



# Spark Accountability Team Charter

## **Responsibility and role of team**

- Help in seeing through changes in the Spark system with “those in charge” of the system, especially around incentive structures, portfolio process (including digital process), and making the “star ratings process more welcoming, accessible for all (even level “0”) and simplified
- Stay in touch with providers and parents engaged - especially in rural communities
  - to keep up the connection, listening, checking in with them, educating them about what Spark is, and letting them know the updates/results of their input
    - AND help Spark leaders in how they are informing and including families and providers impacted more
- Work as a team in “small groups” - trust these specialized groups to figure out recommendations and do the work
- Set clear milestones and small wins - in planning and the Acct. teamwork [re: improvement cycle as well]

## **Term duration**

Accountability Team members’ term duration will be for a period of one year. At the conclusion of the first year, team members will have the option to remain on the team for a second year.

## **Process for selecting new members**

When a team member ends their participation in the Accountability Team, the following process will be used to replace them.

- A general call for applicants with attention given to historically marginalized communities and easy access to the information
- Recommendations from current Accountability Team members
- A decision-making process that will include ensuring that the Accountability Team maintains geographical, racial, cultural, and linguistic diversity, stronger consideration for applicants who were recommended by the Accountability Team



## **Frequency of meetings**

For the 1<sup>st</sup> quarter of 2024, the team will meet every other week. As the redesign process progresses, meetings may move to a quarterly basis if appropriate.

## **Group Agreements**

### **1. Treat Each Other With Respect**

- Show mutual respect for the opinions of others by listening and then responding.
- Demonstrate respect, love, and empathy.
- Respect each other's time.
- Call each other by our names, with names and pronouns listed to help know how everyone wants to be addressed.

### **2. Value Each Other's Cultural Experiences and Background**

- Be open-minded to what others have to share. We all come from different backgrounds and experiences.
- Be open to cultural differences as we all have different cultural practices, beliefs, and ways of seeing things.
- Remain focused on what we are here to do for the kids.

### **3. Listen for Understanding and Maintain a High Level of Openness**

- Remember each person's humanity.
- Listen with a desire to understand, respecting all cultures, opinions, and personal experiences.
- At preschool we say "I'm going to listen with my eyes, my ears, and my heart."
- If you disagree with your interlocutor, express it respectfully, without judgment, and without getting personal.
- Sharing truth, speaking from "I" - using "I" statements, disagree respectfully without judgment.
- Practice openness, clarity of meaning, and truthfulness in your statements.
- If something doesn't seem right, discuss it with each other. Be prepared to accept feedback yourself: calmly, without being offended or taking it personally.
- Be open to receiving constructive feedback and understand that any feedback is for personal and professional growth.



#### **4. Encourage Everyone's Voice and Participation with Honesty, Transparency, and Authenticity**

- Share knowledge and experiences to grow as a group and as individuals.
- Keep our sense of humor and stay enthusiastic and cheerful to make everyone feel welcome and comfortable.
- Appreciate that you're a part of this group to have the confidence to express yourself and feel competent, confident, and able to be yourself.
- Assertiveness- please tell us or signal if something doesn't feel right for you.
- Listen without interrupting. Give everyone a chance to speak.
- Allow flexibility and understanding that we all have other obligations outside of this team.
- Engage those who are very quiet. They usually have powerful things to say.
- Be aware of the length of time in responses – to make space for all to share and keep meeting on time.
- Support multiple ways of communication because we all process information differently (for example, putting questions and talking points in the chat, moving to small groups in Zoom, using the hand-raise feature, spelling out acronyms, etc.)
- Putting questions/talking points into the chat is helpful.
- Give each other feedback if something is not right - be a space for that sharing.
- Let people restate to make sure they understand the other's idea.
- New: Only share recording with team members and notify the group before pressing record.

#### **5. Promote Team Spirit, Collaboration, and Cohesion**

- Working as a team with humility makes our team stronger.
- This is a space for collaboration where we can all contribute and be heard in different ways. Ensure that the voices and contributions of each one are seen in the final product or result.
- Work together, helping and encouraging each other. Lift each other up.
- We're all on the same team - here for different reasons, we may disagree, but come back to our shared goal.
- Openly share your knowledge and experience, positively exchange opinions and ideas.
- Remember, the result of collaboration depends on the personal contribution of each participant: do not hesitate to take the initiative into your own hands and be active. Recognize your responsibility to make your community's voices heard.
- We are one team – even if we may disagree with each other for various reasons, we have one common goal.





- Show gratitude and appreciate others: this will make you and everyone else feel that we are all part of the same team, will give everyone self-confidence, and will help everyone achieve a common goal together.
- Extending team relationships outside the common goal.
- Find something to smile about in each meeting. Laugh together.
- Continue to bring the beautiful babies to the meetings. It is wonderful to see new life.

