Partnering to Fight Hunger: Breaking-Down Silos and Incorporating Lived Expertise

National Webinar
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12:30 - 2:00 pm ET

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Center for Health Care Strategies

Dedicated to strengthening the U.S. health care system to ensure better, more equitable outcomes, particularly for people served by Medicaid.

Together with our partners, our work advances:

- **Effective models for prevention and care delivery** that harness the field’s best thinking and practices to meet critical needs.

- **Efficient solutions for policies and programs** that extend the finite resources available to improve the delivery of vital services and ensure that payment is tied to value.

- **Equitable outcomes for people** that improve the overall wellbeing of populations facing the greatest needs and health disparities.
Today’s Presenters

Barbie Izquierdo  
Consultant, Advocate & National Spokesperson

Alice Aluoch  
Founder and Executive Director, Mfariji Africa

Nessa Finisse  
Program Associate, CHCS

Yolanda Gordon  
Manager, Expansion and Advocacy, RESULTS

Tamika L. Moore  
Consultant with Lived Expertise

Alissa Beers  
Director, Population Health, CHCS
Today’s Panelists

Dan Haun
Director, Self-Sufficiency Programs, Oregon Department of Human Services

Jimmieka Mills
Co-Founder, Equitable Spaces

Breanca Merritt
Chief Health Equity and ADA Officer, Indiana Family and Social Services Administration

Diane Sullivan
Co-Founder, Equitable Spaces
Agenda

• Welcome and Introductions
• Project Overview
• Insights from Community Partners
• Recommendations from States and Individuals with Lived Expertise
• Panel Discussion
• Conclusion
Fighting Hunger by Connecting Cross-Sector Partners and Centering Lived Expertise: Project Overview
Project Goals

• The project aims to better understand:

✓ Opportunities to align across sectors to decrease food insecurity and improve health for Medicaid members;

✓ Medicaid, SNAP, and WIC enrollees’ perspectives and ideas about opportunities/strategies to dismantle systemic and structural barriers to food security; and

✓ How such opportunities intersect with state agency priorities as well as the key barriers confronting such efforts.
What is Lived Expertise?

• For this project, lived expertise is defined as the experiences of individuals who know:

→ The realities of hunger, poverty, and other societal issues by living them daily;
→ How those experiences impact health and wellness;
→ The challenges of navigating public benefits programs for supports and services; and
→ That their perspectives uniquely qualify them as informed stakeholders who can help to shape more equitable policy.
Questions We Explored

• What are the **biggest opportunities to align across sectors** to improve healthy food access for Medicaid enrollees who are food insecure or have nutrition-related health care conditions?

• How are state Medicaid agencies, Medicaid managed care organizations, and providers **currently partnering** with state agencies that administer SNAP, WIC, and OAA Nutrition Programs? Is **advancing equity** an explicit aim of these efforts?

• Are there **concrete examples of success** in this area and what can we learn from them to promote replication and generalizability?

• How can partner agencies **incorporate individuals with lived expertise’s perspectives to identify strategies** to best address disparities and dismantle structural barriers related to food insecurity?

• **What types of supports, technical assistance, and facilitation would most effectively increase states’ capacity** to align across agencies, engage Medicaid enrollees at the center of efforts, and successfully implement these actions?
Insights from Community Partners
How the Systems Currently Work and Do Not Work For Individuals and Families

- Misalignment across federal programs and agencies
- Lack of coordination across state programs
- Missing insights from those that use supports
- Additional considerations from immigrant families’ perspectives
- Case management
  → No two case managers are the same; lack of consistent understanding of benefits and support services available
- Current system is focused on uncovering fraud and should shift culture to place value on people over everything else - need for judgement-free services and supports
Engaging Community Members

• Listen to learn and act *in partnership*. Be open to learning what it takes to make change to policies that are harmful and the difference between intent and impact.

• This is *relational* not transactional. Individuals are MORE than just their stories and data points, and should be valued for their true expertise (e.g., in decision-making; implementation; review).

• Recognize that not every community member is aligned with a local community-based organization, so need to determine ways to engage directly with community members in addition to partnering with local nonprofit organizations.

• Individuals’ experiences should be used to guide policy changes rather than simply being addressed in one-off solutions.

• Posting information to the state’s website is important, but remember that it is not accessible to everyone. Consider additional ways to communicate to community members (e.g., text messages; through community events and trusted messengers, etc.).

• Consider power dynamics when engaging with community members.
Centering Equity & Humanity

• Invest in organizational culture change
• Promote compassion and support over fear, stigma, and judgment
• Support trauma-informed policies and service delivery
• Address structural racism

“When you apply for assistance, you are looked at like someone who is trying to cheat the system. Instead, it should be seen as courageous for someone to go in, share their pain, and try to approach solutions. Individuals have the will and determination to succeed, persevere, and overcome, and deserve respect, empathy, and compassion.”
Insights from States
State Medicaid Levers to Address Food Insecurity

**Benefit Design**
- State plan amendments
  - 1915(c) waivers
- 1115 demonstration projects

**Delivery System**
- Medicaid managed care organizations
- Medicaid accountable care organizations
  - Value-based payment initiatives

**Program Partnerships**
- Fast Track Enrollment
- Targeted Enrollment Outreach
- Braiding Medicaid funding with other program funds
Recommendations
### Reimagine Sustainable Community Engagement Strategies

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<th>Reimagine states’ community engagement efforts to shift power and allow for shared decision-making.</th>
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<td>02</td>
<td>Support relationship- and trust-building with community partners to drive engagement and cross-sector collaboration.</td>
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<td>03</td>
<td>Compensate for time and expertise.</td>
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<td>04</td>
<td>Consider hiring Medicaid and social services agency staff with lived expertise.</td>
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Center Equity, Humanity, and Dignity in Policymaking and Implementation

01 Convene state policymakers/program administrators, enrollment staff, and community members

02 Incentivize increasing access to Medicaid and food assistance programs

03 Develop and implement education programs for state and local Medicaid and SNAP staff

04 Embed equity impact assessments into policymaking processes
Address Persistent Eligibility and Enrollment Challenges Through Partnerships

01 Invest in data and technology systems
02 Engage in redesign at the federal level
03 Involve individuals with lived expertise
04 Explore innovative multi-sector partnerships
Use Medicaid Levers to Screen for Food Insecurity and Provide Needed Services

01
Strengthen community resources

02
Identify measures that resonate with communities and individuals with lived expertise

03
Expand access to healthful, culturally preferred meals and foods.
Panel Discussion
Visit CHCS.org to...

• Download practical resources to improve health care for people served by Medicaid.

• Learn about cutting-edge efforts from peers across the nation to enhance policy, financing, and care delivery.

• Subscribe to CHCS e-mail updates, to learn about new resources, webinars, and more.

• Follow us on Twitter @CHCShealth.
THANK YOU!
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