

Utah Goals and Objectives  
Caseload Management FY 2016

Goals	Objectives	Activities	Outcome
<ol style="list-style-type: none"> <li>Select a contractor to provide messaging services to assist in maintaining caseloads.</li> </ol>	<ol style="list-style-type: none"> <li>Select a contractor through reviewing submitted bids</li> <li>Set up text messaging and voice call reminder systems to replace existing system.</li> </ol>		<ol style="list-style-type: none"> <li>RFP was written, posted and contract awarded to One Call Now.</li> <li>Messaging was set up and implemented. 5 types of automated messages are being utilized currently as well as custom messaging.</li> </ol>
<ol style="list-style-type: none"> <li>Perform Local outreach through local health departments</li> </ol>	<ol style="list-style-type: none"> <li>Encourage local health departments to identify and perform outreach during the year.</li> </ol>		<ol style="list-style-type: none"> <li>Various outreach materials have been provided to local health departments.</li> <li>Local agencies have been provided an opportunity to earn incentives for increasing caseload. Locals are conducting vigorous outreach efforts.</li> <li>The state is participating in the NWA digital media outreach campaign.</li> </ol>