

## **Peer & Family Representation on BUHP Committees & Governing Bodies**

### **Introduction**

Here at Banner University Health Plan (BUHP), we work hard to make healthcare easier, so life can be better. Listening and responding to our community's needs is engrained in our culture. We value every interaction with our members and their families. Our member-centric culture encourages continuous learning and drives our transformation to an integrated system.

BUHP is committed to engaging members and their families in conversations regarding health policy, access to care and system improvements. We are establishing member and family representation on each of our Neighborhood Advisory Councils, which will bring providers, peers, family members and other groups together to discuss issues impacting care and together, work on building solutions - within each Neighborhood of care.

Through this shared voice, the Neighborhood Advisory Council will assist BUHP in ensuring the best, highest quality of care is being delivered to those we serve. We will work with these Councils to establish community feedback loops. Each Council will meet regularly, reviewing process, quality and outcomes reports (such as member surveys, quality management reports and Neighborhood Score Cards), and offering recommendations and feedback for continuous improvement.

Additionally, we are establishing a Complete Care Member Advocacy Council (MAC) with a Youth Leadership Subcommittee (YLS). The MAC will include regional member and family representation from each Neighborhood Network and will have the ear of BUHP Executive Management Team. The MAC and YLS will assist in organizing and implementing community outreach and education – providing members and families with the necessary information to prepare for system changes as well as work on system improvement initiatives. The YLS will focus on youth and young-adult specific issues and empowerment initiatives.

The BUHP Office of Individual and Family Affairs (OIFA) will work in collaboration with the Councils to identify additional culturally competent mechanisms to gain member input, beyond the formalized committee work, including establishment of Member and Family Forums, Youth Forums, and Virtual Community Meetings.

As required by AHCCCS, BUHP is establishing, at a minimum of two peer and family member positions on BUHP committees, except for those that pertain to issues of member and/or provider confidentiality. We will provide these representatives with the necessary support and orientation to optimize their input – especially considering the intimidating complexities of industry jargon and processes. Additionally, members and families will be financially compensated for their contributions to our committee work.

The purpose of this solicitation is to contract with an organization to oversee these efforts. The contracted vendor will be responsible for recruitment, selection of and management of payments to peer/family committee representatives. The vendor, in conjunction with our OIFA and other BUHP departments, will offer initial training and orientation, written guidance, and

ongoing check-ins with all committee members. Development of skilled peer and family advocates helps build our future workforce.

## Eligible Organizations

Eligible organizations must meet the following criteria:

- 1.0 Be an organization that is staffed and lead by individuals with lived experience receiving healthcare services through the Medicaid system, fulfilling the role of peer and/or family member.
  - 1.1 If not, an organization that is staffed and lead by individuals with lived experience, commit to developing a separate program or subsidiary within your organization that is staffed and lead by individuals with lived experience.
- 2.0 Have experience delivering advocacy training within healthcare, education, or other social service areas.
- 3.0 Have a history of providing advocacy services within healthcare, education, or other social service areas.

## Scope of Work

The Contractor will be responsible for promoting, managing, and evaluating the inclusion of peers and family members in various advisory and oversight roles in relation to the Banner University Family Care Complete Care Plan. Deliverables include:

- 1.0 Recruit a minimum of (2) peers and (2) family members to participate in each of the following committees, councils, and advisory bodies (committees):
  - 1.1 List all committees that will include peer and family representations [see attachment A]
- 2.0 Work with committee chairpersons to develop peer and family committee representation job descriptions for each of the committees listed in item 1.0.
- 3.0 Develop a leadership training program to prepare all peer and family representatives to fulfill meaningful roles on the committees. Leadership training program should also include a focus on helping BUHP leadership understand the role of and effectively work with peer and family representatives.
  - 3.1 Work with BUHP leadership to ensure that training program incorporates key BUHP values and processes and fits within manageable timelines.
  - 3.2 Provide leadership training to all peer, family, and community committee representatives.
  - 3.3 Provide leadership training to BUHP leadership – with an emphasis on individuals chairing advisory and decision-making bodies.
  - 3.4 As a component of the leadership training program, offer periodic and regular support to peer/family representatives on an ongoing basis to help them improve their skills in offering their unique perspectives and experiences in a way that is productive to the work of the committee on which they serve.
    - 3.4.1 This ongoing support can occur in group and/or individual settings and can be formal and/or informal.
- 4.0 Maintain a database of individual committee representatives, including training date, contact information, and any other pertinent information.
- 5.0 Manage a stipend program for all peer and family representatives.

- 5.1 Identify an appropriate stipend amount.
- 5.2 Pay stipends to representatives based on service.
- 6.0 Conduct a bi-annual evaluation of the BUHP stakeholder engagement process, specifically related to the roles of peer and family members on committees.
  - 6.1 Gather, summarize, and evaluate feedback from each peer/family representative related to their perspective of the value of their role within the committee on which they serve.
  - 6.2 Gather, summarize, and evaluate feedback from committee chairpersons on their perspective of the value of the peer/family representative role.
  - 6.3 Provide specialized training and/or interventions to address any needs uncovered through evaluation efforts.

## Proposal Submission

### Part I

Organizations interested in applying for this grant shall respond to questions 1 and 2 below. The Grant Review Committee will review all Part I responses to determine eligibility based on qualifying organization standards listed above. Respondents will be notified of eligibility and provided information about committees with charters in order to complete Part II of the proposal process.

1. Provide an overview of your organization, including core mission, experience providing peer-delivered services, experience providing advocacy training, and experience providing advocacy services. Include an overview of the communities you serve and the local community issues your organization was developed to address. (3 pages)
2. Describe the varied roles of people with lived experience within your organization. How does your organization ensure that peers and family members are in leadership and decision-making roles? (1 page)

### Part II

Organizations invited to complete Part II of the proposal process are asked to answer the following questions and submit a budget. The Grant Review Committee will invite the top 2-3 finalists to participate in an in-person question and answer session.

3. In SOW 3.0, we offer a description of a leadership program aimed at ensuring committee chairpersons and BUHP leaders understand and embrace the role of peer and family representatives, in addition to ensuring that peer and family representatives are properly prepared and supported to fulfill their important roles. Provide an overview of the leadership program, including key concepts to be covered, methods of delivery, and timeframes. (maximum 3000-character limit)
4. Provide an outline of your proposed stipend program for peer and family committee reps, as discussed on SOW 5.0. Include the proposed stipend amount and explanation of how this dollar amount was arrived upon. (maximum 1500-character limit)
5. Describe the elements of your bi-annual evaluation program as discussed in SOW 6.0. (1 page)
6. Include a detailed line item budget for Year 1 and Year 2 - with an understanding that Year 1 costs are expected to be higher.