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Public Meeting Notice
Public Education Subcommittee
Wednesday, April 26, 2023, 10:00 AM – 12:00 PM

Due to COVID-19 concerns, this meeting will be held using WebEx.

- **To join by link:** Please register in advance of the meeting & join the WebEx Meeting a few minutes before the meeting starts. Please use the following meeting link to register:
<https://illinois.webex.com/weblink/register/r465fae5eca052b3246c6285957680a43>
During this brief registration your (name and email) & two additional questions will be required.
 - Once registered, WebEx will provide you access to the meeting link.
- **To join by phone:** +1-312-535-8110 (Chicago) +1-415-655-0002 US Toll
- **Meeting Number & Access Code:** 2454 894 3532 | Password: PubEd4.26.23

Agenda

1. **Call to Order**
2. **Roll Call of Subcommittee Members**
3. **Introductions of HFS and State Agency Staff**
4. **Review and Approval of the Meeting Minutes from March 1st, 2023**
5. **State Updates:**
 - A) Eligibility Updates
 - I. Call Center Customer Services
 - II. Restarting Redeterminations
 - III. Customer Notifications
 - IV. Special Populations
 - V. HFS Application Agents
 - VI. DHS Update
 - VII. Communications and Outreach
 - B) MCO Update
 - C) Metrics
6. **Public Comments**
7. **Additional Business: Old and New**
 - A) Items for future discussion
8. **HFS Announcements**
 - A) Speaker's Bureau: HFS Community Events Participation Request Form
 - B) Outreach and Resources

9. Concluding Directives and Wrap Up

10. Adjournment

HFS is committed to ensuring that this Public Education Subcommittee meets the disability access needs of all participants. Please contact Veronica.Archundia@Illinois.gov with any disability access requests as early as possible. **Please use the following subject line in your email: Request for MAC Public Education Subcommittee Disability Support on Wednesday, April 26, 2023.**

Should you experience access issues or technical difficulties *during* the meeting, please contact Veronica.Archundia@Illinois.gov

WebEx Tips

- Closed Captioning will be available during the meeting
- We strongly suggest using the WebEx link to attend the meeting so that you will have full functionality and capabilities during the meeting.
- You may use your computer's audio or the phone option for sound; in our experience the "Call me" option has the best sound quality.
- If you are calling-in and not using the WebEx link, please email Veronica.Archundia@Illinois.gov, Margaret.Dunne@illinois.gov, and cc Melishia.Bansa@illinois.gov **before 9:00 a.m. on Wednesday, April 26, 2023.**
- Please use the following subject line in your email: **Request for Public Education Subcommittee Attendee Support on Wednesday, April 26, 2023.** You will then receive any last-minute meeting materials if applicable.
- Individuals participating through WebEx may use the "chat" function to communicate with the meeting host and/or co-host.

To Provide Public Comments, You Must Register in Advance As follows:

- To speak during the meeting, interested parties must email request to provide comments to Veronica.Archundia@Illinois.gov and Margaret.Dunne@illinois.gov **by no later than 5:00 p. m. on Monday, April 24, 2023.** Please cc Melishia.Bansa@illinois.gov.
- Please title you email correspondence with the following statement in the subject line: **Request to Provide MAC: Public Education Subcommittee Public Comment on Wednesday, April 26, 2023.**
- All public speakers must provide their name, title, organization name, email address and contact number when signing up to speak.
- **Speaker Requirements During the Meeting:** The Department will try to accommodate as many requests as possible, however there is limited availability for public comments. Comments must be short in length. At the Department's discretion and based upon the public comment time allotted, each speaker will be given less than 3 minutes to provide comments during the meeting.
- Speakers on the same subject are encouraged to collaborate and have a single spokesperson, if possible.
- Once your request has been reviewed, you will receive a confirmation email from Veronica Archundia.
- Registrants will be provided with details of how to join the meeting to provide comments **by no later than 5:00 p.m. on Tuesday, April 25, 2023.**

Regarding the Submission of Written Comments:

- Additionally, interested parties may also provide written comments to the Department in lieu of speaking during the meeting.
- Comments will be read into to record by the Chair or administrative personnel.
- **Comment Requirements:** Comments must be short in length and **must not** exceed 3 minutes when read during the meeting.
- Please email request to provide written comments to Veronica.Archundia@Illinois.gov and Margaret.Dunne@illinois.gov Please cc Melishia.Bansa@illinois.gov by **5:00 p.m. on Monday, April 24, 2023.**
- Please title your email correspondence with the following statement in the subject line:
Request to Provide MAC: Public Education Subcommittee Written Comment on Wednesday, April 26, 2023.

Postponing the WebEx Meeting:

- If in the event of any technical errors with the Virtual WebEx platform that could impede upon the virtual operations of the meeting experience, the meeting will be postponed until further notice.
- Registered Attendees will receive an email notification informing them the meeting has been postponed until further notice.
- Registered Attendees will receive an email notification regarding the new date of the rescheduled meeting.

This notice is available at: [2023 MAC and Subcommittee Meeting Notice | HFS \(illinois.gov\)](#)