“Hot Topics” World Café
The NAHAA Experience
Health Action 2018
Agenda

Introductions

Group discussion topics
- Agent and broker models
- Using volunteers
- Resiliency

Report Out

Next Steps
Meet the Facilitators

Dave Chandrasekaran: Healthcare and Training Consultant

Elba Gonzalez-Mares: Executive Director, Community Health Initiative Napa County

Jessica Kendall: Director of Stakeholder Engagement, Transform Health

Jeb Murphy: Communications & Development Manager, Crisis & Counseling Centers, Inc

Shelli Quenga: Director of Programs, Palmetto Project
SUCCESS IN YOUR FUTURE

Top 10 Skills Important in the Workforce

**2015**
1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgement and Decision Making
9. Active Listening
10. Creativity

**2020**
1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgement and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

(Source: Future of Jobs Report, World Economic Forum)

@reftthinking
The NAHAA Experience

Networking
Training
Policy
Visibility
Capacity Building
Best Practices
Learning Tables
Growth Opportunities
Advocacy

MEMBER INPUT DRIVES DIRECTION

National Association of Health Access Assisters
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OE5: Our Four Key Takeaways

- **Consumers value coverage**
  - Millions enrolled in coverage in half the time!
  - Issuers are on stable financial footing
  - More affordable plans available

- **Consumer Assistance plays a vital role in the health care delivery system**
  - Year-round outreach, education and enrollment
  - Assister programs in high demand to help consumers make informed choices

- **Health Access Assisters (that’s you!) maintained their focus**
  - Funding cuts
  - Unequal footing through HHS referrals to brokers prioritized

- **The Work Continues**
  - People still need help!

MISSION:
The National Association of Health Access Assisters elevates, advances and advocates for the Health Access Assister profession. The goal is to promote and support the work of our members who help individuals, children and families gain, use, and retain high quality health care and coverage.

Become a member today at nahaa.org
Member Services

- Advocacy and Visibility to Policymakers
- Sharing Best Practices (i.e.: new Models, Certification Programs)
- Professional Development through Conferences, Statewide and Regional Meetings, and Other Networking Opportunities
- New Funding Models and Creating Funding Opportunities (i.e.: Sub-Contracts with Members)
- Organizational Infrastructure Support and Capacity Building (i.e.: CRM, Technical Assistance, etc.)
NAHAA Steering Committee

Mark Diel, California Coverage & Health Initiatives  
Daniel Bouton, Community Council of Greater Dallas, Texas  
Elba Gonzalez, Napa Valley CHI, California  
Deepak Madala, Enroll Virginia  
Jessie Menkens, Volunteer, Alaska  
Jeb Murphy, Volunteer, Maine  
Maggie Norris-Bent, Westside Family Health Services, Delaware  
Lisa Olson, Primary Care Association, Wisconsin  
Shelli Quenga, Palmetto Project, South Carolina  
Jodi Ray, University of South Florida  
Jennifer Simmons, Legal Aid, North Carolina