

Facilitation Guide for State Medicaid Renewals Navigator Workshop

| Agenda Item | Time | Content | Lead | Support |
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| Welcome! | 10m | <ul style="list-style-type: none"> • Hi, welcome! • Intro to the team and why we're here • Our agenda for today | <Name> | <Name>, <Name> |
| Share back: Work to date | 15m | <p>Goal: Show that we did our homework, and ask follow up questions about past work to better our understanding of where they're at.</p> <p><u>Group Processes & Notes:</u></p> <ul style="list-style-type: none"> • Group setting, almost lecture style • Recap the work we've done <ul style="list-style-type: none"> ○ <i>E.g. we've spoken to many of you already, have spent time on ex parte data work, etc.</i> • Introduce journey map <ul style="list-style-type: none"> ○ What is a journey map ○ Walk through it and highlight key challenges ○ Allow people to review if they like • Discuss Challenges <ul style="list-style-type: none"> ○ Recap major challenge areas | | |
| Discussion: Challenges | 5m | <p>Goal: To capture any remaining challenges that we missed</p> <p><u>Group Processes & Notes:</u></p> <ul style="list-style-type: none"> • Group setting • This should be quick; if not, push them forward <p><u>Language</u></p> <ul style="list-style-type: none"> • Intro discussion, something like: <ul style="list-style-type: none"> ○ <i>"We realize we may have discussed these challenges already, but since we're all here together for the first time, we want to make sure we're not missing anything obvious."</i> | | |

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| | | <ul style="list-style-type: none"> • Main Question: Is there anything missing from the challenges listed here that we should capture for today? <ul style="list-style-type: none"> ○ Remind them that we are focused on outreach, comms, and ways in which we can improve those experiences today ○ We also want to know WHY nothing has been done, if applicable ○ <i>Potential prompt: What keeps you up at night about the outreach and communications process?</i> | | |
| Introduce Activity | 5m | <p>Goal: Introduce activity and make people split up into breakout groups</p> <p><u>Group Processes & Notes:</u></p> <ul style="list-style-type: none"> • Group setting • Have pre-made breakout groups <p><u>Language</u></p> <ul style="list-style-type: none"> • The first part of today’s session before the break will be to break out into groups to brainstorm ideas and opportunities around these challenges. We have divided the groups up based to ensure you’re working across organizations, so please see here. • To do this brainstorming, you’ll have a facilitator or two in your group. They will prompt you on the challenges and you will all write as many ideas as you can down. We will try and come up with as many ideas as possible to start before coming back together. • Quick tips: <ul style="list-style-type: none"> ○ No idea is a bad one! Right now we want to think of as many as possible, even if they’re outlandish ○ One idea per post it • Any questions? | | |

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| <p>Activity: Brainstorming</p> | <p>20m</p> | <p>Goal: Brainstorm ideas based on the challenges shared</p> <p><u>Group Processes & Notes:</u></p> <ul style="list-style-type: none"> • Breakouts: You will have around 4 people in your group • Allow time for each person to brainstorm individually first • If having problems with individual brainstorming, can bring together to discuss and facilitator can write down ideas on post its • 10m for brainstorming, 10m for group discussion • Encourage everyone to participate! • Don't get stuck on just one challenge! We want to have them all <p><i>Potential Prompts:</i></p> <ul style="list-style-type: none"> • <i>Based on ____ challenge, what do you think we should do?</i> • <i>How are your teams tackling the pain points right now? What good ideas are you already doing?</i> • <i>What are some low hanging fruit opportunities you see?</i> • <i>What other audiences can we design for? Or how do the specific demographics you serve need to experience outreach?</i> | | |
| <p>Activity: Clustering</p> | <p>20m</p> | <p>Goal: Identify and share ideas from across groups, and which themes are emerging.</p> <p><u>Group Processes & Notes:</u></p> <ul style="list-style-type: none"> • Group setting • Call for everyone to come back together • Individual groups will share back; other teams to build off of what is being shared • We'll share back by challenge <p><u>Language</u></p> <ul style="list-style-type: none"> • Intro to activity: We're going to share back challenge by challenge. We'll rotate through groups to share first. If your group had a similar | | |

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| | | <p>idea or ideas, feel free to pipe up and bring them to us so we can put them on this board.</p> <ul style="list-style-type: none"> • Reminder that no idea is a bad one! We're here just to have them all out there. • We will take a quick break after this. <p>Prompts:</p> <ul style="list-style-type: none"> • <i>Did anyone else have a similar idea?</i> • <i>What themes are we starting to see?</i> • <i>What's standing out to you all?</i> | | |
| Break! | 10m | <p>Break!</p> <p><u>FLAG:</u></p> <ul style="list-style-type: none"> • Team to chat with state leads to determine what is feasible, what is a reach, and what should be discussed more • ^Above will influence our dot voting focus | | |
| Activity: Dot voting | 10m | <p>Goal: Prioritizing their ideas based on criteria</p> <p><u>Group Processes & Notes:</u></p> <ul style="list-style-type: none"> • Group setting • Voting on which is most important (3m) <ul style="list-style-type: none"> ○ Criteria: Things the state thinks they can do, things they think are most important to their communities, things they think need the most work • Discussion of voting and splitting into groups (7m) <p><u>Language</u></p> <ul style="list-style-type: none"> • We are now going to vote on our top ideas. • You will each get 3 dot stickers. You can use them to vote entirely on one idea, or split them up to vote for 3 ideas with one sticker each. • Once done we'll come back together and see which stood out | | |

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| | | <p>Prompts if time:</p> <ul style="list-style-type: none"> • <i>What do people think of the top ideas?</i> • <i>Is anything glaringly missing?</i> | | |
| Activity: Adding depth to the ideas | 15m | <p>Goal: To take individual top ideas and sketch out what they might look like in practice</p> <p><u>Group Processes & Notes:</u></p> <ul style="list-style-type: none"> • Breakout groups: same as before • 5m for discussion, 10m for sketching things out • Depending on the idea, this could look like: <ul style="list-style-type: none"> ○ <i>Creating the comms email content</i> ○ <i>Designing a postcard</i> ○ <i>Creating radio campaigns and the details involved in that</i> • If having problems with individual brainstorming, can bring together to discuss and facilitator can write down ideas on post its | | |
| Share Out | 15m | <p>Goal: To share what each group came up with</p> <p><u>Group Processes & Notes:</u></p> <ul style="list-style-type: none"> • Group setting • Call for everyone to come back together • Each group gets 5m to share out their ideas | | |
| Closing | 10m | <p>Goal: To say thank you and share next steps</p> <ul style="list-style-type: none"> • We will be working with state colleagues this week • We will bring these ideas up with us to the group • We will share back decisions and outcomes | | |