

**Wisconsin Covering Kids Initiative
Quarterly Status Report**

**Project Year One
Fourth Quarter**

State: Wisconsin		Quarter: Fourth		Project Component: Statewide Project
Activity	Responsible Party	Completion Date	Status	
Goal	Work towards solutions to eligibility and enrollment problems faced by families applying for Medicaid/BadgerCare throughout Wisconsin in collaboration with the State officials, county workers, eligible families, providers of health care, community workers, and other stakeholders.			
Objective	Education Director			
Activities-		Sep 1999	Initial solicitations completed by October, although additional members have been added throughout the year.	
- Form Statewide Coalition				
- Hold Fall Coalition meeting with focus on project implementation & evaluation		Oct 1999	Meeting was held October 21 st with presentations on project goals and planned interventions, and discussion periods on workgroup action plans and evaluation.	
- Form Statewide Coalition workgroups		Oct 1999	Workgroups were formed prior to Oct 21 st meeting and met in breakout sessions at the meeting.	
- Hold first round of workgroup conference calls		Dec 1999	Meetings were held of the Outreach, Training & Education, and Data & Evaluation Workgroups.	
- Hold second round of workgroup conference calls		Feb 2000	Meetings were held of the Outreach, Training & Education, and Data & Evaluation Workgroups. Additional communications occurred via email and direct phone calls.	
- Hold Spring Coalition meeting with emphasis on simplification & coordination policy issues		Mar 2000	Meeting was held March 9 th with presentations on efforts to simplify the Medicaid application process including examination of a prototype two-page application form, discussion of supporting self declaration of income, and removal of depreciation requirements from eligibility rules.	
- Hold third round of workgroup conference calls		May 2000	Communication was maintained via email and conference calls.	

State: Wisconsin		Quarter: Fourth		Project Component: Statewide Project
Activity	Responsible Party	Completion Date	Status	
<p>- Hold Summer Coalition meeting with emphasis on outreach</p> <p>- Monitor State progress in implementing enrollment process simplification measures</p> <p>- Prepare first year summary report and evaluation</p> <p>- Hold fourth round of workgroup conference calls</p>		<p>Jun 2000</p> <p>ongoing</p> <p>Aug 2000</p> <p>Sep 2000</p>	<p>Meeting held June 8 in conjunction with Annual Convention. The full-day combined event focused on outreach, particularly on the results from the six Regional Outreach Forums held in the spring.</p> <p>Representative from the Division of Health Care Financing in the Medicaid/ BadgerCare Program Implementation Section, and from the Department of Workforce Development participate in Covering Kids project meetings and in the Statewide and Milwaukee Coalitions. They provide information and updates on the State's progress in simplification initiatives.</p> <p>In preparation.</p> <p>Communications maintained among workgroup members via email. Not all committees met due to staffing transitions and maternity leave absences.</p>	
Goal	Enhance the willingness and capacity of people in contact with uninsured children to inform and assist them in enrolling for free or low-cost health care coverage.			
<p>Objective Provide regular educational programs for a variety of audiences on eligibility and enrollment for Medicaid, BadgerCare and other health care coverage programs for uninsured children.</p> <p>Activities- Plan training curriculum and materials for overview training programs, and make arrangements for training sessions</p>	Education Director / Trainers	Oct 1999	<p>Training programs were held in five regions of the state in April – June 2000. The training schedule was coordinated with the Outreach Forums to capitalize on the marketing opportunity afforded by the forums.</p> <p>Training curricula on Medical Assistance and BadgerCare were developed or revised as needed for the Covering Kids trainings. In each region, two simultaneous trainings were designed to meet the needs of both health coverage leaders (intermediate to advanced level) and community leaders (introductory level).</p>	

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<p>- Recruit members for Covering Kids network and invite to training programs</p>		<p>Oct 1999</p>	<p>Invitations to join the Covering Kids network have been distributed through listservs, with good response, and a sign-up form posted on ABC's website. Covering Kids has been featured and people encouraged to participate in training and other information services through displays, presentations, press releases, newsletter articles and ABC's website. Among the audiences reached: Maternal & Child Health Coalition members, Head Start and Early Head Start agencies, child care referral agencies, University of Wisconsin Medical School students, support groups for parents of children with special needs, faith community representatives, health care providers and managers, economic support workers, extension agents, family resource centers and community centers, public health agency staff, and many others.</p> <p>"Stay in the Loop" response cards are distributed and collected at all project events to allow participants to identify which aspects of Covering Kids they would like to actively participate in. Most respondents want to sign up for future trainings and our newsletters, but many have also expressed a wish to help develop and sponsor the Family Health Access Kit and to develop in-house benefits counseling programs.</p> <p>Direct mailings reaching more than 4200 individuals have been completed in all regions of the State to solicit participation in Spring training events. Enthusiastic responses to training invitation have been received at Outreach Forums.</p>
<p>- Hold fall training programs in 5 locations</p>		<p>Winter 1999</p>	<p>Deferred until Spring to coordinate better with Outreach Forums</p>

State: Wisconsin	Quarter: Fourth		Project Component: Statewide Project
Activity	Responsible Party	Completion Date	Status
- Hold spring training programs in 5 locations		Spring 2000	Training workshops were held in five cities in April – June 2000. Overall, 181 individuals from 100 organizations participated. Attendance and evaluations for the advanced track at each workshop were tremendously positive, but registration for the introductory track was unexpectedly low, causing cancellation of two of the five sessions.
- Hold annual Covering Kids network meeting with practical update sessions		Jun 2000	All training participants were invited to the Annual Convention, but since the first round of training had only just been completed, it was premature to emphasize educational content at this meeting. A hands-on practical approach will be incorporated into the next series of trainings.
- Solicit training and practice needs via email, newsletter, website, and feedback self-mailer response cards		ongoing	Feedback avenues and instruments have been provided through the “Stay in the Loop” card, and a web-based bulletin board has been created and promoted as an avenue for requesting information and services and networking in general.
- Provide individualized in-depth training for public health departments implementing health benefits counseling program		Jan 2000	Contacts with county health departments have been made at Outreach Forums and Trainings and at other outreach meetings. Several events are being planned for Year Two of the project, including a training for all five Regional Centers for Children with Special Health Care Needs.
- Conduct targeted outreach to private health care providers to encourage adoption of in-house outreach and enrollment services for children’s coverage programs		Oct 1999	Presentations and exhibits were provided at annual meetings of the Medical Group Management Association and Association of Hospital Admitting Managers, and at an invitational breakfast for Dane County hospital & clinic executives. Promising contacts have also been made with the Wisconsin Hospital Association and Catholic Hospital Association. Providers have been successfully targeted at Outreach Forums and Training events as well.

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<p>- Provide individualized in-depth training for private clinics implementing health benefits counseling program</p>		Jan 2000	<p>A Dane County provider group that formed to establish a health benefits counseling network was given in-depth training by ABC for Health in April. ABC staff meet with the group regularly and continue to provide ongoing training and technical support.</p>
<p>Objective Provide up-to-date information on Covering Kids project activities, current eligibility and enrollment policies for Medicaid, BadgerCare and other insurance programs benefiting children, advocacy and outreach ideas to help enroll children in coverage programs, and updates on any changes in enrollment and eligibility policies.</p> <p>Activities- Set up website area for Covering Kids</p> <p>- Set up secure website area for discussion groups and posting system barriers and outreach ideas</p> <p>- Prepare consumer-oriented fact sheets on financing programs and eligibility / application tips</p> <p>- Prepare monthly update newsletter (print, email & web versions)</p>	<p>Webmaster / Education Director</p>	<p>Oct 1999</p> <p>Nov 1999</p> <p>Jan 2000</p> <p>Jan 2000</p>	<p>Covering Kids area has been established on the ABC website under "Programs". Over the course of the first project year, the site received an average of 1306 visitors per month. During the last third of the year, the average grew to 1660 visitors per month. Web-based bulletin board has been set-up and is currently in use. Potentially sensitive areas are password protected. Passwords are distributed once users have been adequately informed of key security and confidentiality issues.</p> <p>Several fact sheets have been updated this quarter on the www.safetyweb.org site, and new consumer-oriented information pieces are in the research phase or are being prepared for mounting on the website.</p> <p>A print newsletter is being circulated on a monthly basis to nearly 500 individuals. A weekly supplementary update for email distribution was also developed during this quarter. Several issues were circulated only to project staff on a test basis, but in mid-July public distribution began to an email list of 250 people.</p>

State: Wisconsin		Quarter: Fourth		Project Component: Statewide Project
Activity	Responsible Party	Completion Date	Status	
- Maintain and add to web content, monitor discussion groups and respond to inquiries concerning website content and use		ongoing	In progress. Several documents have been uploaded, including meeting minutes and agendas, event notices, and contact information for at the Statewide Coalition workgroups. Requests for inclusion in the Covering Kids network have been received. Website navigation system has been adapted to allow easier access to bulletin board discussion area.	
- Provide health benefits counseling technical assistance to Coalition Members and network members		ongoing	In progress.	
<p>Objective Provide appropriate informational material to community resources that will aid them in assisting individuals with uninsured children.</p> <p>Activities- Prepare prototype of Family Health Access Kit and pre-application screening form for Medicaid/BadgerCare</p> <p>- Solicit comments on Family Health Access Kit from Statewide Coalition and others</p>	Education Director / Trainers	<p>Oct 1999</p> <p>Oct 1999</p>	<p>Planning document prepared. Parts of preapplication screening form drafted.</p> <p>Prototypes have been presented several times to members of both the Outreach and Training & Education workgroups of the Statewide Coalition, and to participants at Outreach Forums, Training Workshops, and the Annual Convention. Several individuals have been actively involved in reviewing the contents and design with regard to multi-cultural issues, appropriate language level, and usability for the intended audience. Production and distribution ideas were also actively discussed.</p> <p>Much effort has been expended tackling design and production concerns and searching for cost-effective stocks to use for the kit. A complicating factor causing some delay was a significant expansion in budget in April from other funding sources, which changed our parameters for design and the scope of the production.</p>	

State: Wisconsin		Quarter: Fourth		Project Component: Statewide Project
Activity	Responsible Party	Completion Date	Status	
- Make recommended changes and produce final version of Family Health Access Kits		Jan 2000	Deferred to Summer 2000 to incorporate new design elements, allow for an adequate testing period, and explore more cost-effective production alternatives.	
- Prepare media kit information components		Oct 1999	Deferred to Year 2 to make use of Year 1 Outreach Forum results and to accommodate new funding sources.	
- Solicit comments on media kit from Statewide Coalition and others		Oct 1999	Deferred to Year 2 to make use of Year 1 Outreach forum and Training results and to accommodate new funding sources	
- Prepare draft brochures in English, Hmong & Spanish on Covering Kids and accessing children's health coverage programs		Oct 1999	Draft brochure in English prepared. Culturally appropriate brochures in Hmong & Spanish have been deferred to Year 2 so they may be used to publicize the availability of language-specific Family Health Care Access Kits.	
- Solicit comments on brochures from Statewide Coalition and others		Oct 1999	Brochures will be reviewed by the Training & Education and Outreach workgroups prior to broad distribution.	
- Plan contents & script of promotional video on Health Benefits Counseling		Oct 1999	Initial contents have been outlined, but production has been deferred to Year 2 so that the video may be used to promote Health Benefits Counseling as an extension of skills learned during Year 1 Outreach and Training events. Deferral also permits incorporation of new funding sources	
- Solicit comments on video plan from Statewide Coalition and others		Oct 1999	Plans will be reviewed by the Training & Education and Outreach workgroups prior to production.	
- Finalize all content, produce and distribute at trainings and outreach meetings		Jan 2000	Participants at the Outreach Forums and Training Sessions in Spring 2000 were introduced to existing and planned Covering Kids information resources.	
Goal	Maintain effectiveness and timeliness of project interventions, and evaluate implementation and impact of project.			
Objective	Manage staff and workloads to maintain progress on workplan activities, and ensure collection of information necessary for evaluation of project implementation and impact.	Project Director / Education Director		

State: Wisconsin	Quarter: Fourth		Project Component: Statewide Project
Activity	Responsible Party	Completion Date	Status
<p>Activities- Maintain communications among project staff and partners through regular meetings</p> <p>- Secure needed staffing for project</p> <p>- Collect encounter data for consultation and assistance services provided to clients and professional callers</p> <p>- Collect training pre- and post- surveys as dictated by the evaluator</p> <p>- Track attendance at all outreach and training events</p> <p>- Track website usage</p> <p>- Maintain file on shared experiences during trainings and regional workshops on outreach ideas and enrollment barriers.</p>		<p>ongoing</p> <p>Jul 1999</p> <p>ongoing</p> <p>ongoing</p> <p>ongoing</p> <p>ongoing</p> <p>ongoing</p>	<p>Meetings of pilot and project staff and the state liaison have been held at least monthly. Statewide Project staff review workplan items at regular weekly staff meetings. A Webmaster and Administrative Assistant were hired in mid-July, and additional support staff secured via work-study students in August. An hourly Curriculum Specialist was hired in May to work on web content, newsletters and the online curriculum. Data collection forms have been implemented which incorporate data elements specific to Covering Kids objectives. Encounter statistics for the first four quarters have been collected but have not yet been evaluated. Customer satisfaction evaluations of the first training series have been collected and analyzed. Attendance has been closely tracked at all outreach and training events in order to evaluate project design and incorporate participants into the Covering Kids network. Website usage is being tracked in detail through Urchin software. Additional tracking will be possible once the web-based bulletin board is fully implemented. Enrollment barriers are discussed at weekly case meetings and project-related meetings. Encounter data is also reviewed periodically for evidence of enrollment barriers.</p>
<p>Objective Develop and implement evaluation plan, and analyze data collected to assess project performance and impact.</p> <p>Activities- Prepare evaluation plan</p> <p>- Develop interview instrument and supervise planning for key informant interviews</p>	<p>Project Evaluator</p>	<p>Sep 1999</p> <p>Oct 1999</p>	<p>**ABC for Health's Education Director was on maternity leave during the Fourth Quarter. As a result, data and evaluation efforts have been delayed.</p> <p>Initial plan completed.</p> <p>Survey instrument drafted. Solicited recommendations for key informants from project staff and coalition during this quarter.</p>

State: Wisconsin		Quarter: Fourth		Project Component: Statewide Project
Activity	Responsible Party	Completion Date	Status	
- Conduct baseline key informant interviews - Prepare pre- and post- training assessment surveys - Compile & analyze encounter data from pilots and statewide project, and input provided through network on access barriers - Prepare quarterly reports on client access issues - Obtain baseline and time-interval data from state administrative databases on Medicaid/BadgerCare enrollment, denials and closures		Nov 1999	In planning for Year 2.	
		Oct 1999	Satisfaction surveys have been completed, but not the assessment surveys. These have been deferred until Year 2.	
		Jan 2000	Encounter statistics are being collected but have not yet been transmitted to the evaluator for analysis.	
		Jan 2000	Quarterly reports were to have been based on data from the state administrative databases or from project data collection. These have not been made available to the evaluator yet.	
		Nov 1999	State representatives have agreed to provide detailed and ongoing data to the project from State administrative databases. A specific data request was submitted and discussed with state representatives in December 1999; they are currently preparing the data for transmission to the project.	

State: Wisconsin		Quarter: Fourth		Project Component: Milwaukee Pilot
Activity	Responsible Party	Completion Date	Status	
Goal	Work towards solutions to eligibility and enrollment problems faced by families applying for Medicaid/ BadgerCare in Milwaukee County in collaboration with County, State, eligible families, providers of health care and community workers.			
Objective	Convene and staff "Milwaukee Pilot Work Group" with diverse representation to work on developing collaborative agenda to address systemic problems.			
Activities	Pilot Director	Oct 1999	Group called the Enrollment Process Improvement Committee (EPIC) was convened in August, including staff of the state Division of Health Care Financing and Department of Workforce Development, Milwaukee County Dept of Human Services, W2 (TANF) agencies, advocates and others.	

State: Wisconsin		Quarter: Fourth		Project Component: Milwaukee Pilot
Activity		Responsible Party	Completion Date	Status
Goal	Encourage applications by educating community workers and individuals with easy-to-understand information that can be spread by word-of-mouth to members of low-income communities.			
Objective	Train community workers so that they can assist families in accessing enrollment into health care.	Educator / Trainer		
Activities-	Develop 3-4 hour train-the-trainer curriculum in conjunction with ABC for Health for use with community workers who can then educate co-workers on health care access and assist families one-on-one.		Oct 1999	A flexible training curriculum has been developed that can be altered to fit the needs of differing audiences, from 20-minute presentations to half-day educational sessions. Audiences for training have included professional hospital social workers, nurse groups, "hotline" specialist, clinical workers, public health staff, social service agency workers, school social workers, and families. One such presentation was done before a Muslim group in which immigration issues were critical. Basic materials for both professional and consumer-oriented trainings are regularly refined and updated. Fliers are routinely distributed and announcements made regarding training opportunities at HealthWatch meetings, Medicaid training programs sponsored by the Medicaid Enrollment Contractor, and at community organizations. 12 training sessions were held during the quarter at a variety of community locations, reaching an audience of 375. Activities and findings are reported at all local and Statewide Coalition meetings. Evaluations are collected at all training sessions and indicate a positive response in general.
	- Develop 20-45 minute simplified curriculum for families and general audiences, community groups, church organizations and others.		Nov 1999	
	- Market training programs among organizations and coalition groups that hold educational meetings or are open to educational programs.		Oct 1999	
	- Provide training sessions to at least 5 sites per quarter.		Winter 2000	
	- Solicit input on outreach ideas & enrollment barriers and report back to Pilot Workgroup & Statewide Coalition.		ongoing	
	- Collect quantitative data and participant feedback for project evaluation purposes.	ongoing		
Goal	Provide easily accessible information upon request about health coverage resources and application procedures and locations.			
Objective	Implement and staff Medical Assistance Phone Line (MedLine) to provide basic information.	Information Specialist		

State: Wisconsin	Quarter: Fourth		Project Component: Milwaukee Pilot
Activity	Responsible Party	Completion Date	Status
<p>Activities- Train Information Specialist on staffing phone line, develop information database, and gather materials and equipment needed for MedLine.</p> <ul style="list-style-type: none"> - Market availability of MedLine and Information Center using media contacts, flyers, brochures, and public speaking opportunities. - Provide information and assistance to callers, following up on voicemail messages within 1 working day. - Obtain contact information from contacts and follow-up 2-4 weeks later to check whether coverage was accessed. - Report back to Pilot Workgroup & Statewide Coalition on reported enrollment barriers. - Collect quantitative data and participant feedback for project evaluation purposes. 		<p>Jul 1999</p> <p>Aug 1999</p> <p>Aug 1999</p> <p>ongoing</p> <p>ongoing</p> <p>ongoing</p>	<p>Staff members are trained to receive calls, provider answers to questions and to refer those needing advocacy to other staff persons. Three training sessions held for staff.</p> <p>Fliers distributed at relevant meetings in community; also alerted hospitals and others who handle health care issues.</p> <p>MedLine established with calls being received by one person, or put into voice mail with a 24-hour return call promised.</p> <p>In progress. The unit "closed" 398 cases with individual callers during the year. Another 60 cases were handled by Legal Action of Wisconsin, a partner in the Local Coalition. In addition, Community Advocates had 45 open cases on June 30, 2000.</p> <p>Activities and findings are reported at all local and Statewide Coalition meetings.</p> <p>Since January 1, 2000, a database has been maintained to collect information on advocacy and counseling calls. Six-month results show that of 213 cases closed during the period. 77 involved Medicaid problems, 19 BadgerCare, and 24 concerned other resources for low-income families, including Milwaukee Counties General Assistance Medical Program (GAMP). Also, of the 213 cases, 117 were given counseling services and 74 were advocacy cases. 2 were unrecorded.</p>
<p>Objective Create Community Education and Information Center to house information resources, both online and printed, on health care coverage and access topics.</p> <p>Activities- Gather information materials in cooperation with ABC for Health and other resources, adapt information database for use by public.</p> <ul style="list-style-type: none"> - Market availability of Information Center using media contacts, flyers, brochures, and public speaking opportunities. 		<p>Dec 1999</p> <p>Jan 2000</p>	<p>A resource library is under development. The Health Care Resource Guide has been revised and distributed to agencies</p> <p>The Health Care Resource Guide has been publicized at a number of meetings attended by pilot staff.</p>

State: Wisconsin		Quarter: Fourth		Project Component: Milwaukee Pilot
Activity		Responsible Party	Completion Date	Status
- Assist individuals using the Information Center. - Collect quantitative data and user feedback for project evaluation purposes.			Jan 2000	In progress
			Jan 2000	In progress

State: Wisconsin		Quarter: Fourth		Project Component: North Central Pilot
Activity		Responsible Party	Completion Date	Status
Goal	Work towards solutions to eligibility and enrollment problems faced by families applying for Medicaid/BadgerCare in North Central Pilot region in collaboration with County, State, eligible families, providers of health care and community workers.			
Objective	Convene and staff "North Central Pilot Work Group" with diverse representation to work on developing collaborative agenda to address systemic problems.	Pilot Director, Health Benefits Coordinator	Sep 1999 Oct 1999, ongoing	The total number of agencies represented in local coalitions for the four county pilot area is now up to 44. There are a total of 8 organizations and 20 individuals participating in the Wood County Coalition . Meetings were held in February, March and May with discussion of enrollment and eligibility barriers and outreach methods. Some particular areas of concern involve providers who are unwilling to see patients that are uninsured and want payment up front. Families are going without health care and are utilizing school nurses instead of doctors to take care of health concerns. Several Coalition participants have agreed to present in training sessions that will be scheduled in near future. Referrals are being made by coalition members for children with health coverage needs, especially the more difficult cases involving children with special needs or legal guardian issues. The Clark County Coalition met on 5/3/00
Activities	- Select core workgroup membership of up to 20 people. - Hold meetings of core workgroup.			

State: Wisconsin		Quarter: Fourth		Project Component: North Central Pilot
Activity	Responsible Party	Completion Date	Status	
- Report workgroup activities and results at each Statewide Coalition meeting.		Oct 1999, Mar, Jun 2000	<p>with 10 community-based organizations in attendance. Many of the same barriers were identified as in other counties, but we will need to get deeper into the rural settings. It appears there isn't as much health benefits counseling at provider locations as in other counties. They did not appear to be aware of Marshfield Clinic's Outstationing services, and felt they were needed to provide more one-on-one counseling.</p> <p>The Rusk County Coalition met on 5/17/00. The barriers there included stigma, confidentiality, child support and lack of sensitivity by county workers. Again this is not unique to this area.</p> <p>The Marathon County Coalition met on 6/13/00. BadgerCare enrollment ratio maps were distributed to alert coalition members that enrollment is down in this area. Again, the same barriers were brought out. An additional meeting with Jan Alft from Marathon County Economic Support took place to discuss problems/concerns with customer services. Another meeting is scheduled for 7/18/00 to plan for outreach activities during the second grant year in regards to training communities and collaborating with school districts. Enrollment barriers are reported in plenary group presentations at each Statewide Coalition meeting and more specifically to Simplification and Coordination Workgroup members during breakout sessions at each Coalition meeting.</p>	
Goal	Continually educate Marshfield Clinic System Patient Assistance Center staff and community resources on Medicaid, BadgerCare and other various health care coverage programs for uninsured children.			
Objective	Provide multiple training sessions per year per county	Health Benefits Coordinator		

State: Wisconsin	Quarter: Fourth		Project Component: North Central Pilot
Activity	Responsible Party	Completion Date	Status
<p>Activities- Develop training material in conjunction with ABC for Health. - Schedule, market, and implement training sessions in communities located within the targeted counties.</p>		<p>Oct 1999 Winter 2000, and ongoing</p>	<p>Met with ABC for Health and other pilot project staff in July to review training plans. Training held 10/14/99 at Marshfield Senior High for teenage mothers regarding Medicaid / BadgerCare enrollment; elicited feedback on major barriers to enrollment (primarily child support enforcement); established contact person and support for future presentations throughout Marshfield School system. Additional informational session was held on 3/14/00 at Marshfield Senior High for teenage mothers regarding Healthy Start and BadgerCare programs. Child support continues to be a concern for young moms. A meeting was held on 5/16/00 with representatives from Neillsville Memorial Hospital to discuss their involvement in Covering Kids and provide Health Benefits Counseling training tapes. A BadgerCare/Medicaid Training was held on 6/19/00 for patient assistance staff and local coalition members. Additional presentations were given at the Family Resource Center of Wausau on 6/21/00 and at a Transitional Living meeting of Social Workers in Wausau on 6/8/00. Both provided Covering Kids Initiative information as well as Healthy Start/BadgerCare overviews. On 6/28/00 and 6/29/00, a Covering Kids Resource & Referral Training was conducted jointly between St. Joseph's Hospital and Marshfield Clinic for in-house employees who come in contact with patients. Purpose was to inform advocates of financial and supportive services that are available through the community as well as within the medical complex.</p>

State: Wisconsin		Quarter: Fourth		Project Component: North Central Pilot
Activity	Responsible Party	Completion Date	Status	
- Collect quantitative data and participant feedback for project evaluation purposes.		Winter 2000, and ongoing	Evaluations are collected at training sessions; the results are very positive.	
<p>Objective Attend regional workshops sponsored by ABC for Health and statewide coalition</p> <p>Activities- Promote regional workshops to local community resources.</p> <p>- Exchange outreach experiences with attendees to build off each other's experiences and improve collaboration among participants.</p>		<p>Winter 2000, and ongoing</p> <p>Winter 2000, and ongoing</p>	<p>Promoted March 2000 Northern Region Outreach Forum by giving presentation at Northern Region Managed Care Forum in December 1999 and also distributing flyers for the Forum.</p> <p>Promoted ABC's Covering Kids Workshop by distributing registration brochure to 150 individuals throughout Wood, Clark, Marathon and Rusk counties and encouraging their attendance and participation. Attended 4/13/00 and 6/12/00 Covering Kids Workshops and also made attendance mandatory for Patient Assistance Counselors at Marshfield Clinic. These workshops effectively improved communications among Marshfield Family Health Center's Regional Centers.</p> <p>Attended Northern Region Outreach Forum on 3/15/00 where Children's Health Alliance presented Covering Kids mission and discussed outreach activities. Recommended that special outreach sessions continue for Northern Region in conjunction with the Managed Care Forums to sort out and implement outreach ideas and activities. In keeping with this recommendation, attended the Northern Region (6/14/00) and Western Region (5/24/00) Managed Care Forums, where we linked up with new community advocates and discussed outreach and enrollment barriers in those areas. Also reported on best practices in outreach for the Northern Region at the Statewide Coalition / Annual Convention on 6/8/00.</p>	

State: Wisconsin	Quarter: Fourth		Project Component: North Central Pilot
Activity	Responsible Party	Completion Date	Status
<p>Objective Provide appropriate informational material to community resources that will aid them in assisting individuals with uninsured children.</p> <p>Activities- Present and distribute during the local training sessions the Family Kits developed by ABC for Health.</p> <ul style="list-style-type: none"> -Distribute educational material to community resources as developed by ABC for Health and any additional materials that are adapted to the local areas by the pilot site staff. -Develop and distribute material that is localized to the area community resources as needed. 		<p>Winter 2000, and ongoing</p> <p>Winter 2000, and ongoing</p>	<p>Family Kits are under development (See statewide project component)</p> <p>Four sets of ABC for Health training videos were provided to coalition participants interested in Health Benefits Counseling.</p> <p>Several school districts throughout the pilot counties were contacted and asked to participate in the Covering Kids coalition. Outreach materials were also provided, including posters and flyers to send out with school newsletters. As a result, over 9000 flyers containing eligibility criteria and local contact information have been distributed through public and private schools in the pilot area.</p> <p>Nearly 1100 BadgerCare/Medicaid brochures with contact information were made available at numerous community events including developmental pre-school screenings, farm show, health and fitness fair, children’s health care week, and well women’s health screenings.</p> <p>BadgerCare posters have been completed and a total of 238 distributed throughout the pilot area and beyond.</p> <p>Health Information line through ProActive Health Services has been implemented.</p> <p>Also developed and implemented a Covering Kids flyer that is sent to families who are identified as uninsured in the Marshfield Clinic System.</p>

State: Wisconsin		Quarter: Fourth		Project Component: North Central Pilot
Activity		Responsible Party	Completion Date	Status
Goal Expand outreach activities related to case finding of the harder to reach uninsured children in rural areas.				
Objective Incorporate new outreach activities into RECIN's intervention component.		Health Benefits Coordinator, Outreach Worker		
<p>Activities- Coordinate with RECIN staff to incorporate into the intervention component messages relating to the availability of outreach assistance with health care coverage programs (i.e., Medicaid/BadgerCare).</p> <p>- Coordinate with public and private agencies using RECIN to incorporate health insurance coverage outreach activities.</p>			<p>Nov 1999</p> <p>Winter 2000, and ongoing</p>	<p>Meeting held with RECIN staff in October to plan implementation of health care coverage notification/invitation to accompany immunization reminder. Additional follow-up meetings were held on 12/2/99 and 12/16/99 with RECIN Confidentiality Advisory Board; follow-up memo submitted by FHC Director to further promote our efforts. Awaiting decision for final approval to incorporate health care coverage materials with RECIN mailings. Materials are in development.</p> <p>Approval was obtained from RECIN to include phone numbers for Covering Kids Outreach Assistant, county agencies and/or public health offices to aid families with information regarding BadgerCare/Medicaid programs. More than 625 intervention letters have been sent by four RECIN providers. Clark County has agreed to include information in the next round of intervention letters. A presentation on the Covering Kids Initiative was given at the RECIN meeting held on 5/2/00. Informational brochures and poster were given to providers in attendance.</p>
<p>Objective Utilize other existing Marshfield Clinic system program populations to identify individuals for outreach activities.</p> <p>Activities- Coordinate with Healthy Birth Program, Marshfield Children's, and Family Health Center staff in order to establish processes to identify appropriate individuals for outreach activities.</p>			Oct 1999	<p>In progress, resulting in the identification of uninsured or underinsured pregnant women in the following numbers: Qtr 1: 49 uninsured, 16 underinsured Qtr 2: 44 uninsured, 18 underinsured</p>

State: Wisconsin Activity	Quarter: Fourth Responsible Party	Completion Date	Project Component: North Central Pilot Status
<p>- Establish and implement outreach activities appropriate for each population mentioned in above activity on an ongoing basis.</p>		<p>Nov 1999, and ongoing</p>	<p>Qtr 3: 33 uninsured, 57 underinsured Qtr 4: 35 uninsured, 88 underinsured All uninsured/underinsured women were contacted regarding Healthy Start application. The Outreach Assistant was hired 12/13/99 and has been enhancing screening processes throughout Patient Assistance Centers. The Outreach Assistant participates in monthly meetings with Family Health Center of Marshfield (FHC) staff and has made several in-service presentations to provide outreach regarding her functions and training on coverage programs for uninsured children and families. These have included: a meeting with Marshfield Clinic and St. Joseph's Hospital staff on 1/21/00; a Patient Assistance Center staff meeting held on 3/17/00; and a FHC Board of Directors meeting on 6/19/00. Information brochures have also been provided for display in selected areas.</p>
<p>Objective Identify pregnant women earlier in their pregnancy and strive to aid them in securing health coverage (Medicaid) earlier in their pregnancy. Activities- Network through the training sessions and the regional workshops to build upon collaborative working relationships with community resources (i.e., WIC, Family Planning) that pregnant women tend to use earlier in their pregnancy. - Market the availability of project staff to existing Marshfield clinic staff and community resources of this service for pregnant women.</p>		<p>Nov 1999, and ongoing Nov 1999, and ongoing</p>	<p>Meeting with Wood County community-based organizations held in February to assist with early identification of pregnancy and uninsured children. Contacts were also made in South Wood and with new staff at Planned Parenthood in Marshfield. Pregnant women are being screened for Healthy Start at the time their initial appointment is being made rather than waiting for actual appointment with physician, which can be 2-6 weeks later. Identified that CARES computerized eligibility system will not allow Medicaid eligibility certification for pregnant women until actual</p>

State: Wisconsin		Quarter: Fourth		Project Component: North Central Pilot
Activity	Responsible Party	Completion Date	Status	
			pregnancy due date is determined by physician, which can be as late as 2-3 months into pregnancy. Contacted John Haine at the Medicaid bureau (DHFS) who worked with policy analysts to adjust CARES to allow for estimated due date at time positive pregnancy is determined prior to seeing physician. On 5/23/00, an official State Operations Memo was issued that stated that "verification of a due date is NOT a requirement for MA eligibility." This memo was sent to Economic Support Supervisors, Lead Workers, Training Staff, Child Care Coordinators, and W-2 Agencies.	
<p>Objective Implement one-on-one outreach activities to inform individuals on Medicaid, BadgerCare, and other health care coverage programs for uninsured children.</p> <p>Activities-Market the availability of project staff to existing Marshfield clinic staff and community resources of this service. -Track the number of encounters and other appropriate information.</p>		<p>Oct 1999, and ongoing</p> <p>Oct 1999, and ongoing</p>	<p>In progress-ongoing.</p> <p>In progress, using combination of computerized tracking system in place at Marshfield's Patient Assistance Centers and data collection forms provided by Statewide Project. A telephone screening form has been developed to assist with the data collection and tracking progress.</p>	
Goal	Monitor project's effectiveness with targeted outreach activities.			
Objective	Implement evaluation components as developed with the project evaluator.	Health Benefits Coordinator, Outreach Worker		

State: Wisconsin		Quarter: Fourth		Project Component: North Central Pilot
Activity		Responsible Party	Completion Date	Status
Activities- Collect data on the number of individuals reached by the various outreach activities. - Collect training satisfaction surveys after each session. - Collect information on the degree of incorporation by attendees of information gained during training session. - Maintain file on shared experiences during trainings and regional workshops on outreach ideas and enrollment barriers.			ongoing	In progress.
Objective Review and analyze data collected in order to refine outreach activities.			ongoing	Surveys have been provided for the trainings sponsored by pilot project.
Activities- Integrate both qualitative and quantitative data collected in the analysis process.			ongoing	In progress.
- Report on findings to pilot site representatives, ABC for Health, and statewide coalition.			Winter 2000 and ongoing	Baseline data regarding BadgerCare enrollments have been obtained through State websites and will be used to implement and enhance outreach efforts within and outside the Marshfield Clinic system.
- Revise outreach activities as necessary.			Mar 2000 and ongoing	Activities and findings are reported at project management meetings and at the Statewide Coalition meetings.
			Mar 2000 and ongoing	In progress

State: Wisconsin		Quarter: Fourth		Project Component: Children's Health Alliance of Wisconsin Outreach Project
Activity		Responsible Party	Completion Date	Status
Goal Promote and strengthen outreach efforts and coordination among outreach activities across the State of Wisconsin to ensure that all eligible children are enrolled in health coverage plans.				
Objective Implement regional outreach forums for addressing outreach issues; developing new and/or continuing strategies; and establishing plans for collaborative efforts between agencies.		Outreach Coordinator		
Activities- Plan agenda, materials, location, and schedule for outreach forums in five regions of the state, soliciting input from Statewide Coalition members.			Winter 2000	By November 1999, full support was obtained from the WI Bureau of Managed Health Care Programs to incorporate Covering Kids

State: Wisconsin		Quarter: Fourth		Project Component: Children's Health Alliance of Wisconsin Outreach Project																
Activity		Responsible Party		Completion Date																
<p>- Create diverse mailing list for forum invitations and market forums through mailings, brochures, media, and other outlets.</p> <p>- Hold outreach forums.</p>				<p>Winter 2000, and ongoing</p> <p>Spring 2000</p>	<p>Outreach Forums with Medicaid Managed Care Forums.</p> <p>During the period from October 1999 through January 2000, Covering Kids representatives attended six Managed Care Forums in all regions of the state to provide a brief presentation on the Covering Kids Initiative and promote the Year 2000 Outreach Forums.</p> <p>In December 1999, the Outreach Forum schedule was finalized. Meeting location and logistics were also completed.</p> <p>The Outreach Forum agenda and materials were reviewed by Statewide Coalition Outreach Workgroup members in the early Spring.</p> <p>A mailing list was prepared with input from project staff and the Statewide Coalition. Contributions to the mailing list included the state's comprehensive mailing list for the Managed Care Forums, and lists from Children's Health Alliance (CHAW), ABC for Health, and the Automated Health Systems (the Medicaid Enrollment Contractor), which has done training sessions for community members across the state.</p> <p>A marketing brochure was produced by CHAW and distributed to over 4500 individuals and agencies. The forums were also advertised in newsletters and through listserv announcements.</p> <p>6 forums were held instead of the 5 originally proposed:</p> <table border="1"> <thead> <tr> <th><u>Region</u></th> <th><u>Date</u></th> <th><u>City</u></th> </tr> </thead> <tbody> <tr> <td>Northern</td> <td>March 15</td> <td>Minocqua</td> </tr> <tr> <td>Southeastern</td> <td>March 22</td> <td>Racine</td> </tr> <tr> <td>Northeastern</td> <td>April 5</td> <td>Green Bay</td> </tr> <tr> <td>Milwaukee</td> <td>April 20</td> <td>Milwaukee</td> </tr> </tbody> </table>	<u>Region</u>	<u>Date</u>	<u>City</u>	Northern	March 15	Minocqua	Southeastern	March 22	Racine	Northeastern	April 5	Green Bay	Milwaukee	April 20	Milwaukee
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State: Wisconsin		Quarter: Fourth		Project Component: Children's Health Alliance of Wisconsin Outreach Project	
Activity	Responsible Party	Completion Date	Status		
- Collect qualitative data and participant feedback for evaluation purposes.		Spring 2000	Southern May 17 Madison Western May 24 Eau Claire Participant feedback was collected at each forum and the information compiled into regional reports. The evaluations were very positive, showing that participants felt energized by the sessions, learned a lot they didn't know about coverage issues and barriers, and benefited from the opportunity to network with others in their region.		
- Prepare roster of attendees and report or minutes of outreach forum proceedings, and distribute to attendees and Statewide Coalition members.		Spring 2000	An attendee list and report of workgroup results was compiled into a final report that was distributed to all 370 Outreach Forum participants, to Statewide Coalition members, and other interested parties in July 2000.		
- Report outreach forum proceedings and results at Summer Statewide Coalition meeting.		Jun 2000	Outreach proceedings/results is on Coalition meeting agenda.		
Objective Implement annual statewide outreach meeting for celebrating best practices in outreach and coordinating statewide outreach efforts.					
Activities - Plan agenda, materials, location, and schedule for annual outreach conference, soliciting input from Statewide Coalition members.		Mar 2000	The Annual Convention and Statewide Coalition meeting was planned for June in Stevens Point, WI, with participation of the Statewide Coalition in deciding the goals for the meeting and agenda.		
- Arrange for guest and keynote speakers.		Mar 2000	Original keynote fell through due to budgetary constraints. A new keynote was secured.		
- Create invitation list and market meeting through mailings, brochures, media, and other outlets.		Apr 2000	An invitation brochure was created and mailed to participants in the Outreach Forums, Training Workshops, Statewide and Local Coalitions. Announcements were also made through newsletters and listservs.		
- Hold annual outreach conference.		Jun 2000	The Annual Convention was held in conjunction with the Statewide Coalition meeting on June 8, 2000. The morning session focused on Best Practices in Outreach and the afternoon session was an open meeting of the Coalition, for which most		

State: Wisconsin		Quarter: Fourth		Project Component: Children's Health Alliance of Wisconsin Outreach Project
Activity	Responsible Party	Completion Date	Status	
<ul style="list-style-type: none"> - Collect qualitative data and participant feedback for evaluation purposes. - Prepare roster of attendees and report of conference proceedings, and distribute to attendees and Statewide Coalition members. - Report outreach conference proceedings and results at Summer Statewide Coalition meeting. 		Jun 2000	morning participants stayed. Evaluations were collected.	
		Summer 2000	A report on the Outreach Forum results and attendees was distributed in July 2000 to Forum participants and Statewide Coalition members.	
		Jun 2000	Since the Coalition meeting and Annual Convention were joined, a separate report was unnecessary.	

Major Accomplishments

Statewide and Local Coalition Activities

Local coalition activities have been expanded and enriched in both pilot areas, with great benefits for their effectiveness in identifying system issues, advocating for reform, and building a grassroots network that increases communication and understanding among key stakeholders. In Milwaukee this has been done by capitalizing on existing groups such as HealthWatch and the BadgerCare Coordinating Committee which have long track records of diverse participation and credibility within the community. The Milwaukee pilot project staff has provided leadership and vital organizational support for HealthWatch and two committees associated with the BadgerCare Coordinating Committee (namely, Enrollment Process Improvement and Public Policy), thereby significantly increasing the impact of these groups as advocates. In North-Central Wisconsin, the pilot has created local coalitions in each county to enable greater local participation and address concerns specific to those counties. Both pilot projects have been very active and successful in identifying systemic problems and pursuing practical strategies for resolving those problems. The Statewide Coalition has likewise attracted dedicated participation from a wide variety of agencies and has served a critical role as a forum for exchange among the pilots, coalition members, and state agency representatives.

Covering Kids Expansion

A major expansion of Covering Kids activities was made possible beginning April 2000 through the cooperation of the state, which is allocating federal Medicaid administrative match funding to support additional activities of two Covering Kids partners – ABC for Health and Community Advocates. This match funding will be directed primarily towards problem resolution activities, including additional health benefits counseling staff in Milwaukee and at ABC for Health for statewide services. Moreover, the funding will bolster efforts to replicate the Health Benefits Counseling model among providers around the State. The funding will also support a targeted outreach campaign for hard-to-reach populations. Finally, the quantity of Covering Kids outreach products and training services will be increased thanks to the match funding.

Problems Encountered

While relations with State of Wisconsin agencies have been effective and cooperative on issues of enrollment simplification and coordination, the project has encountered unexpected difficulties in obtaining data from the State administrative databases on Medicaid/BadgerCare applicants, even though state representatives did not evince any hesitation or unwillingness to share data at our early meetings with them. They continue to assure us that data will be forthcoming, but their delays have seriously hampered the project's evaluation efforts.

Other delays in implementing workplan elements have been occasioned by staffing issues, including delays in hiring a Curriculum Specialist, and the absence of the Education Director and Project Coordinator on maternity leave during the fourth quarter.

Revisions to the Workplan

No revisions beyond those mentioned in the Third Quarter Status Report have been made.

Respectfully submitted by

Alice Porter
Education Director and Covering Kids Project Coordinator
ABC for Health, Inc.