



National Center on Advancing Person-Centered Practices and Systems

The PAE Attention Framework: Understanding the Ingredients for Successful Stakeholder Engagement

Summary of a webinar from June 15, 2020

Introduction

This webinar is on ways to get input from people with different viewpoints. Input can help us make programs and services work better. This is also called stakeholder engagement. There are different groups that policy makers should include such as:

1. People who get services (self-advocates)
2. Family members
3. Service providers

The speakers on this webinar share tips on what works and does not work. Some important things to know about stakeholder engagement:

- Not everybody can or wants to be involved in the same way.
- Sometimes people who are not in charge are forgotten.
- Start somewhere and keep working to improve it – Do not let perfection get in the way.
- Do not have a “rubber stamp” process. This is when people just approve what has already been decided.

PAE Attention Framework

A good process for getting input from people is called the PAE Attention Framework. It stands for People, Approach, and Environment.

The **people** who are meeting with stakeholders must be genuine, authentic, and honest. They must also have the skills to manage the process well. The **approach** is how you get input. It should be driven by what you are trying to accomplish. The **environment** means creating a welcoming space for people to share their ideas and opinions.

Anne feels like a valued part of the process when people:

- Listen to her
- Help her grow
- Explain what’s going on
- Talk directly to her and ask her what she thinks


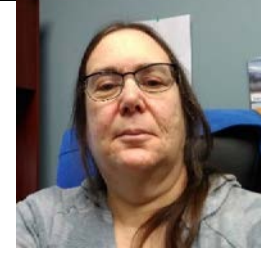


Keith says, “People are no longer looking to be told what their lives are going to become. They’re looking to be active participants, shaping the best possible outcome.”



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The speakers on this webinar were:

	<p>Dr. Erin McGaffigan has 22 years of experience in long-term services and supports for older adults and people with diverse disabilities. Her PAE Attention framework, developed as a result of her 2011 dissertation, informs her work with program administrators, researchers, advocates, health plan administrators, and people with lived experience to design and improve stakeholder engagement activities.</p>
	<p>Anne Fracht has been advocating for herself and others for years and has received multiple awards for this work. She has worked at Advocates, Inc. as a Self-Advocacy Coordinator since 2009. Ms. Fracht also has sat on many advisory groups to inform program design and improvements, including Boards, Strategic Planning Workgroups, Human Rights committees, and more.</p>
	<p>Keith Jones, President of SoulTouchin' Experiences is an African American activist and entrepreneur with cerebral palsy. As a strong advocate for independent quality living in the community, Mr. Jones has participated actively in addressing various issues that people with disabilities face. These areas include housing, education, and voting access.</p>
	<p>Bob Weir is currently the Home and Community-Based Policy Analyst for the State of Oregon Department of Human Services Aging and People with Disabilities program. Mr. Weir's experience includes work for people with developmental disabilities, adolescents in the Oregon State Hospital, and 31 years focused on seniors and people with physical disabilities.</p>