# Meeting 5: Bringing It All Together

# Wednesday, May 22nd, 2024​

Brainstorming Sessions

MassHealth Member Advisory Committee (MAC)​



## Welcome!

## Agenda

* Welcome and Check In​
* Meetings 1-4 Reflections​
* Break
* Plan for Next Week’s Meeting ​
* Wrap Up and Closing​

## Meeting Guidelines

* Provide the information and support needed for all to engage.​
* ​Ensure space for all to contribute.​
* ​Avoid jargon and acronyms (or spell them out first).​
* ​Recognize all opinions matter and there are no right or wrong answers.​
* ​Actively listen and limit outside distractions.​
* ​Build trust in increments.​
* Arrive on time and keep cameras on as much as possible.​
* ​Provide space for breaks and take breaks when needed.​
* ​Share your thoughts while also leaving time for others’ ideas.​
* ​Adhere to meeting agendas and try to stay on topic.​
* ​Protect everyone’s personal information and shared experiences.​
* ​Check in with the group about their understanding of concepts with a show of hands.

## Feedback Provided

### What We Learned

* New considerations for outreach materials to reach diverse communities​
* New ideas, like a “flood,” to give MassHealth many options to make the MAC work

### Things to Change

* Nothing specific from the ​Meeting 4 survey​
* ​Anything to add?

## Checking In

What is one thing you learned from participating in Brainstorming Sessions?

## We Have Talked About

* Application Experiences​
* MAC Approach​
* MAC Outreach

## Overarching Theme

The MAC should represent diverse experiences and recognize intersectionality.

## Intersection of Identities

* Age​
* Culture​
* Language​
* Geography​
* Race ​
* Ethnicity​
* Health​
* Disability/ Neurodiversity​
* Sexuality​
* Gender Identity​
* Program ​
* Setting

Age, Geography, Disability/Neurodiversity, and Program are broken down into more detail on the next slides

Setting was an identity added by the group that is also broken down into more detail on the next slides.

## Breaking it Down

### Geography​

* county​
* urban​
* rural​
* data-driven​
* along state borders​
* non-permanent MA resident

### Older Adults​

* 65+ transitioning programs​
* Veterans

## Breaking it Down

### Various Programs​

* Standard MassHealth​
* Integrated Care​
* Senior Care Options​
* OneCare​
* Personal Care Attendant Program​
* Frail Elder Waiver​
* Limited MassHealth​
* Traumatic Brain Injury Programs ​
* Covered but not represented​
* Dual Eligible

### Disability Status​

* developmental disability​
* intellectual disability​
* non-apparent disability

## Group Additions

### Living Settings​

* home with supports​
* supportive living​
* long-term care facilities​
* K-12 schools​
* college campuses​
* hospitals​
* memory care​
* assisted living​
* group adult foster care​
* prisons​
* homeless shelters​
* unhoused

Is there anything you still feel like we missed?​

​

Who else should be considered for the MAC?

## MAC Approach

### MAC Members​

* 10-15 members​
* Range of term limits​
* Renewal process​
* Represents geographic diversity of MassHealth members​
* Intersecting identities

### MAC Meetings​

* Shorter meetings, meet more often and vice versa​
* Hybrid with two facilitators​
* Person-centered onboarding and training​
* Financial and non-financial incentives​
* Accommodations

Any other thoughts?

## MAC Outreach

* Messaging​
* Accessibility​
* Partnerships for Success​
* Strategies

## Messaging

* Emphasize the opportunity to make a change ​
* Include logistics about the MAC​
* Explain that accommodations will be available​
* Describe the MAC’s role in the context of health care​
* Show a commitment to change at MassHealth

Anything to add?

## Accessibility

* Highlight the availability of translation and interpretation services among other accommodations​
* Use many methods for engaging​
* Describe compensation options​
* Use clear communication​
* Practice plain language

Anything to add?

## Strategies​

* Many Methods​
* Digital (video, television, ads)​
* Physical (flyers, QR codes, word of mouth)​
* Meet Communities Where They Are (events, festivals, parks)​
* Ongoing Communication​
* Low Tech

Anything to add?

## Partnerships For Success

### List from Last Week

* Assistive Technology Center
* Non-profits
* Disability Advocacy Orgs
* Community Service Organizations​
* Behavioral Health Community Partners Program
* Community Centers
* Independent Living Centers
* Hiring Agencies
* Local History Groups
* Food Pantries
* Senior Centers/Aging Centers
* Accountable Care Organizations
* Sexual Health Clinics​
* Domestic Violence Shelters
* Housing & Apartment Complexes
* Tour Guides
* Travel Agencies
* Town Government
* Town Newspaper
* Charities for US Citizenship

### What We Added

* Community Events
* Mental Health Vendors
* Wildflower Alliance
* Local Recovery Learning Centers
* Peer Respite

## Mapping the Partnerships

### Older Adults​

* Senior Centers​
* Independent Living Centers​
* Food Pantries​
* Community Service Organizations

### Youth & Young Adults​

* Foster Care​
* Schools​
* Colleges​
* Community Homes​
* Hiring Agencies​
* Sexual Health Clinics

### Disability Community​

* Assistive Technology Center​
* Disability Advocacy Organizations​
* Independent Living Centers​
* Peer Respite

## Let’s Break

## Plan for Next Meeting

Purpose of Meeting 6 is to bring Brainstorming groups together to:​

* Hear about what we have learned​
* Celebrate progress ​
* Discuss next steps

## Plan for Next Meeting

Key Points this Group ​Wants to Make?

## Plan for Next Meeting

Ideas for How?​

Ideas for Who?

## Thank you!​

## See you on May 29th !

## Post Meeting Survey

4 questions