



## **Bootheel Resource Network Partner Agreement**

*This agreement outlines standards for the resource network. Its purpose is to create a spirit of collaboration and consensus on best practices to provide respectful, equitable care to families needing services in the Bootheel.*

### **Introduction and Purpose of BoRN**

The Bootheel Resource Network (BoRN) is a community of regional partners working together to improve maternal and infant health in the bootheel of Missouri.

BoRN was formed through collaboration between Bootheel Babies and Families & Bootheel Perinatal Network. Both organizations, whose focus was maternal and infant health, sought out an electronic referral platform that would allow community organizations and medical offices the opportunity to have an equitable, no wrong door approach. Meaning, that no matter where the person in need went, the person could be directed to resources by any network partners.

Unite Us was the organization chosen to provide the electronic referral platform for the bootheel. Utilizing the electronic referral platform, partners will be able to efficiently connect people in need to resources that best fit the needs specific to them. This closed-loop referral platform will allow partners to follow the person, see what needs have been met, and determine if there are still needed resources.

### **Core Components of BoRN**

From its origin, BoRN recognizes the profound positive impact the electronic referral platform can have on the community but also recognizes this goes beyond the platform alone. It is about health and social service systems combining efforts toward the common goal of improving infant and maternal health. The core components listed below will create capacity building and allow the platform to thrive in a constantly changing environment.

- **Multi-disciplinary and Broad Regional Inclusion of Leadership**
  - BoRN steering committee will be in place and consist of a broad range of community partners from across the bootheel whose role will be to support the platform, make decisions necessary to keep the platform going, problem solve any issues that arise, address sustainability, and stay informed by attending regular meetings.
- **Infrastructure for Community Voice and Racial Equity**
  - Through public and personalized information sessions and trainings, the perspective and feedback of the steering committee, referral partners, and community members will be taken into consideration in guiding any changes that need to be made to the platform to streamline equitable work.
- **Comprehensive Information about Community Resources**
  - Current information about services that exist in the community is gathered, updated, and shared on the platform so that all people can best access this information.

- Share Closed-Loop Referral Platform
  - Using the electronic referral system supplied by Unite Us, organizations can send, receive, and monitor referrals across organizations.
- Foundation for Data Integration and Connectivity
  - Data gathered by the platform will be responsibly shared, using accumulated, de-identified information from partners to communicate network performance. Furthermore, this will be a tool for partners to improve the equitability of services and work together to close gaps in services, improving the health of the community.

**Guiding Principles for all BoRN Partners**

These guiding principles create a like-minded effort among partners to provide respectful, equitable, and comprehensive care to each community member seeking resources.

- We strive to be mindful of each person's unique circumstances and supply services from a non-judgmental point of view.
- We aim to supply resources specific to individual needs.
- We understand that one's well-being encompasses a comprehensive approach to needs including physical, mental, and social factors.
- We agree to network with community organizations and platform partners to ensure stakeholders know about the BoRN platform and the impact it has on the community.
- We embrace continuous improvement, allowing each partner and/or community member to have a voice, keeping the platform forward-thinking and evolving to best suit the needs of the community.

**BoRN Platform Standards**

Platform standards are agreements made by BoRN partners to manage electronic referral and coordination appropriately. The partner's commitment to following platform standards and their accountability to one another is one of the key factors in the platform's success.

Maximum length of time partners should take to respond to referral?	Within two business days
What is the maximum length of time users should take to add the first note to the client's case after the case is created?	Within seven business days
How many attempts should be made to contact an unresponsive client before closing a case or referral?	Three attempts over ten business days
How regularly should organizations review/update their program information?	Quarterly/as needed
How regularly should organizations update their user information when users leave the organizations/should no longer have access?	Within two business days of change in user access
What is the maximum length of time users should take to close a client's case(s) once the outcome is known?	Within two business days of resolution

<p>What is the maximum length of time a case should be open without a note being added? Otherwise, the case should be closed with a resolution.</p>	<p>No more than three months.</p>
<p>Who is responsible for following up on an electronic referral to ensure appropriate services have been received and the loop is closed?</p>	<p>Any partner that has sent a referral will be responsible for documenting their follow up on each referral they have sent to ensure appropriate services have been received and the loop is closed.</p>
<p><i>These standards are made to keep everyone accountable; however, if there are cases that have unusual circumstances and fall outside guidelines it is expected for a note to be made in the system detailing why this occurred. This will help platform managers problem solve ways to assist in the situation.</i></p>	

**Partner Agreement**

As a designated representative of my organization, I have read and agree with the core components, guiding principles, and network standards of the BoRN platform that have been outlined. I understand that I can opt-out at any time and that I may be asked to re-affirm current or updated commitments to the BoRN platform periodically.

Organizations:

Organizational Leader Name:

Organizational Leader Signature:

Organizational Leader Email:

Date:

Primary BoRN Point of Contact (If different from above):

Name and Title:

Email: