

Outreach, Assistors, and Health/Insurance Literacy: A Toolkit for Justice Professionals

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Introduction

Recent studies confirm the advantages of expanded access to coverage for justice-involved populations requiring physical and/or behavioral health care services, especially during re-entry care transitions.

- Studies in Florida, Washington State, Rhode Island, and Michigan have shown a 16 to 17 percent reduction in re-incarceration for reentering individuals who are covered by Medicaid at the time of release (Barden, 2015).
- One year after implementation, community health center visits in Medicaid expansion states increased by 46 percent and by 12 percent in non-expansion states (Hoopes et al., 2016).
- In Kentucky and Arkansas, after the first year of Medicaid expansion, the number of low-income adults who reported skipping a prescribed medication because of cost declined 10 percent (Sommers, Blenden, Orva, 2014).
- Justice-involved populations that have Medicaid or private insurance are more likely to get treatment for serious mental illness or alcohol use disorders than the general population. The Medicaid beneficiaries among them were even more likely to get treatment for depression or a drug problem than people with private insurance (Tyler et al., 2016).

The degree of impact expanded coverage opportunities have on re-entry and rehabilitation success depends not only on effectively identifying those eligible for coverage, but also on educating and informing justice-involved populations about using their coverage, and helping them navigate the complexities of the health care system. Prior to health reform, medical care for many justice-involved individuals was limited to emergency room visits and sporadic trips to free clinics and community mental health centers. When states enroll the uninsured in health care and help them access covered services, reliance on emergency room visits decreases.

Several state and federal resources are dedicated to assist persons, including the justice-involved population, to take full advantage of new health insurance opportunities.

There are many resources dedicated to outreach and enrollment assistance and to increasing health/insurance literacy among the newly covered. This is particularly important for the justice population, many of whom never used health insurance, have no idea how it works, and frequently face “health literacy” challenges that may hinder their understanding of health information that is uses typical insurance jargon and medical terms that they don’t understand. Health literacy is defined as the degree to which individuals can obtain, process, and understand basic health information and services needed to make appropriate health decisions.

Since 2013, federal and state funding has been allocated to community-based organizations to support efforts to educate, inform, and assist hard-to-reach subgroups of uninsured and newly eligible individuals. Justice professionals should become acquainted with these efforts so their justice-involved clients take full advantage of current health care opportunities.

When state and local justice systems collaborate with these agencies, it is a win for everyone involved. It helps assistor agencies achieve their objectives and taps into a network of essential re-entry allies, trained to help increase the ‘health and insurance’ literacy of newly covered individuals. Many of the agencies funded to expand health care utilization have identified inmates and re-entering individuals as a priority. In most states, inmate populations are comprised of other subgroups also targeted for outreach and enrollment, including, for example, rural, low-income, disabled, or homeless individuals, African Americans, Latinos, people with mental health or substance use disorders, those at risk for HIV, and so on.

The information that follows highlights examples of available resources that can help justice professionals with enrollment, along with sources of easy-to-understand information developed for the newly insured on health coverage basics and related topics. The remainder of the document is a state by state listing of navigator and assisto resources, the priority populations they target, and the regions they are funded to work in. States are grouped by the type of Health Insurance Marketplace they have opted to implement with corresponding outreach and assisto approaches, programs, and resources. States and programs that prioritize inmates, the re-entry population, or those under community supervision are flagged.

Funded Assistance Providers and Assisto Types

In 2013, the Centers for Medicare and Medicaid Services (CMS) awarded \$67 million to 105 organizations, including a number of Community Action Agencies, to hire and train navigators in the 34 states with Federally-facilitated or State and Federal/ Partnership Marketplaces. An additional \$60 million was awarded in 2014, followed by three-years of funding for 2015-2018. Many of these grantees subcontract with local agencies that have experience working with specific underserved subgroups. Additional funds went to many federally qualified health centers (FQHCs) to support onsite assistors.

A smaller number of states (13) have opted to develop their own state-run insurance exchanges; a few states have selected hybrid models of state-run exchanges with federally supported components (4). They all have implemented outreach, education and enrollment assistance programs, funded, in part, through a small percentage of revenue from insurance premiums or fees. Some state-based insurance exchanges have dedicated significant resources to making assisto services widely available. For example, California's state-based marketplace offers more than 500 'store front' assisto locations with a workforce of more than 4,000. A search of Colorado's database of assistance sites yielded 366 results.

All navigators/assistors (state or federally funded) are mandated to carry out certain duties that include conducting public education activities, explaining coverage options to consumers, and facilitating selection and enrollment in a qualified health plan. They are also charged with outreach to underserved or uninsured subgroups through culturally appropriate means. When state and local justice professionals enlist the participation of assisto programs in re-entry planning, not only does it bring a valuable resource to the table, it also helps navigator grantees and contractors fulfill their primary responsibilities. Below is an explanation of the different types of assistors:

- **Navigators**—Navigators receive extensive training from CMS and are responsible for providing unbiased information about public and private health insurance programs in a culturally competent manner. They regularly report on their outreach and consumer education activities and accomplishments.
- **Non-Navigator Assistors** (in-person assistors)—Serve a similar function, providing in-person assistance and informing consumers about coverage options, but funding for assistors is more flexible than navigator funding. Many states opt to train staff of existing community-based agencies to carry out in-person assisto duties.
- **Certified Application Counselors** (CACs)—CMS designates organizations to certify counselors who perform these functions. CACs complete pre-service training and receive ongoing in-service training via CMS webinars and newsletters. They comply with privacy and security standards, but have fewer reporting requirements.
- **Brokers, Agents and Contracted Assistors**—Brokers usually act on behalf on the consumer and are compensated by insurers or consumers. Agents are compensated by insurers. Some states contract with brokers or agents to act as "navigators." They may be required to forgo compensation or abide by other guidelines that mitigate potential conflicts of interest.

Assistor organizations can offer more than just enrollment help to justice-involved populations. Navigators and Certified Application Counselors are frequently funded through performance-based grants and contracts that mandate outreach to underserved, uninsured populations. They may conduct public education sessions at correctional facilities,

re-entry centers, prisons, or community supervision offices. Released individuals and those supervised in the community may attend information/ enrollment events or meet with an in-person assistors that operates out of a community agency they may already utilize, such as a drug treatment program or transitional housing agency.

In addition to enrollment help and public education activities, assistors organizations are charged with improving utilization and retention. This can entail linking individuals to other types of benefit programs they may qualify for, making referrals to appropriate health care services, making follow-up contact with beneficiaries to see if they are using their coverage to access services, helping them overcome any barriers they encounter, and facilitating re-enrollment so that coverage is maintained. Navigators have a target enrollment retention rate of 65 percent. All these assistors services can help newly covered, justice-involved individuals get treatment for mental health and substance use disorders and other medical conditions.

Research has verified that most of the people who need enrollment assistance prefer in-person help. States are required to continue offering in-person assistance that allows consumers to enroll through traditional channels—for instance, with a paper application at a local social service agency—even as they develop online enrollment systems. The re-entering population and other justice-involved individuals are similar to other new beneficiaries who prefer to turn to a person or consumer-focused organization in their community that specializes in helping underserved groups (Enroll America, 2012). The only difference is re-entering individuals may have a higher need for this type of support and advocacy.

Part I: Outreach Projects and Resources Justice Professionals Can Leverage

Examples of Multistate Resources

HRSA Funding for Enrollment at Federally Qualified Health Centers (FQHCs): In Federal FY 2013, HRSA awarded \$150 million in grant funds to 1,159 and another \$58 million in 2014 to 1,157 health centers across the nation to enroll the uninsured. FQHCs provide low or no cost care to the uninsured and those who cannot afford to pay. They are also a particularly important re-entry resource in states that have not expanded Medicaid eligibility or other public benefit programs. The Health Resources and Services Administration (HRSA) website has a [FQHC locator](#) that identifies the nearest health center anywhere in the United States. The link below allows you to click on a state and find the nearby Health Centers funded to assist with enrollment.

<http://www.hrsa.gov/about/news/2013tables/outreachandenrollment/>

State Health Insurance Assistance Programs (SHIPs) SHIPs help Medicare beneficiaries and are the original ‘model’ for navigator and assistor services. Each state offers contracted assistance services at no charge that include in depth, one-on-one insurance counseling to Medicare beneficiaries, their families, friends, and caregivers. SHIPs operate in all 50 states, the District of Columbia, Guam, Puerto Rico, and the U.S. Virgin Islands, and are grant-funded projects of the U.S. Department of Health and Human Services (HHS). Older justice-involved individuals who are nearing Medicare eligibility can take advantage of these services. The SHIP website includes a locator to find state SHIP programs:

<https://www.shiptacenter.org/>

Examples of Statewide Resources

Rhode Island Department of Corrections Collaboration with Health and Human Services (HHS): The Rhode Island Executive Office of Health and Human Services allocated funds to assign mobile navigators to correctional facilities to help pre-release inmates apply for benefits when Medicaid expansion went into effect. HHS modified Assistor contracts to include working with Department of Corrections discharge planners as part of navigator job duties. A community agency offers in-reach into correctional facilities, conducting Medicaid informational sessions with pre-release groups and distributing paper applications. In some facilities, corrections staff helps inmates prepare a form with basic information that confirms their effective release date and refers them to a local enrollment office upon release. When navigators get this form, they can facilitate immediate enrollment without delay. Interns from Brown University’s Center for Prisoner Health and Human Rights also offer pre-release health literacy classes in jail and prison facilities and directly assist individuals awaiting trial with Medicaid applications. <http://www.nashpcloud.org/2014-presentations/public/SESSION.19.Florio.D.pdf>

Examples of Local Resources

Oakland Livingston Human Service Agency (OLHSA): OLHSA, a subgrantee of Michigan Consumers for Healthcare is a Community Action Agency in Pontiac, Michigan that serves a primarily urban population in Flint, Detroit, Saginaw and Pontiac. OLHSA received \$41,000 in federal navigator funds to augment other discretionary and charitable funding that supports its efforts to increase access to health care. This includes United Way funds and other grants. OLHSA is piloting a “bundled services” project, which assigns a caseworker as a single point of contact for clients with multiple service needs and works with various programs on their behalf. Those returning to their communities after incarceration, low-income families, and the elderly can participate in the pilot. The agency hired a former inmate who was originally a client referred to them by the Michigan Prisoner Re-entry Initiative. OLHSA also offers a Family Re-Entry Program to inform and refer re-entering individuals and their families to services and a Re-entry Empowerment Group that meets weekly in Pontiac to focus on topics such as *“employment assistance; financial empowerment; parenting and relationship skills and more.”* <http://www.olhsa.org/>

ActionAIDS—The Philadelphia Linkage Program: ActionAIDS has a long history of providing case management to men and women in Philadelphia County jails. The name, **Philadelphia Linkage Program**, was selected to protect the confidentiality of clients within the eight county jails the program serves. Case managers establish a rapport with clients

while they are incarcerated and work with correctional health care and case management staff on comprehensive discharge planning. Upon release, they work one-on-one with clients to help them make a seamless transition from correctional to community health care by linking them to available benefits and programs. When Medicaid expansion became effective in Pennsylvania in January 2015, a Soros Fellow at the Pennsylvania Health Law Project, Maureen Barden, began working with prisons and jails to integrate a similar linkage to health care model into re-entry planning, statewide. Read Ms. Barden's comments about the advantages of generalizing programs like Philadelphia Linkage at: <http://actionaids.org/blog/prison-community-re-entry-addition-health-care-coverage>.

Other Resources

HRSA Listing of 340B Drug Pricing Program Covered Entities: Congress established the 340B program to allow certain covered entities that serve large numbers of uninsured patients to obtain drugs from pharmaceutical suppliers at the same discounted rates Medicaid pays (25 to 50 percent less). Programs that may qualify are identified in the Public Health Service Act and include safety-net hospitals run by state or local government; federally qualified health centers (FQHCs); family planning clinics; sexually transmitted disease clinics; Ryan White CARE Act grantees; and others. The following link lists 340B-covered entities by state:

<http://datawarehouse.hrsa.gov/topics/HealthcareSystems/CE340BDataExplorer.aspx>

Covered entities can increase their revenue by encouraging 'qualified patients' with commercial insurance to use the 340B pharmacy. If patients have private insurance, participating hospitals and clinics bill the insurance company for the full price of the drug and pocket the difference. Patient eligibility is not subject to any type of income cap at 340B pharmacies.

A HRSA spokesman has said that while correctional facilities are not considered "covered entities" eligible to purchase the drugs through the 340B pricing program, there are limited exceptions and a small number of correctional facilities currently use qualified 340B pharmacies.

- In the case of hospitals, if the covered entity provides health care services to incarcerated persons, and that service is listed as Medicare reimbursable on the entity's most recent cost report, they may be eligible.
- For other covered entities that provide health care to incarcerated persons, if the service is delivered at a clinic within the scope of its grant, it may be eligible for 340B pricing

For these reasons, it may be worthwhile to determine viability of using a 340B-eligible entity to provide medications for incarcerated persons at reduced rates, especially considering the high demand for expensive medications to treat Hepatitis C and costly drugs used to treat opioid use disorders such as extended release injectable naltrexone or buprenorphine.

Part II: Health/Insurance Literacy Resources

Getting Out and Staying Out: A Guide to San Francisco Resources for People Leaving Jails and Prisons: This 306-page publication from the Re-entry Council of the City and County of San Francisco can be downloaded, freely copied and distributed: www.sfgov.org/reentry. Although some sections refer to local services, the structure and general information applies to re-entry into any community. It explains Medicaid basics, how to enroll for the first time, or how to get benefits “turned back on” if they were suspended. It has a glossary of health-related terminology, sections that can be filled-in to help organize critical information, and a ‘Quick Note on Overdose’ insert near the beginning.

Illinois Re-entry Health Literacy Information: Illinois Department of Corrections distributes two palm cards, developed by **Get Covered Illinois**, to re-entering, newly covered individuals, along with other health literacy materials.

- Medicaid Palm Card: <http://www.nashp.org/wp-content/uploads/2015/11/IL%20-%201.pdf>
- Using Insurance Palm Card: <http://www.nashp.org/wp-content/uploads/2015/11/IL%20-%201.pdf>

Kaiser Family Foundation: The following are available from the Kaiser Family Foundation:

- “Kaiser’s Understanding Health Insurance Page offers simple answers to 300 Frequently Asked Questions (FAQs), plus a quiz to test your “Health insurance I.Q.” <http://kff.org/understanding-health-insurance>
- **“Health Insurance Explained: The You Tunes Have It Covered”** is a series of short videos in English and Spanish with answers to basic questions such as: What is a provider network? What’s the difference between a copay and co-insurance? What is a deductible?
- **Health Coverage and Care for the Adult Criminal Justice-Involved Population** – is a 2014 Issue Brief: <http://kff.org/uninsured/issue-brief/health-coverage-and-care-for-the-adult-criminal-justice-involved-population/>
- **State Medicaid Eligibility Policies For Individuals Moving Into And Out Of Incarceration** -2015 Issue Brief: <http://kff.org/medicaid/issue-brief/state-medicaid-eligibility-policies-for-individuals-moving-into-and-out-of-incarceration/>

Other YouTube Health Care Videos:

- *How Does Health Insurance Work?* 5-minute video from eHealth: https://www.youtube.com/watch?v=A4-pklsDT_Q
- *Understanding Your Health Insurance Cost:* 5-minute video from Consumer Reports: <https://www.youtube.com/watch?v=DBTmNm8D-84>
- *Health Insurance 101: Three and a Half Minute Guide to Health Insurance* from the Colorado Health Exchange: <https://www.youtube.com/watch?v=wDd9BBWQ3Qo>
- *Health Insurance Terms:* 3-minute video from LiveInsuranceNews: <https://www.youtube.com/watch?v=QLjRGmm08pY>
- *Enrolling in Medicaid:* 3-minute video is one of several available from the **Maryland Health Exchange**: <https://www.youtube.com/watch?v=7Pv-2EXYwlk>

Important Videos from the Center for Prisoner Health and Human Rights at Brown University—also available on YouTube.

- *Rapid Hepatitis C Testing: Know the Facts* (10 minutes): <https://www.youtube.com/watch?v=EY2Yt9Qps6o>
- *Rapid HIV and Hepatitis C Testing: Know the Facts* (10 minutes): <https://www.youtube.com/watch?v=5ZpZR--igjo>

- Overdose: Staying Alive on the Outside (19 minutes): <https://www.youtube.com/watch?v=QwgxWO4q38>

***Note:** The Overdose video is an excellent resource for correctional facilities that provide naloxone kits at release, but it also provides important overdose prevention information for all re-entering RSAT clients; dispels myths about overdose “remedies” and offers guidance on access to naloxone in the community.

Health Literacy Resources

Health Literacy: Hidden Barriers and Practical Strategies: This is a Toolkit from the Agency for Healthcare Research and Quality (AHRQ): <http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/tool3a/index.html>

Healthcare 411—Videos and Podcasts from AHRQ—Titles include *Prevention is the Key to a Healthy Lifestyle*; *Monitoring Blood Sugar*, and *Medications for Depression*. <http://www.ahrq.gov/patients-consumers/patient-involvement/healthcare411.html>

The Centers for Medicare and Medicaid (CMS): Assister Newsletter, Health Literacy Listserv and Webinar Series - Offers the latest information about Marketplace policies, assister webinars, answers to frequently asked questions, outreach resources, and featured best practices. Send a message with your e-mail to: assisterlistserv@cms.hhs.gov with ‘listserv’ in the subject line.

- Link to a downloadable CMS brochure [Understanding the Health Insurance Marketplace if You're Incarcerated](https://marketplace.cms.gov/outreach-and-education/understanding-the-marketplace-if-incarcerated.pdf) (in English or Spanish): <https://marketplace.cms.gov/outreach-and-education/understanding-the-marketplace-if-incarcerated.pdf>
- Link to printable brochure [From Coverage to Care: Road map to Better Care and a Healthier You](https://marketplace.cms.gov/outreach-and-education/downloads/c2c-roadmap.pdf) – which outlines basics for newly covered beneficiaries: <https://marketplace.cms.gov/outreach-and-education/downloads/c2c-roadmap.pdf>.

The Centers for Disease Control: CDC Correctional Health Care webpage offers patient educational materials on health topics: <https://www.cdc.gov/correctionalhealth/>

- Link to CDC list of State Health Literacy Coalitions (19): <https://www.cdc.gov/healthliteracy/statedata/index.html>
- [CDC YouTube Channel](#) offers many videos including [From Coverage to Care](#) as a series of short videos.

Council of State Governments Health Literacy Toolkit: Although the toolkit is not exclusively for the justice population, it offers a relevant discussion: <http://www.csg.org/knowledgecenter/docs/ToolKit03HealthLiteracy.pdf>

Enroll America Health Insurance Literacy Hub: Lists useful resources and links: <https://www.enrollamerica.org/hil/>

HealthReach is the **National Library of Medicine** website, offering culturally relevant, understandable health information and printable patient handouts in many languages; especially helpful for those re-entering immigrant or refugee communities: healthreach.nlm.nih.gov

MedlinePlus is the National Library of Medicine source of reliable, understandable health information - includes information on drugs and medications and a section on the health care system. Individuals should be directed to use this source when looking for health information online. <https://medlineplus.gov/>

Indian Health Service has information about the specific provisions of the Affordable Care Act that apply to Native Americans and Alaska Natives. It also has excellent, clear information on related topics.

- Contact list of Federal CMS and Tribal Affairs staff and regional CMS Indian Health Contacts: <http://www.nihb.org/tribalhealthreform/wp-content/uploads/2015/10/NACTAGlistFeb16.pdf>

- Useful general presentation on “*Enrollment Strategies*”: http://www.nihb.org/tribalhealthreform/wp-content/uploads/2014/04/Enrollment-Strategies_PPT_AHALE_04-03-14.pdf

Improving Health Literacy with Inmates—*Corrections Today* article (2013)

https://www.aca.org/ACA_PROD_IMIS/docs/ochc/Young_Weinert_Nov-DecCT13.pdf

Part III: List of Navigator Grantees, Outreach Strategies, and Assistor Resources by State

- **Navigator Grantee Organizations: Federal and State/Federal Partnership Marketplaces (34)**

Note: At least 16 grantees specifically prioritize justice populations.

Alabama

Navigator grantee 2015–2018: [AIDS Alabama, Inc.](http://www.aidsalabama.org/) serves newly eligible lower and middle income individuals statewide. It focuses on consumers with HIV/AIDS; homelessness; rural and vulnerable populations, particularly people with disabilities; and the Latino community. AIDS Alabama Navigators conduct community-wide education, working with their consortium of community organizations, religious institutions, businesses, schools, colleges, clinics, drug and alcohol rehabilitation facilities, and hospitals. Subgrantees include Thrive Alabama; Cooper Green Mercy Health Services (CGMHS); Montgomery AIDS Outreach, Inc. (MAO); Selma AIDS Information and Referrals (AIR); AIDS Alabama South (AALS); and The Right Place. <http://www.aidsalabama.org/>

Navigator grantee 2015–2018: The [Tombigbee Healthcare Authority](http://www.bwwmh.com/about.html) focuses on uninsured and underinsured adults in rural Alabama. It places Navigators in the following counties: Barbour, Bullock, Butler, Choctaw, Clarke, Conecuh, Dallas, Escambia, Greene, Hale, Macon, Marengo, Monroe, Perry, Pickens, Sumter, Washington, and Wilcox. The agency is leading the Delta Rural Access Program (DRAP) to expand its focus and serve the entire Delta Region with individual assistance, education, outreach, and computer assistance. Subgrantees include the Pickens County Family Resource Center; Health and Wellness Education Center; Health Resource of West Alabama; Monroe County Hospital; Tuskegee Area Health Education Center; and Alabama Cooperative Extension System.

<http://www.bwwmh.com/about.html>

Other community resources: [The Lighthouse for Recovery Ministries](http://www.thelighthouseforrecoveryministries.org) offers resource Management for Social Service Organizations and Transitional Resettlement Services for Prison Re-entry, 140 58th St., N., Birmingham, AL 35212 or call (205) 834-6272. <http://www.thelighthouseforrecoveryministries.org>

Alaska

Navigator grantee 2015–2018: The [Alaska Primary Care Association](http://www.liveunitedanc.org/) (APCA) targets the uninsured, statewide, with Navigator services through a network of community health centers and private providers. APCA coordinates outreach efforts with the other Alaska navigator grantee, United Way of Anchorage, to develop and distribute public education media regarding the 2015–2016 open enrollment period. <http://www.liveunitedanc.org/>

Navigator grantee 2015–2018: [United Way of Anchorage](http://www.liveunitedanc.org/) provides outreach to immigrant/refugee and low-income populations in the community of Anchorage through its strategic alignment with more than 50 health and human services organizations and subgrantees. <http://www.liveunitedanc.org/>

Other community resources: [Gastineau Human Services](http://ghscorp.org) (GHS) provides a residential re-entry program in Juneau for adults referred by the State of Alaska Department of Corrections to help formerly incarcerated men and women prepare for community reintegration by focusing on substance use treatment, reconnection with family, employment, and long-term housing. 5597 Aisek St., Juneau, AK 99801 or call (907) 780-3015. <http://ghscorp.org>

The [Returning Citizens Center](http://newhopeak.org/) is a nonprofit that eliminates barriers for returning citizens (ex-offenders) though a strong network of partners and service integration. New Hope on the Last Frontier, 1220 E. St., Ste. 100, Anchorage, AK 99501 or call (907) 274-4673. <http://newhopeak.org/>

[Alaska Native Justice](http://anmc.org) is an adult re-entry program that offers comprehensive pre- and post-release services and includes coordinating care transitions. They offer useful insurance literacy brochures on the topics below:

- Health Benefit Specialist: <http://anmc.org/files/HBS-Brochure.pdf>
- Medicaid: <http://anmc.org/files/Medicaid-Rack-Card.pdf>

- Health Insurance: <http://anmc.org/files/Private-Insurance-Rack-Card.pdf>.

Alaska Native Justice, 3600 San Jeronimo Drive, Ste. 264, Anchorage, AK 99508 or call 907.793.3550.

http://www.anjc.org/?page_id=869

Partners in Re-entry offers housing, employment support, and linkages to other social services to people re-entering the Anchorage area. 19 Barrow Street, Anchorage, AK 99501 or call (907) 258-1192.

<http://www.partnersforprogressak.org/focus-on-re-entry/>

No Limits, Inc.—Southside Re-entry Center is a nonprofit in Fairbanks that provides resettlement services to the marginalized and disadvantaged to help them transition to independence with support and resources. The target population is men and women recently released from Alaska's criminal justice system who have a history of chemical dependence. <http://www.nolimitinc.org/#!services>

Arizona

Navigator grantee 2015–2018: The [Arizona Association of Community Health Centers](#) serves consumers, statewide, with a focus on children, rural populations, African Americans, Latinos, and Asian American/Pacific Islander populations. They coordinate outreach opportunities by leveraging their alliance of more than 850 community partners, 288 enrollment sites, 100 experienced Navigators, CACs, and community health workers. Subgrantees include Adelante Healthcare; Asian Pacific Community in Action; Empowerment Systems; Helping Families in Need; and many others. <http://www.aachc.org/>

Navigator grantee 2015–2018: The [Arizona Board of Regents at the University of Arizona](#) serves rural, Latino, American Indian, and Asian American/Pacific Islander populations, as well as disabled adults, statewide. AzCRH plans to create a consortium with 15 critical access hospitals, 17 affiliated rural health clinics, and five regional area health education centers to help enroll uninsured and underinsured Arizona residents, answer questions, and attend to grievances and complaints. Subgrantees include the Arizona Community Health Outreach Worker Network (AzCHOW); Pima Community Access Program; and others. <https://www.azregents.edu/>

Arizona's Medicaid Manual includes a section on incarceration:

https://www.healtharizonaplus.gov/PolicyManual/eligibilitypolicymanual/index.html#page/MA/MA1500/MA1502.V_Incarcerated.html

Other community resources: [Maricopa County Human Services Department—Community Re-entry Services](#) serves probationers re-entering the community. 234 N. Central Ave., 3rd Fl., Phoenix, AZ 85004 or call (602) 372-1839. <http://myhsd.maricopa.gov>

The [Society of Saint Vincent de Paul Diocese of Phoenix Ministry to the Incarcerated](#) assists people recently released from prison with identification and a resource packet of community services that has information on halfway houses, recovery groups, and job placement. 420 W. Watkins Rd, Phoenix, 85003; P.O. Box 13600, Phoenix, AZ 85002 or call (602) 850-6722. <http://www.stvincentdepaul.net>

The [Primavera Foundation PREP Program \(Prisoner Re-Entry Partnership or PREP\)](#) is funded by the U.S. Department of Labor. The program assists recently released nonviolent offenders in obtaining and maintaining employment through case management, mentoring, supportive services, education, and job training. 151 W. 40th St., Tucson, AZ 85713 or call (520) 882-9668. <http://www.primavera.org>

The [Arizona Women's Education and Employment \(AWEE\)](#) has prisoner re-entry programs that include evidence-based training and support services for specialized populations (to include formerly incarcerated individuals) throughout Maricopa and Yavapai counties. 640 N. 1st Ave., Phoenix, AZ 85003 or call (602) 223-4333. <http://www.awee.org>

Arkansas

Navigator grantee from 2015–2018: The [Board of Trustees at the University of Arkansas](http://www.uasys.edu/leadership/board-of-trustees/) has a statewide focus on the largest population of Marshallese and the fastest growing Hmong population in the nation, along with young adults; Latinos; African Americans; and individuals experiencing homelessness, mental illness, living in poverty, and/or who have disabilities. The Arkansas Navigator Coalition, based out of the University of Arkansas, serves areas with the highest amount of uninsured populations. Subgrantees include Legal Aid of Arkansas and Daughters of Charity.

<http://www.uasys.edu/leadership/board-of-trustees/>

Navigator grantee from 2015–2018: [Enroll the Ridge](http://www.enrolltheridge.com/) serves the following counties: Clay, Randolph, Lawrence, Craighead, Jackson, Greene, Mississippi, Poinsett, Cross, Crittenden, Woodruff, St. Francis, Lee, Monroe, Phillips, Arkansas, Lincoln, Desha, Drew, Ashley, Chicot, Pulaski, and Jefferson. It targets the Arkansas Region of the Mississippi Delta with the highest rate of chronic illness and lowest life expectancy in the state, with an increased focus on Hispanic, low-income, and African American populations. Partners are Future Builders, Inc., and the Tri-County Rural Health Network. <http://www.enrolltheridge.com/>

Other community resources: The [InnerChange Freedom Initiative](http://www.prisonfellowship.org/programs/reentry/ifi/) offers a re-entry program for male and female prisoners upon release and provides resources to prisoners and families of prisoners. 2400 State Farm Rd., Tucker, AR 72168 or call (501) 842-0375. <http://www.prisonfellowship.org/programs/reentry/ifi/>

The [Central Arkansas Re-Entry \(CARE\) Coalition](http://arkansasreentry.com/) has worked collaboratively since 2009 to assist citizens returning from incarceration in Lonoke and Pulaski Counties. CARE Coalition at the Willie L. Hinton Neighborhood Resource Center, 3805 West 12th St., Little Rock, AR 72204 or call (501) 444-2273. <http://arkansasreentry.com/>

[Pre-Release Programming at the Quality Living Center](http://www.qualitylivingcenter.net/) offers services such as needs assessment, counseling, development of re-entry plans, case management, and preparation for employment and reintegration into the community. 3925 Asher Ave., Little Rock, AR 72204 or call (501) 663-3490. <http://www.qualitylivingcenter.net/>

Brief that provides an overview on [Arkansas Navigator Program Eligibility](http://hbe.arkansas.gov/FFE/Consumer/CAACIssueBriefMay2012.pdf) (2012):

<http://hbe.arkansas.gov/FFE/Consumer/CAACIssueBriefMay2012.pdf>

AR Navigator PowerPoint presentation: <http://hbe.arkansas.gov/FFE/Consumer/CAACMeetingPowerPointMay2012.pdf>

Delaware (programs in place to enroll justice populations)*

Navigator grantee from 2015–2018: [Chatman, LLC](http://www.chatmanllc.org/) serves the uninsured and underinsured statewide, with a focus on young adults, post-secondary graduating students, immigrants, rural residents, African Americans, Latinos, and people with limited English proficiency. Chatman, LLC, will assist consumers in accessing health coverage and conduct outreach and public education that targets underserved vulnerable communities. <http://www.chatmanllc.org/>

Navigator grantee from 2015–2018: [Westside Family Healthcare, Inc.](http://www.westsidehealth.org/en-us), (WFH) is a federally qualified health center (FQHC) that targets medically underserved communities in New Castle and Kent counties with outreach and education programs. Navigators work with existing WFH patients and conduct community outreach.

<http://www.westsidehealth.org/en-us>

[Marketplace Assister Certification Standards](http://dhss.delaware.gov/dhss/dhcc/files/marketplacecertstandards.pdf) for the Delaware Health Insurance Exchange (2012):

<http://dhss.delaware.gov/dhss/dhcc/files/marketplacecertstandards.pdf>

Other community resources: [The Way Home](https://thewayhomeprogram.wordpress.com/) is a nonprofit that offers holistic support after prison that generates hope, self-sufficiency, and a connection to the community. Since 1998, they have provided comprehensive case management to hundreds of ex-offenders. <https://thewayhomeprogram.wordpress.com/>

Adult Re-entry Programs: Community Re-entry Services (Prison-to-Work): Job programs for ex-offenders are crucial to their successful reintegration into the community. The Community Re-entry Services program implements a prison-to-

work initiative that provides case management support and other services that foster successful re-entry. 100 West 10th St., Ste. 905, Wilmington, DE 19801 or call (302) 658-7174, Ext. 21. <http://www.dcjustice.org/>

Dover Prisoner Re-entry Initiative: Delaware Center for Justice, Inc., (DCJ) offers expanded support to men and women returning to Dover, Delaware, from Sussex Correctional Institution and the other three Level 5 correctional facilities; includes health services. An Americorps/Vista volunteer helps prevent recidivism among offenders who are screened and identified as having attention deficit hyperactivity disorder (ADHD) while they are still incarcerated. Call (302) 658-7174. http://web.archive.org/web/20130702020502/http://www.dcjustice.org/?page_id=139

Adult Re-entry Programs: Prisoner Re-entry Initiative (PRI): Delaware Center for Justice, Inc., (DCJ) provides case management support to ex-offenders returning to zip codes within the City of Wilmington and New Castle County where the re-entry rate is disproportionately high. Delaware Center for Justice, Inc., 100 West 10th St., Ste. 905, Wilmington, DE 19801 or call (302) 658-7174, Ext. 19. <http://www.dcjustice.org/>

Individual Assessment and Discharge Planning Team II- (ADAPT): The re-entry team at Sojourners' Place works directly with each ex-offender to coordinate their transition plan to ensure the appropriate services and supports are available and accessed post-release. The re-entry team at Sojourners' Place serves as a liaison for interagency collaboration and service coordination. Sojourner's Place, 2901 Northeast Blvd., Wilmington, DE 19802 or call (302) 764-4713.

<http://www.sojournersplace.org/index.html>

Connections Correctional Health Care Services is a community based not-for-profit organization that provides behavioral health care in all Delaware Department of Corrections facilities and connects individuals in correctional facilities with providers in the community. <http://www.connectionscsp.org/contact/>

Florida (prioritizes re-entry populations)*

Navigator grantee from 2015–2018: [Meridian Behavioral Healthcare, Inc.](#) serves consumers recovering from mental illness, substance use, and co-occurring disorders with an increased focus on rural area residents, people experiencing homelessness, pregnant and parenting mothers, and former inmates in the following counties: Alachua, Baker, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Suwannee, and Union. It is based in Central Florida and provides a full continuum of services for its consumers. <http://mbhci.org/>

Navigator grantee from 2015–2018: The [University of South Florida](#) (USF) serves uninsured African American, Hispanic, and Latino populations; rural consumers; immigrants; refugees; LEP; the LGBT community; migrant workers; new mothers; people living with HIV/AIDS and ADAP clients; women with children; individuals with disabilities; preretirement consumers; share-of-cost Medicaid recipients; postsecondary grad students; home health aides; re-entry populations; part-time employees; and college faculty, statewide. The Lawton and Rhea Chiles Center for Healthy Mothers and Babies at USF Tampa collaborates with a statewide consortium to conduct public education activities. Subgrantees include the Broward Regional Health Planning Council; Health Council of SFL; Family Healthcare Foundation; Primary Care Access Network; WellFlorida; and others.

<http://health.usf.edu/publichealth/chiles/fckaf/navigator.htm>

Navigator grantee from 2015–2018: [Community Health Interventions and Sickle Cell Agency, Inc.](#) (CHISCA) serves uninsured low-income African Americans and Hispanics in the following counties: Mecklenburg, Onslow, Guilford, Seminole, Cumberland, Wayne, and Orange. CHISCA is a nonprofit focused on individuals and families affected by sickle cell disease, HIV, and other sexually transmitted infections. Subgrantees include Southern Tech University (Sanford/Seminole and Orange County); the City of Eatontown/Mayors Office (Orange County); the Velma Williams Center, and the Seminole County sheriff's outreach programs. <http://www.communityhealthinterventions.org/>

Navigator grantee from 2015–2018: The [Epilepsy Foundation of Florida](#) serves uninsured communities and targets consumers of Hispanic, African American, and Haitian origin, as well as immigrants, persons with disabilities, the LGBT community, and farm and migrant workers in the following counties: Alachua, Baker, Bradford, Broward, Citrus, Clay,

Columbia, Dixie, Duval, Escambia, Flagler, Gilchrist, Hamilton, Hernando, Indian River, Lafayette, Lake, Levy, Marion, Martin, Miami Dade, Monroe, Nassau, Okaloosa, Okeechobee, Palm Beach, Putnam, St. Johns, St. Lucie, Santa Rosa, Suwannee, Sumter, Union, Volusia, and Walton. Subgrantees include Catalyst, Miami. <http://www.efepa.org/>

Navigator grantee from 2015–2018: The [National Alliance for Hispanic Health](#) serves uninsured and underinsured Hispanic consumers in the Miami-Dade area with culturally proficient and linguistically appropriate enrollment and application assistance. It also serves as a navigator in Georgia, Illinois, and Texas. Subgrantees include the Miami Beach Community Health Center. <http://www.hispanichealth.org/>

Navigator grantee from 2015–2018: The [Pinellas County Board of County Commissioners](#) serves Pinellas County's uninsured, underserved, vulnerable, low-income, and special needs populations with a sensitivity to cultural, linguistic, physical, and educational differences. <http://www.pinellascounty.org/commission/>

Navigator grantee from 2015–2018: The [Public Health Trust dba Jackson Health System](#) serves low-income African Americans and Latinos in the Miami-Dade area, with a focus on limited English proficiency (Spanish and Creole), people with disabilities, children and families with chronic diseases, and preexisting conditions. Subgrantees include the Miami-Dade County Ryan White Part A Program and South Florida AIDS Network.

<http://www.jacksonhealth.org/trust.asp>

Other community resources: [Pinellas County Re-entry Coalition \(PERC\)](#) partnered with [St. Petersburg College](#) and the [St. Vincent de Paul Society](#) in 1998 to award scholarships to ex-offenders interested in pursuing certification in alcohol/substance use counseling. In 2002, the U.S. Department of Labor funded PERC to begin providing case management. Through a memorandum of understanding (MOU) with [WorkNet Pinellas](#) and additional funding from the county, they now have four offices throughout Pinellas County. <http://www.exoffender.org/about-us/>

[Inmates of the Cross Ministries/Vital Step 72—Re-entry Policy](#) is a transitional re-entry program that personally assists individuals with post-release appointments within the first 72 hours of their release and offers group support meetings. P.O. Box 770694, Winter Garden, FL 34777 or call (407) 948-8320. <http://www.inmatesofthecross.org/PROGRAM.htm>

The [Florida Community Prevention Center, Inc. \(FCPC\) Prison/Re-entry Unit](#) is a provider for the Nassau County Mental Health Court Program, offering case management, counseling, group-level intervention, and HIV/AIDS testing and aftercare services to referred ex-offenders from the Florida Department of Corrections.

The [Health Improvement for Re-entering Ex-Offenders \(HIRE\) Project](#) is funded by the Office of Minority Health and works in partnership with the Florida Department of Corrections. The project focuses on discharge planning for inmates with chronic diseases and targets client-focused case management services for reintegration. Florida Community Prevention Center, Inc., P.O. Box 640, Yulee, FL 32041 or call (904) 321-4097.

<http://www.floridacommunityprevention.com/>

Georgia

Navigator grantee from 2015–2018: [Boat People SOS, Inc.](#), (BPSOS) serves Asian Americans with limited English proficiency and low literacy levels living in small and low-resource enclaves and in socially isolated parts of urban Atlanta. There is an increased focus on Asian Americans who suffer mental and physical disabilities resulting from persecution in their home countries. BPSOS is a national nonprofit and the nation's largest Vietnamese American community organization. BPSOS will also serve as a navigator grantee in Virginia. <http://www.bpsos.org/bpsos---atlanta>

Navigator grantee from 2015–2018: The [Georgia Association for Primary Health Care, Inc.](#), focuses on low-income and vulnerable populations, veterans, Latinos and other minority groups, self-employed individuals, new mothers, and women with children. The Association represents all 32 federally qualified health centers (FQHCs) with 169 clinic sites in 106 counties, providing access to health care, outreach, and education to low-income, uninsured, and vulnerable residents. Subgrantees include Spring Creek Health Cooperative and Healthy Mothers Healthy Babies Coalition of Georgia. <http://www.gaphc.org/>

Navigator grantee from 2015–2018: [Georgia Refugee Health and Mental Health](http://www.wellrefugee.org/) targets underserved and uninsured populations primarily in Atlanta, including DeKalb, Fulton, and Gwinnett counties, with a focus on refugee and immigrant communities. The agency is a community/consumer-focused nonprofit with a strong track record of bringing affordable care to Georgia's significant refugee and international/LEP communities and to the "least served" who suffer the most extreme health care disparities and inequalities. <http://www.wellrefugee.org/>

Navigator grantee from 2015–2018: [Health Care Central Georgia dba Community Health Works](http://www.chwg.org/) serves rural, Latino, African American, AAPI, LGBTQ, and American Indian communities, statewide, with an alliance of six regional cancer coalitions and other partner organizations in the Insure GA Consortium. They partner with area safety net organizations to provide outreach at the point of care. Subgrantees include the Morehouse School of Medicine; Northwest Georgia Healthcare Care Partnership; Southeast Regional; Stratus Healthcare; and Emory Prevention Research Center.

<http://www.chwg.org/>

Navigator grantee from 2015–2018: The [National Alliance for Hispanic Health](http://www.wellrefugee.org/) serves uninsured and underinsured Hispanic consumers in Fulton County, with a focus on enrollment among Hispanic consumers in qualified health plans (QHPs) through the Marketplace, CHIP, and Medicaid through culturally proficient and linguistically appropriate assistance. It also serves as a navigator in Florida, Illinois, and Texas. <http://www.wellrefugee.org/>

Other community resources: [NewLife-Second Chance Outreach, Inc.](http://www.nlscoinc.org/) is a nonprofit that provides workforce development, job placement, educational training, and other supportive services for individuals with criminal records who are seeking positive re-entry. Collaborative partnerships with other community organizations and businesses afford clients job opportunities, spread awareness, and draw support for the struggles of re-entry.

<http://www.nlscoinc.org/>

[Georgia CALLS](http://www.gacalls.org/returning-citizens/) uses needs assessments, T4C, and other evidence-based practices to assist participants, and it operates a call center to help link clients to social services that help them transition to independence during re-entry. 1705 Enterprise Drive, Suite B, Buford, GA 30518 or call 678-251-4225. <http://www.gacalls.org/returning-citizens/>

[MILA Fellows Re-entry Family Support Program:](http://communityvoices.org/community-voices) Community Voices: Health Care for the Underserved at Morehouse School of Medicine offers a program for formerly incarcerated African American fathers. The program builds and improves life skills. The program also provides direct contact to other re-entry services. 720 Westview Dr. SW, Ste. 216-C, Atlanta, GA 30310 or call (404) 752-8649. <http://communityvoices.org/community-voices>

[Re-Entry Coalition, Inc.](http://www.cfwg.net/re-entry-coalition-inc/ bire-entrycoalition@comcast.net) reintegrates formerly incarcerated clients into the community to reduce recidivism and improve public safety. Re-Entry Coalition, Inc., 135 West Center St., Carrollton, GA 30117 or call (770) 834-6093. <http://www.cfwg.net/re-entry-coalition-inc/ bire-entrycoalition@comcast.net>

Iowa (navigator grantee prioritizes re-entry populations)*

Navigator grantee from 2015–2018: [Genesis Health System](http://www.genesishealth.com/) serves hard-to-reach subpopulations, including younger (20–29 years) African American families, young adults and postsecondary graduating students, veterans, and rural communities in Clinton, Jackson, and Scott counties with a navigator program implemented through the Genesis Visiting Nurses Association (GVNA). It also serves as a navigator grantee in Illinois. <http://www.genesishealth.com/>

Navigator grantee from 2015–2018: [Planned Parenthood of the Heartland](https://www.plannedparenthood.org/planned-parenthood-heartland) serves hard-to-reach low-income and minority populations (homeless, physical or mental disabilities, limited English proficiency) in more than 77 counties and works collaboratively with community organizations to identify the best avenues to reach the target population. <https://www.plannedparenthood.org/planned-parenthood-heartland>

Navigator grantee from 2015–2018: [Visiting Nurse Services of Iowa](#) serves people who are uninsured in rural areas with education and assistance in enrolling individuals in qualified health plans. **It targets consumers involved in correctional/judicial systems**, young adults, nontraditional college students, and minority populations in the following counties: Adair, Adams, Appanoose, Boone, Butler, Cerr, Gordo, Clarke, Clinton, Dallas, Davis, Decatur, Des Moines,

Floyd, Franklin, Greene, Grundy, Guthrie, Hamilton, Henry, Jackson, Jasper, Jefferson, Keokuk, Lee, Louisa, Lucas, Madison, Mahaska, Marion, Marshall, Monroe, Polk, Poweshiek, Ringgold, Story, Taylor, Union, Van Buren, Wapello, Warren, Washington, Wayne, and Webster. Subgrantees include United Way of Central Iowa; the Mid-Iowa Health Foundation; the Polk County Health Department; a Mid-Iowa Organizing Strategy, and HCI Care Services Advisory Committees. <https://www.vnsia.org/>

Other community resources: [Bridges of Iowa](http://www.bridgesofiowa.org/) offers employment services as well as men's and women's substance use programs. 1211 Vine Street, Suite 1110, West Des Moines, IA 50265 or call (515)-222-0910.

<http://www.bridgesofiowa.org/>

Catholic Charities: The Archdiocese of Dubuque's jail and prison ministry helps individuals both before and after release to help them transition back into society. 1229 Mt. Loretta Avenue, Dubuque, IA 52003 or call toll free at 800.772.2758 or 563.588.0558. <https://www.catholiccharitiesdubuque.org/catholic-charities-services/outreach-programs/>

Eyerly Ball Jail Diversion Program: Jail diversion was developed to assist inmates with mental health issues, both in jail and in the community. The purpose of the program is to prevent or minimize the number of mentally ill individuals in jail by providing supportive services during incarceration followed by community-based treatment upon release. Eyerly Ball Community Mental Health Services, 945 19th St., Des Moines, IA 50314 or call (515) 241-0982.

<http://eyerlyball.org/>

Integrated Treatment Services (ITS) Substance Abuse Care offers clients a one-stop delivery service system with outpatient evaluation and treatment programs, traditional and culture-specific substance use treatment programs for African Americans, socialization education, anger management, employment training programs, and treatment for co-occurring disorders when mental health problems are secondary for adults having more than one need. 303 S. 2nd Ave. W., Newton, IA 50208 or call (641) 792-0045. [http://www.integratedtreatmentservices.org/](http://www.integratedtreatmentservices.org;); staff@integratedtreatmentservices.org

Illinois (programs in place to enroll justice populations)*

Navigator grantee from 2015–2018: [Genesis Health System](http://www.genesishealth.com/) serves younger (20–29 years) African American families, young adults and post-secondary graduating students, veterans, and rural communities in Mercer and Rock Island counties. Genesis Health System implements a navigator program through the Genesis Visiting Nurses Association (GVNA). Genesis also serves as a navigator grantee in Iowa. <http://www.genesishealth.com/>

Navigator grantee from 2015–2018: The [National Alliance for Hispanic Health](http://www.hispanichealth.org/) serves uninsured and underinsured Hispanic consumers in Cook, DuPage, Lake, and Will counties. The agency will provide a culturally proficient and linguistically appropriate health insurance plan application and enrollment assistance. It also serves as a navigator grantee in Florida, Georgia, and Texas. <http://www.hispanichealth.org/>

Navigator grantee from 2015–2018: The [Patient Innovation Center NFP](http://www.patientinnovationcenter.org/) serves special needs, underserved, and vulnerable populations such as homeless and low-income populations, rural populations, African American populations, Latino populations, individuals with disabilities, populations with limited English proficiency (LEP), and young adults ages 18–34 in the following counties: Cook, DuPage, Kane, Lake, McHenry, Will, Kendall, Madison, St. Clair, Monroe, Jersey, Calhoun, Macoupin, Bond, Clinton, Iroquois, Livingstone, LaSalle, Lee, Stephenson, Bureau, Ogle, Randolph, Perry, Washington, Marion, Fayette, Montgomery, Greene, Pike, Jackson, Scott, and Morgan. The program provides supportive services, shelter and permanent housing, free legal assistance, workforce development, economic empowerment, health care services, case management, and health care-related community education and outreach. Subgrantees include A Safe Haven Foundation. <http://www.patientinnovationcenter.org/>

Navigator grantee from 2015–2018: [Pekin Memorial Hospital](http://www.pekinmemorialhospital.org/) serves uninsured and underinsured populations in Tazwell, Logan, and Mason counties. Navigators will travel throughout the three-county service area to provide

consumers with qualified health plan education and assistance applying for and understanding plan options.

<http://www.pekinhospital.org/>

Navigator grantee from 2015–2018: The [Sarah Bush Lincoln Health Center](https://www.sarahbush.org/) serves rural communities in Clark, Coles, Cumberland, Douglas, Edgar, Jasper, Moultrie, and Shelby counties. The agency is a not-for-profit organization serving a multicounty rural region of downstate Illinois. Navigators will facilitate education about and enrollment in qualified health plans, with a focus on reaching residents of smaller communities and rural areas, including underserved populations. <https://www.sarahbush.org/>

Navigator grantee from 2015–2018: The [Southern Illinois Healthcare Foundation](http://www.sihf.org/) is a federally qualified health center (FQHC) network that serves LEP, low health literacy, rural, underserved, vulnerable, or special needs populations in the following counties: St. Clair, Madison, Coles, Cumberland, Effingham, Fayette, Macoupin, Marion, Lawrence, Richland, Clay, Edwards, Franklin, Gallatin, Hamilton, Jefferson, Perry, Wayne, White, Hamilton, Wabash, Alexander, Hamilton, Hardin, Massac, Pope, Pulaski, Saline, White, Johnson, Union, Jackson, Randolph, and Williamson. Subgrantees include Christopher Rural Health Planning; Community Health and Emergency Services, Inc.; Rural Health Incorporated; and Shawnee Health Service. <http://www.sihf.org/>

Navigator grantee from 2015–2018: [United Way of Metropolitan Chicago](http://uw-mc.org/health/) serves Medicaid-eligible individuals and families and Latino, Asian, and African American low-income individuals and families in Cook County, with a consortium of four community- and consumer-focused nonprofit organizations to provide assistance, outreach, education, and post-enrollment services to Chicago residents. The organization focuses on vulnerable populations such as immigrants who speak English as a second language and individuals with low literacy. <http://uw-mc.org/health/>

Note: Illinois correctional facilities offer education on health coverage to inmates and conduct enrollment upon intake in Cook County jail or prior to release in other correctional facilities. In-person assistors and CACs help with applications and submissions. Medicaid cards are mailed to the individual's address at the time of release. The Illinois Department of Corrections distributes two palm cards developed by **Get Covered Illinois** for re-entering, newly covered individuals, along with other health literacy materials.

- Medicaid Palm Card: <http://www.nashp.org/wp-content/uploads/2015/11/IL%20-%201.pdf>
- Using Insurance Palm Card: <http://www.nashp.org/wp-content/uploads/2015/11/IL%20-%201.pdf>

Other community resources: [Re-Entry Illinois](http://www.reentryillinois.net/) is a statewide resource directory of re-entry-friendly services and housing and includes info on Medicaid. <http://www.reentryillinois.net/>

[The Re-entry Project](http://www.chicagohomeless.org; rachel@chicagohomeless.org) is managed by a steering committee of formerly incarcerated women and men, service providers, educators, and advocates. It addresses barriers to community re-entry, with a focus on improving access to housing and employment. Chicago Coalition for the Homeless, 70 East Lake St., Ste. 720, Chicago, IL 60601 or call (312) 641-4140. <http://www.chicagohomeless.org; rachel@chicagohomeless.org>

[F.A.I.T.H., Inc., \(For Action in Togetherness Holdfast\)](http://reverendcrawford91.wix.com/faithinc) assists formerly incarcerated individuals with obtaining forms, IDs, counseling, and other needs and services for re-entry. The organization also networks with other agencies to locate housing, education, advocacy, legal assistance, health care, and other treatments. 5840 W. Chicago Ave., 2nd Fl., Chicago, IL 60651 or call (773) 626-2429. <http://reverendcrawford91.wix.com/faithinc>

[TASC's Corrections and Community Re-entry](http://www.tasc.org) works in collaboration with the Illinois Department of Corrections and the Department of Human Services Division of Alcoholism and Substance Abuse (DASA) to provide a range of services for men and women being released from Illinois prisons. 700 S. Clinton St., Chicago, IL 60607 or call (312) 787-0208. <http://www.tasc.org>

The [Chicago Jobs Council](http://www.chc.net; carrie@cjc.net) assists in finding formerly incarcerated individuals employment options, city-funded services, social services and welfare, and career consultation. 29 E. Madison St., Ste. 1700, Chicago, IL 60602 or call (312) 252-0460. <http://www.chc.net; carrie@cjc.net>

Indiana (prioritizes re-entry populations)*

Navigator grantee from 2015–2018: [Affiliated Service Providers of Indiana, Inc.](http://www.aspinhealthnavigator.org/), handles statewide enrollment of consumers with disabilities, students, people in rural areas, people in Latino communities, small businesses, veterans, homeless consumers, African Americans, **criminal offenders**, and people within the LGBTQ population; includes expanding its navigator program through a mobile office model that utilizes a network of 17 currently certified navigators cross-trained as community health workers to conduct statewide outreach/enrollment and operate a statewide call center and website. Subgrantees include Ivy Tech Community Colleges; the Indiana Rural Health Association; Community Mental Health Centers; the Indiana Minority Health Coalition; and the **Volunteers of America Criminal Offender Re-entry Program**. <http://www.aspinhealthnavigator.org/>

Navigator grantee from 2015–2018: [Community Action of Southern Indiana, Inc.](http://casi1.org/), serves uninsured and underinsured poor and unemployed consumers in the following counties: Clark, Floyd, Harrison, Jefferson, Scott, and Washington. <http://casi1.org/>

Navigator grantee from 2015–2018: The [Indiana Primary Health Care Association](http://www.indianapca.org/) serves uninsured and Medicaid-eligible individuals and families in 48 counties with a focus on individuals at-risk for or diagnosed with HIV, people with disabilities, people with limited English proficiency or low literacy, the Medicaid expansion population, and other underserved populations. The program serves the following counties: Blackford, Boone, Cass, Delaware, Elkhart, Fayette, Gibson, Grant, Green, Hamilton, Hancock, Hendricks, Henry, Howard, Jackson, Jay, Jennings, Johnson, Kosciusko, LaGrange, Lake, LaPorte, Lawrence, Madison, Marion, Marshall, Martin, Miami, Monroe, Morgan, Noble, Orange, Parke, Porter, Randolph, Rush, Scott, Shelby, St. Joseph, Starke, Sullivan, Union, Vanderburgh, Vermillion, Vigo, Wabash, Washington, and Wayne. Subgrantees include Community Health and Wellness; HealthLinc; the Heart City Health Center; Indiana Health Centers; Open Door Health Services; Tulip Tree Family Health Care; the Wabash Valley Health Center; and others. <http://www.indianapca.org/>

Other community resources: [New Leaf-New Life](http://newleafnewlife.org/) is a transition program with in-reach in Monroe correctional facilities and some county jails that helps prepare inmates for transition by obtaining birth certificates and social security cards, offering assistance programs, and helping them navigate other social services post-release in Bloomington. <http://newleafnewlife.org/>

[Planted Seed Ministries, Inc.](http://www.plantedseed.org/), is a faith-based social service agency whose comprehensive goal is to offer individuals and families affected by homelessness, poverty, substance use, mental illness, displacement, or incarceration a continuum of culturally competent services and resources. P.O. Box 11454, Merrillville, IN 46411 or call (877) 300-8839, Ext. 101. <http://www.plantedseed.org/>

[Use What You've Got Prison Ministry](http://www.usewhatyouvegotministry.org) offers workshops for ex-offenders and their families. Topics may include financial literacy, parenting, nutrition, personal health, and other life skills. Workshops are held at various locations. 3535 Kessler Blvd. N. Dr., Ste. 122, Indianapolis, IN 46222 or call (317) 924-4124. <http://www.usewhatyouvegotministry.org>

[Volunteers of America - STRIVE Indy](http://www.voain.org) provides intensive case management, career planning, occupational training, job placement and advancement assistance, life-skills training, mentoring, and counseling support services to recently released male ex-offenders. 1725 North Meridian St., Indianapolis, IN 46202 or call (317) 200-3632. <http://www.voain.org>

[YWCA of Muncie](http://www.muncieywca.org) provides various services to help persons who have been incarcerated re-enter society. Services include job training and job search assistance, housing search assistance, clothing provision, literacy education, and limited case management. 310 East Charles St., Muncie, IN 47305 or call (765) 284-3345. <http://www.muncieywca.org>

[The Way of Rockport Indiana](http://dawhois.com/www/thewayrockport.com.html) provides case management services for ex-offenders. Services include job search assistance, housing information, and help accessing related resources. 317 Main St., Rockport, IN 47635 or call (812) 649-2480. <http://dawhois.com/www/thewayrockport.com.html>

Kansas

Navigator grantee from 2015–2018: [Ascension Health](http://ascension.org/) serves low-wage working families, self-employed individuals, small business owners of all ages, individuals with low health literacy or limited education, and ethnic Asian or Hispanic individuals in the following counties: Allen, Butler, Crowley, Crawford, Finney, Ford, Potawatomie, Reno, Riley, Saline, Sedgwick, and Sumner. Subgrantees include Via Christi Health System. <http://ascension.org/>

Navigator grantee from 2015–2018: The [Kansas Association for the Medically Underserved](http://www.kamuonline.org/) serves low-wage working families, self-employed individuals, small business owners of all ages, individuals with low health literacy or limited education, and Ethnic Asian or Hispanic individuals, statewide. The program supports a statewide network of navigators that conducts outreach, education, and assistance for Kansans, especially those who are uninsured or underinsured, to help them understand and access affordable health insurance options. Subgrantees include the Kansas Association of Local Health Departments; Kansas Hospital Education and Research Foundation; Association of Community Mental Health Centers; Kansas Association of Area Agencies on Aging and Disabilities, and Kansas Health Reform Project. <http://www.kamuonline.org/>

Other community resources: [Oxford House Kansas Re-Entry](http://www.oxfordhousekansas.org/Re-entry.html) provides a safe and drug-free environment for recovering ex-offenders. <http://www.oxfordhousekansas.org/Re-entry.html>

The [Substance Abuse Center of Kansas's re-entry program](http://www.saack.org/re-entry-program.php) provides services to eligible inmates after they are released from incarceration. <http://www.saack.org/re-entry-program.php>

Louisiana

Navigator grantee from 2015–2018: [Family Road of Greater Baton Rouge](http://www.familyroadgbr.org/) reaches rural, underserved, vulnerable, and special needs populations in greater Baton Rouge, including Ascension, East and West Baton Rouge, Iberville, East and West Feliciana, Livingston, and Pointe Coupee parishes. <http://www.familyroadgbr.org/>

Navigator grantee from 2015–2018: The [Southwest Louisiana Area Health Education Center](http://www.swlahec.com/) (AHEC) reaches underserved populations, statewide, with a special emphasis on assisting the uninsured who are above 138 percent of the federal poverty level. The program aims to improve the health status of the region through access to information, education, and health services. Subgrantees include the Central Louisiana AHEC and Southeast Louisiana AHEC.

<http://www.swlahec.com/>

Other community resources: The [Louisiana Department of Public Safety](http://www.doc.la.gov/pages/reentry-initiatives/community-resource-map/) provides a detailed list of resources, such as counseling, child care, and housing that is organized by parish. <http://www.doc.la.gov/pages/reentry-initiatives/community-resource-map/>

[Re-Entry Solutions](http://re-entrlysolutions4la.com) seeks to reduce the incarceration rate in Louisiana by focusing on employment, housing, restoration, job skill training, and referrals. 1617 Branch St., Alexandria, LA 71302 or call (318) 443-0189. <http://re-entrlysolutions4la.com>

[Re-Entry Benefiting Families](http://www.rbf.la/) (refined by Fire Ministries, Inc.) provides offenders, ex-offenders, and their families with life skills and connects under-resourced individuals to community assistance programs in Louisiana. 5635 Main St., Ste. A, Zachary, LA 70791 or call (225) 963-2074. <http://www.rbf.la/>

Maine (prioritizes re-entry populations)*

Navigator grantee from 2015–2018: [Western Maine Community Action](http://www.wmca.org/) (WMCA) serves low- and moderate-income families, individuals between 200 to 400 percent of the federal poverty level, WIC clients, people who were recently incarcerated, tribal communities, rural communities, minorities, and self-employed individuals, statewide. The nonprofit community agency is the lead for a statewide consortium of eight community action agencies that are collectively referred to as the WMCA Community Action Navigator Consortium, and it is committed to providing

outreach and enrollment assistance to every uninsured and under-insured individual in Maine. Subgrantees include the Aroostook County Action Program; Kennebec Valley Community Action Program; Midcoast Maine Community Action; Penquis; Opportunity Alliance; Waldo Community Action Partners; Washington Hancock Community Agency; and York County Community Action Corp. <http://wmca.org/health-navigato/health-marketplace-navigators-in-maine/>

Navigator grantee from 2015–2018: The [Fishing Partnership Health Plan](#) serves rural fishing families with outreach and enrollment services that offer subsidized coverage to uninsured commercial fisherman, many of whom operate as small business owners or employees. In collaboration with the Maine Lobstermen's Association, the program will undertake a series of community health navigation activities, including outreach; social marketing; and the distribution of material describing the program, the Affordable Care Act, and the health insurance enrollment process in the following counties: York, Cumberland, Sagadahoc, Lincoln, Knox, Waldo, Hancock, and Washington.

<http://fishingpartnership.org/>

Other community resources: [Department Of Corrections: Re-entry For Women](#) is a state-run program that receives ongoing funding. <http://www.maine.gov/corrections/facilities/wrc/index.htm>

[Restorative Justice](#) is a re-entry program that offers a variety of services and assistance.
<http://www.rjpmidcoast.org/community-reentry-program.html>

Michigan

Navigator grantee from 2015–2018: The [Arab Community Center for Economic and Social Services \(ACCESS\)](#) serves Arab American, South Asian, African American, Latino, and resettled refugees in Macomb, Wayne, Oakland, Livingston, and St. Clair counties and focuses on resettled refugees, permanent resident aliens, people with limited English proficiency, and Spanish and African American clients. Enroll America is a subgrantee that assists with outreach and engagement through local multicultural media, public access television and radio, and events such as weekly health expos at the three county public health offices. Call (313) 573-0517. <http://www.mhweb.org/wayne/access.htm>

Navigator grantee from 2015–2018: The [Forest County Potawatomi Community](#) serves tribal members, including rural tribal communities in Chippewa, Menominee, Baraga, Gogebic, Chippewa, Manistee, Petoskey, and Suttons Bay counties. Call (715) 478-7200. <https://www.fcpotawatomi.com/>

Navigator grantee from 2015–2018: The [Michigan Consumers for Healthcare \(Enroll Michigan\)](#) network includes statewide organizations and local affiliates with deep experience conducting Medicaid and CHIP outreach and enrollment as well as health insurance counseling for uninsured and vulnerable individuals and families. This year, they will expand to 40 statewide regional and local community-based organizations with a total of 120 proposed U.S. Department of Health and Human Services (HHS)-trained navigators on board and will deploy additional, targeted outreach and educational strategies, including language services, improved access to people with disabilities, and outreach to young adults. Call (734) 272-2583. <http://consumersforhealthcare.org/>

Navigator grantee from 2015–2018: The [Midwest Asian Health Association \(MAHA\)](#) serves Asian American Pacific Islanders (AAPIs) with limited English proficiency and low health literacy, individuals with disabilities, and it has a targeted focus on Asian immigrants and refugees including Indian, Chinese, Burmese, Bangladesh, Hmong, Korean, Laos, Filipino, and Vietnamese populations. Subgrantees include the Healthy Asian Americans Project. Call (312) 225-8659. <http://maha-us.org/>

Navigator grantee from 2015–2018: [City of Garden City](#) serves Wayne County residents with a focus on consumers with low incomes. Subgrantees include the City of Dearborn Heights and the City of Westland.

<http://www.gardencitymi.org/>

Other community resources: [Goodwill of West Michigan](#) has at least four programs specifically for the re-entry population, including Moral Reconation groups and re-entry and employment support. 271 East Apple Avenue, Muskegon, MI 49442 or call (231) 722-7871. <http://www.goodwillwm.org/about-us/about-us/>

Missouri

Navigator grantee from 2015–2018: The [Missouri Alliance of Area Agencies on Aging](http://www.ma4web.org/) focuses on rural, underserved, special needs populations, the deaf community, refugee populations (Nepali, Somali, Vietnamese, Liberian, Bhutanese), and African American populations in 29 counties. Subgrantees include the Northwest Missouri Area Agency on Aging; St. Louis Area Agency on Aging; Southeast Missouri Area Agency on Aging; and others. Call (573) 619-6185.

<http://www.ma4web.org/>

Navigator grantee from 2015–2018: [Planned Parenthood of St. Louis](https://www.plannedparenthood.org/planned-parenthood-st-louis-region-southwest-missouri) focuses on uninsured residents between 101 and 400 percent above federal poverty level, patients of color, LGBT patients, young adults, and uninsured patients in the following counties: Barry, Barton, Christian, Franklin, Greene, Jasper, Jefferson, Lawrence, Lincoln, McDonald, Newton, Saint Charles, Saint Louis, Stone, Warren, and Webster. Call (314) 531-7526.

<https://www.plannedparenthood.org/planned-parenthood-st-louis-region-southwest-missouri>

Navigator grantee from 2015–2018: The [Saint Louis Effort for AIDS](http://stlefa.org/) is the lead agency in the ACCESS Project Consortium, providing enrollment assistance and insurance literacy services for consumers within 99 of the 115 counties in Missouri. The project will expand enrollment assistance by using navigators targeting uninsured/underinsured consumers, African Americans between the ages of 18 and 40, Hispanic and Latino consumers, and consumers with HIV/AIDS. This organization aims to increase health insurance literacy and facilitate re-enrollment. Call (314) 333-6666. <http://stlefa.org/>

Other community resources: [Kansas City Community Source, Inc.](http://www.kccs2300.org/), is a nonprofit that specializes in helping people who are re-entering the community and who have served 10 or more years in the criminal justice system. 11705 E. State Route 350 Hwy., Suite C, Raytown, MO 64138 or call (816)-399-0048. <http://www.kccs2300.org/>

[Powerhouse Community Development](http://www.pwrhousecdc.org/programs/fresh-start/missouri-reentry-program.html) provides housing, substance use treatment, transportation, employment assistance, and health treatment through their re-entry program, and it collaborates with probation and parole programs, as well as the Missouri Re-entry Program. 263 W. Morgan Street, Marshall, MO 65340 or call (660) 886 8860. <http://www.pwrhousecdc.org/programs/fresh-start/missouri-reentry-program.html>

[Missouri CURE](http://www.missouricure.org/) is the Missouri chapter of Citizens United for Rehabilitation of Errants (CURE). They help ex-offenders and their families through education and advocacy in criminal justice issues. They offer resources, newsletters, and support. P.O. Box 28931, St. Louis, MO 63132 or call (314) 730-2873. <http://www.missouricure.org/>

The [Second Chance Program](http://www.secondchancekc.org/) is a large-scale community collaboration, research, and programming project designed to assist high-risk offenders. Kansas City Metropolitan Crime Commission, 2700 E. 18th St., Rm. 207, Kansas City, MO 64127 or call (816) 231-0217. <http://www.secondchancekc.org/>

Mississippi

Navigator grantee from 2015–2018: [Oak Hill Missionary Baptist Church Ministries](http://www.thehillhernando.com/about_us) collaborates with [Get Covered Mississippi!](#) and works with Mississippi faith- and community-based organizations on outreach, education, enrollment activities, and health training. Oak Hill has trained clergy to be health ambassadors who reach out to uninsured residents and provide information about enrollment, statewide. Call (662) 429-8747.

http://www.thehillhernando.com/about_us

Navigator grantee from 2015–2018: The [University of Southern Mississippi](https://www.usm.edu/community/health-wellness) (USM) focuses on women and children as well as populations that are most likely to be uninsured—those living in poverty, those in rural areas, people of color, and people with disabilities. It proposes to replicate the highly successful USM School of Social Work and City of Hattiesburg's E³ (Educate, Enroll, Empower) Health Initiative for underserved populations and communities in rural areas. Specifically, MHAC will target the Mississippi State Department of Health districts (VII, VIII, and IX) that encompass 24 counties. Call (601) 266-4171. <https://www.usm.edu/community/health-wellness>

Final Recommendations: Outreach, Education, Adoption, and Enrollment, Mississippi Health Insurance Exchange Advisory Board (2012)

Other community resources: The [Mississippi Re-entry Guide](http://www.msreentryguide.com/statewide-resources) is a starting point for national, state, and county resources available to ex-offenders. <http://www.msreentryguide.com/statewide-resources>

Montana

Navigator grantee from 2015–2018: [Intermountain Planned Parenthood, Inc.](https://www.plannedparenthood.org/planned-parenthood-montana), serves rural Montanans, Native Americans, women, young adults, and individuals with limited English proficiency and/or disabilities with public education activities to raise awareness about the marketplace through outreach and enrollment events. It serves the following counties: Rocky Boy (Hill County), Ft. Belknap (Blain County), Blackfeet (Lake County), and Flathead (Glacier County), Broadwater, Carbon, Chouteau, Gallatin, Granite, Jefferson, Liberty, Meagher, Mineral, Park, Pondera, Ravalli, Stillwater, Sweet Grass, Teton, Toole, Big Horn, Rosebud, Deer Lodge, and Treasure. Call (406) 452-0355.

<https://www.plannedparenthood.org/planned-parenthood-montana>

Navigator grantee from 2015–2018: The [Rural Health Development DBA Montana Health Network](https://www.montanahealthnetwork.com/) embeds navigators in hospitals and medical clinics in 24 counties. The participating health care organizations expect to serve Indian Country, farms, ranches, oil fields, and other small frontier towns within their counties: Big Horn, Broadwater, Carbon, Chouteau, Custer, Dawson, Deer Lodge, Fallon, Fergus, Jefferson, Lincoln, Madison, Meagher, Park, Phillips, Powell, Richland, Rosevelt, Rosebud, Sheridan, Silver Bow, Stillwater, Valley, and Wheatland. Call (406) 234-1420.

<https://www.montanahealthnetwork.com/>

Boyd Andrew Community Services: The Helena Pre-Release Center information is provided by the Montana Department of Public Health and Human Services Addictive and Mental Disorders Division. It offers community-based correctional programs serving adult male offenders referred by the Montana Department of Corrections. 111 N. Last Chance Gulch Arcade Building, Suite 1E, Helena, MT 59808 or call (406) 443-2343. <http://www.boydandrew.com/>

Nebraska (prioritizes re-entry populations)*

Navigator grantee from 2015–2018: [Community Action of Nebraska, Inc.](http://www.canhelp.org/), focuses on minority populations (African American; American Indian; Sudanese, Iraqi, Somali, Bosnian, and Vietnamese refugees; and populations with limited English proficiency) and the uninsured/underinsured. Subgrantees include the Northwest Community Action Partnership—Chadron; Central Nebraska Community Services—Loup City; Northeast Nebraska Community Action Partnership—Pender, Eastern Nebraska Community Action Partnership—Omaha; and others. Call (402) 471-4515. <http://www.canhelp.org/>

Navigator grantee from 2015–2018: [HRS/Erase, Inc., dba Resolute](http://weareresolute.com/) focuses on ethnic and minority groups and the uninsured and underinsured, such as Hispanic, Native American, African American, and **re-entry populations**. Call (816) 524-9477. <http://weareresolute.com/>

Other community resources: [Released and Restored, Inc.](http://releasedandrestored.org/programs/), provides a variety of re-entry supports and services. P.O. Box 22962, Lincoln, NE 68542 or call (402) 806-0565. <http://releasedandrestored.org/programs/>

[Re-entry Alliance Nebraska](http://re-entrynebraska.org/) is a collation of agencies and collaborators that support re-entry. They list resources and contacts on their website: <http://re-entrynebraska.org/>.

New Hampshire (prioritizes re-entry populations)*

Navigator grantee from 2015–2018: The [Bi-State Primary Care Association](#) focuses on uninsured and underserved populations including patients currently served at community health centers, and it has an increased focus on immigrants and new Americans, young adults, uninsured males, **justice-involved populations**, consumers needing access to substance use disorder and mental health services, low-income mothers, and residents of low-income

housing in the following counties: Belknap, Carroll, Grafton, Hillsborough, Merrimack, Rockingham, and Stafford. Subgrantees include Goodwin Community Health; the Harbor Care Health and Wellness Center; the HealthFirst Family Care Center; the Manchester Community Health Center; and the White Mountain Community Health Center. Call (603) 228-2830. <http://www.bistatepca.org/>

Navigator grantee from 2015–2018: The [Bhutanese Community of New Hampshire](#) focuses on resettled refugees and other limited English proficiency groups. It has an increased focus on Arabic, French, Hindi Kinyarwanda, Kirundi, Lingala, Nepali, Somali, and Swahili-speaking refugees and immigrants in Hillsborough, Merrimack, and Belknap counties. Call (603) 232-1829. <http://bhutanesecommunitynh.org/>

Other resources: [Evaluating Corrections Re-entry Programs](#): The Experience of the Hillsborough County Re-entry Program, 2010 report: <http://www.nhpolicy.org/UploadedFiles/Reports/reentryevalplusapp.pdf>

Note: New Hampshire state prison and county jail staff initiate Medicaid applications for individuals nearing release by using an automated process or by completing and mailing all necessary forms to the Medicaid agency.

New Jersey (prioritizes re-entry populations)*

Navigator grantee from 2015–2018: The [Center for Family Services, Inc.](#), focuses on Latino, African American, and Asian populations; populations with limited English proficiency; Young Invincibles; LGBTQIA individuals; [prison re-entry populations](#); individuals with disabilities; substance use recovery and mental health consumers; new mothers; women with children; and Medicaid-eligible consumers who are not enrolled in coverage in the following counties: Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, and Salem. Call (856) 964-1990. <https://www.centerffs.org/>

Navigator grantee from 2015–2018: The [Jewish Renaissance Medical Center](#) targets underserved and uninsured populations in Union and Essex counties. Call (732) 376-6687. <http://jrmc.us/>

Navigator grantee from 2015–2018: [The Family Resource Network, Inc.](#), serves African Americans, people with disabilities and their caregivers, and uninsured and under-insured populations in Monmouth, Ocean, and Middlesex counties. Call (609) 392-4900. <http://www.familyresourcenetwork.org/what-we-offer/program/>

Navigator grantee from 2015–2018: [The FoodBank of Monmouth and Ocean Counties](#) serves low-income individuals, Medicaid-eligible individuals, Latinos (especially limited English proficiency Latino populations), new mothers with children, and young adults/postsecondary graduates without other coverage options in Monmouth, Ocean, and Middlesex counties. Call (732) 918-2600. <http://www.foodbankmoc.org/>

Navigator grantee from 2015–2018: The [Wendy Sykes—Orange ACA Navigator Project](#) serves vulnerable populations; adults experiencing homelessness; children, families, and residents with language barriers; LGBTQ individuals; college youth; and unemployed and [ex-offender populations](#) in Essex, Union, Hudson, and Middlesex counties. Call (862) 766-7816. <http://www.oacanp.com/>

Other community resources: [Heart to Heart](#) is a nonprofit with a focus on trauma, recovery, and wellness that offers in-reach and support services for people transitioning back to the community in New Jersey and Philadelphia. P.O. Box 1441, Merchantville, NJ 08109 or call (856) 406-6153. <http://www.heart2heartinc.org/>

North Carolina

Navigator grantee from 2015–2018: The [Alcohol/Drug Council of North Carolina](#) has a statewide focus on people who have behavioral health conditions, substance use disorders, and mental illness; the Latino population; and uninsured veterans. Subgrantees include the Oxford Houses of North Carolina; Recovery Communities of North Carolina, Inc.; Piedmont Area Substance Abuse; Providers Association; Addiction Professionals of North Carolina; North Carolina Substance Use Disorder Federation, and The Coalition (for behavioral health). Call (919) 493-0003. <https://alcoholdrughelp.org/>

Navigator grantee from 2015–2018: [Legal Aid of North Carolina](http://www.legalaidnc.org/Pages/Homepage.aspx) will continue to partner with others to provide statewide navigator services to low-literacy, limited English proficiency, and low-income individuals; people with disabilities and other hard-to-reach and uninsured populations including recent immigrants and refugees; African American and rural communities; young adults and those leaving postsecondary educational institutions; and LGBT populations. Subgrantees include Cape Fear HealthNet; Care Ring (Charlotte, NC); the Council on Aging of Buncombe County; Cumberland HealthNET; HealthCare Access; HealthNet Gaston; and MDC (Durham, NC). Call (919) 856-2132. <http://www.legalaidnc.org/Pages/Homepage.aspx>

Navigator grantee from 2015–2018: [Mountain Projects, Inc.](http://www.mountainprojects.org/), serves uninsured Eastern Band of Cherokee Indians and has an increased focus on rural and mountainous, hard-to-reach, and economically distressed areas; low-income communities; immigrant populations; Native American populations; working professionals and college students; previously enrolled consenting consumers; conservative faith-based pastors and elders who are often asked to help families in medical crisis; and employees of local small businesses who do not offer insurance in Haywood, Jackson, Macon, Swain, Graham, Clay, and Cherokee counties. Call (828) 452-1447. <http://www.mountainprojects.org/>

Navigator grantee from 2015–2018: [Randolph Hospital, Inc.](http://www.randolphhospital.org/), has a program that serves primarily Latinos and African Americans; unemployed, underemployed, and/or uninsured individuals; and geo-target potential enrollees throughout Randolph, Montgomery, Moore, and Chatham counties. Call (336) 629-8885. <http://www.randolphhospital.org/>

Other community resources: North Carolina Department of Public Safety [Office of Transition Services](http://www.doc.state.nc.us/rap/OTS.htm) compiled an online re-entry resource guide divided into 13 categories, including medical/physical health and mental health and addictions-related services. <http://www.doc.state.nc.us/rap/OTS.htm>

North Dakota (prioritizes re-entry populations)*

Navigator grantee 2015–2018: The [Family HealthCare Center](http://www.famhealthcare.org/) serves immigrants/refugees, non-elderly adults living at 200 percent or further below the poverty level, pregnant women and new mothers, American Indians, people who have a disability, and college/graduate students in Cass, Grand Forks, Ransom, Richland, Sargent, Steele, and Trial counties. Call (701) 271-6385. <http://www.famhealthcare.org/>

Navigator grantee 2015–2018: The [Great Plains Tribal Health Board](http://gptchb.org/) serves uninsured American Indians in the following counties: Adams, Benson, Burley, Cass Divide, DunnEddy, Emmons, Grant, Grand Forks, McKenzie, McLean, Mercer, Morton, Mountrail, Nelson, Ramsey, Richland, Rolette, Sargent, Sargent, Sioux, Ward, and Williams. Call (605) 721-1922. gptchb.org/

Navigator grantee 2015–2018: The [North Dakota Center for Persons with Disabilities at Minot State University](https://www.ndcpd.org/) focuses on students, people with disabilities, infants, and **newly released prisoners**, statewide. Subgrantees include Family Voices of North Dakota; the North Dakota Federation of Families for Children's Mental Health; and DLN Consulting. Call (701) 858-3580. <https://www.ndcpd.org/>

Other community resources: Compassion Works for All is a faith-based site that offers re-entry resource lists. <http://www.compassionworksforall.org/resources--programs.html>

Ohio (prioritizes re-entry populations)*

Navigator grantee 2015–2018: [HRS/Erase, Inc., dba Resolute](http://weareresolute.com/) serves ethnic and minority groups as well as uninsured and underinsured individuals, including Hispanic, Native American, African American, and **re-entry populations** in the following counties: Butler, Champaign, Clark, Clermont, Darke, Greene, Hamilton, Logan, Mercer, Miami, Montgomery, Morgan, Preble, Shelby, and Warren. Call (816) 524-947. <http://weareresolute.com/>

Navigator grantee 2015–2018: The [Ohio Association of Foodbanks](#) provides statewide outreach to consumers in rural or underserved communities and/or vulnerable or special needs populations. It also promotes enrollment in Medicaid coverage for eligible Ohioans and post-enrollment assistance to consumers experiencing challenges with paying

premiums, utilizing coverage, reporting changes in circumstance, and more. Subgrantees include the Ohio Association of Foodbanks; Access Health Mahoning Valley; Asian Services in Action; Cuyahoga Health Access Partnership; Community Action Committee of Pike County; Freestore Foodbank; Ohio Association of Free Clinics; Southeast, Inc.; and others. Call (614) 221-4336. <http://ohiofoodbanks.org/>

Note: The Ohio Department of Rehabilitation and Correction (ODRC) provides classes about enrollment and benefits 90 to 120 days before release using peer educators (trained long-term sentenced individuals receiving inmate pay). They help with forms and may offer coaching through the enrollment phone call to select a managed care plan. ODRC sends the application information to the Medicaid portal, and approval is part of their discharge packet.

Other community resources: [Starts Within](#) was co-founded by Carlos Christian after his release from prison. It offers programs for both men and women transitioning to the community, as well as in-reach and men's mentoring. P.O. Box 298046, Columbus, OH 43229 or call (614) 806-9460. <http://www.startswithin.com/>

[Mental Health America of Northern Kentucky and Southwest Ohio Offender Re-entry](#) works with people upon release to provide much needed stability to recover from mental and substance use problems. 912 Scott St., Covington, KY 41011 or call (859) 431-1077. <http://www.mhankyswoh.org>; jking@mhankyswoh.org

Oklahoma

Navigator grantee 2015–2018: [Little Dixie Community Action Agency, Inc.](#), targets rural low-income uninsured consumers in 65 counties. Subgrantees include Big Five Community Services; Community Action Development Corp; Community Action Resource and Development; Community Development Support Association; Deep Fork Community Action Foundation; Delta Community Action Foundation; Great Plains Improvement Foundation; NCA Community Services; and others. Call (580) 326-3351. <http://www.littledixie.org/>

Navigator grantee 2015–2018: [Oklahoma Community Health Centers, Inc.](#), uses a statewide approach to enrollment assistance to target outreach to small businesses and small business groups, conduct outreach at community events and health fairs, conduct outreach to special populations served by consortium partners, and develop state-specific outreach materials for use by consortium members. The targets are multiple underserved populations including, but not limited to, consumers with limited English proficiency, rural communities, and tribal members. Subgrantees include 2-1-1 Heartline; 2-1-1 Helpline; Legal Aid Services of Oklahoma; Planned Parenthood of Central Oklahoma; and Planned Parenthood of Arkansas and Eastern Oklahoma. Call (405) 252-8717. <http://www.soonerverse.org>

Other community resources: The [Oklahoma Department of Corrections](#) has built a very comprehensive website with re-entry resource listings: <http://www.ok.gov/re-entry/>.

Pennsylvania (prioritizes re-entry populations)*

Navigator grantee 2015–2018: The [Consumer Health Coalition](#) serves uninsured individuals in 45 counties who are newly eligible for Medicaid due to expansion, and it targets people with enrollment barriers such as those who speak English as a second language. Subgrantees include the Pennsylvania Health Access Network; Benefits Data Trust; Hospital Council of Western Pennsylvania, and Multicultural Community Resource Center of Erie. Call (412) 456-1877. consumerhealthcoalition.org/

Navigator grantee 2015–2018: [Penn Asian Senior Services](#) targets English-limited Asian Americans in the greater Philadelphia region. Subgrantees include the Cambodian Association of Greater Philadelphia; Greater Philadelphia Overseas Chinese Association; Chinatown Development Corporation; etc. Call (215) 572-1234. passi.us/index.php/us/

Navigator grantee 2015–2018: The [Pennsylvania Association of Community Health Centers](#) targets migrants; refugees; rural residents; people with limited English proficiency; African Americans; Latinos/Hispanics; low-income, underinsured, or uninsured individuals; and [the justice population](#), statewide. Subgrantees include the Pennsylvania Health Law Project; Community Health Net; La Comunidad Hispana; Primary Health Network; Glendale Area Medical

Association; Mon Valley Health Services; Penn Highlands; Cole Memorial; and Meadville Medical Center. Call (717) 761-6443. <http://www.pachc.com/>

Navigator grantee 2015–2018: The [Pennsylvania Mental Health Consumers' Association](#) focuses on consumers with behavioral health conditions and mental health needs, statewide. Subgrantees include the Mental Health Association in Pennsylvania; Mental Health America of Westmoreland County; and Advocacy Alliance. Call (717) 564-4930. <http://www.pmhca.org/>

Navigator grantee 2015–2018: The [Public Health Management Corporation](#) serves consumers with limited literacy or English proficiency, low income, behavioral health issues, or physical/cognitive disabilities in Philadelphia, Bucks, Chester, Delaware, Lackawanna, Luzerne, Monroe, Montgomery, Pike, and Wayne counties. Call (267) 773-4342. www.phmchealthnetwork.org

Navigator grantee 2015–2018: The [Young Women's Christian Association of Pittsburgh](#) serves African American, Latino, rural, refugee, young adult, LGBTQ, Medicaid-eligible, and limited English proficiency populations in Allegheny County. Call (412) 255-1253. <https://www.ywcapgh.org/>

Other community resources: The [Capital Region Ex-Offenders Support Coalition \(CRESC\)](#) offers mentoring and re-entry resources in the Harrisburg area. It is an African American-led nonprofit with pre- and post-release supports, a re-entry resource listing, and contact numbers/locations listed online for specific programs. <http://www.reentrynow.org/ex-offender-resources.html>

PA Prison Society: Prisoner Re-entry Network serves the Philadelphia area and offers a [new web-based resource](#) and case management tool for agencies serving returning citizens and families who wish to search for resources. It includes information on health records. 245 North Broad Street, Suite 200, Philadelphia, 19107-1518 or call (215) 564-4775. <http://www.prisonsociety.org/>

South Carolina

Navigator grantee 2015–2018: The [Beaufort County Black Chamber of Commerce](#) targets underserved, vulnerable, and special needs populations; minority populations (including Latino, African American, American Indian, refugees/immigrants and populations with limited English proficiency); and young adults in the following counties: Beaufort, Charleston, Jasper, Colleton, Hampton, Allendale, Barnwell, Bamberg, Orange, and Berkeley. Call (843) 986-1102. <http://www.bcbcc.org/>

Navigator grantee 2015–2018: [Palmetto Project, Inc.](#), focuses on small businesses and historically marginalized populations, Latinos, people with special needs and disabilities, ethnic minorities, underserved rural populations, LGBT populations, and people with HIV/AIDS, statewide. Subgrantees include the South Carolina HIV/AIDS Council; South Carolina PASOs; South Carolina Small Business Chamber of Commerce; DECO Recovery Management; and others. Call (843) 577-4122. palmettoproject.org/

Other community resources: The [Alston Wilkes Society](#) is a nonprofit with faith origins that offers coordination of services to clients and their families dealing with re-entry transitions or risk. It offers many locations and services for youth and veterans and contracts with the Federal Bureau of Prisons to operate [residential re-entry centers \(RRCs\)](#) in the state. 3519 Medical Drive, Columbia, SC 29203 or call (844) AWS-1962. <http://www.alstonwilkessociety.org/service-locations.html>

South Dakota

Navigator grantee 2015–2018: The [Great Plains Tribal Chairmen's Health Board](#) focuses on uninsured American Indians in the following counties: Bennett, Bon Homme, Brule, Buffalo, Campbell, Charles Mix, Codington, Corson, Custer, Day, Dewey, Douglas, Fall River, Grant, Gregory, Haakon, Hand, Hughes, Hutchinson, Hyde, Jackson, Lyman, Marshall, Meade, Mellette, Minnehaha, Moody, Pennington, Perkins, Potter, Roberts, Shannon, Stanley, Sully, Todd,

Tripp, Walworth, and Ziebach. Subgrantees include the Great Plains Indian Health Service. Call (605) 721-192. gptchb.org/

Navigator grantee 2015–2018: The [South Dakota Community Action Partnership](http://www.nesdcap.org/index.html) serves uninsured, underserved, low-income, and non-English-speaking residents; disabled residents; Native American reservation populations; and Small Business Health Options Program (SHOP) populations, statewide. Subgrantees include the Inter-Lakes Community Action Partnership, Inc.; Rural Office of Community Services, Inc.; NESDCAP dba GROW South Dakota; and Western South Dakota Community Action. Call (605) 692-6391. <http://www.nesdcap.org/index.html>

Other community resources: The [HOPE Center](http://www.hopecenterrapidcity.org/) offers re-entry services including community resource referrals. 615 Kansas City Street, Rapid City, South Dakota 57701 or call (605) 716-4673. <http://www.hopecenterrapidcity.org/>

Tennessee

Navigator grantee 2015–2018: [Family and Children's Service](https://www.fcsnashville.org/) serves all vulnerable and underserved populations, including (but not limited to) African American, disabled, Hispanic, immigrant, and rural populations, statewide. Subgrantees include Enroll America; the Tennessee Health Care Campaign; KAPA/Project Access; the Appalachian Mountain Project; and others. Call (61) 397-0429. <https://www.fcsnashville.org/>

Navigator grantee 2015–2018: The [Wellmont Foundation, Inc.](http://www.wellmont.org/Wellmont-Foundation/), serves the uninsured, underinsured, and consumers who are in poverty, as well as many rural areas. Counties include those with the lower health and wellness: Carter, Greene, Hamblen, Hancock, Hawkins, Johnson, Sullivan, Washington, and Unicoi. Call (423) 230-8556. <http://www.wellmont.org/Wellmont-Foundation/>

Other community resources: [Corizon Health](http://tennessee.corizonreentry.com/) contracts with the state of Tennessee to provide re-entry services and health care resources. <http://tennessee.corizonreentry.com/>

[Connect Ministries](http://www.connectministries.net/) offers re-entry support in the Knoxville area. 2340 Magnolia Avenue, Knoxville, TN 37914 or call (865) 851-8005. <http://www.connectministries.net/>

[Project Return](http://www.projectreturninc.org/) offers pre- and post-release service to help with the transition from incarceration back to the community. 806 4th Avenue South, Nashville, TN 37210 or call (615) 327-9654. <http://www.projectreturninc.org/>

Texas (prioritizes re-entry populations)*

Navigator grantee 2015–2018: The [Brazos Valley Economic Development Council](http://www.bvcog.org/programs/economic-community-development/) serves uninsured rural populations, minority populations, students and special populations traditionally without insurance coverage, and it provides increased outreach to the Hispanic community, people with disabilities who are not eligible for Medicare, people with limited English proficiency, the LGBT community, [the incarcerated](#), families with mixed immigration status, and single moms. The program serves the following counties: Bryan, College Station, Brazos, Burleson, Grimes, Leon, Robertson, Washington, and Madison. Call (979) 595-2800. <http://www.bvcog.org/programs/economic-community-development/>

Navigator grantee 2015–2018: [Change Happens](http://www.changehappenstx.org/) serves minority populations, persons with disabilities, Hispanics/Latinos that have experienced health disparities and have limited English proficiency (LEP), immigrant and refugee populations, LGBTQ populations, young adults and postsecondary graduating students, African Americans, Asian Americans, young married adults and families, small businesses, and faith-based organizations. It is the lead agency and administrator for nine partners that form The Right Plan—My Choice, My Care Consortium, which targets uninsured people, underinsured people, and consumers needing post-enrollment assistance, with 22 bilingual navigators strategically stationed throughout the five-county contiguous area consisting of Harris, Brazoria, Fort Bend, Galveston, and Montgomery counties. Call (713) 374-1292. <http://www.changehappenstx.org/>

Navigator grantee 2015–2018: The [Coastal Bend Center for Independent Living](http://www.coastalbendcenter.org/) targets individuals with disabilities, rural communities, individuals with transportation and language barriers, and those lacking internet service in Aransas, Bee, Brooks, Calhoun, Duval, Goliad, Jim Wells, Kenedy, Kleberg, Live Oak, Nueces, Refugio, San Patricio, and Victoria

counties. Call (361) 334-2980. <http://www.cbcil.org/>

Navigator grantee 2015–2018: The [Community Council of Greater Dallas](#) targets mothers with children, rural areas, individuals with limited English proficiency, Latino and African American populations, LGBTQ populations, young adults and postsecondary graduating students without coverage options, and veterans and former military personnel and their families in 56 counties in northeast central Texas. Call (214) 871-5065. <http://www.ccgd.org/>

Navigator grantee 2015–2018: The [East Texas Behavioral Healthcare Network](#) targets people who are uninsured, underinsured, and self-employed, as well as people whose primary language is not English, using a network comprising eleven community mental health and developmental disability centers in more than 40 counties in southeast Texas. Call (936) 633-5603. etbhn.org/

Navigator grantee 2015–2018: The [Latino HealthCare Forum](#) targets limited English proficiency, low literacy, and newly eligible populations; women; young adults; Latinos; African Americans; Asian communities; individuals and families with incomes up to 250 percent below the federal poverty level; LGBT individuals; and Native Americans in Travis County. Call (512) 484-1507. <http://www.lhcf.org/>

Navigator grantee 2015–2018: The [Light and Salt Association](#) targets uninsured populations, focusing on Asian Americans in the Houston, Dallas/Fort Worth, and Austin areas. Call (713) 988-4724. <http://www.light-salt.org/English/index.html>

Navigator grantee 2015–2018: [Sacred Heart Health System, Inc.](#), targets medically underserved populations and persons facing substantial health care disparities, including vulnerable, rural, and special needs consumers and communities. In addition, it focuses on members of minority populations (including large populations of Latinos/Hispanics and African Americans), populations with limited English proficiency and low literacy, new mothers and families with children, young adults, individuals with disabilities, and Medicaid-eligible consumers who are not enrolled in coverage despite being eligible for Medicaid in the following counties: El Paso, Hudspeth, Atacosa, Bexar, Dewitt, Wilson, and Karnes. Partners include Daughters of Charity and Ascension Health. Call (850) 416-1153.

<https://www.linkedin.com/pulse/cms-awards-45m-daughters-charity-services-san-antonio-teresa-smith?forceNoSplash=true>

Navigator grantee 2015–2018: [South Plains Community Action Association, Inc.](#), targets non-English-speaking populations and residents in highly rural areas, covering 96 counties in and around the Texas panhandle. Call (806) 894-6104. <http://www.spcaa.org/>

Other community resources: The [Texas Offenders Re-entry Initiative](#) (TORI) offers services to returning citizens, such as housing, employment, health care, and educational programs. P.O. Box 4386, Dallas, TX 75208 or call (214) 623-4286. <http://medc-tori.org/>

[Volunteers of America, Texas](#) provides re-entry services in Austin, Dallas, Fort Worth, Houston, and San Antonio. 300 East Midway Drive, Euless, TX 76039 or call (817) 529-7300. <http://www.voatx.org/>

Utah

Navigator grantee 2015–2018: The [Urban Indian Center of Salt Lake](#) targets tribal and urban American Indian members of the Ute Tribe of the Ouray and Uintah Reservation, the Confederated Tribe of the Goshutes of Ibapah, the Skull Valley Band of Goshutes, and the Urban Indian Center of Salt Lake (UICSL) who reside along Utah's Wasatch Front. Call (801) 486-4877. <http://www.uicsl.org/>

Navigator grantee 2015–2018: The [Utah Health Policy Project](#) has a statewide focus on consumers with incomes below 200 percent of the federal poverty level (68 percent of uninsured); communities of color (22 percent of uninsured); the LGBT community; rural Utahns (30 percent of uninsured); and “young invincibles” ages 19–34 (40 percent of uninsured). Subgrantees include Alliance Community Services; Community Health Connect; Comunidades Unidas; the

National Tongan American Society; AUCH; UWSL; and the Utah AIDS Foundation. Call (801) 433-2299.
<http://www.healthpolicyproject.org/>

Other community resources: [Active Re-entry](#) assists re-entering individuals to prepare for their transition from jail back to the community by developing a re-entry plan. Programs include the [Recourse and Re-entry Center](#). They have at least three locations in the state. <http://www.arecil.org/>

Virginia (prioritizes re-entry populations)*

Navigator grantee 2015–2018: [Boat People SOS, Inc.](#), focuses on Asian Americans with limited English proficiency and low literacy levels living in small and low-resource enclaves and socially isolated in urban areas. It has an increased focus on Asian Americans throughout Northern Virginia with mental and physical disabilities resulting from persecution in their home countries. Call (703) 538-2190. <http://www.bpsos.org/>

Navigator grantee 2015–2018: The [Virginia Poverty Law Center, Inc.](#), has a statewide focus on individuals and families whose primary language is not English (Ethiopians, Hispanics, Chinese, Vietnamese, and Koreans); young invincibles; small businesses; low-income individuals; workers who have lost employer-sponsored insurance after layoffs and plant closures; immigrants and refugees; domestic violence survivors; veterans; consumers with HIV/AIDS; and **newly released prisoners and their families**. Subgrantees include Blue Ridge Legal Services; the Central Virginia Legal Aid Society; the Legal Aid Justice Center; the Legal Aid Society of Eastern Virginia; the Legal Aid Society of Roanoke Valley; Legal Services of Northern Virginia; Neighbor's Keeper; the Southwest Virginia Legal Aid Society; and the Virginia Legal Aid Society. Call (804) 782-9430. <http://www.vplc.org/>

Navigator grantee 2015–2018: The [Wellmont Foundation, Inc.](#), targets individuals who are uninsured, underinsured, or in poverty. The organization serves many rural areas and the counties include those with the lower health and wellness in Buchanan, Dickenson, Lee, Russell, Scott, Smyth, Tazewell, Washington, Wise, and Wythe counties. Call (423) 230-8556. <http://www.wellmont.org/Wellmont-Foundation/>

Note: Virginia state prison staff must complete and submit a Medicaid application for individuals who need to be placed in a nursing facility upon release, and they have worked with the Department of Social Services to set up an application approval process for inmates. Link to report on Medicaid enrollment in jails:

<http://www.scb.virginia.gov/docs/2013medicaidreport.pdf>

Other community resources: [Virginia CARES, Inc.](#), is a statewide network of ex-offender re-entry programs that provide transitional assistance. It lists eight regional affiliated re-entry programs and contracting agencies and nine additional programs than provide pre- and post-release services. 108 Henry St. NW, Third Floor, Roanoke, VA 24016 or call (540) 342-9344. <http://vacares.org/>

Wisconsin (prioritizes re-entry populations)*

Navigator grantee 2015–2018: The [Forest County Potawatomi Community](#) serves tribal members, including rural tribal communities in Ashland, Iron, Sawyer, Vilas, Forest, Brown, Outagamie, Barron, Polk, Burnett, Shawano, Menominee, Bayfield, and Jackson counties. Call (715) 478-7200. <https://www.fcpotawatomi.com/>

Navigator grantee 2015–2018: The [Northwest Wisconsin Concentrated Employment Program, Inc.](#), targets rural populations and has an increased focus on Native American; **incarcerated** individuals; and SHOP with education and enrollment events at Job Center offices and at rural outreach sites, including libraries, schools, community centers, partner entity worksites, and hospitals. Subgrantees include Investment Board, Inc. of Ashland; the Western Wisconsin Workforce Development Board; the North Central Workforce Board; the Development Board; Workforce Resource, Inc., of Menomonie; and Workforce Connections, Inc., of La Crosse. The program operates in the following counties: Douglas, Bayfield, Ashland, Iron, Burnett, Washburn, Sawyer, Price, Polk, Rusk, Taylor, Chippewa, St. Croix, Dunn, Eau Claire, Clark, Pierce, Pepin, Buffalo, Trempealeau, Jackson, La Crosse, Monroe, Juneau, Vernon, and Crawford. Call (715) 682-9141. nwcep.org/

Navigator grantee 2015–2018: [The Board of Regents of the University of Wisconsin System](https://www.wisconsin.edu/regents/) targets farmers, small business owners, migrant workers, racial and ethnic minorities, people who have limited English proficiency or financial and health literacy skills, and the Hmong population in 23 counties. Call (608) 263-4881.

<https://www.wisconsin.edu/regents/>

Note: In Wisconsin correctional facilities, individuals with release dates can apply via phone on or after the 20th day of the month prior to the month of release. Social workers facilitate calls for individuals facing challenges to successful application. ACA site coordinators at correctional facilities help with the overall process. Generally, Medicaid enrollment is completed prior to release.

Other community resources: [Justice Works, Ltd.](#), has a mentoring re-entry program, Teamwork for Employment Access through Mentoring, (TEAM), with many services and resources for ex-offenders in Portage County, Wisconsin.

[Racine Vocational Ministry](#) was created to help returning citizens with job training, job preparedness, and social services. Their re-entry program is called the Second Chance Program.

[The Nehemiah Center](#) is an organization that works with returning African American ex-offenders who are transitioning back into society. 655 W. Badger Road, Madison, WI 53713. Call (608) 257-2453. <http://nehemiah.org/>

West Virginia (prioritizes re-entry populations)*

Navigator grantee 2015–2018: [First Choice Services, Inc.](#), has a statewide focus on newly released prisoners, individuals with mental and substance use issues, low-income underserved populations, college and university students, and displaced employees and their family members who have lost coverage. Call (304) 741-9999. 1stchs.com/

Navigator grantee 2015–2018: The [West Virginia University Research Corporation](#) targets low-income pregnant women and new mothers/families (including fathers and other children), young adults/college students and graduates, seasonal workers, international families, part-time employees working in malls and food service, probation/family courts, and hospital/health care referrals. It provides outreach, direct assistance, and public education in the following counties: Monongalia, Marion, Preston, Harrison, Taylor, Barbour, Upshur, Randolph, Tucker, Hancock, Brooke, Ohio, Marshall, Wetzel, Tyler, Pleasants, Wood, Ritchie, Doddridge, Lewis, Jefferson, Berkeley, Morgan, Hampshire, Mineral, Hardy, Grant, Pendleton, and Pocahontas. Call (304) 293-1412. <http://research.wvu.edu/home>

Other community resources: Website for state-run re-entry program and partners:

<http://www.wvdoc.com/wvdoc/OffenderReEntry/tabid/118/Default.aspx>

Wyoming (prioritizes re-entry populations)*

Navigator grantee 2015–2018: The [Memorial Hospital of Laramie County DBA Cheyenne Regional](#) has a statewide focus on LGBT populations, women, families with children of Title I schools, households with low socioeconomic status, independent college students and postsecondary graduates, youth, teenage and young adult parents, persons with English as a second language, new mothers and single parents, individuals who recently lost Medicaid coverage, people who were laid off from the energy industry, small business and minority groups (African Americans, Latinos, Native Americans, and others), refugees to the U.S., ranchers, veterans who are not receiving health care benefits, homeless persons in transition, incarcerated individuals and their families, and individuals who are currently on parole or who will be released from incarceration within an 18-month time span. Subgrantees include 211 and Enroll Wyoming. Call (307) 773-8139. cheyenneregional.org/

Navigator grantee 2015–2018: The [Wyoming Health Council](#) focuses on unemployment resulting from energy layoffs that go beyond the energy sector and on people who do not speak English as a first language, as well as Title X patients, young adults, and women of reproductive age in the following counties: Laramie, Campbell, Converse, Natrona, Albany, Park, Big Horn, Carbon, Sublette, Sweetwater, and Uinta. Call (307) 632-3640. <http://www.wyhc.org/>

Community resources: Wyoming online listing of re-entry resources: <http://corrections.wy.gov/services/transition.html>

- **Outreach and Assistor Programs: Federally Supported State-Based Marketplaces (4)**

Hawaii

Navigator grantee for 2016: [Legal Aid Society Hawaii](http://www.legalaidhawaii.org) serves vulnerable populations, including people with limited English proficiency, consumers with disabilities, consumers whose incomes are below 250 percent of the federal poverty level, and consumers from Compact of Free Association (COFA) countries, statewide. Legal Aid Society's navigators will work with Legal Aid staff to coordinate and perform outreach at culturally appropriate events to target outreach to the COFA community and with COFA Community Groups, including Micronesians United (MU), Micronesian Health Advisory Coalition (MHAC), Nations of Micronesia (NOM), and COFA Community Advocates. This program is funded through a sub-grant. <http://www.legalaidhawaii.org>

Navigator grantee from 2016: [Kokua Kalihi Valley Comprehensive Family Services](http://www.aapcho.org/member/kokua-kalihi-valley-comprehensive-family-services/) (KKV) coordinates subgrantee organizations that serve low-income individuals, immigrants, consumers from Compact of Free Association (COFA) countries, and Asian and Pacific Islander populations. KKV assists the primarily underserved, low-income community of Kalihi by providing access to health insurance coverage and health resources using community outreach and health navigation. In Honolulu, KKV staff provide ongoing eligibility and enrollment assistance.

<http://www.aapcho.org/member/kokua-kalihi-valley-comprehensive-family-services/>

Other community resources: [RJ in Prison: Huikahi Re-entry Circles](http://hawaiifriends.wordpress.com) includes pioneering services designed for re-entering people, their families, and victims to addresses the incarcerated person's needs for a successful crime- and drug-free re-entry into the community. Hawaii Friends of Justice and Civic Education, P.O. Box 489, Waialua, HI 96791 or call (808) 218-3712. <http://hawaiifriends.wordpress.com>

[Ka Hale Hoala Hou No Na Wahine](http://www.reawakeningforwomen.org) is a community-based re-entry program for women to successfully transition from prison to the community. They provide substance use treatment and other related services, including The Reawakening Resource Kit. TJ Mahoney and Associates, 524 Kaaahi St., Honolulu, HI 96817 or call (808) 748-4300.

<http://www.reawakeningforwomen.org> info@reawakeningforwomen.org

[Going Home Hawaii](http://goinghomehawaii.org/) is a network of nonprofit service providers, government agencies, faith-based groups, businesses, volunteers, and formerly incarcerated persons that collaborate to assist Hawaii Island men and women released from correctional institutions with reintegration into community life through employment, training, and appropriate supportive services. Going Home Hawaii (GH), 296 Kilauea Ave., Hilo, HI 96720 or call (808) 935-3050.

<http://goinghomehawaii.org/>

New Mexico (programs in place to enroll justice populations)*

[beWellNew Mexico](http://www.bewellnm.com) offers five enrollment centers, plus 73 other sources of in-person assistance.

- To find an enrollment counselor: <https://www.bewellnm.com/Find-Counselor>
- To find a nearby enrollment center: <https://www.bewellnm.com/Get-Help/Enrollment-Centers>
- To find an agent or broker: <https://www.bewellnm.com/Find-Broker>

Resources include fact sheets on insurance basics for patients: <https://www.bewellnm.com/about-us-1/partner-resources>

Link to Plan: [Outreach, Education, Adoption, and Enrollment Committee Presentation](http://www.hsd.state.nm.us/uploads/FileLinks/bd2fcebba27c416f84e94b618727c67a/2012_7_31_Outreach_Education_presentation.pdf), September 2012:
http://www.hsd.state.nm.us/uploads/FileLinks/bd2fcebba27c416f84e94b618727c67a/2012_7_31_Outreach_Education_presentation.pdf

Link to Enrollment and Outreach Activity Reports: [https://www.bewellnm.com/about-us/Dashboards-\(1\)](https://www.bewellnm.com/about-us/Dashboards-(1))

Link to report on pilot program at Bernalillo Detention Center for care coordination upon release and more on the Medicaid for Incarcerated Individuals Program (see excerpt below):

<http://www.hsd.state.nm.us/uploads/files/Public%20Information/Centennial%20Care/Quarterly%20Reports/2015%20Annual%20Reports/Final%20Report%20-%20Q2.pdf>

Description of Promising Practices for DY3 Q2

As part of implementing the Medicaid for Incarcerated Individuals Program (MIIP), HSD has been working with state and county correctional facilities and their representatives. MIIP allows Medicaid recipients to maintain their Medicaid eligibility while in prison or jail. Their Medicaid benefits are temporarily suspended until released from incarceration, at which time, HSD reactivates their Medicaid benefits. MIIP also allows for Medicaid eligibility determinations of inmates while incarcerated. HSD has implemented MIIP with the New Mexico Corrections Department and Bernalillo County Detention Center in Albuquerque, and conducted several outreach and training activities to educate correctional officers about the Medicaid Program. HSD is in the process of implementing MIIP with 27 county detention facilities, 11 juvenile detention centers and other state-run adult and juvenile jails, and continues to extensively conduct outreach and training activities for correctional staff.

Note: New Mexico facilitates pre-release enrollment in state prisons, two county jails, and two state and county juvenile detention centers. Corrections staff are trained as presumptive eligibility determiners by the Department of Health and Human Services. Applications are filed by incarcerated individuals and processed by state Medical Assistance (PE Applications Processing Unit). Re-entering individuals have their Medicaid number upon release that assures temporary coverage and contact for follow-up enrollment.

Other resources: The Bernalillo County Re-entry Manual lists comprehensive resources:

http://cd.nm.gov/apd/rr/resource_manual.pdf.

Nevada

Nevada Health Link has designated the following as in-person assistor organizations:

- Academy of Human Development, (702) 759-0050
- Asian Community Resource Center, (702) 706-6009
- Consumer Assistance and Resource Enterprise (CARE), (702) 836-9033
- Community Services Agency of Nevada, (702) 836-9033
- Foundation for Positively Kids, 1-855-777-547
- Immunize Nevada, (775) 624-7117
- Three Square, (702) 644-3663, ext. 377

Nevada Health and Human Services also has an **Office of Consumer Health Assistance**:

<http://dhhs.nv.gov/Programs/CHA/>.

Link to plan: [**Producers and Navigators in the Silver State Health Insurance Exchange**](#), 2012

Link to Navigator and In-person Assistor RFA for Plan Year 2016–2017:

https://d1q4hs1cl8rmbx.cloudfront.net/assets/uploads/2016/02/SFY16_RFA_2nd_Amend_022516.pdf

Other community resources: [**Hope for Prisoners**](#) is an 18-month re-entry commitment that offers help navigating the reintegration process through vocational training, mentoring, leadership training, and job development services. 3430 E. Flamingo Rd., Ste. 350 Las Vegas, NV 89121 or call (702) 586-1371. <https://hopeforprisoners.org/about-us/>

Oregon (programs in place to enroll justice populations)*

Oregon's health insurance marketplace was administered by Covered Oregon until July 1, 2015. The Oregon Department of Consumer and Business Services (DCBS) now administers the marketplace (HealthcareOregon.gov). It offers the following resources:

- A searchable listing of local enrollment centers organized by county or region:
<http://healthcare.oregon.gov/Pages/agent-storefronts.aspx>
- A searchable database for nearby in-person assistance: <http://healthcare.oregon.gov/Pages/get-help.aspx>

For information on the benefits of coverage, go to <http://healthcare.oregon.gov/Pages/health-coverage.aspx>.

For a brochure on using your benefits, go to <http://healthcare.oregon.gov/Documents/5079.pdf>.

Link to Oregon's outreach and enrollment plan: [Cover Oregon Communications Plan](#), March 2013

Link to presentation on Oregon's policies re: [Medicaid and Inmates](#):

http://www.orpca.org/Oregon_Medicaid_Eligibility_Determinations_for_Inmates-UPDATED_9-14.pdf

Note: The presentation trains Department of Corrections and county jail staff in the nuts and bolts of collaborative procedures with social services for temporary benefit suspension of enrolled inmates and pre-release steps to ensure enrollment upon release for newly eligible inmates. They are directed to search for community assistance partners by zip code using the links listed above.

Other community resources: [Re-entry Organizations and Alliance Resources \(ROAR\)](#) offers an online database of re-entry resources from more than 40 partner agencies. ROAR meets twice a year with stakeholders, partners, and corrections and court representatives. Anyone is welcome. Sign up for listservs at <http://www.roaralliance.org/who-we-are.html>.

- **Outreach and Assistor Programs: State-Based Exchanges (13)**

California (programs in place to enroll justice populations)*

Covered California has both an **outreach and education** program and an **enrollment assistance** program.

The statewide outreach and education program uses *certified educators* and a *community outreach network* to inform consumers about health coverage options and to promote health insurance literacy and utilization. *Certified educators* deliver information in 13 different languages in California's 58 counties. *Community outreach network* members are diverse partner organizations that help increase the understanding of health care coverage options, promote the value of coverage, and remove barriers to enrollment. A link to the outreach network contact list is available at <http://hbex.coveredca.com/community-outreach-network/PDFs/CON-Partners-Contact-List.pdf>.

The enrollment assistance program uses four types of enrollment assistors:

- county eligibility workers,
- certified application assistors (CAAs),
- trained staff at community-based organizations or entities, and
- brokers or agents.

Covered California offers downloadable brochures and fact sheets in English and Spanish that explain the enrollment and eligibility process, define basic insurance terms, and help people learn how to use their coverage (includes brochure titled "Now that you're Enrolled: Using Your Plan"). <http://hbex.coveredca.com/toolkit/>

A link to download the presentation "Covered California 101" is available at <http://hbex.coveredca.com/toolkit/101-decks.shtml>.

A link to the **Statewide Outreach and Education Plan** is available at <http://hbex.coveredca.com/outreach-n-edu/>.

A link to a complete list of 2015 funded assistor entities, their target populations, and catchment areas is available at <http://hbex.coveredca.com/enrollment-entities/PDFs/Navigator-Funding.pdf>.

Other resources: San Francisco Goodwill is a re-entry navigator program that assists formerly incarcerated individuals with supportive services, intensive case management, and job readiness training and job placement assistance in San Francisco County. Call (415) 575-2240. <http://sfgoodwill.org/>

The Transitions Clinic At Southeast Health Center offers a comprehensive patient-centered medical home model for people who were recently released from prison. No insurance/payment is required, only proof that you were recently in prison. Contact Ron Sanders or Juanita Alvarado (case managers) within two weeks of release if interested. 2401 Keith St. (Southeast Health Center) on Thursday and Fridays, 8 a.m. to 5 p.m. (by appointment only; no drop-ins). <http://transitionsclinic.org/>

The Bridging Group is a Project START re-entry program that focuses on HIV/STD/hepatitis risk reduction for all individuals who are returning to the community after incarceration, regardless of age, gender, HIV status, or detention setting. 4096 Piedmont Ave., Ste. 710, Oakland, CA 94611 or call (510) 499-6730. <http://www.thebridginggroup.com/>

Starting Over Strong empowers formerly incarcerated people to acquire knowledge and services and participate in their community. Based in Willows, California. Call (530) 570-4863 or (530) 867-3296.

<http://www.startingoverstrong.com/>

Paving the Way Foundation is a comprehensive coalition for successful re-entry that serves pre- and post-incarcerated individuals and their families. 44814 Cedar Ave., Lancaster, CA 93534 or call (661) 339-2733.

<http://www.pavingthewayfd.com/>

A New Way of Life Re-entry Project is a nonprofit in South Central Los Angeles with a core mission to help women and girls break the cycle of entrapment in the criminal justice system and lead healthy and satisfying lives. Call (323) 563-3575. <http://www.anewwayoflife.org>

Friends Outside is a nonprofit that provides programs and services to families and individuals involved in the criminal justice system. P.O. Box 4085, Stockton, CA 95204 or call (209) 955-0701. <http://www.friendsoutside.org/>

- **Friends Outside LA:** 1827 E. 103rd St., Los Angeles, CA 90002 or call (626) 795-7607.
<http://friendsoutsidela.org/>
- **Friends Outside, Stanislaus Co.:** 500 9th St., Ste. K-3, Modesto, 95354 or call (209) 522-2209.
<http://www.friendsoutside.com/>

Colorado (programs in place to enroll justice populations)*

Connect Health for Colorado offers 16 enrollment centers and a variety of options for in-person enrollment assistance. You can search for various types of enrollment assistance using the links below. A preliminary review of all 366 assistor resources listed did not yield any that specifically prioritize enrollment for justice-involved populations.

- To search the statewide assistor database to find enrollment help in any locality, go to https://prd.connectforhealthco.com/individual/navigator_entity_admin.
- To schedule an appointment for in-person help with an enrollment assistor near you, go to <http://connectforhealthco.com/person-help/find-a-health-coverage-guide/>.
- To search for a certified broker near your locality, go to <https://prd.connectforhealthco.com/individual/broker>.
- To search a list of 16 regional enrollment centers, go to <http://connectforhealthco.com/person-help/enrollment-centers/>.
- To download a report with locations and services at all 366 assistor sites, go to <http://colorado.gov/apps/hcpf/mapReport/LocationSearch.seam#>.

Link to a presentation on Colorado's Outreach and Enrollment Plan: [Presentation on Outreach and Education Activities](#), January 2012

Note: Department of Corrections nurse case managers conduct enrollment and process applications electronically at the central office once they receive permission forms from facilities. They submit the data to the Department of Health Care Policy and Financing. At the Denver County jail, case managers obtain signed permission and complete applications with assistance from the Denver Department of Human Services to submit on the day of release so a case is opened in the community. Department of Corrections applicants generally receive their Medicaid number prior to release.

Link to Colorado Department of Corrections Medicaid Eligibility Policy:

<https://www.colorado.gov/pacific/sites/default/files/2014%20Agency%20Letters%20Number%2014-006.pdf>

Other resources: The [**Ex-Offender Program \(CHRP\)**](#) provides wrap-around services for ex-offenders, including chronic and acute medical care as well as mental health treatment, and it has a substance use treatment component. Their mentoring program utilizes a clearinghouse of available re-entry support. SET Family Medical, 980 East Harvard Ave., Denver, CO 80210 or call (303) 765-6367. emsteam@centura.org; <http://www.setofcs.org>

The [**Community Re-Entry Project**](#) offers case management, job resources, short-term housing placement and referrals, treatment services, family reunification services, and educational services. Family members may also contact them. 655 Broadway, Ste. 450, Denver, CO 80203 or call (720) 913-6606. www.denvergov.org

The [**CHARG Resource Center**](#) offers free or low-cost services and resources for anyone, including ex-offenders, with

serious mental health issues, including a drop-in center with computers, life-skills training, support groups, and a health care center. 709 East 12th Ave., Denver, CO 80203-2610 or call (303) 830-8805. www.charg.org

The [Re-entry Program](#) was developed as a joint venture between Larimer County Community Corrections, Larimer County Health and Human Services, the Larimer County Workforce Center, and the Larimer County Criminal Justice Planning Manager. Larimer County, 200 W. Oak Street, Fort Collins, CO 80521; Larimer County Criminal Justice Services Division, 2307 Midpoint Dr., Fort Collins, CO 80525 or call (970) 498-7000. <http://www.co.larimer.co.us>

Connecticut (programs in place to enroll justice populations)*

[Access Health CT](#) offers a searchable database of 250 in-person assistance resources. CT also funds 13 community health centers to assist with enrollment. <https://www.accesshealthct.com/>

- List of community health centers funded to assist with enrollment:
<http://www.hrsa.gov/about/news/2013tables/outreachandenrollment/ct.html>
- To search for nearby in-person assistance from a broker or certified application counselor:
<https://www.accesshealthct.com/AHCT/DisplayAssistanceSearch?activetab=help>
- [Access Health CT health literacy resources](#), which includes Kaiser's YouTunes video series, additional Access Health Connecticut series of short videos in English and Spanish, and printable handouts with titles like "After You Enroll": <http://learn.accesshealthct.com/Resources/>

Link to a presentation on outreach and enrollment plans: [Connecticut Health Insurance Exchange Consumer Outreach and Education Program](#), April 2012

Link to Connecticut Research Report on The Affordable Care Act and Prisoners: <https://www.cga.ct.gov/2013/rpt/2013-R-0288.htm>, 2013

Note: Connecticut has agreements in place between the Department of Corrections and Department of Social Services (DSS) to ensure inmates enroll in or restart their Medicaid when they leave prison and access service as soon as possible. DSS has provided two eligibility workers dedicated solely to processing Medicaid applications for these individuals.

Other community resources: [Project Fresh Start](#) coordinates community partners in New Haven, state agencies, and other re-entry stakeholders for systematic delivery of resources to reduce recidivism, increase employment, and increase long-term self-sufficiency for returning citizens. Office of the Mayor, 165 Church St., 2nd Fl., New Haven, CT 06510 or call (203) 946-7821. <http://www.cityofnewhaven.com/Mayor/PrisonReentry.asp>

The [New Haven Re-entry Service Center \(NHRSC\)](#) is a non-residential program that provides comprehensive case management to male and female adult offenders returning to New Haven after incarceration. Funding and referrals are provided by the Connecticut Department of Corrections. 432 Washington Ave., North Haven, CT 06473 or call (203) 777-2000. <http://eastersealsgoodwill.org/>

CT Re-entry roundtables: The seven regional organizations across the state make access to health care a re-entry priority. Link to a meeting list and locations for regional groups and resources: <http://se-ct-reentry.org/resources.html>

District of Columbia

The [DC Health Link](#) offers an assistance webpage (<http://hbx.dc.gov/page/consumer-assistance-and-dc-health-benefit-exchange>) with a searchable list of 178 fully trained and certified DC Health Link assisters and 33 DC Health Link assister organizations. It also offers brochures and palm cards that explain the advantages of coverage and list contacts for in-person assistance.

- [DC Health Link Assistors](#) [PDF]

- [DC Health Link Assister Organizations](#) [PDF]

Link to the District's outreach/marketing plan: [Strategic Communication Plan for the DC Health Exchange](#), November 2012

Other community resources: The [Office on Returning Citizen Affairs \(ORCA\)](#) offers information and advocacy for previously incarcerated individuals. 2100 Martin Luther King Jr. Ave., SE, Ste. 100, Washington, D.C. 20020 or call (202) 715-7670. <http://orca.dc.gov/>

The [Health Care For Re-entry Veterans Program \(HCRV\)](#) assists veterans returning from prison or jail. Case managers connect with returning veterans up to 6 months prior to release to assess re-entry needs and offer mentoring and linkage to appropriate health, social services, and public and veteran benefits. Veterans Administration Hospital, 50 Irving St., NW, Washington, D.C. 20422 or call (202) 745-8000, ext. 5267. <http://www.washingtondc.va.gov/>

[Unity's Re-entry Center](#) is located on the campus of Our Lady of Perpetual Help Roman Catholic Church. It provides primary health care and coordination of social services for District of Columbia residents returning to the community. Various locations. Call (202) 715-1601. <http://www.josephites.org/parish/dc/olph/>

Idaho

[Your Health Idaho](#) offers a searchable database of the following resources:

- [61 community health centers and other partner](#) locations with certified enrollment counselors
- More than [1,000 agents and brokers](#) certified by Your Health Idaho

A series of excellent videos explains the advantages and experiences of people in Idaho with health care and with newly available coverage: <https://www.yourhealthidaho.org/about-us/videos/>.

The **Outreach and Education** committee page offers minutes of meetings and other planning documents:

<https://www.yourhealthidaho.org/exchange-op-board-info/board-meeting-minutes/outreach-education-committee-minutes/>.

Other community resources: [Offender Resources Idaho](#) offers a re-entry resource list by district that includes medical, mental health, and substance recovery treatment and support. <http://www.offenderresourcesidaho.org/>

The [Wellbriety for Prisons Idaho Re-entry Project](#) provides a network of supportive programs that incorporates a Native American cultural perspective for individuals within the prison system, in treatment centers, halfway houses, pre-release centers, and in the community. Wellbriety for Prisons, Inc., 912 12th Ave., S., Ste. 204, Nampa, ID 83686 or call (208) 484-0231. <http://wellbrietyforprisons.wordpress.com> info@wellbrietyforprisons.org

Kentucky

[Kynect](#), the Kentucky state-based exchange, is promoting their four-page guide on how to get the most out of new coverage (<https://kynect.ky.gov/Anonymous/OpenFile?option=HK>). The state's uninsured population has declined by 42 percent; the website offers excellent videos that promote benefit utilization (also available on YouTube): <https://www.youtube.com/watch?v=qjWobK4zxMY&feature=youtu.be>.

- The online help page explains each enrollment step:
<https://kynect.ky.gov/EnglishWebHelpKynect/#%3Cnew wnd=false>.
- It explains the application section on prison status information:
<https://kynect.ky.gov/EnglishWebHelpKynect/#%3Cnew wnd=false>.
- Link to a searchable list of county offices of the Department for Community-Based Services for enrollment assistance: <https://kynect.ky.gov/General/LocateAnOffice>

- Link to a searchable list of other nearby enrollment assistors: <https://kynect.ky.gov/General/AgentOrKynector>
- Link to fact sheets for consumers: <http://healthbenefitexchange.ky.gov/Pages/Frequently-Asked-Questions.aspx>

Other community resources: [Re-entry Kentucky](#) provides links to a statewide network of re-entry coalition that offer helpful resources, including health benefit enrollment. <http://www.kentuckyreentry.org/>

[The Bluegrass Re-entry Council \(BRC\)](#) promotes the successful re-entry of ex-offenders into their communities. Chrysalis House, Inc., 1589 Hill Dr., Lexington, KY 40504 or call (859) 977-2502.
http://www.kentuckyreentry.org/bluegrass_reentry_council.html

[Southeast Kentucky Re-entry Task Force](#) has a network of resources to help reduce recidivism and minimize barriers to successful reintegration through community collaboration. Cumberland Valley Area Development District, 342 Old Whitley Rd., P.O. Box 1740, London, KY 40743 or call (606) 864-739.

http://www.kentuckyreentry.org/southeast_kentucky_reentry_task_force.html

[Seven Counties Services, Inc.](#), provides re-entry services for adults with serious mental illness in Louisville Metropolitan Corrections, including case management and psychiatric services. 101 West Muhammad Ali Blvd., Louisville, KY 40202 or call (502) 893-3900. <http://www.sevencounties.org/>

[Mountain Comprehensive Care Center: Offender Re-entry Program](#) (ORP) has grant-funded programs that increase access to substance use treatment services and recovery support for clients being released from prison. 104 S. Front Ave., Prestonsburg, KY 41653 or call (606) 886-8572. <http://www.mtcomp.org/>

Maryland (programs in place to enroll justice populations)*

[Maryland Health Connect](#) offers a searchable database of 250 assistor resources.

- For a list of all assistor resources, go to <https://secure.marylandhealthconnection.gov/AHCT/AssistanceSearch.action>.
- To search for a nearby in-person assistor, go to <https://secure.marylandhealthconnection.gov/AHCT/DisplayAssistanceSearch?activetab=help>.
- For the “After you Enroll” webpage and info, go to <https://www.marylandhealthconnection.gov/enroll/>.
- Link to several short videos with information about enrollment and using benefits, including the “Enrolling in Medicaid” 3-minute video: <https://www.youtube.com/watch?v=7Pv-2EXYwlk>

Link to the [Maryland Health Benefit Exchange – Communications and Outreach Plan Update](#), June 2012

[Options for the Design and Implementation of Maryland’s Navigator Program](#), prepared for the Maryland Health Benefit Exchange, 2012

Note: The Maryland Department of Public Safety and Correctional Services hired and trained nurse “release planners” to coordinate care transitions. The department also held planning meetings with the state’s Department of Health and Mental Hygiene and the Department of Human Resources.

Other community resources: [Catholic Charities Welcome Home Re-entry Program](#): The Archdiocese of Washington helps ex-offenders in their transition back into society with various services. 24 G St., NW, Washington, D.C. 20001 or call (202) 772-4300. <https://www.catholiccharitiesdc.org/WelcomeHome>

[Montgomery County Re-entry Resources](#) provides a re-entry services webpage for Montgomery County with resources and information. http://www.montgomerycountymd.gov/cor/reentry/reentry_services.html

Massachusetts (programs in place to enroll justice populations)*

Massachusetts Health Connector offers a searchable list of certified application counselors (CACs) to locate nearby in-person assistance: <https://betterhealthconnector.com/enrollment-assisters>.

It also offers a series of informational guides including an overview brochure, a plan shopping guide, and a guide to subsidies: <https://www.mahealthconnector.org/help-center/resource-download-center>.

The Getting Started Guide explains the online application step-by-step process:

<https://www.mahealthconnector.org/start>.

Note: The Massachusetts Department of Corrections has dedicated discharge planning staff to facilitate Medicaid enrollment for pre-release inmates and estimates 94 percent of state prisoners returning to the community have active Medicaid upon release. The Department of Corrections began working closely with MassHealth to facilitate the application process for benefits for pre-release offenders using an electronic, online application and the Virtual Gateway System. Correction program officers (CPOs) file the inmate's MassHealth application electronically from each institution. <http://www.mass.gov/eopss/law-enforce-and-cj/prisons/reentry/masshealth-pilot-program.html>

Other community resources: **SPAN, Inc.**, is a Boston nonprofit that helps people returning from prison to lead healthy, productive, and meaningful lives. 105 Chauncy St., 6th Floor, Boston, MA 02111 or call (617) 423-0750 or (617) 482-2717. <http://www.spaninc.org/services.htm>

Dismas House offers supportive transitional housing to ex-offenders. P.O. Box 30125, Worcester, MA 01603 or call (508) 799-9389. <http://dismashouse.org/programs/dismashouse/>

Minnesota (programs in place to enroll justice populations)*

MNSure offers assistors in the form of navigators and brokers. The directory lists more than 150 assistor sites, including 11 regional enrollment centers that are located and staffed with authorized brokers at partnering agencies. The enrollment centers serve all consumers, as do the other assistor agencies and sites, but some focus on specialized services for priority populations. Many sites prioritize homeless populations, disabled individuals, and people with mental health disorders. One site indicated a specific focus on offenders and the re-entry population (see below).

- To search the statewide assistor database to find enrollment help in any locality:
[https://www.mnensure.org/help/find-assister/index.jsp](https://www.mnsure.org/help/find-assister/index.jsp)
- To view a list of 11 regional enrollment centers at partnering agencies:
<https://www.mnensure.org/help/find-assister/broker-enrollment-centers.jsp>
- To view the health care navigator directory of approximately 150 assistor sites by region and focus population:
[http://www.mnbudgetproject.org/research-analysis/economic-security/health
care/Minnesota_Health_Care_Navigator_Directory.pdf](http://www.mnbudgetproject.org/research-analysis/economic-security/health_care/Minnesota_Health_Care_Navigator_Directory.pdf)
- To link to the MNSure Targeting and Outreach Report, 2012: [https://www.mnensure.org/assets/OCM-SHADAC-
ACSOoutreach_MN-2013-06-24_tcm34-184128.pdf](https://www.mnensure.org/assets/OCM-SHADAC-ACSOoutreach_MN-2013-06-24_tcm34-184128.pdf)
- Link to Minnesota white paper on inclusive outreach: [https://www.mnensure.org/assets/BC-2-3-
OutreachEducationWhitePaper_tcm34-184183.pdf](https://www.mnensure.org/assets/BC-2-3-OutreachEducationWhitePaper_tcm34-184183.pdf)

Note: The state uses release planners and parole officers as points of outreach; their white paper was formulated through meetings with Utah, Oregon, Maryland, and Massachusetts, as well as monthly calls with New York, Rhode Island, Colorado, Washington, Utah, Oregon, and Maryland to support implementation.

Other Community resources: **Amicus** offers in-reach visiting/mentoring, projects that focus on women and girls, help with obtaining services to make the transition to the community a success. 3041 4th Ave. S. Minneapolis, MN 55408 or

call (612) 877-4250. <http://www.amicususa.org/>

EMERGE Community Development

Type of Organization: Nonprofit

Mission: We partner with people as they redefine themselves and create economic opportunities in our communities.

Service Expertise: Immigrant and refugee communities, persons experiencing homelessness, families with children, young adults, ex-offender and re-entry after incarceration populations.

Location & Contact Information	Service Area	Service Hours	Languages in Addition to English
Shawna Faith Thompson 1101 West Broadway Ave. N. Minneapolis, MN 55411 thompsons@emerge-mn.org 612-787-3773	North Minneapolis	Regular daytime office hours, Appointments only	None

Minnesota Assistance Contractor with focus on ex-offenders and re-entry after incarceration.

New York (programs in place to enroll justice populations)*

New York State Health Benefit Exchange permits local district social service agencies (LDSSs) to serve as in-person assistors and to determine Medicaid eligibility. Other assistor sites are contracted community organizations that serve underinsured target populations with minimal access to public and commercial insurance programs. Assistors are trained on handoffs to 1) other consumer assistance resources; and 2) referral sources for individuals not eligible for public programs.

- Link to list of navigator site agencies by county:
<http://info.nystateofhealth.ny.gov/sites/default/files/October%202016%20IPA-Navigator%20Site%20Directory.pdf>
- Search the list online for nearby in-person help: https://nystateofhealth.ny.gov/agent/hx_brokerSearch

Health plan information is available in **many** languages. The site offers 42 videos and uses the CMS brochure, *Road Map to Better Care and a Healthier You* (see section two of this document): <http://info.nystateofhealth.ny.gov/resources>

Note: A scan of the more than 700 assistor sites listed suggests enrollment help is available at drug treatment centers, transitional housing, food pantries, cultural organizations, Salvation Army locations, employment programs, and other agencies with which re-entering individuals may already interact.

The New York State Department of Health is piloting use of patient-centered health homes for justice populations; the six lead health homes and one project partnership with a local criminal justice systems are HHUNY Western, Lakeshore/Horizon and HHUNY Finger Lakes Huther Doyle located rest-of-state, Bronx Lebanon, Bronx Accountable Healthcare Network (BAHN), Brooklyn Health Home (BHH), Community Healthcare Network (CHN), and Coordinated Behavioral Care (Project Partnership—CBC). Link to more information:

http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_and_cjs.htm

Link to an April 2015 presentation on Medicaid enrollment procedures in state and local correctional facilities:

http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/docs/incarcerated_4_28_15.pdf

- [Exchange Blueprint \(Section 2.6 and 2.7 – Navigators and IPAs\)](#), October 2012
- [Third-Party Assistors in New York's Public Health Insurance Programs](#), March 2012
- New York Health Benefit Plan: [Exchange Blueprint \(Section 2.3 – Outreach and Education\)](#), October 2012

Other community resources: [Re-entry.net/ny](#) is New York's comprehensive list of services statewide:

https://www.reentry.net/ny/public/item.Directories_of_Reentry_Resources_with_Information_and_Referrals

Fortune Society is a nonprofit serving re-entering individuals. The I-CAN program provides skill-building and discharge preparation services to eligible men and women during their incarceration at New York City Department of Corrections

jails, continuing re-entry support following their release. Applying for identification classes and groups in five Rikers Island facilities, with a plan to expand. 29-76 Northern Blvd. Long Island City, NY 11101 or call (212) 691-7554.

<http://fortunesociety.org/>

The **Women's Prison Association** is a nationally respected nonprofit that offers local re-entry services for women. 110 Second Avenue, New York, NY 10003. For general inquiries, call (646) 292-7740; for client and program inquiries, call (646) 292-7748. <http://www.wpaonline.org/>

Rhode Island (programs in place to enroll justice populations)*

RI Health Source has worked with the Departments of Corrections and Health and Human Services on informing and enrolling the justice population (see section 1).

- List of more than 100 assistor sites: <https://healthyrhode.ri.gov/HIXWebI3/DisplayNavigatorSearchResult?d-2346008-p=4>
- Search for nearby assistor site or drop-in center: <http://healthsourceri.com/individuals-and-families/get-help/>
- Link to pamphlet from the Rhode Island Health Center Association for an explanation of the assistor program and directory of local assistance centers:
<http://www.eohhs.ri.gov/Portals/0/Uploads/Documents/HSRI%20Navigator%20Directory.pdf>

Note: Rhode Island is a unified prison/jail system. Prior to release, group education informs individuals (Brown University interns conduct classes and assist with application paper applications that are hand carried by corrections staff to the Medicaid agency). Assistance also comes from Department of Corrections staff, probation offices and re-entry resource centers, and from jail volunteers.

Other community resources: [OpenDoors](#) is a nonprofit 501c3 organization that aims to strengthen communities by supporting ex-offenders. They help returning citizens with housing, employment, financial education, public assistance, and a lot more.

The [East Bay Community Action Program](#) (EBCAP) offers help to returning citizens. Call (401) 847-7821, ext. 302.

[The Blessing Way](#) is a faith-based agency that helps men and women in Providence, Rhode Island, with their re-entry process.

Vermont

[Vermont Health Connect](#) has assistor grantees that focus on specific geographic areas, a specific population, or statewide coordination of navigator organization networks as well as state and local partners.

Link to a searchable list of 19 assistors organizations by county to find nearby enrollment help:

http://info.healthconnect.vermont.gov/directory/Navigator?field_county_tid>All

Help Center webpage offers information for current and new beneficiaries on using benefits (uses *Coverage to Care* materials): <http://info.healthconnect.vermont.gov/value>

- [Outreach and Education Plan](#), November 2012

Other community resources: [COSA](#) is a Brattleboro Community Justice Center that helps with the process of re-entry. 230 Main St., Brattleboro, VT 05301 or call (802) 251-8142. <http://brattleborocjc.org/our-programs/prisoner-re-entrycosa/>

[Mercy Connections](#) is a program for justice-involved women that offers mentoring and support. 255 Champlain St, #8, Burlington, VT 05401 or call (802) 846-7063. <http://mercyconnections.org/vermont-mentors.html>

Orleans County RJC is the Restorative Justice Center's re-entry program that provides resources for those returning to their communities. 79 Coventry St., 4A & 4B, Newport, VT 05855 or call (802) 487-9327.

<http://www.kingdomjustice.org/>

Washington (programs in place to enroll justice populations)*

The Washington State Health Care Authority has launched a webpage, "Making informed health care decisions," aimed at promoting health insurance literacy: <http://www.hca.wa.gov/about-hca/making-informed-health-care-decisions>

The partner webpage on the **Washington Health Benefit Exchange** is "Know Your Plan." It offers a concise overview of health coverage basics: <http://www.wahbexchange.org/current-customers/know-your-plan/>

Link to search for nearby assistance:

https://www.wahealthplanfinder.org/HBEWeb/Annon_DisplayBrokerNavigatorSearch.action?brokerNavigator=NAV

- [**Research Findings around Naming Washington's Exchange**](#), Lake Research Partners and GMMB, April 2012
- [**Branding the Washington Health Insurance Exchange**](#), GMMB, March 2012
- [**Draft Navigator Program Plan**](#), Washington Health Benefit Exchange, January 2013

Note: The Washington Medicaid Manual has a section on incarceration. The application for Apple Health (Medicaid) benefits is incorporated into their release planning activities. The agency must accept these applications when an anticipated release date is known that is not more than 45 days into the future. Information and enrollment generally starts 90 days prior to release; trained staff at the correctional facilities assist individuals, applications are scanned and sent to the central office (Department of Corrections), information is entered in the system, and they are enrolled in Medicaid 30 days prior to release.

Other community resources: [**The STAR Project**](#) is a nonprofit 501c3 based out of Walla Walla, Washington, that offers pre-release transition and post-release management. 321 Wellington Avenue, P.O. Box 159, Walla Walla, WA 99362 or call (509) 525-3612. <http://www.thestarproject.us/>

[**New Connections**](#) is a re-entry service that provides safe housing to returning women, resource navigation and mentoring (pre-release and post-release), peer navigator assistance, and an [online resource bank](#) and warm-line. 613 South 15th Street, Tacoma, WA 98405 or call (253) 617-1405. <https://nctacoma.org/>

[**4People.org**](#) is an online re-entry resource directory for Washington State that provides helpful information and services by county.

Part IV: Presentation Slides and Link to Recorded Webinar:

- *Pathways to Health Literacy & Health Care Utilization: A Critical Next Step for the Newly Eligible Pre-release Population*

Note: For a recording of this presentation visit www.rsat-tta.com and go to archived webinars

WELCOME to the Residential Substance Abuse Treatment (RSAT) Training and Technical Assistance (TTA) National Resource Center

Pathways to Health Literacy & Health Care Utilization:

**A Critical Next Step for the Newly Eligible Pre-release
Population**



This project was supported by grant No. 2010-RT-BX-K001 awarded by the Bureau of Justice Assistance. The Bureau of Justice Assistance is a component of the Office of Justice Programs, which also includes the Bureau of Justice Statistics, the National Institute of Justice, the Office of Juvenile Justice and Delinquency Prevention, the SMART Office, and the Office for Victims of Crime. Point of view or opinions in this document are those of the author and do not represent the official position or policies of the United States Department of Justice.

Pathways to Health Literacy & Health Care Utilization:

A Critical Next Step for the Newly Eligible Pre-release Population



Moderator
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Training/TA Coordinator, RSAT-TTA

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Objectives

Participants will be able to:

- Disseminate information to RSAT clients that explains the basics of the health care system in understandable terms.
- Locate and refer RSAT clients to enrollment assistance in local communities to help make the most of benefits and health care resources.
- Suggest options to individuals who are not eligible for Medicaid or other public benefit programs.
- Discuss models of successful collaboration with community health programs that target the re-entry population

New Toolkit:

The RSAT

Outreach, Assistors, and Health/Insurance Literacy Toolkit

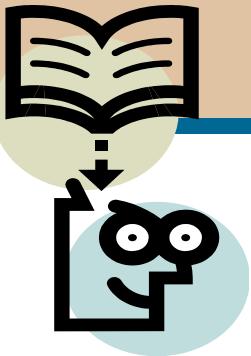
Note: You can download the toolkit at any time during this presentation.
You'll see the file in the presentation materials box on your screen....

Features...

- Examples of Assistor resources justice professionals can leverage
- Info about some little-known resources (for non-expansion states too)
- Health and insurance literacy resources
- State by state listing of assistor programs, agencies & navigator grantees

**The PDF of the Toolkit will also available on the on RSAT site.*

Quick Audience Polling: 2 questions



1. How does your facility handle health benefit enrollment?

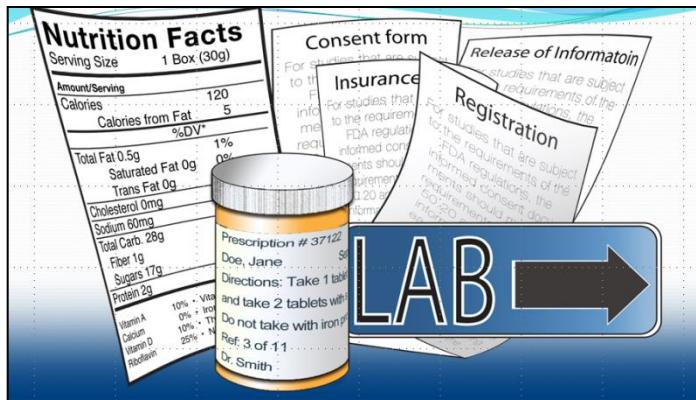
2. What level of contact does your program have with community based assistor agencies or staff?

What is Health Literacy?

- ▶ Health literacy the “degree to which individuals can obtain, process, and understand basic health information and services needed to make appropriate health decisions.

Health insurance literacy is one aspect of this....

BUT...it is one that can pose barriers at the outset



Medicaid, Medicaid Managed Care (MMC), Medicare

Medicaid: Did not understand Medicaid application rights & responsibilities - **60%**

Medicare: Didn't have capacity to understand health information - **33%**

MMC *:

Didn't know coverage for ER visits had limits	80%
Didn't know they had a network of providers	30%
Didn't know they need a referral to see a specialist	60%

Emergency Room

The emergency room ("ER") is very expensive and takes a long time.

Only go to the ER for serious reasons, such as: *

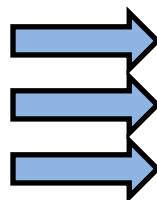
- Broken bone
- Cough or vomit blood
- Numbness in the face, arm or leg, or trouble speaking
- Severe burns
- Injure your head or lose consciousness
- High fever
- Injured infant



No coverage: Couldn't tell if they were eligible for free care from hospital: **50%**

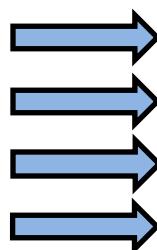
Health literacy is huge for our folks

1. Low literacy is linked to poor health outcomes:



- higher hospitalization rates
- higher use of Emergency Rooms
- less frequent use of preventive services.

2. Re-entry populations more vulnerable because, they are:



- new to the health care system, lack access
- high levels of functional illiteracy
- high stigma, low income, marginalized conditions
- compromised health status, behavioral health issues

What Can We Do?

- Don't go it alone!
- Don't re-invent the wheel...
- Use some of resources that make sense...
- Tap into any efforts you can through collaboration
- Focus on helping them to be able to use their coverage

Simple education tools

Assistors and navigators

Washington State Health Benefit Exchange: Know Your Plan webpage:
<http://www.wahbexchange.org/current-customers/know-your-plan/>

Learning Styles

People learn new information in different ways....

Using more than one way is always best

Look at it *	Palm cards, posters, infographics, signs, visuals, websites.
Talking one-to-one	Likes an explanation from another person, a chance to ask clarifying questions.
Read it	May be the biggest challenge for RSAT clients, but short handouts can mirror that was covered face to face.
Discuss in small group **	RSAT clients may be used to learning through small groups.
Hear it	The patient, or the patient's family, states that talking and asking questions is a preferred style of learning.
Video***	Media (kiosk, videos, films, animation) always helps capture our attention.

Poll Responses from 14 states

Is enrollment taking place?

Respondents from 4 states indicated no consistent enrollment efforts; 3 of those states had not expanded Medicaid eligibility.

Responses from 3 states were mixed, with some facilities reporting no consistent enrollment efforts and others reporting enrollment prior to or upon release.

When does enrollment take place?

Respondents from 4 states indicated enrollment prior to release.

Respondents from 3 states indicated seeing enrollment upon release

Respondents from 1 state indicated enrollment prior to release at some facilities and upon release at others.

Poll Responses from 13 states

What contact do you have with community-based assistors?

Respondents in 8 states reported they made referrals and has some contact with assistor agencies.

Responses from 3 states were mixed; some facilities reported no contact, some reported working with assistor agencies, and others reported referring to them.

Respondents from 2 states reported working with assistor agencies.

Only 1 state reported no contact or knowledge of assistor agencies

Hats off to RSAT programs and the work correctional systems have undertaken to support access to continuing care!

Leveraging Assistor Resources

Before we talk about Assistors.....

In-person help has consistently proven to be the most effective & best utilized type of assistance for the beneficiaries we serve



Where states offer in-person-assistance

- ◆ 69% provide onsite assistance at state agency offices.
- ◆ 55% make assistance available at clinics.
- ◆ 67% offer assistance local nonprofits or community centers.

The term ‘assistor’ encompasses all categories

	Navigators	Non-Navigator assistance personnel	Certified Application Counselors	Agents and Brokers
State-based Marketplace	Yes	Optional for states	Yes	Optional for states
State Partnership Marketplace	Yes	Yes	Yes	Yes, if state permits it
Federally-Facilitated Marketplace	Yes	Yes	Yes	Yes, if state permits it

Health Insurance Exchanges: Assistor Priorities

CHARACTERISTICS of current Medicaid enrollee

- Feel disrespected; seeking common courtesy and respect
- Dislikes application process (especially at a state DHHS office)
- Prefers help from real people

CHARACTERISTICS of new to Medicaid

- Resistance; don't want to go to a Medicaid office and apply
- Would rather do it online or by phone
- But usually require a lot of help and information
- Like in-person help at from community outlets they already know and trust

What do they offer besides enrollment help?

- Often funded though performance-based grants and contracts
- Mandated to reach out to and educate underserved groups and trained to hold outreach events that attract these target populations
- In-person assistors are embedded into community agencies re-entering populations may already have ties with
- They also link people who do not qualify for public benefits to other available care

Beyond enrollment & public education, they're required to improve utilization & retention

- Link individuals to other types of benefit programs they qualify for
- Make referrals to appropriate covered health care services
- Follow-up contact with beneficiaries to see if they are using their coverage
- Help to overcome any barriers they encounter
- Facilitate re-enrollment so that coverage is maintained.

What about those that don't qualify for Medicaid

- **FQHCs** – (see Toolkit for locators)
- Assistors are funded to help them with options – (state listings)
- **SHIP** – If approaching 65 – (see Toolkit for info & link to locator)
- State Aging and Disability Office—services and navigators
- Some local, faith-based, charitable, healthcare for homeless, programs are listed for each state
- Condition-specific resources (HIV, SUD, MH, but others exist)
- AHC navigator model – Health-related social needs
- Minority Health Initiatives

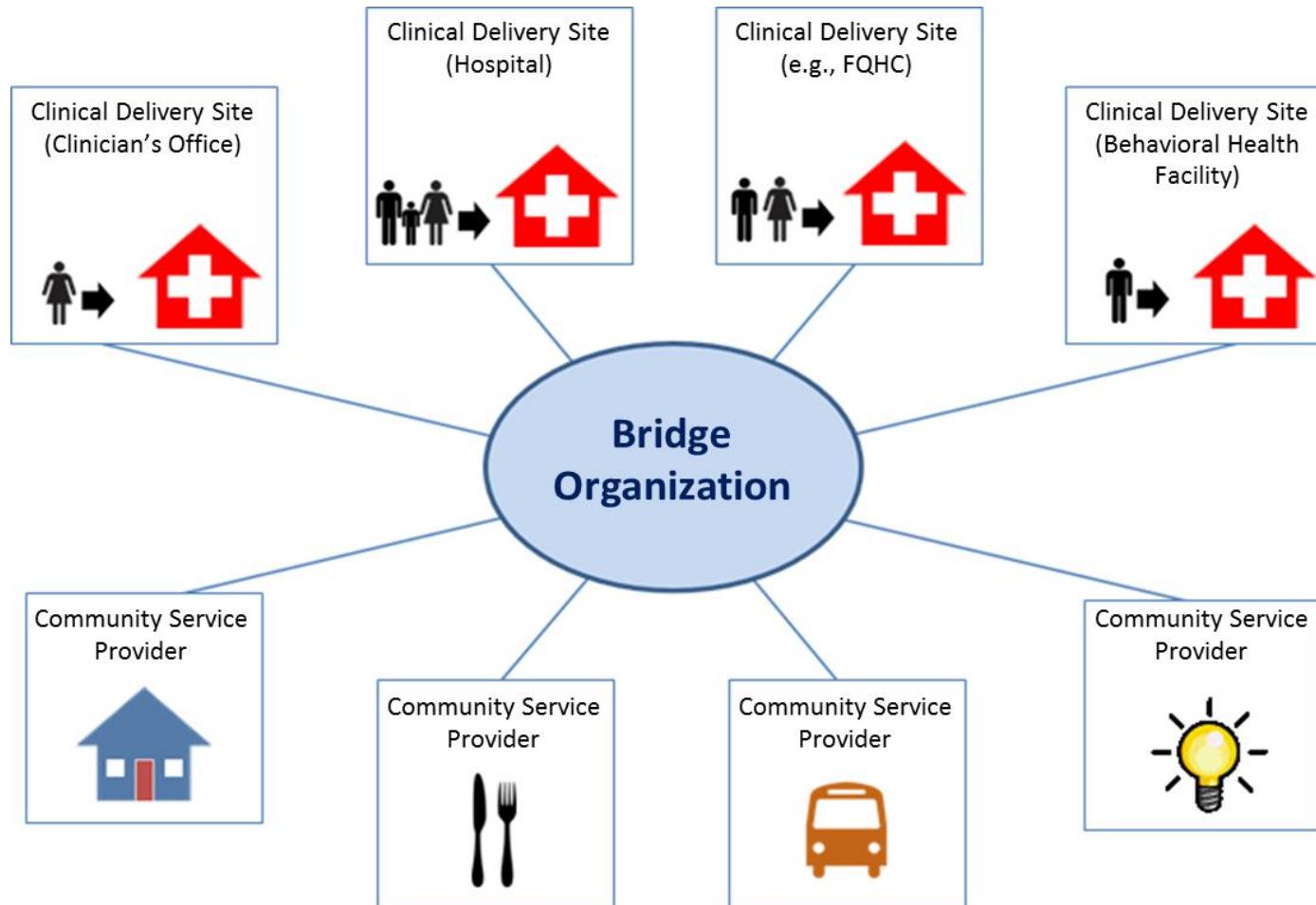
Social Determinates of Health

Each person's health is also determined by biology and genetic, but those factors are static. They can't be modified...



Many of the largest drivers of health care costs relate to social determinates of health. They profoundly effect RSAT clients before they enter justice system and upon release.

Assistor Agencies Address Health-Related Social Needs



Other Resources & Toolkit highlights

HRSA - 340B Drug Pricing Program (see toolkit)

Patient-Center Medical Homes (see toolkit)

Indian Health Services; Alaska Native Health (see toolkit)

Advocacy and Policy Groups (Center for Prisoner Health & Human Rights)

Re-entry councils and resources (state listings)

Prescription Assistance Programs (see RSAT):

<http://www.rsat-tta.com/Home>

- [Assistance Programs and Patient Health Literacy Resources-Information for Justice Professionals](#)

This short monograph will inform you about what inmates need to know in order to be able to afford medications, including those for opioid and Alcohol use disorders as well as anti-psychotic medications upon release. It is particularly relevant for inmates in the states that have not expanded Medicaid eligibility covering most inmates in other states.

One More Bit of Good News Re: Opioid Addiction Treatment Capacity



View funding amounts and awardees for your state by following the link below:

<http://bphc.hrsa.gov/programopportunities/fundingopportunities/substanceabuse/2016awards/index.html>

Always Happy to Hear From You

Thank you all for the great work you do!

We know your job is not easy, but we aim to make it a bit easier & are always happy to hear how we can do so...

Contact me anytime with inquiries about the topics we have covered: nmiller@ahpnet.com

Also appreciate hearing about your experiences & innovations...

Thank you for your participation ...

For more information on RSAT training and technical assistance visit:

<http://www.rsat-tta.com/Home>

*or email Jon Grand, RSAT TA Coordinator at
jgrand@ahpnet.com*