

Colorado Coalition for the Homeless



- Non profit organization founded in 1984
- Provides housing, health care, and supportive services for homeless individuals and families.

Project Description

- 3 year grant funded by Colorado Trust
- Goal: Use case management approach to enroll families experiencing homelessness into Medicaid or CHP+
- Target population: families experiencing homelessness not yet enrolled
- Assisted 532 individuals (342 children and 190 parents) over three years
- 90% of those assisted were enrolled in Medicaid during the grant period

Challenge 1 - Training

- Little knowledge about Medicaid before project
- Technical assistance provided by Colorado Dept of Health Care Policy & Finance provided:
 - Step-by-step training on how to complete an application
 - In-depth training on Medicaid and CHP+ rules and regulations
 - One-on-one consultation regarding specific questions that came up while assisting clients
- Result: learning process faster, went from almost no knowledge to some level of expertise within a few months

Challenge 2 – Finding Families

- Expectation that families would be lining up for assistance didn't happen
- Knew need existed, challenge was how to find them and help them
- In-reach: establish procedures to identify and refer families already receiving services from the organization
 - Case managers began to ask each client about Medicaid status
 - Referral process simple, send email, walk client to my office
- Outreach: focused on a few organizations who we already work closely with
 - Homeless shelters identify needs & make referrals

Challenge 3 – Overcoming Barriers

- Lack of documentation
 - Budget for documentation allowed on-line expedited ordering of birth certificates, received in less than a week
- Transportation
 - Budget covered mileage so I could go to families in shelters and motels
 - Laptop computer and portable scanner facilitated application assistance outside of the office
- Time
 - Full-time salary allowed me to put in the time and legwork to get an application completed

Overcoming Barriers Example

- Homeless family new to state with special needs child
 - Drove family to train station to retrieve luggage with needed documentation
 - Ordered one missing birth certificate
 - Assisted with application, turned in to county
 - Followed up with county regarding processing mistake

Sustainability

- One year later:
 - Process in place to identify families and refer them for assistance
 - Possess training and expertise to help families
 - Lack time and resources to provide same level of assistance
 - Knowledge not disseminated throughout the organization
 - Case managers were trained but lack time or incentive to provide the services