Learning from the Best: Opportunities for Consumer Engagement in HCBS Planning and Policymaking

2020 HCBS Conference

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Just to Clarify…
Overview

- Welcome & Introductions
- Background
- Georgia’s Division of Aging Services Community Advisory Board
- State Agency Perspectives and Reflections
- Questions & Discussion
Welcome & Introductions

• Please introduce yourself:
  – Name
  – State
  – Role or position
Community Engagement

• A process of developing relationships that enable stakeholders to work together to address health-related issues and promote well-being to achieve positive health impact and outcomes (World Health Organization, 2011).
Engagement Spectrum

Short-Term Participation
- Respond to one-time surveys/community assessments
- Participate in focus groups

Ongoing Participation
- Provide routine feedback
- Act as community liaisons
- Involved in prioritizing

Co-Leadership
- Employees
- Involved in governance, planning, and decision-making
Community Engagement in Planning for Aging Services

• The Administration for Community Living (ACL) requires states to hold a public hearing regarding State Plans on Aging

• A review of ACL policy and state plans revealed:
  – Guidance to states is limited
  – States have interpreted requirement very differently
  – Many states use one-time engagement strategies
  – Plans are often unclear regarding how input is used
Learning and Considerations

- Engagement occurs on a spectrum
- Progress may require small steps over time
- Routine practice requires multiple, enabling factors
- Fully embracing community voice may require a culture change
- Evaluating, documenting, and sharing is essential
- Integrating engagement into planning goals, strategies, and standards is ideal
Reflections

• When we first initiated this process at the end of 2019, what were you hoping to achieve?
  – Has this changed and if so, how?
Reflections

• What barriers do you hope to overcome in the future?
Georgia Division of Aging Services
Consumer Advisory Board
Consumer Advisory Board Goals

• Improving engagement with community members
• Ongoing consultation
• Real-time feedback
• Capacity building
• Bi-directional information sharing with a broader network of consumers
• Not duplicative of existing advisory bodies
Consumer Advisory Board Logistics

- Review of project resources
- Determination of roles
- Guiding principles
- Board charter
- Recruitment
- Shared group guidelines
But it was 2020

Kemp responds to ‘serous’ cluster of COVID-19 in Albany

The Great Lockdown: Worst Economic Downturn Since the Great Depression

Calls to declare racism a public health crisis grow louder amid pandemic, police brutality
Reflections

• What have we learned so far?
  – Division of Aging Services
  – Georgia Health Policy Center
Reflections

• How has the Consumer Advisory Board had an impact?
  – Division of Aging Services
  – Georgia Health Policy Center