



**TUOLUMNE 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>
Identify partnering CBOs to assist with outreach and discuss co-location workspace. Schedule meetings with all CBOs to discuss project objective and to obtain level of commitment. Create a navigator schedule for each co-location site committed to assist with marketing and /or co-location workspace.	Within 60 days of approval	N/A
Recruit and train Medi-Cal Navigators. Navigators will be recruited based on knowledge of Medi-Cal and exceptional customer service skills. Training will include Implicit Bias, Trauma Informed, and Cultural Diversity training.	Within 12 months of approval and annually thereafter	N/A
Identify applications received through navigation outreach. Purchase supplies used to track navigation applications initiated through a CBO. Coordinate with county probation to utilize community service personnel to prepare outreach navigation application and affix the identifying sticker/stamp. Identify vendor to purchase supplies necessary to identify navigations by site. Upon receiving supplies, coordinate with County probation to schedule community service to create navigation packets.	Within 30 days of receiving supplies needed to identify navigation applications	N/A
Identify Public Health and Behavioral Health navigation funding to braid and/or leverage to enhance Medi-Cal Navigation funding. Schedule a meeting with Public Health fiscal unit to discuss the opportunity to braid/enhance Medi-Cal navigation funding.	With in 90 days of approval	N/A
Partner with the medical community to create a medical provider resource guide for Medi-Cal recipients. Contact marketing/management staff from each medical entity who serve Medi-Cal recipients to gauge interest in creating a provider resource guide for Medi-Cal recipients. Obtain contact information for each medical entity. Obtain volunteers from existing staff to work with community partners to develop guide, create a branding, order guides, distribute guides and purchase storage containers for excess guides.	Within 90 days of approval	N/A
Provide training for the medical community and CBO's, training topic Medi-Cal online application portal. Contact medical community and CBO's to offer in service training on the Medi-Cal online application portal.	Within 90 days of approval	N/A
Provide training to local hospital - Topic Medi-Cal Presumptive Eligibility Program. Contact local hospital and offer in-service training on the Medi-Cal Presumptive Eligibility Program.	Within 90 days of approval	N/A



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Purchase outreach tools to enhance Medi-Cal awareness in the community. Upon approval from DHCS to purchase outreach tools, within 2 weeks identify staff responsible for determining the tools to be used for outreach. Within 2 weeks of identifying staff, choose marketing tools. Within one week of choosing marketing tools, order tools. Upon receipt of marketing tools, distribute during outreach events.	Upon approval and continuously	N/A
Create a mechanism to track application received through outreach. Create a manual or electronic tracking application to identify the number of applications received through Medi-Cal navigation . Identify the classification responsible to track outreach applications. Create tracking device that calculates the number of applications received through outreach efforts. Identify the classification responsible to gather and report data.	Within 30 days of approval	N/A
Identify the number of Medi-Cal Navigation applications approved for each target population served. Create an electronic tracking mechanism to identify by target population the number of applications approved. Create a CalSAWS case flag to identify Medi-Cal navigation applications by target population. Generate report on the first of each month for approvals that occurred the month prior. Identify classification responsible for creating and removing case flag. Identify classification responsible to gather and report data.	By the first of the month following implementation	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.**

TASK	STRATEGIES AND ACTIVITIES	TARGET POPULATIONS	RESPONSIBLE ENTITY
Outreach	Increase the number of hours dedicated to Medi-Cal outreach from 8 to 80 hours per month. Conduct an internal recruitment to identify staff interested in Medi-Cal navigation. Adjust workload of staff chosen to conduct navigation services. Introduce staff to CBO's. Create a navigation scheduled with input from CBO's. Create navigation procedure to identify and utilize time study codes to track staff's time conducting Medi-Cal navigation services.	3, 4, 5, 8, 11, and CalFresh in reach	Tuolumne County
Enrollment	Increase enrollment in the Medi-Cal program for inmates being released from Tuolumne County Jail. Obtain an Integrated Case Worker to visit the Tuolumne County Jail each week to assist inmates with Medi-Cal applications.	11	Tuolumne County
Enrollment	Increase enrollment in the Medi-Cal program for inmates being released from California State Prison system. Obtain an Integrated Case Worker to assist inmates being released from the California State Prison system with obtaining Medi-Cal benefits.	11	Tuolumne County
Application Assistance	Partnering with other Tuolumne County departments (Behavioral Health, Homeless Social Worker, Public Health) visiting the different Homeless camps within Tuolumne County to assist individuals in applying for Medi-Cal.	3, 4, 5	Tuolumne County
Troubleshooting	Integrated Case Workers assist clients on a daily basis with helping clients get a temporary BIC or a new permanent BIC, explaining information about their managed care plan card, assisting with provider/pharmacy billing issues, assisting with provider/pharmacy referral information, and any education about how to use their Medi-Cal benefits	3, 4, 5, 8, 11	Tuolumne County
Media Outreach	Increase the public knowledge of services by advertising Medi-Cal and CalFresh services utilizing local Television, local Radio, local Movie Theater and billboards to be placed on local Transit Buses. Complete contracts with local Television, Radio, Theater and Transit Buses advertising personnel, create advertising verbiage and design.	3, 4, 5, 8, 11, and CalFresh in reach	Tuolumne 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.**

TASK	STRATEGIES AND ACTIVITIES	TARGET POPULATIONS	RESPONSIBLE ENTITY
<b>During PHE</b>			
Outreach	Increase the knowledge of Medi-Cal to the community. Conduct an internal recruitment to identify staff interested in Medi-Cal navigation. Obtain two Integrated Case Workers to attend Peaceful Valley Farmers Market once a month to distribute outreach materials and information along with utilizing outreach laptops to assist clients in the application process on BenefitsCal website.	3, 4, 5, 8, 11, and CalFresh inreach	Tuolumne County
Outreach	Increase the knowledge of Medi-Cal to the community. Conduct an internal recruitment to identify staff interested in Medi-Cal navigation. Obtain an Integrated Case Worker to attend community outreach events with the local food banks (Interfaith and ATCAA) to distribute outreach materials and information along with utilizing outreach laptops to assist clients in the application process on BenefitsCal website.	3, 4, 5, 8, 11, and CalFresh inreach	Tuolumne County
Outreach	Increase the knowledge of Medi-Cal to the community. Conduct an internal recruitment to identify staff interested in Medi-Cal navigation. Obtain an Integrated Case Worker to attend community outreach events with the Family Resource Center in Jamestown, CA to distribute outreach materials and information along with utilizing outreach laptops to assist clients in the application process on BenefitsCal website.	3, 4, 5, 8, 11, and CalFresh inreach	Tuolumne County



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Media Outreach	Increase the public knowledge of services by advertising Medi-Cal services utilizing local Television, local Radio, local Movie Theater and billboards to be placed on local Transit Buses. Complete contracts with local Television, Radio, Theater and Transit Buses advertising personnel, create advertising verbiage and design.	3, 4, 5, 8, 11, and CalFresh inreach	Tuolumne County
<b>60 Days Prior to PHE Termination</b>			
Retention Assistance	Tuolumne County Social Services will host a Question and Answer event in different locations of Tuolumne County to encourage clients to come to the closest location to receive information and/or help with applying for Medi-Cal, report changes to existing Medi-Cal, help with completing forms and to answer clients questions.	3, 4, 5, 8, 11, and CalFresh inreach	Tuolumne County
Retention Assistance	Sending all Medi-Cal cases the DHCS Flyer reminding clients to update their contact information.	3, 4, 5, 8, 11, and CalFresh inreach	Tuolumne County
Retention Assistance	Increase the knowledge of Medi-Cal to the community. Conduct an internal recruitment to identify staff interested in Medi-Cal navigation. Obtain an Integrated Case Worker to attend community outreach events with the local food banks (Interfaith and ATCAA) to distribute outreach materials and information along with utilizing outreach laptops to assist clients in the application process on BenefitsCal website.	3, 4, 5, 8, 11, and CalFresh inreach	Tuolumne County
Media Outreach	Advertising Medi-Cal services utilizing local Television, local Radio, local Movie Theater and billboards to be placed on local Transit Buses.	3, 4, 5, 8, 11, and CalFresh inreach	Tuolumne County



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12 Month PHE Unwinding Period			
Redetermination Assistance	Tuolumne County Social Services will host a Question and Answer event within different locations of Tuolumne County to encourage clients to come to the closes specified location to receive help with applying for Medi-Cal, report changes to existing Medi-Cal, help with completing forms and to answer clients questions.	3, 4, 5, 8, 11, and CalFresh inreach	Tuolumne County