**STRONG SAFETY NET: CARE CONNECTIONS**

**2018 FINAL REPORT/2019 APPLICATION**

*Due to the reflective nature of the narrative, it is important to engage those individuals who attended the Care Connections Site Visit and/or Learning Sessions with Tanya Beer in completing the report/application.*

*Our criteria for determining the quality of this final report/application will be how thoughtfully it reflects on where you’ve been and integrates your lessons into your new plan going forward.*

*Taking this into account, please answer the following questions:*

1. Looking back on your care connection work in 2018, what outcomes and signals of progress are you most excited about?
2. What seemed to be the most important drivers that enabled you to achieve these outcomes that you want to apply again—or do more of—in the coming year? Consider, for example,
   * *SKILLS AND CAPACITIES: Are there skills or capacities that your staff have or gained this year that seem to be really critical to your success so far?*
   * *STRATEGIES AND TACTICS: What specific strategies or tactics seem to be working with whom?*
   * *SUPPORT SYSTEMS: Are there other aspects about the way your organization works that really helped you be successful?*
   * *PARTNERSHIPS: Are there critical partnerships that are helping you accelerate your results?*
   * *CONTEXT: Are there specific things about the larger context that really boosted your progress?*
3. What kinds of outcomes or signals of progress were you *hoping* to see this year but didn’t? In other words, what was disappointing?
4. What have you discovered about what is driving the disappointing results or aspects of your work where progress feels slower than you’d hoped? For example,
   * *SKILLS AND CAPACITIES: Are there skills and capacities that your organization and/or staff needs but doesn’t yet have?*
   * *STRATEGIES AND TACTICS: Are there specific strategies or tactics that didn’t work as expected (and with whom)?*
   * *SUPPORT SYSTEMS: Are there other aspects about the way the organization works that slowed you down or were a roadblock to progress?*
   * *PARTNERSHIPS: Are there partnerships that didn’t work out or can’t get off the ground?*
   * *CONTEXT: Are there specific things within the larger context that really got in the way of progress?*
5. Given your observations in #4 about what’s driving the results you’ve seen so far—both exciting and disappointing—what conclusions or a-ha’s are you having about how you can accelerate your progress this coming year?
6. How will you apply these insights to the work going forward? In other words, in what ways will your approach to care connection change in 2019 to account for what you’ve learned this past year?
7. What outcomes would you like to accomplish with this grant in 2019? In other words, what would success look like?
8. What plans do you have for measuring your key outcomes?
9. Finally, what is one challenge or dilemma you will aim to figure out in 2019? This should be a question that, if solved, would help your organization expand or improve its care connection work? Please use the format we used to pose powerful questions in our learning meetings: *“What will it take to….” Or “How can we…”.*

Examples:

* + *What would it take to help our clients feel more capable and confident to navigate their care on their own?*
  + *How can we convince 10 private dental offices to offer pro bono care to at least 2 patients per month?*
  + *How can we bring our new care coordinator up to speed on our ‘whole person’ approach faster?*