

Assister Mentoring Project

Shannon Luk

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Program Goal

To improve the performance of Federally-facilitated Marketplace (FFM) Navigators through meaningful peer organization relationships so that they meet their full potential for assisting in the enrollment and retention of consumers in coverage through the Marketplace.



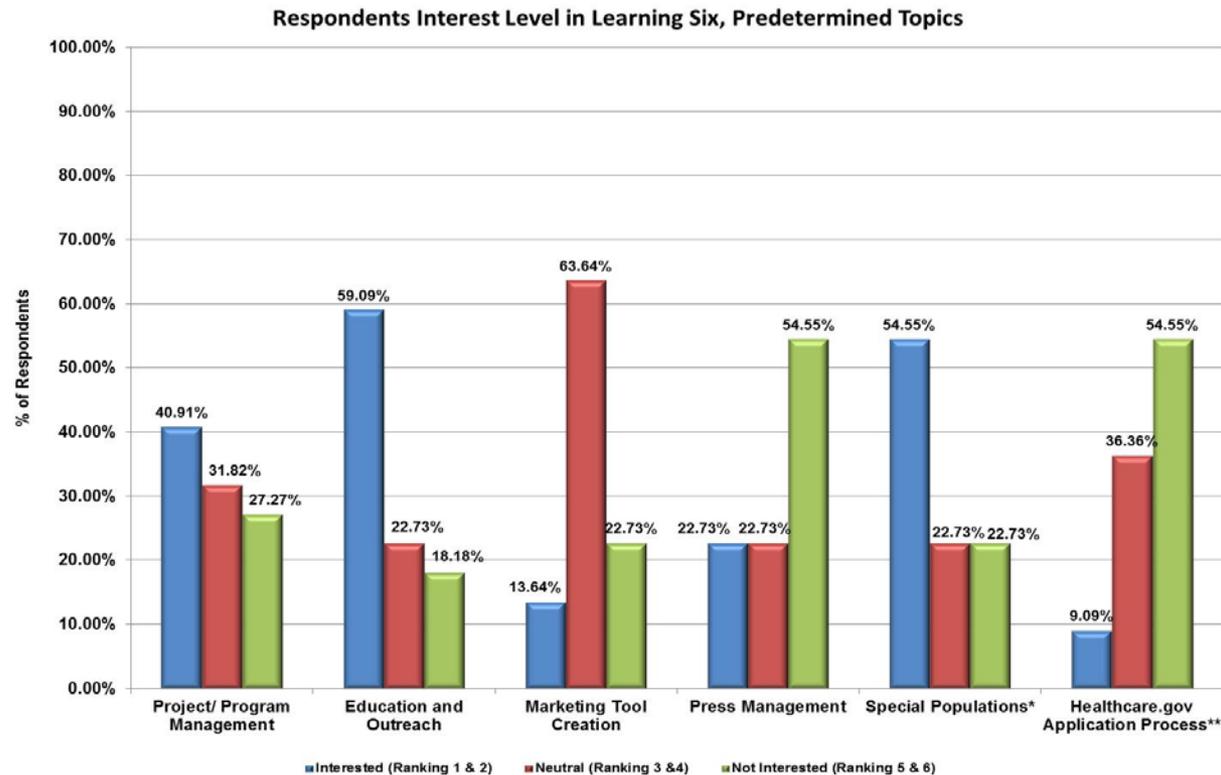
Planning Phase

- Before the start of the program, we conducted a needs assessment of potential mentee organizations for the following information:
 - Interest in the program
 - Learning topics of interest
 - Participation frequency

Needs Assessment Results (Interest)

- Data collected from potential mentee organizations indicated that they showed a strong preference for participating in the mentoring program.
 - 77.27% of respondents selected Agree or Strongly Agree to “My organization is interested in the Navigator Mentoring Program.” and “My organization would benefit from the Navigator Mentoring Program.”

Needs Assessment Results (Topics)

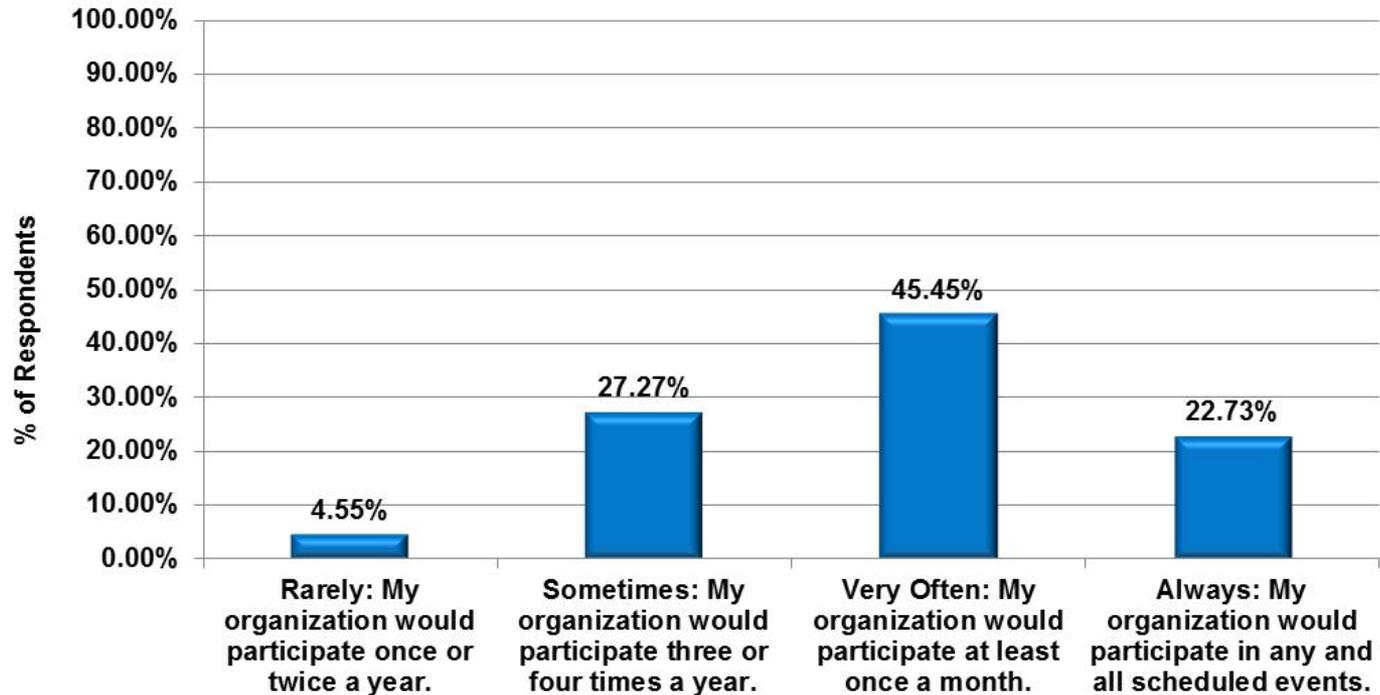


Needs Assessment Results (Topics)

- The majority of Respondents determined that their organization would be interested in learning about the following topics:
 - 59.09% (13 of 22) of Respondents are interested in Education and Outreach.
 - 54.55% (12 of 22) of Respondents are interested in Special Populations.

Needs Assessment (Participation)

Respondents Participation Frequency in the Navigator Mentoring Program.



About the Pilot

- **26 participating organizations**
 - 12 mentor organizations
 - 14 mentee organizations
- **Monthly meetings**
 - Large group session
 - 1-on-1 sessions
- **Platform: Adobe Connect**
- **Length: 4 months (March-June)**

Learning Networks (Topic Groups)

- For the 4-month pilot, there were three topic groups, or learning networks, for the following topics:
 - Special population outreach
 - General outreach
 - Consumer retention/re-enrollment
- Each participating organization was assigned a learning network based on their needs assessment survey.

Program Parameters

- **Mentor organization responsibilities included:**
 - Developing a presentation and presenting at monthly large sessions
 - Attending monthly 1-on-1 conversations with mentee organization to discuss goals and brainstorm areas of improvement
- **Mentee organization responsibilities included:**
 - Attending monthly large sessions
 - Attending monthly 1-on-1 conversation with mentor organizations to discuss program goals and brainstorm areas of improvement

Monthly Presentation

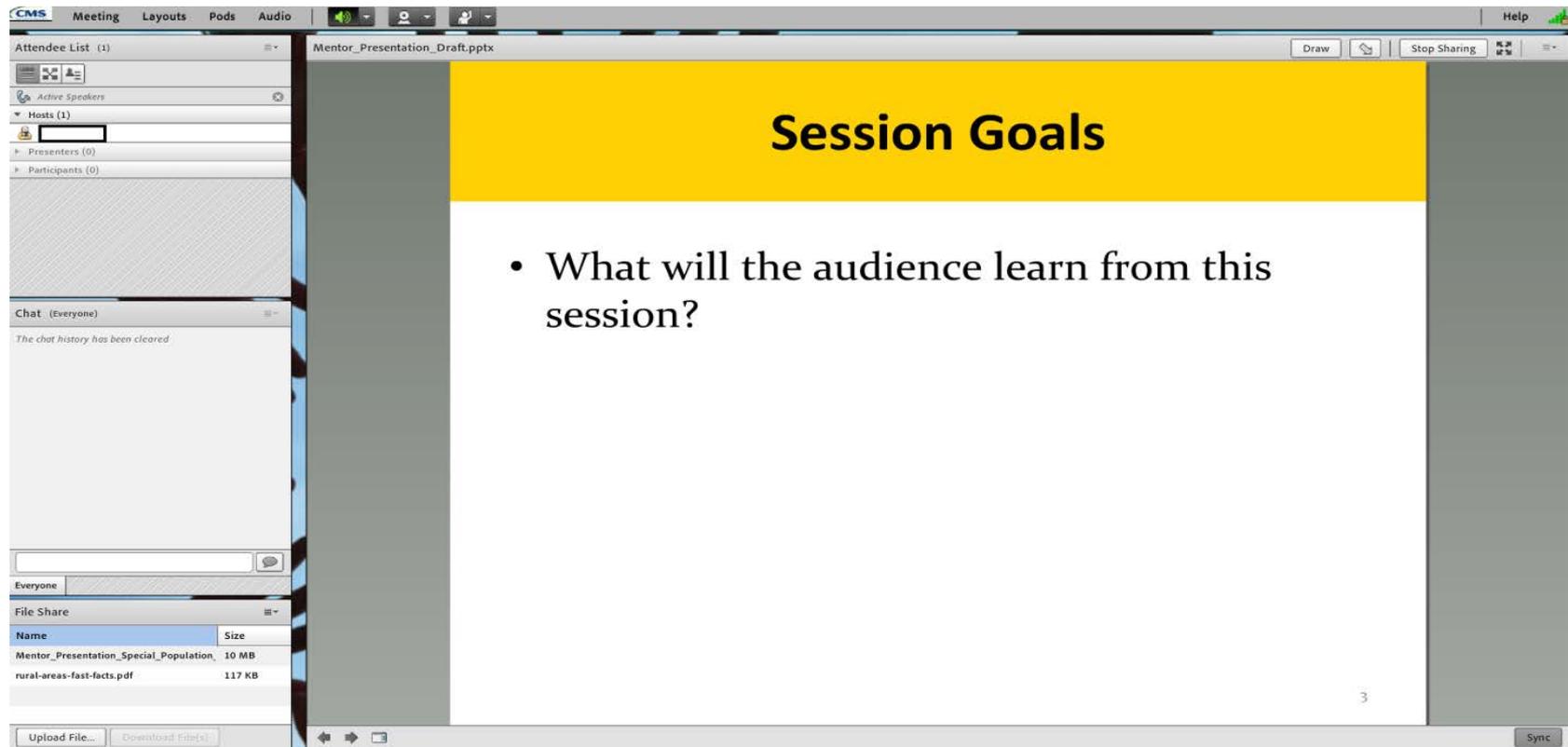
Each mentor organization was responsible for presenting on a topic within their assigned learning network:

- Special Population Outreach
 - 4 mentor organizations
- General Outreach
 - 5 mentor organizations
- Consumer Retention/Re-enrollment
 - 3 mentor organizations

Monthly Presentation

- Mentor organizations in each group worked together to divide up responsibility for monthly presentations.
- During monthly presentations, mentor organizations:
 - Shared best practices around specific topics
 - Shared helpful resource
 - Highlighted helpful tools

Monthly Presentation



The screenshot shows a Zoom meeting interface. The main window displays a presentation slide titled "Session Goals" with a yellow header. The slide content includes a bulleted list:

- What will the audience learn from this session?

The interface also shows a sidebar on the left with the following sections:

- Attendee List (1)**: Shows 1 host and 0 presenters/participants.
- Active Speakers**: Shows 0 active speakers.
- Chat (Everyone)**: Shows "The chat history has been cleared."
- File Share**: Shows a table of shared files:

Name	Size
Mentor_Presentation_Special_Population	10 MB
rural-areas-fast-facts.pdf	117 KB

At the bottom of the interface, there are buttons for "Upload File...", "Download File(s)", and "Sync".

1:1 Matching

- Based on a needs assessment survey, we paired each mentor organization with one or two mentee organizations.
- Mentor organizations met with their assigned organizations each month to:
 - Discuss organization goals
 - Share best practices
 - Brainstorm strategies to overcome barriers.



1:1 Session Goal Setting (HIOS)

- Mentee organizations worked with their Project Officers to set goals that could be measured through the Health Insurance Oversight System (HIOS) or AssistConnect.
- Example mentee goals:
 - Increase one-on-one interactions with consumers by 10%
 - Increase in enrolling consumers in a QHP or Medicaid/CHIP by 3%
 - Increase health insurance literacy by 2% (resulting from an increase to outreach activities for education and enrollment)
- HIOS improvement data was measured using February 2017 HIOS data as a baseline

Pilot Feedback

- We conducted a program assessment with mentor and mentee organizations halfway through the pilot and at the end of the pilot for the following information:
 - Overall impression of the program
 - Participation in activities
 - Mentoring effectiveness
 - Mentor/mentee experience

Path Forward

- **Large scale Navigator Mentoring Program**
 - More topic groups
 - More organizations involved—allowing for more variety in matching
 - Improved guidance on how to be a mentoring organization
 - Improved system for measuring goals

Questions?
