



**TRINITY 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>
Board of Supervisors Approve Navigators Project funding request	9/30/2022	N/A
Policies and procedures developed for agency staff and CBOs	9/30/2022	N/A
Ammend MOU with Probation Department	9/30/2022	N/A
Train existing employees	9/30/2022	N/A
Develop MOU with Open-Door Community Health Clinic	10/30/2022	N/A
Develop MOU with Rancheria Tribal Clinic	10/30/2022	N/A
Develop MOU with Mountains Community Hospital	12/30/2022	N/A
Develop MOU with County Housing Unit	12/30/2022	N/A
Determine connectivity, facility locations, etc. for enhanced outreach activities	Ongoing	N/A
Evaluate internal processes and procedures for in-reach efforts for enrollemnt and retaining coverage	Ongoing	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 under each task is on Tab 6.**

<b>TASK</b>	<b>STRATEGIES AND ACTIVITIES</b>	<b>TARGET POPULATIONS</b>	<b>RESPONSIBLE ENTITY</b>
Outreach	Regular outreach conducted via co-location efforts, media avenues, etc.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS
Application Assistance	CBOs and identified stakeholders along with agency staff provide on-site application assistance.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS
Troubleshooting	CBOs and identified stakeholders refer individuals to agency staff for troubleshooting.	1,2,3,4,5,9,11	Trinity HHS and selected CBOs
Access & Utilization	CBOs and identified stakeholders assist in access & utilization of services.	1,2,3,4,5,9,11	Trinity HHS and selected CBOs
Enrollment	Referrals from CBOs, Stakeholders and Outreach efforts are enrolled according to mandated processing rules.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS and selected CBOs
Retention	Agency staff and CBOs communicate essential changes to Medi-Cal beneficiary contact information.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS and selected CBOs
Outreach	Regular schedules created for static outreach locations.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS and selected CBOs
Outreach	Agency staff co-located at various stakeholder community locations.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS and selected CBOs
Outreach	Agency staff conduct Street Outreach with Housing Unit staff.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS and selected CBOs
Enrollment	Presumptive Eligibility applicants referred to agency staff through Liaisons.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS
Access & Utilization	Agency staff coordinate access and utilization services with health care facilities through case management.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS



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Media Outreach	Quarterly radio and newspaper spots targeting specific populations and remote communities.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS
Media Outreach	Agency Facebook page, CBO Facebook pages, other electronic media sources.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS and selected CBOs
Enrollment	Utilize effective in-reach mechanisms to identify uninsured CalFresh recipients and conduct additional retention efforts for recently discontinued Medi-Cal persons.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS
Outreach	Post materials and posters at various locations throughout the county.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS and selected CBOs



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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
<b>During PHE</b>			
Media Outreach	Signage (marquees, etc.) displaying Medi-Cal messaging.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS
Media Outreach	Two Circular adds (Wednesday and Sunday) with Medi-Cal messaging.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS
Outreach	Staff stationed in the lobby of healthcare facilities for Medi-Cal outreach.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS
Outreach	Brochures and materials posted on CBOs and selected partners spaces.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS
Outreach	Staff attending local events and informing people to update their contact info.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS
Media Outreach	Social mirroring campaign informing current Medi-Cal customers to update contact info.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS
<b>60 Days Prior to PHE Termination</b>			
Outreach	Tailgating local food commodity distribution.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS
Outreach	Staff attending local Wednesday Farmer's Market (booth set up) informing public about Medi-Cal.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS
Retention Assistance	Collaborating with health care facilities/clinics regarding updated address sharing.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS



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Outreach	Staff assist health care facilities in identifying and assisting Medi-Cal applicants/recipients.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS
Media Outreach	Social Media campaign reflecting PHE termination messaging.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS
<b>12 Month PHE Unwinding Period</b>			
Redetermination Assistance	Overtime hours offered to all staff to assist in redetermination efforts.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS
Retention	Overtime hours offered to all staff to assist in retention efforts.	1,2,3,4,5,6,7,8,9,10,11,12	Trinity HHS