



**NEVADA 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
Create a Scope of Work and establish timelines.	10/1/2022	N/A
Finalize budget based upon scope.	10/1/2022	N/A
Refine data collection and reporting mechanisms.	10/1/2022	N/A
Open positions via County HR department.	10/1/2022	N/A
Promote and recruit for open positions.	10/15/2022	N/A
Hire qualified individuals.	10/1/2022	N/A
Train new hires.	11/1/2022	N/A
Translate any required materials, including outreach materials, signage and/or other relevant documents, into Spanish and documents appropriate for individuals with low literacy levels in English.	10/1/2022	N/A
Create schedule of activities/events for Western and Eastern County.	10/1/2022	N/A
Create worker schedule for activities/events.	10/1/2022	N/A
Refine tracking materials for project.	10/1/2022	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	Attend Farmer's Market events in Eastern and Western Nevada County.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Outreach	Schedule and attend outreach events at senior housing facilities.	4	Nevada County
Outreach	Schedule and attend outreach events at low income housing facilities.	9	Nevada County
Outreach	Schedule and attend outreach events at homeless shelters.	5	Nevada County
Outreach	Schedule and attend outreach events at community resource centers.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Outreach	Schedule and attend outreach events at Behavioral Health facilities.	1	Nevada County
Outreach	Schedule and attend outreach events at Public Health facilities.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Application Assistance	Assist with application completion at Farmer's Market events in Eastern and Western Nevada County.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Application Assistance	Assist with application completion at at senior housing outreach events.	4	Nevada County
Application Assistance	Assist with application completion at at low income housing outreach events.	9	Nevada County
Application Assistance	Assist with application completion at at homeless shelter outreach events.	5	Nevada County
Application Assistance	Assist with application completion at community resource center outreach events.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Application Assistance	Assist with application completion at Behavioral Health outreach events.	1	Nevada County
Application Assistance	Assist with application completion at Public Health outreach events.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County



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Enrollment	Provide E-Application Assistance in BenefitsCal in coordination with the Nevada County Behavioral Health Department and/or other County locations for specific timeframes providing services to the target populations to assist with the application process.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Enrollment	Ensure application paperwork is complete, if not, reach out to customer.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Retention	Contact Medi-Cal recipients to assist with renewal completion.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Retention	Provide E-Application Assistance in BenefitsCal in coordination with the Nevada County Behavioral Health Department and/or other County locations for specific timeframes providing services to the target populations to assist with the application process.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Retention	Cold call 100% of customers whose cases are due to discontinue for failure to return redetermination packet.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Media Outreach	Advertise through local Yubanet website.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County



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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	Attend Farmer's Market events in Eastern and Western Nevada County.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Outreach	Schedule and attend outreach events at senior housing facilities.	4	Nevada County
Outreach	Schedule and attend outreach events at low income housing facilities.	8	Nevada County
Outreach	Schedule and attend outreach events at homeless shelters.	5	Nevada County
Outreach	Schedule and attend outreach events at community resource centers.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Outreach	Schedule and attend outreach events at Behavioral Health facilities.	1	Nevada County
Outreach	Schedule and attend outreach events at Public Health facilities.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Media Outreach	Use local news website "Yubanet" to advertise reminder to update contact information with County.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Outreach	Partner with local doctors offices and clinics to encourage customers to update contact information with County.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
60 Days Prior to PHE Termination			
Outreach	Attend Farmer's Market events in Eastern and Western Nevada County.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Outreach	Schedule and attend outreach events at senior housing facilities.	4	Nevada County
Outreach	Schedule and attend outreach events at low income housing facilities.	9	Nevada County



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Outreach	Schedule and attend outreach events at homeless shelters.	5	Nevada County
Outreach	Schedule and attend outreach events at community resource centers.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Outreach	Schedule and attend outreach events at Behavioral Health facilities.	1	Nevada County
Outreach	Schedule and attend outreach events at Public Health facilities.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
12 Month PHE Unwinding Period			
Retention	Attend Farmer's Market events in Eastern and Western Nevada County.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Retention	Schedule and attend outreach events at senior housing facilities.	4	Nevada County
Retention	Schedule and attend outreach events at low income housing facilities.	9	Nevada County
Retention	Schedule and attend outreach events at homeless shelters.	5	Nevada County
Retention	Schedule and attend outreach events at community resource centers.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Retention	Schedule and attend outreach events at Behavioral Health facilities.	1	Nevada County
Retention	Schedule and attend outreach events at Public Health facilities.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County
Retention	Assist with all phases of renewal completion.	1,2,3,4,5,6,7,8,9,10,11,12	Nevada County