

Public Health Solutions

WholeYouNYC Social Care Network

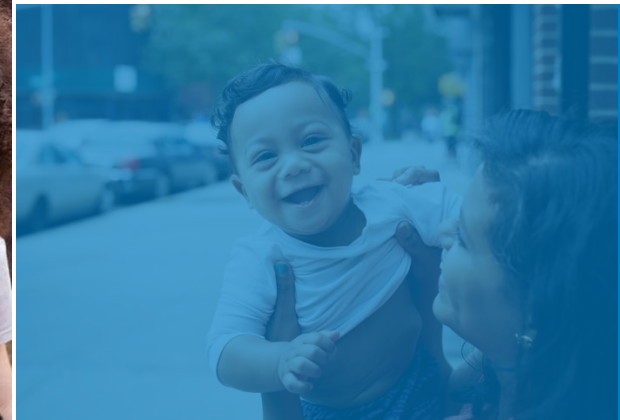
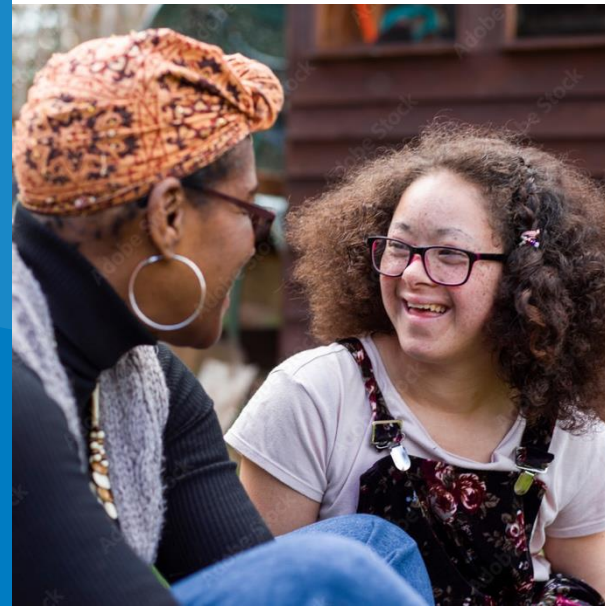
Medicaid Member Advisory Council (MMAC)

07/16/25



WholeYouNYC

@wearephsny



Agenda:

- Welcome: PHS MMAC Team
- House Keeping
 - PHS Central Office
 - MMAC Member Agreement
 - Pre-Survey
- Meeting Timeline Review
- Ice Breaker and Member Share
- Order of Business
 - Understanding HRSNs
 - Finalize MMAC Mission Statement
 - Finalize MMAC Goals
 - Brainstorm MMAC meeting topics
 - Group Priorities
- Closing Remarks: MMAC Members



Welcome: PHS MMAC Team



Michael A. Hernandez (*He/Him*)
Community Engagement Manager
Manhattan and Queens



Carlos Morales-Hernandez (*He/Him*)
Senior Community Engagement Specialist
Manhattan and Queens



William Chambers (*He/Him*)
Community Engagement Manager
Brooklyn



Sahil Alvarez (*He/Him*)
Senior Community Engagement Specialist
Brooklyn



Stephanie Perez (*She/Her*)
Practice Improvement Specialist



Jerrell Grey (*He/Him*)
Assistant Director
Health Policy & Government Affairs



Rikia Bradly (*She/Her*)
Health Policy Analyst
Health Policy & Government Affairs

House Keeping:

- Restrooms are located to the right of the reception desk
- Your signed MMAC Member Agreements collected
- Meeting timeline shared



Meeting Timeline

- Arrival: 5:45 pm – 6:05 pm
- Welcome and House Keeping: 6:05 pm – 6:10 pm
- Ice Breaker / MMAC Member Share: 6:10 pm – 6:40 pm
- Order of Business: 6:40 pm – 7:45 pm
 - Break 7:15 pm – 7:25 pm
- Closing Remarks / Comments MMAC Member: 7:45 pm – 8:00 pm

MMAC

Order of Business:

- Group Norms
- Mission Statement
- MMAC Goals
- Group Priorities



MMAC Group Meeting Norms

As members of the Medicaid Member Advisory Council (MMAC), we commit to the following norms to ensure respectful, productive, and community-centered meetings

- **Be Present**
Arrive on time, stay engaged, and come prepared.
- **Respect All Voices**
Listen actively, speak one at a time, and make space for everyone.
- **Protect Privacy**
Keep personal stories shared in the room confidential.
- **Assume Good Intentions, Own Impact**
Be open, respectful, and willing to grow.
- **Share the Space**
Step up, step back—everyone's voice matters.
- **Focus on Solutions**
Keep discussions centered on community needs and systems change.
- **Be Accountable**
Follow through tasks and communicate openly.
- **Practice Equity**
Uplift diverse voices and challenge bias when it appears.
- **Collaborate**
Work together with kindness, curiosity, and a shared purpose.

What are Health-Related Social Needs (HRSNs)?

Social drivers of health (SDOH)

Community-level factors that impact health

Examples:

- Economic stability
- Education access and quality
- Healthcare access and quality
- Neighborhood and build environment
- Social and community context

Health-related social needs (HRSN)

Individual-level factors that impact health

Examples:

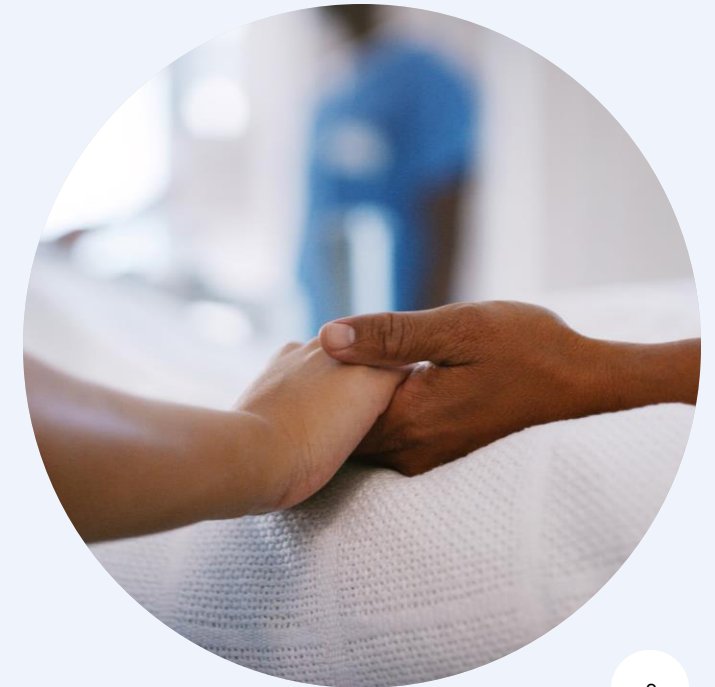
- Financial strain/instability
- Lack of stable or affordable housing/utilities
- Lack of access to healthy food
- Lack of access to transportation
- Personal safety

Why Screen for HRSNs?

When unmet, HRSNs can lead to:

- Gaps in healthcare coverage and care
- Increased medical costs
- Worsened health outcomes
- Perpetuation of health inequities

Addressing HRSNs is necessary to address disparities and achieve health equity for individuals and communities!



Group Activity: Crafting the MMAC Mission Statement

Objective: Develop a clear, compelling mission statement that reflects the values, purpose, and goals of the MMAC.

Group Activity: Crafting the SMART MMAC Goals

Objective:

- Develop clear, compelling SMART goals that will help us to work toward the MMAC Mission statement.
 - The SMART goals developed during this activity will be overarching and represent the collective but should also align with and reflect your individual goals during your time as an MMAC member.
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- **Specific:** Goals should be well-defined and clear.
 - **Measurable:** There should be specific criteria to measure progress.
 - **Achievable:** Goals should be realistic and attainable.
 - **Relevant:** Goals should align with broader objectives.
 - **Timely:** Goals should have a clearly defined timeline, including a starting date and a target date

Your Voice, Your Choice

Group Activity: Develop topics to discuss for each MMAC meeting that speaks to the Medicaid member experience and reflects the mission statement and goals of the MMAC.

MMAC: Group Priorities – Open Discussion

To be added.

Next Meeting

09/17/25