



**SANTA CLARA - 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.**

<b>PROGRAM PLANNING AND START-UP ACTIVITIES</b>	<b>ANTICIPATED COMPLETION DATE</b>	<b>ACTUAL COMPLETION DATE</b>
Purchase supplies and equipment.	When awarded	N/A
Create and post job descriptions, interview candidates, and hire staff upon securing award.	Within 6 weeks of start of grant	N/A
Assign dedicated staff to oversee and implement grant objectives.		
Reach out to and prioritize any recently laid off / furloughed staff that meet required qualifications.		
Outreach to hire from priority target populations or former clients.		
Work with agency programs' employment specialists.		
Prepare training material specific to Medi-Cal and provide staff training.	Within 4 weeks of start of grant	N/A
Collaborate with CBOs who provide Medi-Cal outreach and enrollment and provide staff training. Research and apply best practices to reach out to, engage and enroll priority populations.		
Reach out to and establish relationships with county Medi-Cal eligibility supervisors to provide virtual trainings.		
Make sure all project staff are adequately trained and have a clear understanding of project expectations, goals and objectives and have the skills necessary to deliver high-quality services to target populations.		
Look at expanding existing outreach locations. Share space that is accessible to target populations and within their communities	Within 6 weeks of start of grant	N/A
Make connections to other community based organizations with relevant client needs to create an outreach event schedule.		
Look at expanding existing outreach locations. Share space that is accessible to target populations and within their communities.		



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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.**

<b>TASK</b>	<b>STRATEGIES AND ACTIVITIES</b>	<b>TARGET POPULATIONS</b>	<b>RESPONSIBLE ENTITY</b>
Outreach	Develop a plan to conduct outreach to potentially eligible families about the availability of Medi-Cal benefits and the application process.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities of Santa Clara County
Enrollment	Utilize proven outreach strategies and develop culturally appropriate and language appropriate marketing materials to motivate and encourage potentially eligible families to apply for Medi-Cal benefits.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities of Santa Clara County
Enrollment	Schedule and attend community activities such as food bank distribution locations, libraries, flea markets, block parties, health fairs, community / school /church events, special events and other relevant opportunities focused on target populations do conduct outreach.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities of Santa Clara County
Application Assistance	Assist potentially eligible families with their Medi-Cal applications, including support for families pursuing to apply for Medi-Cal via MyBCW (www.mybenefitscalwin.org). MyBCW is an online portal that enables individuals to create personal accounts that make it possible to use a computer or smartphone to apply for Medi-Cal benefits, upload eligibility verification documents, sign forms electronically, and receive text message reminders about benefits renewal.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities of Santa Clara County
Access & Utilization	Provide confidential computer access to potential Medi-Cal applicants as a method to apply for Medi-Cal benefits electronically via MyBCW. The computer access will be provided at the following fixed address and available to the public for a minimum of 15 hours per week from Monday through Friday, 8:00 a.m. to 5:00 p.m.: 2625 Zanker Rd., San Jose, CA 95134	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities of Santa Clara County
Retention	Encourage potentially eligible Medi-Cal families to apply for other County benefits as part of their application. Contact Medi-Cal applicants to follow-up on the status/progress of their Medi-Cal applications.	1,2,3,4,5,6,7,8,9,10,11	Catholic Charities of Santa Clara County



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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	Increased communication/cooperation with County/City departments, including OES/OEM, regarding the PHE.	1,2,3,4,5,6,7,8,9,10,11	CCSCC
Outreach	Train staff to understand new client barriers presented by the PHE.	1,2,3,4,5,6,7,8,9,10,11	CCSCC
Media Outreach	Provide information about accessing services and/or service modifications on CCSCC website and social media.	1,2,3,4,5,6,7,8,9,10,11	CCSCC
Outreach	Train staff in safety protocols specific to the PHE and any service modifications needed / required.	1,2,3,4,5,6,7,8,9,10,11	CCSCC
Outreach	Conduct a greater percentage of communication and services via remote means such as phone, text, email, videoconferencing.	1,2,3,4,5,6,7,8,9,10,11	CCSCC
Outreach	If eligibility has been expanded during the PHE, promote to any newly eligible populations.	1,2,3,4,5,6,7,8,9,10,11	CCSCC
<b>60 Days Prior to PHE Termination</b>			
Retention Assistance	Complete applications.	1,2,3,4,5,6,7,8,9,10,11	CCSCC
Retention	Trouble shoot pending applications and denials.	1,2,3,4,5,6,7,8,9,10,11	CCSCC



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Retention	Retention follow up calls with applicants.	1,2,3,4,5,6,7,8,9,10,11	CCSCC
<b>12 Month PHE Unwinding Period</b>			
Redetermination Assistance	Ascertain whether there will be a redetermination or contraction of eligibility at the close of PHE.	1,2,3,4,5,6,7,8,9,10,11	CCSCC
Redetermination Assistance	Train staff on any new guidance about eligibility.	1,2,3,4,5,6,7,8,9,10,11	CCSCC
Redetermination Assistance	Conduct outreach to inform current recipients and wider community about any eligibility changes.	1,2,3,4,5,6,7,8,9,10,11	CCSCC
Retention	Assist current recipients to determine whether they can retain benefits or whether they must undergo redetermination.	1,2,3,4,5,6,7,8,9,10,11	CCSCC