

GRANT ENTITY ADMINISTRATIVE TRAINING



OBJECTIVES

At the end of this module, you will be able to describe:

- ✓ The overall approach to monitoring and evaluation
- ✓ Quality assurance expectations
- ✓ Reporting requirements for Outreach and Education Grantees

GUIDING PRINCIPLES

The Covered California Outreach and Education Program Management and Quality Assurance Plan is informed by the following principles:

- A shared vision of increasing the number of insured Californians
- Building partnerships between RHA, Covered California and the Community Outreach network and grantees
- Integrity
- Catalysts for mutual learning and best practices
- Data-driven accountability
- High-quality outreach and education services that align with Program Standards and goals, and lead to measurable change

PROGRAM STANDARDS

Grantees are expected to adhere to Outreach and Education Program Standards and the Grantee Code of Conduct and will be required to sign each as a condition for receiving a grant.

A copy of the Grantee Code of Conduct is included in Appendix A of this presentation.

Program Standards fall into the following categories:

- Outreach and Education Activities
- Outreach and Education Campaign Plan and Work Plan
- Staffing and Training
- Monitoring and Reporting
- Materials and Equipment Management
- Fiscal Compliance and Use of Funds
- Handling of Consumer Information and Confidentiality

PROGRAM STANDARDS

Education and Outreach

Activities should include:

- **Delivery of brief outreach messages as well as in-depth educational messages to help raise awareness**
 - Outreach activities will last from one to five minutes on average
 - Education activities will last approximately 10 to 15 minutes on average
 - Grantees should focus on *either* individual consumers or the Small Business Health Options Program (SHOP) market, based on their contracted Work Plan
- **Grantees must represent Covered California in a professional manner in accordance with Program Standards**
 - Grantees shall refrain from making political comments and shall refrain from guiding consumers to any specific health insurance company when conducting the services
 - Activities should be conducted at venues that are aligned with the goals of the Grant Program, and where consumers will be receptive to receiving brief or in-depth information
 - Services shall not be delivered in locations that would reflect negatively upon Covered California or the state of California

PROGRAM STANDARDS

Education and Outreach (Continued)

Activities should include:

- Providing information about Covered California—availability of no-cost, subsidized and nonsubsidized programs; coverage options; premium assistance; and cost-sharing reductions
- Providing information on enrollment mechanisms (i.e., online, over the phone and in person) and answering questions
- Providing information on the tools and resources to assist in comparing costs, benefits and coverage options
- Educating consumers about open enrollment in subsequent years
- Collecting leads
- Providing referrals to in-person assistance resources for application assistance and enrollment
- Changing attitudes and behaviors that have prevented consumers from enrolling in coverage
- Collaborating with other grantees, as well as establishing and participating in public and private partnerships in the target community

PROGRAM STANDARDS

Education and Outreach

Activities should include messaging that is delivered:

- In a culturally and linguistically competent manner
- With tactics likely to raise awareness of enrollment in January 2014
- Clearly, accurately and consistently
- In the preferred language of the target audience
- In person
- In coordination with Covered California sponsored regional and local marketing efforts
- At community events at the request of Covered California

Grantees should inform Covered California of any changes in ability to deliver in-language services.



SUPPORTING THE OUTREACH AND EDUCATION STAFF

Helpful Hints

Below are some helpful hints to ensure your team members are empowered and effective:

- Make sure your internal processes are well defined so team members know who to go to for what. Identify clear hand-off of information within the organization.
- Provide team members with the necessary resources to be effective in their role.
- Organize an internal brainstorming session to identify potentially strategic and beneficial partnerships.
- Develop a list of resources in your community that could benefit team members.
- Determine networking contacts that support lead generation.
- Identify scheduled events in the community that may be leveraged.

PROGRAM STANDARDS

Campaign Plan and Work Plan

Grantees will be evaluated against their contracted Outreach and Education Campaign Plan and Work Plan. Evaluation will include:

- The number of uninsured households or small businesses the Grantee is reaching
- The channels, venues and tactics implemented for the Outreach and Education activities, and the results vs. project goals
- Monthly outreach performance—the number and percentage of households or small businesses reached monthly

Failure to deliver the agreed-upon targets may result in a modification to the Grantee Work Plan. Achievement levels that result in a major infraction may result in termination.

PROGRAM STANDARDS

Campaign Plan and Work Plan (Continued)

The following are additional Program Standards regarding the Outreach and Education Campaign Plan and Work Plan:

- Upon request by Covered California, the Plan must be updated to improve impact and quality
- Progress will be monitored against the schedule showing activity start and end dates, milestones and resource needs listed in the contracted Work Plan
- Failure to perform activities in the plan may result in termination of the agreement. At Covered California's discretion, the Grantee may be provided retraining and asked to correct deficiencies

All changes to scope of work must be approved in advance by Covered California. Major changes to scope of work may result in a decrease in grant funds.

PROGRAM STANDARDS

Training and Staffing

Field Staff must reflect the linguistic and cultural needs of the target population.

Field Staff must receive Covered California training and pass certification exam prior to Outreach and Education activities.

Field Staff must maintain general knowledge about Covered California coverage opportunities for individuals and small businesses and provide information to each during Outreach and Education.

Field Staff must be knowledgeable of effective Outreach and Education techniques, the federal Patient Protection and Affordable Care Act, coverage options offered through Covered California and other identified content areas.

Field Staff must remain current with ongoing training, required regional training and communication provided by Covered California.

TRAINING

Outreach and Education staff will receive initial training in a number of areas so they can be effective in their role. Topics include:

- Affordable Care Act
- Covered California Target Market
- Grantee Role
- Compliance
- Consumer Eligibility
- Protecting Consumer Information
- Plan Options
- Supporting Consumers Through Their Decision-Making
- Small Business Health Options Program (SHOP)

After completing the training, staff members will need to complete a certification exam with a score of 80 percent or better to pass.

Refresher training and ongoing communication updates will also be provided by Covered California.



TRAINING

Process

RHA receives roster

- Attendees are registered for training
- E-mail is sent to attendees to confirm registration
 - ✓ Session
 - ✓ Time
 - ✓ Location
- Training Begins
 - ✓ 2.5 days
 - ✓ Completed
- Link provided to take exam
 - ✓ Exam is passed
 - ✓ Transcripts are processed
- Certification is complete
 - Start Outreach
 - Grant Activities



TRAINING

Helpful Hints

Outreach and Education staff will receive training through Covered California.

In addition to the formal training, entities can provide additional enrichment:

- Establish forums to share best practices internally
- Maintain a list of questions team members encounter
- Allow team members to role play so they can practice responding to potential questions
- Develop both formal and informal feedback channels (For example: Formal feedback channels may include an annual performance review. Information feedback may be delivered during a one-on-one meeting).

PROGRAM STANDARDS

The Role of RHA

RHA oversees the Grantee Program. RHA partners with Grantees to provide guidance and support.

RHA provides the following services:

- Monitoring and evaluation against program standards as well as contracted Work Plan deliverables
- Management reviews, reporting and analysis to measure results
- Help Desk assistance for day-to-day support and questions
- Training, technical assistance and feedback for continuous improvement

PROGRAM STANDARDS

Monitoring and Reporting

To assure quality and to track progress, the following monitoring elements are required:

Reporting (to be completed by the 5th of the month for final reporting to Covered California by the 10th of the month):

- Reporting of fiscal activities on a monthly basis (reported vs. anticipated expenditures)
- Quarterly fiscal and performance reports discussing progress, outcomes, challenges and any changes to the approved plan
- Maintenance and timely submission of all required records and reports of activities and expenditures (activity reporting to be completed within three days of event/activity)
- Annual report outlining progress and impact
- Final fiscal and closeout report
- Submission of performance reports documenting progress toward goals
- Evaluation of staff performance
- Immediate reporting of noncompliance with plans for corrective action

PROGRAM STANDARDS

Monitoring and Reporting

Required Monitoring Elements (Continued):

Systems

- A system for monitoring program quality and compliance
- A system for monitoring attitude, conduct and professionalism of employees who conduct Outreach and Education
- A system to collect and report on any subcontractor activity

Compliance and Cooperation

- Compliance with Program Standards, the Affordable Care Act and applicable California laws and statutes
- Cooperation with all Covered California evaluation activities and requests to build knowledge and best practices for reaching uninsured populations in California
- Cooperation with all mandated monitoring activities including cooperation with event observation and site visits
- Use of data management systems required by Covered California

PROGRAM STANDARDS

Collateral Material and Equipment Management

Consistency in the use of branded materials and messages maintain the integrity of the Covered California program.

- Collateral material should be ordered from Covered California.
- Only approved, Covered California branded collateral material should be used when conducting Outreach and Education activities (this includes tablecloths, banners, signs, etc.).
- Adequate supplies of Covered California collateral material must be maintained.
- All collateral material should be returned at the end of the agreement period.

PROGRAM STANDARDS

Fiscal Compliance and Use of Funds

The Program Standards provide guidance on the use of funds. For example:

- Equipment procured should be done in compliance with federal and state laws
- Annual equipment expenditures must not exceed 5 percent of the Grantee's total award, and should not exceed \$25,000 per year.
- Administrative overhead must not exceed 15 percent of the Grantee's total awarded funding

Grantees must not:

- Claim payment for services not contained in the Agreement
- Use funds to enroll eligible consumers or small businesses in Covered California, conduct mass marketing campaigns or contract for paid media
- Claim reimbursement for services conducted under any other state and federal agency, other government entity contract or grant, any private contract or from the Medi-Cal program

Copies of receipts for all purchases over \$250 are required. Receipts should be uploaded with monthly invoices in the Grants Program Administrative System (GPAS).

PROGRAM STANDARDS

Handling of Consumer Information

Grantees must ensure the confidentiality of all consumers and their records and information received in written, graphic, oral or other tangible form in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and the Affordable Care Act.

Outreach and Education field staff will receive training on protecting consumer information as part of their Covered California training.

THE GRANTS PROGRAM ADMINISTRATIVE SYSTEM

The Grants Program Administrative System (GPAS) is a web-based information management system that will store Grantee work plans, activities and financial information, as well as house field monitoring activities and results.

The GPAS will house the following:

- Grantee information, staffing and administrative functions
- Outreach and Education campaign plan and work plan
- Activities and outcomes
- Budget, expenditures and invoices
- Field monitoring reporting

Two staff members from each individual Grantee organization will have access to the GPAS, including one primary contact and one financial contact. They will use the GPAS to upload and report the metrics data and information and to produce quarterly and annual reports. Grantees will also use the system to view reports on their metrics and to track their progress, and may be able to receive program updates and information.

GRANTEE AND PROGRAM EVALUATION FRAMEWORK

The Grantee and Program evaluation framework will be used to evaluate Grantee and program-wide progress toward deliverables and impact as measured by lead generation.

The Grants Program Administrative System (GPAS) Management Reviews will be the primary vehicle for evaluating progress and impact.

- **Activity metrics** will be used to evaluate the delivery of Outreach and Education activities and Grantee progress toward completing deliverables
- **Short-term outcome metrics** will be used to evaluate the number of consumers (households) and small businesses reached and the number of leads generated
- **Long-term outcome metrics** will track successfully reaching the projected target populations.

GRANTEE REPORTING IN THE GPAS

- Grantees will be required to maintain current information about the program in the GPAS, including contact information, staffing, changes in ability to provide in-language services, sub-contractor information and other information requested by Covered California.
- Grantees will be required to record activities according to established reporting timelines and protocols.
- Each Grantee is responsible for managing data entry into the GPAS within three business days of activity completion and for submitting quarterly and annual reports.
- The GPAS will generate reminders to update information.
- RHA will monitor and review the system for failures to meet reporting deadlines and conduct quality assurance of data entry.
- Grantees will receive hands-on training to learn how to use the GPAS in the beginning of the grant term.

FIELD MONITORS AND REPORTING IN THE GPAS

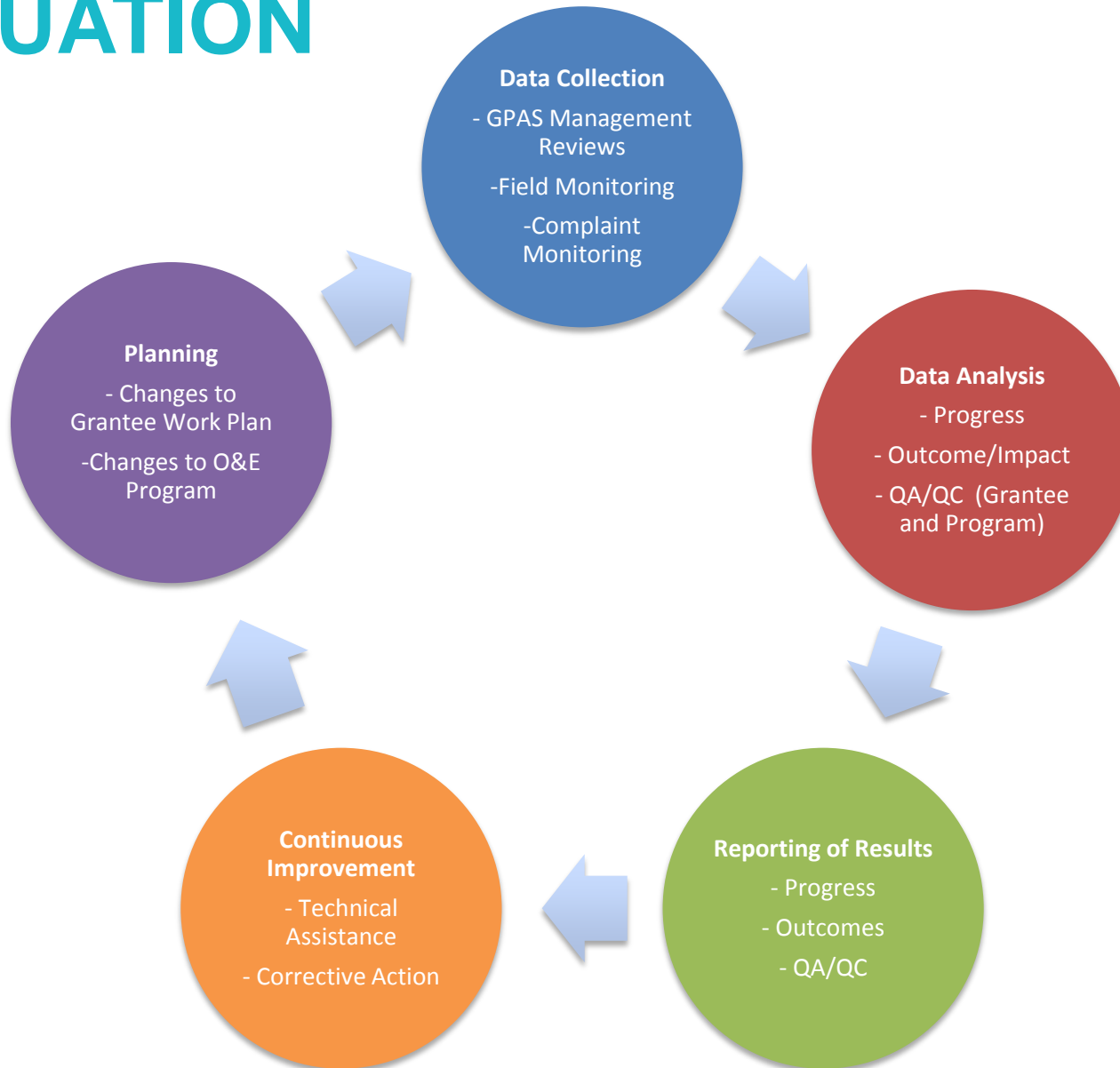
Each Grantee Entity will be assigned a Field Monitor to support them in their efforts. Field Monitors will conduct scheduled and unscheduled monitoring visits for the purpose of building relationships with Grantees, verifying adherence to Program Standards, providing coaching and technical assistance and evaluating progress toward agreed upon deliverables.

Field Monitors will use the GPAS to report their activities, results and any agreed upon correction action plans.

An analyst will conduct monthly reviews of the GPAS to ensure the quality of data entered by Grantees.

- Grantees will be required to submit reports by the fifth day of each month for monthly reports and the tenth day of the month following the end of the quarter for quarterly reports.
- The GPAS will automatically generate reminders to Grantees and notifications when a failure to meet a reporting deadline occurs.

APPROACH TO MONITORING AND EVALUATION



DATA COLLECTION

Data Collection

- GPAS
Management
Reviews

-Field Monitoring

-Complaint
Monitoring

RHA will utilize a combination of qualitative and quantitative methodologies to monitor and evaluate the Program, including:

- Event observation
- Secret shopping
- GPAS management reporting
- Complaint monitoring

Field Monitors will be deployed to:

- Conduct field monitoring activities, which focus on evaluating progress, impact and quality
- Provide technical assistance and coaching to build Grantee capacity

DATA COLLECTION

Field Monitoring

Data Collection

- GPAS Management Reviews
- Field Monitoring
- Complaint Monitoring

The purpose of field monitoring is to verify adherence to Program Standards, to evaluate progress toward agreed-upon activity deliverables and outcomes and to support Grantees in their delivery of a high-quality program.

Field monitoring includes the deployment of Field Monitors to:

- Observe Grantee activities
- Gather information about barriers and challenges
- Share program information, updates and best practices
- Provide onsite technical assistance and coaching

Each site visit includes:

- Program Site Visit Worksheet
- Exit Conversation
- Event Observation
- Field Monitor Report
- Plan for Action

DATA COLLECTION

Field Monitoring (Continued)

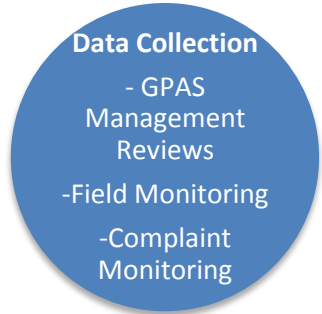


Field monitoring activities will also include:

- **GPAS and Record Review**—Field Monitors will use the review of the GPAS and real-time reports to inform site visit conversations and observations.
- **Secret Shopping**—During secret shopping, Field Monitors present themselves as consumers interested in finding out more about the program to gain a firsthand experience.
- **Consumer Satisfaction Surveys**—Consumer satisfaction surveys or verification of whether messages were understood may include:
 - Messaging—Consumer to recall Outreach and Education messages received
 - Customized Information—How helpful the information was to the consumer
 - Call to Action—Consumer to provide details on intended next steps

DATA COLLECTION

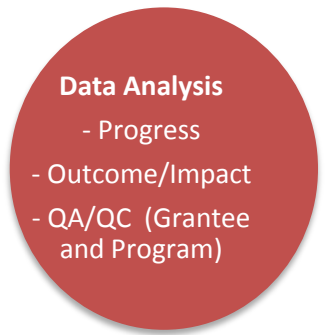
Complaint Monitoring



The purpose of complaint monitoring is to review and investigate complaints received from multiple sources about the Outreach and Education Grant Program. Sources include:

- Grants and Certified Enrollment Counselors Help Desk (staffed by RHA)
- Fraud and Waste hotline (under development by Covered California)
- Consumer satisfaction surveys (if applicable)
- Covered California Service Center (handles consumer calls)
- Covered California staff

DATA ANALYSIS



RHA will conduct analysis of data stored within the GPAS and will produce real-time reports that will inform continuous program improvement at the Grantee and Program level. Analysis will be conducted through:

- Activity Reports
- Progress Toward Deliverables Reports
- Outcomes Reports
- Fiscal Reports
- Monitoring Activities Records
- Additional Reports as needed

REPORTING OF RESULTS

Reporting of Results

- Progress
- Outcomes
- QA/QC

The GPAS will be used to generate data on cumulative monthly, quarterly and annual reports to Covered California.

Reporting schedules are defined in the “notes view” of this slide.

CONTINUOUS IMPROVEMENT



The primary mechanisms to support continuous Grantee improvement include technical assistance and corrective action.

Results of data collection and analysis will be used to develop individualized and program-wide plans for technical assistance.

ACTIVITY	DESCRIPTION
Technical Assistance	<ul style="list-style-type: none">• Develop Grantee’s capacity to deliver high-quality Outreach and Education services that reach diverse, eligible, uninsured populations and that result in leads for coverage• Use various delivery channels to provide technical assistance
Corrective Actions	<ul style="list-style-type: none">• Corrective actions may be taken to address poor performance, grievances and complaints or failure to comply with Program Standards• Action will depend on the type (major, moderate, minor) and frequency of a violation

CONTINUOUS IMPROVEMENT

Continuous
Improvement

- Technical Assistance
- Corrective Action

The RHA Grants team will build strong relationships with Grantees and coach them on a wide variety of topics so they have the tools and information necessary to be successful.

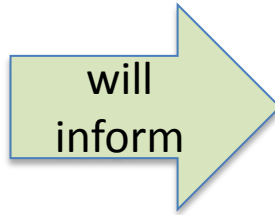
Coaching will cover the following topics:

- Program management
- Financial compliance and invoicing
- Use of the GPAS and reporting
- Effective Outreach and Education strategies
- Best-practice models for reaching hard-to-reach populations
- Messaging
- Common challenges and best practices
- Covered California plans
- Effective lead-generation approaches
- Staffing and recruitment
- Managing and supporting subcontractors effectively
- Strategic development of future year work plans

PLANNING

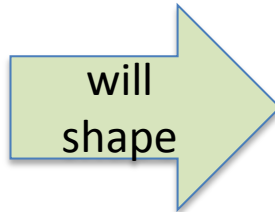
Planning
- Changes to Grantee Work Plan
- Changes to O&E Program

Progress, outcome and compliance data as well as feedback from Grantees, partner organizations and Field Monitors



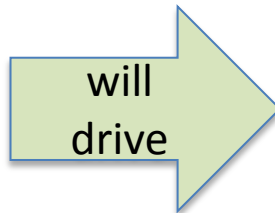
Future Program Standards and targets

Lessons learned, challenges and best practices



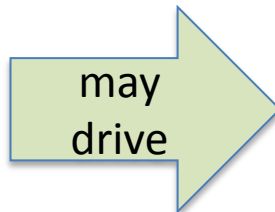
Program enhancements or adjustments

Gaps in capacity and reach (geographic, cultural, linguistic, special populations)



Changes to the program

At the Grantee level, results of monitoring



Modifications to the work plan
(Modifications to work plans will be closely coordinated and must be approved by Covered California)

PLANNING (Continued)



The table below describes triggers that may result in a change to the work plan.

Overlap in target populations	<ul style="list-style-type: none"> • Two Grantees in similar demographic area that are proposing to go to the same event • Serving same target population
Major changes in staffing and/or capacity to deliver Outreach and Education services	<ul style="list-style-type: none"> • A change in subcontractor relationship • Reductions in linguistic capacity. For example, Grantee proposed to deliver 70% of Outreach and Education activities in Spanish, but loses bilingual staff
Poor performance or underperformance	<ul style="list-style-type: none"> • A Grantee fails to meet agreed-upon activity deliverables based on review of metrics • Grantee is not conducting agreed-upon Outreach and Education activities
Expansion of scope	<ul style="list-style-type: none"> • An entity is very effective at reaching the target market, resulting in a large number of leads and referrals that are enrolled
Shift in Covered California priorities and targets	<ul style="list-style-type: none"> • After first open enrollment period, enrollment rates may peak in certain heavily invested regions or target populations
Change of subcontractor relationship	<ul style="list-style-type: none"> • Failure to deliver, or the disengagement from collaborative

PLANNING (Continued)

Corrective Action—Minor Violation



For minor violations, the deficiency can be expected to be corrected through technical assistance and continuous monitoring.

The Field Monitor is responsible for developing and monitoring the impact of the corrective action plan. The Field Monitor:

- Documents the violation in the GPAS
- Sends an e-mail to Grantee and contacts Grantee by phone regarding the violation
- Develops corrective action plan and documents it in the GPAS
- Provides technical assistance
- Monitors activity and change

PLANNING (Continued)

Corrective Action—Moderate Violation



For moderate violations, the deficiency can be expected to be corrected through technical assistance and continuous monitoring.

The Grants Supervisor and Field Monitor collaborate to develop and monitor the impact of the corrective action plan:

- Field Monitor documents violation in the GPAS and sends an e-mail to notify the Grant Supervisor
- Grant Supervisor and Field Monitor develop preliminary corrective action plan
- Field Monitor sends an e-mail to the Grantee and contacts Grantee by phone
- Field Monitor may conduct an unscheduled event observation, site visit or request an in-person meeting
- Grant Supervisor develops final corrective action plan
- Grantee implements corrective action plan
- Field Monitor provides technical assistance
- Field Monitor and Grant Supervisor monitor change

PLANNING (Continued)

Corrective Action—Major Violation



Major violations can either result in immediate termination of the grant agreement or in a plan for corrective action. The deficiency may be corrected through technical assistance and continuous monitoring.

The Grant Manager is responsible for developing and monitoring the impact of the corrective action plan in collaboration with the Grant Supervisor and Field Monitor:

- Field Monitor documents the violation in the GPAS and the Grant Supervisor, Grant Manager, Senior Program Manager and Program Director are notified
- Program Director e-mails and notifies Covered California
- Field Monitor sends an e-mail to the Grantee and contacts the Grantee by phone
- Grant Team may conduct an unscheduled event observation, site visit or may request an in-person meeting
- Grant Team develops preliminary corrective action plan and submits it to Covered California
- Covered California modifies, finalizes and signs off on the corrective action plan
- Grantee implements corrective action plan
- Field Monitor provides mandatory technical assistance
- Grant Team monitors change

FOR MORE INFORMATION

Covered California has anticipated the need for support and will provide the following:

- For any questions on the administration of the Grantee Program, contact the Grantee Help Desk. This toll free number can be accessed Monday through Friday from 8 a.m. to 5 p.m. at 1-866-622-5252
- E-mail support for Entities to submit questions: grantinfo@ccgrantsandassistors.org

APPENDIX A: GRANTEE CODE OF CONDUCT

As an Outreach and Education worker, I will focus on the consumer, work with integrity and serve as a catalyst for change by communicating the affordability of health care to expand coverage to the uninsured in California.

In order to fulfill my role I will:

- Be sensitive to the consumer's needs, culture and background
- Listen to the consumer attentively in order to provide them with the best service and most comprehensive information specific to their unique needs
- Communicate with the consumer with courtesy, patience and understanding
- Provide equal access to information without discrimination to age, gender, disability, race, creed, national origin, economic background or any other socio-economic factor
- Read the Covered California Business Associate Agreement on privacy to consumers in accordance with the program standards, before delivering outreach and education messages.
- Provide consumers with comprehensive, accurate and impartial Outreach and Education messages in a professional manner
- Conduct Outreach and Education services in person and in the consumer's primary language
- Serve as a trusted messenger to help change attitudes and behaviors that have prevented consumers from enrolling in coverage
- Possess knowledge, information and expertise needed to provide uninsured Californians with clear, accurate and compelling information about Covered California Health Plans, online and through in-person enrollment mechanisms
- Conduct Outreach and Education strategies that gather consumer contact information for further education and lead generation

APPENDIX A: GRANTEE CODE OF CONDUCT (CONTINUED)

- Read the Covered California Business Associate Agreement on privacy to consumers in accordance with program standards before delivering Outreach and Education messages
- Utilize messaging, materials and non-consumables approved by Covered California when conducting Outreach and Education services
- Never use Covered California Outreach and Education grant funding to enroll eligible consumers or small businesses in Covered California or provide enrollment assistance
- Never make political statements during any Outreach and Education presentation, service or activity being conducted on behalf of the program
- Never conduct Outreach and Education services at venues or locations that would reflect negatively upon Covered California or the state of California or in locations where illicit or illegal activities occur
- Never accept money from a consumer for outreach, education, or enrollment services provided or for premium payments
- Never invite or influence an employee or their dependents to separate from employer-based group health coverage, or arranged for this to occur
- Never pay family contribution amounts or copayments to sponsor a consumer
- Participate in mandatory Outreach and Education training provided by Covered California or its designated administrator before performing Outreach and Education services

APPENDIX A: GRANTEE CODE OF CONDUCT (CONTINUED)

Confidentiality

As an Outreach and Education worker, I understand that I am bound by the Health Insurance Portability and Accountability Act (HIPAA) laws to protect all consumer identifiable health information.

I understand that identifiable health information is confidential, including demographic data that relates to:

- The consumer's past, present or future physical or mental health condition
- The provision of health care to the consumer
- The past, present or future payments for the provision of health care to the consumer

I understand the following is confidential patient information:

- | | |
|--|--|
| <ul style="list-style-type: none">• Name• Social Security Number• Geographic Number• Vehicle Identifiers• Dates (Except Year)• Health Care Record Numbers• Device Identifiers• Credit Card Numbers
• Research Data• Telephone Numbers• E-Mail Addresses• Names of Relatives | <ul style="list-style-type: none">• Health Plan Beneficiary Numbers• Full-Face Photographs or Images• Driver's License Number• Computer Passwords• Fax Numbers• Web URLs and IP Addresses• Account Numbers• Biometric Identifiers (Fingerprints or Voiceprints)• Certificate Number• License Number• Any Other Unique Number, Code or Characteristic |
|--|--|

I understand it is my responsibility to ensure the confidentiality of all consumers, records and information received in written, graphic, oral or other tangible form.

APPENDIX A: GRANTEE CODE OF CONDUCT (CONTINUED)

I will never divulge to any unauthorized person any information obtained while conducting Outreach and Education services.

I understand the following are violations of Covered California, the California Health Exchange Board and HIPAA, thus causing need for corrective action:

- Accessing information that is not within the scope of my duties
- Misusing, disclosing without proper authorization or altering confidential information
- Disclosing to another person my sign-on code and/or password for accessing electronic or confidential information or for physical access to restricted areas
- Using another person's sign-on code and/or password to access electronic confidential information or for physical access to restricted areas
- Intentional or negligent mishandling or destruction of confidential information
- Attempting to access a restricted area without proper authorization or for purposes other than official use

As an Outreach and Education worker, I take responsibility and will follow the Covered California Code of Conduct, Program Standards, and Confidentiality Agreement. My signature below verifies that I have fully read and understand the Covered California Code of Conduct, Program Standards, and Confidentiality Agreement.

Grantee Name:	Grantee Number:
Outreach and Education Worker Name (Print):	
Outreach and Education Worker Signature:	
Sign Date:	

APPENDIX B: GLOSSARY

GLOSSARY	
Community Outreach Network	Organizations that represent the strategic entry points of where target markets work, live, shop and play.
Covered California	California's health insurance marketplace.
Eligibility	An established set of criteria that identifies an organization as eligible to participate in the Outreach and Education Grant Program as a Grantee or Subcontractor.
Evaluation	The process of evaluating and scoring a grant application utilizing the scoring rubric. Conducted by an Evaluator.
Evaluator	One who scores and evaluates a grant application.
Grant Application	A type of solicitation notice in which an organization announces that grant funding is available, and allows researchers and other organizations to present bids on ways to use the funding.
Grant Program Administrative System (GPAS)	A system that allows organizations to register online and complete an online application for the Outreach and Education Grant Program. Also provides a means for Program staff to review and manage applications.
Outreach and Education Grant Program	A grant program where organizations receive a grant to conduct Outreach and Education activities.
Patient Protection and Affordable Care Act	Comprehensive health reform legislation that requires every state to establish a health benefit exchange by January 1, 2014, to help individuals and families purchase insurance coverage from Covered California Health Plans
Scoring	The process of evaluating and scoring a grant application utilizing the scoring rubric conducted by an Evaluator.
Training	The process of instructing and familiarizing Evaluators and Technical Reviewers with the Grant Program, application and scoring criteria and the process of review and evaluation.

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