



CENTER FOR HUMAN DEVELOPMENT  
NAVIGATORS PROJECT WORK PLAN

**Program Planning and Startup Plan**

**Section 1: Identify specific Navigators Project's planning and start-up activities and the anticipated completion dates for the activities identified.**

<b>PROGRAM PLANNING AND START-UP ACTIVITIES</b>	<b>ANTICIPATED COMPLETION DATE</b>	<b>ACTUAL COMPLETION DATE</b>
Post job opportunity on at least 3 targeted job boards as needed, to maintain a full team. Vet and interview qualified candidates, conduct onboarding, including live scan, background checks, obtaining badges for entry into clinics, insurance requirements.	Ongoing	07/01/2025
Provide updated and required training on Medi-Cal processes and best practices with identified target population. HIPAA training, system training, and any other essential and available mandatory trainings.	Ongoing	07/01/2025
Program Supervisor works with ED and Lead Navigator to identify target list and strategy for co-enrollments, new referrals, and public outreach. And to ensure client account data updates as needed and required, as a form of retention.	Ongoing	07/01/2025
Work on updated, improved and new outreach materials, systems and strategies, to implement and use as part of the outreach activities.	Ongoing	07/01/2025



**CENTER FOR HUMAN DEVELOPMENT  
NAVIGATORS PROJECT WORK PLAN**

**Normal Operations**

**Section 2: Identify specific outreach, application assistance, enrollment, access & utilization to health care, troubleshooting, and retention strategies and activities that meets the core objectives of AB 74 you will conduct to implement this approach. Identify specific target population(s) and the responsible entity who will implement these activities. Please list an activity(is) for each task. For reference, a short list of examples of activities under each task is on Tab 6.**

<b>TASK</b>	<b>STRATEGIES AND ACTIVITIES</b>	<b>TARGET POPULATIONS</b>	<b>RESPONSIBLE ENTITY</b>
Outreach	Generate referrals through provider relationships, public outreach through various public events and word of mouth. All events are organized, recorded and tracked with schedule calendars, shared with all Navigators.	1,2,3,4,5,6,7,8,9,10,11	CHD, Program Supervisor, Lead Navigator
Enrollment	Partnership and collaboration with other programs, CBOs, and EHSD supports co-enrollment efforts with leads. Program Supervisor assigns referrals to Navigators to proceed with first contact, and conduct an intake within 14 days.	1,2,3,4,5,6,7,8,9,10,11	CHD, Program Supervisor, Lead Navigator
Outreach	Outreach materials and strategies are updated, improved and new created, to implemented and use as part of outreach activities.	1,2,3,4,5,6,7,8,9,10,11	CHD, Program Supervisor, Lead Navigator
Media Outreach	Various social media platforms will be utilized as outreach outlets, to promote the program and services to the community, such as Facebook and Instagram.	1,2,3,4,5,6,7,8,9,10,11	CHD, ED, Program Supervisor
Media Outreach	Some traditional media marketing campaign, artwork and advertising at local business, dealership marquees, etc. Production of bi-lingual radio public service announcements (PSA) and air-time fees when required, and ads in online newsletters.	1,2,3,4,5,6,7,8,9,10,11	CHD, ED, Program Supervisor
Enrollment	Referrals from different sources are assigned to the Navigators by the program Supervisor daily, weekly and monthly. EHSD provides monthly roosters of qualifying members.	1,2,3,4,5,6,7,8,9,10,11	Program Supervisor, CHD Navigators
Enrollment	Navigators work one on one with clients, conducting intakes with all referrals to screen for eligibility, gather information and documentation, and complete application forms. Meetings with clients occur via phone, secured video or in-person.	1,2,3,4,5,6,7,8,9,10,11	CHD Navigators
Enrollment	Navigators submit fully completed applications with necessary supportive documentation electronically, to EHSD online, or through CalWIN.	1,2,3,4,5,6,7,8,9,10,11	CHD Navigators



**CENTER FOR HUMAN DEVELOPMENT  
NAVIGATORS PROJECT WORK PLAN**

Enrollment	Navigators inform clients about the Medi-Cal process, benefits tracking tools, and additional resources. And about the 3 to 4 week wait period for the application determination process, follow-up, communicate and update clients as needed.	1,2,3,4,5,6,7,8,9,10,11	CHD Navigator
Enrollment	All Enrollment referrals data and processes are recorded, assigned, tracked and reported through weekly, monthly and quarterly tracking sheets and systems.	1,2,3,4,5,6,7,8,9,10,11	CHD Program Supervisor, Navigators
Retention	Referrals from different sources are assigned to the Navigators by the program Supervisor daily, weekly and monthly. CCHS provides monthly roosters of upcoming redeterminations.	1,2,3,4,5,6,7,8,9,10,11	CHD Program Supervisor
Retention	Navigators work one on one with clients, conducting intakes of all referrals to screen for eligibility, review and gather additional information, documentation, and complete application forms. Meetings with clients occur via phone, secured video or in-person.	1,2,3,4,5,6,7,8,9,10,11	CHD Navigators
Retention	Navigators submit fully, reviewed and completed applications with necessary supportive documentation electronically, to EHSD online.	1,2,3,4,5,6,7,8,9,10,11	CHD Navigators
Retention	Navigators inform clients about the Medi-Cal Retention process, benefits tracking tools, and additional resources. Advice about the wait period for the application determination process, follow-up, communicate and update clients as needed.	1,2,3,4,5,6,7,8,9,10,11	CHD Navigators
Retention	All Retention referrals data and processes are recorded, assigned, tracked and reported through weekly, monthly and quarterly tracking sheets and systems.	1,2,3,4,5,6,7,8,9,10,11	CHD Program Supervisor, Navigators
Troubleshooting	All inquiries for assistance with troubleshoot received are screened and reviewed, all information and data available, provided by the client to identify the problem.	1,2,3,4,5,6,7,8,9,10,11	CHD, Program Supervisor, Lead Navigator
Troubleshooting	Navigators proceed to identify the right resource, support or entity to contact or refer the client to. Contact and resource lists, guides, websites and links are utilized to help troubleshoot.	1,2,3,4,5,6,7,8,9,10,11	CHD Navigators
Troubleshooting	Navigators follow-up on the process, and communicates with the client to ensure resolution, or assist further.	1,2,3,4,5,6,7,8,9,10,11	CHD Navigators
Access & Utilization	All inquiries for assistance with access and utilization with healthcare resources received are screened and reviewed, all information and data available, provided by the client to determine the correct search link, for the right resources.	1,2,3,4,5,6,7,8,9,10,11	CHD Navigators
Access & Utilization	Navigators proceed to identify the right healthcare resource needed, gather a couple of different options, contact or refer the client to it, by providing all the detailed information.	1,2,3,4,5,6,7,8,9,10,11	CHD Navigators



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NAVIGATORS PROJECT WORK PLAN**

**Public Health Emergency (PHE) Plan**

**Section 3: On this tab, partners should list additional activities that go above and beyond the core AB74 activities as for the following phases of PHE. 1) Identify activities relating to outreach focus during PHE to encourage beneficiaries to provide their local county social services agency with any updated contact information such as: name, address, phone number, and email so the county can contact beneficiaries with important information about keeping their Medi-Cal coverage. Identify specific target population(s) and the responsible entity who will implement these activities. 2) Identify activities relating to outreach and retention during the 60 days prior to PHE termination. Identify specific target population(s) and the responsible entity who will implement these activities. 3) Identify activities relating to the PHE unwind which focuses on retention. Identify specific target population(s) and the responsible entity who will implement these activities.**

<b>TASK</b>	<b>STRATEGIES AND ACTIVITIES</b>	<b>TARGET POPULATIONS</b>	<b>RESPONSIBLE ENTITY</b>
<b>During PHE</b>			
Outreach	Generate referrals through provider relationships, public outreach through various public events and word of mouth. Referrals are assigned to the Navigators for support within 14 days.	1,2,3,4,5,6,7,8,9,10,11	
Outreach	Share and communicate Medi-Cal guidelines, policy etc. with all community members, to remind them of the need for updates, and ask if any of their information has changed to report it to EHSD, with supportive documentation as needed.	1,2,3,4,5,6,7,8,9,10,11	
Outreach	Review, screen and identify existing and new clients, who may need assistance with updates on their Medi-Cal accounts to contact, advise and assist.	1,2,3,4,5,6,7,8,9,10,11	
Outreach	Support the outreach activities to remind, educate and update community members about the need for information updates, with clear, bilingual flyers and handouts.	1,2,3,4,5,6,7,8,9,10,11	
Media Outreach	Share by posting all available materials with all the applicable information on our social media platforms, Facebook, Instagram, and others, as well as on our Website.	1,2,3,4,5,6,7,8,9,10,11	
<b>60 Days Prior to PHE Termination</b>			
Outreach	Reinforce and increase frequency, to continue to conduct outreach activities, to share and provide information to the community members through all available outreach events, in-person encounters and via phone.	1,2,3,4,5,6,7,8,9,10,11	
Outreach	Review all tracking logs to conduct follow-ups, contact community members and assist with update processes, or confirm completion of update activity.	1,2,3,4,5,6,7,8,9,10,11	
Outreach	Reach out to all collaborating partners, resources and connections to share additional information to share and support us.	1,2,3,4,5,6,7,8,9,10,11	
Media Outreach	Revisit all social media platforms, update and increase the post frequency and quantity, to increase communication.	1,2,3,4,5,6,7,8,9,10,11	



**CENTER FOR HUMAN DEVELOPMENT  
NAVIGATORS PROJECT WORK PLAN**

Retention Assistance	Review retention client logs, follow-up with clients advised and assisted, to confirm retention status, or assist further. Contact all other clients on retention logs, referral lists, call logs etc. inform them and assist them with process, and or guide them for retention completion.	1,2,3,4,5,6,7,8,9,10,11	
Retention	Attend to all leads and client referrals for retention, follow-up, assist with retention process if started by them, and or assist completing the retention process asap. Reviewing all their forms, information, data, collecting all additional needed information or supportive documentation, to submit to EHSD.	1,2,3,4,5,6,7,8,9,10,11	
<b>12 Month PHE Unwinding Period</b>			
Redetermination Assistance	Continue to increase and reinforce outreach activities through all outreach events and activities to communicate, inform, educate and guide community members about guidelines, policy and protocols to assist as soon as possible.	1,2,3,4,5,6,7,8,9,10,11	
Redetermination Assistance	Apply full focus on additional follow-ups with all clients, as a priority, check processes status and eligibility status.	1,2,3,4,5,6,7,8,9,10,11	
Retention	Work on Retention processes as a main priority, use available contacts and resources to try to expedite them.	1,2,3,4,5,6,7,8,9,10,11	
Retention	Continue to log and track all activities and processes, review them and identify all pending assist, follow-ups and communications to be done, to conduct as soon as possible.	1,2,3,4,5,6,7,8,9,10,11	
Redetermination Assistance	Work on updated and improved workflows, outreach material, and communication strategies moving forward to continue the project successfully, increasing the number of processes.	1,2,3,4,5,6,7,8,9,10,11	