



KERN - CATHOLIC CHARITIES
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.

PROGRAM PLANNING AND START-UP ACTIVITIES	ANTICIPATED COMPLETION DATE	ACTUAL COMPLETION DATE
Purchase program supplies and equipment.	Two weeks from receiving grant	N/A
Look at existing work site. Share space that is accessible to target populations within their communities.	Two weeks from receiving grant	N/A
Hire staff. Outreach to hire from priority target populations or former clients. Work with agency programs' employment specialists.	Two weeks from receiving grant	N/A
Provide staff training. Collaborate with internal staff who conducts Medi-Cal outreach and enrollment in other counties to train new staff. Apply best practices to reach out to, engage and enroll priority populations. Reach out to and establish relationships with county Medi-Cal eligibility supervisors to provide county-specific information and/or virtual trainings.	Eight weeks from receiving grant	N/A



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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(ies) for each task. For reference, a short list of examples of activities under each task is on Tab 6.

TASK	STRATEGIES AND ACTIVITIES	TARGET POPULATIONS	RESPONSIBLE ENTITY
Outreach	Attend resource fairs, community events and gatherings to distribute flyers and meet in-person with individuals from target populations to provide Medi-Cal flyers and information. We will continue to build off the existing relationships we have established with local churches and organizations where we attend their ongoing food drives. We will also capitalize off our own ongoing traffic that includes clients who come in in search of other services we offer at Catholic Charities in addition to our recurring food drives; senior food drive, farmer's market, rural food drive. Kern County's Hispanic/Latino population is nearly 55%, making Immigrants or family of mixed immigrants' status and those with Limited English are our base population. We will continue to hone in on our bilingual services to reach the first and second generation of Latino households who need Medi-Cal coverage. It was also reported that the 65+ group was the fastest growing population increasing to almost 35% since the last census. This is why we have also seen a success in the aged persons group, who are now covered by Full Scope at 50 years or older.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno
Outreach	Utilize current food distribution events taking place by Catholic Charities throughout the county to identify eligible participants and provide Medi-Cal flyers and information. We will continue to identify a resource table at our Intake Lobby in the main building where walk-in clients can obtain information about Medi-Cal and contact us to set up an appointment.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno
Media Outreach	Use social media, print, radio and TV partnerships to promote resources available and reach out to target populations.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno



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Outreach	Catholic Church/parish partnerships, CBO partnerships, internal Agency programs, text campaigns and flyers to reach out to target populations. A large portion of our help after the initial application is helping clients understand the mailing correspondence they received from the county.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno
Application Assistance	Address barriers to Medi-Cal enrollment for eligible clients and provide all eligible clients with information and materials informing and educating them about misconceptions while addressing and answering questions. Help clients understand what the process of what their Medi-Cal application route will look like from application to renewal by providing them with our Step-by-Step guide that we created. Available upon request. As case representatives, we will also provide all-around support and call into the county on their behalf when they have a question or need an update on a delayed answer. We are also prepared to help with reading and writing for those clients who do not have the ability to.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno
Retention	We will continue using our 3 and 6 month follow-up system where we touch basis with the clients at the 2/3 month mark to get an update on their case. This is usually when case managing is needed where we have to contact the county to see where the delay lies with the case. If client is approved by this time, we ask if they need any further assistance and remind them about their need to renew in a year and to contact us.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno



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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.

TASK	STRATEGIES AND ACTIVITIES	TARGET POPULATIONS	RESPONSIBLE ENTITY
During PHE			
Outreach	Attend FREE resource fairs, community events and gatherings to distribute flyers and meet in-person with individuals from target populations to inform them that the public health emergency is ending and provide resources to update contact information.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno
Outreach	Utilize current food distribution events taking place by Catholic Charities throughout the county to inform individuals that the public health emergency is ending and provide resources to update contact information.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno
Media Outreach	Use social media, print, radio and TV partnerships to inform target populations that the public health emergency is ending and provide resources to update contact information.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno
60 Days Prior to PHE Termination			
Outreach	Attend resource fairs, community events and gatherings to distribute flyers and meet in-person with individuals from target populations to inform them that the public health emergency is ending and provide resources to update contact information.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno
Media Outreach	Utilize current food distribution events taking place by Catholic Charities throughout the county to inform individuals that the public health emergency is ending and provide resources to update contact information.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno
Media Outreach	Use social media, print, radio and TV partnerships to inform target populations that the public health emergency is ending and provide resources to update contact information.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno



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Retention Assistance	Assist current Agency eligible clients in need of recertification. Address barriers for those clients who are still eligible to receive Medi-Cal and provide them with information and materials informing and educating them about misconceptions while addressing and answering questions. Follow up and set up virtual/remote or in-person meetings with targeted population. Assist these clients with Medi-Cal retention at remote sites, program offices, parishes, food distribution and pantry sites.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno
Retention	Reach out to and coordinate with Agency program directors and coordinators to identify clients needing recertification. Assist in providing required for maintaining coverage. Use follow up calls, texts and emails to clients to assess needs and challenges to maintain Medi-Cal benefits.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno
12 Month PHE Unwinding Period			
Redetermination Assistance	Research limitations or denials of care, requesting new Medi-Cal Benefits Identification Cards, and providing points of contact to resolve issues.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno
Retention	Continue to identify clients needing redetermination assistance. Assist in providing required reporting for maintaining coverage. Use follow up calls, texts and emails to clients to assess needs and challenges to maintain Medi-Cal benefits.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno