Roadmap





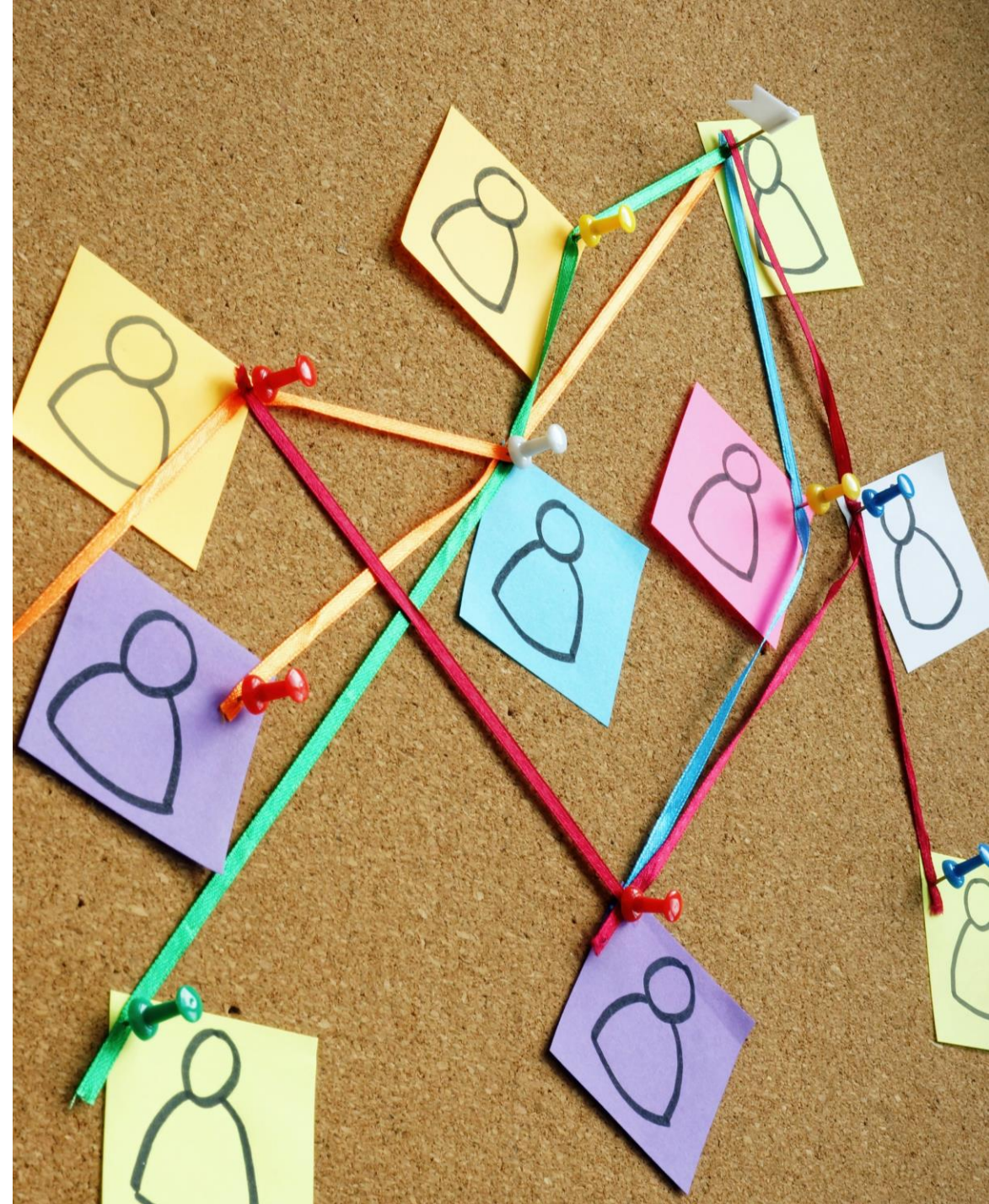
Session 2 Agenda

- Communication systems
- Tools for building continuous communication
- Monitoring shared accountability
- Discussion: Developing and supporting communication strategies for shared accountability

What Do We Mean by Shared Accountability?

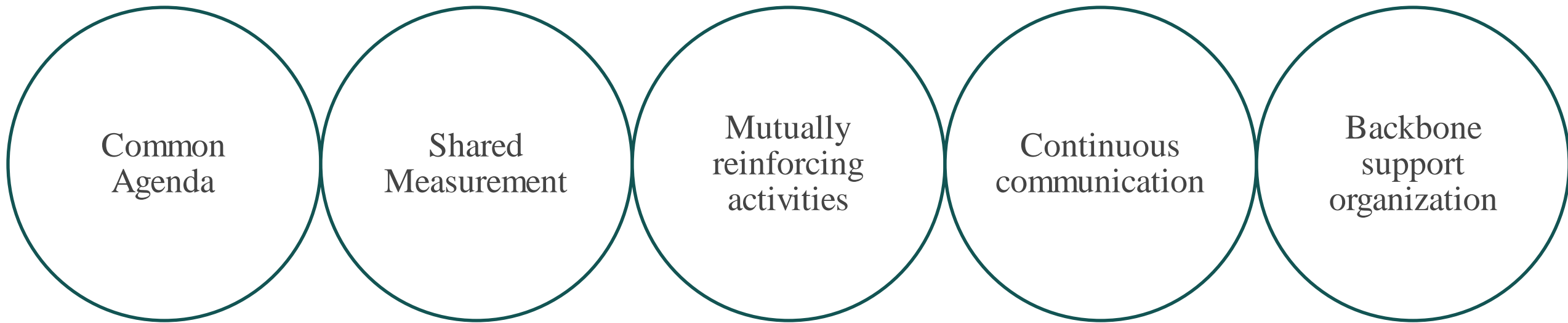
Adopting shared values, activities, and priorities that move organizations from being accountable only to themselves toward a system that achieves collective impact

Source: [NICHQ Essentials of Collaboration](#)

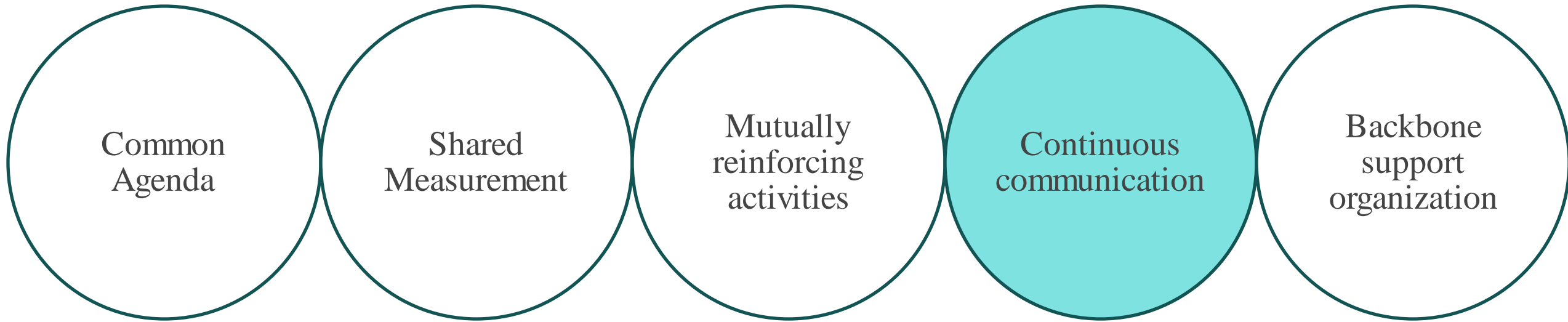


Communication Systems

The 5 Conditions of Collective Impact



The 5 Conditions of Collective Impact



The 5 Phases of Collective Impact

| Components for Success | Phases I Assess Readiness | Phase II Initiate Action | Phase III Organize for Impact | Phase IV Begin Implementation | Phase V Sustain Action and Impact |
|--|---|--|--|---|---|
| Governance & Infrastructure | Convene Community Leaders | Identify champions and form cross-sector Steering Committee (SC) to guide the effort | Determine initial workgroups and plan backbone organization | Launch work groups (WGs) and select backbone organization | Build out the backbone organization, evolve WGs to meet emergent strategy |
| Strategic Planning | Hold dialogue about issue, community context, and available resources | Map the landscape and use data to make case | Create common agenda, clear problem definition, population level goal | Develop blueprint for implementation and identify quick wins | Refine strategies and mobilize for quick wins |
| Community Engagement | Determine community readiness; Create a community engagement plan | Begin outreach to community leaders | Incorporate community voice, gain community perspective and input around issue | Engage community more broadly and build public will | Continue engagement and conduct advocacy |
| Evaluation and Improvement | Determine if there is consensus/urgency to move forward | Analyze baseline data to ID key issues and gaps | Develop high level shared metrics and/or strategies at SC level | Establish shared measures (indicators and approach) at SC and WG levels | Collect, track, and report process (process to learn and improve) |

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Communication Strategies

- Establish structures that facilitate effective communication between and among partners – including practices that ensure that difficult issues within the initiative are surfaced, discussed and addressed
- Consider what your partners need to facilitate their ability to communicate about their work within their own organizations and networks
- Implement strategies to facilitate keeping the public informed and engaged in the initiative

Communication Tools for Shared Accountability

RACI Matrix

| | Responsible | Accountable | Consulted | Informed | |
|-------------|----------------|----------------------|------------------------|------------------------|------------------------|
| ACTIVITY | First 5 County | County Public Health | County Social Services | Home Visiting Agency 1 | Home Visiting Agency 2 |
| Activity 01 | R | I | I | C | C |
| Activity 02 | R | A | I | I | I |
| Activity 03 | A | R | I | I | I |
| Activity 04 | C | C | C | R | R |
| Activity 05 | A | C | C | R | R |

RACI Matrix

| Responsible | Accountable | Consulted | Informed |
|-------------|-------------|-----------|----------|
|-------------|-------------|-----------|----------|

ACTIVITY First 5 County HV Agency 1 HV Agency 2 HV Agency 2.5 First 5

| | | | | | |
|---|---|---|---|---|---|
| Clear goals and priorities for our common agenda are being identified | R | A | A | C | I |
| Partners are sharing quantitative and qualitative data to inform our understanding of our issue | | C | C | C | |
| A shared agreement on how progress will be monitored and assessed is developed | | | | | |

Monitoring Systems and Tools for Shared Accountability

Monitoring and Evaluating Shared Accountability

Assessing an Initiative's Design and Implementation

SAMPLE OUTCOMES

SAMPLE INDICATORS

The development of the common agenda has included a diverse set of voices and perspectives from multiple sectors

- The initiative's steering committee (or other leadership structure) includes voices from all relevant sectors and constituencies.
- Members of the target population help shape the common agenda.
- Community members are aware of the collective impact initiative's goals and activities.

An effective backbone function has been identified or established

- Backbone staff effectively manage complex relationships.
- Backbone staff demonstrate commitment to the collective impact's vision.
- Backbone staff are both neutral and inclusive.

Quality data on a set of meaningful common indicators is available to partners in a timely manner

- Partners commit to collecting the data as defined in the data plan.
- Partners have the capacity to collect and input quality data.
- Partners know how to use the shared measurement system.
- Partners contribute quality data on a common set of indicators in a timely and consistent manner.

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| Self-Assessment Check List - Phase One: <i>Generate Ideas & Host Dialogues</i> (Pre-Start-Up – 12-18 months) Focus: Engagement & Exploration | Not Started | Beginning/ Early Stage | Making Progress | Ready for Next Phase |
|---|-------------|---------------------------|-----------------|----------------------|
| Governance and Infrastructure | | | | |
| 1. Leadership from multiple perspectives has been engaged to articulate a common agenda | | | | |
| 2. Commitment from leaders of multiple sectors has been made to work together on the shared issue | | | | |
| 3. Principles and practices guiding how we work together have been endorsed and are reinforced in practice | | | | |
| Comments: | | | | |
| Strategic Planning | | | | |
| 1. Partner organizations and community members are aware of our CI initiative and its common agenda | | | | |
| 2. We have articulated a common understanding of our shared problem and it is informed by data | | | | |
| 3. Clear goals and priorities for our common agenda are being identified | | | | |
| 4. Partner organizations are willing to commit to working together, over time, to address this issue | | | | |
| Comments: | | | | |
| Community Involvement | | | | |
| 1. We have convened conversations with diverse voices and perspectives from multiple sectors | | | | |
| 2. Partners and the community can understand and articulate the problem we want to address | | | | |
| 3. Partners are sharing quantitative and qualitative data to inform our understanding of our issue | | | | |
| 4. Partners feel a collective responsibility for the issue and generating results around it | | | | |
| Comments: | | | | |
| Evaluation and Improvement | | | | |
| 1. The importance of continuous and shared learning to the success of working collaboratively is understood | | | | |
| 2. A shared agreement on how progress will be monitored and assessed is being developed | | | | |
| 3. The consensus around a shared vision and common agenda is informed by data | | | | |
| 4. Steering Committee and Backbone staff are thought-leaders and ambassadors for the initiative – building hope | | | | |
| Comments: | | | | |

Group Discussion

Discussion Questions

- What tools do you use to promote continuous communication with *partners*?
- What communication tools do you or could you use to communicate your collective successes with *the public*?
- What communication guidelines or strategies have you found effective in *guiding partners toward collaboration*? What strategies have you used that help *resolve conflicts*?

Thank You!

Katie Brennan

Brennan@jbassoc.com

(703) 552-9098

www.jbassoc.com

