DRAFT Focus Group Responses: Health Care Policy and Financing (Department) Stakeholder Engagement Project
from Participant-Directed Programs Policy Collaborative (PDPPC)
on April 25, 2018
at Community First Foundation, Arvada, CO

Thank you for your input! GPS will use aggregated/summarized responses, along with other materials and information to inform the recommended design to the Department's internal processes related to stakeholder engagement. The goal of the Department's Stakeholder Engagement project is to establish a more consistent stakeholder engagement experience for Department staff, partners and stakeholders.

If you did not have the opportunity to respond during this meeting, you can submit your responses to: John Barry at HCPF, Kate Newberg & Brian Pool from GPS:
- Brian Pool, brian@governmentperformance.us or 303.884.8646
- Kate Newberg, kate@governmentperformance.us or 720.515.9477

If you prefer to mail your responses, please send to:
    Keystone Policy Center
    Attn: Cally King, re: HCPF Stakeholder Engagement Project
    1800 Glenarm Place #503
    Denver, CO 80202

Focus Group Questions

What do you value...

Question	Must Haves	Nice to Haves	Delighters
1. before a stakeholder meeting or engagement?	- Printed literature on time before the meeting (not access to web) so need info mailed - Plenty of advance notice when a meeting occurs (3 – 4 weeks ideal) - Agenda with phone numbers and passcodes and all supporting documents provided ahead of meeting - Know what my role is going to be in the meeting	- Presenters provide supporting documents ahead of meeting - Calendar invitation along with the meeting notifications (this is currently not consistent across HCPF) - Consulted in developing the materials and agenda - Outreach to a diverse group of stakeholders - Orientation for new participants so prepared for the meeting and/or topics - Define terms used (e.g. allocation)	- List of all committees and meetings

2. during a stakeholder meeting or engagement?	• Identify who's speaking and where from/represent • No bullying • Good etiquette, respectful • Value an incorporating the input • Enough time to fully discuss the topics/issues • Ground rules • Clear expectations • Microphones, technology that works well	• New Rules or changes to Rules shared • Back-n-forth between room and phone in an organized manner (e.g. alternating) • Information & language provided helps me navigate the maze of systems and issues/topics better • Public comment period twice in the meeting & later in meeting that allows time to respond	• Community-based chairs who are driving the agenda
3. after a stakeholder meeting or engagement?	• Minutes, summary notes, action items & decision items documented and shared out • Recordings available online & easy to access and alternatives for those who do not have access to email • Follow-up on action items and share what was done with the group	• Information about committees that are occurring within a specific stakeholder meeting or advisory group • Tracking sheet on action items, where they are in the process that is shared/accessible •	• Involved in the decision-making process

Additional Questions:

4. How should HCPF ensure they are getting input from all the interested voices? Is there anything that prevents you from speaking or asking questions during stakeholder meetings or engagements?
   • Some committees have standing committee members, so it is unclear if or when you have a voice – example waiver implementation committee it wasn't clear if I had the right to speak
   • People are afraid of retaliation if speak their mind
   • Right people are not in the room
   • People in the room don't know what is going on or don't have the right information
   • Treat everyone with respect and value their input
   • Not enough sensitivity or understanding of real-life situations in people's homes

5. What is your preferred method (e.g. in-person meetings, phone calls, surveys, written testimony, email, other) for giving feedback or input?
   • Actively involved during a meeting - a plan or thought to address that
   • Prefer in-person meetings and telephone because more personal
   • Multiple methods are necessary – web pages, written correspondence, email, meetings are all needed
   • Facilitation or accommodation for people who are not able to provide input themselves without supports
   • Ability to communicate via mail

6. How would you like to be informed about what your role is for a given stakeholder meeting?
   - Asked about what I want my role to be in a stakeholder meeting
   - Informed in advance of what my role will be in a meeting
   - Ground rules

7. What barriers (e.g. accessibility to the event, unavailable at the date/time, other) do you encounter during HCPF stakeholder meetings, and how can HCPF address those?
   - People who do not have computer access and it is increasingly difficult to participate and to get information – furnish stakeholders with the office equipment needed when participating on an advisory committee
   - How to engage people who cannot attend – maybe an outreach prior – the notes after are good but prefer to have opportunity to give input prior or ability to send a substitute
   - A standard, consistent meeting place that is accessible by public transportation
   - A way to better engage in person individuals who live in rural areas – appreciate ability to participate by phone, but in-person is better
   - People who join an advisory group or ongoing meeting later in the process haven't been brought up to speed

8. What currently works well at HCPF stakeholder meetings?
   - Various people avail themselves to listening to our voice and opinions
   - PDPPC is a model that HCPF could leverage/use
     - Having a position dedicated (e.g. John Barry) – someone who isn't just a subject matter expert but someone who has a cultural competency and experienced facilitator
     - Putting the time and energy to make sure the meetings are well planned and technology, phone runs smoothly – allowing time to get setup and working before the meeting starts
     - Diplomacy that some facilitators, like John Barry, bring to the meetings
     - Sticking to the agenda, in a non-offensive way
     - Ensure everyone gets the opportunity to be heard
     - Facilitator does not take things personally
   - Telephone only meetings work well
   - Accept input from stakeholders on how to run an effective meeting

9. When you participate in other organization's (not HCPF) meetings or engagements, what do you like; and what would you like to see to HCPF do more of and/or less of during their stakeholder meetings or engagements?
   - More flexibility, not so technocrat/bureaucratic in the structure of the meeting – the open forum should be more relaxed, more of a discussion, vs. staying on the topic and formal
   - Commissioner meetings in City of Denver – what are you hearing from people in the city as part of open forum
   - Inclusive of diverse stakeholders and allow anyone to comment
   - HCPF does the best job of stakeholder engagement, other places that do better have more staff dedicated to

Other comments:

- PDPPC meeting is good example of good facilitation, preparation and handling both in-person and phone by using a queue and alternating
- PDPPC has been ongoing for 6 – 7 years
- Ability to identify and orient new members would be useful