



Outreach and Enrollment Workers Peer Meeting

Tuesday, November 10, 2015, 9:00a.m. – 4:00p.m. PST

[Mercy Corps Global Headquarters](#) – 45 SW Ankeny St. Portland, OR 97204

Objectives for the day:

1. Network, learn, and be inspired by your O&E peers
2. Understand the nuts and bolts of the 2016 enrollment system
3. Practice journey mapping the enrollment experience
4. Learn about outreach & enrollment practices and tools from your peers

| Time | Topic |
|-------|--|
| 9:00 | Welcome! <ul style="list-style-type: none"> • Settle in and enjoy a light breakfast |
| 9:35 | Journey Mapping <ul style="list-style-type: none"> • Map out the enrollment experience at your organization |
| 10:00 | OregON Enrollment 2016 Webinar <ul style="list-style-type: none"> • Watch and discuss |
| 11:15 | Journey Mapping Continued <ul style="list-style-type: none"> • Understand the emotions involved with the experience & identify areas for intervention or improvement |
| 12:00 | Outreach Lunch <ul style="list-style-type: none"> • Lunch table discussions on outreach topics |
| 1:00 | Self-Guided Mercy Corps tour & break |
| 1:20 | Bring Your Tools and Best Practices <ul style="list-style-type: none"> • OEWs will share tools and best practices |
| 2:20 | Customer Experience Exercise <ul style="list-style-type: none"> • Discover what people remember about their experiences |
| 2:45 | Dessert Break |
| 3:00 | O&E Moving forward <ul style="list-style-type: none"> • Updates from Oregon Health Authority & Oregon Marketplace |
| 3:50 | Wrap Up & Plus/Delta |
| 4:00 | End |