



National Association of  
Health Access Assistants

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



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# Agenda

Introductions

Group discussion topics

- Agent and broker models
- Using volunteers
- Resiliency

Report Out

Next Steps



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# 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



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SUCCESS IN YOUR FUTURE

@refthinking

(SOURCE: FUTURE OF JOBS REPORT, WORLD ECONOMIC FORUM)

# 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 



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# The NAHAA Experience

**MEMBER INPUT DRIVES DIRECTION**

Networking

Training

Policy

Visibility

Capacity Building

Best Practices

Learning Tables

Growth Opportunities

Advocacy



# Contact Us

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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!



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# NAHAA Mission & Vision

## 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](http://nahaa.org)*



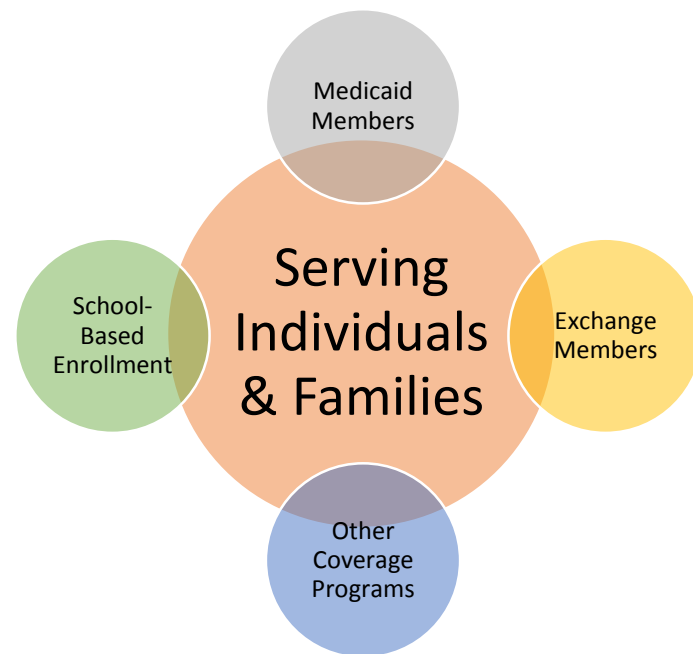




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# Member Services

- 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.)





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# 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

