

To request training, please fill out a [health center request form](#). You may select more than one.

Note: If multiple trainings are selected an additional training date may be necessary.

Outreach and Enrollment Reporting Requirements

(2 hours)

This training provides an in-depth overview of how to accurately record outreach and enrollment activities for HRSA reports including a step-by-step demonstration of TACHC's secure-online reporting tool for tracking and measuring these activities. Training is specifically targeted for Outreach and Enrollment program staff and supervisors, but can also include interested health center leadership staff.

Onboarding Support for New Outreach and Enrollment Staff and Supervisors

(2 hours)

This training will help onboard newly hired Outreach and Enrollment staff and/or supervisors at health centers by providing important information they need to become successful in their new roles assisting patients and consumers with education and application assistance for health insurance coverage. Topics include an overview of important first steps to understanding the current processes within your Outreach and Enrollment program, assister roles and responsibilities, required state and federal training and available tools and resources.

Medicaid and CHIP Technical Assistance

(1-2 hours)

An overview of public benefits programs, including best practices for screening and identifying patients eligible for Medicaid and CHIP, understanding your role and participation in HHSC's Community Partner Program and providing application assistance and support using YourTexasBenefits.com. Training is intended for health centers interested in increasing enrollment efforts in Medicaid and CHIP and/or other public benefit programs.

Health Insurance Literacy Train-the-Trainer

(4 hours)

A robust training that will provide Outreach and Enrollment staff with tools and skills to educate, share, and/or offer health insurance literacy workshops for their patients and consumers. Attendees must have at least one year experience providing application assistance services for the Marketplace and other public or private health coverage programs and must hold a valid Certified Application Counselor certification. This training is recommended for OE programs with at least 2 full-time equivalent (FTE) outreach and enrollment staff.

Voter Registration Training

(2 hours)

Voter registration is a support service that health centers can offer their patients to assist them to become more involved in their communities and civically engaged. This training covers the successful impact that community health centers have made towards voter turnout and prepares staff with the tools and knowledge necessary to begin voter registration efforts at the health center. Outreach and Enrollment staff can assist with voter registration since this is an integral part of the enrollment process for health insurance in the Marketplace, Medicaid and CHIP. This training is recommended for all health center staff and volunteers. Executive director or other health center leadership approval is required.

Building an Outreach Plan

(2-3 hours)

This hands-on training is intended to build and strengthen current outreach and enrollment programs for increased patient access, healthier patient outcomes and health center financial sustainability. Attendees will learn a successful outreach and enrollment model that can be adjusted to fit your health center needs, best practices for conducting outreach and enrollment activities, integration tips for including non-traditional enrollment staff into your program and a guideline for managing and measuring the impact of your OE activities. This training is recommended for OE supervisors and/or other health center leadership.