

Alaska HCBS Planning: Stakeholder Engagement Plan

Provider and Public Engagement

Provider meetings/forums and public forums will be held in multiple regions of the state on the following dates:

Week of October 26 -- Anchorage

Week of November 9 -- Fairbanks, Barrow

Week of December 15 -- Kenai, Nome, Bethel

Week of January 4 -- Ketchikan, Juneau, Matsu Valley

Website

State website will be available shortly to house Council agendas, minutes, stakeholder presentations, a list of frequently asked questions/answers, and other relevant documents, along with an opportunity for input.

I. Provider Forum – Targeting HCBS Providers

A. DRAFT Agenda

-Introductions (10 minutes)

-Level-Setting Presentation/Q and A (30 minutes)

-Group Discussion (50 minutes)

B. Areas for Discussion

- Person-Centered Assessment and Care Planning
- Operational Duplication/Opportunities for Streamlining
- Automation/Technology Systems
- Other?

C. Provider Questions, Time Permitting:

- 1-Given the assessment tool currently used, what are its strengths? Its limitations?
- 2-Are there any functional assessment tools that you are aware of that you'd like the state to consider for use/adaptation in AK?
- 3-What services would you like to see covered that are not currently covered for the target population?
- 4-Do you or providers that you know currently have the capability of providing these new services? If not, what does the provider community need to do so?
- 5-What are the limitations or barriers to the use of current services? E.g., geographic, cultural.
- 6-Are there any changes you would suggest to improve initial intake, screening?
- 7-Are there any changes you would suggest to improve service authorization practices?
- 8-Do you have concerns/suggestions related to fee schedule?
- 9-Do you have concerns/suggestions related to technology systems including the MMIS (claims) and case management systems?
- 10-What are the most troublesome areas of operational duplication you as a provider experience across populations, state agencies, or Medicaid versus State-funded systems? What opportunities exist for streamlining these processes?
- 11-Do you have any recommendations for particularly appropriate client experience/satisfaction survey tools that the State should consider?
- 12-What are the most troublesome areas of operational duplication you believe the clients experiences as they interface with more than one State-supported service system.
- 13-What are opportunities exist for streamlining these processes?
- 14-Is there any information you want to ensure is included in the provider manual for the new state options?

D. Anticipate and Address Provider Concerns¹:

- Provider concerns about state's ability to meet the CFC requirements

¹ HCBS Strategies. 2012. Proposed Plan for Implementing Community First Choice in Alaska. Appendix B. p. 110

- Providers wanted to see the state pursue changes to the current PCA infrastructure before venturing into broader system change
- Provider concerns that the state have not provided sufficient evidence that the current PCA program needed to be changed
- Concerns about providers meeting the conflict-free requirements of CFC -- assume the same would apply to 1915(i)
- Questions raised about how to provide supports to navigate benefit options and get conflict-free counseling given most potential access points to the system are providers who may not be conflict-free
- Providers will want to ensure streamlined applications and service coordination to reduce duplication between waiver programs and state plan option services
- Providers raised concerns about cultural competency – providers are often the link to certain communities where consumers may not reach out to public entities to obtain help; there are tribal areas where English is not primary language spoken, where there are culturally unique practices, limited access to running water, electricity, telephone service
- Providers raised concerns about worker training requirements; there already are training requirements in place for many providers – how will new training requirements differ?

II. Public Forums - Targeting Consumers, Family, Guardians, Advocates

A. DRAFT Agenda

- Introductions (5 minutes)
- Level Setting Presentation (30 minutes)
- Testimony – concerns, caveats, suggestions, solutions, questions (45 minutes)
- Complete Survey Tool (10 minutes)

B. Anticipate and Address Consumer Concerns²:

- Consumers concerned they will lose benefits or have decreased level of benefits
- Concerns raised about the timeline for making changes
- Consumer concern about the state’s plans focused too much on functional needs of the consumer and not on a person-centered approach to care planning (thus limiting access to benefits that may address personal goals and preferences not functionally related

² HCBS Strategies. 2012. Proposed Plan for Implementing Community First Choice in Alaska. Appendix B. p. 110

Approach to Conducting the Public Forums

Organizing a public forum.

- Hold meetings in a variety of communities to ensure statewide representation.
- Schedule the forum at an easy-to-find, public location which is accessible and comfortable - for example, a library, school or church.
- For providers, hold the forum during work hours. For consumer, hold the forum in the evening to avoid time conflicts with work and school.
- Publicize the forum as widely as possible. Fliers, advertisements, public service announcements and press releases can all be used. Make sure the date, time, location and purpose of the meeting are included. If refreshments will be served, indicate in the announcement.
- Personally recruit community leaders and diverse community members to attend the meetings. Ask them to recruit others as well.
- Provide materials in alternate formats if needed based on disability.
- Serve light refreshments if possible; this encourages mingling and sets a nice tone.

Community forum leader; set up.

- Room should be arranged with seating either in classroom or theater style for larger groups. Smaller groups might best be arranged in a horseshoe shape.
- Display sign-in sheet and name tags and direct people to them.
- Review the purpose of the group, and the goals of the meeting.
- Go over the outline of the public forum -- how we will proceed, and how participants can contribute. Lay out ground rules. Encourage open participation.
- Set a positive tone.

Conducting a public forum.

- Designate a group facilitator who is neutral on the topic, who has good listening and group process skills, and who can keep things moving and on track.
- Introduce the leader of the community initiative (SDS) and the group facilitator (HMA). If time and group size allow, let all participants introduce themselves. If not, review sign-in sheet to get a better sense of participant group.
- Agree upon an ending time, and stick to it.
- Court reporter will transcribe the forums.
- Conclude with a summary of what was achieved; review next steps. Provide contact information; opportunities to continue to be informed about the process, and review transcripts of all public forums; and provide input as the process gets underway.
- Thank participants for their participation.

Source: Adapted from Community Tool Box. Workgroup for Community Health and Development, U of Kansas. 2015