

## Erin McGaffigan

*Collective Insight Founder and Principal*

4 Pickard Lane

North Reading, MA 01864

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www.collectinsight.com

### EDUCATION/TRAINING

INSTITUTION AND LOCATION	DEGREE	DATE AWARDED	FIELD OF STUDY
University of Massachusetts Boston, Boston, MA	Doctor of Philosophy	2011	Public Policy
University of Massachusetts Boston, Boston, MA	Master of Science	2008	Public Policy
Boston College, Chestnut Hill, MA	Master of Social Work	2002	Social Work, Focus in Community Organizing, Public Policy, and Administration
Wheelock College, Boston, MA	Bachelor of Social Work	1999	Social Work, Minor in Psychology, Focus in Inter-professional Partnerships in an Urban Community

### PROFESSIONAL STATEMENT

Dr. Erin McGaffigan has been the leader of Collective Insight, LLC, a certified woman-owned business, since 2014. She has 18 years of experience designing and improving community-based long-term services and supports for elders and people with a wide range of disabilities. Her expertise includes transformation of HCBS systems; research on consumer advisory committee practices; development of participant direction models; creation of innovative peer support strategies; and engagement of cross-disability advocacy groups in policy design and research. Dr. McGaffigan has assumed various consultant roles since 2006, including partnering with managed care firms to inform member outreach, assessment, service planning, peer services, and quality monitoring within managed long-term services and supports. Dr. McGaffigan has experience working with stakeholders to design and implement training curricula and toolkits, including trainings for effective stakeholder engagement, case management person-centered planning paradigm shifts, and self-advocate emergency preparedness. Dr. McGaffigan currently serves as a Patient-Centered Outcomes Research Institute (PCORI) Ambassador, an Editorial Board Member for the Journal of Aging and Social Policy (JASP), and a Research and Development Fellow with the LeadingAge LTSS Center @UMass Boston. Dr. McGaffigan and Collective Insight have been awarded three separate evaluations for Substance Abuse and Mental Health Services Administration (SAMHSA) grants that develop and expand addiction peer recovery supports within Massachusetts. Dr. McGaffigan also is a Lead Investigator for the PCORI-funded initiative, the Aging PCOR Learning Collaborative: Advanced Engagement (EACB-26961) Project, to expand researchers' readiness for effective engagement of older adults in research design and implementation. Prior to these roles, Dr. McGaffigan was the Public Policy Lead at Boston College's National Resource Center for Participant-Directed Services where she developed the Center's public policy agenda and products. She also was the Senior Project Director for multiple University of Massachusetts Medical School federally-funded Systems Change Grants to enhance the Commonwealth's home and community-based services.

### EMPLOYMENT AND POSITIONS HELD

INSTITUTION AND LOCATION	RESPONSIBILITIES	DATE
University of Massachusetts Boston, MA	<i>Policy and Research Fellow, Adjunct Professor. Supports the growth of the LeadingAge LTSS Center @UMASS Boston. Provides project development support, writes funding proposals, and manages grants. Develops and leads engagement efforts. In partnership with the LTSS Center, implemented 3 PCORI-funded initiatives.</i>	January 2017 - Present
Collective Insight, LLC, MA	<i>Principal and founder. Responsible for the daily operations of the firm. Conducts policy analysis, constructs effective stakeholder engagement strategies, assists in the development, expansion, and diversification of new and existing peer and community networks, provides technical assistance and training in engagement, provides strategic planning to organizations and helps to design, develop and implement easy to follow evaluation plans, and leads a team in successful proposal and grant writing.</i>	November 2014 - Present

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Senior Consultant, MA	<i>Independent Contractor. Served as a consultant in many roles, including Public Policy Lead Consultant for the development and implementation of the public policy agenda for the National Resource Center for Participant-Directed Services; led a national effort to increase participant involvement in the design, implementation, and evaluation of Cash and Counseling programs; supported the creation of the National Participant Network and peer support models; facilitated a workgroup and developed a consumer-direction training curriculum to assist case managers to make the paradigm shift required to support elders to self-direct their services; implemented an emergency preparedness policy initiative in collaboration with the Department of Mental Retardation</i>	November 2006 - November 2014
University of Massachusetts Medical School, Center for Health Policy and Research, MA	<i>Project Director. Responsibilities included budget development, budget monitoring, contract management, supervision of staff, development and monitoring of work plans, meeting facilitation, communication and annual reporting to funding source, research design and methods, pilot implementation, and pilot evaluation. Also responsible for developing client relationships with state agency leadership within the Executive Office of Health and Human Services, the Executive Office of Elder Affairs, Department of Mental Health, Department of Mental Retardation, and the Office of Medicaid. In addition to managing three federal grants, also managed a project for the Executive Office of Elder Affairs to develop a quality management system for the 1915c Frail Elder waiver (Medicaid program). Also, author of two successfully awarded federally funded grants totaling over 4 million dollars.</i>	July 2002 - November 2006
The Long-Term Care Resource Network Boston College Graduate School of Social Work, MA	<i>Graduate Assistant. Responsibilities included working with a national Advisory Board, creating and implementing a mini-evaluation plan for the HCBS website, writing abstracts on relevant HCBS research journal articles for posting on the HCBS website, and participating in national conferences. Additional projects included assisting in the completion of final grant reports, creating a Policy and Procedures Manual for the LTCRN, developing and disseminating marketing materials for national conferences, and creating and implementing a method for evaluating technical assistance work with various states.</i>	September 2001 - May 2002

### HONORS

- Ambassador, (2023-Present). Patient Centered Outcomes Research Institute (PCORI).
- Editorial Board Member, (2017-Present). Journal of Aging and Social Policy (JASP).
- Recipient of the 2011-2012 Public Policy Department Dissertation Book Award University of Massachusetts Boston.
- Member, Board of Directors, Independent Living Center for North Shore and Cape Ann (2007-2010). Elected Secretary (2008-2010). Chair of Strategic Planning Committee (2008-2010).

### SELECTED PEER-REVIEWED PUBLICATIONS

Quach, E., O'Connor, D. and E. McGaffigan (Jan/Feb 2010). Supporting People with Disabilities in Managing Individual Budgets: The Role of Support Brokers. Professional Case Management, 15(1), p. 1-9.

McGaffigan, Erin, Oliveira, C., & D. Enochs (Spring, 2009). Emergency Planning and People with Disabilities: Massachusetts' Lessons Learned. Journal of Emergency Management.

Barrett, Erin (March, 2006). Personal Stories from Professionals: Fighting a System Biased Toward Nursing Home Placement. The Journal of American Geriatrics Society, 54(3), p. 541-542

### OTHER SELECTED PUBLICATIONS

McGaffigan, E., Foster, D., Webber, S., and Destrampe, M. (In Press). Chapter 1. User Involvement in Research. Ethics and Integrity in Research with Older People and Service Users: Moving Beyond the Rhetoric. Emerald Publishing.

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McGaffigan Ph.D., E., Grey, T., Webber, S. (2022). Building Capacity for Patient-Centered Outcomes Research in the Aging Research Community. [Poster]. Gerontological Society of America Annual Scientific Meeting. Indianapolis, IN.

Markus Hodin, Renée, McGaffigan, Erin and Missy DeStrampe. (2019). Organizational-Level Consumer Engagement: What It Takes: Case Study- Children's Mercy Kansas City, Community Catalyst/Center for Consumer Engagement in Health Innovation. [https://www.healthinnovation.org/consulting/Consumer-Engagement-Case-Study\\_Childrens-Mercy-Kansas-City.pdf](https://www.healthinnovation.org/consulting/Consumer-Engagement-Case-Study_Childrens-Mercy-Kansas-City.pdf)

Foster, Danielle, McGaffigan, Erin, and M. Cohen. (October, 2018). Marrying Patient Activation And Self-Determination For People With Medical And LTSS Needs. Health Affairs Blog, <https://www.healthaffairs.org/doi/10.1377/hblog20181018.990689/full/>

McGaffigan, Erin and Danielle Skenadore Foster. (June, 2018). The One Care Implementation Council: Stakeholder Engagement within a Duals Demonstration Initiative. Community Catalyst Center for Consumer Engagement in Health Innovation. <https://www.healthinnovation.org/resources/publications/body/One-Care-Implementation-Council-Review-June-2018-1.pdf>

Mahoney, K.J. and McGaffigan, E. Chapter Authors. (2017). Cash and Counseling: Empowering Elders and People with Disabilities to Make Personal Care Decisions. In E. Pinderhughes (Ed.), Understanding Power: 21st Century Human Services Imperative. National Association of Social Work Press.

Mahoney, K.J., McGaffigan, E., and Sciegaj, M. Chapter Authors. (2016). Approaches to Empowering Individuals and Communities. In B. Berkman (Ed.), Handbook of Social Work and Aging. Oxford University Press. <http://www.worldcat.org/title/oxford-handbook-of-social-work-in-health-and-aging/oclc/920673501>

McGaffigan, E. and Mahoney, K.J. (2012). Factors Affecting Participant Engagement in the Design and Implementation of Public Programs: Lessons from Cash & Counseling. <http://web.bc.edu/libtools/details.php?entryid=357>

McGaffigan, E. (July, 2010). Participant Direction During Difficult Budget Times: A Toolkit for State Policymakers and Advocates National Resource Center for Participant-Directed Services. <http://www.participantdirection.org>

### **PUBLIC SPEAKING AND PRESENTATIONS**

Presenter. Building Capacity for Patient-Centered Outcomes Research through Training. (2022). Gerontological Society of America Conference. Indianapolis, IN.

Host and Facilitator. Professional Development Seminar Series (September 26, October 3 & 17, 2022). University of Massachusetts Boston, MA.

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Host. Expertise Reimagined, a PCORI-funded webinar. (October 14, 2022). The Aging PCOR Learning Collaborative.

Presenter. Partnering with People with Disabilities to Change our Systems. (August 9, 2021). Reinventing Quality Conference. Lessons Learned from 2020: Managing and Leveraging Disruptions Virtual Conference.

Panel Presenter. Community Engagement in Research and Policy Development (2021, 2022, 2023). Expanding Access. UMASS Medical School Eunice Kennedy Shriver Center LEND Program.

Presenter. Patient Engagement in Research Design and Implementation: Moving from Infancy to Adolescence. Applying Engagement Frameworks to Case Scenarios: A Retrospective Analysis. (November 4-7, 2020). GSA 2020 Annual Scientific Meeting Online.

Host and Facilitator. Sage's Symposium to Expand Researcher Readiness (October 26, 27, 28, 2020). University of Massachusetts Boston LeadingAge LTSS Center at UMASS Boston, MA.

Panel Presenter for [The PAE Attention Framework Webinar](#). (June 15, 2020). National Center on the Advancement of Person-Centered Practices and Systems.

Panel Presenter for [The Art of Engaging Older Adults Webinar](#). (December 20, 2019). Gerontological Society of America.

### CURRENT/COMPLETED PROJECTS

INSTITUTION AND LOCATION	RESPONSIBILITIES	DATE
Aging PCOR Learning Collaborative: Advanced Engagement	Principle investigator for Eugene Washington PCORI Engagement Award project, the Aging PCOR Learning Collaborative: Advanced Engagement (EACB-26961) Project. The project will build upon lessons learned from the PCORI-funded <a href="#">Aging PCOR Learning Collaborative</a> (19514-LTSS). The Advanced Engagement project seeks to shift the research paradigm to include older adults, including those from underrepresented communities, and caregivers as research partners, rather than merely subjects, in aging-focused research. To do so, the Collaborative is building capacity on multiple fronts, offering educational resources and training to students, researchers, academic leaders, funders, and older adults.	February 2023-Present
Restoration Recovery	Provided SAMHSA grant organization, support, and submission assistance to Restoration Recovery Center.	March 2022-April 2022
OptiMetra	Develop and/or refine Medicaid-funded managed care models during the Request for Proposals process by providing guidance on (and writing for) person-centered long-term services and supports, case management, participant direction models, and stakeholder engagement strategies.	September 2021-January 2022
Massachusetts Organization for Addiction Recovery (MOAR) Addiction Peer Support Advocacy Network, Boston, MA Parents in Recovery Engaged Together (PAREnT Project)	Evaluator and interim-Project Coordinator for the Parents in Recovery Engaged Together (PAREnT Project) grant funded by the Substance Abuse and Mental Health Services Administration. The PAREnT Project is a three year grant to enhance Massachusetts' statewide network of recovery supports, and increase recovery coach knowledge of the Department of Children and Families (DCF) and Justice systems. Evaluation includes process and outcome measures as well as the administration and analysis of a statewide survey on recovery support services.	August 2021-Present
Massachusetts-Assisted Living Association (MASS-ALA) COVID Skilled Nursing Care	Collective Insight, in partnership with the UMass Boston Gerontology Institute's LeadingAge LTSS Center @UMass Boston (LTSS Center), Coordinated and conducted interviews in Assisted Living Residencies.	August 2021-November 2021

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	Conducted case study interviews, analyzed findings and acted as lead author on final report to understand the understand how the Massachusetts COVID-19 emergency order affected this population.	
Massachusetts Organization for Addiction Recovery (MOAR) Addiction Peer Support Advocacy Network, Boston, MA Strategic Planning	Facilitating strategic discussions, making Strategic Plan revisions, and creating templates to support ongoing Plan monitoring so to implement MOAR Strategic Plan. work will include the infusion of social equity goals and activities within the Strategic Plan.	July 2021- Present
University of Massachusetts Boston LeadingAge LTSS Center at UMASS Boston, MA	Co-principle investigator for Eugene Washington PCORI Engagement Award project, the Aging PCOR Learning Collaborative. Activities include design and management of an online networking platform bringing together older adults and researchers; development of educational podcasts and videos describing PCOR concepts; design and implementation of PCOR concept classes for the Osher Lifelong Learning Institute; and providing technical assistance to researchers and gerontology programs implementing PCOR.	February 2021- December 2022
Orange Square	This project sought to understand the burdens experienced by underserved birthing women, particularly those who identify as Black and African American and Brown or LatinX/Hispanic, to better respond to their needs and improve their health outcomes. Collective Insight supported Orange Square in the recruitment of 90 research participants, facilitation of focus groups (12 total were conducted) in support of the Postpartum Self-Care Mobile App Project, and analysis of pilot study data.	February 2021- August 2021
Centene, Social Health Bridge	Developed Social Health Bridge Road Playbook and assisted with pilot program site development and implementation in Louisiana, Indiana, and California.	April-December 2021
Community Voices Project	This project sought to understand the impact of COVID-19 on County residents, specifically the Black and Brown communities most impacted, and to elevate these voices to inform COVID-19 public health initiatives. The Project utilized a multi-method engagement strategy for collecting community input and providing feedback to DPH. The research strategy included creating a multi-stakeholder Taskforce that guided the creation of community data profiles, key informant interviews, focus groups, and an online survey. Research also included conducting additional Key Informant Interviews and Focus Groups with new target populations and extending collection of the Online Survey data.	October 2020- February 2021
AdLib, Inc	Developed training for AdLib, Inc Board of Directors. Activities included the creation of four training modules and the development of an online platform to house recorded presentations, module resources, and post-module activities. Assisted AdLib, Inc Board of Directors to revise Charter and Bylaw documents. Assisted AdLib, Inc Board of Directors to conduct Executive Search.	September 2020- January 2022
Community Catalyst, Boston, MA	Developed Advancing Racial Justice within Consumer Health Advocacy project designed to gather information from key audiences to inform the construction of a targeted, multi-year programmatic plan to improve the technical assistance provided by Community Catalyst by uplifting BIPOC voices.	June 2020-May 2021
University of Massachusetts Boston LeadingAge LTSS Center at UMASS Boston, MA	Co-Principal for the Sages' Symposium to Expand Researcher Readiness. Activities included bringing researchers and frail older adults together to develop and host a symposium that expanded the pool of researchers who engage frail older adults. Planned and facilitated panel discussions, Q & A's, Keynote presentations as well as lead the debrief of participants and development and distribution of post-symposium survey.	August 2019- January 2021

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LTSS Senior Hub Model	Hebrew Senior Life's Center Communities of Brookline (CCB) engaged the LTSS Center @UMass Boston to inform CCB's decisions about how to best design and deliver the levels of living, services, and care in a new residential community within their existing Centre Street footprint. Activities included designing and conducting a series of focus groups to obtain the views and opinions of Brookline residents and adult children of Brookline residents.	July 2019-May 2021
University of Massachusetts Medical School	Establish, in partnership with UMASS Medical School (UMMS), a Member Experience Stakeholder Group to inform the DSRIP Independent Evaluation Member Experience data collection strategies.	June 2019-November 2020
SOPHOS Consulting Strategies	Develop and/or refine Medicaid-funded managed care models during the Request for Proposals process by providing guidance on (and writing for) person-centered long-term services and supports, participant direction models, and stakeholder engagement strategies.	June 2019-Present
Human Services Research Institute	Serve as a Subject Matter Expert for the National Center on Advancing Person-Centered Practices and Systems. Activities include targeted technical assistance (TA) to support States, Tribes, and Territories to achieve their systems change goals as specified in the targeted TA plan and develop reports and recommendations.	May 2019-Present
Community Catalyst	Develop case studies on consumer engagement structures in three health care provider organizations and create a change package that summarizes the key resources needed to implement consumer engagement at the organizational level.	April 2019-Present
University of Massachusetts Boston LeadingAge LTSS Center at UMASS Boston, MA	Provide project development support, including the development of funding concepts and proposals as well as develop research and technical reports to support the advancement of long-term services and supports for individuals with a wide range of disabilities.	September 2017-Present
Massachusetts Organization for Addiction Recovery (MOAR) Addictions Peer Support Advocacy Network (SOAR), Boston, MA	Evaluator for the Speaking out for Addiction Recovery (SOAR) Grant funded by the Substance Abuse and Mental Health Services Administration. SOAR is a three year grant to enhance Massachusetts' statewide network of recovery supports. Evaluation includes process and outcome measures as well as the administration and analysis of a statewide survey on recovery support services.	October 1, 2014-Present
Massachusetts Organization for Addiction Recovery (MOAR) Addictions Peer Support Advocacy Network, Boston, MA	Strategic planning consultation and facilitation, working directly with the MOAR Executive Director and Board of Directors to assess progress, identify opportunities, and develop action plans.	April 2013-Present
Ireland & Associates, LLC Managed Care Consultant Firm, San Antonio, TX	Develop and/or refine Medicaid-funded managed care models during the Request for Proposals process by providing guidance on (and writing for) person-centered long-term services and supports, participant direction models, and stakeholder engagement strategies.	November 2012-Present