



## HEALTHY FAMILIES PROGRAM

### *Monitoring the Impact of the Enrollment Freeze and Waitlist*



#### **PURPOSE**

Community Health Councils (CHC) / Covering Kids and Families (CKF) are tracking the impact of the Healthy Families Program (HFP) enrollment freeze and waitlist in California by collecting family stories. The attached *Tracking Tool* has been developed for outreach and enrollment organizations to collect information on the experiences of the families they assisted that were placed on the HFP waitlist. ***The information collected will be critical in helping inform administrators and policymakers of the impact the HFP enrollment freeze and waitlist has had on families' access to healthcare coverage.*** This includes families' experiences with the waitlist process and whether families were able to access alternative healthcare, had delayed care, or incurred any financial hardship while their children were uninsured.

#### **INSTRUCTIONS FOR COMPLETING THE TRACKING TOOL**

- One *Tracking Tool* should be completed by a Certified Application Assistor (CAA) for each family that had a child (ren) placed on the Healthy Families Program waitlist. This questionnaire can be completed while conducting regular follow-up phone calls with families to ensure enrollment and retention into public healthcare coverage programs.
- Share the purpose of the tracking tool with each family, highlighting what the data will be used for and the importance of confidentiality.
- The tracking tool has been developed in both English and Spanish. Organizations can either type or write the answers on the tracking tool.

#### **CONFIDENTIALITY (Agency Client ID #)**

The data collected on the *Tracking Tool* will be reported only as a summary to best assess the impact of the enrollment freeze and waitlist. Identifying information such as names, addresses and additional contact information of families will not be collected on the tracking tool.

On the second page of the tracking tool, an "Agency Client ID" has been added for organizations to link a tracking tool back to an applicant. Therefore, we are asking organizations to assign internally a client ID for each family for identification purposes. Organizations will be the liaison between Community Health Councils and the families if questions arise or to connect with families who may want to share their stories with the media or policymakers.

#### **SUBMITTING COMPLETED TRACKING TOOLS**

**Please submit all tracking tools by December 18th, 2009. All tracking tools should be submitted as complete as possible.** Organizations can either submit forms as they are completed or submit forms in bulk. We encourage that if agencies decide to mail the tracking tool (s), please keep a copy for your records.

Please mail, fax or e-mail your completed tracking forms to:

Community Health Councils / Covering Kids and Families  
Attn: Michelle Wood, Policy Analyst  
3731 Stocker Street, Suite 201  
Los Angeles, CA 90008  
FAX: 323.295.9467  
Email: [michelle@chc-inc.org](mailto:michelle@chc-inc.org)

#### **QUESTIONS**

If you have questions at any time or need assistance in completing the tracking tool, please contact Michelle Wood at 323.295.9372 ext. 225 or [michelle@chc-inc.org](mailto:michelle@chc-inc.org)