



KINGS - 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 aim to build relationships with local churches and organizations where we can attend their events and target the more afar cities that have lower density populations. We will establish the ongoing food drives; senior food drive, farmer's marker, and community resource stations to help share our services. King county's census reflect that there is a almost 57% Hispanic/Latino population. This county's map also includes a large portion of fields and rural agricultural layout meaning that populations are pocketed. Our outreach effort would have to include strategic approaches with community leaders and organizations that already have access to these families while also strengthening our own networking relationships with community members. | 1,2,3,4,5,6,7,8,9,10,11 | CC Fresno |
| Outreach | Utilize current food distribution, family entertainment, and community resources events taking place throughout the county to identify eligible participants and provide Medi-Cal flyers and information. We will equip those places with flyers, contact information, and easy access to connect with a Care Coordinator to process applications. We will also create a referral system with existing organizations where we can extend our series to any individual or family already coming in for another service alike. | 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, public and private schools, WIC, Head start, rural work groups, internal Agency programs, creative social media campaigns and posts and flyers to reach out to target populations. | 1,2,3,4,5,6,7,8,9,10,11 | CC Fresno |
| Application Assistance | Assist current Agency eligible clients in applying for Medi-Cal. Follow up and set up virtual/remote or in-person meetings with targeted population that were contacted during outreach efforts. Assist these clients with Medi-Cal applications at remote sites, program offices, parishes, food distribution and pantry sites. We will assist clients whom meet the income guidelines with their initial application and submit it for them into the BenefitsCal system. We ask the client if we can be their case repetitive- which will allow us the ability to case manage their case over time. We will then assist the client with any additional documentation DHCS may require. Once the client has been approved and receives their Medi-Cal card, we will ask if they need any additional assistance in finding a provider or scheduling an appointment. This is what we call utilization assistance in our reporting. | 1,2,3,4,5,6,7,8,9,10,11 | CC Fresno |
| Access & Utilization | 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. | 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 reporting and offer utilization support. 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 |



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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 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 |
| 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 |



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| 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 |
| 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 | | | |
| Retention 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 |