



Community First Choice (CFC) Volunteer

Overview

The Department is interested in working together with CFC stakeholders to improve community partnerships and diversify stakeholder input by building community resources by and for CFC stakeholders.

The Department is interested in coordinating projects that involve or help with:

- Building community resources to raise awareness around CFC
- Engaging new stakeholders and those who don't traditionally participate in Department stakeholder opportunities
- Improving the equity, diversity, and inclusion of stakeholder engagement opportunities
- Improving CFC stakeholder satisfaction, knowledge, or ability to participate with CFC Council meetings
- Improving Department communications

This will be performed by the CFC volunteer coordinator working on an individual basis or within groups with those who want to help with CFC projects or have ideas of their own. This work will be completed outside of the CFC Council and this work will not involve making any official changes or decisions around CFC. In general, the Department's goals and interest in working with volunteers includes:

- Brainstorming and developing community solutions and resources to improve CFC implementation
- Developing and utilizing stakeholder skills and knowledge to carry out volunteer projects
- Enhancing available channels for stakeholder input
- Improving Department stakeholder engagement strategies
- Building relationships
- Getting creative

Increasing the knowledge of stakeholders about CFC and other Department processes will contribute to enriching the quality of discussions about CFC, CFC implementation, and other meetings in the future.

What the CFC Volunteer Group is:

- Creative opportunity to collaborate and develop community solutions with individuals or as groups
- Opportunity to learn and work with others
- Place to bring ideas or solutions related to CFC

The Department cannot promise to implement every project or idea, but welcome discussion and new ideas.

What the CFC Workgroup is not:

- Space to discuss policy, past or future Department decisions, or make decisions about CFC
- Space to criticize or put down others
- Bring up policies, programs, or other topics that are not related to the primary goals of this workgroup

Roles and Responsibilities

Volunteer Role: You will leverage your experiences, knowledge, and skills to develop and complete original ideas that create meaningful resources for CFC stakeholders. Your role and responsibilities are largely dependent on what the project involves, what the Department needs, and what you are comfortable doing.

We envision that your role will involve the following:

- Being creative!
- Identifying community needs
- Using personal experiences to create solutions that support the implementation of CFC
- Helping develop and implement solutions - can include brainstorming, completing tasks, or both!
- Communicating what you would like to improve on either as an individual or for a part of the community

We do ask that volunteers be transparent about their level of commitment and interests to assist the volunteer coordinator in developing and monitoring projects and ensuring project completion.

Department Role: The Department initiative will be led by a volunteer coordinator who will help synchronize projects and volunteers, as well as assist with the following:

- Provide space to brainstorm and collaborate
- Help develop and implement solutions
- Use Department resources, when relevant or possible, to assist with graphic design, language development, and project coordination
- Help improve understanding of various Department mechanics such as the rulemaking process and stakeholder engagement opportunities
- Empower and support stakeholders

Current Focus – August 2022

1. Non-Native English Speaker (NNES) Community Engagement

Goals:

- Better understand current barriers and/or perspectives of the non-English speaker community.
- Develop systems, tools, and strategies to improve non-English speaker's ability to engage with CFC communications and stakeholder opportunities.

Why: Addressing obstacles and developing tools that support other's ability to understand and provide input on CFC will ensure CFC is developed with diverse perspectives and input, while also supporting those interested in engaging with the Department in the future.

CFC Stakeholder Lead: Veronica Parra

How: Develop and implement communication plan and strategy.

2. CFC Community Outreach

Goals:

- Better understand current barriers and/or perspectives of those who would likely qualify for CFC services, but may not be currently engaged with the Department or aware of different options that may become available to them under CFC.
- Develop a communication process to consistently provide information to those in settings like adult day centers, the elderly, those with disabilities, or those that currently receive HCBS about CFC.

Why: Individuals may not know about services or options they may be eligible for “until they need it” and even when they do find resources on services, it can be difficult to understand or navigate the system. An opportunity was identified to develop new communication channels through organizations that work with CFC stakeholders to improve their understanding of CFC and support their engagement with the Department. This will help ensure that CFC is developed with diverse voices, while also supporting those interested in engaging with the Department in the future.

CFC Stakeholder Lead: Lori Woods

How: Develop and implement communication plan and strategy.

3. CFC Communication Toolkit

Goals:

- Develop easily accessible materials to raise awareness about CFC and increase volume and quality of stakeholder input.
- Improve understanding around CFC and how individuals can get involved.

Why: Increase awareness about CFC, make the most of stakeholder input, and improve understanding of what CFC is and why it is important.

CFC Stakeholder Lead: CFC Stakeholder

How: Communication toolkits and resources to improve understanding of CFC program and stakeholder opportunities, such as online and print resources that contain relevant information (FAQ, checklist, infographics, etc.), key messages, and ideas to increase awareness and understanding of CFC in Colorado.

Communication Toolkit Examples

- [California Visiting Healthcare Settings Example](#)
- [National Rural Health Center Communication Toolkit Example](#)
- [Michigan Direct Care Workers Communication Toolkit Example](#)

4. CFC Parent Outreach

Goals:

- Better understand current barriers and/or experiences of parents and family members who may be impacted by CFC.
- Develop educational materials to increase awareness and understanding of CFC.
- Increase volume and quality of stakeholder input from parents and family members.

Why: An opportunity was identified to develop educational resources for parents who may have children or family members that may be impacted by CFC. For example, those currently on home and community-based service waivers or those that could benefit from CFC services but are not currently waiver-eligible. This is intended to improve these individuals understanding of CFC and support their engagement with the Department. This will help ensure that CFC is developed with diverse voices, while also supporting those interested in engaging with the Department in the future.

CFC Stakeholder Lead: Megan Bowser

How: Develop educational resources meant to be shared through community member’s groups, such as social media groups.

5. CFC Stakeholder Engagement & Equity, Diversity and Inclusion (EDI) Initiative

Goals:

- Identify who is not, but likely should be at meetings and develop strategies to interact more with them to increase their input or awareness of CFC.

Why: Ensure that input to CFC program includes as many voices as possible to ensure well-informed policy.

CFC Stakeholder Lead: To be determined

How: To be determined

6. CFC Stakeholder Ideas

This is meant to be both a collaborative and learning opportunity, so even if you do not have all the answers or resources to complete a project yourself, we are most interested in hearing stakeholders' ideas and working together to try to make them happen. Some questions you might ask yourself when developing these ideas or projects include:

- What strengths do I have that could help support the Department and my community in implementing CFC?
- What areas could be improved related to CFC stakeholder communication?
- What needs aren't being met in my community or that could be better as it relates to CFC?
- What could be done better?

Goals:

- Have CFC stakeholders use lived experiences and ideas to work together with the Department to develop community resources that support the implementation of CFC.

Why: Use stakeholders experiences and ideas to enhance the experience of other CFC stakeholders, support implementation, or other area that could be improved related to CFC.

CFC Stakeholder Lead: To be determined

How: To be determined

How to get involved

Contact Jordan Larson, the CFC volunteer coordinator by emailing mailto:hcpf_cfc@state.co.us or by phone 303-866-3580 to communicate your interest, ideas, or if you have questions about volunteer opportunities.