



SAN JOAQUIN - 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
No startup plan needed	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
Outreach	Conduct outreach to 8323 families / individuals in the community to engage and inform potentially eligible households. Activities will include presentations/ outreach through, back to school nights / events, on site coffee hours for parents, Parish Bulletins, parish events, Catholic Charities has a CC corner in 4 parishes that serve the target population with information, Community Based Organizations with longstanding partnerships, Flea Markets, Community events such as the annual National Nights outs, First 5 of San Joaquin events, Migrant Education, Catholic Charities Immigration workshops, Harney Lane and Artessi Migrant Camps, CC food bank, Outreach to to 50 and over to inform them of the new coverage, but not limited to.	4,7,8,9,10	Catholic Charities of the Diocese of Stockton, Health Care Access Program
Application Assistance	Care Coordinators will assist 699 families / individuals with application assistance at 3 locations, Stockton, Tracy and Lodi. Families / individuals will be screened, set appointments to for a face to face, virtual and / or home visit to accommodate their needs. Care Coordinator will assist with the gathering of supporting documents needed to fill out an error free application, educate on the navigation process, to secure Medi-Cal.Families/ Individuals are also educated on the importance of preventative care. Care Coordinators are bilingual, culturally sensitive with a combined 39 years of experience,	4,7,8,9,10	Catholic Charities of the Diocese of Stockton, Health Care Access Program
Enrollment	Submitting an error free application will secure an approval for 629 families / individuals. Care Coordinators will complete and submit an error free application through BenefitsCal or paper application. Care Coordinator will make calls, home visits as follow up to make sure families / individuals have been approved.	4,7,8,9,10	Catholic Charities of the Diocese of Stockton, Health Care Access Program



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Access & Utilization	Provide Case Management / Utilization support to 699 enrolled families / individuals. Case Management consists of selecting a managed care plan, doctor, dentist selection, making appointments, finding transportation to accommodate needs, referrals to other services needed to interagency programs, CC Healthy Smiles, CC Cal Fresh, CC Immigration, CC Food bank and outside agencies as needed.	4,7,8,9,10	Catholic Charities of the Diocese of Stockton, Health Care Access Program
Troubleshooting	Assist 599 families /individuals resolving any issues associated with their Medi-Cal benefits and accessing care. Care Coordinator will assist with denials, reading notices (NOA) finding doctors / dentists to fit their need, speak their language, contacting Eligibility worker, but not limited to.	4,7,8,9,10	Catholic Charities of the Diocese of Stockton, Health Care Access Program
Retention	Care Coordinators will identify 964 families / individuals within our internal data base in need of recertification / renewals. Reminder calls are made 30 to 60 days (but not limited to) prior to recertification / renewal date. Care Coordinators will assist with gathering documents, filling out an error free renewal packet and submitting it in the time reflected on the renewal application. Assistance will be conducted at all 3 sites Stockton, Tracy, Lodi, virtually and home visits.	4,7,8,9,10	Catholic Charities of the Diocese of Stockton, Health Care Access Program



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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 outreach events in community, educate community partners that serve target population and Parishes in SOW, Put snippets from PHE toolkit from the DHCS in Parish bulletins, partners news letters and CCS newsletters. Conduct presentations to Parish groups, community Partners, School Coffee hours, in Stockton and both satellite sites in Lodi and Tracy. Snippets from PHE toolkit will be added to flyers. All communication will be conducted in Spanish.	4,7,8,9,10	Catholic Charities of the Diocese of Stockton
60 Days Prior to PHE Termination			
Outreach	Calls will be made to individuals with active benefits in data base to educate on the PHE using snippets from the toolkit on DHCS site as talking points. All outreach will be re-laid by culturally sensitive care coordinators ensure understanding to our most vulnerable population.	4,7,8,9,10	Catholic Charities of the Diocese of Stockton
Retention Assistance	Assist individuals from active data base with reading any and all documentation sent by Human Service Agency (H.S.A.) gathering required documents required to submit an error free renewal application. At all 3 sites Stockton and both satellites sites in Lodi and Tracy.	4,7,8,9,10	Catholic Charities of the Diocese of Stockton
Retention	Make appointments to assist in Lodi, Tracy and Stockton, make home visits when necessary. Complete and submit application. Make calls to ensure individual secures Medi-Cal for another year and to assist with utilization.	4,7,8,9,10	Catholic Charities of the Diocese of Stockton
12 Month PHE Unwinding Period			



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Redetermination Assistance	Identify Individuals with Medi-Cal, educate, assist with renewal, gathering documents, appeals, reinstatements when necessary. Troubleshoot for those that have lost benefits due to not submitting required documents and or renewal application.	4,7,8,9,10	Catholic Charities of the Diocese of Stockton
Retention	Assist individuals with completing and submitting an error free application, Case manager with follow up calls to make sure Medi-Cal is secured for another year. Assist with utilization.	4,7,8,9,10	Catholic Charities of the Diocese of Stockton