



County Grants Year-End Report Out Agenda

FY 2023-24 County Grant Program

Wednesday, June 12, 2024

Zoom Virtual Meeting

<https://us02web.zoom.us/joining/register/tZMrcu2uqTlpHtZ1yjYgxM9bLM3U-eZesL6s>

Wednesday, June 12, 2024 9:00 a.m. - 3:00 p.m.		
Time	Event/Project	Participant(s)/Speaker(s)
8:55 - 9:00	Participant Virtual Check-In	All participants
9:00 - 9:15	Meeting Logistics and Event Expectations	Christine Torres
9:15 - 9:30 a.m.	Opening Remarks	Kim Bimestefer, Executive Director
9:30 - 10:00 a.m.	Project Sharing	Rachel Reiter, Office Director
Member Health: 10:00 a.m. - 10:40 a.m.		
10:00 - 10:30 a.m.	Outcomes for Vulnerable Medicaid Members	Lake County
10:30 - 10:40 a.m.	Q & A	Lake County
Employee Satisfaction: 10:40 a.m. - 11:15 a.m.		
10:40 - 11:10 a.m.	Integration of EDIA into the Workplace	Grand County
11:10 - 11:15 a.m.	Q & A	Grand County
11:15 - 11:45 a.m.	Lunch Break	

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Customer Service: 11:45 a.m. - 2:55 p.m.		
11:45 - 12:15 p.m.	Language Access - Interpreter Network	Lake County
12:15 - 12:45 p.m.	Creation of Member Experience Advisory Council for Lake County	Lake County
12:45 - 1:15 p.m.	Enhancing a Trauma-Informed Work Culture with Longitudinal Measurement of Customer Service and Retention	Lake County
1:15 -2:15 p.m.	Economic Assistance Call Center	Mesa County
2:15 - 2:45 p.m.	Trauma Informed Management Practice	Pitkin County
2:45 -2:55 p.m.	Q & A	Lake, Mesa, Pitkin & Audience
2:55-3:00 p.m.	FY 2023-24 County Grant Program Closeout Final Remarks:	Christine Torres Rachel Reiter, Office Director
3:00 p.m.	Adjourn	

Department Contact:

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