



**FAMILY RESOURCE CENTER NETWORK - HARWOOD MEMORIAL PARK
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
FRC Partner awareness of planned outreach and enrollment activities through flyers, email blasts, presenting at meetings, networking.	Within 6 months of start date	N/A
Assign FRC staff or recruit and hire navigators if needed/FRC staff assigned to Navigators Project. Network Coordinator will deliver training and mentoring for FRCs that are not currently providing application assistance	Within 6 months of start date	N/A
Network Coordinator will develop outreach materials with Graphic Designer to distribute to FRCs.	Within 3 months of start date, then on-going throughout project- Years 1-3	N/A
FRCs will develop messaging using Medi-Cal COVID Toolkit, conduct community/school outreach tabling at 2 events per year per community, use social media/other media outlets to spread word about Medi-Cal.	Within 6 months of start date, then on-going throughout project- Years 1-3	N/A
FRC Staff will meet with applicants 1:1 or by telephone to provide assistance and answer questions and offer multiple methods of assistance with access (e.g., electronic, phone, mail, in person) and will conduct enrollment activities using COVID-safe strategies.	Within 4 months of start date, on-going throughout project- Years 1-3	N/A
FRC staff will offer multiple methods for completing renewal or changes (e.g., electronic, phone, mail, in person) and provide individual assistance with troubleshooting renewal and/or changes.	Within 4 months of start date, on-going throughout project- Years 1-3	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	FRCs will conduct community partner outreach to ensure local entities know they are a site to assist with Medi-Cal applications. This will occur through the Network's monthly meetings, as well as collaborative meetings the FRCs attend independently.	1,2,3,4,5,6,7,8,9,10	FRC Network of Mendocino County partner FRCs
Media Outreach	FRCs will develop messaging/flyers/ads/articles/social media posts to let their respective communities know they can assist with Medi-Cal applications/renewals. FRCs will use the outlet/media that is most appropriate for their community/population served (including, but not limited to: local newspaper ads/articles, family magazine, online social media platforms, flyers posted around community, etc.)	1,2,3,4,5,6,7,8,9,10	FRC Network of Mendocino County partner FRCs
Outreach	FRCs will table/host events letting community know about Medi-Cal enrollment services- FRCs often host their own community event/fair to raise awareness of programs/services, or collaborate with other outreach partners to table at community events.	1,2,3,4,5,6,7,8,9,10	FRC Network of Mendocino County partner FRCs
Media Outreach	FRC Network Coordinator will work with Graphic Designer to develop outreach materials for FRCs based on the Medi-Cal toolkit- This will include advertisements letting the community know that FRCs can assist with Medi-Cal enrollment/paperwork to remain enrolled. Each FRC will distribute materials in their respective communities through the media outlet of their choice.	1,2,3,4,5,6,7,8,9,10	Network Coordinator & Graphic Designer
Enrollment	FRC staff will assist clients in enrolling for Medi-Cal through online or paper application- each FRC will work 1:1 with clients to fill out the Medi-Cal application or assist with paperwork/submitting information to the county eligibility office.	1,2,3,4,5,6,7,8,9,10	FRC Staff
Retention	FRC staff will assist clients in renewals or navigating paperwork in collaborative manner with County eligibility office- each FRC will assist clients in understanding the retention paperwork and submitting the necessary paperwork to the county eligibility office.	1,2,3,4,5,6,7,8,9,10	FRC Staff
Application Assistance	FRC staff will assist clients in enrolling for Medi-Cal through online or paper application- each FRC will work 1:1 with clients to fill out the Medi-Cal application or assist with paperwork/submitting information to the county eligibility office.	1,2,3,4,5,6,7,8,9,10	FRC Staff



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Troubleshooting	FRC staff will assist clients in renewals or navigating paperwork in collaborative manner with County eligibility office- often FRC clients do not understand the paperwork that is sent from the County and FRC staff will assist in helping clients understand what is needed to keep client enrolled in Medi-Cal.	1,2,3,4,5,6,7,8,9,10	FRC Staff
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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	FRC Network will work collaboratively with the County of Mendocino to develop effective strategies for communicating with Medi-Cal enrollees to ensure they complete paperwork on time.	1,2,3,4,5,6,7,8,9,10	FRC Network partner FRCs/County of Mendocino
Media Outreach	FRCs will develop outreach materials, social media posts, flyers, etc. to inform community that they can assist with Medi-Cal applications, renewals and/or troubleshooting in-person or over the phone.	1,2,3,4,5,6,7,8,9,10	FRC Network partner FRCs
Outreach	FRCs will encourage Medi-Cal recipients to provide their local county social services agency with updated contact information to ensure timely correspondence.	1,2,3,4,5,6,7,8,9,10	FRC Network partner FRCs
Media Outreach	FRCs will develop outreach materials/social media posts to encourage Medi-Cal recipients to provide their local county social services agency with updated contact information to ensure timely correspondence.	1,2,3,4,5,6,7,8,9,10	FRC Network partner FRCs
60 Days Prior to PHE Termination			
Retention Assistance	FRC Network will develop checklist for FRC staff to remind clients to update contact info, check for renewal packets in the mail, so client doesn't experience delays in approval/renewal of Medi-Cal.	1,2,3,4,5,6,7,8,9,10	FRC Network Coordinator & FRCs
Outreach	FRCs will develop outreach materials/social media posts to encourage Medi-Cal recipients to provide their local county social services agency with updated contact information to ensure timely correspondence and ensure renewals are completed before dealing.	1,2,3,4,5,6,7,8,9,10	FRC Network partner FRCs



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12 Month PHE Unwinding Period			
Redetermination Assistance	FRC staff will work with clients to understand that after PHE is over that renewals won't happen automatically.	1,2,3,4,5,6,7,8,9,10	FRC Network partner FRCs