Table Of Contents

Applicant:	Affiliated Service Providers of Indiana, Inc.
Application Number:	NAV2013000056
Project Title	Cooperative agreement to Support Navigators in federally-facilitated and State Partnership Exchanges.
Status:	Review in Progress

Grant Announcement

1. Cooperative Agreement to Support Navigators in Federally Facilitated and State Partnership Exchanges

Online Forms

1. SF-424 Application for Federal Assistance Version 2
   - (Upload #1): ProjectNarrativeAttachments-Attachments-1236-Project Narrative Version for Submission.docx
   - (Upload #2): BudgetNarrativeAttachments-Attachments-1234-Budget Narrative and Budget.docx
   - (Upload #3): SF424_2_1-1237-IvyTech campus and CMHC.tif
   - (Upload #4): OtherNarrativeAttachments-Attachments-1235-Navigator Work plan-Version submitted.docx
   - (Upload #5): Form PerformanceSite_1_4-V1.4.pdf
2. SF-424A Budget Information - Non-Construction
3. SF-424B Assurances - Non-Construction
4. SF-LLL Disclosure of Lobbying Activities
5. Project Abstract Summary
6. Key Personnel

Program Narrative

1. CCIIO - Budget Narrative (Upload File)
2. CCIIO - Project Narrative (Upload File)

Additional Information to be Submitted

1. CCIIO - Miscellaneous Information

Note: Upload document(s) printed in order after online forms.

OMB Number: 4040-0004
Expiration Date: 03/31/2012

Application for Federal Assistance SF-424

Version 02

* 1. Type of Submission:	* 2. Type of Application:	* If Revision, select appropriate letter(s):
☐ Preapplication	☒ New	
☒ Application	☐ Continuation	* Other (Specify)
☐ Changed/Corrected Application	☐ Revision	

* 3. Date Received:	4. Applicant Identifier:
06/04/2013	

5a. Federal Entity Identifier:	* 5b. Federal Award Identifier:

State Use Only:

6. Date Received by State:	7. State Application Identifier:

8. APPLICANT INFORMATION:

* a. Legal Name: Affiliated Service Providers of Indiana, Inc.

* b. Employer/Taxpayer Identification Number (EIN/TIN):	* c. Organizational DUNS:
[redacted]	[redacted]

d. Address:

* Street1: [redacted]
Street2:
* City: [redacted]
County:
* State: [redacted]
Province:
* Country: [redacted]
* Zip / Postal Code: [redacted]

e. Organizational Unit:

Department Name:	Division Name:

f. Name and contact information of person to be contacted on matters involving this application:

Prefix:
* First Name: [redacted]
Middle Name:
* Last Name: [redacted]
Suffix:

Title: CEO

Organizational Affiliation:

* Telephone Number: [redacted]
Fax Number: [redacted]

* Email: [redacted]

Application for Federal Assistance SF-424 Version 02

9. Type of Applicant 1: Select Applicant Type:

Nonprofit with 501C3 IRS Status (Other than Institution of Higher Education)

Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

* Other (specify):

*** 10. Name of Federal Agency:**

CMS-Consumer Information & Insurance Oversight

11. Catalog of Federal Domestic Assistance Number:

93.750

CFDA Title:

PHHF – 2013 - Cooperative Agreement to Support Navigators in Federally-facilitated and State Partnership Ex

*** 12. Funding Opportunity Number:**

CA-NAV-13-001

* Title:

PPHF 2013 Cooperative Agreement to Support Navigators in Federally-facilitated and State Partnership Exchanges

13. Competition Identification Number:

[redacted]

Title:

PPHF – 2013 – Cooperative Agreement to Support Navigators in Federally-facilitated and State Partnership Exchanges

14. Areas Affected by Project (Cities, Counties, States, etc.):

[redacted]

*** 15. Descriptive Title of Applicant's Project:**

Cooperative agreement to Support Navigators in federally-facilitated and State Partnership Exchanges.

Attach supporting documents as specified in agency instructions.

OMB Number: 4040-0004
Expiration Date: 03/31/2012

Application for Federal Assistance SF-424 Version 02

16. Congressional Districts Of:

* a. Applicant [redacted] * b. Program/Project [redacted]

Attach an additional list of Program/Project Congressional Districts if needed.

17. Proposed Project:

* a. Start Date: 08/16/2013 * b. End Date: 08/15/2014

18. Estimated Funding ($):

* a. Federal	917260
* b. Applicant	0
* c. State	0
* d. Local	0
* e. Other	0
* f. Program Income	0
* g. TOTAL	917260

*** 19. Is Application Subject to Review By State Under Executive Order 12372 Process?**

☐ a. This application was made available to the State under the Executive Order 12372 Process for review on

☐ b. Program is subject to E.O. 12372 but has not been selected by the State for review.

☒ c. Program is not covered by E.O. 12372.

*** 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes", provide explanation.)**

☐ Yes ☒ No

21. *By signing this application, I certify (1) to the statements contained in the list of certifications and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)**

☒ **** I AGREE**

** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

Authorized Representative:

Prefix: [redacted] * First Name: [redacted]

Middle Name:

* Last Name:

Suffix:

* Title: CEO

* Telephone Number [redacted] Fax Number: [redacted]

* Email: [redacted]

* Signature of Authorized Representative: [redacted] * Date Signed: 06/04/2013

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Standard Form 424 (Revised 10/2005)
Prescribed by OMB Circular A-102

Application for Federal Assistance SF-424 Version 02

*** Applicant Federal Debt Delinquency Explanation**

The following field should contain an explanation if the Applicant organization is delinquent on any Federal Debt. Maximum number of characters that can be entered is 4,000. Try and avoid extra spaces and carriage returns to maximize the availability of space.

OMB Approval No. 4040-0006
Expiration Date: 06/30/2014

BUDGET INFORMATION - Non-Construction Programs

SECTION A - BUDGET SUMMARY

Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1. Cooperative Agreement to	93.750	$917,260.00				
2.						
3.						
4.						
5. Totals		$917,260.00				

SECTION B - BUDGET CATEGORIES

6. Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY				Total
	(1) Cooperative Agreement to S	(2)	(3)	(4)	(5)
a. Personnel	$527,520.00				$527,520.00
b. Fringe Benefits	$48,360.00				$48,360.00
c. Travel	$72,000.00				$72,000.00
d. Equipment	$169,350.00				$169,350.00
e. Supplies	$13,750.00				$13,750.00
f. Contractual	$76,080.00				$76,080.00
g. Construction					
h. Other	$10,200.00				$10,200.00
i. Total Direct Charges *(sum of 6a-6h)*	$917,260.00				$917,260.00
j. Indirect Charges					
k. TOTALS *(sum of 6i and 6j)*	$917,260.00				$917,260.00
7. Program Income					

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Prescribed by OMB Circular A-102

SECTION C - NON-FEDERAL RESOURCES				
(a) Grant Program	(b) Applicant	(c) State	(d) Other Sources	(e) TOTALS
8 Cooperative Agreement to Support Navigators in Federally-fac				
9.				
10.				
11.				
12. TOTAL *(sum of lines 8-11)*				

SECTION D - FORECASTED CASH NEEDS					
	Total for 1st Year	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
13. Federal	$917,260.00	$229,315.00	$229,315.00	$229,315.00	$229,315.00
14. Non-Federal					
15. TOTAL *(sum of lines 13 and 14)*	$917,260.00	$229,315.00	$229,315.00	$229,315.00	$229,315.00

SECTION E - BUDGET ESTIMATES OF FEDERAL FUNDS NEEDED FOR BALANCE OF THE PROJECT				
(a) Grant Program	FUTURE FUNDING PERIODS (Years)			
	(b) First	(c) Second	(d) Third	(e) Fourth
16. Cooperative Agreement to Support Navigators in Federally-fac				
17.				
18.				
19.				
20. TOTAL *(sum of lines 16-19)*				

SECTION F - OTHER BUDGET INFORMATION	
21. Direct Charges:	22. Indirect Charges:
23. Remarks:	

OMB Approval No.: 4040-0007
Expiration Date: 06/30/2014

ASSURANCES - NON-CONSTRUCTION PROGRAMS

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0040), Washington, DC 20503.

PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET. SEND IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.

NOTE: Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the awarding agency. Further, certain Federal awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant, I certify that the applicant:

1. Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application.

2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.

3. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.

4. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.

5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).

6. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C.§§1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U. S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee- 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.

7. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.

8. Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.

9. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327- 333), regarding labor standards for federally-assisted construction subagreements.

10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is $10,000 or more.

11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93- 205).

12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.

13. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.).

14. Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance.

15. Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §§2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.

16. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.

17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."

18. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.

19. Will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 U.S.C. 7104) which prohibits grant award recipients or a sub-recipient from (1) Engaging in severe forms of trafficking in persons during the period of time that the award is in effect (2) Procuring a commercial sex act during the period of time that the award is in effect or (3) Using forced labor in the performance of the award or subawards under the award.

* SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL	* TITLE
[redacted]	CEO
*** APPLICATION ORGANIZATION**	*** DATE SUBMITTED**
Affiliated Service Providers of Indiana, Inc.	06/04/2013

Standard Form 424B (Rev. 7-97) Back

DISCLOSURE OF LOBBYING ACTIVITIES

Approved by OMB
0348-0046

Complete this form to disclose lobbying activities pursuant to 31 U.S.C.1352
(See reverse for public burden disclosure.)

1. Type of Federal Action:	2. Status of Federal Action:	3. Report Type:
[b] a. contract b. grant c. cooperative agreement d. loan e. loan guarantee f. loan insurance	[b] a. bid/offer/application b. initial award c. post-award	[a] a. initial filing b. material change

4. Name and Address of Reporting Entity:

☒ Prime ☐ Subawardee

Tier _____, *if known:*

Affiliated Service Providers of Indiana, Inc.

[redacted]

Congressional District, *if known* [redacted]

5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime:

6. Federal Department/Agency:

No lobbyist

7. Federal Program Name/Description:

PPHF 2013 - Cooperative Agreement to Support Navigators in Federally-facilitated and State Partnership Exchanges

CFDA Number, *if applicable:* 93.750

8. Federal Action Number, *if known:*

9. Award Amount, *if known:*

$

10. a. Name and Address of Lobbying Registrant
(if individual, last name, first name, MI):

No lobbyist, N/a

b. Individuals Performing Services *(including address if different from No. 10a)*
(if individual, last name, first name, MI):

No lobbyist, N/a

11. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when the transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be reported to the Congress semi-annually and will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

Signature: [redacted]

Print Name: [redacted]

Title: CEO

Telephone No: [redacted] Date: 06/04/2013

OMB Number: 0980-0204
Expiration Date: 08/31/2012

Project Abstract Summary

Program Announcement (CFDA)
93.750

*** Program Announcement (Funding Opportunity Number)**
CA-NAV-13-001

*** Closing Date**
06/07/2013

*** Applicant Name**
Affiliated Service Providers of Indiana, Inc.

*** Length of Proposed Project:** 12

Application Control No.

Federal Share Requested (for each year)

* Federal Share 1st Year	* Federal Share 2nd Year	* Federal Share 3rd Year
$ 917,260.00	$ 0.00	$ 0.00
*** Federal Share 4th Year**	*** Federal Share 5th Year**	
$ 0.00	$ 0.00	

Non-Federal Share Requested (for each year)

* Non-Federal Share 1st Year	* Non-Federal Share 2nd Year	* Non-Federal Share 3rd Year
$ 0.00	$ 0.00	$ 0.00
*** Non-Federal Share 4th Year**	*** Non-Federal Share 5th Year**	
$ 0.00	$ 0.00	

*** Project Title**
Cooperative agreement to Support Navigators in federally-facilitated and State Partnership Exchanges.

OMB Number: 0960-0204
Expiration Date: 08/31/2012

Project Abstract Summary

*** Project Summary**

ASPIN Health Navigator Program
Affiliated Service Providers of Indiana, Inc. www.aspin.org
[redacted]

Collaborating Partners:
1. Affiliated Service Providers of Indiana, Inc. (Behavioral Health Network)
2. Community Mental Health Centers
3. Ivy Tech Community College

Goals of the project
1. To outreach and educate individuals, families and small businesses on Health Exchanges and to facilitate selection and enrollment in qualified health plans.
2. To develop a navigator workforce consisting of Veterans, Certified Recovery Specialists, and Ivy Tech Community College students.

Population Groups Served:
1. Consumers of behavioral health in all 92 counties in Indiana served by the 25 Community Mental Health Centers
2. Students in 31 Ivy Tech campuses, staff, friends and families, with activities and classes located in 80 buildings
3. Small businesses with less than 50 employees in all 92 counties and community organizations and groups
The Community Mental Health network currently serves 24,000 individuals who are currently insured and an additional of 8000 individuals who have private insurance that will benefit from eligibility screenings. Ivy Tech serves 200,000 adult students and receives 80,000 external inquiries each year. Majority of these students are either uninsured, underinsured and we anticipate that all would benefit from an eligibility screening. Through recruitment from a wide network of community mental health centers and Ivy Tech campuses, we will be able to serve all the 92 counties in Indiana. We will have built in performance targets of enrolling or performing eligibility screening for TWENTY individuals or families and outreaching FOUR organizations, groups or businesses with less than 50 employees each week for all our 37 Navigators. We will outreach to another 23,200 individuals through businesses and events. This brings the outreach target to 335,200 individuals.

Total Budget
ASPIN, on behalf of its partners, respectfully requests $917,260 in support of this effort. $575,880 will go towards salaries and benefits, paid training, and performance based incentives that will support a workforce comprising mostly of Veterans, Certified Recovery Specialists and Ivy Tech Community College students.

Strategy
A multiple level outreach strategy will be used
1. Regular office hours at 80 Ivy Tech building and 31 Ivy Tech campuses and 25 Community Mental Health Centers
2. A 1-800 centralized access lines and a website that serves as a portal to HHS??? website for enrollment and eligibility screening
3. One-on-one outreach to businesses, community organizations and groups
4. Outreach at local events with heavy human traffic
5. Social media campaign

*** Estimated number of people to be served as a result of the award of this grant.:** 335200

Key Personnel

Name	Position Title	Annual Salary	No.Months Budget	% Time	Fed Amount	Non-Fed Amount	Total Amount Requested

Upload #1

Applicant:	Affiliated Service Providers of Indiana, Inc.
Application Number:	NAV2013000056
Project Title	Cooperative agreement to Support Navigators in federally-facilitated and State Partnership Exchanges.
Status:	Review in Progress
Document Title:	ProjectNarrativeAttachments-Attachments-1236-Project Narrative Version for Submission.docx

A. Project Narrative

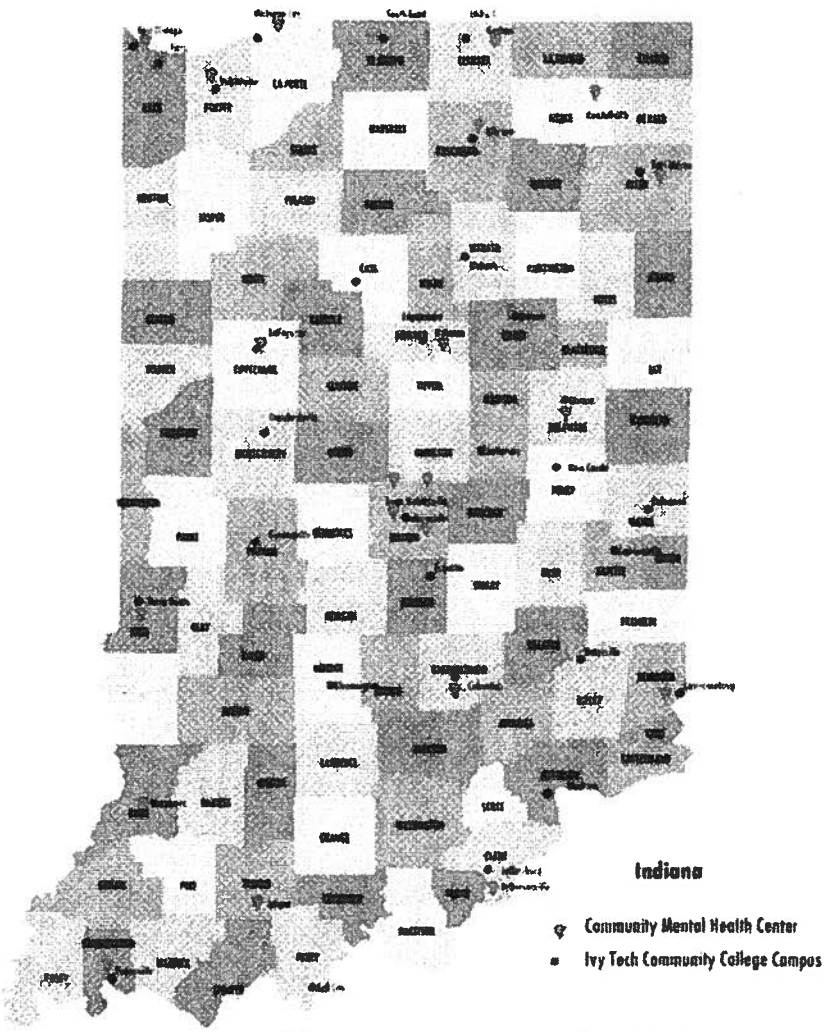
i) Type of Entity

Description of the Applicant Agency: Affiliated Service Providers of Indiana, Inc. d/b/a ASPIN will be the lead applicant agent for the Cooperative Agreement to Support Navigators in Federally Facilitated and State Partnership Exchanges. ASPIN is a 501-C-3 private not for profit corporation comprised of and governed by a consortium of nine Community Mental health Centers ("CMHC") and addiction providers in [redacted]. Each provider has one representative that sits on the ASPIN Board of directors. The CEO reports to the governing board and oversee operations. ASPIN currently provides third party administration, training, grants management and workforce development for it consortium. ASPIN members are located in these major cities: [redacted] and [redacted]. Twenty-five CMHCs operate in Indiana. These other CMHCs are based in [redacted] and [redacted] City. ASPIN has strong ties with the other remaining CMHCs in the state of Indiana. CMHCs are designed to be accessed within an hour from any location in Indiana.

Description of groups/community that this project will serve

ASPIN will target three main population groups throughout the entire state of [redacted]

a. Behavioral health consumers and their networks through CMHCs
b. Ivy Tech Community College students, and their personal network through Ivy Tech
c. Community organizations, groups and small businesses with less than 50 employees



Map of location of CMHCs and Ivy Tech Community College campuses

Reason for outreaching to this communities and numbers expected to serve

CMHCs annually serve approximately 24,000 uninsured individuals with serious mentally illness, and clients with chronic addiction.

Ivy Tech Community College is the state's largest public post-secondary institution serving nearly 200,000 students a year. An estimate from the Administration at Ivy Tech gives the uninsured rate at about 50 percent. The estimated population that is uninsured in this group is

estimated to be around 100,000. Eighty percent of Ivy Tech's students statewide work – and nearly all of those work more than 30 hours a week. Half of the students have children, 25 percent are single moms and about 10,000 of Ivy Tech's students are on food stamps. The profile of students fall largely into a group that are low income, price sensitive, employed part time, or employed without health insurance or most likely to slide in and out of insurance coverage as their job status changes. Based on the demographics, we believe that close to 100 percent of the students would benefit from doing an eligibility screening. In addition to enrolled students, the call center at Ivy Tech receives 80,000 external inquiries per year that can promote enrollment. The highest level of administration at IVY Tech is highly supportive of this partnership and has agreed to the strategies outlined in this project.

Targeted Numbers

Population	Organization	Uninsured	Underinsured	Outreach	Total
Consumers of mental health services	CMHC	24,000		8,000	32,000
Community College students	Ivy Tech	100,000	100,000	80,000	280,000
Small Business/Groups	ASPIN			23,200	23,200
Total		**124,000**	**100,000**	**111,200**	**335,200**

Through CMHCs and Ivy Tech Community College, ASPIN will outreach to 124,000 uninsured adults currently. This represents about 14% of the uninsured population of the state. In addition to uninsured individuals, CMHCs also see another 8,000 individuals who have private insurance who may qualify for subsidies through QHP. Through the Ivy Tech network, we will outreach to another 100,000 students who may qualify for subsidized QHP. Through the Ivy

Tech Call Center, we will outreach to another 80,000 in a year. This gives us another audience of 188,000.

Through performance targets of 20 enrollments per week for each hired Navigator for an average of 46 weeks between Oct 1st, 2013 and August, 15th, 2014, ASPIN has a target of 34,040 uninsured individuals or families when considering its anticipated Navigator staff of 37 individuals. We will outreach to 7,400 businesses and 100 outreach events between Sept 1st and Aug 15th, 2014 (50 weeks). Using a very conservative average of small businesses to have three employees each, and an outreach of ten people per event, we will outreach to 23,200 individuals. Through social media marketing, we will outreach to many more individuals as Navigators will have performance targets to Like and Share articles from our Facebook pages. Contests and games will increase media traffic. We have not estimated outreach penetration through social media. We believe we have conservative estimates as the one on one reverberation through friends and family by word of mouth will be a powerful marketing tool when people successfully obtain health insurance at prices that are affordable.

ii) Scope of activities

Overall Strategy

For the two population groups of Ivy Tech and users of Behavioral health services as initial level of targets, we will partner with the CMHCs and Ivy Tech. In this project, we believe peers and members of their community make a difference in our one on one interpersonal outreach. ASPIN is also committed to workforce development of Navigators. In this respect, will have hiring criteria that is committed to hiring Veterans, Certified Recovery Specialists Ivy Tech students and a flexible hiring policy that will target specific minority groups and individuals with skills that the navigator grant requires.

ASPIN is not an ineligible entity. Its members and staff do not have a relationship with health insurance issuers, as outlined in Section III of the Cooperative Agreement.

We will use a multi prong strategy to outreach to these three groups.

Outreach Activities:

1. *Initial recruitment of Navigators* through postings on Ivy Tech campuses and CMHCs. Prior to October 1st, upon getting the contract, ASPIN will begin posting information about Health Exchanges as well as job opportunities for the positions through Ivy Tech's communication channels, such as its website, including JobZone (Ivy Tech's Website for jobs), Campus Connect (On line communication board for students with real time chat capabilities) and its Help Center for students. This information will also be posted on ASPIN's and its partners' websites and other on line job websites.
2. *Internal outreach though education of influencers* such as Board members, staff of Ivy Tech and its Call and Chat Centers, eligibility specialists (who currently assist with Medicaid and Healthy Indiana Plan) and other staff at CMHCs. Information about the Navigator projects will be disseminated to all Board members and CMHCs. Opportunities to be part of staff meetings and announcements either in person or via phone call in, or video conferencing through Skype or any other remote ways will also be identified at Ivy Tech campuses and CMHCs. These are good opportunities for in-depth discussions about how health exchanges would work in conjunction with existing systems in each organization.
3. *Standardization and customization of information.* Scripts and standard outreach publicity material such as posters, flyers, YouTube video, presentation packages, will be designed to address affordability of Health insurance which is the main barrier to purchasing insurance for this group. Standardized marketing information will ensure distribution of accurate and

equally high quality of information, with some flexibility to be customized to local information. Business cards will be designed, printed and distributed in allowing for some customization in multi languages.

4. *Toll-free centralized access number.* ASPIN will operate a toll-free centralized access number which will be manned from 8am to 8pm six days per week with translation capabilities. In addition, Ivy Tech already operates a toll free call center and a chat line for its students and potential students. The staff manning this service for Ivy Tech will be given a script to ask about health insurance and coverage, if individuals are interested or indicate that they would benefit from some assistance. If the individuals are interested, their calls will be forwarded to Navigators for information and to help with an eligibility screening.
5. *Social media campaign.* Widespread use of Social media, at all stages of implementation will be an integral part of the entire project. Facebook and Twitter, two of the most popular social media will be used for sharing events, articles, success stories on obtaining insurances and other health and insurance related content. There will be regular incentives to "Share" and "Like" using contests, games and token prizes such as for all participants. Navigators will be responsible to "Like" and "Share" information on Facebook or re-tweet information three times a week. Contents on Facebook will consist of 20 percent original contents and 80 percent of information on healthy living from articles from online newspapers, journals, other health blogs and HHS health sites. The original content will constitute information on health exchanges, announcements of events and walk-in locations and hours, success stories and games and contests with prizes, such as movies tickets, $10 or $20 gift cards to restaurants and other activities enjoyed by this age group. Tracking software will be used to monitor the reach of this campaign. Policies will be put in place regarding duties and responsibilities of

Navigators in using social media. Guidelines will be provided on appropriate sharing in social media. Supervisory staff will monitor these websites and social media on an ongoing basis and will be responsible for responding to queries.

6. *Website and email as channels of communication and resources for referral to other services.* ASPIN will maintain a website that provides link to the Affordable Insurance Exchange. This secure website will also serve as a portal for multiple tracking purposes, including applications for jobs as Navigators, training and enrollment for QHP, submission of timesheets and reports as well as other administrative features to track data for reporting. Ivy Tech's multiple media for communication such as its website, Campus Connect and Facebook will also have information about Navigators and will be linked to this website. This website will also contain resources that are helpful such as links for Medicaid, CHIP, food stamps, Healthy Indiana Plan and other referral information for Navigators to use in helping individuals access other social services. Updates and other job related information will be distributed via this website and through email.
7. *Walk-in and appointment at enrollment sites at Ivy Tech campuses and CMHCs.* ASPIN will hold regular office hours to assist in enrollment. Ivy Tech is sprawled across 31 campuses and 80 buildings which we will have access to. These opening hours will be advertised via posters and on the websites of ASPIN and Ivy Tech and announcements through social media. Students of Ivy Tech and Certified Recovery Specialists who have familiarity with the populations we target will be recruited as Navigators for these venues.
8. *Outreach to businesses, groups and other community organizations.* Navigators who are entrenched in their communities will each identify extra locations to organize outreach activities by putting up posters or in making announcements or organizing outreach events.

Supervisory staff will work one on one with Navigators to identify locations. A quick facts sheet will be used to systematically identify different categories of locations such as public areas, coffee places, businesses that hire part time and seasonal workers, businesses with less than 50 employees, nonprofit agencies that work with refugees, ethnic groups, or other disadvantaged populations, local ethnic stores, food pantries, libraries, areas of worship and local cash checking facilities. Navigators, working with the Supervisors will identify local small businesses and contact decision makers for these local businesses to educate them and their employees in Small Business Health Options Programs. Each Navigator will be given performance goal of contacting four businesses or groups/ organizations each week.

9. *Special populations*. Several Navigators will be hired especially for their special skills and knowledge such as cultural and linguistic competency. Some will be hired for their experience in outreaching to special populations. If a bilingual speaker is not available as a Navigator, when outreaching to populations that uses English as a second language, certified translators will be present. Similarly, when outreaching to those who use ASL, an ASL translator will be made available. For example, Fort Wayne is worth a special mention as it has a high number of refugees from many nations, including Bosnia, Vietnam, Iraq, Burma and Somalia. Although refugees themselves are unlikely to be uninsured, they may have relatives and friends who have lost their insurance eligibility for Medicaid beyond their resettlement period and are likely to be employed in low wage professions. They are also more likely to be in poor or fair health. As such, in the recruitment of Navigators and in identifying locations to outreach to for that area, consideration will be finding someone with connections to these communities.

10. *Flexibility.* Recognizing that many people that we will outreach to are busy and are internet savvy, options will be given for Navigators to still continue to capture individuals who may want to sign up in the privacy of their own homes or on their own time. Navigators will be given a number identifier and will encourage their individual networks to use ASPIN's website (which will have a place to capture this identifier) to navigate to the Health Insurance Exchange so that they can capture the enrollment to their credits. In addition to the enrollment sites, Navigators will also be able to enroll individuals via appointments at mutually agreeable places. There will be policy and guidelines in place that will address privacy and safety procedures and protocol.
11. *Outreach at local events* such as farmer's markets, harvest festivals, job fairs, flea markets, county fairs. ASPIN will conduct 100 outreach and educational events at local events, using prepared materials, with the distribution of manpower and events to correlate to the percentage of uninsured residents. We have a minimum target of 10 persons per event. During each event, outreach business cards with the centralized access number and website will be publicized and distributed. ASPIN will identify community meetings and conduct presentations as a mechanism for education and will conduct numerous presentations to consumers and advocates throughout the State.
12. *Translation service.* ASPIN will contract with a translation service which will provide a pay as you go service. ASPIN will provide all its Navigators with dial in instructions to access this translation service. Navigators will also be provided with Language ID cards that will have the phrase, "Point to your Language. An interpreter will be called" to allow a limited English speaking person to self-identify their own language so that a proper interpreter can be utilized. This card will have the top 94 languages used in this world. ASPIN will also

contract for a 24 hour answering service. The service provided will be to make appointments with Navigators, or to provide information and enrollment over the phone itself and to assist with any problem and complaints.

13. *Plan for completion of training by Navigators.* Navigators will receive bonus payments beyond hourly wages to incentivize performance. Payment for training will be made in three batches to ensure completion and successful enrollment of uninsured individuals, beginning with a first payment due at passing of the required training module and subsequently upon completion of first quarter and second quarter. Tracking of training completion will be done via signing in at the ASPIN Navigator website and scanning in necessary supporting documents. While incentives are in place for retaining Navigators, there will be some turn-over in individual staff. As such, the budget is based on training for fifty Navigators allowing for some turn-over. This will ensure that there will be sufficient trained staff to carry out the duties for the entire length of the agreement.
14. *Incentives for quality connections.* Navigators will be paid a base wage of $10 an hour with the expectation of meeting basic performance guidelines. They have the opportunity to earn $200 additional per quarter if they meet a standard of 300 enrollments/screenings during the quarter. These incentives focus on quality and a more in-depth engagement. Outreach to community and business will generate enrollments or eligibility screenings. Performance measures will track individual Navigators involvement in grievances and complaints. Supervisors staffing the toll free access line play an active role in helping with grievances and complaints and questions about eligibility.
15. *Plan for free of conflicts of interest.* Navigators and all personnel on the project will sign an agreement to remain free of conflict from receiving payments or any other affiliations with

QHP. Violation of this will be subject to swift and effective disciplinary action, up to and including termination.

16. *Oversight and Quality Assurance.* The three full time Program staff will have duties of oversight and quality assurance for the Navigators. They will also design all the set-up materials and systems. During the period of the grant, the Supervisors will also be responsible for contacting businesses and setting up and staffing of outreach events. They will provide fill-in if needed. They will staff the toll free centralized access line and assist enrollees with grievances, complaints, or questions about their health plan, coverage, or a determination related to their coverage. They will also make the necessary referrals to other state agencies for other resources. Supervisors will provide quality assurance and will each perform ten weekly random telephone follow-up with individuals/businesses outreached to. Supervisory staff will also provide job coaching to Navigators.
17. *Data Privacy and security standards.* Dell Mobile precision Laptop computers with video capacity will be purchased and they will be preloaded with biometric security and encryption. Additional hardware provided will be Fujitsu Scansnap iX500 and Logitech Webcam to access translation services, if needed. We will also be using Office 365 which has many accessible features including Accessibility Checker Rules, keyboard shortcuts, set size and zoom options, set color and sound options and Quick access bars. By being connected to the internet via media cards, Google or Office translation software can be easily accessed if needed.

iii) Accomplishments

ASPIN and its consortium members maintain local community ties through use of community members on each member's board of directors. Consortium members are connected

to business through employee assistance programs, chamber of commerce associations, Rotary Clubs, and Kiwanis Clubs. Each provider has good working relationships with local social services agencies and maintains referral contracts to provide a full continuum of services. ASPIN, through its partners has over 15 years of experience in helping individuals and families apply for Medicaid, Medicare and the state's Healthy Indiana Plan, a state health insurance plan for uninsured adult Hoosiers household income is between 22 - 200% of the FPL. Some of the CMHCs have Eligibility Specialists who have been helping patients apply for Medicaid and other public benefits. In these centers, eligibility specialists will refer individuals who may not be eligible for the traditional Medicaid or CHIP for eligibility screenings with Navigators to see if they may be eligible for the subsidized private qualified health plans.

ASPIN is a long-standing CARF-certified behavioral health business network that covers most of the state of Indiana. As a provider network, ASPIN has over fifteen years of data analysis, benchmarking, and evaluation experience. It monitors and evaluates over 30 data sets for its network, providing reports to funders for review on a quarterly or annual basis. ASPIN has utilized its evaluation experience in several grants successfully funded by both Federal and local organizations. ASPIN has excellent ability to author grants and provide objective grant evaluation inclusive of process and outcome measures. Examples of HRSA Rural Outreach and Network Development grants include Primary Care Plus, Network Planning, Indiana Veteran Behavioral Health Network, Indiana Peer-to-Peer Telehealth Network, Integrated Care through Education Rural Outreach, Upper Midwest Telehealth Resource Center.

For the last two years, ASPIN has partnered with Indiana Rural Health Association and a number of community organizations to increase the enrollment and retention of children in families in rural northeast Indiana in public health insurance and connect them with a permanent

medical home. The "Noble County Outreach Project" will enroll 450 children and families in public health insurance, connect 100% of them with medical homes and retain coverage for at least 85% of their redetermination of insurance eligibility.

ASPIN has years of experience with program evaluation of projects focusing on various services for vulnerable populations. ASPIN has held multiple state contracts providing critical feedback to state agencies to impact policy making decisions and assist in developing state plans to address areas of focus. Examples include Certified Recovery Specialist Evaluation, Suicide Summit Summary, Critical Access Hospital Survey, State Rural Health Plan, Special Populations and Disaster Response Initiative and Anthony Wayne Services –Psychiatric Inpatient Crisis Stabilization Program.

ASPIN has been conducting trainings since 1999, training over 12,000 Indiana mental health professionals/individuals in the past 15 years. Examples include: Clinical Behavioral Health Education, Medicaid Rehabilitation Option Transformation Trainings, Medicaid Rehabilitation Option Train the Trainer Competency Testing and Evaluation, All Hazards Committee- Ten District Mental Health Teams - Earthquake Exercise, Division of Mental Health and Addiction State Conferences and Certified Recovery Specialist Program.

iii) Expertise of personnel

The program will consist of three full time positions, thirty eight half time positions, and limited involvement from three other staff of ASPIN. The full time staff will consist of a Program Manager and two Supervisors. The thirty eight half time positions consist of a Grant Coordinator and thirty seven Navigators. Oversight will be provided by CEO. Website will be built by IT Manager. Accounting and billing will be done by the Accountant. Each navigator will be given a geographical area and a campus and/or CMHC to cover. Hiring preferences will

be stated for Veterans, Certified Recovery Specialist and students enrolled in Ivy Tech. In addition, preferences will also be given to individuals with these qualities or experiences-strong, positive and extensive existing ties to local communities, expertise in private health insurance market, experience in conducting public education and outreach activities, prior experience in working with individuals with limited English proficiency, individuals with disabilities and other vulnerable populations, or other populations underserved in the health insurance market. ASPIN currently has a talent pool consisting of 247 trained Certified Recovery Specialists, 35 of whom are veterans, located all over the different counties, including rural communities.

[redacted] *CEO, ASPIN*

[redacted] is responsible for managing the operations and overseeing all the projects and grants which total approximately $13 million. She has overseen the Hoosier Assurance Plan which is the community Medicaid Plan for ASPIN for over 15 years. She sits on the state Medicaid Quality Assurance Committee. [redacted] brings ASPIN over twenty-five years of behavioral healthcare and training facilitation experience, working in both the for-profit and non-profit areas.

[redacted] *IT Manager, ASPIN*

[redacted] has over 15 years in the information technology field, focusing on ELearning technologies, working with learning management systems and content development. [redacted] has also been a technical trainer having held the Microsoft MCT and MCP certifications. [redacted] has developed numerous interactive websites for ASPIN for various projects. These sites contain such features as: event registration, calendars, feedback forms, online payment, photo galleries and forums. In addition to multifunction websites, [redacted] has deployed several custom

Learning Management Systems (LMS) for various ASPIN projects. [redacted] conducts technical training on topics such as Photoshop, Dreamweaver, Fireworks, Expression Web and Publisher.

[redacted] *Grant Coordinator, ASPIN*

[redacted] has practiced as a social worker for 22 years, working with vulnerable populations such as elderly, people with disabilities, low-income families, children and youth at risk. She has 16 years of experience in outreach and enrolling individuals onto Medicaid through the Home and Community Based Waivers. She has partnered with many community organizations, information and referral help lines to successfully outreach to isolated consumers. She has been an advocate for disadvantaged populations in helping access health and social services and has assisted many consumers with their grievances, complaints and appeals with formal organizations. She has experiences in recruiting, training and supervision of case managers to outreach and engage with historically underserved and vulnerable populations.

[redacted] *Accountant, ASPIN*

[redacted] brings to ASPIN over ten years of experience in analysis, budgets, forecasting, and financial reporting. She has over two years of experience in managing financial aspects of grants. Her background includes several years in managed care as well as experience in both the for-profit and not-for-profit sectors.

Upload #2

Applicant:	Affiliated Service Providers of Indiana, Inc.
Application Number:	NAV2013000056
Project Title	Cooperative agreement to Support Navigators in federally-facilitated and State Partnership Exchanges.
Status:	Review in Progress
Document Title:	BudgetNarrativeAttachments-Attachments-1234-Budget Narrative and Budget.docx

Budget Narrative

Requested Budget funds of $917,260 are to be expended by ASPIN. Ivy Tech and CHMC are contributing use of space, their existing communication channels and social media.

Personnel Costs, total $527,520

a. Program Manager, Rate: $15/hour, 100% FTE with benefits, total $31,200

The Program Manager will provide overall direction and accountability for project. Responsible for meeting goals and assurances as outlined in proposal, staffing, adherence to budget and submission of quarterly reports to CMS.

Supervisors, Rate: $12/ hour, 200% FTE with benefits, $24,960 x2, total $49,920

The 2 Supervisors at 100% FTE will be responsible for direct supervision of Navigators, and for manning the 1-800 centralized access lines. Responsibilities will include quality assurance, field visits and job coaching for Navigators.

b. Navigators, rate $10/ hour, 37 positions for 48 weeks at 50% FTE(20 hours), Total $400,800

Navigators will be responsible for outreach and enrolling individuals, families and businesses onto QHP from, with outreach to businesses starting Sept 1st, 2013 and enrollment and eligibility screening starting Sept 15th, 2013 till Aug 15th 2014 (50 weeks for businesses and 46 weeks for eligibility screenings for 46 weeks, using an average of 48 weeks). Navigators will be paid for 32 hours of training (30 hours through CMS and 2 additional hours for internal training specific to local conditions). They will be eligible for $200 bonus pay per quarter if they successfully enroll and/or provide eligibility screening for 300 individuals/families per quarter.

c. Grant Coordinator, [redacted] *$15/hour at 50% FTE with benefits, total $15,600*

This position will be responsible for coordination of all activities related to the grant including communication with other departments, purchase of supplies and maintaining inventories.

IT Manager, Paul Conrad, total $10,000

The IT Manager will build the website, set up of social media framework, and tracking and reporting mechanisms, ensure security and encryption. This positions supports website updates and maintenance in addition to IT support for navigators.

d. Accountant, [redacted] *total $10,000.*

The accountant manages all accounting functions including accounts payable, accounts receivable and financial reporting.

e. CEO, [redacted] *$10,000*

THE CEO supervises the Program Manager, Grant Coordinator, Accountant and IT Manager related to the grant project. This position communicates to Board of Directors and is responsible for reporting, conflict resolution and all other areas of project management.

Fringe Benefits, total $48,360

Fringe benefits were calculated at fifty percent (50%) of full time personnel costs and include: health insurance, life insurance, flexible spending account, taxes, short term disability insurance, paid time off, holidays, Employee Assistance and unemployment insurance.

Travel, capped maximum of $150 per person per month for 12 months, total $72,000

Payment will be capped at $150 per month per person. Starting September, navigators will outreach to businesses, and organizations.

Contractual costs, total $76,080

- *Linguistic Translation and ASL translation via video conferencing, $2000.* Indiana has a population consisting of 2% minority and 6% Hispanic
- *Entrance fee to events, $10,000.* Events with heavy human traffic such as harvest festivals and county fairs have booth fees averaging $100 per event. Averaging about 1 event per county at 92 counties, we will outreach at 100 such events.
- Phone contract service for 1-800 central access phone number $100x 12 months = $1,200
- Monthly internet service for 40 devices 40 x $100 per month x 12 months = $48,000
- Office 365 Home and Business Software licensing fees 40 x $220 = $8,800
- Cell phone plans for 3 Full time staff 3 x$30x12 = $1080
- Advertisements in ethnic newspapers and newspapers for positions and events $5000

Equipment, total $169,350

40 Laptops with media cards, scanners and videos- 40x $4000 = $160,000

- Dell Mobile Precision M 6700 costs $3,379.50 (includes bio metric security and encryption)
- Fujitsu ScanSnap iX500 Scanner for PC costs $426.98 each.
- Logitech HD Webcam C920 1080 widescreen Video Calling and Recording costs $79.98
- Verizon Jetpack 4G LTE Mobile Hotspot MHS291L $49.95 each.

Retractor banners- 37 at $250 each plus $100 set-up fees (one time only) = $9350

Supplies $13,750

Printing of flyers, business cards, posters and Postage $13,250

Purchase of translation cards, posters and language identification cards $500

Other costs $10,200

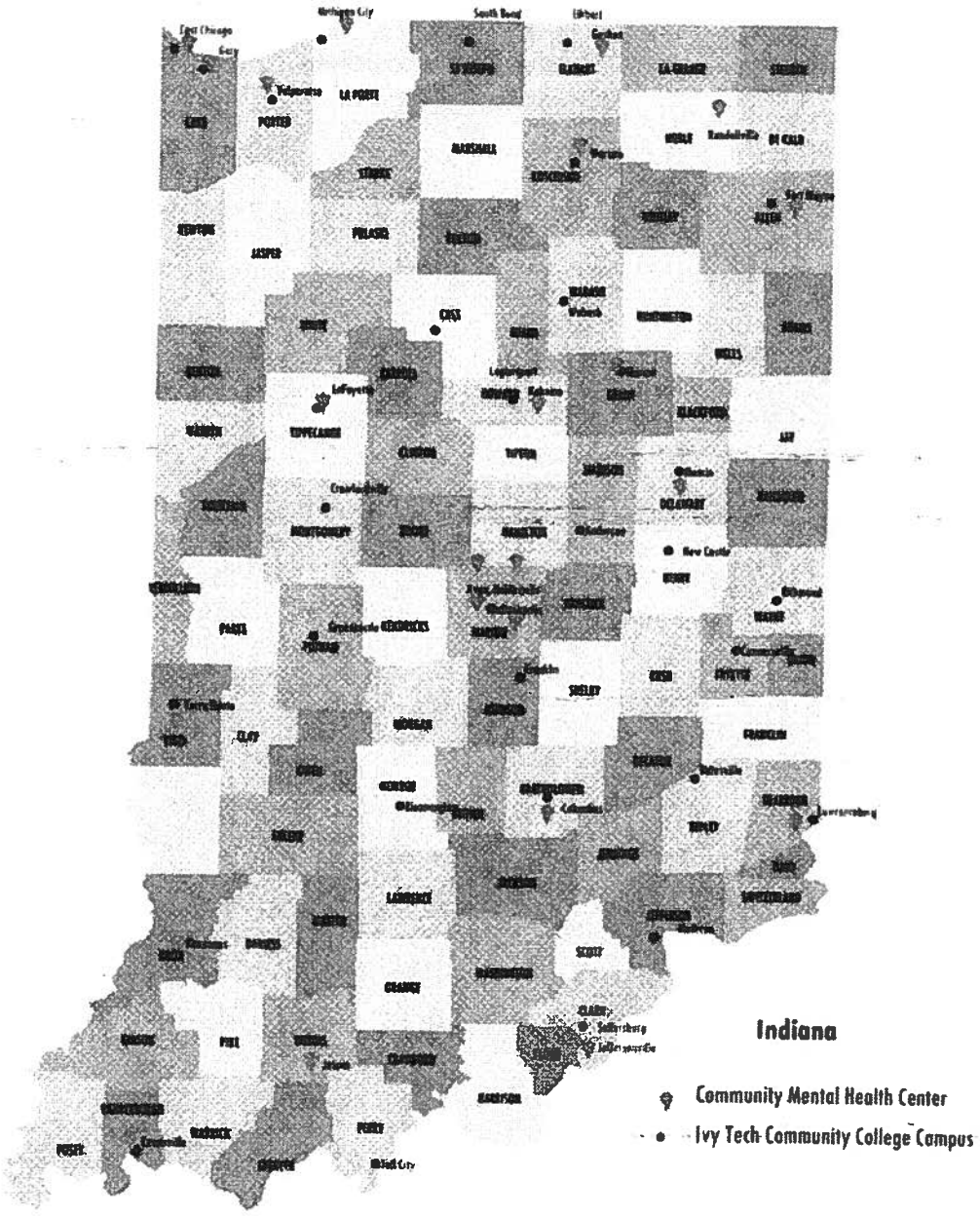
Token prizes for social media $100 x 12 months =$1200

Desk, chairs, phone and space usage for 3 full time staff 3x $3000 = $9000

	Unit used	Price per unit	Amount
Personnel			
Program Manager FTE	40hrs x52 wks	$ 15.00	$ 31,200.00
Grant coordinator 0.5 FTE	20hrsx52wks	$ 15.00	$ 15,600.00
Supervisor x 2 positions FTE	40hrsx52wks x2 positions	$ 12.00	$ 49,920.00
Navigator 0.5 FTE	20 hrs x 48wks x37 positions	$ 10.00	$ 355,200.00
Oversight from CEO			$ 10,000.00
Accounting and contracting			$ 10,000.00
IT Manager			$ 10,000.00
Training payment	32 hours x 50 individuals	$ 10.00	$ 16,000.00
Bonus	37x4	$ 200.00	$ 29,600.00
Fringe Benefits			
50% FTE		$ 96,720.00	$ 48,360.00
Travel			
Mileage	40personsx12month	$ 150.00	$ 72,000.00
Contractual Costs			
Translation services	Minute	$ 3.95	$ 1,000.00
ASL translation	Minute	$ 1.50	$ 1,000.00
Entrance fees at local events	Event	$ 100.00	$ 10,000.00
1-800 centralized access	Months	$ 100.00	$ 1,200.00
Monthly internet access		$ 100.00	$ 48,000.00
Software licensing fees		$ 220.00	$8,800
Advertisements in print media		$ 5,000.00	$ 5,000.00
Cell phone plans	3 phone x 12 months	$ 30.00	$ 1,080.00
Equipment			
Laptops, video, scanners,	40	$ 4,000.00	$ 160,000.00
Retractor Banner	37	$ 250.00	$ 9,350.00
Supplies			
Translation supplies			$ 500.00
Postage and Printing			$ 13,250.00
Other costs			
Desk, chair, cubicle, phone	3	$ 3,000.00	$ 9,000.00
Prizes for social media	12	$ 100.00	$ 1,200.00
		TOTAL	$ 917,260.00

Upload #3

Applicant:	Affiliated Service Providers of Indiana, Inc.
Application Number:	NAV2013000056
Project Title	Cooperative agreement to Support Navigators in federally-facilitated and State Partnership Exchanges.
Status:	Review in Progress
Document Title:	SF424_2_1-1237-IvyTech campus and CMHC.tif


Indiana
Community Mental Health Center
Ivy Tech Community College Campus

Upload #4

Applicant:	Affiliated Service Providers of Indiana, Inc.
Application Number:	NAV2013000056
Project Title	Cooperative agreement to Support Navigators in federally-facilitated and State Partnership Exchanges.
Status:	Review in Progress
Document Title:	OtherNarrativeAttachments-Attachments-1235-Navigator Work plan-Version submitted.docx

Timeline	Action to Be completed	Responsible Parties
August 2013	a) Recruitment of 1.0 FTE Program Manager and 2.0 FTE Supervisors and set up of work space. b) Recruitment of 37 PTE Navigators through job websites, including CRS website and JobZone, Ivy Tech's job board. c) Sign MOU with Ivy Tech Community College and Community Mental Health Centers d) Set up accounts with translation service and obtain translation cards e) Set up contract and operations of 1-800 centralized access lines f) Develop a social media policy and social media campaign strategies, identify specific media and develop specific guidelines and usage g) Develop website and links to Ivy Tech Community college website and other resources. Set up tracking and security capacities. Ensure website is pulled up easily when searches are done h) Develop Social media pages and links to Healthcare and other health related influencers and tracking devices for outreach i) Purchase and set up laptop computers, media cards, scanners and software. Subscribe to internet service. Set up email addresses for staff. j) Develop policy and guidelines on website and social media usage and distribution. k) Develop policy on privacy and safety guidelines for navigators in the community. l) Develop outreach presentation to groups and businesses m) Develop marketing materials for usage. Prepare flyers, posters, brochures, business cards and banners n) Develop other tracking tools for performance for each navigator and Supervisors in terms of outreach numbers, events, enrollment numbers, outreach activities for businesses, groups and organizations, referrals made out, and quality and quantity of involvement in grievances, complaints and questions, use of translator services o) Establishment of billing and accounting system for this project p) Set up meetings and communicate with Board members, staff at Community Mental Health Centers and relevant Ivy Tech staff	a. Grant coordinator, CEO b, d, e. Grant coordinator, Program Manager c. CEO of ASPIN, CEO of Community Mental Health Center, President of Ivy Tech Tech f, h, j, k, l, m, n, p. CEO, Grant Coordinator, Program Manager and supervisors g, h. Education and IT Manager, ASPIN and Ivy Tech marketing department and Associate Vice President for Planning and Research at Ivy Tech i. Education and IT Training Manager o. Accountant
Sept 2013	a) Distribution of computers, scanners and marketing materials to Navigators b) Establishment and training of reporting and communication protocol via website with	a, b, c, d. Program Manager and

	Navigators c) Distribution and training of policies, procedures regarding operations on social media, privacy and safety guidelines, performance requirements, way of accessing translation services, monitoring and supervisory policies d) Training of navigators to outreach and complete presentations to groups, organizations and businesses e) Purchase of cell phones, set up of service f) Internal training for ASPIN's network-Distribution of information on health navigator role and training of community mental health personnel on health navigators and outreaching to organizations and businesses in the community through Board members g) Internal training for Ivy Tech-Education and outreach to Ivy tech personnel and staff h) Training for Navigators through HHS/CMS i) Development of one on one strategy for outreach to community organizations and businesses, identification of organizations and businesses to outreach to. j) Development of script for call center at Ivy Tech and centralized toll free number k) Training/Collaboration with Ivy Tech Call Center personnel on use of script l) Identification of specific rooms/hours of operation for enrolment at Ivy Tech and Community Mental Health Center m) Development of relationships between Navigators and enrollment sites personnel n) Begin Outreach to businesses, groups and organizations in September 2013	Supervisors e. Grant Coordinator, Program Manager f. CEO, Program Manager g, k. Grant coordinator, Program Manager, Associate Vice President for Planning and Research at Ivy Tech h, i. Program Manager, Supervisors, Navigators j. Program Manager l, m, n. Navigators, Supervisors
Oct 2013 and ongoing	a) Operationalization of plans outlined in August and September, with outreach, enrollment and eligibility screenings to individuals beginning Oct 1st 2013 b) Posting of walk in hours and sites via newspapers, social media, posters and flyers c) Publicity blitz of Health Exchange and toll free number exchange via newspapers, ethic newspapers and other media, social media, posters and flyers. d) Monthly review of strategies specific to each navigator- identification of 4 businesses/groups/organizations each week and setting up of meeting/presentation e) Monthly review of one on one outreach and other performance measures with navigators, and make changes if necessary f) Field supervision of Navigators	a. Program Manager, Supervisors, Navigators, Grant coordinator b, c. Program Manager, Supervisors d, e, f, I, j Program Manager and Supervisors g, h, j Program Manager, Grant coordinator k. CEO, IT Manager,

	g) Regular and Randomized checks to ensure validity of data and outreach efforts h) Tracking of all performance measures i) Job coaching and addressing performance issues as they arise j) Ongoing review of overall strategies, locations and staffing k) Ongoing sharing/posting of contents on social media	Grant coordinator, program Manager, Supervisors, Navigators, Associate Vice President for Planning and Research at Ivy Tech
Quarterly 2013-2014	a) Quarterly reviews and reports due to CMS b) Sharing, Liking on Facebook, and tweeting of events and re-tweeting of related articles and events	a. Program Manager b. All personnel

CEO of ASPIN: [redacted]
Grant Coordinator: [redacted]
IT Training Manager: [redacted]
President of Ivy Tech Community College: [redacted]
Associate Vice President for Planning and Research at Ivy Tech Community College: [redacted]
Program Manager, Supervisors and Navigators: To be hired

Upload #5

Applicant:	Affiliated Service Providers of Indiana, Inc.
Application Number:	NAV2013000056
Project Title	Cooperative agreement to Support Navigators in federally-facilitated and State Partnership Exchanges.
Status:	Review in Progress
Document Title:	Form PerformanceSite_1_4-V1.4.pdf

Project/Performance Site Location(s)

Project/Performance Site Primary Location ☐ I am submitting an application as an individual, and not on behalf of a company, state, local or tribal government, academia, or other type of organization.

Organization Name: Affiliated Service Providers of Indiana, Inc.

DUNS Number: [redacted]

* Street1: [redacted]

Street2:

* City: [redacted] County: [redacted]

* State:

Province:

* Country:

* ZIP / Postal Code: [redacted] * Project/ Performance Site Congressional District: [redacted]

Project/Performance Site Location 1 ☐ I am submitting an application as an individual, and not on behalf of a company, state, local or tribal government, academia, or other type of organization.

Organization Name:

DUNS Number:

* Street1:

Street2:

* City: County:

* State:

Province:

* Country: USA: UNITED STATES

* ZIP / Postal Code: * Project/ Performance Site Congressional District:

Additional Location(s) Add Attachment Delete Attachment View Attachment