

# Community Engagement and Outreach Core

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## Tracking, Monitoring, and Reporting

The West Virginia Clinical and Translational Science Institute (WVCTSI)'s Community Engagement and Outreach Core (CEO) brings together researchers, clinicians, agencies/organizations and community members to promote a robust community-engaged and practice-based research program that addresses community-identified health priorities and disparities. Our shared vision is to develop and implement effective solutions to improve health in West Virginia and Central Appalachia. CEO tracks and monitors use and impact of CEO services and partnerships for the purposes of accountability, project management, and overall Core improvement.

Project ideas may come from multiple sources. Many CEO staff members are also affiliated with other organizations, where ideas may be initiated. Similarly, CEO can initiate community-identified projects or be asked to partner within community or practice projects. Therefore, we created a communication system that allows up-to-date monitoring for projects, activities, and initiatives that are initially developed CEO as well as those that are initiated by CEO partners but involve CEO collaboration. These efforts are tracked through the eNotes system that documents specific CEO services. This demonstrates the breadth and depth of community engagement expertise provided toward each project. The eNotes system lists all CEO services and metrics and shows collaborative efforts, technical assistance, specified training and partnerships represented. CEO staff lists date, partner, service and a description of each service provided. These entries are presented to the group in a daily digest for awareness of services being rendered from within the group.

CEO conducts project management by monitoring these efforts using eNotes system and the Community Health Initiative (CHI) form. The CHI forms documents project processes and outcomes, as well as the community engagement strategies that are used during the various project stages. Day-to-day CEO services are recorded in eNotes, which are later extracted and filed with each CHI form. Community engaged concepts and methods used are updated during the life of a project to use as a learning tool for future initiatives. Projects are reviewed on a quarterly basis to ensure timely and effective project performance. Project eNotes and CHI forms are discussed by CEO staff, allowing us to stay "in tune" with the projects and to offer expertise and advice as needed. This process not only illustrates progression of projects from beginning to end, but also allows CEO to enhance the infrastructure and the contribution made to WVCTSI. Additionally, this process allows CEO to identify significant project achievements that can be disseminated and highlighted to appropriate CEO/CTSI stakeholders.