



## Board Action Items

Action Item	Responsible Party	Dte Assigned	Update/Reponse	Notes
Staff to provide communication plan and data transfer process at the August Policy Committee Meeting.	Marketing / Communications Department	08/10/20	Completed Data transfer. Working on the communication plan with HCPF - in process	
Staff to provide the Board with a breakdown of data rate impacts from the Grand County and South West Alliance Communities.	Marketing / Communications Department	11/09/20	Enrollment data complete. Waiting for analysis for full completion.	
Staff to provide driver analysis for individuals not using financial assistance.	Marketing / Communications Department	01/11/21	The Marketing team will use the 2021 Customer Survey to analyze changing trends in customer shopping behavior	
Staff to provide additional strategies to address the eligible but not enrolled (EBNE) if additional funds were available to the assistance network.	Marketing / Communications Department	01/11/21	The Assistance Network team has developed an expansion plan to increase outreach, education, and enrollment assistance if additional funding becomes available.	
Staff to provide further information on customer shopping behavior versus autorenewal.	Marketing / Communications Department	02/08/21	The Marketing team will use the 2021 Customer Survey to analyze changing trends in customer shopping behavior	