

The Center for Consumer Engagement in Health Innovation at Community Catalyst (the Center) looks forward to working with our clients. We take pride in delivering high quality work and offer a strongly qualified team to carry out each of our contracts. To ensure that our engagements are successful, we use a collaborative model under which our clients have shared ownership of the process and products. Outlined below are our terms of engagement.

OUR APPROACH

Our consulting practice performs in a manner consistent with the organization's mission to advance health equity, racial justice and improve health outcomes. We assist our clients in co-designing programs and policies with people and communities. This approach is essential to effectively address longstanding inequities and the power imbalance that exists between health entities and the people they serve, especially those from historically excluded groups. It is our expectation that clients and community partners will honor this approach and our values outlined below.

OUR VALUES

- **Diversity:** We respect all cultures and value collaboration based on humility and patience.
- **Equity:** We are dedicated to advancing a movement for health equity and justice.
- **Inclusion:** We create an environment where all feel welcome and, in particular, people from historically excluded communities.
- **Transparency:** We commit to communicating clearly with our clients and the populations they serve.
- **Power:** We strive to address the power imbalance that has resulted in harm to Black, indigenous, people of color (BIPOC), immigrants, LGBTQ+ people, women, people with disabilities, and older adults.
- **Respect:** We value our staff and appreciate that community knowledge exists in different ways and forms that are all equally valuable.

We believe that continually adhering to these values is essential to achieving high-quality work for our clients. (Learn more about our consumer and community engagement [framework](#).)

WHAT YOU CAN EXPECT FROM US

It is our goal to deliver excellent service to our clients in a timely, respectful manner. In doing so, we utilize a team approach, matching our team members' expertise with the needs of our clients.

- When developing a statement of work, we will present the client with the names of Community Catalyst staff members assigned to the project, including the responsibilities, experience and qualifications of each person.
 - We will designate a project manager, and this person will be the primary point of contact for all communication related to the project.
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- Work on the project will begin after the contract is fully executed.
- All work will be conducted in a confidential manner.
- Engagements begin with an initial meeting where we confirm or clarify the statement of work, deliverables and products, mutually agreeable timelines, communication, and the roles for both Community Catalyst and client staff.
- We will respond to calls, emails and requests for information within a reasonable time period, the details of which will be discussed in our initial meeting to set agreed-upon expectations.
- Drafts of plans and products developed under contracts will be presented to clients for review before being finalized.
- Changes to the original statement of work will require renegotiation with the Community Catalyst project manager and the business development manager.
- Any need to address concerns or conflicts related to the engagement will start with communication directed to the designated Community Catalyst project manager.
- At the conclusion of the project, we will debrief and evaluate all work; we welcome an honest assessment of the quality of work we have performed.

WHAT WE EXPECT FROM OUR CLIENTS

- Community Catalyst's values and approach to the work will be embraced by clients.
 - Clients will designate a lead person to serve as a point of contact for the engagement.
 - Regular and direct communication will take place between the client lead and the Community Catalyst project manager.
 - The statement of work will be respected, as will the mutually agreed upon timelines for deliverables and products.
 - The wisdom and contributions of community partners engaged in the project will be respected by the client.
 - The client will participate in an evaluation session at conclusion of project, providing honest feedback on quality of work and the work process.
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