



**LAKE 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.

PROGRAM PLANNING AND START-UP ACTIVITIES	ANTICIPATED COMPLETION DATE	ACTUAL COMPLETION DATE
Fill Navigators Project positions withint 90 days / Program Manager responsible	10/03/2022	N/A
Develop outreach schedule and begin outreach / Eligibility Specialists & Supervisor responsible	10/10/2022	N/A
Design and implement outreach tracking and reporting / Staff Services Analyst responsible	10/03/2022	N/A
Convene weekly Navigator's Project staff meetings / Program Manager responsible	10/03/2022	N/A
Order laptops/tablets and service plan in coordination with Information Systems / Program Manager responsible	10/03/2022	N/A
Order incentives with Navigators Project team feedback / Program Manager or Analyst responsible	10/10/2022	N/A
Develop media advertising plan with Navigators Project team feedback, and initiate initial advertisement / Program Manager or Analyst responsible	10/10/2022	N/A
Identify and order outreach materials / Eligibility Specialists & Supervisor responsible	10/10/2022	N/A
Identify partner meetings to attend and incorporate into schedule / Eligibility Specialists & Supervisor responsible	10/10/2022	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 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
Outreach	Farmer's Markets, 6 Weekly (Clearlake, Kelseyville, Lakeport, Cobb, Middletown, Hidden Valley) - Tabling	1,2,3,4,5,6,7,8,9,10,11	Lake
Application Assistance	Farmer's Markets, 6 Weekly (Clearlake, Kelseyville, Lakeport, Cobb, Middletown, Hidden Valley) - Tabling	1,2,3,4,5,6,7,8,9,10,11	Lake
Enrollment	Farmer's Markets, 6 Weekly (Clearlake, Kelseyville, Lakeport, Cobb, Middletown, Hidden Valley) - Tabling	1,2,3,4,5,6,7,8,9,10,11	Lake
Retention	Farmer's Markets, 6 Weekly (Clearlake, Kelseyville, Lakeport, Cobb, Middletown, Hidden Valley) - Tabling	1,2,3,4,5,6,7,8,9,10,11	Lake
Enrollment	Homeless Outreach Weekly (shelters currently in Lakeport and Clearlake)	5	Lake
Retention	Homeless Outreach Weekly (shelters currently in Lakeport and Clearlake)	5	Lake
Outreach	Homeless Outreach Weekly (shelters currently in Lakeport and Clearlake)	5	Lake
Access & Utilization	Homeless Outreach Weekly (shelters currently in Lakeport and Clearlake)	5	Lake
Application Assistance	Homeless Outreach Weekly (shelters currently in Lakeport and Clearlake)	5	Lake
Troubleshooting	Homeless Outreach Weekly (shelters currently in Lakeport and Clearlake)	5	Lake
Enrollment	Behavioral Health Outreach (frequency to be determined - monthly minimum, multiple locations around the county)	1, 2	Lake
Retention	Behavioral Health Outreach (frequency to be determined - monthly minimum, multiple locations around the county)	1, 2	Lake
Outreach	Behavioral Health Outreach (frequency to be determined - monthly minimum, multiple locations around the county)	1, 2	Lake
Application Assistance	Behavioral Health Outreach (frequency to be determined - monthly minimum, multiple locations around the county)	1, 2	Lake



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Access & Utilization	Behavioral Health Outreach (frequency to be determined - monthly minimum, multiple locations around the county)	1, 2	Lake
Troubleshooting	Behavioral Health Outreach (frequency to be determined - monthly minimum, multiple locations around the county)	4	Lake
Enrollment	Senior Center Outreach (frequency to be determined - monthly minimum, multiple locations around the county)	4	Lake
Retention	Senior Center Outreach (frequency to be determined - monthly minimum, multiple locations around the county)	4	Lake
Outreach	Senior Center Outreach (frequency to be determined - monthly minimum, multiple locations around the county)	4	Lake
Application Assistance	Senior Center Outreach (frequency to be determined - monthly minimum, multiple locations around the county)	4	Lake
Access & Utilization	Senior Center Outreach (frequency to be determined - monthly minimum, multiple locations around the county)	4	Lake
Troubleshooting	Senior Center Outreach (frequency to be determined - monthly minimum, multiple locations around the county)	4	Lake
Enrollment	Student & Families Outreach - Local Colleges (frequency to be determined - two Junior Colleges in county)	6, 9, 10	Lake
Retention	Student & Families Outreach - Local Colleges (frequency to be determined - two Junior Colleges in county)	6, 9, 10	Lake
Outreach	Student & Families Outreach - Local Colleges (frequency to be determined - two Junior Colleges in county)	6, 9, 10	Lake
Application Assistance	Student & Families Outreach - Local Colleges (frequency to be determined - two Junior Colleges in county)	6, 9, 10	Lake
Access & Utilization	Student & Families Outreach - Local Colleges (frequency to be determined - two Junior Colleges in county)	6, 9, 10	Lake
Troubleshooting	Student & Families Outreach - Local Colleges (frequency to be determined - two Junior Colleges in county)	6, 9, 10	Lake
Enrollment	Student & Families Outreach - Lake County Office of Education (frequency to be determined - multiple schools around the county)	6, 9, 10	Lake
Retention	Student & Families Outreach - Lake County Office of Education (frequency to be determined - multiple schools around the county)	6, 9, 10	Lake
Outreach	Student & Families Outreach - Lake County Office of Education (frequency to be determined - multiple schools around the county)	6, 9, 10	Lake



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Application Assistance	Student & Families Outreach - Lake County Office of Education (frequency to be determined - multiple schools around the county)	6, 9, 10	Lake
Access & Utilization	Student & Families Outreach - Lake County Office of Education (frequency to be determined - multiple schools around the county)	6, 9, 10	Lake
Troubleshooting	Student & Families Outreach - Lake County Office of Education (frequency to be determined - multiple schools around the county)	6, 9, 10	Lake
Enrollment	Tabling at various community events	1,2,3,4,5,6,7,8,9,10,11	Lake
Retention	Tabling at various community events	1,2,3,4,5,6,7,8,9,10,11	Lake
Outreach	Tabling at various community events	1,2,3,4,5,6,7,8,9,10,11	Lake
Application Assistance	Tabling at various community events	1,2,3,4,5,6,7,8,9,10,11	Lake
Enrollment	Jail Outreach	11	Lake
Retention	Jail Outreach	11	Lake
Outreach	Jail Outreach	11	Lake
Application Assistance	Jail Outreach	11	Lake
Enrollment	Probation Outreach	11	Lake
Retention	Probation Outreach	11	Lake
Outreach	Probation Outreach	11	Lake
Application Assistance	Probation Outreach	11	Lake
Media Outreach	Media Outreach Campaign (details to be developed)	1,2,3,4,5,6,7,8,9,10,11	Lake



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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	All outreach under "Normal Operations" with addition of PHE reminders (i.e., keep your address updated, etc.)	1,2,3,4,5,6,7,8,9,10,11	Lake
Media Outreach	Special messaging about PHE (i.e., keep your address updated, etc.)	1,2,3,4,5,6,7,8,9,10,11	Lake
60 Days Prior to PHE Termination			
Outreach	All outreach under "Normal Operations" with addition of information about PHE termination	1,2,3,4,5,6,7,8,9,10,11	Lake
Media Outreach	Special messaging about PHE	1,2,3,4,5,6,7,8,9,10,11	Lake
Retention Assistance	Lobby kiosk / hotline assistance staffing (walk-in / telephone immediate RE assistance)	1,2,3,4,5,6,7,8,9,10,11	Lake
12 Month PHE Unwinding Period			
Redetermination Assistance	All outreach under "Normal Operations" with addition of RE completion assistance	1,2,3,4,5,6,7,8,9,10,11	Lake
Redetermination Assistance	Lobby kiosk / hotline assistance staffing (walk-in / telephone immediate RE assistance)	1,2,3,4,5,6,7,8,9,10,11	Lake