

Navigator Program Highlights 2014-2015



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*"Strengthening and Supporting the
Community Action Network"*

Community Action Agencies in Nebraska:

Blue Valley Community Action Partnership
620 5th Street, P.O. Box 273
Fairbury, NE 68352-0273

Central Nebraska Community Services
626 N Street, P.O. Box 509
Loup City, NE 68853-0509

Community Action Partnership of Mid-Nebraska
16 West 11th Street, P.O. Box 2288
Kearney, NE 68848-2288

Community Action Partnership of Western Nebraska
3350 10th Street
Gering, NE 69341

Eastern Nebraska Community Action Partnership
2406 Fowler Avenue
Omaha, NE 68111

Northeast Nebraska Community Action Partnership
603 Earl Street
Pender, NE 68407

Community Action Partnership of Lancaster and
Saunders Counties
210 'O' Street
Lincoln, NE 68508

Northwest Community Action Partnership
270 Pine Street
Chadron, NE 69337

Southeast Nebraska Community Action Partnership
802 Fourth Street, P.O. Box 646
Humboldt, NE 68376-0646

Grant Summary:

The Native American, Hispanic, African American, Young & Healthy, and rural communities were a huge focus for this Open Enrollment period. These outreach efforts were successful because the marketing materials/presentations could be customized for these specific groups instead of the general information given to a more broad audience. However, these targeted groups were not initially receptive because of the lack of information or misinformation they had received. The rural community was the most difficult to reach due to negative political attitudes regarding the Affordable Care Act. Partnering with Community Health Centers was one of the most successful efforts we saw across the state. Typically, they were staffed at a higher volume and able to see more clients than the sole Navigators were at each Community Action Agency. Enroll America also took the lead to list all of the outreach events that were being held across the state, no matter the assister network. Utilization of the Navigator Program Manager was able to assist clients with difficult consumer accounts throughout the state. Community Action Agencies also partner together to serve more people.

2015 Progress and Looking Forward:

The Special Enrollment Periods (SEP) proved to be extremely beneficial for consumers, specifically the tax SEP which allowed those consumers who would have been assessed a penalty for not having coverage to enroll in coverage for this year through 4/30/15. That helped us realize that there are still a large amount of consumers that have not been educated on the ACA. The "Indian Country" Marketplace tour proved to be extremely successful and truly opened a door for CAA's to be a voice in those areas where, previously, it was extremely difficult to connect. We are extremely excited about the new partnerships that were made during the tour. With the entrance of a new Navigator grantee in the state of Nebraska, we are working hard to ensure that the entire state is being covered. Our plan is to partner with the new grantee for Outreach and Enrollment events so that the consumers in Nebraska are best served.

	2014	2015
Assisted consumers enrolling in a new health plan	9,385	2,299
Renewal	N/A in year 1	602
Post enrollment assistance	1,246	1,030
Via Phone	8,544	4,435
*Outreach Events	1,397	329
*Promotional Activities	-	609
**Consumers Reached through Outreach/Promotion	26,547	571,826
Total Consumers Reached	44,476	580,192

*In 2014 Community Action tracked both promotional activities and outreach events under the same category. In 2015 we began tracking them separately.

**In 2015 Community Action started measuring how many people were reached via outreach and marketing/promotional activities (for example, the estimated audience who heard a Navigator give a radio interview). During 2014 we did not regularly track this data.

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