



Community Partners is an innovative non-profit organization with expertise in health care access, online strategy and communications, and non-profit operations. Arrangements can be made for consultation in the following areas.

## HEALTH CARE ACCESS PROGRAMMING

### **Designing/Implementing a Mobile Technology Program for Outreach & Enrollment**

Wouldn't it be great if the people who most need to sign up for programs could do that from wherever they are – home, a hospital bed, the day labor office where they go looking for work? Community Partners recently completed a 3 year pilot program equipping outreach workers with the electronic tools and support they needed to enroll people wherever they are in Medicaid/SCHIP. We can help you harness the power of wireless electronics and the internet for your staff and your clients

### **Developing a Health Access Network for your outreach and enrollment community**

Health care is complicated and those on the front lines providing outreach and enrollment often feel they are alone struggling with a system that can be incomprehensible and unreachable. Others may wonder "hasn't someone figured this all out already? Who can I turn to?" A Health Access Network brings the best questions, practices, and observations of workers together with program administrators and policy people to create a repository of knowledge and support that sustains and improves the quality of services. Community Partners runs the 12- year old HAN network in Massachusetts, bringing together face to face meetings, email bulletins, targeted trainings, and constituent participation to provide both exchange among outreach workers and raising their collective voice to the state level. Community Partners can help develop strategies and plans for network formation, meeting convening, community building, information distribution, and constituent engagement.

## WHAT PEOPLE HAVE SAID

*"Filling out the application [on line] is faster than doing it by hand. This is a shift from my initial experience, when I felt that typing the application was slower. But now it is getting to be really fast. I can do an application in ten minutes now online -- Outreach Worker*

*"I met a client at café near his rooming house. The café has wireless, so I was able to complete his application for him on the spot. The café was in the center of town. It was convenient for him." -- Outreach Worker*

*"Your recent updates, summaries and links for the Medicare Low Income Subsidy and for the new Health Safety Net have been extremely helpful. These constant changes are overwhelming and you make them very manageable... Thank you, thank you, thank you!"*

*--Mary Leddy, Vineyard Health Care Access Program*

*"Pull up the front page of today's Berkshire Eagle 11/17-there's an article about this program and I owe it all to the information your program shares. You guys are what make people like me look good!"-- Cheryl Thomson, Outreach worker*

## **Designing/ Implementing a Program to Move People Beyond Enrollment to Care**

Enrollment is only the beginning of the story. Next is helping newly enrolled people to get the health care services they need and deserve. Community Partners, building on several years of intensive programming and practical collaboration with outreach workers, has identified some of the most prevalent barriers to a person getting care and has developed approaches for getting past those barriers. We can help you design and implement your *Moving Beyond Enrollment* program

## **ONLINE COMMUNICATIONS**

### **Communicating online and interactively with your constituents (blogs, surveys, more)**

Change happens quickly in the world of publicly funded programs. Do you need to know how your constituents are dealing with a recent change in eligibility for a key program? Would you like to be able to take what you've heard them say to a hearing where their important voices are rarely heard? Community Partners can help you effectively survey your constituents and get them talking on line

### **Providing health access information targeted to your Massachusetts constituents**

Timely, reliable, accurate information about eligibility and enrollment for public health coverage programs is essential to anyone helping people get insurance. Maybe your network focuses on immigrant issues, prescription medications, seniors or kids. Whatever your community's particular niche, Community Partners may have the information you need, and we can provide it quickly and effectively to your special constituency using bundled emails, RSS feed, or other specialized service.

*"People are getting health care who otherwise would have gone without" – Key informant in MBE evaluation report*

*"[I] am finding the Community Partners site and blog one of the very best resources around. Thanks for everything you and your colleagues do!"*

*-Nancy Turnbull, Associate Dean for Educational Programs, Harvard School of Public Health*

*"Wow, I am very impressed with how well this [survey] has been put together, and so quickly. Great job! We will use this with our Health Care Advocacy TaskForce. You guys do wonderful work. Thanks!"*

*--- Miriam Erickson*



## **NON-PROFIT OPERATIONS**

### **Process Assessment**

Something is missing from a community oriented project – it just isn't taking off the way you expected it could. Community Partners can help figure out the best approach and the necessary elements, players, tools and resources for success.

### **Design of client friendly systems and tools for tracking program activities**

What to do when every grant or other funding source wants to see activities and expense tracked a different way and reported at a different time? Community Partners has experience listening to both the demands of funders and the constraints of clients to come up with tracking reports and mechanisms that are as easy for staff reporting as possible.