Children & Youth-Focused Member Advisory Council (MAC)
MEETING MINUTES
[Agenda] and [Slides]

Date: 2/4/26	LOCATION: Virtual,
Time: 11:30 AM – 1:00 PM	RECORDED BY: Kelly Shanahan
Facilitator: Kelly Shanahan	**Next Meeting: April 1st 2026**

COA Staff Present: Cristina Bejarano, Eileen Forlenza, Kelly Shanahan, Reyna Garcia, and Shelley Cooper.

Agenda Item	Discussion notes including decisions, actions and participation spectrum
Council introductions and welcome	**Inform** **Main discussion points:** • Members introduced themselves; Kelly welcomed Cristina as the new Member & Family Experience Program Manager and outlined her role as primary point of contact for MAC logistics and strategy support. • Cristina shared background (lived experience with Medicaid, health equity work) and how she and Eileen will engage members before/after meetings. **Decisions:** • Use meeting recordings **only** for internal note-taking; staff with post public, de-identified summaries on COA website; circulate detailed notes to members for accuracy checks. **Actions:** • Cristina sends post meeting notes to members for review/edits withing a few days of the meeting.

Discussion question:
 	
"When organizations talk about co-designing programs or services with the community, what does that mean to you? What does that look like from your perspective?"
	Collaborate
	Main discussion points:
	• Members defined meaningful co-creation as involvement "from the beginning," not just reviewing a finished product.
	• Caregivers emphasized bringing lived experience and ensuring those voices drive changes in systems.
	• Multiple members shared expectations: ongoing input across implementation stages; collaboration that values practical family realities.
	• Members envision co-design as:
	    o Early, meaningful involvement
	    o Respect for lived experience
	    o Continuous engagement rather than one-time review

	◦ Clear, accessible communication and materials ◦ Inclusive practices, including language access ◦ Transparency about how feedback is used **Decisions:** • Keep an ongoing conversation about embedding earlier and deeper member involvement in program/service design. **Actions:** • Cristina engages members in pre/post meeting preparation and in individual meetings to collect concrete codesign ideas for future agendas/post meeting design ideas for future agendas.
Council Charter Introduction	**Collaborate** **Main discussion points:** • Purpose, roles, expectations, decision-making, accommodations, and honoraria were reviewed; members were asked to edit the draft. -making, accommodations, and honoraria. • Clarified that this is a draft; members will review and provide feedback; approval will follow later. **Decisions:** • Charter not approved at this meeting; Members will be given a week to provide feedback once Charter is resented. A week feedback window from resend of accessible version. **Actions:** • Cristina resends the Charter in an easily accessible (nonsecure) format; members send edits within a week. • Cristina schedules individual meetings with members and Eileen to gather deeper input and support onboarding.
COA Membership Overview and Discussion	**Inform → Collaborate (Q&A)** **Main discussion points:** • Data sources explained (enrollment, health needs survey, claims—state for physical health; COA for behavioral health; some HRSN data). • Members challenged apparent undercounting of complex children (e.g., "26" with 5+ diagnoses) and mismatches (e.g., disabilities vs. conditions). • Discussion on claims-based limits (single visit diagnosis of coding, pharmacy data, and home managed needs that don't generate claims). based limits (single visit diagnosis coding, pharmacy data, and home managed needs that don't generate claims). • Clarified Medicaid vs. CHP+ and LTSS waivers (waivers are Medicaid; separate application; income rules differ). **Decisions:** • Bring data analysts/Pop Health staff to a future meeting to dig into accuracy (diagnosis counts, disability algorithm, tiers). **Actions:** • COA Data Team to compile responses to member questions (conditions methodology, disability algorithm buckets, LTSS counts, risk tiers; race/language "data not available").

	• Staff considering agenda series focused on data quality and member insights (e.g., 2–3 meetings).
Upcoming Meetings	**Collaborate** **Main discussion points:** • Potential topics: Member surveying strategy, Population Health Assessment, Care Coordination experience, Dental Benefits (DentaQuest), Digital engagement, federal changes (HR1). **Decisions:** • Not finalized; staff will solicit member preferences and sequence accordingly. **Actions:** • Cristina gathers topic preferences via emails/individual meetings and confirms April 1 agenda.
Session Reflection	**Collaborate** **Main discussion points:** • Members asked to complete the short, anonymous end of meeting survey to improve meeting quality. Link provided in chat. of meeting survey to improve meeting quality. Link provided in chat. **Decisions"** • Use this survey after every meeting. **Actions:** • Members to submit survey now/ASAP; staff will review results and incorporate feedback.
Adjourn	**Inform** **Main discussion points:** • Meeting closed with appreciation; reminder of **April 1** next meeting; confirmation that transcripts/recordings will be filed to the Teams folder. **Decisions:** • None. **Actions:** • Kelly to move recording/transcripts to the shared folder; team to troubleshoot Zoom interpretation setup before next session.

Action Items		
Who is Responsible	**Action Item:**	**Completed By:**
Cristina	Re-send Charter in accessible format	February 6^{th}. 2026
Members	Review Charter and send edits to Cristina via MAC_CHILDYOUTH email.	A week after document is received, February 12, 2026
Cristina	Collect member edits and submit second DRAFT of Charter for final comments	February 13, 2026
Cristina	Finalize Charter and send it members	February 17, 2026
COA Data Team (with Pop Health/Analytics)	Prepare written responses and/or attend a future meeting to address data questions	

	(conditions counts, disability algorithm, risk tiers, LTSS, race/language "unknown")	
Cristina & Eileen	Schedule Individual onboarding/check-ins with each member; capture codesign priorities with each member; capture codesign priorities	By April 1st
Cristina	Circulate detailed meeting notes for member review; post de-identified summaries publicly	1-2 days after the meeting, by Friday, February 13, 2026
Cristina (Comms/IT)	Fix secure email/access issues for MAC inbox; confirm everyone receives materials without extra logins	Before follow-up is sent
Cristina	Resolve Zoom interpretation workflow	By April 1st, 2026 (next meeting)

Materials	
Item	**Description**
Charter	Charter explains: • Why the MAC exists • Who can join • What members do • What support Colorado Access provides • How the group makes decisions • How members are thanked for their time Its goal is simple: Make sure programs for children and families reflect the voices and real lives of the people who use them.
Agenda	Provides clear expectations about how the time will be utilized during the meeting
Meeting slides	Provides content covered during the meeting