

Preliminary Alamo Area Community Network (AACN) Participation Standards

This document represents the initial version of the AACN Participation Standards (“Participation Standards” or “NPS”). During the pilot phase, the AACN Leadership Committee will be responsible for ensuring adequate and appropriate participation in the network and have developed these Participation Standards to provide a framework for success. These standards represent the mutually agreed upon community standards and are representative of expectations that will support the success of the community network. This document provides an overview of the governance structure, expectations, and standards for network participation to ensure the success of the community network. This document may not be comprehensive, but Network Participants understand that it is a guide for action and accountability and will be modified as needed by mutual agreement of the AACN Leadership Committee with input provided by Network Participants. As part of the pilot phase of AACN this document will be revised in partnership with all stakeholder organizations to ultimately be - in structure and content – representative of the consensus on how AACN should operate in the San Antonio community.

The Alamo Area Community Network’s pilot goal is to establish a network of community stakeholders, working in a cloud-based HIPAA-compliant electronic platform (“Platform”) ** with the intent of allowing for online client referral and coordination of services across our community.

The AACN is an alliance of community organizations in and around San Antonio, Bexar and surrounding counties that have joined to improve services for people in our community with a client-centered approach.

The AACN functions to 1) better serve our respective clients more holistically, 2) while participating in an electronic secure referral system between organizations participating in the Platform, 3) to lessen the response time to access resources, 4) access to additional resources beyond one organization’s service provision, and 5) to prove that collaboration among organizations can increase the positive outcomes of the client.

The AACN has been driven primarily by service providers and funders resolved to help families and persons to encounter fewer barriers to care and gain quantitative data on the gaps in services. AACN is a collaborative of multiple non-profit agencies, philanthropic organizations, (quasi-)governmental entities and varied stakeholders working to positively affect change for people in our community. AACN partners work to ensure any person has access to information and service coordination that can positively influence his or her quality of life.

AACN Goals

- Enable community stakeholders to make secure referrals of clients between each other
- Increase collaboration among community stakeholders in identifying and addressing patterns in client needs to ultimately improve the health and well-being of individuals in the community
- Demonstrate an improvement in client wellbeing and health outcomes due to increased community efforts to address Social Determinants of Health (SDoH) to secure funding opportunities
- Reduce duplication of efforts provided by community stakeholders and community-based organizations (CBOs) and identify gaps in services for unmet needs that exist in the community
- Gather evidence that cross-sector collaboration (electronically/virtually) has a positive impact on the client's outcomes

Convener – The organization(s) in the community leading the effort to bring together a group of CBOs in creating a Community Network that addresses SDoH and improves outcomes. The Convener(s) will promote the AACN in the community and assist in identifying ongoing funding needs/opportunities. The inaugural Convener for the AACN is Autism Lifeline Links, an initiative of the Kronkosky Charitable Foundation (KCF). The AACN Leadership Committee (further defined below) during the pilot phase will develop a permanent mechanism for convenorship and staffing needs to uphold the function.

Convener commits to:

- Speak with a community voice when representing the work of the AACN
- Work collaboratively and transparently with the AACN Leadership Committee to:
 - Create and revise the *Network Participation Standards*
 - Coordinate training around standards, security, and protocol regularly
 - Identify organizations that are believed to be good candidates for participation on the AACN
 - Assist in the process of making such organizations Network Participants
 - Remove Network Participants for non-performance in accordance with *NPS*
 - Establish and enforce grounds for exclusion
- Communicate frequently and systematically with all levels of stakeholders
- Disseminate data at scheduled interval to stakeholders and the community at large and to participant organizations as needed or requested in agreed upon timeframe
- Act as the primary liaison with the Platform Administration for all aspects of the AACN

Network Leadership Committee – A select group of Leadership Delegates from organizations participating in the Network who are recruited by the Convener to help create, update and enforce the *NPS*. The Network Leadership Committee meets regularly to monitor the performance of the Network. The Network Leadership Committee during the pilot phase in partnership with all Network Participant Organizations will design a permanent mechanism for membership in the Network Leadership Committee.

Each member organization in the Leadership Committee commits to:

- Work without personal agenda
- Work with a client-centered approach
- Work collaboratively and transparently to establish a broad and varied community network reflective of the whole community, and to identify community health and wellbeing indicators to improve the system of care
- Work in consort with the Convener to accomplish the governance and leadership of the AACN Leadership Committee
- Actively support and advance the work of the AACN through their actions and communication
- Review shared data to inform the work of the network

Network Participant – A community stakeholder/CBO that has completed the required AACN and Platform documents and agreed to follow the *Network Participation Standards*. The Network Participant will collaborate and communicate with other Network Participants via the Platform for the benefit of individuals in the community.

Each Network Participant commits to:

- Complete all required AACN documents to apply for membership in the Network, PRIOR to completing the Platform required documents, including:
 - Application for Inclusion in the AACN for Leadership Committee review
 - Sign, date and return (to AACN Convener) the *Alamo Area Community Network Participation Standards*
 - Complete all required Platform documents, including:
 - *Onboarding Form*
 - *Network Participation Agreement, Exhibit A or Exhibit B* (determined by completing the *Onboarding Form*)
 - *Community Resource Guide Form*
- Comply with standards outlined in the *NPS*
- Confirm proper insurance and liability standards are kept for this level of data sharing, potential of breach, data theft, and/or criminal activity with the data

- Understand that the success of the AACN depends on the accuracy of Network Participant’s list of services by all programs and locations (“Service Listing” for the *Community Resource Guide (CRG)*) and further commits to:
 - Within ten (10) business days of signing these NPS, Network Participant will provide Platform Administrator with a complete Service Listing for all programs and locations of the Network Participant organization and its referral organization(s)
 - At least quarterly, or when Service Listing changes, update an existing Service Listing, to either add a new program(s) or remove a program(s) no longer offered.
 - Document such addition, deletion or modification on the *Onboarding Form* supplied by Platform Administrator and email to administrator@YourCommunityNetwork.org
- Ensure an individual of the Network Participant organization who routinely uses Platform (a “User”) is managing all information in the Platform in compliance with privacy standards
- Notify Convener and Platform Administrator in the event of data breach
- Obtain *Network Authorization* from clients when creating a record in Platform
- Assign a dedicated User (defined below) to serve as a “Super User” to be a liaison between the Convener and the organization to encourage User adoption and data compliance within the organization.
- Assign at least one User(s) (number is dependent upon organization size and scope of work in AACN) in the organization to:
 - attend initial User Training
 - complete initial and ongoing Compliance Training
 - attend ongoing trainings at established frequencies
 - log-in to Platform daily to check activity tasks
 - respond and document in Platform within 24 business hours for Referral response (“established timeframes”)

User – An individual of a Network Participant organization who routinely uses Platform to identify Client needs (“Needs”) in order to make referrals (“Referrals”) to Network Participants and Out-of-Network CBOs to address SDoH for community members, in addition to managing all information in the Platform in compliance with privacy standards.

Users commit to:

- Comply with privacy, data, and timeline expectations, among others that arise
- attend initial User Training
- attend ongoing trainings at established frequencies

- check Platform daily
- respond in Platform within the established timeframes document in Platform within the established timeframes

I, by my signature below, have read, understand and agree to comply with these Preliminary Alamo Area Community Network Participation Standards, and further attest that I am authorized to sign on behalf of the organization(s) I identify below

Name of Network Participant Organization

Network Participant Authorized Signature

Date

Authorized Signature Printed Name

Authorized Signature Printed Title

**The term "Platform" is utilized throughout the document and indicates the tool the AACN will use to conduct the work of the AACN. The Signify Health-Signify Community platform is the tool utilized at launch of the AACN. Referencing 'Platform' allows for the possibility of a tool other than that through Signify could be used in future to conduct the work of the AACN.

Needs and *Referrals* are mechanized data fields in the Platform which are triggered by identifying a client's needs by completing the SDoH screening or by self-report of the client and the Platform-generated referral program.

Attachment A

Alamo Area Community Network (AACN) Network Participation Standards (NPS)

What to expect as a Participant in the AACN

Expectations of Network Participant Organization staff/contractors is based upon the number of Users operating in the AACN	
* 5 or fewer Users	<p>Representative - knowledgeable about how the Network is incorporated into the Network Participant's operations</p> <p>Super User - staff member from each Network Participant, subject matter expert on the Platform and the AACN Network Participation Standards, supporting the Users at their organization to achieve User adoption and data integrity, training new Users</p> <p>User - At least one staff member with a daily role in the platform working on Needs and sending Referrals in the AACN</p>
** 6 - 20 Users	<p>Leadership Delegate - decision maker who can influence their organization and the community. Attends Leadership Committee meetings</p> <p>Representative - knowledgeable about how the Network is incorporated into the Network Participant's operations.</p> <p>Super User - staff member from each Network Participant, subject matter expert on the Platform and the AACN Network Participation Standards, supporting the Users at their organization to achieve User adoption and data integrity, training new Users</p> <p>User - At least one staff member with a daily role in the platform working on Needs and sending Referrals in the AACN</p>

*** 21 or more Users

Participant Organizations with 21 or more Users may have additional expectations, TDB as pilot evolves.

Leadership Delegate - decision maker who can influence their organization and the community. May be asked to attend Leadership Committee meetings

Representative - knowledgeable about how the Network is incorporated into the Network Participant's operations

Super User - staff member from each Network Participant, subject matter expert on the Platform and the AACN Network Participation Standards, supporting the Users at their organization to achieve User adoption and data integrity, training new Users

User - At least one staff member with a daily role in the platform working on Needs and sending Referrals in the AACN

Roles Defined

In some Network Participant organizations, the CEO (Senior Executive Leadership) may not be actively involved in the AACN, however every Network Participant organization CEO (Senior Executive Leadership) has the following responsibilities to the AACN:

- Promote the use of Needs and Referrals using AACN both internally and with other community organizations
- Ensure that organization staff comply with the AACN Participation Standards
- Serve as a catalyst to advance AACN objectives (i.e. leverage relationships, resources, and political capital)
- Serve as Signatory or assign role within the organization

Leadership Delegate Requirement

CEO/COO/Chief Program Officer* Initial mtgs 1x month face to face leadership and workgroup meetings

Representative Requirement

1 designated User to serve as the program/organization level ambassador and AACN workgroup participant

Super User Requirement

1 designated User to disseminate, receive and act upon information and train agency Users

User Requirement

1 designated User to disseminate, receive and act upon Needs and Referrals

The Representative, Super User and User roles are 3 distinct roles each Network Participant should be expected to fill, in smaller organizations or those with low participation levels, these 3 roles may be fulfilled by one person/User.

Training	
<u>Initial User AACN Objectives and Platform Training Requirement</u>	Initial AACN orientation to objectives (2 hrs.)
<u>Initial User Compliance Training</u>	Initial Platform training (approx. 4 hrs.) <ul style="list-style-type: none"> • HIPAA • Fraud Waste and Abuse • Platform Orientation
<u>Ongoing User Training Requirement</u>	<ul style="list-style-type: none"> • Quarterly user forums & Webinars / Quality Assurance (2 hrs. each) • Webinar bi-annually (approx. 4 hrs. annually) <p>Submit questions through the <i>HELP</i> feature in Platform</p> <p><i>Additional trainings may be requested by a Participant organization.</i> <i>Additional training may be required to clarify / re-educate Users on Convener review of data.</i></p>
<u>Ongoing Super User Training Requirement</u>	<ul style="list-style-type: none"> • Monthly • Quarterly user forums & Webinars / Quality Assurance (2 hrs. each) • Webinar bi-annually (approx. 4 hrs. annually) <p>Submit questions through the <i>HELP</i> feature in Platform</p> <p><i>Additional trainings may be requested by a Participant organization.</i> <i>Additional training may be required to clarify / re-educate Users on Convener review of data.</i></p>

Technology Requirements	
Signify Community Computer System Requirements	<p>Minimum computer system requirements necessary to run the Signify Community platform:</p> <ul style="list-style-type: none"> ● Chrome – current version + 2 previous versions ● Firefox – current version + 2 previous versions ● Safari – current version + 2 previous versions ● Edge – Windows 10 ● Internet Explorer 11 – Windows 7 and Windows 10 <p>Signify’s Host will ensure the platform has constant uptime, and notifications will be distributed to Users for scheduled downtime.</p>
Miscellaneous	
Enrollment Requirement	<ul style="list-style-type: none"> ● Application reviewed by the AACN Leadership Committee ● Ideally these should be a % number of clients you serve quarterly/annually
Client data accessible to Users in Participant Organization	<ul style="list-style-type: none"> ● Client record data – when an <i>Authorization</i> is on file and a Service Relationship <u>is</u> established ● De-identified population-level data – when a Service Relationship <u>is not</u> established
Logo/Branding	<ul style="list-style-type: none"> ● Agency/Program name listed and linked on AACN website ● Agency/Program listed in the Signify Community Resource Guide & website ● AACN logo on website