**Duals Demonstration Stakeholder Work Groups**

**Communication Instructions**

All workgroup materials and meeting instructions are posted to the work group web pages. The main page is <http://1.usa.gov/CalDuals-WorkgGroups>

Individual Work Group Page links are below:

1. [Beneficiary Notifications, Appeals and Protections](http://www.dhcs.ca.gov/provgovpart/Pages/BeneficairyNotifications.aspx) (<http://www.dhcs.ca.gov/provgovpart/Pages/BeneficairyNotifications.aspx>)
2. Provider Outreach and Engagement

<http://www.dhcs.ca.gov/Pages/ProviderOutreach.aspx>

1. [Mental Health and Substance Use Integration](http://www.dhcs.ca.gov/Pages/BehavioralHealthIntegration.aspx)

<http://www.dhcs.ca.gov/Pages/BehavioralHealthIntegration.aspx>

1. [In-Home Supportive Services Coordination](http://www.dhcs.ca.gov/Pages/IHSSCoordination.aspx)

<http://www.dhcs.ca.gov/Pages/IHSSCoordination.aspx>

1. [Long-Term Services and Supports Integration](http://www.dhcs.ca.gov/Pages/LTSSIntegration.aspx)

<http://www.dhcs.ca.gov/Pages/LTSSIntegration.aspx>

1. [Fiscal and Rate Setting](http://www.dhcs.ca.gov/Pages/Fiscal.aspx)

<http://www.dhcs.ca.gov/Pages/Fiscal.aspx>

1. [Quality and Evaluation](http://www.dhcs.ca.gov/Pages/Quality.aspx)

<http://www.dhcs.ca.gov/Pages/Quality.aspx>

Please bookmark these pages and check them regularly for updates and meeting materials. We understand that not everyone has ready access to high-speed Internet and we can assist those individuals. Please email at workgroups@calduals.org or call us 916-287-3338.

**How do I sign-up for a work group?**

The work groups are open to anyone interested in participating on a regular basis. We asked people to RSVP for the first work group meetings, and if you did so, thank you and we have added you to the email list for future work group updates.

To sign up for work group updates now, please use this link and designate the specific groups you are interested in: <http://bit.ly/CalDuals-Workgroups>

**Where are work group materials posted?**

All work group materials are posted to the dedicated web pages linked above.

**How do I get a call-in number for the meetings?**

We will be using the Maestro Conferencing system to conduct our meetings via phone. This system allows us to call on individuals by name and track attendance. You don’t have to be online to call, however, you will need a NEW dial-in and pin number for EACH meeting. You get these numbers through the links provided on the work group web pages. Again, if you need help registering, please email us at workgroups@calduals.org or call us 916-287-3338.

**Can I get a toll-free number?**

We will provide toll-free numbers to people who request them. If you receive a toll-free number for one meeting, you may use it for all subsequent meetings. However, you will still need a unique pin number for each meeting.

**Can I share my pin number with other my colleagues?**

If *Jane Doe* shares her pin number with others, it will appear to the meeting organizers that several Jane Does have called into the meeting. It will work, but it may be confusing to call on you for a question or comment. Also, it makes it difficult to get an accurate attendance count.

**How do I participate in the meeting via phone?**

Participating via phone is easy. At certain points throughout the meeting the facilitator will ask for participant comments or questions. You can virtually “raise your hand” by pressing “1” on your phone. Then the meeting organizer will call on you.

You may also participate by using the online dashboard. This is a link provided to you by Maestro in the email with your dial-in and pin number. You may submit questions to the meeting host through this online dashboard in real time. The meeting host may also post information to the dashboard for your benefit during the meeting.

**I have hearing loss. How can I participate?**

We will rely on two communication technologies to ensure our meetings are accessible to people with hearing impairments.

1. Sign up for a free account through [www.ClearCaptions.com](http://www.ClearCaptions.com) and make your call. This easy-to-use service will transcribe the meeting for you on your computer, Ipad or Iphone. Please access the site for more specific instructions.
2. If you want to ask a question, type it into the “participant dashboard” for the meeting that looks like the image below.

