

# Welcome to the Community Engagement Learning Network!

inspire



**Community engagement** refers to the different ways in which health (& social) care organizations can reach out to, engage, and partner with people with lived experience, with the goal of working together to improve healthcare and achieve positive health outcomes.

inspire



# Community agreements

- 🌀 Take space & make space
- 🌀 Listen to understand, speak to be understood
- 🌀 No one knows everything, but together we know a lot

inspire



# **INSPIRE Community Engagement Learning Network**

## **Community Care: Member Feedback Loop**

July 23, 2025

# Community Care's Member Feedback Loop

Who We Are

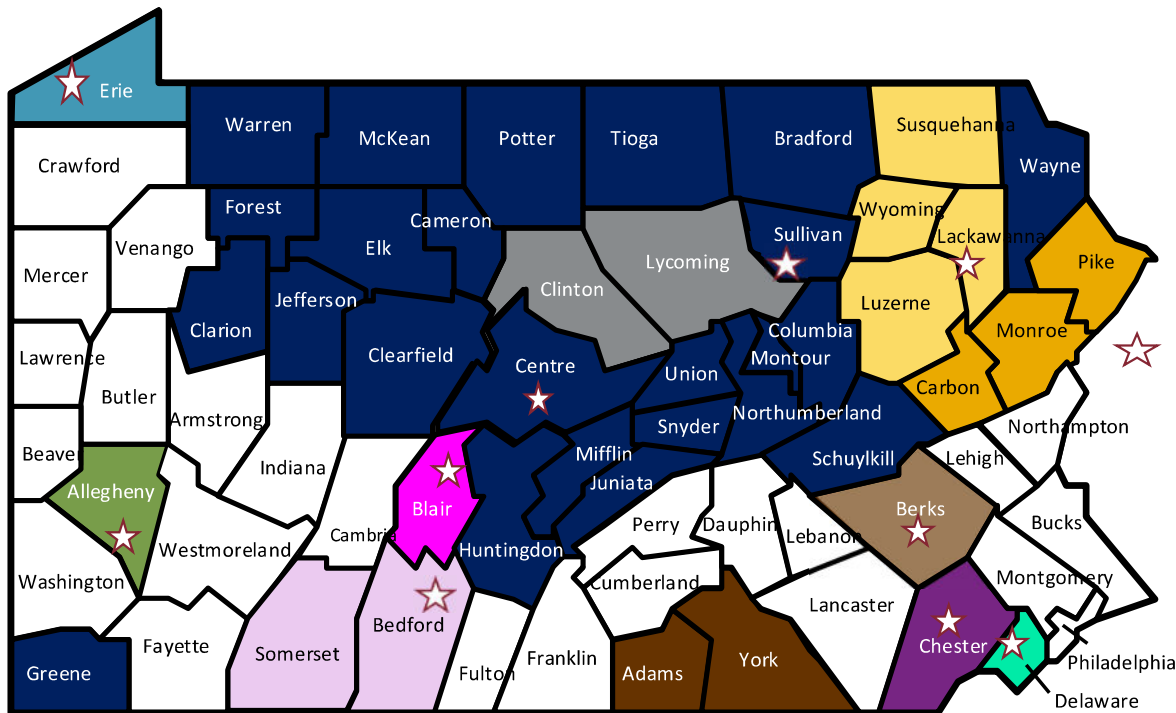
Background on Engaging Members and Families

Member Feedback Loop

Discussion & Recommendations



# Who We Are: Community Care Behavioral Health Organization



★ Community Care Office

Medicaid Behavioral Health Managed Care Company

Contracted to manage care in 43 PA counties

501(c)(3) non-profit head-quartered in Pittsburgh, PA

Wholly owned subsidiary of UPMC

Provides customer service, referrals, and care management

Quality improvement activities focused on provider services, utilization management, and member's care



# Background on Engaging Members and Families

Commitment to  
Stakeholder Feedback

Policy on Member and  
Family Involvement

Policy and Process on  
Compensation



Committees and Advisory Boards



Complaint and Grievance Process



Selection of Providers, Care Plans

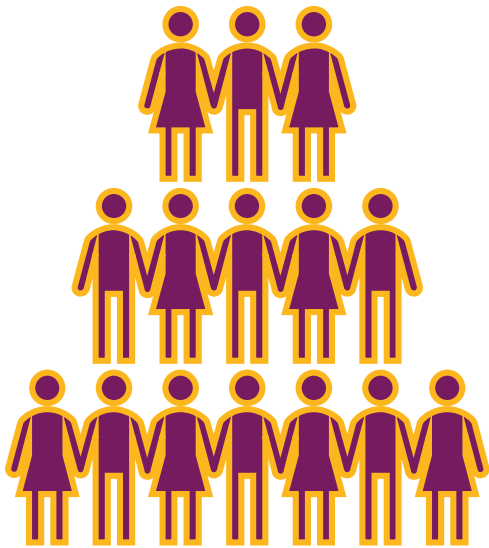


Measurement & Assessment of Member Satisfaction



Employment at Community Care

# Member Family Compensation Policy



## Compensation for time:

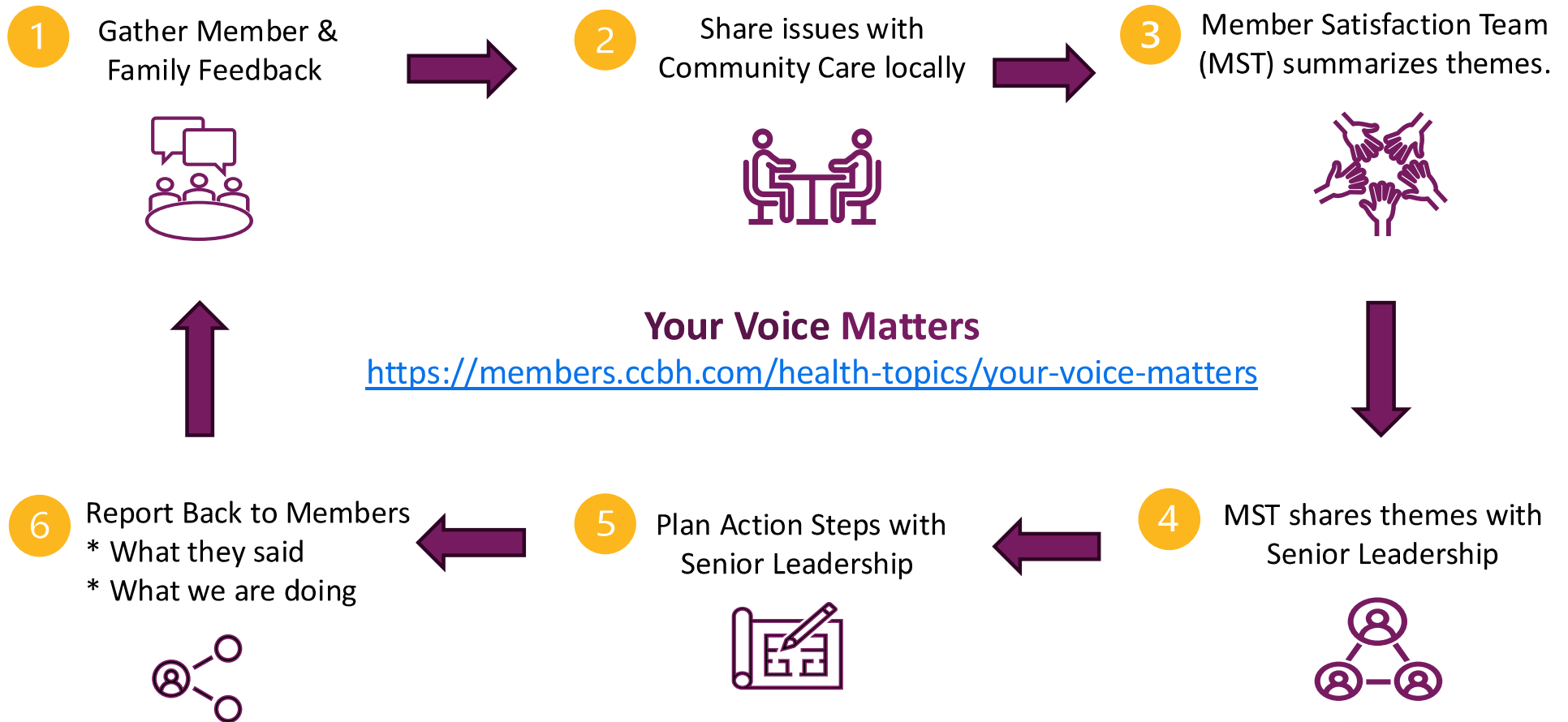
- Advisory and committee meetings
- Co-Chair Prep Time
- Co-training, presenting
- Review materials, reports, programs, & initiatives

## Compensation for Expenses

- Meals, transportation, lodging, childcare for overnight stays



## Member\* Feedback Loop

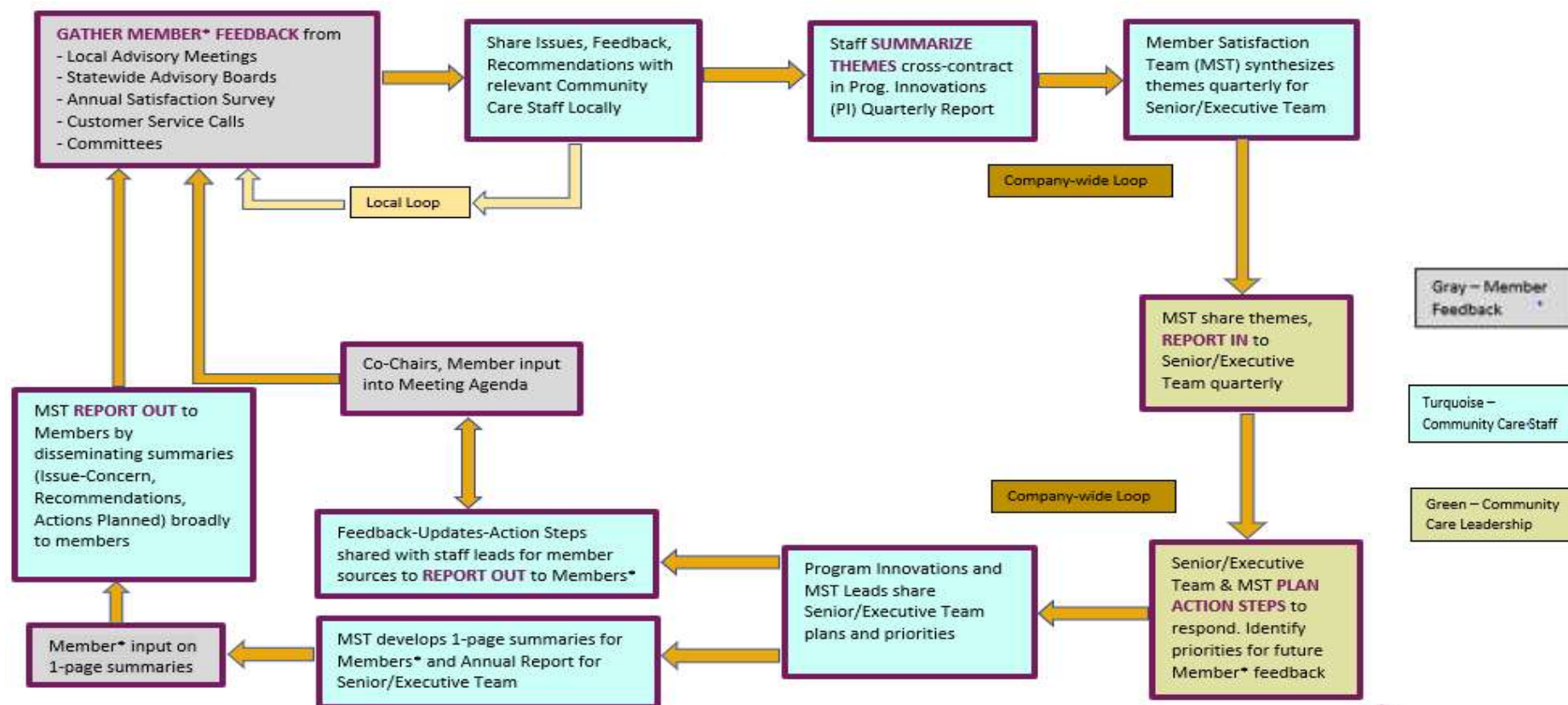


\*Member refers to adults, youth, children, and family and caregivers of children who are Community Care members.

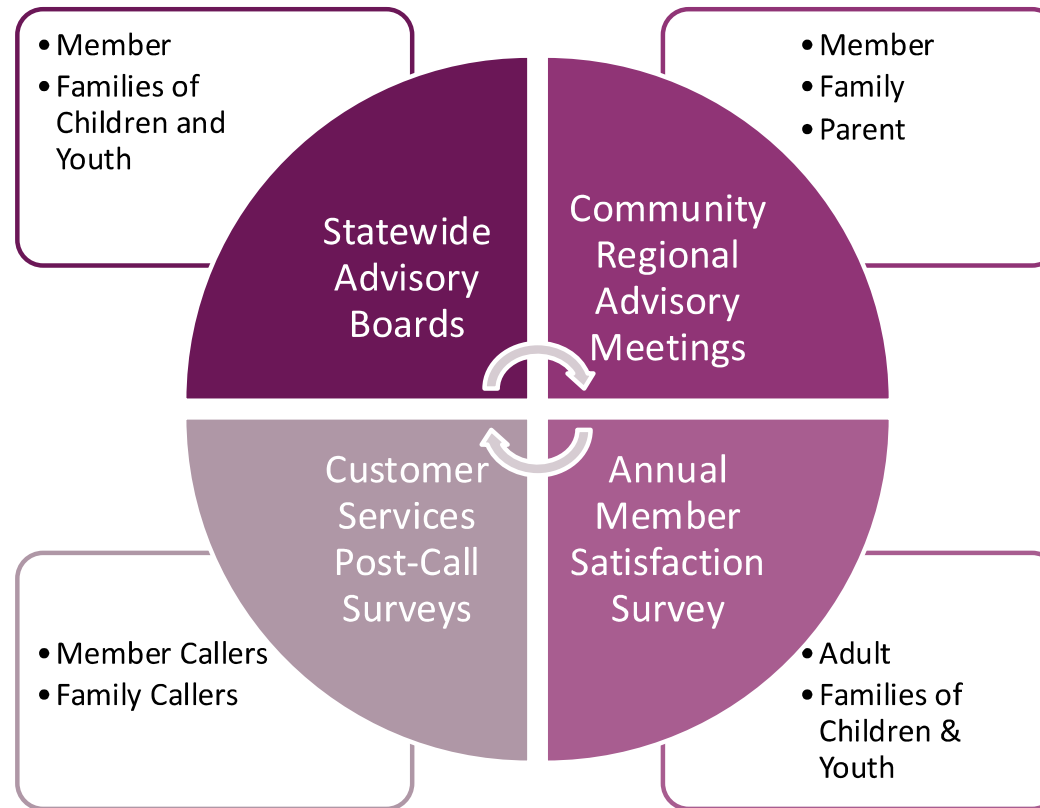
## Member\* Feedback Loop - Summary

\*Member is used broadly to refer to adults, youth/young adults, family caregivers of children, customers who are members of Community Care

**GATHER MEMBER\* FEEDBACK → SUMMARIZE THEMES → REPORT IN → PLAN ACTION STEPS → REPORT OUT**



# Member-Family Feedback Loop Sources



# Themes Member Family Feedback 2024

## Better Access, Better Coordination, Better Choices

- Transitions between services a challenge, need coordination
- Hesitant to “Rock the Boat”
- Concern about “mandatory” therapy with other services

### *Member Recommendations*

- *Want practical, easy to use help, next steps*
- *Providers: Menu of choices*
- *Expand Single Sessions*
- *Assist us on how to speak up*

## Crisis Service Issues & Safety

- Limited available, safe crisis services, fewer options
- Delays in intervening, using ER
- Worried that calling crisis will send police, escalate

### *Member Recommendations*

- *Develop alternatives to ER, hospital, site-based crisis care*
- *Train Police to respond to MH*
- *Train parents to use non-physical restraints, de-escalation techniques*

## Proactive Member Family Involvement

- Enjoyed providing editing & feedback on materials
- Appreciated 1-page Summary
- Want print, in person, and digital/web information

### *Member Recommendations*

- *Shorten info, literacy level*
- *Provide practical tips*
- *Share personal stories*
- *Share materials with us multiple ways to reach more*
- *Involve us in presentations*

# Action Steps Taken 2024



## Better Access, Better Coordination, Better Choices

CM, CHW, CS connect after hospital stay.  
CHWs invited to Advisory Meetings.  
CS follow up with member calls after referral, help get appts.  
Provider availability in online directory for child outpatient.  
Single Session visit piloted.  
Tip sheet: *What to Expect when My Child Comes Home ...*  
Fact Sheet: *EBP for Members and Families* finalized.  
Shared *What You Can Do if Waiting for Services*



## Crisis Service Issues & Safety

Explored funding for warm lines with OMHSAS (reinvestment \$).  
Monitor OMHSAS finalizing crisis regulations.  
Address options for changes in crisis service delivery.  
Share fact sheets on *Suicide Prevention, How Can I Help?* In English and Spanish.  
Community Relations involved with local Suicide Prevention Task Forces and events.



## Proactive Member Family Involvement

*You Spoke We Listened We Acted 2023* fact sheet & article.  
Members sent Annual Survey letter summarizing 2023 feedback.  
*Your Voice Matters* web page.  
*Journey to Hope Graphic Novel Chapters* final, shared, posted.  
Disseminated *My Different Colored Days*.  
Drafted *Dealing with Depression 2025* booklet with input.  
Dissemination plan for sharing resources broadly.

# Recommendations: Action Steps Planned 2025 & Updates

## Better Access, Better Coordination, Better Choices

- Expand Availability Access in ePortal to Adult
- Expand Single Session intervention
- Expand use of Measurement-based Care EBP
- Educate Providers on PH plan changes to assist members
- ✓ Encourage Customer Service calls for access assistance
- Explore options for Med Management-Only providers, assist members to choose options.
- ✓ Continue CHW support for transitions in care
- Write article, offer interventions on self-advocacy for members concerned about "rocking the boat".
- Continue exploring group options for access concerns

## Crisis Service Issues & Safety

- Support continued expansion of Crisis Respite Services in our network.
- Explore options to develop Urgent BH Care.
- Continue CRCs work with local county Suicide Prevention efforts to engage law enforcement.
- Support Crisis Intervention, Hearing Voices training to police officers.
- Work to collaborate with police: Training, Community Conversations, best practices.

## Proactive Member\* Involvement

- ✓ Develop proactive dissemination plans
- ✓ Develop Your Voice Matters web page 2/3/25 - [Your Voice Matters](#)
- Publish member newsletter article and one-pager - [You Spoke, We Listened, We Acted](#)
- Expand member\* involvement in developing materials - Create Member\* Materials Review Committee
- Disseminate *Dealing with Depression Booklet*, flyer 2025



## Recommendation: Questions? Feedback? Suggestions?



- What other initiatives in Community Care are addressing these themes?
- What should we highlight on the Member Feedback Loop for the INSPIRE Profile of Community Care?
- Topics for Upcoming Advisory Meetings – Local and Statewide

# Feedback from Senior Leadership

## Communication Improvements

- Direct outreach: text, email, print
- Launch Member Materials Review Committee

## Access & Support

- Promote Complaints & Grievances process
- Help members navigate services
- Address provider response concerns
- *Goal: Empower members through clear, accessible communication and support*

## Member Engagement

- Spring: Print newsletter
- Fall: Digital-only
- Address digital access barriers

## System Improvements

- Crisis Services: Action plan
- Annual Report: Sent to Regional Directors & stakeholders

## Advocacy Connections

- Support member voices via NAMI, PMHCA, YouthMove

## Reporting Back to Members and Families

### Multiple Methods to Reach Broadest Audiences



**ADVISORY  
BOARDS LOCAL  
ADVISORY  
MEETINGS**



**MEMBER  
NEWSLETTER**



**ONE PAGE  
SUMMARIES**



**ANNUAL REPORT  
OF MEMBER  
SATISFACTION  
TEAM**



**WEBSITE – YOUR  
VOICE MATTERS**

## Questions and Discussion



---

What questions do you have?

---

What do you do to close the loop with members and families?

---

How do you respond to member feedback or recommendations that are beyond your scope or power to control?

---

What suggestions do you have for us to improve our process?

# Community Building Break-outs

In breakouts of three people:

- 🔗 You have 10 minutes to identify one thing you all have in common.

📍 Please join us for our  
next session on  
August 27<sup>th</sup> at 3pm ET

📍 Featured presenter:  
CommonSpirit Health

inspire

