

MEETING MINUTES

NAVIGATORS PROJECT MONTHLY PARTNER MEETING

Date: Thursday, January 18, 2024

Time: 11:00 AM – 12:00 PM

Attendees				
Sysvanh Kabkeo	Brandon Roberts	Nancy Ojeda	Tina Coulson	Estephanie Arreola
Genevrah Saelee	Damitra Hawkins	Alameda	Butte	Stanislaus
Fresno	Kern	Kings	Madera	Riverside
Innecare	Ventura	Orange	Placer	San Bernardino
Nevada	Ampla Health	San Luis Obispo	San Mateo	Kaweah Health Foundation
Community HealthWorks	Los Angeles – Dept of Public Health (LA DPH)	Catholic Charities of California	Community Service Solutions	California Coverage and Health Initiative (CCHI)
San Francisco Community Clinic Consortium (SFCCC)	California Primary Care Association (CPCA)	Napa	San Diego	Tuolumne
Bonita Family Resource Center				

11:00 – 11:03

Introductions/Roll Call

- New MCED Division Chief: Sarah Crow
- New Navigators Analyst: Damitra Hawkins

11:03 – 11:07

Project Deliverables

- FY2-Q2 (Oct 2023-Dec 2023) Invoices

- Invoices and quarterly progress reports are due on January 31st.
- Reminder: An invoice will not be processed without the submission of a quarterly progress report and the monthly data reports that are due up to that point.
- November 2023 Data Month file due January 31st.
 - On October 30th, 2023, all Project Partners were sent a newly revised Monthly Data Report Template via email.
 - Please make sure to use the correct template for the upcoming monthly data report. If you do not use the correct template, the report will be returned to you.
- Lists Survey
 - The December Renewal List and October Discontinued List were due on January 15th.
 - The February Renewal List was sent to partners via SFTP on January 5th.
 - The December Discontinued List was sent to partners via Secure File Transfer Protocol (SFTP) on January 17th.

11:07 – 11:11

Communications

- Reminder: Partner expectations and the importance of replying to emails and requests for information
 - DHCS would like to strongly emphasize the importance of responding promptly to emails and requests for information from our navigators.
 - The information requested by DHCS Health Navigators is pertinent, often impacting project timelines and outcomes. Timely responses from our project partners plays a crucial role in ensuring the success of our collaboration.
 - It is important to avoid multiple follow-up emails from the Navigators side, as we want to maintain a smooth flow of communication without delays.
 - This timely communication assists the assigned analyst in providing necessary support and addressing any challenges or areas for improvement needed.
 - Another area of importance is when Project partners encounter issues or require assistance from DHCS Health Navigators to fulfill Project deliverables.
 - DHCS understands that challenges may arise, such as experiencing SFTP issues when attempting to access

necessary information like renewal or discontinuance lists. To ensure the success of our collaborative efforts, we kindly request that you inform the navigators in advance, especially if your access issues may impact the timely delivery of project requirements.

- Additionally, should partners not abide by the stated Project requirements and expectations, Section II F 2 of the allocation agreement grants DHCS the ability to reduce an allocation, in part or in full, for failure to satisfy the Project's terms and conditions.

11:11 – 11:18

Meetings: 2024

- Meeting Frequency Update: Partner meetings will occur on a bi-monthly basis
 - Please be advised that our partner meeting frequency has transitioned from monthly to bi-monthly. Our next scheduled meeting will be on Thursday, March 21, 2024.
- 2024 Meetings List
 - DHCS would like to share the Navigators Project 2024 monthly meeting occurrence schedule. This schedule spans from January 2024 through December 2024 and outlines the dates for advocate, partner, and analyst meetings. This schedule will be sent to all partners after today's meeting.

11:18 – 11:40

DHCS Reminders

- Partner Community Events ([webpage](#))
 - Per [Bulletin 2023-007](#), DHCS is providing all project partners with reminder that there is an ongoing opportunity to have their local events posted on the Navigators Project Website under Partner Community Events.
 - DHCS is requesting all Project partners to continue providing DHCS with any upcoming events. These events do not have to be hosted by a partner. They can be events that a partner is going to attend with an information booth and/or events that partners can provide information about Medi-Cal health care coverage at.

- For those partners who received augmentations for renewal events and focused outreach, those renewal events can be listed as well.
- Testimonials
 - DHCS is seeking testimonials from individuals who have experienced the transition to full-scope Medi-Cal coverage.
 - DHCS is asking Project partners to actively reach out to individuals benefiting from the Adult Expansion who would be willing to share their experiences in a press briefing. Project partners' cooperation in providing us with the contact information of those interested in participating would be helpful.
 - In cases where individuals express interest, but prefer not to participate in person, DHCS requests your assistance in gathering their testimonials on how the expanded coverage has impacted them.
 - This call to action specifically applies to individuals who previously had restricted coverage due to their immigration status and now have full scope.
- What Went Well Last Year and What to Be Improved or Expected in 2024:
 - As we approach the new year, DHCS believes it's important to take a moment to collectively reflect on the achievements and challenges of the past year and set the stage for a successful 2024.
 - At this time, the floor is open to anyone who would like to share their thoughts on both successes and areas for improvement for the SB 154 Health Navigators Project.

Partner Feedback:

SFCCC: The Renewal and Discontinued list DHCS provides to partners are tremendously helpful. It has provided a workflow for reaching out and notifying individuals at the right time. However, when it comes to filling out the survey provided by DHCS, our subcontractors are more focused on contacting individuals rather than filling out the form. We are tracking the number of successful calls and those that are disconnected.

Catholic Charities (Lake): We are not having much success with the list and have tried a wide variety of different approaches. When we do make contact with individuals, many are upset that their information was shared and/or think its fraud. There are some individuals that are grateful for the phone call.

Catholic Charities (San Bernadino/Riverside): We have mixed reviews of the lists. Some individuals really like the reminders whereas others are upset that we are reaching out to them. There has been an excellent success rate with calls since individuals are having trouble getting in touch with the county. We suggest that DHCS release a message informing individuals that nonprofit organizations will be assisting and reaching out. The reporting part of the lists, specifically the survey, is taking away from crucial time that can be spent elsewhere.

Stanislaus: It is helpful if we are matching the data we are given with the information on Statewide Automated Welfare System (SAWS). We are internally doing that before giving the lists to our partners who making the contact. Due to individuals having concerns around fraud, we do have staff getting verbally assaulted. An informational letter from the State would help to let them know these calls are being made. With all counties now being in SAWS, it would be helpful if DHCS cleared up the information (one contact per household vs one contact per person).

LADPH: – We are glad to have received the list. We use mass text messaging and emailing to help reach out to all of those on our lists. We have worked on refining our messaging to help reduce the concerns of those who have already submitted their renewal packets. We did see a lot of time being spent on reaching out to those who have already been contacted and request DHCS provide an updated list so that those who have submitted their packets are removed. Another option that might work is provide DPH and our contractors with access to benefits call and a lite version of SAWS. Not having access for our subcontractors has been difficult and are hoping subcontractors can receive some sort of access.

DHCS Response: DHCS acknowledges the partner feedback and concerns in regard to the lists. DHCS would like to remind partners the lists may only be made available for the remaining of the Fiscal

Year 2 during the unwinding of the Continuous Coverage Requirement (Unwind). DHCS does not have information beyond the Unwinding period. DHCS has made attempts to contact all County Welfare Departments directly to assist with messaging and sharing the Navigators efforts in their county and communities. Unfortunately, the lists DHCS receives may not be up to date as members may have already submitted the renewal or the county could have processed the renewal by the time the lists are worked. DHCS will look into the possibility of trying to receive an updated list. Currently, subcontractor access to SAWs is not available. We will look into further recommendations. Additionally, please let DHCS know of any threats we should be made aware of. All Project Partners and sub-grantees are not subject to being verbally attacked. Please report threats to your leadership team or organization.

11:40 – 11:45

Quarterly Stakeholder Meeting

- In the December 2023 Stakeholder Meeting, it was recommended for DHCS to offer Spanish speaking interpretation for more individuals to attend and receive the information.
- Starting February 2024, DHCS will be moving the meetings to the Webex platform and will have a Spanish speaking interpreter available to those in need of one.
- On Monday, January 7, DHCS provided all those who expressed interest in attending our stakeholder meeting an updated meeting invite.
- The updated meeting invite requires interested participants to complete a registration form to attend the Health Navigators Project – Stakeholder Meeting via Webex webinar.
- DHCS would like to remind partners to send this meeting notice to any interested members of the advocate community. This will allow them to complete the registration form and/or forward to other interested individuals so they can attend the meeting.
- Prior to the meeting on February 5th, DHCS will be holding a Stakeholder Pre-Meet on January 23rd with select partners and members of the advocate community to discuss possible meeting topics.

- DHCS is open to hear any recommendations of discussion topics from the advocates for DHCS to consider.

11:45 – 12:00

Q&A

Q: SFCCC (Merrill Buice) asked if partners have requested and received printed materials from the Ambassador Program?

A: Partners who did request printed materials stated they have sent a request but have not received anything. DHCS will follow up on this request.

Q: Will future discontinued lists be filtered to show only head of case instead of all household members?

A: The primary household member is listed and partners are able to filter and sort the list as they see fit to better serve their efforts. DHCS is in the process of creating an instructional video that will be provided to partners.

Q: Can community-based organizations (CBOs) get access to BenefitsCal or SAWS lite access?

A: As of today, this feature will not be made available anytime soon; however, we'll share any significant update as it becomes available.

Next Meeting: Thursday, March 21, 2024

NOTE:

For individuals with disabilities, DHCS will provide free assistive devices, including language and sign-language interpretation, real-time captioning, note takers, reading or writing assistance, and conversion of training or meeting materials into braille, large print, audio, or electronic format. To request alternative format or language services, please call or write:

Department of Health Care Services
Health Enrollment Navigators Project 1501
Capitol Avenue, Sacramento, CA 95814
healthnavigators@dhcs.ca.gov

Please note that the range of assistive services available may be limited if requests are received less than ten working days prior to the meeting or event.