

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

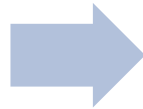
Community Engagement

- 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

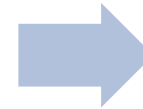
Short-Term Participation

- 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



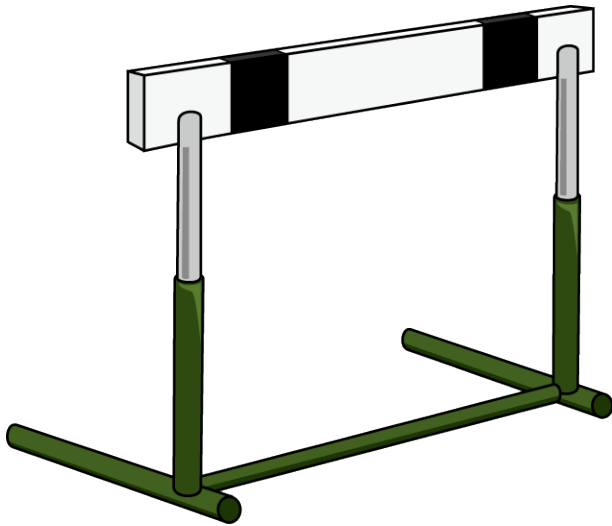
Reflections

- 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



**Georgia Department
of Human Services**

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 'serious' cluster of COVID-19 in Albany

THE PULSE March 19, 2020 Andy Miller 4

The Great Lockdown: Worst Economic Downturn Since the Great Depression

APRIL 14, 2020

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Democracy Dies In Darkness

National

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



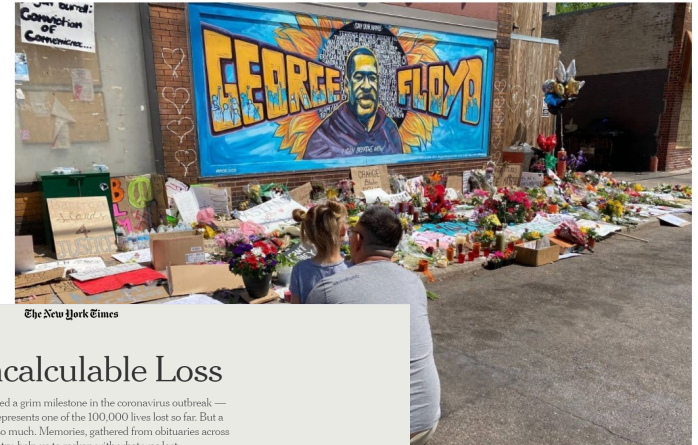
City governments are going on record stating that racism needs to be treated with the same kind of urgency and resources used to tackle other health

The killing of George Floyd

The killing of George Floyd: What we know

The in-custody killing of George Floyd by a Minneapolis police officer ignited uprisings in Minnesota and across the nation

Chris Graves June 1, 2020 10:50 a.m.

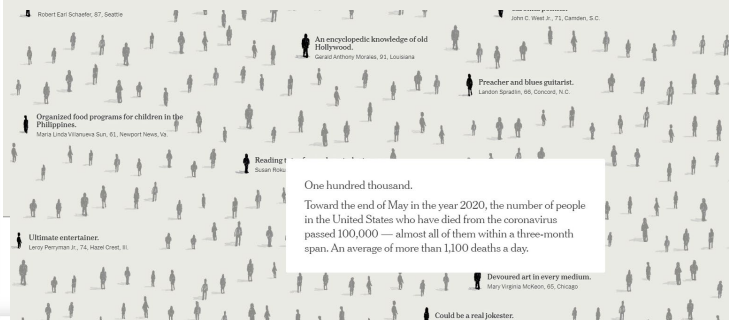


The New York Times

An Incalculable Loss

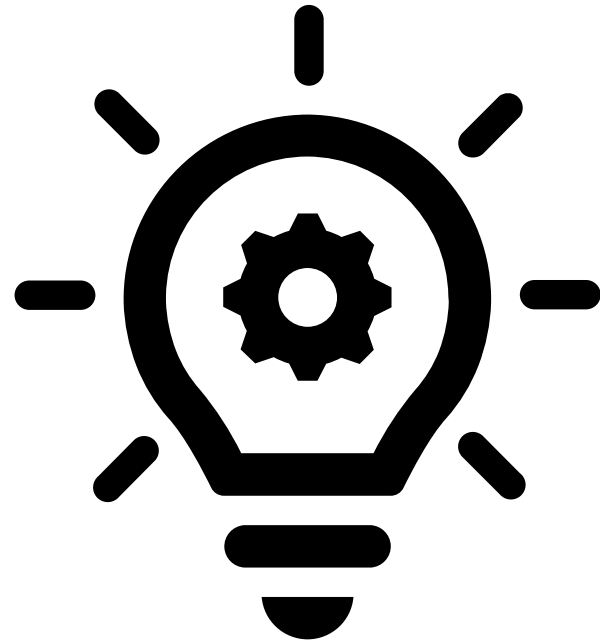
America has reached a grim milestone in the coronavirus outbreak — each figure here represents one of the 100,000 lives lost so far. But a count reveals only so much. Memories gathered from obituaries across the country, help us to reckon with what was lost.

BY THE NEW YORK TIMES | UPDATED MAY 27, 2020



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

Questions and Discussion

