

CoverCO Review

Policy Committee Meeting

November 23, 2020



CoverCO Overview

Virtual conference was held from October 6-October 8.

Sessions

- Conference theme was self-care and reconnecting
- 23 breakout sessions, which included region-specific sessions
- 3 general sessions, including keynote, policy conversation, and trauma informed work
- Meet-ups, including regional rates overview, PEAK office hours, and “coffee lounges”

Attendance and Engagement

- 607 people registered
- 541 people downloaded the app
- 241 people, on average, attended live sessions at any given time

CoverCO 2020 Evaluation



#COVERCO

Overview

Covering Kids and Families evaluated CoverCO 2020 using session feedback surveys for breakout sessions, as well as a post-conference evaluation survey. This report summarizes attendee feedback from these surveys.



#COVERCO

Keynote: The Culture of Self-Care

43 responses

- How would you rate the speaker's presentation overall (1-10)? **9.40**
- To what extent did you find the information presented by the speaker informative (1-5)? **4.79**

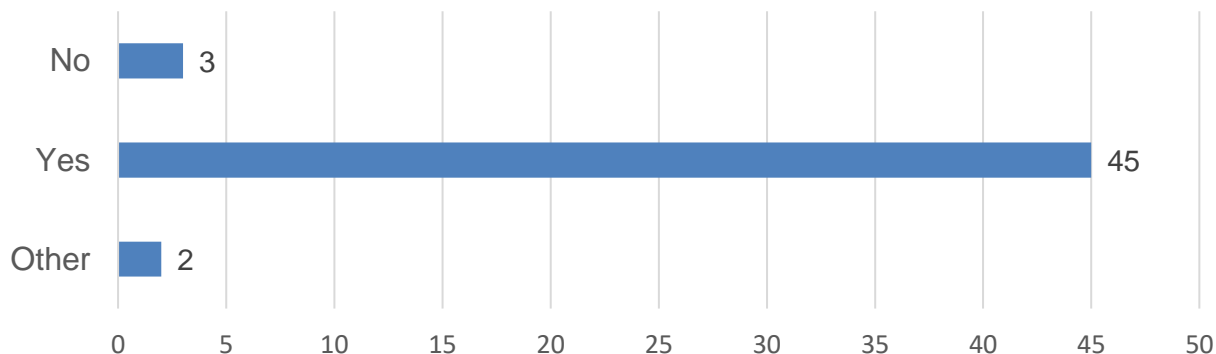


#COVERCO

Policy Conversation

50 responses

- How would you rate this session overall? Average rating (1-10): 8.72
- To what extent did you find the policy conversation informative (1–5)? 4.5
- Do you feel like you have a better foundation/understanding of the current health care policy environment after attending this session?



#COVERCO

Session Feedback

For all breakout sessions, attendees were asked to rate the session on a 1-5 scale (1 being poor, 5 being excellent).

Highest-Rated Sessions

1. Doing Trauma-Informed Work (5.00)
2. Guiding People Through Transitions in Coverage During a Pandemic (4.93)
3. Supervising a Remote Workforce (4.82)
4. Outreach in a Virtual Environment (4.75)

Lowest-Rated Sessions

1. Broker Portal and Book of Business Updates (3.92)
2. C4H System Updates (4.30)
3. Safety Net Access for Immigrants and their Families (4.32)

*Does not include networking sessions

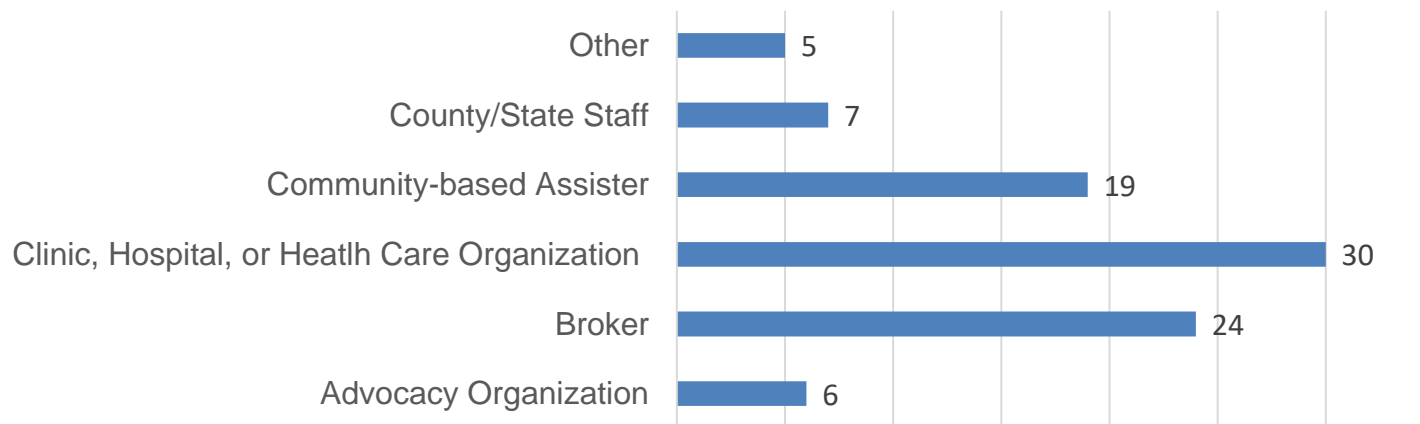
#COVERCO



Post-Conference Survey

91 responses (15% of CoverCO registrants)

➤ Respondents' rolls in health coverage:

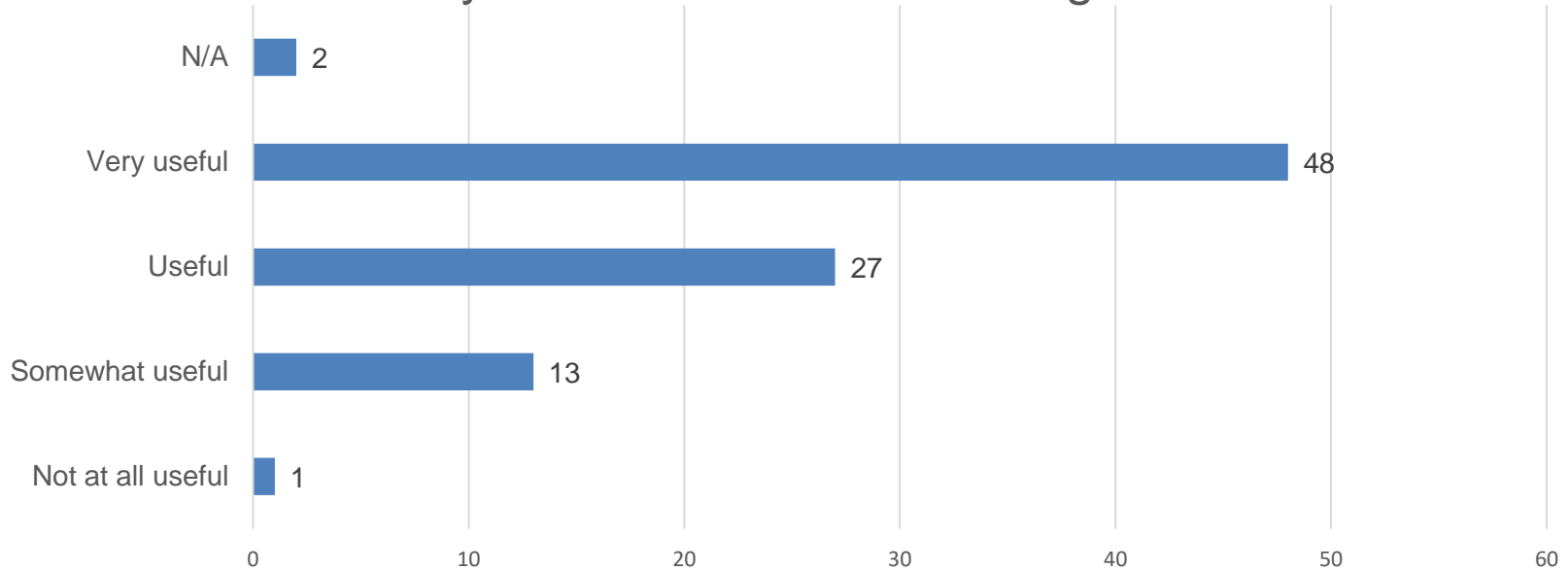


➤ “Other:” Intern, Agency Manager, Private Consultant, Volunteer Health Navigator, Community Outreach

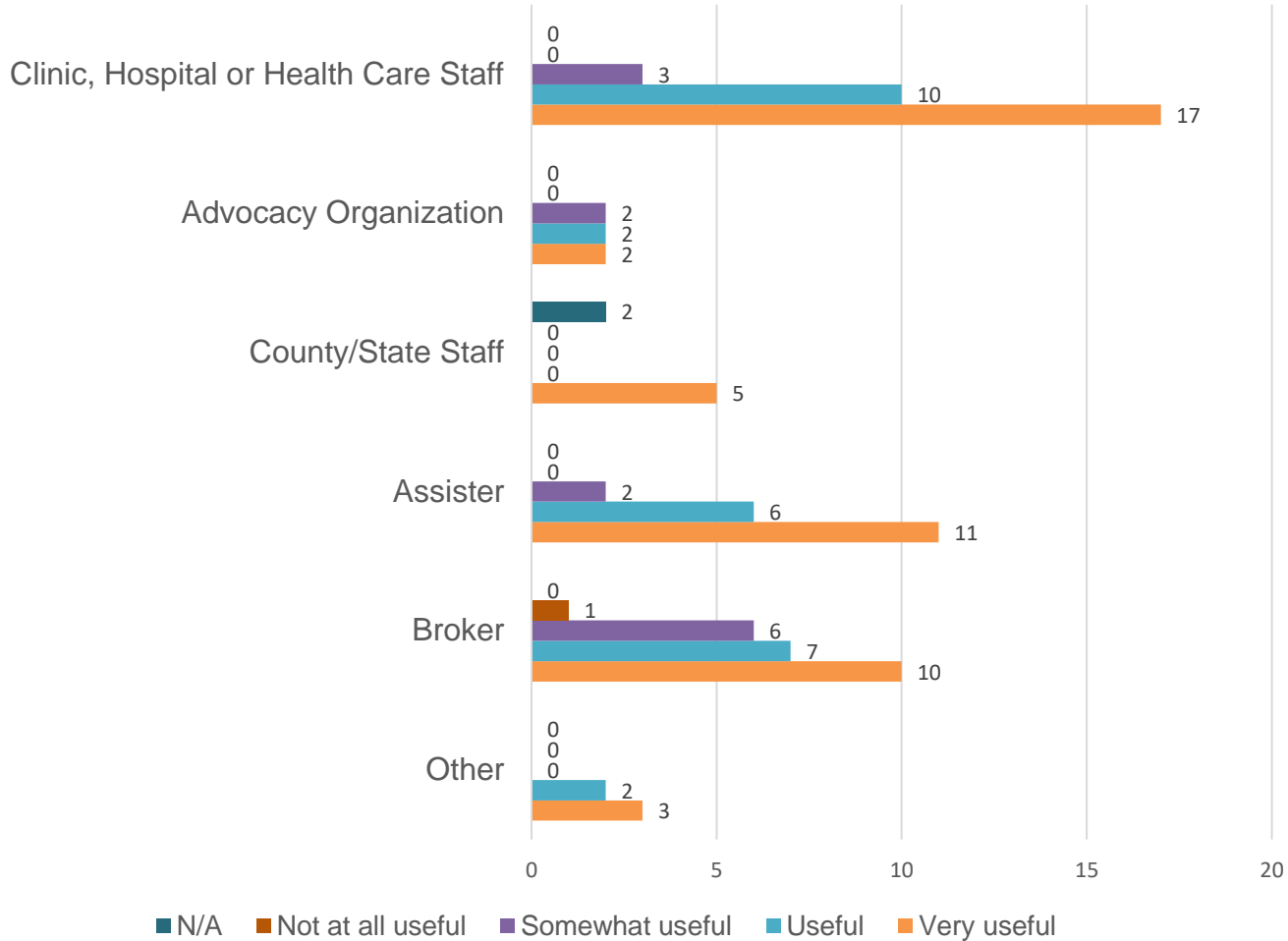


#COVERCO

To what extent did you find CoverCO 2020 useful for your work in health coverage?



#COVERCO

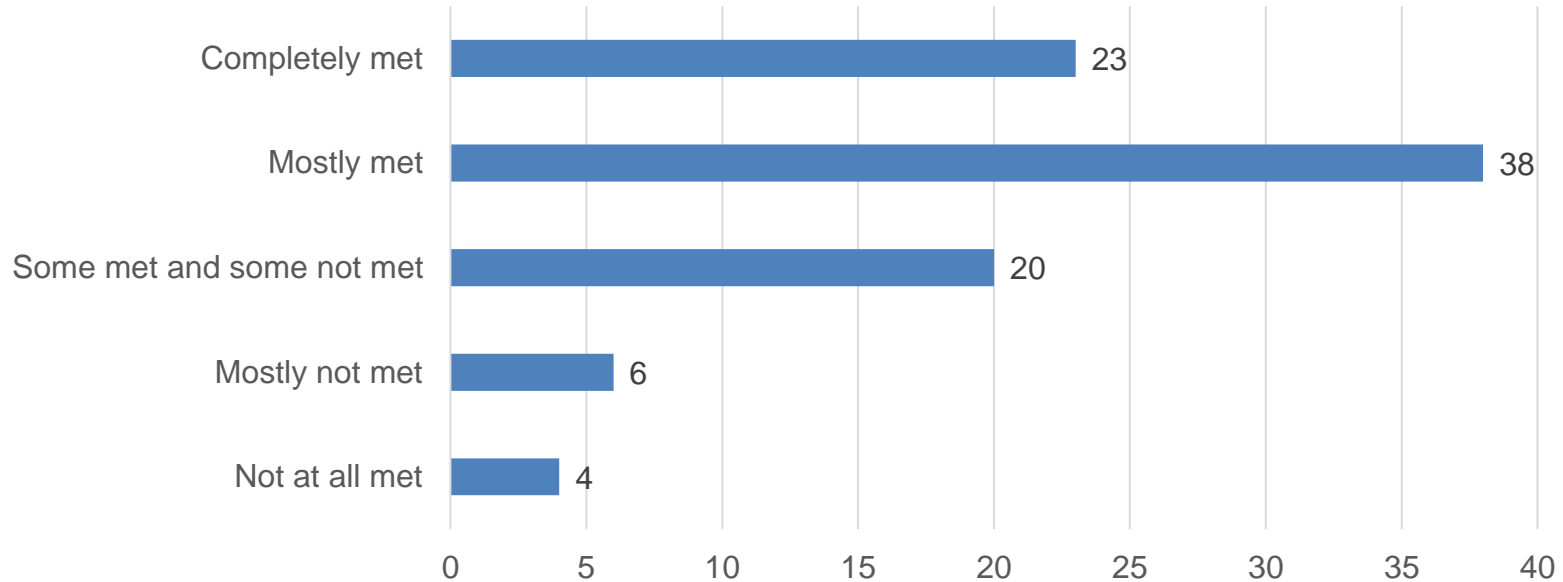


■ N/A
 ■ Not at all useful
 ■ Somewhat useful
 ■ Useful
 ■ Very useful



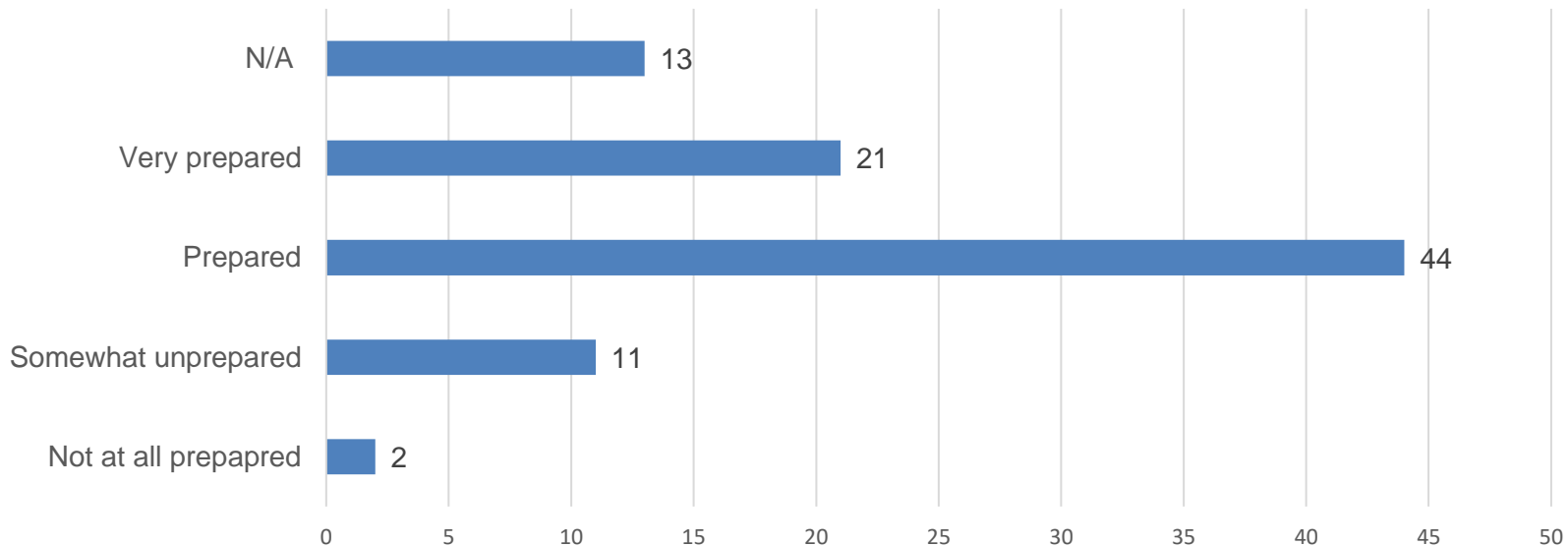
#COVERCO

To what extent were your goals for attending the conference met?



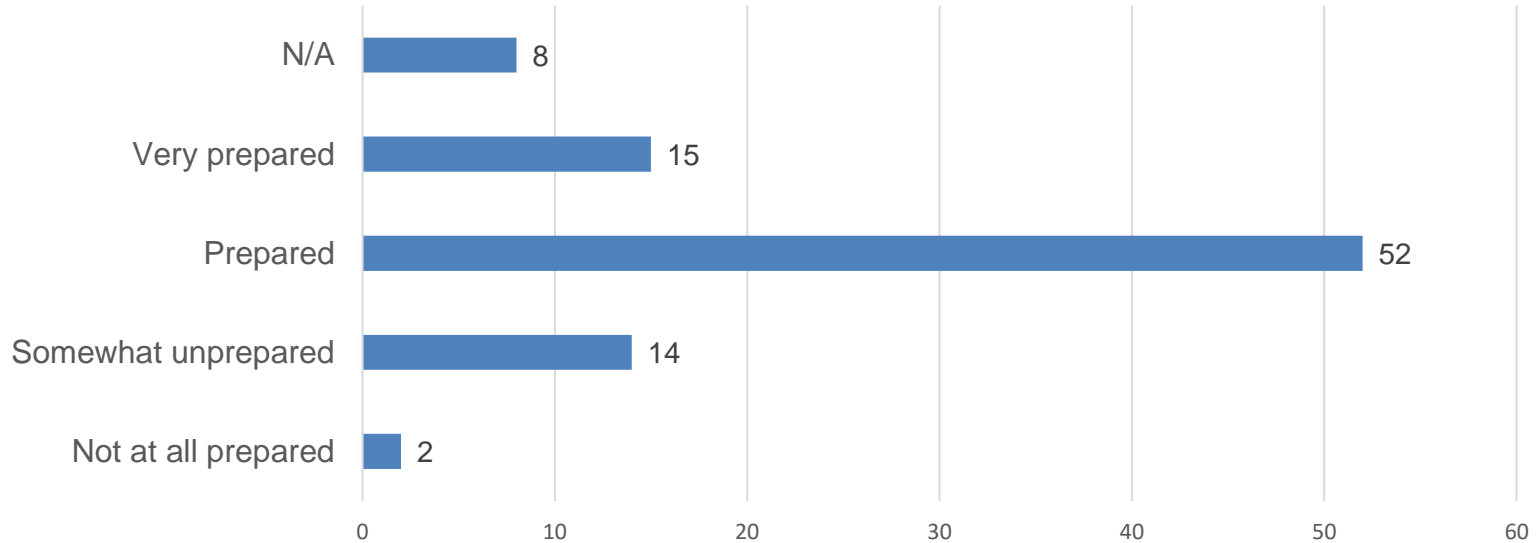
#COVERCO

As a result of your participation in CoverCO 2020, how prepared do you feel for virtually enrolling clients?



#COVERCO

As a result of your participation in CoverCO 2020, how prepared do you feel for the end of the Public Health Emergency?



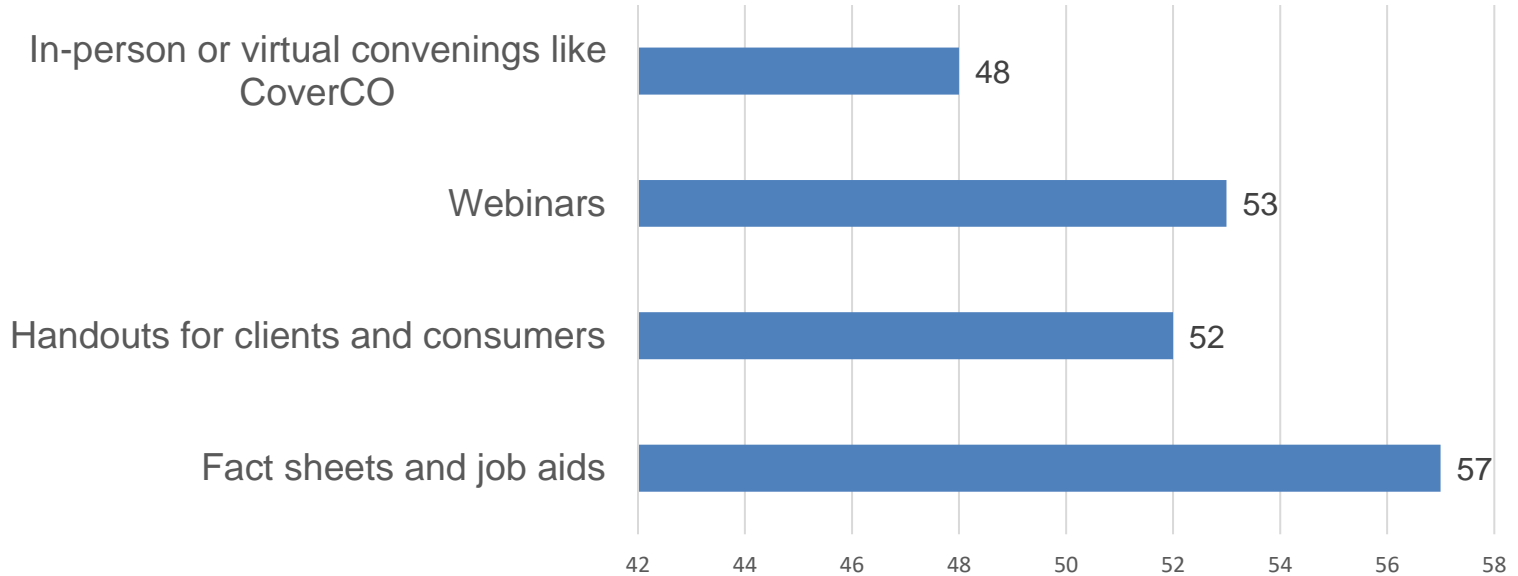
#COVERCO

knowledge
average awesome interesting
information resilience self
format repetitive healthcare
educational helpful
good fun exquisite insightful
informative informational
excellent care thorough timely weak
scattered useful organized
energizing email



#COVERCO

What format would you prefer to receive information, resources, and tools on in the future? (Select all that apply)



#COVERCO