



SONOMA COUNTY - 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
Staff Training of Navigation Project Scope, County Expectations, and 2022 MediCal Revisions Updates.	December 1, 2022	N/A
Schedule Outreach Events.	Monthly for upcoming month - ongoing outreach to be scheduled prior to 10/1/22	N/A
Calendar Outreach events through agency services and events.		
Expand community partners in Lake, Napa and Sonoma Counties to deepen breadth of MediCal Navigation effort and success.	12/1/2022 and ongoing as needed	N/A
Secure MOUs and other partner agreements.		



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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
Media Outreach	Social Media outreach including Facebook, Instagram, and Twitter.	1,2,3,4,5,6,7,8,9,10,11	CCDSR
Media Outreach	Presentation and flyers at Spanish Mass, Culture Fairs and events, Roseland branch of Sonoma Co Library, including "Protecting Immigrant Individuals and Families" public charge information and flyers. Focus will include the Undocumented community 50 years+, as they are a new service population.	Target Population 7, Immigrants & Families of Mixed Immigration Status	CCDSR
Outreach	Outreach to current and past CCDSR Agency Immigration clients, including undocumented individuals 50 years and older.	Target Population 7, Immigrants & Families of Mixed Immigration Status	CCDSR
Outreach	Presentations and direct engagement at events including Parish outreach, Food Distribution Sites, Community Meetings at Supportive Housing and Shelters, Health Fairs, Cultural events, CBO partners and public agencies. Outreach conducted in culturally informed manner, language specific as needed.	1,2,3,4,5,6,7,8,9,10,11	CCDSR
Application Assistance	Call and engage current CCDSR served households and assist with MediCal Enrollment.	1,2,3,4,5,6,7,8,9,10,11	CCDSR



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Application Assistance	On-Site application assistance at Food Distributions.	Target Populations 9 & 10 Low Wage Workers , Families & Dependents, Uninsured Children or Youth Formerly Enrolled	CCDSR
Application Assistance	Onsite application assistance targeting homeless individuals, Veterans, low-income families, individual and family emergency shelter operations, and homeless street outreach efforts.	1,2,3,4,5,6,7,8,9,10, 11	CCDSR
Enrollment	Actively enroll current and previously served CCDSR households.	1,2,3,4,5,6,7,8,9,10, 11	CCDSR
Enrollment	Onsite during outreach efforts actively enrolling individuals at events including Food Distributions, Citizenship Classes, Immigration Fairs, Parish Outreach, CBO hosted events, Satellite Offices.	1,2,3,4,5,6,7,8,9,10, 11	CCDSR
Retention	Identify individuals within internal database in need of recertification.	1,2,3,4,5,6,7,8,9,10, 11	CCDSR
Retention	Identify individuals within internal database without a medical home.	1,2,3,4,5,6,7,8,9,10, 11	CCDSR
Retention	Identify individuals within internal database active in Media-Cal without a medical home and recertify.	1,2,3,4,5,6,7,8,9,10, 11	CCDSR
Troubleshooting	Support clients with identifying the issues concerning their case and refer them to external resources as needed.	1,2,3,4,5,6,7,8,9,10, 11	CCDSR
Access & Utilization	Support clients with identifying the issues concerning their case and refer them to external resources as needed.	1,2,3,4,5,6,7,8,9,10, 11	CCDSR



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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			
Media Outreach	Collaborate with County MediCal operations at Social Services offices to align in the roll out of PHE Changes. During PHE, CCDSR will provide flyers, information via social media update to ensure eligible clients we work with as well as new clients have the most current information regarding eligibility and enrollment.	1,2,3,4,5,6,7,8,9,10,11	CCDSR
Media Outreach	Utilize mass text message system to inform CCDSR clients who have been assisted with Medi-Cal, both new and retained clients of changes. Messages will be transmitted at each stage of the process.	1,2,3,4,5,6,7,8,9,10,11	CCDSR
Outreach	Call and directly engage current and previousl served CCDSR served households.	1,2,3,4,5,6,7,8,9,10,11	CCDSR
Outreach	Outreach to current and past CCDSR Agency Immigration clients, including undocumented individuals 50 years and older.	Target Population 7, Immigrants & Families of Mixed Immigration Status	CCDSR



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Outreach	Outreach and engagement at pre-existing partner sites where we do ongoing benefit enrollment with updated information regarding PHE. Provide partner sites with the informational flyers to share with clients when we are not on site as well as give them access to contact Service Navigators and set up appointments with questions or clarifications.	1,2,3,4,5,6,7,8,9,10,11	CCDSR
Outreach	Outreach and engagement with ongoing and one time community events, such as health fairs, disaster preparedness fairs, and farmers markets, to provide flyers and information to the general community regarding changes.	1,2,3,4,5,6,7,8,9,10,11	CCDSR
60 Days Prior to PHE Termination			
Outreach	Collaborate with County MediCal operations at Social Services offices to align in the roll out of PHE Changes. Sixty days prior to PHE, CCDSR will provide flyers, information via radio and social media update to ensure eligible clients we work with as well as new clients have the most current information regarding eligibility and enrollment.	1,2,3,4,5,6,7,8,9,10,11	CCDSR
Retention	During the 60 days prior to PHE Unwinding period, CCDSR will support clients to retain benefits through follow-up and being a trusted resource for updated information - particularly in regards to financial changes that will occur during the PHE.	1,2,3,4,5,6,7,8,9,10,11	CCDSR
Retention Assistance	Service Navigators will update documents and provide financial status change information on behalf of the clients as needed.	1,2,3,4,5,6,7,8,9,10,11	CCDSR
Outreach	Sixty days prior to PHE, CCDSR will provide flyers to ensure eligible clients we work with as well as new clients have the most current information regarding eligibility and enrollment.	1,2,3,4,5,6,7,8,9,10,11	CCDSR
Retention	CCDSR's Financial Stability and Community Resource Service Navigator Teams will reach out to offer support and clarity around changes as client benefits adjust. Support can look like additional benefit enrollment (CalFresh, SSI/SSD), and referrals into our financial stability programs.	1,2,3,4,5,6,7,8,9,10,11	CCDSR
12 Month PHE Unwinding Period			
Retention	During the 12 month PHE Unwinding period, CCDSR will support clients to retain benefits through follow-up and being a trusted resource for updated information.	1,2,3,4,5,6,7,8,9,10,11	CCDSR



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Retention	CCDSR's Financial Stability and Community Resource Teams will reach out to offer support as client benefits may change	1,2,3,4,5,6,7,8,9,10,11	CCDSR
Redetermination Assistance	Staff will assist existing Medi-Cal recipients to complete and submit their annual redetermination forms	1,2,3,4,5,6,7,8,9,10,11	CCDSR