Year 1 Work Plan (April 1, 2017 - March 31, 2018)

Goal: To empower, educate, and assist Medicare-eligible individuals, their families, and caregivers through objective outreach, counseling, and training, to make informed health insurance decisions that optimize access to care and benefits.

Measurable Outcome: (1) Medicare individuals in contact with Washington State SHIP are able to make informed decisions about their Medicare options (2) At a minimum, increase individual counseling by 10% each year (3) At a minimum, increase the number of hours volunteered by SHIP volunteers by 10% each year, (4) Contract with two new minority focused community partners each year of project. *Time Frame (Start/end dates by month in PROJECT cycle)

Major Objectives	Key Tasks	Lead Person	1	2	3	4	5	6	7	8	9	10	11	12
Promote awareness, knowledge, and visibility of the SHIP program.	Develop radio PSA to help raise awareness about SHIP services.	Communications Consultant				х	х	Х						
	Partner with Low Income Senior Housing Properties, Faith-based Organizations, and local food banks to schedule and plan outreach events.	SHIBA Field Supervisor				х	х	х						
	Contact four tribes about SHIBA educational events. Offer the help of SHIBA staff and volunteers in providing technical assistance Part D, LIS and MSP presentations and update throughout grant period as requested/appropriate.	SHIBA Field Supervisor		х		х		х		х				
	Establish new and expand existing partnerships in order to reach and or provide counseling services to more Medicare eligible beneficiaries.	Field Supervisor	х	х	х	х	х	х	х			х	х	х
	Expand capacity by partnering with the Washington State Department of Social and Health Services to provide Medicare training to in-home care providers, who must fulfill annual training requirements.	Field Supervisor			х				х					
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Contracting with other local community based organizations	Develop sub-grantee performance goals for outreach, community education, one-one-one counseling.	Grants and Contracts Coordinator	х	х	х									
	Create contract language for up to five local SHIP sponsors to hire nonpermanent customer service specialist to help with open enrollment and year around administrative tasks.	Grants and Contracts Coordinator	х	х	х									
	Negotiate SHIBA Sub-grantee contracts for the 2017-19 biennium.	Grants and Contracts Coordinator	х	х	х									
	Notify SHIBA sponsor sub grantees of funding levels and contract award announcements.	Grants and Contracts Coordinator			х									
	Monitor local sub-grantee plans, quarterly reports and billings for success level in meeting goals/timelines and assist with revisions as necessary	Grants and Contracts Coordinator	х		х				х			х		
3 Recruit, train, and retain a diverse, sufficient, and effective workforce at all levels	Plan and coordinate statewide Volunteer Coordinator training for sub- grantees on solutions to recruiting, placing and supporting volunteers.	Operations Supervisor	х											
	Distribute volunteer recruitment fliers and conduct volunteer outreach in local communities, including locations and resources frequently accessed by bilingual individuals, highlighting the volunteer opportunities with SHIBA.	SHIBA Sub-grantee Volunteer Coordinators	х	х	х	х	х	х	х					x
	Compare and profile volunteers throughout the state to assure their demographics meet the target or focus population(s) in each county of service.	Operations Supervisor	х	х	х	х	х	х	х					х
	Recruit and Train up to eight new non-permanent customer service specialist for phone and in-person counseling for the 2017 fall OEP	Operations Supervisor				Х	Х	х	х	Х	х			
	Increase the number of online, webinar, and evening/weekend trainings to potential, new and existing volunteers	Operations Supervisor	Х	Х	Х	Х	Х	Х	Х	Х	х	X	Х	Х