



Contract Number

20-55 A-2

SAP Number

N/A

Transitional Assistance Department

Department Contract Representative
Telephone Number

Stephanie Maldonado

(909) 386-9700

Contractor

California Department of Health
Care Services

Contractor Representative

Health Enrollment Navigators
Project

Telephone Number

(916) 552-9200

Contract Term

January 1, 2020 – June 30, 2022

Original Contract Amount

\$1,293,463

Amendment Amount

\$142,725

Total Contract Amount

\$1,436,188

Cost Center/Internal Order

5019121000

Briefly describe the general nature of the contract: Amended allocation agreement, Amendment No. 2 to Contract No. 20-55, effective March 31, 2022, from the California Department of Health Care Services for the Medi-Cal Health Enrollment Navigators Project to provide outreach and enrollment services, extending the agreement an additional three months and increasing the amount by \$142,725, from \$1,293,463 to \$1,436,188, for a total agreement period of January 1, 2020 through June 30, 2022.

FOR COUNTY USE ONLY

Approved as to Legal Form

Adam Ebright, Deputy County Counsel

Date 2/14/2022

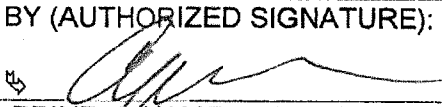
Reviewed for Contract Compliance

Date

Reviewed/Approved by Department

Date 3/23/22

ALLOCATION AGREEMENT AMENDMENT 2 (A2)
MEDI-CAL HEALTH ENROLLMENT NAVIGATORS PROJECT
San Bernardino County
State of California – Department of Health Care Services

1. This amendment is entered into between the Department of Health Care Services and the County named below:	
San Bernardino County	
2. Performance Period: February 28, 2020 through June 30, 2022	
3. Administrative Close-Out Period: July 1, 2022 through August 31, 2022	
4. Prior Agreement Amount: \$1,293,463	
5. Amendment Effective Date: Upon DHCS counter-signature, unless otherwise specified.	
6. The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Allocation Agreement and incorporated herein. All other terms and conditions not specifically revised by this amendment shall remain the same.	
I. Purpose of amendment: This Amendment shall be used to increase or decrease the approved Allocation Agreement Budget Plan or to modify the approved Performance Period end date due to approved revisions to the original Work Plan and/or Goals and Objectives. Revisions may be due to the following: a. Modifications to work plan activities due to the impacts of COVID-19 and the need to reassess outreach opportunities. b. Additions or reductions to targeted population(s). c. Addition of new activities due to creative workarounds during the pandemic, such as review of Cal-Fresh in-reach cases. d. Addition of new Community-Based Organization (CBO) partnerships. e. Updates to goals and objectives. f. Revisions to projected enrolled and retained numbers. g. Requests for additional funding due to work plan revisions or other necessary considerations.	
II. Amended Allocation Agreement Documents: a. Revised Budget Plan – A2 – Attachment 1 b. Revised Work Plan – A2 – Attachment 2 c. Revised Goals and Objectives – For Reference Only	
III. Changes made in this amendment must be made as bold and <u>underline</u> for new additions, while deletions must be made as strikethrough text (i.e. strike).	
REVISED ALLOCATION AMOUNT NOT TO EXCEED \$1,436,188.00	ONE MILLION, FOUR HUNDRED THIRTY-SIX THOUSAND, ONE HUNDRED EIGHTY-EIGHTY DOLLARS
The General and Special Provisions attached are made a part of and incorporated into the Agreement.	
SAN BERNARDINO COUNTY 385 N. ARROWHEAD AVE., 5 TH FLOOR SAN BERNARDINO, CA 92415	DEPARTMENT OF HEALTH CARE SERVICES STATE OF CALIFORNIA ATTN: HEALTH ENROLLMENT NAVIGATORS SECTION MEDI-CAL ELIGIBILITY DIVISION PO BOX 997417, MS 4607 SACRAMENTO, CA 95899-7417
BY (AUTHORIZED SIGNATURE): 	BY (AUTHORIZED SIGNATURE): 
PRINTED NAME AND TITLE OF PERSON SIGNING: Curt Hagman, Chairman, Board of Supervisors	PRINTED NAME AND TITLE OF PERSON SIGNING: Sandra Williams, Division Chief
DATE SIGNED: MAR 01 2022	DATE SIGNED: 3/24/2022

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MEDI-CAL HEALTH ENROLLMENT NAVIGATORS PROJECT
County of San Bernardino
State of California – Department of Health Care Services

(1) of this Agreement to closeout or wind down all administrative Health Navigator Project activities.

B. Allocation Execution

1. County agrees to complete the activities in accordance with the time of the Allocation Performance Period and under the terms and conditions of this Agreement.
2. County shall comply with the provisions of AB 74 (Chapter 23, Statutes of 2019).
3. County agrees to submit in writing any deviation from the attached work plan to the State for approval prior to implementation of changes.

C. Allocation Costs

Subject to the availability of the Allocation Amount, the State hereby grants to the County funding not to exceed the amount stated on page one (1) of this Agreement in consideration of and on condition that the sum be expended in carrying out the purpose as set forth in the Work Plan and under the terms and conditions set forth in this Agreement.

The Allocation Amount to be provided to the County, under this Agreement, may be disbursed as follows:

1. To Community Based Organizations (CBOs): County shall disperse any amount of the Allocation Amount that the county deems appropriate. The County is recommended to collaborate with one or more CBOs to develop, conduct, and implement effective tools and methods to expand Medi-Cal outreach, increase Medi-Cal enrollment and contribute efforts to retention for the uninsured, targeted populations. The County is not required to immediately contract with CBOs in light of the timelines that may be necessary for contracting processes. However, the County will need to demonstrate through required reporting activities on the progress of contracting with CBOs.
2. Indirect administrative costs, including planning, plan documentation, and other administrative costs shall not exceed the amount approved in the Budget Plan, Attachment 1 of the Allocation Agreement.

D. Payment Documentation

1. All payment requests must be submitted by the County on a quarterly basis, using a completed Navigators Project Quarterly Invoice, Attachment 3. The invoice and the deliverables noted below must accompany the invoice as outlined in the Quarterly Invoice, Deliverables and Payment Schedule noted on Page 4.

Budget Plan, A1 - Attachment 1
Work Plan, A1 - Attachment 2
Navigators Project Quarterly Invoice, Attachment 3
Navigators Project Data Report, Attachment 4
Quarterly Progress Report, Attachment 5

2. **The County shall have 60 days from the end of the Project Performance Period**

ALLOCATION AGREEMENT AMENDMENT 2 (A2)
MEDI-CAL HEALTH ENROLLMENT NAVIGATORS PROJECT
County of San Bernardino
State of California – Department of Health Care Services

stated on page one (1) to close out all its administrative activities. The County shall have 30 days upon the termination of the Administrative Close-Out Period stated on page one (1) to submit their final invoice to be reimbursed for the administrative activities completed during this period. DHCS shall issue final reimbursement within 60 days of receiving the County's timely final invoice for administrative activities.

3. Payments shall be on the basis of costs incurred.
4. Advance payment for the Allocation is not allowed.

QUARTERLY INVOICE, DELIVERABLES AND PAYMENT SCHEDULE 2019 / 2020 / 2021 / 2022				
DUE DATE OF DELIVERABLES	COUNTY DELIVERABLES	QUARTERLY PERFORMANCE PERIOD	DHCS REVIEW DEADLINE	*ESTIMATED COMPLETION DATE
11/15/2019	BUDGET / CAP	Invoice for development of Budget Plan	12/31/2019	N/A
11/15/2019	WORK PLAN	N/A	12/31/2019	N/A
4/30/2020	QUARTERLY INVOICES/ PROGRESS REPORT	January, February, March 2020	5/30/2020	6/30/2020
7/31/2020	1ST ANNUAL BUDGET REPORT / ALL REMAINING SFY 2019-20 INVOICES/ PROGRESS REPORT	April, May, June 2020	8/31/2020	9/30/2020
10/31/2020	QUARTERLY INVOICES/ PROGRESS REPORT	July, August, September 2020	11/30/2020	12/31/2020
1/31/2021	QUARTERLY INVOICES/ PROGRESS REPORT	October, November, December 2020	2/28/2021	3/31/2021
4/30/2021	QUARTERLY INVOICES/ PROGRESS REPORT	January, February, March 2021	5/30/2021	6/30/2021
7/31/2021	2ND ANNUAL BUDGET REPORT / ALL REMAINING SFY 2020-21 INVOICES/ PROGRESS REPORT	April, May, June 2021	8/31/2021	9/30/2021
10/31/2021	QUARTERLY INVOICES/ PROGRESS REPORT	July, August, September 2021	11/30/2021	12/31/2021
1/31/2022	QUARTERLY INVOICES/ PROGRESS REPORT	October, November, December 2021	3/31/2022	4/30/2022

ALLOCATION AGREEMENT AMENDMENT 2 (A2)
MEDI-CAL HEALTH ENROLLMENT NAVIGATORS PROJECT
County of San Bernardino
State of California – Department of Health Care Services

DUE DATE OF DELIVERABLES	COUNTY DELIVERABLES	QUARTERLY PERFORMANCE PERIOD	DHCS REVIEW DEADLINE	*ESTIMATED COMPLETION DATE
<u>4/30/2022</u>	<u>QUARTERLY INVOICES/ PROGRESS REPORT</u>	<u>January, February, March 2022</u>	<u>5/30/2022</u>	<u>6/30/2022</u>
<u>7/31/2022</u>	<u>QUARTERLY INVOICES/ ALL REMAINING SFY 2021-22 INVOICE(S)</u>	<u>April, May, June 2022</u>	<u>8/31/2022</u>	<u>9/30/2022</u>
<u>8/31/2022</u>	<u>QUARTERLY PROGRESS REPORT/ FINAL REPORTING DOCUMENTS/ FINAL DATA REPORTING CORRECTIONS</u>	<u>April, May, June 2022</u>	<u>8/31/2022</u>	<u>9/30/2022</u>
<u>9/30/2022</u>	<u>ADMINISTRATIVE CLOSE-OUT PERIOD INVOICE (FINAL)</u>	<u>July, August 2022</u>	<u>10/31/2022</u>	<u>11/30/2022</u>

*Based on 45 calendar days for DHCS' Accounting and the State Controller's Office, per the California Prompt Payment Act.

Budget Plan Attachment 1

County is required to use the Budget Plan, **A2 – Attachment 1**. As outlined in the Quarterly Invoice, Deliverables and Payment Schedule above, a revised Budget Plan must be submitted to, and approved by, DHCS in order to receive the initial payment Allocation.

Work Plan Attachment 2

County is required to use the Work Plan, **A2 – Attachment 2**. As outlined in the Quarterly Invoice, Deliverable and Payment Schedule noted above, a Work Plan must be submitted to DHCS in order to receive the second quarterly payment. The Work Plan shall include strategies, milestones, and timeframes for outreach, enrollment and retention activities completed by the County and its contracted CBOs.

Navigators Project Invoice Attachment 3

County is required to use the Navigators Project Invoice, Attachment 3. Invoices must be submitted by the County on a quarterly basis as outlined in the Quarterly Payment and Deliverable Schedule noted above. The Invoice must include detailed budget activity and expenditures for the specific quarter.

Please note: To receive the initial payment Allocation, County must submit both an approved Budget Plan and an Invoice.

Monthly Data Reporting Attachment 4

County is required to use the Navigators Project Data Report, Attachment 4, or other reporting method as directed by the State. The County is required to submit monthly updates for specific data points regarding the Health Navigators Project, which will be reviewed by the State and subsequently published for public consumption.

Quarterly Progress Report Attachment 5

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MEDI-CAL HEALTH ENROLLMENT NAVIGATORS PROJECT
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County is required to submit a Quarterly Progress Report, Attachment 5. As outlined in the Quarterly Invoice, Deliverables and Payment Schedule noted above, Quarterly Progress reports will be required starting with the third quarter (January through March 2020) reporting period. The County must provide a progress report to measure and document progress-to-date on the work plan objectives and performance goals. The State reserves the right to require reports more frequently than on a quarterly basis if necessary, but no more than once a month.

E. Allocation Termination or Withdrawal

1. County may withdraw from the Health Navigators Allocation Funding by notifying the State in writing at any time of the request to withdraw from further participation. Once the withdraw request is received, the State will contact the County to complete closeout tasks.
2. County may unilaterally rescind this Agreement at any time prior to the commencement of the Allocation. After Allocation commencement, this Agreement may be rescinded, modified or amended by mutual agreement in writing.
3. Failure by the County to comply with the terms of this Agreement may be cause for terminating all obligations of the State for additional Allocation payments.

F. Loss of Allocation Amount

The following actions may result in a partial or full loss of the approved Allocation Amount allocated due to the County.

1. A County fails to return a signed Agreement to DHCS within 60 days of receipt of the Agreement.
2. A County fails to produce satisfactory Invoices and Deliverables as outlined in the Quarterly Invoice and Deliverable Schedule noted on Page 5.
3. A County withdraws from the Allocation Agreement.
4. A County fails to submit a satisfactory Corrective Action Plan (CAP).
 - i. This action shall result in a fifty percent (50%) reduction of the total Allocation Amount.

G. Hold Harmless

1. County agrees to waive all claims and recourse against the State including the right to contribution for loss or damage to persons or property arising from, growing out of or in any way connected with or incident to this Agreement, except claims arising from the concurrent or sole negligence of State, its officers, agents, and employees.
2. County agrees to indemnify, hold harmless and defend the State, its officers, agents and employees against any and all claims, demand costs, expenses or liability costs arising out of legal actions pursuant to items for which the County has certified. County

ALLOCATION AGREEMENT AMENDMENT 2 (A2)
MEDI-CAL HEALTH ENROLLMENT NAVIGATORS PROJECT
County of San Bernardino
State of California – Department of Health Care Services

acknowledges that it is solely responsible for compliance with items to which it has certified.

H. Financial Records

1. County agrees to maintain satisfactory financial accounts, documents and records for the Allocation and to make them available to the State for auditing at reasonable times. County also agrees to retain such financial accounts, documents and records for three years following Allocation termination or completion.
2. County and State agree that during regular office hours each of the parties hereto and their duly authorized representative shall have the right to inspect and make copies of any books, records or reports of the other party pertaining to this Agreement or matters related thereto. County agrees to maintain and make available for inspection by the State accurate records of all of its costs, disbursements and receipts with respect to its activities under this Agreement.
3. County agrees to use a generally accepted accounting system.

I. Audit

1. Allocations are subject to audits by the State for three years following the final payment of Allocation Amount. The purpose of this audit is to verify that Allocation expenditures were properly documented. Counties will be contacted at least 30 days in advance of an audit.
2. Audits will include all books, papers, accounts, documents, or other records of the County, as they relate to the Allocation for which the State authorized Allocation Amount. The County shall have the Allocation records, including the sources documents and cancelled warrants, readily available to the State.
3. County must also provide an employee having knowledge of the Allocation and the accounting procedure or system to assist the State's auditor. The County shall provide a copy of any document, paper, record, or the like requested by the State.
4. All Allocation records must be retained for at least one year following an audit or final disputed audit findings.

J. Nondiscrimination

1. County shall not discriminate against any person on the basis of sex, race, color, national region, age, religion, ancestry, or physical handicap when conducting Health Navigators efforts pursuant to this Agreement and in compliance with the Americans with Disabilities Act.
2. County shall ensure the security, privacy and confidentiality of each enrollee.

K. Health Insurance Portability and Accountability Act of 1996 ("HIPAA") Attachment 6

ALLOCATION AGREEMENT AMENDMENT 2 (A2)
MEDI-CAL HEALTH ENROLLMENT NAVIGATORS PROJECT
County of San Bernardino
State of California – Department of Health Care Services

1. Counties shall ensure security of privacy and confidentiality of each consumer application and comply with HIPAA requirements as set forth by law in accordance with Attachment 6.

COUNTY OF SAN BERNARDINO
MEDI-CAL HEALTH ENROLLMENT NAVIGATORS PROJECT
A2 - Attachment 1 Budget Plan

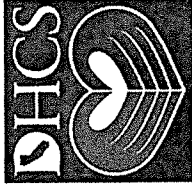
Upon concurrent signature of the County Allocation Agreement (Agreement), the county is authorized to use funds for the approved purposes. Any proposed changes to this approved funding agreement requires written approval by DHCS prior to implementing the changes.

Cumulative transfers among annual budget line items are allowed as long as the amount does not exceed five percent (5%) of the current total approved budget.

Medi-Cal Navigators Project (AB 74)	Time Base (FTEs)	SFY 1	SFY 2	SFY 3	Administrative Close-Out	Total
		1/01/20 – 6/30/20	7/1/20 – 6/30/21	7/1/21 – 6/31/22	7/1/22 – 8/31/22	
Personnel Staff				incl. 2.5% MOU increase		
Program Specialist I – PDD	0.1	\$ -	\$ 3,732.00	\$ 4,675.37	\$ 425.03	\$ 8,832.40
Program Manager – PDD	-	\$ -	\$ 1,972.00	\$ 2,470.48	\$ 224.59	\$ 4,667.07
Accounting Technician – ASD	0.1	\$ -	\$ 3,183.00	\$ 3,987.60	\$ 362.51	\$ 7,533.11
Staff Analyst II - ASD	-	\$ -	\$ 1,775.00	\$ 2,223.69	\$ 202.15	\$ 4,200.84
Program Specialist – TAD Administration	0.2	\$ -	\$ 13,061.00	\$ 15,875.24	\$ 1,487.50	\$ 30,423.74
Regional Manager – TAD Administration	-	\$ -	\$ 964.00	\$ 1,207.67	\$ 109.79	\$ 2,281.46
Benefits						\$ -
			\$ 2,397.00	\$ 3,002.92	\$ 272.99	\$ 5,672.91
Total Personnel Expenses	0.4	\$ -	\$ 27,084.00	\$ 33,442.97	\$ 3,084.57	\$ 63,611.54
Non-Personnel – Direct Costs		\$ -				
-Office Expenses		\$ -				\$ -
-Equipment		\$ -				\$ -
-Travel		\$ -				\$ -
-Training		\$ -				\$ -
-Conference/Meetings		\$ -				\$ -
-Outreach Material		\$ -				\$ -
-Total Budget for All CBOs		\$ -	\$ 617,500.00	\$ 742,874.46		\$ 1,360,374.46
-Other Costs [itemize expenses in an attachment]		\$ -				\$ -
Total Direct Costs		\$ -	\$ 617,500.00	\$ 742,874.46	\$ -	\$ 1,360,374.46
Non-Personnel – Indirect Costs						
-Health Insurance		\$ -	\$ -	\$ -	\$ -	\$ -
-Other Costs [itemize expenses in an attachment]		\$ -	\$ -	\$ -	\$ -	\$ -
Total Indirect Costs		\$ -	\$ -	\$ -	\$ -	\$ -
Total Personnel Expenses		\$ -	\$ 27,084.00	\$ 33,442.97	\$ 3,084.57	\$ 63,611.54
Total Direct Costs		\$ -	\$ 617,500.00	\$ 742,874.46	\$ -	\$ 1,360,374.46
Total Indirect Costs @ 20 %		\$ -	\$ 5,416.00	\$ 6,786.00		\$ 12,202.00
Grand Total		\$ -	\$ 650,000.00	\$ 783,103.43	\$ 3,084.57	\$ 1,436,188.00



**SAN BERNARDINO COUNTY
NAVIGATORS PROJECT**
A2 – Attachment 2 Work Plan



Activity 1 – Program Planning and Startup

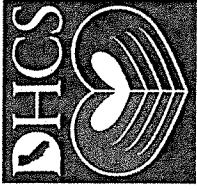
Activity 1: Identify major Navigators Project's planning and startup objectives, milestones, strategies, and activities. Identify target population groups¹, completion dates, and how many individuals from each group you intend to enroll.

OBJECTIVE Use the objectives indicated in the "Navigators Project Goals and Objectives" form to outline each partner's responsibility.	MILESTONE Detail of milestone in objective's strategic plan	STRATEGIES AND ACTIVITIES What strategies/ activities will be used to achieve these goals and objectives?	TARGET POPULATIONS See below ¹	COMPLETION DATE	RESPONSIBILITY List organization responsible, and staff position responsible.	GOAL Indicate the number of individuals or increase by percentage each objective plans to reach. (i.e. Increase the number of Medi-Cal eligible clients targeted by O&E efforts by X).
1.1 Develop a scope of work to be used for procurement	Scope-of-work completed and posted	- Complete Scope-of-Work and incorporate into a Request for Proposals (RFP). - Post RFP to allow qualified CBOs to bid	1. Aged persons 2. Persons who are homeless 3. Immigrants and families with mixed immigration status 4. Persons with limited English proficiency 5. Young people of color 6. Low-wage workers and their families or dependents 7. Uninsured children and youth formerly enrolled in Medi-Cal	January 2020	San Bernardino County Transitional Assistance Department (TAD) Staff Analyst/Program Specialist	N/A
1.4 Secure a CBO contract and work with the contractor to recruit program staff to provide outreach and enrollment services.	CBO contracted for outreach and enrollment services	- Select CBO through procurement process - Have contract board approved and signed by selected CBO.	All populations	September 2020	TAD/Designated CBO Program Specialist/Contractor	N/A

¹ Priority target populations are: Persons with mental health disorder needs; Persons with substance use disorder needs; Persons with other disabilities; Aged persons; Homeless persons; Young people of color; Immigrants and families of mixed immigration status; Persons with limited English proficiency; Low wage workers and their families; Uninsured children and youth formerly enrolled in Medi-Cal



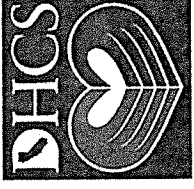
**SAN BERNARDINO COUNTY
NAVIGATORS PROJECT**
A2 – Attachment 2 Work Plan



1.5 Develop a schedule of regularly occurring meetings between TAD and CBO.	Schedule of quarterly meetings scheduled	- Develop a regularly occurring schedule of meetings between TAD and CBO. - Meetings to be every other week at implementation and reduce once service delivery begins (but will be no less than quarterly).	N/A	September 2020	TAD Designated CBO Program Specialist	N/A
1.6 Provide training to CBOs to assist regarding Medi-Cal application assistance and/or renewal forms	Application training developed and provided.	- Develop a Medi-Cal application training for CBO - Provide training in group sessions to CBO staff.	All populations	September 2020	TAD Program Specialist	N/A
1.7 Train program staff in outreach strategies	CBO staff are trained in Medi-Cal outreach strategies	- Develop Medi-Cal outreach strategies - Conduct training for assigned CBO staff.	All populations	September 2020	Designated CBO	N/A
1.8 Develop a calendar of enrollment events	Schedule of events from October 2020 to June 2021 established.	- TAD will collaborate with the CBO to determine schedule and target population of virtual events. - CBO develops and provides a schedule of Medi-Cal outreach events throughout San Bernardino County.	All populations	September 2020	Designated CBO and TAD Program Specialist	N/A
1.9 Establish tracking and reporting protocols and schedules	Development of tracking/reporting schedule and template forms	- Develop templates for tracking required information including: - Demographic and economic information for event attendees - Outreach/program information provided - Applications taken - Renewal support provided - Develop schedule when templates and invoices are due to TAD	All populations	September 2020	TAD Program Specialist	N/A



SAN BERNARDINO COUNTY
NAVIGATORS PROJECT
A2 – Attachment 2 Work Plan

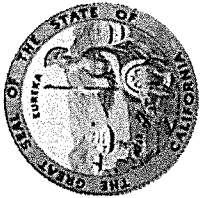


Activity 2 – Navigation Activities

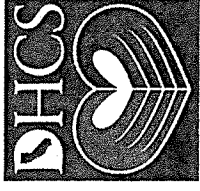
Activity 2: Identify major Navigators Project's outreach and enrollment activities objectives, milestones, strategies, and activities. Identify target population groups², completion dates and how many individuals from each group you intend to enroll.

OBJECTIVE Use the objectives indicated in the "Navigators Project Goals and Objectives" form to outline each partner's responsibility.	MILESTONE Detail of milestone in objective's strategic plan	STRATEGIES AND ACTIVITIES What strategies/ activities will be used to achieve these goals and objectives?	TARGET POPULATIONS See below ²	COMPLETION DATE	RESPONSIBILITY List organization responsible, and staff position responsible.	GOALS VS. ACTUALS Indicate the number of individuals or increase by percentage each objective plans to reach. (i.e. Increase the number of Medi-Cal eligible clients targeted by O&E efforts by X).
2.3 Coordinate public outreach and enrollment virtual events which provide information on health care programs, allow on-site access to applications, and direct application assistance from staff in attendance.	Virtual events targeting communities throughout San Bernardino County.	- Implement the schedule of events development during the program planning phase. - Create marketing material for each specific event. - Provide outreach and enrollment services at community events. - Forward applications and renewal paperwork to local TAD offices.	All populations	March 31st 2022 June 30 th 2022	Designated CBO	Provide assistance at community events with a goal of 24,600 27,500 people outreached and 2,460 2,520 applications taken over the 18 21 month program period.
2.4 Continue regularly scheduled meetings between TAD and CBO	Regularly scheduled meetings	Continue to hold regularly scheduled meetings to discuss program successes and challenges.	N/A	March 31st 2022 June 30 th 2022	TAD Designated CBO	N/A

² Priority target populations are: Persons with mental health disorder needs; Persons with substance use disorder needs; Persons with other disabilities; Aged persons; Homeless persons; Young people of color; Immigrants and families of mixed immigration status; Persons with limited English proficiency; Low wage workers and their families; Uninsured children and youth formerly enrolled in Medi-Cal.



SAN BERNARDINO COUNTY
NAVIGATORS PROJECT
A2 – Attachment 2 Work Plan



Activity 3 – Retention

Activity 3: Identify major Navigators Project's retention objectives, milestones, strategies, and activities. Identify target population groups³, completions dates, and how many individuals from each group you intend to enroll.

OBJECTIVE Use the objectives indicated in the "Navigators Project Goals and Objectives" form to outline each partner's responsibility.	MILESTONE Detail of milestone in objective's strategic plan	STRATEGIES AND ACTIVITIES What strategies/activities will be used to achieve these goals and objectives?	TARGET POPULATIONS See below ³	COMPLETION DATE	RESPONSIBLE ENTITY and LOCATION List responsible organization and location.	GOALS VS. ACTUALS Indicate the number of individuals or increase by percentage each objective plans to reach. (i.e. <i>Increase the number of Medi-Cal eligible clients targeted by O&E efforts by X</i>).
3.2 Provide reminder calls to customers approaching a renewal deadline and who continue to have outstanding information due.	Call Medi-Cal recipients with a pending renewal two weeks before discontinuance	• Draft a script to use when calling Medi-Cal recipients with an outstanding redetermination. • Compile a list of Redeterminations expiring in two weeks and provide to the CBO to make calls. • The CBO will outreach specifically to the Medi-Cal recipients at risk of discontinuance.	All populations	March-31st <u>2022 June 30th 2022</u>	Designated CBO	12000 calls anticipated over the program period, to persons nearing discontinuance due to failure to complete RE paperwork or provide required information.

³ Priority target populations are: Persons with mental health disorder needs; Persons with substance use disorder needs; Persons with other disabilities; Aged persons; Homeless persons; Young people of color; Immigrants and families of mixed immigration status; Persons with limited English proficiency; Low wage workers and their families; Uninsured children and youth formerly enrolled in Medi-Cal



SAN BERNARDINO COUNTY
NAVIGATORS PROJECT WORK PLAN
Attachment 2; Submit to DHCS no later than 10/11/2019



**Data used for goal setting was based on San Bernardino's Medi-Cal Outreach and Enrollment program (2014-2018)

Activity 4 – Tracking and Reporting

Activity 4: Identify major Navigators tracking and reporting measures. Identify target population groups⁴. Identify the initial and final reporting measures and % change of each measure. Please include data source.

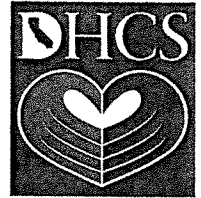
TRACKING and REPORTING MEASURE Include a description of each measure, and assumptions	LOCATION	TARGET POPULATION See below ⁴	INITIAL	FINAL	% CHANGE	REPORTING PERIOD	COMPLETION DATE Date reported to DHCS	RESPONSIBLE ENTITY List responsible organization
4.1 Track the number of attendees at virtual events	Event location	All populations	0	21,600 27,600	%	October 2020 to March 2022 June 30, 2022	March 2022 June 2022	Designated CBO
4.2 Track the number of attendees who received outreach material or other information regarding the Medi-Cal program	Event location	All populations	0	21,600 27,600	%	October 2020 to March 2022 June 30, 2022	March 2022 June 2022	Designated CBO
4.3 Track demographic and economic information from event attendees to identify target population	Event location	All populations	0	21,600 27,600	%	October 2020 to March 2022 June 30, 2022	March 2022 June 2022	Designated CBO
4.4 Track the number of applications taken at events	Event location	All populations	0	24,600 2,520	%	October 2020 to March 2022 June 30, 2022	March 2022 June 2022	Designated CBO
4.12 Using the C-IV system, track applications processed and denied, associated with the Navigator program	TAD offices	All populations	0	24,600 2,520	%	October 2020 to March 2022 June 30, 2022	March 2022 June 2022	TAD

⁴ Priority target populations are: Persons with mental health disorder needs; Persons with substance use disorder needs; Persons with other disabilities; Aged persons; Homeless persons; Young people of color; Immigrants and families of mixed immigration status; Persons with limited English proficiency; Low wage workers and their families; Uninsured children and youth formerly enrolled in Medi-Cal



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Introduction: This Goal and Objectives form should be used as a guide for navigation planning. Please make sure to provide enough detail so that the selection committee has a clear idea of the organization's mission, target populations¹, service locations, barriers to current outreach, goals for grant, and specific objectives for grant funding. The Department of Health Care Services (DHCS) has identified ten (10) priority populations to focus health navigation efforts. While priority will be given to organizations who engage with these populations, DHCS will take other selection criteria into consideration when accessing applicants and final allocations.

The San Bernardino County Transitional Assistance Department (TAD) currently provides Medi-Cal outreach and application assistance, to seamlessly provide Medi-Cal coverage and continuity of care to eligible individuals. Designated staff offer and assist interested individuals with completing the Medi-Cal application process. Applications are forwarded to a local TAD office for streamlined processing. TAD Eligibility Workers tasked with processing applications review existing case records to obtain needed verifications and work directly with customers to acquire other outstanding information.

Individuals who have health insurance are more likely to seek routine health care and take advantage of preventative health screening services, than those without coverage. The result is a healthier population and more cost effective health care. This allocation would allow San Bernardino County to expand our navigation efforts to include the following targeted populations (unless cited, all data below was sourced through the San Bernardino County Community Indicators site: indicators.sbcounty.gov):

- **Aged persons** – 12% of seniors in San Bernardino County are living in poverty, though less than 2% are uninsured. However, seniors have unique challenges of fixed incomes and potentially high medical expenses (even with health care coverage). Efforts would be focused outreach and application assistance at community/senior center events and other areas serving the senior community.
- **Persons who are homeless** – the homeless population increased from 2,118 in January 2018 to 2,607 in January 2019 which is a 23% increase (San Bernardino County Point in Time Count 2019). Virtual **and in-person** outreach events targeting homeless persons will allow a penetrated approach to obtaining applications for those who are uninsured.
- **Immigrants and families with mixed immigration status, Persons with limited English proficiency** – San Bernardino County's Hispanic or Latino population is 54% (census.gov) with approximately 11% uninsured, the percentage is even higher when factoring in those living in or near poverty. The approach for this population will include a multifaceted effort:
 - Partnering with CBOs who have an established community relationship. This allows direct, one on one outreach to potential applicants.
 - Organizing targeted virtual **and in-person** events which provide services to immigrant communities.
 - Design outreach materials in both English and Spanish, with targeted messages to the Latino community (i.e. speak to eligibility opportunities for families with mixed immigration statuses).
 - Ensure Spanish speaking staff are assigned to scheduled events and enrollment hubs.

¹ Priority target populations are: Persons with mental health disorder needs; Persons with substance use disorder needs; Persons with other disabilities; Aged persons; Homeless persons; Young people of color; Immigrants and families of mixed immigration status; Persons with limited English proficiency; Low wage workers and their families; Uninsured children and youth formerly enrolled in Medi-Cal



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- **Young people of color** – At approximately 11%, young adults aged 19-25 are one of the highest uninsured populations in San Bernardino County. The Navigator project will allow San Bernardino to hold targeted virtual and in-person events to outreach to young people of color.
- **Low-wage workers and their families or dependents** – Dedicated virtual community events will take place throughout the county in poverty concentrated neighborhoods/areas.
- **Uninsured children and youth formerly enrolled in Medi-Cal** – Currently 23% of children living in San Bernardino County are living in poverty. San Bernardino's Navigator program planned numerous virtual and in-person community events across our large geographical area, will include the enrollment of children and formerly enrolled youth. The contracted CBO will schedule/join virtual and in-person community events targeted toward children.

San Bernardino County has a unique and diverse population along with its geographic size of over 20,000 square miles, this in turn creates challenges to outreach and Medi-Cal navigation efforts. The Transitional Assistance Department supports over 800,000 individual Medi-Cal enrollees, requiring a vast network of employees for case processing and maintenance. Leaving limited resources for outreach efforts throughout the community. By establishing a Navigator program, San Bernardino County can add to our Medi-Cal outreach and enrollment efforts by collaborating with other county agencies and one or more community organizations. A dynamic outreach approach that provides numerous virtual and in-person community events throughout the region to increase the exposure of the program and allow many more qualified persons to enroll.

Once approved for funding, San Bernardino will immediately begin the procurement process to solicit a qualified contractor to administer the Navigator program. Once secured (approximately 3rd quarter of Fiscal Year 2019/20), the contractor (with the support of TAD) will recruit and train staff to provide outreach and enrollment services, and develop a schedule of virtual and in-person community events. Applications and/or renewal paperwork will be forwarded to local TAD offices for processing. The contracted CBO will be required to gather demographic and economic information from assisted customers and report monthly to TAD on those who attended virtually and in-person community events, received outreach/education services, completed applications, and/or required renewal assistance. TAD (through the use of **CalSAWS**) will provide information on approved applications or those successfully renewed ~~or discontinued~~. The program will start service delivery no later than October 2020 and run for a minimum of ~~18~~ **21** months until June 2022.

Goal 1

Partner with one or more local Community Based Organizations (CBOs) and other county departments to implement a dedicated outreach and enrollment program.

Objectives:

1. Develop a scope of work to be used for procurement to contract with one or more local CBOs.
2. Secure a CBO contract and work with the contractor to recruit program staff to provide outreach and enrollment services.
3. Provide training to CBOs on: Outreach strategies, Medi-Cal applications (completion, application process, etc.), and renewal forms.
4. Develop a calendar of enrollment events



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5. Develop a schedule of regular meetings between TAD and CBO to discuss program successes and challenges.

Goal 2

Increased outreach and education, along with expanded access to apply.

Objectives:

1. **Coordinate virtual and in-person public outreach and enrollment community events which provide information on health care programs, allow on-site access to applications, and direct application assistance.**
3. Continue regularly scheduled meetings between TAD and CBO to discuss program successes and challenges.
4. **CBO minimum outreach goal of 27,000 contacts through a combination of virtual and in-person events, outreach materials, and calls completed to identified target populations.**
5. **CBO minimum enrollment goal of 2,520 applications.**

Goal 3

Establish dedicated sites to be available for retention assistance

Objectives:

1. **CBO minimum retention goal of 500 through providing reminder/robocalls to customers approaching a renewal deadline and who continue to have outstanding information due.**

Tracking and Reporting Measures

1. Are you capable of identifying and tracking the performance measures listed below? If no, please see question 2.

- | | |
|---|---|
| ☒ Yes ☐ No | Target Population (based on DHCS identified priority populations) |
| ☒ Yes ☐ No | Age, race, gender, income of target population |
| ☒ Yes ☐ No | Outreach and enrollment strategy effectiveness- |
| ☒ Yes ☐ No | How many individuals did your organization target, |
| ☒ Yes ☐ No | How many individuals enrolled in Medi-Cal, |
| ☒ Yes ☐ No | How many individuals retained Medi-Cal coverage, etc. |
| ☒ Yes ☐ No | Location of targeted population (region, county, and/or city) |

Comments:

2. What are the organization's barriers to tracking and reporting such information?



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Aggravating factors such as changes to current regulations and policies which negatively impact caseloads (i.e. ongoing changes to health care and/or immigration laws, public charge rule, etc.) may make it difficult to show success with certain targeted populations. COVID-19 is creating new and unforeseen barriers with outreach and engagement through community events. The new virtual platform of the program may prove challenging in reaching out target populations.