



MERCED - 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.**

<b>PROGRAM PLANNING AND START-UP ACTIVITIES</b>	<b>ANTICIPATED COMPLETION DATE</b>	<b>ACTUAL COMPLETION DATE</b>
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.**

<b>TASK</b>	<b>STRATEGIES AND ACTIVITIES</b>	<b>TARGET POPULATIONS</b>	<b>RESPONSIBLE ENTITY</b>
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	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 identify eligible participants and provide Medi-Cal flyers and 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 promote resources available and reach out to target populations	1,2,3,4,5,6,7,8,9,10,11	CC Fresno
Outreach	Catholic Church/parish partnerships, CBO partnerships, internal Agency programs, text campaigns 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.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno
Application Assistance	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



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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
Enrollment	Working with clients to ensure Medi-Cal enrollment is a result of being educated by or receiving assistance from our team.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno
Access & Utilization	Follow up with enrolled clients to provide information about how to use Medi-Cal while helping them to understand the difference between managed care and eligibility.	1,2,3,4,5,6,7,8,9,10,11	CC Fresno
Troubleshooting	Research limitations or denials of care, request new Medi-Cal Benefits Identification Cards when needed, and make sure all clients have an appropriate point of contact to resolve issues.	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.**

<b>TASK</b>	<b>STRATEGIES AND ACTIVITIES</b>	<b>TARGET POPULATIONS</b>	<b>RESPONSIBLE ENTITY</b>
<b>During PHE</b>			
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
<b>60 Days Prior to PHE Termination</b>			
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
Media 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
<b>12 Month PHE Unwinding Period</b>			
Redetermination 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