



RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES  
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>
Identify top three Medi-Cal retention efforts.	11/1/2022	N/A
Assess the current participation in Self-Sufficiency programs and identify areas for increase Medi-Cal participation.	11/1/2022	N/A
Create a plan with GIS vendor ESRI and the GIS team at the Riverside County IT Department to identify potentially eligible Medi-Cal customers and use the information for outreach purposes.	11/15/2022	N/A
Meet with the Federally Qualified Health Care (FQHC) executives to determine the specific FQHC site locations and volume of uninsured patients currently being serviced at the clinics. Establish a plan including technology need, site locations, schedules and staffing.	11/1/2022	N/A
Engage outside agencies and other county departments who also serve the Self-Sufficiency customer base.	11/1/2022	N/A
Identify specific collaboration opportunities to meet the goal of increased participation.	11/1/2022	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 undeach task is on Tab 6.**

<b>TASK</b>	<b>STRATEGIES AND ACTIVITIES</b>	<b>TARGET POPULATIONS</b>	<b>RESPONSIBLE ENTITY</b>
Enrollment	Increase Medi-Cal Enrollment for county jail inmates who are nearing release from jail to ensure they have Medi-Cal benefits available upon their release and decrease recidivism.	11	Riverside DPSS/Sherriff's Dept./RUHS
Enrollment	Process and approve applications referred by Riverside University Health System (RUHS).	1,2,3,4,5,6,7,8,9,10,11	Riverside DPSS/RUHS
Enrollment	Continue to implement the use of Lenovo Teams devices in all three (3) Day Reporting Centers, nine (9) probation offices and fourteen (14) RUHS-CHCs.	1,2,3,4,5,6,7,8,9,10,11	Riverside DPSS/Probation/RUHS
Enrollment	Enhance the processes to secure applications from partners.	1,2,3,4,5,6,7,8,9,10,11	Riverside DPSS
Enrollment	Enhance the distribution process once applications are received.	1,2,3,4,5,6,7,8,9,10,11	Riverside DPSS
Enrollment	Enhance the communication plan with the partnering agencies.	1,2,3,4,5,6,7,8,9,10,11	Riverside DPSS/RUHS/Sherriff's Dept./Probation
Enrollment	Enhance the reporting mechanisms for evaluation processes.	1,2,3,4,5,6,7,8,9,10,11	Riverside DPSS
Outreach	Continue to work with DPSS Research and Development (RADS) on data matching for release of inmates.	11	Riverside DPSS
Outreach	Strategically place Eligibility Services Clerks (EC) or Eligibility Technicians (ET) in the RUHS-CHCs.	1,2,3,4,5,6,7,8,9,10,11	Riverside DPSS/RUHS
Outreach	Develop an information roadshow at the RUHS-CHCs.	1,2,3,4,5,6,7,8,9,10,11	Riverside DPSS/RUHS



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Outreach	Mobile Outreach Vehicle's (MOV) to visit all RUHS-CHCs.	1,2,3,4,5,6,7,8,9,10,11	Riverside DPSS/RUHS
Outreach	Produce geospatial heat maps for prospective eligible customers to target outreach based on those heat maps.	1,2,3,4,5,6,7,8,9,10,11	Riverside DPSS
Access & Utilization	Through service integration efforts and strategic partnerships, maximize and enhance accessibility of enrollment opportunities throughout the county	1,2,3,4,5,6,7,8,9,10,11	Riverside DPSS/RUHS
Access & Utilization	Standardize care coordination/health navigation procedures and practices to maximize utilization of benefits using data	1,2,3,4,5,6,7,8,9,10,11	Riverside DPSS/RUHS
Access & Utilization	Through systems integration, engage in a targeted approach to leverage other social services programs that support a holistic (whole person, whole family, whole community) for eligible individuals	1,2,3,4,5,6,7,8,9,10,11	Riverside DPSS/RUHS



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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	Design and develop new marketing material focused on retention and the ending of the PHE and to comply with the re-determination process.	3,4,5,6,7,8,9,10	Riverside DPSS
Media Outreach	Implement marketing videos within Riverside University Health System - Medical Center facility to promote Medi-Cal.	3,4,5,6,7,8,9,10	Riverside DPSS/RUHS
Outreach	Mass mailing to MC beneficiaries	3,4,5,6,7,8,9,10	Riverside DPSS
Outreach	Informational flyers for outreach Distribution/Social Media	3,4,5,6,7,8,9,10	Riverside DPSS
Outreach	Face to Face Contact Demo check -update	3,4,5,6,7,8,9,10	Riverside DPSS
Outreach	DHCS Coverage Ambassadors - Establish collaboration meetings with the coverage ambassadors in Riverside County to share information and discuss outreach opportunities.	3,4,5,6,7,8,9,10	Riverside DPSS
Outreach	Identify organizations that support non-English speaking communities and educate them about MC and PHE.	3,4,5,6,7,8,9,10	Riverside DPSS
Media Outreach	Work with our Media and Public Relations Unit to promote our events and share information about the PHE on social media, public website and press releases.	3,4,5,6,7,8,9,10	Riverside DPSS
<b>60 Days Prior to PHE Termination</b>			
Outreach	Medi-Cal renewal dedicated community events.	3,4,5,6,7,8,9,10	Riverside DPSS
Outreach	Virtual townhall meeting to inform and educate the renewal process (i.e. what happens next, etc.)	3,4,5,6,7,8,9,10	Riverside DPSS
Outreach	Roadshow to clinics to inform and educate both staff and patients about the MC renewal process.	3,4,5,6,7,8,9,10	Riverside DPSS/RUHS
Retention Assistance	DHCS Coverage Ambassadors - Establish collaboration meetings with the coverage ambassadors in Riverside County to share information and discuss outreach opportunities.	3,4,5,6,7,8,9,10	Riverside DPSS
Outreach	Implement the use of robocalls to inform and remind them of the MC renewal process.	3,4,5,6,7,8,9,10	Riverside DPSS



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Media Outreach	Work with our Media and Public Relations Unit to promote our events and share information about the PHE on social media, public website and press releases.	3,4,5,6,7,8,9,10	Riverside DPSS
Outreach	Face to Face Contact Demo check -update: Inform all encounters at Community Outreach events.	3,4,5,6,7,8,9,10	Riverside DPSS
Media Outreach	Targeted radio adds and outdoor media focused on retention.	3,4,5,6,7,8,9,10	Riverside DPSS
<b>12 Month PHE Unwinding Period</b>			
Redetermination Assistance	DHCS Coverage Ambassadors - Establish collaboration meetings with the coverage ambassadors in Riverside County to share information and discuss outreach opportunities.	3,4,5,6,7,8,9,10	Riverside DPSS
Retention	Target robocalls to customers when they fail to return renewal packet.	3,4,5,6,7,8,9,10	Riverside DPSS
Retention	Work with our Media and Public Relations Unit to promote our events and share information about the PHE on social media, public website and press releases.	3,4,5,6,7,8,9,10	Riverside DPSS
Retention	Once a month visits/events to district offices to promote MC retention.	3,4,5,6,7,8,9,10	Riverside DPSS