



**SAN BERNARDINO 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>
Develop a scope of work to be used for procurement.	N/A	N/A
Secure a CBO contract and work with the contractor to recruit program staff to provide outreach and enrollment services.	N/A	N/A
Secure a CBO contract and work with the contractor to recruit program staff to provide outreach and enrollment services.	N/A	N/A
Develop a schedule of regularly occurring meetings between TAD and CBO.	N/A	N/A
Provide training to CBOs to assist regarding Medi-Cal application assistance and/or renewal forms.	N/A	N/A
Train program staff in outreach strategies.	N/A	N/A
Develop a calendar of enrollment events.	N/A	N/A
Establish tracking and reporting protocols and schedules.	N/A	N/A
CBO contract lead (LLUH) - Establish all sub-contract contractual agreements with the project service providers and provide workforce development training, if required for health navigators and community health workers.	w/in 30 days of award confirmation	N/A
CBO contract lead (LLUH) - Analyze efficiency of call center referrals to determine if operational adjustments need to be made to improve wait times and streamline application processing. Analyze and propose opportunities for adding in-person application processing by CBOs, taking into consideration safety of health navigators and community	w/in 30 days of award confirmation	N/A
CBO contract lead (LLUH) - Schedule de-brief meeting with all program partners on previous phase and share updates on program goals and activities for the extension period.	w/in 30 days of award confirmation	N/A
CBO contract lead (LLUH) - Develop additional marketing material drafts if needed (social media postings and flyers to submit for review and approval of County & Partners).	w/in 30 days of award confirmation	N/A
CBO contract lead (LLUH) - Place additional orders for marketing and educational materials (flyers, brochures, hand sanitizer, pens, etc.).	w/in 30 days of award confirmation	N/A
CBO contract lead (LLUH) - Schedule Medi-Cal outreach and enrollment events in the community that engage with the various targeted populations outlined in section 3.5 of the Introduction Letter.	w/in 30 days of award confirmation	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	Provide Outreach and Enrollment activities through the multi-strategy efforts of virtual, phone calls, and in-person (per the proposed Calendar of Routine Events submitted to San Bernardino County TAD Office).	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Outreach	Organize live/virtual events through community partners in the service areas of North Desert Region, Central & Eastern Regions and Western Regions, in addition to all other routine activities to which the partners can advertise Outreach activities	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Troubleshooting	LLUH-ICP will continue to lead weekly coordination calls with the partners to manage implementation and account for real-time problem solving.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Outreach	Build appropriate community partnerships or encourage/engage: Multi-sector Partner Network; CHW network; Non-Profit Network, Faith-based organizations.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Outreach	Hold routine information distribution and link partners to Health Navigator efforts.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Troubleshooting	Track progress and evaluate if any project activities need to be modified or adjusted to enhance the outcomes and meet the project objectives.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Outreach	Work closely with LLUH project Community Health Worker advisors (compromised of CHW alumni) to identify opportunities for strengthening community partnerships and analyze areas of highest need in the service region.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Enrollment	Utilize Community Health Workers to refer families to the Health Navigators on the project and provide them with the project educational materials to integrate into their daily outreach work.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities



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Troubleshooting	Meet monthly with all partners' Health Navigators to create a space for them to share barriers, successes, and needs. This feedback will inform coalition strategy moving forward. Additionally, will allow for a peer sharing space and allow Health Navigators to lean on each other for support.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Application Assistance	Continue to make enrollment an easy option for people already seeking help and services from local non-profits and establish the Health Navigators as a "Rapid Enrollment Specialty Team" for all extended partners to make referrals. LLUH-ICP and partners will continue to create enrollment opportunities through 211+ phone number with a special option for Medi-Cal Enrollment and phone calls staffed by health navigators; create enrollment support appointments with a health navigator and application accompaniments through phone and special appointments.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Outreach	Conduct outreach through the primary partners' existing programs. Examples of major programs are: Cal Fresh enrollments at 211+; LLUH-ICP, El Sol, and COPE Pop-Up COVID-19 Community Vaccine Clinics; LLUH-ICP community health workers working with school district families; El Sol and LLUH-ICP's contacts at the Mexican and Guatemalan consulate offices (Ventanilla de Salud); LLUH-ICP produce distribution program; El Sol and COPE's programs to address vaccine hesitancy; and COPE's rental support program.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Media Outreach	Maximize the power of outreach through all partner's social media networks and through coalition-branded radio spots to get the word out with direction to call the Health Navigator Call Center.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Outreach	Utilize a primary partner's mass texting platform to provide information regarding Medi-Cal updates to community in English and Spanish.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Retention	Provide material to community members that walks them through creating and updating their BenefitsCal account.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities



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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	Provide community members at outreach events with materials that walk the through the creation of a BenefitsCal account, linking their applications or existing cases to their account, and how to keep their account up to date.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Outreach	Utilize a primary partner's mass texting platform to inform San Bernardino County residents who have opted in of any PHE updates, remind them of the BenefitsCal platform and the importance of creating and keeping their account up to date.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Media Outreach	Maximize the power of outreach through all partner's social media networks to post information regarding PHE updates, remind them of the BenefitsCal platform and the importance of creating and keeping their account up to date.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Media Outreach	Partner with local radio stations to air coalition-branded radio spots with the focus of educating listeners about the BenefitsCal platform and the benefits of account creation to stay up to date on their Medi-Cal status.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
<b>60 Days Prior to PHE Termination</b>			
Outreach	Organize live/virtual events, as needed, through community partners in the service areas of North Desert Region, Central & Eastern Regions and Western Regions.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Outreach	Integrate specific outreach focused on the PHE Termination into all routine activities partners are orchestrating.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities



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Media Outreach	Maximize the power of outreach through all partner’s social media networks to post information regarding PHE Termination and direct them to call center for redetermination assistance.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Media Outreach	Partner with local radio stations to air coalition-branded radio spots with the focus of educating listeners the PHE Termination and direct them to call center for redetermination assistance.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
<b>12 Month PHE Unwinding Period</b>			
Redetermination Assistance	Train and deploy established Health Navigators working as the “Rapid Enrollment Specialty Team” to assist community members with redetermination assistance through the 211+ phone number that is currently used for Medi-Cal Enrollment.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities
Redetermination Assistance	Work with San Bernardino County's TAD Office for encrypted call logs of community members who are eligible for redetermination. Utilize trained Health Navigators for outreach and retention assistance.	1,2,3,4,5,6,7,8,9,10,11	CBO + Subcontracted Entities