



NAPA 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>
Create a new Roadshow presentation for outreach to CBOs and other county departments.	10/2022	N/A
Train staff on Roadshow presentation.	08/2022	N/A
Develop and distribute outreach materials to other county departments and CBOs.	09/2022	N/A
Contacting Family Resources Centers that are located locally to discuss collocating at their site periodically.	10/2022	N/A
Identify tracking and monitoring tools.	09/2022	N/A
Train staff on tracking and monitoring tools.	09/2022	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.**

<b>TASK</b>	<b>STRATEGIES AND ACTIVITIES</b>	<b>TARGET POPULATIONS</b>	<b>RESPONSIBLE ENTITY</b>
Outreach	Identify, register and participate in local events where outreach can be provided.	1 - 12, Additionally - Students and pregnant women	Napa County
Outreach	Reach out to CBOs and other county departments to coordinate and schedule an outreach Medi-Cal (MC) Roadshow presentations that includes but is not limited to: information about ways to apply for MC, MC Expansion, PHE Unwinding Information, BenefitsCal.	1 - 12, Additionally - Students and pregnant women	Napa County
Enrollment	Increase our presence in places throughout the community including (Family resources centers, college, corrections, family justice center, HACC, homeless shelter, etc. )	1 - 12, Additionally - Students and pregnant women	Napa County
Media Outreach	Continue to update our MC county website with MC expansion information, access and BenefitsCal information.	1 - 12, Additionally - Students and pregnant women	Napa County
Application Assistance	Assisting in Application Assistance over the phone for those applying for MC only (Napa County). Assisting with in person application assistance at all of our locations (CHI).	1 - 12, Additionally - Students and pregnant women	Napa County/CHI
Retention	Contacting beneficiaries who we have received return mail for, in order to update and confirm their contact information.	1 - 12, Additionally - Students and pregnant women	CHI
Application Assistance	Our subcontractor Community Health Initiative(CHI) will conduct reminder calls for applicants who are pending verifications for MC.	1 - 12, Additionally - Students and pregnant women	CHI



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Retention	Our subcontractor CHI, will conduct reminder call for beneficiaries who have pending verifications due from a MC 355.	1 - 12, Additionally - Students and pregnant women	CHI
Outreach	To partner with our Public Health Department to host a resource fair to conduct MC outreach and provide target populations with information about Medi-Cal.	1 - 12, Additionally - Students and pregnant women	Napa County
Enrollment	Assisting the individuals who become eligible to Medicare apply for MC.	3,4	Napa County
Outreach	Provide outreach of the MC program.	1 - 12, Additionally - Students and pregnant women	CHI
Application Assistance	Provide application assistance to individuals who want to apply to MC.	1 - 12, Additionally - Students and pregnant women	CHI



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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	Distributing PHE encouragement outreach materials to appropriate CBOs and other county partners.	1 - 12, Additionally - Students and pregnant women	Napa County
Media Outreach	Create a radio message (in English and Spanish) to run on local radio station to encourage MC recipients to update contact information.	1 - 12, Additionally - Students and pregnant women	Napa County
Outreach	Distributing outreach material at outreach events.	1 - 12, Additionally - Students and pregnant women	Napa County
Media Outreach	Produce and disseminate messaging about PHE unwinding on the county's social media platforms.	1 - 12, Additionally - Students and pregnant women	Napa County
Outreach	Create outreach material for 60 Days Prior to PHE Termination	1 - 12, Additionally - Students and pregnant women	Napa County
<b>60 Days Prior to PHE Termination</b>			
Outreach	Distribute PHE outreach materials to encourage the continued reporting of contact information, if any, to Napa County, and report any changes as well and informing them of upcoming MC packets distributions .	1 - 12, Additionally - Students and pregnant women	Napa County



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12 Month PHE Unwinding Period			
Retention	CHI to call all MC RE beneficiaries 3 months prior to their MC RE in order to confirm contact information and inform beneficiary that MC RE will be sent soon.	1 - 12, Additionally - Students and pregnant women	CHI
Redetermination Assistance	CHI assists individuals complete the redetermination packet if requested by the beneficiary.	1 - 12, Additionally - Students and pregnant women	CHI