



**STANISLAUS 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.

PROGRAM PLANNING AND START-UP ACTIVITIES	ANTICIPATED COMPLETION DATE	ACTUAL COMPLETION DATE
<p>Amend El Concilio contract to include MC Navigator outreach activities. El Concilio's main focus will continue to be the inmate outreach activities at the county jails. In addition, we would like to expand their activities to include education on enrollment, retention, direct outreach, and assistance with application and redetermination materials and deadlines. No eligibility determinations will be made by contractor. The Community Services Agency (CSA) will provide a list to El Concilio of inmates who do not have MC and with coordination with the Sheriff's department, MC outreach will be conducted at the jail facilities. The goal is to obtain an application from the inmate. In addition, El Concilio will also contact customers by phone to engage in outreach activities associated with MC Navigator funding, which will include reaching out prior to PHE Lifting and after PHE lifting a focus on customers who have not provided their renewal packets. In addition, El Concilio will add information in their website utilizing the PHE Global Language to offer services to the community and for their services be open to the community. El Concilio's availability to assist the community is by phone, in person, and they are available to go to the customer's place of residence.</p>	11/30/2022	N/A
<p>Amend El Concilio contract to include updated reporting requirements. The MC Navigator project requires documentation for all actions taken, El Concilio's reporting requirement will have to be amended to meet these needs.</p>	11/30/2022	N/A
<p>El Concilio currently has 2 dedicated staff that assists with the inmate outreach activities and MC Outreach associated to PHE focus.</p>	11/30/2022	N/A
<p>The county will provide training to these new assigned staff to go over the various tasks they will be expected to perform to meet the overall goals and objectives. Part of the training will include Medi-Cal basics in new applications, redetermination, required changes and forms. We will also include scripts for phone outreach to the community. Training on tracking requirements will be included as well.</p>	11/30/2022	N/A
<p>The county will research the various media platforms available in the county to perform outreach activities. Stanislaus county does not have any active media outreach for the MC Program. Some of the platforms researched are online options and radio options.</p>	12/01/2022	N/A
<p>The county will contract with media platforms to began media outreach activities. Will need to research the various platforms, meet with various vendors, work with our contract department to meet county policy on contracts, and county will need to put together the media information that will be released. County will use global language information to align with the goal of delivering consistent messaging.</p>	02/01/2023	N/A



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Staff supporting at the Access Center (homeless), Behavioral Health, Probation Department, will be provided additional training and activities added to perform outreach activities. Staff associated to the MC Navigator activities will focus on outreach activities related to enrollment (ex. offering MC to a CF only recipient), retention (reviewing paperwork, documentation, or informing of MC RE due dates for customer to be educated on the process), access to utilization and health care (providing information regarding Managed Care, BIC Cards/MCP cards) to vulnerable populations in these locations.	10/31/2022	N/A
Staff supporting at the Access Center (homeless), Behavioral Health, Probation Department, will be trained in the allowable activities under the MC Navigator Program and the tracking requirements that will need to be performed.	10/31/2022	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.

TASK	STRATEGIES AND ACTIVITIES	TARGET POPULATIONS	RESPONSIBLE ENTITY
Retention	Customer contact to inform of MC packet not received, assistance with completing packets.	7,8,9,11	CBO
Outreach	Community events with information about MC, handing out flyers and outreach materials.	7,8,9	CBO
Application Assistance	Focus on application access for vulnerable populations and availability to a case manager at certain sites.	1,2,5	Stanislaus County
Media Outreach	Media outreach to the community via radio stations, ads, etc.	4,7,8	Stanislaus County
Outreach	In-person outreach at community events to target specific populations.	4,7,8	Stanislaus County
Access & Utilization	Case Manager access to assist customers with managed care, Medi-Cal Rx, information about where to access services.	1,2,5	Stanislaus County
Troubleshooting	Case Manager access to assist customers with MC related issues with BICs and eligibility statuses.	1,2,5	Stanislaus County
Outreach	EI Concilio will conduct MC Outreach to the Inmates in county jail.	11	CBO



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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			
Retention	Phone contact to beneficiaries to provide information about the importance of reporting address and/or other changes to the county in anticipation of the PHE lifting.	7,8,9,11	CBO
Outreach	Add outreach activities in the community that will provide information about Medi-Cal and utilizing global language about address changes, etc.	7,8,9	CBO
Media Outreach	Media outreach to the community via radio stations, ads, etc. that will contain information about Medi-Cal and with the use of global language information about address changes, etc. in anticipation of PHE lifting.	4,7,8	Stanislaus County
Outreach	Outreach to inmates in county jail who do not have MC. Goal will be to conduct MC Outreach and obtain an application for Medi-Cal.	12	CBO
60 Days Prior to PHE Termination			
Retention	Phone contact to beneficiaries to provide information about turning in MC redetermination packets as PHE is lifting.	7,8,9,11	CBO
Outreach	Outreach activities in the community that will educate the community of the upcoming end of the PHE and to reply to any correspondence sent by the county.	7,8,9	CBO
Media Outreach	Media outreach to the community via radio stations, ads, etc. that will contain information about PHE lifting. Informing the community about turning their packets in, date of the PHE ending, where to ask questions, how to contact county etc.	4,7,8	Stanislaus County



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Access & Utilization	Case Manager access to assist customers with managed care, Medi-Cal Rx, information about where to access services and provide information about PHE lifting.	1,2,5	Stanislaus County
Troubleshooting	Case Manager access to assist customers with MC related issues with BICs and eligibility statuses and provide information about PHE lifting.	1,2,5	Stanislaus County
Outreach	Add flyers, posters in county lobbies with information about PHE lifting - using global language.	1,2,3,4,5,6,7,8,9,10,11	Stanislaus County
Outreach	Distribute flyers, posters in county lobbies with information about PHE lifting to community partners- using global language.	1,2,3,4,5,6,7,8,9,10,11	Stanislaus County
12 Month PHE Unwinding Period			
Retention	Phone contact to beneficiaries who have not turned in their MC redetermination packets. Packet assistance.	7,8,9,11	CBO
Outreach	Outreach activities in the community that will educate the community of the end PHE and to reply to any correspondence sent by the county.	7,8,9	CBO
Media Outreach	Media outreach to the community via radio stations, ads, etc. that will contain information about PHE lifting. Informing the community about turning their packets in, responding to county correspondence, where to ask questions, how to contact county etc.	4,7,8	Stanislaus County
Access & Utilization	Case Manager access to assist customers with managed care, Medi-Cal Rx, information about where to access services and provide information and to review case for upcoming MC RE and inform customer.	1,2,5	Stanislaus County
Troubleshooting	Case Manager access to assist customers with MC related issues with BICs and eligibility statuses and provide information about MC renewals due dates if applicable.	1,2,5	Stanislaus County
Outreach	Add Flyers, posters in county lobbies with information about PHE lifting - using global language.	1,2,3,4,5,6,7,8,9,10,11	Stanislaus County
Outreach	Distribute Flyers, posters in county lobbies with information about PHE lifting to community partners- using global language.	1,2,3,4,5,6,7,8,9,10,11	Stanislaus County