# Meeting 2: Mapping Our Assets/Partnerships

# Thursday, May 9th, 2024​

Brainstorming Sessions

MassHealth Member Advisory Committee (MAC)​



## Welcome!

## Agenda

1. Welcome, Check In, Recap
2. Partnerships for Success
3. BREAK
4. Mapping Our Assets
5. 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.

## Feedback Provided

* Consider break out groups
* Consider longer sessions
* Learned about other participants and their concerns
* Learned that communication is a common theme
* Shared ideas and questions with a group who wants similar solutions

## Checking In!

1. Name
2. Pronouns
3. What Does Engagement Mean to You?

## What Are We Learning?

* Helpful MAC Perspectives and Experiences
* Outreach Pitfalls
* Outreach Lessons Learned

## What is Asset Mapping?

* Identify engagement already happening
* Identify obstacles to engagement
* Identify communities at risk of being left out
* Identify solutions and partners for success
* Share visually to confirm and build on what we hear

## Experiences

**Services**

* Durable Medical Equipment
* Lack of Primary Care Provider
* Mental Health

**Various Programs**

* MassHealth Secondary
* Traumatic Brain Injury Programs
* Standard MassHealth
* Limited MassHealth
* Integrated Care
* Frail Elder Waiver
* Personal Care Attendant Program
* OneCare
* Senior Care Options

**Geography**

* Rural
* Urban
* Proximity to Boston

## Obstacles and Lessons Learned

**Obstacles**

* Financial barriers
* Traditional outreach channels
* Technology barriers
* Lack of recognition of historical mistrust in health care
* Transportation barriers

**Lessons Learned**

* Align outreach strategy with target audience
* Bottom-up and top-down approaches
* Collaborate with community allies
* Create a safe space
* Prioritize accessibility
* Highlight the benefits of the opportunity

## Partnerships For Success

* Aging Service Access Points
* Bodegas & Corner Stores
* Personal Care Attendant Union
* Senior Centers
* Provider Network
* Community Health Workers
* Schools
* Municipal Health Departments
* Hospitals
* Mobile Care Clinics (Bridge Over Troubled Water)
* Churches and Places of Worship
* Rural Nurses
* Shelters
* The Office of New Bostonians
* YMCA
* Community Centers
* Laundromats
* Home Health Workers

## Perspectives

**Target Communities**

* caregivers
* at risk youth
* mixed literacy
* mixed immigration status
* complex medical needs
* unhoused
* foster care
* mental health
* family members
* disability

BREAK

## Mapping Our Assets

**Disability Community**

* Aging Service Access Points (ASAPs)
* Personal Care Attendant Union
* Schools
* Senior Centers
* Provider Network

**Older Adults**

* Aging Service Access Points (ASAPs)
* Hospitals
* Senior Centers
* Personal Care Attendant Union
* Home Health Workers

## Mapping Our Assets

**Rural Community**

* Municipal Health Departments
* Mobile Health Clinics
* Rural Nurses
* School Nurses
* Provider Network

**Immigration Status**

* Places of Worship
* Community Health Workers
* Community Centers
* The Office of New Bostonians
* Home Health Workers

## Mapping Our Assets

**Children, Youth, Families**

* Schools
* Mobile Health Clinics
* YMCA
* School Nurses
* Pediatricians

**At Risk Youth**

* Shelters
* Hospitals
* Schools
* Provider Network

## Mapping Our Assets

**Unhoused Community**

* Shelters
* Laundromats
* Bodegas
* Corner Stores

## What Does Engagement Mean to You?

## Wrap Up and Closing

* Key Learnings
* Plan for Next Meeting
* Any Questions?

## Thank you!​

## See you on May 23rd!

## Post Meeting Survey

4 questions