

## Meaningful Consumer Engagement Webinar Series:

**Courtney Mulroy**, *Program Associate, Health Education and Caregiver Training*  
Commonwealth Care Alliance (CCA)

At Commonwealth Care Alliance (CCA), Courtney works to develop and improve CCA's ability to engage and integrate the consumer voice as a tool for change and improvement. The Consumer Engagement initiative focuses on member empowerment, broadening and facilitating avenues for the CCA member voice to be heard, and ensuring that CCA's practices, initiatives, and program materials are patient-centered at all times. Courtney has assisted in hosting consumer health workshops, member meetings, focus groups, consumer surveys and is currently working to develop a consumer ambassador group. She has also designed and implemented Strengthening Care Together, the family caregiver initiative that provides resource, educational, and social supports for family caregivers of CCA members. Courtney graduated from the School of Public Health at UMass Amherst, has a certificate in Public Policy and Administration, and is a certified Alzheimer's support group moderator.

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The presentation and post-recording of the webinar will be available at [www.ResourcesForIntegratedCare.com](http://www.ResourcesForIntegratedCare.com).

Please contact [RIC@lewin.com](mailto:RIC@lewin.com) or [Kerry.Branick@cms.hhs.gov](mailto:Kerry.Branick@cms.hhs.gov) if you have questions.

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### **William Dean, JD, MSW, *Delivery System & Consumer Engagement Manager* Community Catalyst**

William builds collaborative working relationships with delivery systems serving people eligible for both Medicare and Medicaid ("dual eligible"). As part of Community Catalyst's Voices for Better Health project, William assists health plans, health homes, and provider groups to develop approaches for more meaningful consumer engagement - from member meetings to consumer advisory councils to including consumers on governing boards - among its dual eligible beneficiaries.

Previously, William was the consultant to the California State Senate's Subcommittee on Aging and Long-Term Care, where he staffed legislation and conducted oversight and informational hearings on a variety of issues along the long-term care continuum. A former geriatric social worker with a focus on care management and hospice, William graduated from Boston College, Salem State University School of Social Work, and the University of the Pacific, McGeorge School of Law.

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