



Public Engagement Processes (From Project Plan submitted 11/15/2017)

CPAA will continue its emphasis on community engagement and public input throughout the Transformation. To engage the public, we will pursue a number of different strategies at multiple levels. This includes efforts to meet consumers and other members of the public where they are as well as making CPAA meetings as open, participatory, and transparent to the public as possible. The following is a list of public engagement strategies we intend to deploy:

1. All CPAA meetings, with the exception of board executive sessions, are open to the public.
2. At council meetings, the public is welcome to participate actively in discussions and shaping recommendations for actions from the council to the board.
3. At board meetings, the public has the opportunity to comment. Public comments are considered by the board and entered into the meeting record.
4. The public is welcome to participate in all CPAA work groups and assist with project design and implementation planning.
5. The public is encouraged to participate actively in each of the seven local community forums.
6. CPAA will maintain consumer representation on its board and council.
7. Community and Tribal Liaison will work with the consumer representatives in between council and board meetings to make sure they are informed and able to participate fully.
8. CPAA will continue to convene its Community Advisory Committee. During project implementation planning, the committee will gather monthly to review and shape project designs and implementation plans.
9. CPAA will continue to offer stipends and cover travel expenses in the form of mileage reimbursement to make engagement easier for consumers.
10. CPAA will use online, phone, and print surveys to gather consumer feedback and input on specific project design elements and obtain general community feedback. We will utilize our partnerships with community clinics, hospitals, and community-based direct service organizations (foodbanks, Head Start, etc.) to distribute printed surveys or questionnaires to the public at locations where Medicaid beneficiaries access services.
11. CPAA will maintain bi-directional communication channels, including the CPAA website with a feedback form and social media, to allow for the meaningful exchange of ideas, suggestions, and concerns from the public during project planning and implementation.
12. CPAA will continue to post drafts of major documents (ACH certification applications, Project Plan, etc.) on its website for public comment in addition to sending advance draft copies of such documents to its work groups, committees, and council and board members for comment.
13. CPAA will host an annual community summit to update the public on the progress made with Medicaid Transformation planning and implementation and allow for public input and feedback.
14. CPAA will continue to interpret official documents related to project plans and CPAA health improvement efforts so that they can be understood by the public.
15. CPAA will publically post progress reports about the Medicaid Transformation project, e.g., on its website and in newsletters, which will be interpreted for the public.
16. CPAA will build out “ground up” ways to engage the public, such as visits to local health fairs and public forums, to solicit feedback.
17. Community and Tribal Liaison will take a lead role in ensuring effective public engagement and connection to local communities.