



**ORANGE - 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.

PROGRAM PLANNING AND START-UP ACTIVITIES	ANTICIPATED COMPLETION DATE	ACTUAL COMPLETION DATE
Purchase supplies and equipment.	N/A	N/A
Look at expanding existing site. Share space that is accessible to target populations and within their communities.	Two weeks from receiving grant	N/A
Hire Staff.	N/A	N/A
Assign dedicated staff to oversee and implement grant objectives and goals.	Six weeks from receiving grant	N/A
Outreach to hire from priority target populations or former clients.	N/A	N/A
Provide Staff Training.	Eight weeks from receiving grant	N/A
Staff are trained before the project starts and receive ongoing support from Program Manager, Program Assistant and Case Coordinator.	N/A	N/A
Collaborate with CBOs who provide Medi-Cal outreach and enrollment and provide staff training.	N/A	N/A
Research and apply best practices to reach out to, engage and enroll priority populations.	N/A	N/A
Reach out to and establish relationships with county Medi-Cal eligibility Program Manager, Program Assistant and Case Coordinator to provide virtual trainings.	N/A	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.

TASK	STRATEGIES AND ACTIVITIES	TARGET POPULATIONS	RESPONSIBLE ENTITY
Enrollment	Assist current CCOC eligible clients apply for Medi-Cal. Follow up and set up virtual/remote or in-person meetings with targeted population previously contacted during outreach efforts. Assist these clients with Medi-Cal applications at remote sites, program offices, parishes and food distribution and pantry sites. Total Target population for the 3 years of the program: 1,339	3,4,5,6,7,8,9,10	CCOC
Retention	Assist during outreach activities identify clients in need of redetermination or utilization support. Follow up with calls, texts and emails to clients. Total Retention Target for 3 years of the program: 289	3,4,5,6,7,8,9,10	CCOC
Outreach	Conduct multilingual outreach in the community to engage and inform eligible participants from target populations through in-house programs, resource fairs, community events and gatherings, in-person flyer distribution at food pantries, and parishes within targeted communities. Total Target population for the 3 years of the program: 12,846	3,4,5,6,7,8,9,10	CCOC
Media Outreach	Use Social Media, print, radio, parish websites, diocesan bulletin announcements, CCOC's, collaborative partners, in-house programs text campaigns, and email blasts to connect with target populations. Total Target population for the 3 years of the program: 9,659	3,4,5,6,7,8,9,10	CCOC
Application Assistance	Provide personalized, in-person and virtual assistance to clients at remote sites, including CCOC's program offices, parishes, food distribution centers, using DHCS Tool Kit. Total Assistance population for the 3 years of the program: 1,530	3,4,5,6,7,8,9,10	CCOC



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Access & Utilization	All eligible clients will be provided information and materials informing and educating them about barriers and misconceptions. Addressing and answering questions on how to use multiple mediums including social media, personalized text messaging, virtual presentations and telephone calls. Total Target population for the 3 years of the program: 647	3,4,5,6,7,8,9,10	CCOC
Troubleshooting	Identify clients in need of assistance to complete their annual recertification by researching their limitations or denials of care, requesting new Medi-Cal Benefits ID cards, and providing points of contact for further assistance. Total Target population for the 3 years of the program: 358	3,4,5,6,7,8,9,10	CCOC



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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	Conduct Multilingual outreach activities in the community to engage and inform COVID PHE beneficiaries within target population that PHE will eventually be ending and deliver important messages to Medi-Cal beneficiaries about maintaining Medi-Cal coverage after the COVID-19 PHE ends. Encourage beneficiaries to update their contact information so that the county may contact them with important information to keep their coverage. Total Target population: 2,987	3,4,5,6,7,8,9,10	CCOC
Media Outreach	Use multilingual messaging in Social Media, Interactive Voice Response, Call Script, website banner, website, text messaging to engage and inform beneficiaries COVID PHE from target population that PHE will eventually end, deliver important messages to Medi-Cal beneficiaries about maintaining Medi-Cal coverage after COVID-19 PHE ends, and encourage them to updated their contact information so that the county can contact beneficiaries with important information about keeping their coverage. Total Target population: 4,182	3,4,5,6,7,8,9,10	CCOC
60 Days Prior to PHE Termination			
Outreach	Conduct Multilingual outreach activities in the community to engage and COVID PHE inform beneficiaries within target population that PHE will eventually be ending and deliver important messages to Medi-Cal beneficiaries about maintaining Medi-Cal coverage after the COVID-19 PHE ends. Encourage beneficiaries to update their contact information so that the county may contact them with important information to keep their coverage. Total Target population: 2,987	3,4,5,6,7,8,9,10	CCOC



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Media Outreach	Use multilingual messaging in Social Media, Interactive Voice Response, Call Script, website banner, website, text messaging to engage and inform beneficiaries COVID PHE from target population that PHE will eventually end, deliver important messages to Medi-Cal beneficiaries about maintaining Medi-Cal coverage after COVID-19 PHE ends, and encourage them to updated their contact information so that the county can contact beneficiaries with important information about keeping their coverage. Total Target population: 4,182	3,4,5,6,7,8,9,10	CCOC
Retention Assistance	Assist current CCOC's eligible beneficiaries to apply for redetermination of their benefits using DHCS's Tool Kit. Total Target population: 100	3,4,5,6,7,8,9,10	CCOC
Retention	Assist vulnerable and underserved populations to maintain Medi-Cal coverage, identify beneficiaries in need of redetermination assistance or utilization support. Follow up calls, texts and emails to clients to assess needs and challenges. Total Target population: 100	3,4,5,6,7,8,9,10	CCOC
12 Month PHE Unwinding Period			
Retention Assistance	Identify clients in need of recertification and assist in completing their annual redetermination process, using the DHCS Tool kit for we be able to researching their limitations or denials of care, requesting new Medi-Cal Benefits ID cards, and provide points of contact thru the follow up calls, texts and emails to clients to assess needs and challenges. Total Target population: 100	3,4,5,6,7,8,9,10	CCOC
Retention	Assist vulnerable and underserved populations to maintain Medi-Cal coverage, identify clients in need of recertification or utilization support thru follow up calls, texts and emails to clients to assess needs and challenges . Assist in providing required reporting and offer utilization support. Total Target population: 100	3,4,5,6,7,8,9,10	CCOC