



**KINGS COUNTY  
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>
1. Commission on Aging contract - Renewal of CBO Assister Contract SFY 22-23.	7/31/2022	7/19/2022
a. The contract was approved by Kings County Board of Supervisors.	7/19/2022	6/30/2023
b. The CBO will distribute handouts or flyers at various community events.	6/30/2025	N/A
2. Kings Community Action Organization contract - Renewal of CBO Assister Contract SFY 22-23.	7/31/2022	7/19/2022
a. The contract was approved by Kings County Board of Supervisors.	7/19/2022	6/30/2023
b. The CBO with distribute handouts or flyers at various community events.	6/30/2025	N/A
c. The CBO will provide media outreach by public transportation advertisement wraps and on public benches in various areas within Kings County.	6/30/2025	N/A
3. Kings Office of Education Contract - Renewal of CBO Assister Contract SFY 22-23.	7/31/2022	7/19/2022
a. The contract was approved by Kings County Board of Supervisors.	7/19/2022	6/30/2023
b. The CBO with distribute handouts or flyers at various community events.	6/30/2025	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 meet 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
Enrollment	KCCOA will enroll applicants to Medi-Cal through the BenefitsCal portal, in person or by assisting in completing a paper application and submitting to the Human Services Agency. If applicant is needs of assistance at home, KCCOA will do a home visits when needed. For faster processing, KCCOA will upload any verifications needed for approval of benefits through the BenefitsCal portal but will also assist in gather the hard copies and mail them in to the agency. KCCOA will distribute information regarding Medi-Cal throughout the different events they conduct through the year such as: monthly food distribution, meals on wheels, and different community events.	4	Kings County Commission on Aging (KCCOA)
Enrollment	The Kings Community Action Organization (KCOA) will provide enrollment assistance to the hard to reach population living in rural areas with limited public transportation such as Kettleman City, Avenal, Corcoran, and Stratford. Their Family Resource Centers (FRCs) will have bilingual staff to provide enrollment assistance by answering questions, help them complete paper applications or enroll them through the BenefitsCal portal. Staff will be equipped with a laptop that has the BenefitsCal program downloaded to provide faster service by uploading verifications needed for Human Services Agency to process the application and determine the correct benefits. If the application prefers to completer a paper application, KCAO will assist. KCAO will provide outreach and information regarding Medi-Cal enrollment through fliers, posting information on their agency website, and adds on public transportation. They conduct home visits to families with children in head start and identify uninsured families and offer their assistance to Medi-Cal enrollment. They also distribute Medi-Cal information at their homeless shelter, community events, farmers market, and food distribution sites.	7, 8, 9	Kings Community Action Organization (KCAO)



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Enrollment	<p>The Kings County Office of Education (KCOE) will provide retention assistance through their Family Resource Centers in Lemoore and Hanford. In addition, they will also provide retention assistance to the Justice involved juveniles and their families. Their Family Resource Centers (FRCs) will have bilingual staff to provide enrollment assistance by answering questions, help them complete paper applications or enroll them through the BenefitsCal portal. Staff will be equipped with a laptop that has the BenefitsCal program downloaded to provide faster service by uploading verifications needed for Human Services Agency to process the application and determine the correct benefits. If the application prefers to complete a paper application, KCOE will assist. KCOE will provide outreach and information regarding Medi-Cal enrollment through fliers, posting information on their agency website, and adds on public transportation. They conduct home visits to families with school age children and identify uninsured families and offer their assistance to Medi-Cal enrollment. KCOE attends monthly probation meetings with juveniles in the Kings detention center, they will reach out to them and or their families and provide Medi-Cal information and offer their assistance to enroll those who are uninsured. They also distribute Medi-Cal information at their community events, and provide Medi-Cal information at the local farmers market.</p>	Immigrants & Families of Mixed Immigration Status, Persons with limited English proficiency, and Low-Wage Workers and their Families or Dependents	Kings County Office of Education (KCOE)
Retention	<p>KCCOA will assist aged individuals to complete redetermination packets and/or help them gather and submit the documentation needed to complete the annual renewal determination.</p>	4	Kings County Commission on Aging (KCCOA)
Retention	<p>The Kings Community Action Organization (KCOE) will provide retention services at their Family Resource Centers in Lemoore and Hanford. The FRCs will have bilingual staff that will assist individuals to complete the annual renewal packet, gathering the documents needed to complete the determination of benefits, and submit to the Human Services Agency. If individuals have already submitted the Medi-Cal annual renewal packet and need additional assistance to turn in verification, KCAO will be available to upload those documents through the BenefitsCal portal for faster delivery.</p>	7, 8, 9	Kings Community Action Organization (KCOE)
Retention	<p>The Kings Community Action Organization (KCOA) will provide retention assistance to the hard-to-reach population living in rural areas with limited public transportation such as Kettleman City, Avenal, Corcoran, and Stratford at their Family Resource Centers (FRCs). The FRCs will have bilingual staff that will assist individuals to complete the annual renewal packet. This will include gathering the documents needed to complete the determination of benefits and submit them to the Human Services Agency. If individuals have already submitted the Medi-Cal annual renewal packet and need additional assistance to turn in verification, KCAO will be available to upload those documents through the BenefitsCal portal for faster delivery.</p>	7, 8, 9	Kings Community Action Organization (KCAO)



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Outreach	KCCOA distributes flyers during their monthly food distribution event, during their meals on wheels program, and at their community events. They also have a link on their agency website that links the individuals to apply for Medi-Cal benefits. KCCOA distributes marketing items with the phone numbers to their agency and has a razor flag outside of their office with "Apply for Medi-Cal Here"	4	Kings County Commission on Aging (KCCOA)
Outreach	Outreach for KCAO includes events, farmers' markets, ads on public transportation, postings on their agency's website, flyer distributions in local stores, information distribution during monthly food distributions, and home visits to head start families and childcare providers.	7, 8, 9	Kings Community Action Organization (KCAO)
Outreach	In addition to conducting outreach at community events and farmers' markets, KCOE advertises on its website and distributes information at its FRCs in Lemoore and Hanford. They advertise Medi-Cal assistance outside their office with a razor flag.	7, 8, 9	Kings County Office of Education (KCOE)
Application Assistance	Offer in-person assistance to individuals who need help applying for Medi-Cal. Assistance can include assistance with completing applications or Instruction on how to apply for Medi-Cal, assistance with filling out an application, and/or submitting required documentation. Kings County Commission on Aging, Kings County Office of Education, and Kings Community Action Organization communicate with the county for application status. CBOS use BenefitsCal to submit, track, and verify applications they assisted with.	4, 7, 8, 9	Kings County Commission on Aging, Kings County Office of Education, and Kings Community Action Organization

**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
<b>During PHE</b>			
Outreach	The Community-Based Organizations (CBOs) will provide outreach to the community at community meetings such as Kings Partnership Coalition. Which will provide the community with updated information regarding the Public Health Emergency.	4, 7, 8, 9	Kings County Commission on Aging, Kings Community Action Organization, and Kings Office of Education
Outreach	Provide outreach materials, such as the DHCS outreach toolkit, to our Community-Based Organizations (CBOs) so they can communicate effectively with Medi-Cal beneficiaries at the local level.	4, 7, 8, 9	Kings County Human Services Agency



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Outreach	Provide direct outreach through flyers at community events to inform the community to report any changes in their contact information.	4, 7, 8, 9	Kings County Commission on Aging, Kings Community Action Organization, and Kings Office of Education
Media Outreach	A call script will be used by the Community-Based Organizations (CBOs) in order to provide outreach services to the community.	4, 7, 8, 9	Kings County Commission on Aging, Kings Community Action Organization, and Kings Office of Education
Media Outreach	Media outreach campaigns can be conducted through the use of social media, flyers, announcements, bulletins, billboards, and radio advertisement.	4, 7, 8, 9	Kings County Commission on Aging, Kings Community Action Organization, and Kings Office of Education
<b>60 Days Prior to PHE Termination</b>			



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Retention Assistance	Provide customer assistance through the BenefitsCal portal, in person, or over the phone.	4, 7, 8, 9	King County Office of Education, Kings Community Action Organization, and Commission on Aging
Retention Assistance	Provide training to the Community-Based Organizations (CBOs) staff on the annual renewal process.	4, 7, 8, 9	Kings County Human Services Agency
Retention	Ensure that county policies and procedures are reviewed and updated as needed. Update training material and provide training or refresher courses for staff. Provide DHCS training material.	4, 7, 8, 9	Kings County Human Services Agency
Outreach	Provide outreach to the community through community meetings such as the Kings Partnership Coalition to provide current information regarding the Public Health Emergency.	4, 7, 8, 9	King County Office of Education, Kings Community Action Organization, and Commission on Aging
<b>12 Month PHE Unwinding Period</b>			
Redetermination Assistance	Provide community partners with a monthly list of beneficiaries who have not returned their renewal packet by the 15th of each month so they can make cold calls.	4, 7, 8, 9	Kings County Human Services Agency



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Retention	Complete cold calls or provide outreach services to beneficiaries when their Medi-Cal coverage has been discontinued.	4, 7, 8, 9	King County Office of Education, Kings Community Action Organization, and Commission on Aging
Retention	Complete cold calls or provide outreach services to beneficiaries when their Medi-Cal coverage has been discontinued.	4, 7, 8, 9	King County Office of Education, Kings Community Action Organization, and Commission on Aging
Retention	Act on change in circumstance reports after processed complete redetermination, encourage continued reports on change in circumstance.	4, 7, 8, 9	Kings County Human Services Agency
Retention	Complete cold calls or provide outreach services to beneficiaries when mail has returned.	4, 7, 8, 9	King County Office of Education, Kings Community Action Organization, and Commission on Aging





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Retention	Assist with submission of required documents for application or redeterminations	4, 7, 8, 9	King County Office of Education, Kings Community Action Organization, and Commission on Aging
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