

# Complex Care Startup Toolkit

[nationalcomplex.care/startup-toolkit](https://nationalcomplex.care/startup-toolkit) | August 2022

## Community mapping and collaboration: **Convening community stakeholders**

This document is part of the Complex Care Startup Toolkit, a practical collection of guides, templates, and other tools to launch and grow a new complex care program. Find the full toolkit at [www.nationalcomplex.care/startup-toolkit](https://www.nationalcomplex.care/startup-toolkit).

Communities working together on shared goals can make a significant difference and build structures that support the health and wellness of the population, especially the most vulnerable and marginalized. These resources provide tools to increase consumer participation and leadership, convene and manage stakeholders and working groups, as well as guidance on building trauma-informed systems of care.

### Key considerations

1. Together, you and your key community stakeholders form a network that will support your target populations. Growing these relationships and partnerships over time will deepen and broaden your collective impact.
2. How does your organization integrate the perspectives of individuals with lived experience into programming?

Below, find resources you can use as you work through each of these key considerations.



## Resources

**Key consideration # 1:** Together, you and your key community stakeholders form a network that will support your target populations. Growing these relationships and partnerships over time will deepen and broaden your collective impact.

- **Community introductions toolkit**  
This how-to guide helps you to start to get to know and build a relationship with those in the community with whom you will collaboratively provide care for individuals.
- **Best practices for convening stakeholders**  
This checklist helps you to support the implementation of a collective impact initiative, to be executed by the backbone organization and initiative partners.
- **How to lead a collective impact working group: A comprehensive toolkit**  
This toolkit helps you to support leadership of working groups. In-depth guidance on increasing membership, participant engagement, running effective meetings, and tools to support strategy implementation.
- **A hands-on guide to cultural integration in community health partnerships and alliances**  
This guidebook helps community health organizations to mitigate cultural risks associated with partnering while simultaneously harnessing cultural strengths to build sturdier, more effective partnerships.
- **Norms of collaboration**  
This worksheet helps you to set up team guidelines to structure your work with partners.
- **Project charter example**  
This example helps you to create your project charter, including vision/mission statements, project work plan, budget, and roles and responsibilities.
- **Building a trauma informed system of care**  
This guide and case study help you to build trauma-informed systems of care across communities.
- **Medical-legal partnerships**  
This tipsheet with best practices and resources helps you convene a medical-legal partnership (MLP).

**Key consideration # 2:** How does your organization integrate the perspectives of individuals with lived experience into programming?

- **Convening a consumer advisory board: Key considerations**  
This 5-step guide helps you to create and maintain an impactful community advisory board.



- **A quick guide on consumer engagement in governance of Healthcare for the Homeless projects**  
This guide helps you to set up consumer governance structures and supports.
- **Guidance for consumer advisory board staff support**  
These tips help you to effectively manage consumer advisory board administrative, organizational liaison, and leadership development roles.
- **Model of consumer engagement**  
This framework helps you to build broad consumer and community participation in program operations and leadership.
- **Compensating consumers and considerations for public benefits recipients **New!****  
This memo helps you understand how to fairly compensate people with lived experience without impacting their eligibility for public benefits.
- **Fighting hunger by connecting cross-sector partners and centering lived expertise **New!****  
This report gives you recommendations for how organizations and policymakers can center individuals with lived experience in their policy and programming initiatives.

## About the Camden Coalition

We are a multidisciplinary nonprofit working to improve care for people with complex health and social needs in Camden, NJ, and across the country. The Camden Coalition works to advance the field of **complex care** by implementing person-centered programs and piloting new models that address chronic illness and social barriers to health and well-being. Supported by a robust data infrastructure, cross-sector convening, and shared learning, our community-based programs deliver better care to the most vulnerable individuals **in Camden** and **regionally**.

The **National Center for Complex Health and Social Needs** (National Center), an initiative of the Camden Coalition, connects complex care practitioners with each other and supports the field with tools and resources that move complex care forward. The National Center's founding sponsors are the Atlantic Philanthropies, the Robert Wood Johnson Foundation, and AARP.