



RIVERSIDE - 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
Interview and hire additional staff.	July 2022	N/A
Identify the team for this project and set up roles.	July 2022	N/A
Establish appropriate case management access for Casework Specialists on BenefitsCal.	August 2022	N/A
Complete Catholic Charities onboarding and train new/existing staff on Medi-Cal enrollment process.	August 2022	N/A
Create a schedule and build and a establish workflow goals for our staff to follow.	August 2022	N/A
Create procedures for Casework Specialists to provide uniformity, consistency, and efficiency in service provision.	August 2022	N/A
Establish logistical flow and paths of team communication.	August 2022	N/A
Schedule regular meetings to provide updates as well as to communicate responsibilities and targets/goals.	August 2022	N/A
Conduct outreach utilizing media and printed resources.	September 2022	N/A
Execute Navigators project.	Monthly	N/A
Monitor monthly objectives and outcome.	Monthly	N/A



**RIVERSIDE - CATHOLIC CHARITIES
NAVIGATORS PROJECT WORK PLAN**

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	Interview and assist Medi-Cal applicants / recipients with enrollment and navigation of the BenefitsCal portal.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities San Bernardino & Riverside Counties
Outreach	Provide outreach and support to new and existing Medi-Cal recipients in homeless shelters, food pantries, local businesses, community events, other non-profit organizations, and with existing Catholic Charities clients.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities San Bernardino & Riverside Counties
Retention	Meeting with existing Medi-cal recipients and provide assistance with process of maintaining Medi-Cal eligibility, understanding rights and responsibilities within the Medi-Cal program guidelines. Help Clients with re-opening their closed Medi-Cal cases within the 90-day cure period.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities San Bernardino & Riverside Counties
Application Assistance	Assist applicants with compiling all appropriate documentation for Medi-Cal application. Provide assistance with the completion, clarification, and approval for medi-cal application process.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities San Bernardino & Riverside Counties



RIVERSIDE - CATHOLIC CHARITIES
NAVIGATORS PROJECT WORK PLAN

Access & Utilization	Provide training with downloading, uploading documents, accessing, and maneuvering the BenefitsCal application portal.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities San Bernardino & Riverside Counties
Troubleshooting	Provide assistance with troubleshooting the BenefitsCal application and communicating any system outages to new and existing clients. Provide assistance with resolving any issues with their Medi-Cal benefits.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities San Bernardino & Riverside Counties



**RIVERSIDE - CATHOLIC CHARITIES
NAVIGATORS PROJECT WORK PLAN**

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	Provide outreach and support to new and existing Medi-Cal recipients in homeless shelters, food pantries, local businesses, community events, other non-profit organizations, and with existing Catholic Charities clients.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities San Bernardino & Riverside Counties
Media Outreach	Radio stations, email blasts, and social media posts on platforms such as Facebook, Twitter, and Instagram will be utilized as part of the media outreach strategy.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities San Bernardino & Riverside Counties
60 Days Prior to PHE Termination			
Retention Assistance	Meeting with existing Medi-cal recipients and provide assistance with process of maintaining Medi-Cal eligibility, understanding rights and responsibilities within the Medi-Cal program guidelines. Help Clients with re-opening their closed Medi-Cal cases within the 90-day cure period.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities San Bernardino & Riverside Counties



RIVERSIDE - CATHOLIC CHARITIES
NAVIGATORS PROJECT WORK PLAN

Outreach	Provide outreach and support to new and existing Medi-Cal recipients in homeless shelters, food pantries, local businesses, community events, other non-profit organizations, and with existing Catholic Charities clients.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities San Bernardino & Riverside Counties
12 Month PHE Unwinding Period			
Retention Assistance	Provide training to clients regarding how to navigate and complete annual eligibility redetermination process.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities San Bernardino & Riverside Counties
Retention Assistance	Explain client rights and responsibilities and answer any questions	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities San Bernardino & Riverside Counties
Retention	Explain policies and procedures so clients understand how to contact their County eligibility worker, know who their eligibility worker is, and understand the importance of submitting documentation and completing eligibility reports as requested.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities San Bernardino & Riverside Counties