



# HCPF END OF YEAR GRANT REPORT OUT



BENEFIT OUTREACH SPECIALIST





# Gunnison County



## Mission

The mission of the Gunnison County Department of Health and Human Services (DHHS) is to provide culturally-competent advocacy, prevention, protection and support services to families of Gunnison and Hinsdale counties so they can prosper and thrive in a healthy and supportive community



# Gunnison County: Location

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This City is located at the coordinates 38°33' 3.8016"N 100°0' 0"W, its zip code is 81230. The City of Gunnison, the County Seat of Gunnison County, is centrally located in the State of Colorado, 200 miles from Denver and 180 miles from Colorado Springs, the major metropolitan areas of the state. The city is approximately 30 miles west of the Continental Divide at the confluence of the Gunnison and Tomichi Rivers. Crested Butte and Monarch ski areas are 28 miles north and 42 miles east, respectively. Gunnison's elevation is 7,703 feet.

# WHO WE ARE

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- Population: 17,246
- Health First Caseload: 3040
- CHP+ Caseload: 276
- 6,643 Households
- 10.2% of the population lives in poverty
- Provide Assistance to Hinsdale County
- Combined Health and Human Service: WIC, TANF, SNAP, CPS, APS, Immunizations, Family Planning, CSBG, West Central Public Health Partnership
- Host the Health Coalition of the Gunnison Valley and the Basic Needs Subcommittee




# Benefit Outreach Specialist

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Gunnison County Health and Human  
Services





Gunnison County will provide one -on-one outreach to vulnerable populations to increase community and member health and to maximize utilization of benefits.



AKA: BOS (Benefit Outreach Specialist)



# BENEFIT OUTREACH SPECIALIST

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- Provide one on one assistance with vulnerable populations for new Health First Colorado Applications and Redeterminations
- Capitation mitigation! Outreach to members who are not receiving mail:

Outcomes: No changes Needed, Case Information Updated, Case closed

# ACTIVITIES

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- Identify locations and provide outreach, including Lake City, Marble, Crested Butte

Completed: 01/20

Goal: 5

Actual: 9

- Develop Return Mail Process

Completed:09/19

# of mail processed: 1111



# ACTIVITIES CONTINUED

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- Benefit Outreach Specialist need to be trained in Health First Colorado

Completed: 9/19

- Assist one on one to complete applications and redeterminations

Goal: 100

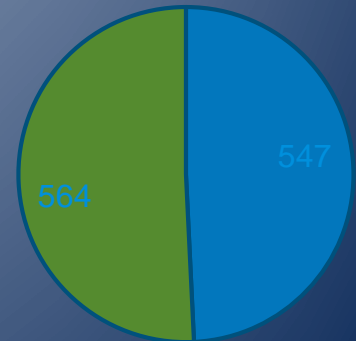
Actual: 241

# Improving Service to Members

1. 547 out of 1111 cases were able to maintain coverage (returned mail)

2. 239 of 241 individuals successfully completed RRR/new

MA Coverage



■ Retained ■ Closed

# MAIL ISSUES

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- Address change

Funny thing, people don't report that they are moving.

- Issue with Post Office Delivery

- PEAK

Often changes in PEAK would not attach to a case in CBMS

# Mail Break Down

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Process: Run case/client number in CBMS to gain contact information and status of case. Contact individual via phone or email. Once message is left, hold mail for 2 weeks to allow time for response before turning over to eligibility team. If we receive no response, Eligibility goes into CBMS and notes “Whereabouts Unknown”, and a date for closure.

Customer Requested Case to be closed: 46

Customer Requested cased to remain open: 547

Cost Mitigation: \$7179/annual

Calls/contacts made: 863

# INTERNAL COLLABORATION

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- Senior Resource Office
- Understanding of aging adults needs, barriers and strengths in addition to vulnerable individuals and families
- Attends Weekly Meetings
- Team of 6
- Economic Security Team
- Understanding of Health First Colorado, quick access to information
- Team of 6
- Attend Weekly Meetings

# NEW APPS AND RRRS

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- RRR's

- Confusing language around necessity of turning in paperwork
- Follow-up around requested VCL's

- Applications

- Hospital discharge planners
- Medical clinics
- Walk-ins
- Families in crisis

# CHALLENGES ENCOUNTERED

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- Overwhelming amount of mail initially received by BOS
- Backlog of returned mail once passed onto Eligibility Techs
- Outreach Locations (limited by space, weather, willingness of businesses to host DHHS)
- COVID-19
  - Clients force passing, causing increased mail on previously closed cases
  - BOS and Eligibility Team working remotely (Communication gap, unable to meet face to face with clients, senior res)

# SUCCESSSES

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- Excellent Customer Service
- Increased Program Integrity
- Improved Delivery of Programs



# Sustainability/Opportunity

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- Established process for assisting most vulnerable populations with completing applications & RRR's (MSP, NF, Assisted Living)
- Returned mail project was successful in minimizing the amount being returned to DHHS, task can now be handled by Eligibility Techs
  - State is working on centralized location for returned mail
- Community Outreach can be absorbed by Senior Resource and Eligibility Teams