



**KERN COUNTY DEPARTMENT OF HUMAN SERVICES
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
The Kern County Department of Human Services (DHS) will work with the contracted CBOs to obtain information for the new grant and will submit the grant application documents to DHCS. The CBOs are already familiar with the AB 74 activities and priorities.	7/5/2022	7/5/2022
The KCDHS will complete the application forms for submittal to DHCS for the Navigator Project. Meet with provider CBO agencies to determine best approach.	7/5/2022	7/5/2022
The KCDHS will obtain approval from Kern County Board of Supervisors (BOS), Kern County Administrative Offices (CAO), and internally communicate participation and readiness for county CBO collaboration, for such participation.	10/31/2022	10/25/2022
If and when notified of the selection and award amount, the KCDHS will begin work with each of the contracted CBO's on their individual contracts for approval by the Board of Supervisors. The Allocation agreement will be signed and returned to DHCS.	10/31/2022	11/01/2022
DHCS develops and provides project deliverables and forms to Awardees. This will include developing the contract and reporting requirements as well as materials and hand-outs for community outreach events.	10/31/2022	10/20/2022
KCDHS informs CBO's of award and negotiates with amount of funding awarded as needed.	10/31/2022	10/31/2022
KCDHS confirms collaborative efforts with proposed CBOs through contractual agreements. Development of contract language, communications, negotiations, and agreements reached with CBOs. Internal approvals and communications continue with CAO, BOS, County Council, Fiscal and CBOs.	12/31/2022	N/A
KCDHS develops Training Modules and CBO related project documents for implementation of Navigators project.	12/31/2022	N/A
The KCDHS will organize and schedule monthly meetings with the CBOs to report out on progress of the program, answer questions and discuss outreach opportunities.	9/30/2022	09/30/2022
KCDHS - develops and refines internal systems for: fiscal functions, project operations oversight and reporting, project support, for project implementation through CBOs, and internal efforts.	12/31/2022	N/A
KCDHS reviews DHCS requirements and considers best practices for obtaining, reviewing, and evaluating data to meet the needs of the project and how to integrate these with the CBO data gathering and reporting requirements.	10/31/2022	10/31/2022



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KCDHS develops Training Modules and CBO related project documents for implementation of the Navigator Project and establishes standardized monthly communication meetings. KCDHS - develops and refines internal systems for CBO tracking systems and project communication.	12/31/2022	N/A
KCDHS develops forms and Outreach materials for CBO Partners to utilize in their Outreach, Enrollment, and Retention efforts to increase positive project outcomes and maximize eligible Target Populations. This will include presentations, training, materials, and assistance at various meetings and community events as needed to educate the public on the value of Medi-Cal benefits and utilization.	12/31/2022	N/A
KCDHS reviews DHCS requirements and considers best practices for obtaining reviewing, and evaluating data to meet the needs of the project and how to integrate these with the CBO data gathering and reporting requirements. Additionally, KCDHS develops Training Modules and CBO related project documents for implementation of the Navigator project and establishes standardized monthly communication meetings. KCDHS develops and refines internal systems for: through CBO's tracking systems, project communication systems. KCDHS develops forms and Outreach materials for CBO Partners to utilize in their Outreach, Enrollment, and Retention efforts to increase positive project outcomes and maximize eligible Target Populations applicant utilization.	12/31/2022	N/A
CBO Clinica Sierra Vista will host "kick off" meetings for all direct and supporting staff working on this project to become familiar with grant particulars and service delivery	12/31/2022	N/A
CBO Clinica Sierra Vista will allocate current staff and hire staff (as needed)	12/31/2022	N/A
CBO Clinica Sierra Vista will determine calendar of events	12/31/2022	N/A
CBO Clinica Sierra Vista will update outreach and enrollment material	12/31/2022	N/A
CBO Garden Pathways will plan and strategize outreach, enrollment, and renewal efforts for new program term	12/31/2022	N/A
CBO Garden Pathways will prepare Navigator Project staff for new project term and provide any additional training and/or development; and familiarize staff with new project terminology and definitions.	12/31/2022	N/A
CBO Garden Pathways will develop and organize all needed documents, forms, and/or web portals related to the Navigator Project work.	12/31/2022	N/A
CBO Garden Pathways will meet with Sheriff staff to coordinate and schedule outreach, enrollment, and renewal activities for individuals in custody. Garden Pathways Navigator staff will also meet with Parole and Probation to discuss a referral process for enrollment and renewal services.	12/31/2022	N/A
CBO Garden Pathways will develop a tracking system for referrals, enrollments, and renewals.	12/31/2022	N/A
CAPK with KCDHS presents the new contract agreement to the Board of Directors	12/31/2022	N/A
CAPK hires staff to support program implementation	12/31/2022	N/A



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CAPK purchases required onboarding materials	12/31/2022	N/A
CBO KCSOS will set monthly meeting with Kern County DHS to discuss plans, goals, and recent events.	12/31/2022	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
Media Outreach	KCDHS will prepare an advertising campaign to the targeted population. Media can be tailored to the targeted population.	1,2,3,4,5,6,7,8,9,10,11	KCDHS
Application Assistance	KCDHS will increase awareness of the availability of Medi-Cal eligibility to the homeless population by coordinating workshops at the County and City homeless navigation centers and Homeless Resource Fairs and with community entities that provide meals and showers to the homeless population.	1,2, 3, 4, 5, 6, 7, 8, 9, 10, 11	KCDHS
Troubleshooting	The KCDHS will provide an eligibility Liaison for the CBOs to work directly with on trouble-shooting questions regarding application and renewal processing.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	KCDHS
Access & Utilization	KCDHS, along with CBO Partners, will collaborate throughout Kern County as deemed necessary to supplement activities, and/or increase positive outcomes provided by CBO Partners, and/or to incorporate events and opportunities not otherwise captured through CBO Partners.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	KCDHS
Troubleshooting	KCDHS reviews enrollments and considers the best practices for obtaining, and communicating data to meet needs of project while remaining consistent with confidentiality requirements.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10,11	KCDHS
Troubleshooting	KCDHS will develop and refine internal systems: I.E.: Information Technology systems, fiscal A/P, A/R, and monitoring systems, KCDHS applicants through CBOs' tracking systems, project communication systems. KCDHS will develop forms and materials for CBO Partners to utilize in their efforts to increase positive project outcomes and maximize eligible Target Populations for Retention of Medi-Cal.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10,11	KCDHS
Retention	KCDHS will assist with client status confirmation, as well as with data confirmation.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	KCDHS
Troubleshooting	KCDHS will seek and take advantage of the opportunities that arise as made possible by insight and available resources, by providing support with data confirmation.	1, 2, 3, 4,5 ,6 ,7 ,8 ,9 10, 11	KCDHS



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Access & Utilization	KCDHS will organize and attend resource fairs and events targeted to the target population to provide eligibility information to increase access and utilization for the program. We will encourage eligible individuals with limited English to apply for Medi-Cal by providing them with information in the appropriate language.	1,2,3,4,5,6,7,8,9,10,11	KCDHS
Outreach	Activities will be held within the community to provide outreach and to encourage individuals in the community to enroll in and retain their Medi-Cal benefits. The Enrollment Navigators will reach out into the community to meet their needs. Advertisements using radio, mailings and flyers will be developed and distributed throughout the community.	1,2,3,4,5,6,7,8,9,10,11	KCDHS
Application Assistance	Individuals within the community will be provided with both application and renewal assistance. Contact information will be gathered and information, activities, and outcomes will be tracked for the Project to be reported to DHCS in the quarterly reports.	1,2,3,4,5,6,7,8,9,10,11	KCDHS
Access & Utilization	Through continuous support & guidance from KCDHS, CBOs will be strengthened, and encouraged towards maximum outcomes. Furthermore, through project reporting requirements (such as Data Systems, Enrollment follow-up requirements) CBO outcomes will be monitored and reported.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	KCDHS
Outreach	<p>1) All current and new incoming clients will be contacted and offered information and assistance regarding (MAGI) Medi-Cal Health care coverage/benefits on a personal 1-to-1 basis. Reminder calls and mailings will be provided to encourage all clients to reapply and maintain their Medi-Cal eligibility.</p> <p>2) Door- to-Door outreach and canvassing of need for Medi-Cal health coverage will be conducted in neighborhoods where the need is determined to be high. Enrollment assistance and follow up for individuals and families will be provided as necessary.</p> <p>3) The Parents of Youth enrolled in other CBO Programs will be contacted to provide information and education (Outreach services) regarding MAGI Medi-Cal and to offer assistance in the application process as needed. Incentives to Youth will be provided for interactive response to Healthcare Coverage Questionnaire when returned and/or when Parents commit probability to attend an informational meeting covering Medi-Cal.</p>	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CSV
Enrollment	<p>1) Booth based outreach and enrollment services will be offered at community resource fairs, which have been determined to be strategically advantageous in reaching the desired Targeted Populations.</p> <p>2) Focus will be provided on the new enrollments for prenatal, post-partum and newborn babies, at the new Clinica Sierra Vista women's health center.</p> <p>3) Certified enrollment counselors will be engaged by providing enrollment and educational assistance during COVID-19 vaccination Events throughout Kern County.</p>	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CSV



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Access & Utilization	Navigation Services will be provided to assistance customers to better access and utilize health care services which can be provided to them directly through access at various and multiple clinic sites throughout the county.	1, 2, 3,4 , 5, 6, 7, 8, 9, 10, 11	CBO CSV
Retention	1) All current and new incoming clients will be contacted and offered information and assistance regarding (MAGI) Medi-Cal Health care coverage/benefits on a personal one-to-one basis.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CSV
Retention	KCDHS reviews enrollments and considers the best practices for obtaining, and communicating data to meet needs of project while remaining consistent with confidentiality requirements.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CSV
Retention	Once eligibility is determined, and if enrolled, client will be put on a 10-month follow-up list for re- enrollment assistance services. KCDHS will assist as able with client status confirmation, as well as with data confirmation.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CSV
Retention	If current Medi-Cal beneficiary, KCDHS will assist CSV to provide client status confirmation, as well as with data confirmation in order to assist the beneficiary with providing the necessary paperwork and/or information to continue receiving Medi-Cal benefits.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CSV
Outreach	Outreach services will be provided at jail and prison resource fairs, at Lerdo County Jail, at Parent On a Mission groups in Lerdo County Jail, and Youth On a Mission groups in juvenile detention facilities.	11	CBO Garden Pathways
Outreach	Outreach will be conducted at transitional housing programs, sober living homes, Bakersfield Safe Streets Partnership events, WESTEC training, Garden Pathways tattoo removal program, and trauma center.	11	CBO Garden Pathways
Outreach	CBO Garden Pathways will receive referrals from Kern County Sheriff's Office and Probation to provide Medi-Cal enrollment services.	11	CBO Garden Pathways
Application Assistance	CBO Garden Pathways will provide assistance with required documentation and other needed supportive services for enrollment and participation.	2, 5, 6, 11	CBO Garden Pathways
Enrollment	All referrals and program participants will be asked about their healthcare coverage and provided information and instruction on the importance of being covered. If the client does not have Medi-Cal coverage, Garden Pathways Navigators will initiate the enrollment and/or renewal process.	2, 5, 6, 11	CBO Garden Pathways
Enrollment	If a participant does not know whether they have Medi-Cal or not, Navigators will contact KCDHS to confirm if the participants is active, pending, or not active.	2, 5, 6, 11	CBO Garden Pathways
Retention	If a participant indicates that they are currently receiving Medi-Cal, then the Navigator will identify the renewal date for the participant and schedule an appointment 30 days prior to the renewal date to begin the renewal process.	2, 5, 6, 11	CBO Garden Pathways
Retention	When participant's Medi-Cal is active, they will be placed on a follow-up schedule, 10-months from start of services to provide renewal assistance.	2, 5, 6, 11	CBO Garden Pathways



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Troubleshooting	Garden Pathways Navigators will assist participants with enrollment and/or renewal issues and help navigate and troubleshoot the process.	2, 5, 6, 11	CBO Garden Pathways
Access & Utilization	Garden Pathways Navigators and staff will assist participants with Medi-Cal utilization, how to select a primary care physician, encourage to schedule annual check ups, and encourage preventive health services.	2, 5, 6, 11	CBO Garden Pathways
Outreach	All current and new incoming clients will be contacted and offered information and assistance regarding Medi-Cal health care coverage benefits. Also, beneficiaries will be encouraged to update contact information and to watch for renewal packets.	1, 2, 3, 4, 5, 6, 7, 11	CBO CAPK
Outreach	Outreach and enrollment services will be offered at community resource fairs and via social media which have been determined to be strategically advantageous in reaching the desired Targeted Populations.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Outreach	Community outreach and canvassing of need for Medi-Cal health coverage will be conducted in neighborhoods where the need is determined to be high, to include locations such as food pantries, schools, libraries, churches, and other locations where the public gather. Enrollment assistance and follow-up for individuals and families will be provided.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Application Assistance	The Parents of Youth enrolled in other CBO Programs will be contacted to provide information and education (Outreach services) regarding MAGI Medi-Cal and to offer assistance in the application process.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Media Outreach	Due to COVID there has been limited booth-based outreach available. As a result, CAPK will provide expanded outreach to include through social media platforms such as Instagram, Facebook & Twitter; also chat websites such as Zoom, Skype, Microsoft Teams, Podcasts, video promos. Outreach will also include mailings, flyer distributions, radio coverage, live streaming, and program advertisement.	4, 5, 6, 7, 9, 10	CBO CAPK
Outreach	CAPK will provide Medi-Cal outreach and enrollment services at the CAPK Food Bank commodity distributions, senior food giveaways, and at CAPK WIC sites located throughout Kern County	4, 5, 6, 7, 9, 10	CBO CAPK
Application Assistance	CAPK will contact the parents of youth enrolled in the CAPK Friendship House & Shafter Youth Center After-School programs and CAPK Head Start programs will be contacted to provide information and assistance regarding Medi-Cal Health Care coverage/benefits.	4, 5, 6, 7, 9, 10	CBO CAPK
Application Assistance	CAPK 211 Program Specialist will conduct follow-up calls to the target population after the initial contact is made through 2-1-1. Three attempts will be made to reach each caller by phone. CAPK currently provides assistance to individuals applying for CalFresh through the 211 system. Enrollment and assistance to individuals applying for Medi-Cal will be offered concurrently with the support and assistance currently provided to those applying for CalFresh.	4, 5, 6, 7, 9, 10	CBO CAPK



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Enrollment	CAPK/Program Specialist will follow 2-1-1 project protocol, asking a series of demographic questions to determine Medi-Cal eligibility. 2-1-1 callers will be offered an onsite appointment for Medi-Cal enrollment via the BenefitsCal website portal. Medi-Cal education will be offered by Program Specialist s, following 2-1-1 call/campaign information. Program Specialists will offer added assistance to 2-1-1 in screening callers for Medi-Cal eligibility, and will offer Medi-Cal outreach and education to all callers. CAPK-Program Specialists will also offer onsite/in person and/or phone appointments for Medi-Cal enrollments and will assist in completing enrollments using the BenefitsCal online application portal.	4, 5, 6, 7, 9, 10	CBO CAPK
Retention	CAPK will contact current Medi-Cal clients in Kern County to offer information and assistance regarding continued coverage for Medi-Cal Health Care /benefits.	4, 5, 6, 7, 9, 10	CBO CAPK
Retention	CAPK Program Specialist will provide call follow-ups, screening, Medi-Cal education and enrollments. 211 will screen every caller for potential Medi-Cal eligibility and offer onsite education and retention services. Once eligibility is determined, and if enrolled, client will be put on a 10-month follow-up list for re-enrollment assistance services.	4, 5, 6, 7, 9, 10	CBO CAPK
Enrollment	CAPK/Program Specialist will follow 2-1-1 project protocol, asking a series of demographic questions to determine Medi-Cal eligibility. 2-1-1 callers will be offered an onsite appointment for Medi-Cal enrollment via the BenefitsCal website portal. Medi-Cal education will be offered by Program Specialist s, following 2-1-1 call/campaign information. Program Specialist s will offer added assistance to 2-1-1 in screening callers for Medi-Cal eligibility, and will offer Medi-Cal outreach and education to all callers. CAPK-Program Specialists will also offer onsite/in person and/or phone appointments for Medi-Cal enrollments and will assist in completing enrollments using the BenefitsCal online application portal.	4, 5, 6, 7, 9, 10	CBO CAPK
Outreach	Attend and provide outreach materials at school events held for parents, school personnel, families (back to school nights, parent nights, school resource fairs).	6, 7, 8, 9, 10,	CBO KCSOS
Outreach	Attend and provide outreach materials at community events (health/dental clinics, food distributions, Hope Center, Tzu Chi Clinics and Good Neighbor Festivals).	6, 7, 8, 9, 10	CBO KCSOS
Outreach	Collaborate with Kern County Network for Children and other community partners to participate in 2 community events.	6, 7, 8, 9, 10	CBO KCSOS
Enrollment	Assist individuals with applying for Medi-Cal benefits (assisting with creating BenefitsCal log-in, complete online application, link case number to account). Provide continuous assistance through the application process, become representative for applicants to further assist.	6, 7, 8, 9, 10	CBO KCSOS
Troubleshooting	Assist individuals with questions regarding MediCal benefits, applications, and any other questions relating to Medi-Cal.	6, 7, 8, 9, 10	CBO KCSOS



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Retention	Assist individuals with retention of Medi-Cal benefits through phone calls, BenefitsCal assistance and assisting with completing paperwork.	6, 7, 8, 9, 10	CBO KCSOS
Application Assistance	Assist individuals with application assistance, become approved contact to be able to communicate directly with DHS.	6, 7, 8, 9, 10	CBO KCSOS
Outreach	Create and update flyers to provide information of changes regarding PHE to be given out to school outreach events and other community events.	6, 7, 8, 9, 10	CBO KCSOS
Media Outreach	KCSOS will share flyer with KCSOS Communications Department to be posted on KCSOS Twitter page.	6, 7, 8, 9, 10	CBO KCSOS



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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	The Kern County Department of Human Services (KCDHS) will continue to attend events in the community, such as Farmers Markets, Movie Nights, and back to school events, to connect with our current beneficiaries to advise them of the plans brought about by the end of the PHE. This includes informing about updating us with their current contact information and completing their renewal paperwork and submitting it to the Department when received.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	KCDHS
Media Outreach	The Kern County Department of Human Services (KCDHS) will continue to outreach to our current beneficiaries to advise them of the plans brought about by the end of the PHE. This includes social media, our external website, posters and fliers created for the purpose of informing about updating us with their current contact information and completing their renewal paperwork and submitting it to the Department when received.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	KCDHS
Outreach	Maintain ongoing engagement with participants and maintain current contact information and encourage participants to keep KCDHS updated with the information as well.	2, 5,6, 11	CBO Garden Pathways
Outreach	CAPK will implement Phase I. Program Educators will encourage beneficiaries to update contact information.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Outreach	Program Educators will disperse messaging about the importance of Medi-Cal and how to enroll.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Outreach	Information and Referral Specialist will share Medi-Cal information with every person that calls into 2-1-1 Kern.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK



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Outreach	Outreach to the community to inform them of Medi-Cal.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Outreach	Program Specialist supports the completion of Medi-Cal applications through BenefitsCal with callers to the 2-1-1-line.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Outreach	Through outreach and enrollment activities, Clinica Sierra Vista will encourage beneficiaries to provide Kern County Department of Human Services (KCDHS) with any updated contact information such as: name, address, phone number, and email so KCDHS can contact beneficiaries with important information about keeping their Medi-Cal.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CSV
Outreach	KCSOS will attend and participate in community events and provide information regarding making contact with DHS updated contact information.	6, 7, 8, 9, 10	CBO KCSOS
Outreach	KCSOS will create flyer with information regarding renewals and the need to provide DHS with updated contact information.	6,7,8,9,10	CBO KCSOS
Media Outreach	KCSOS will share flyer with KCSOS Communications Department to be posted on KCSOS Twitter page.	6,7,8,9,10	CBO KCSOS
Outreach	KCSOS will collaborate with KCDHS to complete "cold calls" to remind individuals to update contact information.	6,7,8,9,10	CBO KCSOS
60 Days Prior to PHE Termination			
Outreach	The Kern County Department of Human Services (KCDHS) will continue to outreach to our current beneficiaries to advise them of the plans brought about by the end of the PHE. This includes social media, our external website, posters and fliers created for the purpose of informing about updating us with their current contact information and completing their renewal paperwork and submitting it to the Department when received for processing.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	KCDHS
Media Outreach	The Kern County Department of Human Services (KCDHS) will continue to outreach to our current beneficiaries to advise them of the plans brought about by the end of the PHE. This includes social media, our external website, posters, and air time with local TV and radio stations.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	KCDHS
Outreach	Provide participants with information on PHE termination and the process to keeping benefits active.	2, 5, 6, 11	CBO Garden Pathways
Outreach	Maintain participant records up to date and encourage participants to verify and update identity and contact information with KCDHS.	2, 5, 6, 11	CBO Garden Pathways
Retention	If participant's renewal date is within the 60 days prior to PHE termination, Navigators will assist participants with renewal process.	2, 5, 6, 11	CBO Garden Pathways



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Retention Assistance	CAPK will utilize their Program Educators to encourage beneficiaries to update their contact information. Information and Referral Specialist will share information regarding the PHE termination and share the importance of updating their contact information.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Retention Assistance	Program Educators will support community members with updating their contact information through the local KCDHS office.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Retention Assistance	Inform beneficiaries to watch for their renewal packets in the mail.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Retention Assistance	Encourage community members to return requested information and review/update contact information.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Retention Assistance	Program Specialist supports the completion of Medi-Cal applications and redeterminations through BenefitsCal.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Retention Assistance	Program Specialist will share information regarding the PHE termination and share the importance of updating their contact information.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Retention Assistance	Promote continuity of coverage for beneficiaries by educating eligible populations that a termination of PHE will take place.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Retention Assistance	KCDHS will provide to CSV a monthly list of consumers who are coming close to renewal date for outreach and retention assistance.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CSV
Retention Assistance	Through outreach and enrollment activities, Clinica Sierra Vista will encourage beneficiaries to continue to update their contact information, if it changes, with their local county social services agency, and report any change in circumstances, as well as check for upcoming renewal packets, for beneficiaries whose cases have not auto-renewed.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CSV
Retention	Assist individuals with completing renewal paperwork or BenefitsCal.	6, 7, 8, 9, 10	CBO KCSOS
Outreach	Create and update flyer regarding upcoming PHE termination to remind individuals to make contact with DHS to update contact information.	6, 7, 8, 9, 10	CBO KCSOS
Retention Assistance	Assist individuals with any questions or concerns with retention of MediCal benefits (phone calls, home visits, BenefitsCal).	6, 7, 8, 9, 10	CBO KCSOS
12 Month PHE Unwinding Period			
Retention	The Department of Human Services eligibility staff will process all renewals received as indicated by the PHE unwinding plan and will communicate to the beneficiaries as needed to ensure coverage is maintained.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	KCDHS
Redetermination Assistance	Garden Pathways case managers will identify each participant's benefits renewal date and coordinate with Navigators to help participants with renewal or redetermination assistance. If date is unknown, Navigators will contact KCDHS for renewal date and schedule participant for assistance.	2, 5, 6, 11	CBO Garden Pathways



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Redetermination Assistance	CAPK Program Educators will inform beneficiaries to watch for renewal packets to be received in the mail and to message the importance of completing the packets received and provide to KCDHS for processing.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Redetermination Assistance	Program Educators will support the re-certification of the application renewal process and updating of contact information.	1, 2, 3, 4, 5, 6, 7, 8, , 10	CBO CAPK
Retention	Information and Referral Specialist will follow up with all eligible parties to support their enrollment.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Retention	Provide assistance with Medi-Cal redetermination applications and follow up with applicants.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CAPK
Redetermination Assistance	To encourage retention of Medi-Cal benefits, Clinica Sierra Vista's outreach team will visit the community through outreaches including going to local school districts, homeless shelters, rural communities, local community health fairs, local community events, community resource centers, etc...	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CSV
Retention	Clinica Sierra Vista will accept Renewal applications from beneficiaries and route them to KCDHS for processing.	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11	CBO CSV
Redetermination Assistance	Assist individuals with completing redetermination paperwork (paperwork, DHS contact, DHS assistance, obtaining necessary documents).	6, 7, 8, 9, 10	CBO KCSOS
Retention	Assist individuals with retention of Medi-Cal coverage.	6, 7, 8, 9, 10	CBO KCSOS