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Minnesota Health Care Programs: Renville County Human Services Outreach Project

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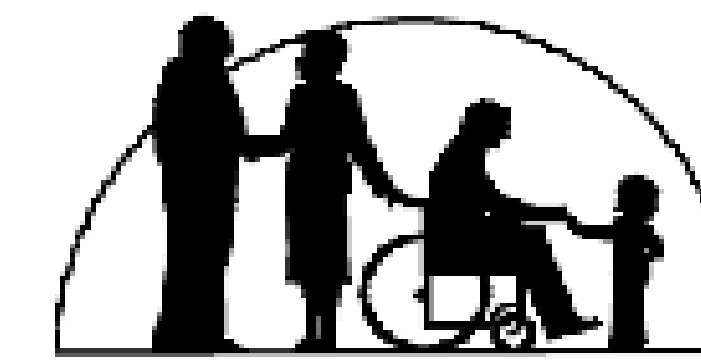
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Minnesota Health Care Programs: Renville County Human Services Outreach Project

Bethany Leindecker — Department of Social Work



Minnesota Department of Human Services

Background

The Children's Defense Fund of Minnesota concludes that approximately 68,000 of Minnesota's children do not have health care coverage and another 275,000 adult Minnesotans are uninsured.

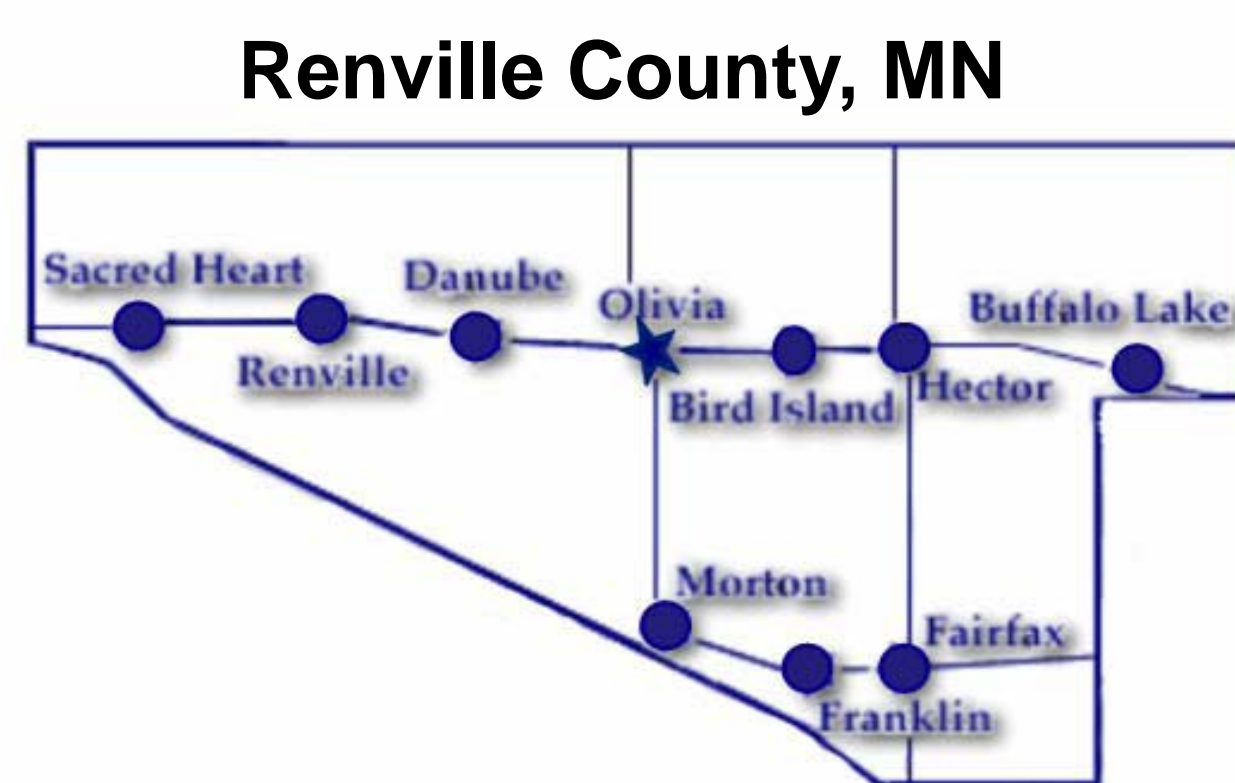
Estimates suggest that nearly half of all of Minnesota's uninsured population and nearly 70% of the uninsured children are most likely eligible for one of Minnesota's public health care programs.

Further, the uninsured experience significant decreased health outcomes and life expectancies than those who have health care coverage (<http://www.cdf-mn.org/CKAF.htm>).



Purpose

- To develop an outreach program for use by Renville County Human Services staff to educate potential service recipients and other community residents about Minnesota health care programs.
- To assist outreach staff in gaining skills and knowledge necessary to effectively conduct the outreach.



Project Description

- Develop an outreach module
 - Create a PowerPoint presentation
 - Collaborate with stakeholders for content
 - Obtain handout materials

- Assist the outreach worker in acquiring skills/knowledge
 - Determine IT equipment available
 - View existing models/ brochures/fact sheets/etc
 - Strategize about populations and venues
 - Make community contacts
 - Schedule presentations
 - Deliver the educational module in the community
 - Maximize impact by reaching diverse populations
 - Discuss outreach worker's level of confidence
 - Determine need for modifications
 - Observe outreach worker conducting presentation

Results



PowerPoint presentation slide 1 of 32

- After receiving input from stakeholders, an educational overview was created in the form of a 32-slide PowerPoint presentation. An online screening tool was incorporated into the PowerPoint to highlight additional public assistance programs available.
- Handouts were obtained from the Bridge to Benefits initiative by Children's Defense Fund Minnesota meant to increase awareness and participation in publicly funded programs.
- MN Health Care Programs Applications (DHS-3417) and 2008-2009 MN Energy Programs Applications were obtained in English and Spanish for distribution at the presentations. Business cards with contact information for Renville County Human Services were also collected.

The outreach presentation was delivered to the following groups between April 14 – June 9, 2009:

- Headstart parents at BOLD School
- Morton Senior Dining site consumers
- Renville County food shelf volunteers
- Olivia Lions Club members
- College students enrolled in a social welfare policy class
- Renville County Welfare Board meeting

The Summer 2009 *Renville County Messenger* published this article (Volume 8, Issue 2):

~ Speakers Available ~

If your organization is looking for a guest speaker, Renville County Human Services has a presentation available on the MN Health Care Programs. Beth Leindecker and Vicky Flores cover the Health Care Program guidelines in a 1 1/2 hour long PowerPoint format (available in English or Spanish). The information is suitable for community groups or consumer organizations and is relevant for today's economic environment. If you would like more information about scheduling this presentation, please contact:

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Several organizations have expressed interest in scheduling the presentation at a future date:

- Olivia Kiwanis
- Tri-Valley Migrant Program
- Cedar Mountain School in Franklin, MN
- Community Christian Outreach Center

Evaluation of Design, Implementation and Impact

Q1: *Have the outreach efforts been designed and implemented?*

- Six (6) presentations were conducted utilizing the PowerPoint presentation, handouts, and the online screening tool
- Observation of outreach worker was completed
- Presentations ranged in length from 45 minutes to 1 hour
- 74 people attended at least one of the trainings
- Several populations were identified in the audiences including:
 - Elderly
 - Hispanic/Latino
 - People with limited financial resources
 - Community leaders
 - Program advocates

- Examples of questions answered:
 - Is life insurance an asset?
 - What can undocumented people get?
 - What if someone is just over the income limit?
 - Who do we call to report unsafe living conditions?
 - How many people in the county are on one of these programs?
- Several audience members expressed appreciation of "valuable" information
- Some audience members left with applications
- Contacts have been made for future presentations

Q2: *Has the outreach worker been adequately trained to provide education and outreach to the community?*

Self-assessment completed by outreach worker on June 24, 2009 Key: 1=not at all 5=extremely

	1	2	3	4	5
Has your knowledge of health care programs increased?			✓		
Do you understand the availability of IT equipment?			✓		
Do you understand the use of IT equipment?				✓	
How well are you able to use the PowerPoint program?				✓	
How well are you able to update the PowerPoint program?				✓	
Are you satisfied with the format of the presentation?					✓
Are you satisfied with the content of the presentation?					✓
Have you developed public speaking skills?				✓	
Do you believe your visibility in the agency has increased?				✓	
Do you believe your visibility in the community has increased?			✓		
Are you aware of community groups to schedule future presentations?				✓	
Do you feel an increase in motivation to provide outreach to the community since the training?					✓
Overall did you gain sufficient skills/knowledge to continue the project?					✓
Are you able to respond to audience questions?			✓		
If unable to answer a question, do you know where to locate information?				✓	

Recommendations

- Administer a pre- and post-test to audience members to assess increased knowledge as a result of the outreach.
- Develop a system of measurement to determine if the outreach has an effect on the number of applicants requesting health care coverage.
- Identify other publications, including church bulletins, to promote outreach information – particularly in the eastern and western parts of the county.