

PROGRAM DESCRIPTION

Department of Commerce and Insurance

HB Section(s): 7.420

Health Insurance Counseling

Program is found in the following core budget(s): Health Insurance Counseling

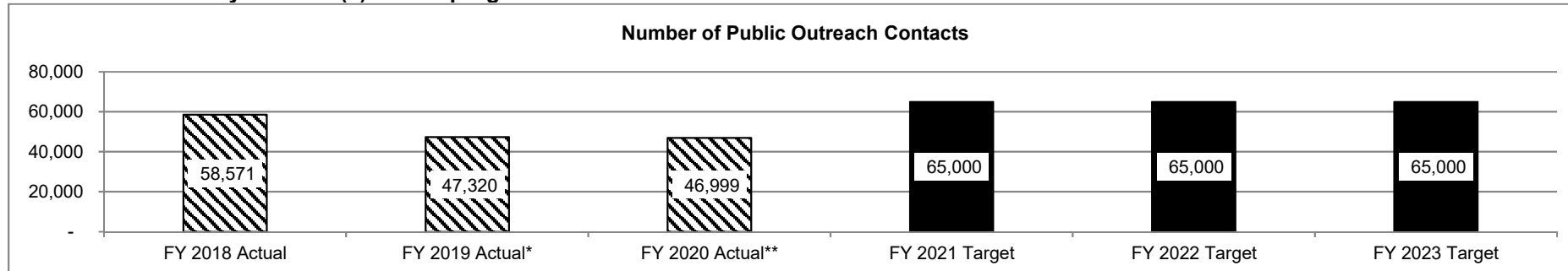
1a. What strategic priority does this program address?

- Provide help and educate stakeholders so they are better informed problem solvers
- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Innovate to make it easier to connect and work with us
- Develop our team, reward great performance, and retain top talent

1b. What does this program do?

- Provides free, unbiased, and confidential counseling as well as educational activities to people on Medicare about health insurance coverage and Medicare benefits.

2a. Provide an activity measure(s) for the program.



* The decrease in FY 2019 actual is the result of staff vacancies due to retirement.

** The decrease in FY 2020 actual is the result of all Spring/Summer outreach events being cancelled due to COVID-19 Pandemic.

2b. Provide a measure(s) of the program's quality.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2022 Target	FY 2023 Target
Customer Survey - Excellent or Above Average Satisfaction Rating	86%	90%	93%	95%	95%	95%

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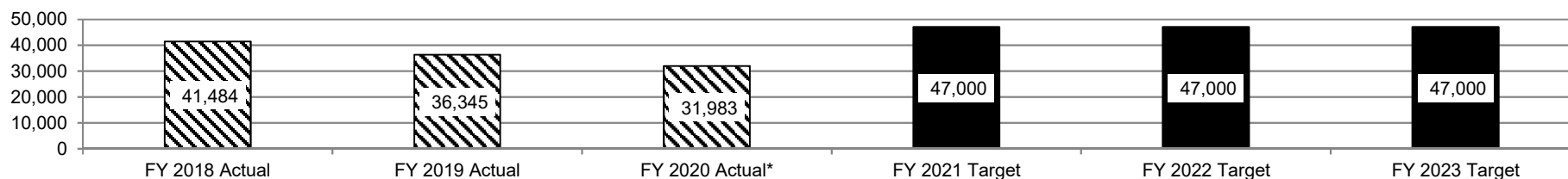
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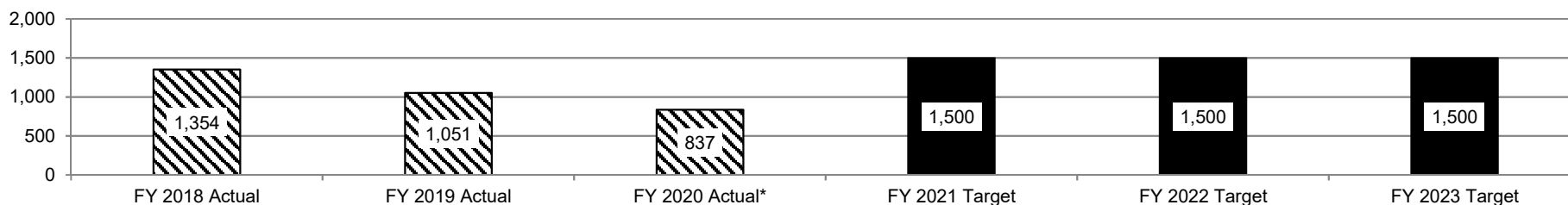
2c. Provide a measure(s) of the program's impact.

Number of Individual Contacts



* The decrease in FY 2020 actual is the result of all Spring/Summer outreach events being cancelled due to COVID-19 Pandemic.

Number of Educational Outreach Events Held



* The decrease in FY 2020 actual is the result of all Spring/Summer outreach events being cancelled due to COVID-19 Pandemic.

2d. Provide a measure(s) of the program's efficiency.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual*	FY 2021 Target	FY 2022 Target	FY 2023 Target
Number of Active Trained Volunteers	276	279	250	300	310	320

* The decrease in FY 2020 actual is the result of all Spring/Summer outreach events being cancelled due to COVID-19 Pandemic.

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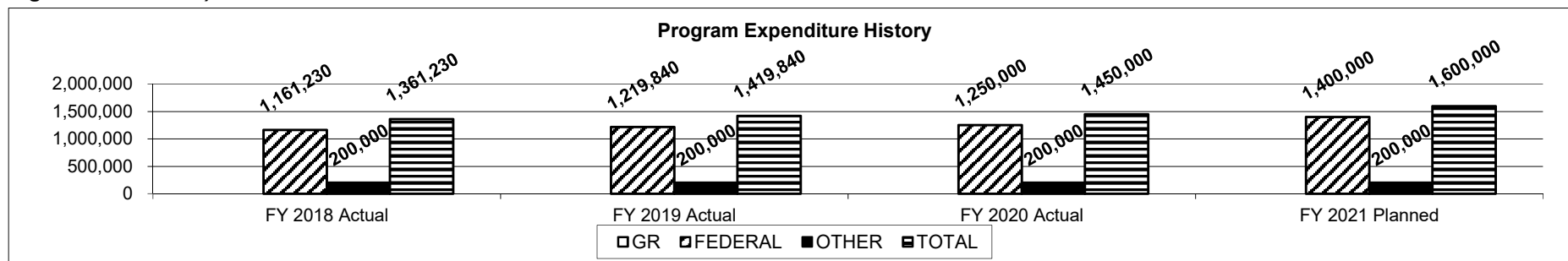
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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

Insurance Dedicated Fund (0566)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Federal CFDA - 93.324 and State Health Insurance Program 93.071 Medicare Improvements for Patients and Providers Act.

6. Are there federal matching requirements? If yes, please explain.

N/A

7. Is this a federally mandated program? If yes, please explain.

No