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September 12, 2016

TO: Each Supervisor

FROM: Cynthia A. Harding, M.P.H.
Interim Director

SUBJECT: **APRIL THROUGH JUNE 2016 FOURTH QUARTER REPORT: MULTI-DEPARTMENTAL MEDI-CAL OUTREACH AND ENROLLMENT GRANT (ITEM 13, BOARD AGENDA OF JUNE 10, 2014)**

This is in response to Supervisor Ridley-Thomas' June 10, 2014 motion requesting the Directors of the Departments of Public Health (DPH), Mental Health (DMH), Health Services (DHS), Public Social Services (DPSS), and the Sheriff's Department to provide quarterly updates on the implementation of the Multi-Departmental Medi-Cal Outreach and Enrollment Grant.

Background

On June 10, 2014, your Board approved authorization to accept a $7 million grant award from the California Department of Health Care Services (DHCS) effective July 1, 2014 through December 31, 2016. The purpose of the Medi-Cal Outreach and Enrollment grant is to conduct outreach and enroll residents newly eligible for Medi-Cal.

DPH Maternal, Child, and Adolescent Health (MCAH) Programs is the lead Division for this project and has worked in partnership with DMH, DPSS, DHS, DPH Substance Abuse Prevention and Control (SAPC), and the Sheriff's Department to successfully implement this grant. MCAH continues to coordinate training for outreach and enrollment staff for all departments and their subcontracting agencies, excluding DPSS.

This report contains data from the Project Collaborative's fourth quarter of the second year of this project (April 1, 2016 through June 30, 2016) and cumulative data for the project's second year. Additionally, the report summarizes the data and provides a narrative describing the progress toward project goals.

Target Populations

The DHCS Medi-Cal Outreach and Enrollment Assistance project aims to reach and assist specific hard-to-reach uninsured populations. The table below shows target populations by assigned departments.

Target Population	Department
Persons with mental health disorders	DMH
Persons with substance use disorders	DPH/SAPC
Young men of color	DHS, DPSS
Incarcerated persons	Sheriff
Families of mixed immigration status	DHS, DPH/MCAH
Persons with limited English proficiency	DHS, DPH/MCAH
Persons who are homeless	DHS

Grant Highlights

Overall, the Project Collaborative is on target to achieve its two-year outreach and enrollment goals. In an effort to reach the specified target populations, the Project Collaborative has worked with 37 contracted agencies and nearly 200 community partners. The departments continue to serve their original target populations and have moved beyond only outreach and enrollment to focus additional efforts in assisting beneficiaries with utilizing and renewing their health care benefits.

During this reporting period, outreach activities to educate potential clients about Medi-Cal health insurance were provided to 31,235 persons, 5,339 persons were directly assisted with completing Medi-Cal applications, and 1,909 individuals were successfully confirmed as enrolled with Medi-Cal benefits. Redetermination assistance was provided to 2,016 persons.

Strategies, progress, challenges, and solutions are summarized for each department in the narrative summary (Attachment 1). The project data summary includes outreach, enrollment, and retention target numbers, and illustrates the year-to-date progress made by each department and by the Project Collaborative in total (Attachment 2).

The next comprehensive quarterly report covering the first quarter of the grant extension period, July-September 2016, will be submitted to your office by December 7, 2016. If you have any questions or would like additional information, please let me know.

CAH:la

Attachments

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Director of Mental Health
Director of Health Services
Director of Public Social Services
Sheriff

Attachment 1

LOS ANGELES COUNTY MEDI-CAL OUTREACH, ENROLLMENT AND RETENTION GRANT

Quarter Four Progress Report

April 1, 2016 – June 30, 2016

LA County DPH/MCAH – DHCS O&E Grant
600 S. Commonwealth Ave., Suite 805, Los Angeles, CA 90005 Phone (213) 637-8468

LOS ANGELES COUNTY MEDI-CAL OUTREACH, ENROLLMENT AND RETENTION NARRATIVES

Reporting Period: April 1, 2016 – June 30, 2016

1. Target populations impacted by County efforts and assigned department(s).	
Population	**County Department(s)**
Families of mixed-immigration status	Department of Public Health (DPH)/Maternal, Child, and Adolescent Health (MCAH), Department of Health Services (DHS)
Persons with mental health disorders	Department of Mental Health (DMH)
Persons with substance use disorders	DPH/Substance Abuse and Prevention Control (SAPC)
Persons who are homeless	DHS
Persons with limited English proficiency	DHS, DPH/MCAH
Persons who are in county jails, county probation, or under post release community supervision	Sheriff's Department
Young Men of Color (YMOC)[1]	DPSS, DHS

2. Indicators or benchmarks County used to meet the objectives, as described in Work Plan. List County's accomplishments and progress to date.	
DPH/MCAH	• **Outreach:** DPH/MCAH provided outreach activities to **6,414** individuals. • **Enrollment:** During this reporting period **1,387** persons were assisted with completing Medi-Cal applications; **767** individuals were successfully enrolled. • **Retention: 1,077** persons were assisted with redetermination assistance.
DPH/SAPC	• **Outreach:** DPH/SAPC provided outreach activities to **5,972** individuals. • **Enrollment:** During this reporting period **128** persons were assisted with completing Medi-Cal applications; **117** individuals were successfully enrolled. • **Retention: 26** persons were assisted with redetermination assistance.

[1] A list of acronyms used in this document can be found on page 17.

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DHS	• **Outreach:** DHS provided outreach activities to **8,948** individuals. • **Enrollment:** During this reporting period **885** persons were assisted with completing Medi-Cal applications; **606** individuals were successfully enrolled. • **Retention: 480** persons were assisted with redetermination assistance.
DMH	• **Outreach:** DMH provided outreach activities to **3,136** individuals. • **Enrollment:** During this reporting period **279** persons were assisted with completing Medi-Cal applications; **381** individuals were successfully enrolled. • **Retention: 400** persons were assisted with redetermination assistance.
DPSS	• **Outreach:** DPSS provided outreach activities to **4,232** individuals. • **Enrollment:** During this reporting period **127** persons were assisted with completing Medi-Cal applications; **38** individuals were successfully enrolled. • **Retention: 33** persons were assisted with redetermination assistance.
Sheriff	• **In-reach:** The Sheriff's Department provided outreach activities to **2,533** individuals. • **Enrollment: 2,533** persons were assisted with completing Medi-Cal applications. *The number of those successfully enrolled is still to be determined and will be reported at a later time.* • **Retention: N/A**

COLLABORATIVE (All Departments)		FY 2015-2016 Annual Target Numbers/Goals	**Quarter 1** 07/01/15-09/30/15	**Quarter 2** 10/01/15-12/31/15	**Quarter 3** 01/01/16-03/31/16	**Quarter 4** 04/01/16-06/30/16	FY 2015-2016 Total Numbers
Outreach		**50,480**	32,836	31,209	32,818	31,235	128,098
Enrollment	Completed Applications	**22,655**	5,247	4,924	6,337	5,339	21,847
	Confirmed Enrollment	**12,244**	3,046	2,048	1,898	1,909	8,901
Retention	Redetermination Assistance	**5,519**	575	1,051	1,858	2,016	5,500

LOS ANGELES COUNTY MEDI-CAL OUTREACH, ENROLLMENT AND RETENTION NARRATIVES

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3. List community-based organizations (CBOs), including current sub-contractors, other community organizations and faith-based organizations (FBOs) that the County partnered with to accomplish grant objectives.	
DPH/MCAH	• **Asian Pacific Health Care Venture, Inc. (SPA 3&4)** partnered with WIC, Garfield Hospital, Evangelical Church, Centro De Vida Victoriosa Church, Rio Hondo College, and Mountain View School District. • **Child and Family Guidance Center (SPA 2)** partnered with Saint Catherine of Siena Church, Santa Rosa Church, LA Mission College, Kaiser Permanente, Northridge and Sepulveda Recreation Centers, Woodley Park, Pacoima Charter School, and Hansen Dam Park. • **Citrus Valley Health Partners (SPA 3)** • **City of Long Beach (Citywide)** • **City of Pasadena Public Health Department (Citywide)** • **Community Health Councils, Inc. (SPA 6&8)** partnered with St. Margaret Center, WLCAC Southeast LA Work Source Center, Family Source Center, Youth Source Center, Crenshaw Work Source Center, Los Angeles County Office of Education, Los Angeles Public Library, and Member 3rd District – Jerome Horton. • **Computer Therapy, LLC (Countywide)** • **Crystal Stairs, Inc. (SPA 8)** • **Dignity Health dba California Hospital Medical Center (SPA 4&6)** • **Human Services Association (SPA 7)** partnered with WIC South Gate, WIC Bell Gardens, and Beverly Clinic. • **Los Angeles Unified School District (Schools)** • **Maternal and Child Health Access – Outreach (SPA 3, 4, 6&7)** partnered with Alma Family Services, The Wellness Center, ELA Women's Center, Jovenes, Inc., MAOF, LAC USC Medical Center, American Apparel, LA County Library, LA Care, and Worksite Wellness LA. • **Maternal and Child Health Access – Training (Countywide)** partnered with Neighborhood Legal Services Los Angeles. • **Northeast Valley Health Corporation (SPA 2)** • **St. Francis Medical Center (SPA 7)** partnered with El Rancho Unified School District and Daughters of Charity Schools. • **Valley Community Healthcare (SPA 2)**

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	• **Venice Family Clinic (SPA 5)** partnered with New Directions, Ocean Park Community Center, Phoenix House, Santa Monica School District, M.E.S.H., Safe Place for Youth, Connecting Californians to Care, and Supervisor Shelia Kuehl's office.
DPH/SAPC	• **Behavioral Health Services (SPA 8)** • **California Hispanic Commission on Alcohol Drug and Abuse (SPA 7)** partnered with Pomona Valley Re-entry Resource Fair and JWCH Mobile Unit. • **Didi Hirsch Community Mental Health Center (SPA 5)** • **Homeless Health Care (SPA 4)** partnered with Alcoholism Center for Women. • **Prototypes (SPA 3)** • **San Fernando Valley Community Mental Health Center (SPA 2)** • **Special Service for Groups Integrated Care System (SPA 6)** • **Tarzana Treatment Centers (SPA 1)** established relationships with the University of Antelope Valley College, Antelope Valley Hospital and Mental Health America.
DHS	• **AltaMed Health Services Corporation (SPA 4)** partnered with East Los Angeles Sheriff's Station, Federacion Zacatecana, El Super Market, Heart of Compassion, JC Sales, Inc., LAUSD, Northgate Supermarket, Primer Amor Cristiano Church, SPA 7 Collaborative Partnership, Universal Church, El Monte Unified School District, COFEM, LACOE, Mexican Consulate (Ventanilla de Salud), Montebello Unified School District-Head Start/Early Learning Program, Resurrection Catholic Church, Superior Supermarkets, WIC, and CASAS. • **Bartz-Altadonna Community Health Center (SPA 1)** partnered with Mental Health America, Department of Public Health, Paving the Way Foundation, Council on Alcoholism and Drug Dependency, Hope and Action, State of California Dept. of Corrections, Valley Oasis, Department of Mental Health, Grace Resources, Procure Hospice, Los Angeles Homeless Services, St. Vincent de Paul, S.A.V.E.S., Love on Purpose Church, Living Praise Community Church, Lancaster Methodist Church, Palmdale 7th Day Adventist Church, Antelope Valley Partners of Health, The Children's Center of the Antelope Valley, and AV Hispanic Chamber. • **Chinatown Service Center (SPA 3)** partnered with local businesses, local libraries, school districts, health plans, local churches, and temples. • **Clinica Monsenor Oscar A. Romero (SPA 7)** partnered with The Mexican Consulate's Ventanilla de Salud, St. Francis Center, Delancey Street Foundation, The Salvadoran Consulate, LA Care, Dream Center, and Children Bureau.

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	• **Mission City Community Network, Inc. (SPA 8)** partnered with South Central LAMP – South Central Los Angeles Ministry Project, PACE Head Start – Pacific Asian Consortium in Employment, Baldwin Park Unified School District, California Endowment, Community Health Councils, Community Clinic Association of Los Angeles County, South Bay Community Development Center, Inglewood/LAX Airport Area Chamber of Commerce, and Maywood Academy High School. • **Samuel Dixon Family Health Center (SPA 2)** partnered with Bridge to Home, Serra Community Medical Clinic, Prince of Peace Church, Providence Medical Centers, and Meet Each Need with Dignity. • **University Muslim Medical Association (UMMA) Community Clinic (SPA 6)** partnered with Salvation Army, LA Conservation Corps, GEO Re-entry Services, City of Young, Homeless Projects, El Camino College, Southwest College, Mosque-Omar LBN Al Khatab, Weber Community Center, St. Raphael Catholic School, PV Jobs, Second A.M.E. Church of Los Angeles, Shields for Families, Woman's Recovery Center, Nativity Catholic School, True Way Full Gospel Church, New Ways of Life, Gardner House, All American/Jobs Worksource, Bowland Recovery Center, White Castle Recovery Center, Five Star Beth Lemhan Church and Daycare Center, Santa Monica Parents Center, Independence Church, and Ethiopia and Muslim Communities.
DMH	• **Health Advocates, LLC** • **Mental Health Advocacy Services, Inc.** The subcontractors continued to build new collaborations with providers of Specialty Mental Health Services (SMHS), Health Neighborhoods, alternative courts, disability coalitions, veterans' centers, and family centers across all eight (8) Service Areas. To date, the subcontractors have established a total of 790 collaborations with 639 local providers of which 197 collaborations are targeted for in-reach activities and 593 collaborations are targeted for outreach activities.
DPSS	• Department of Public Works (DPW) • Los Angeles City Libraries • Northgate/Superior Grocers • Homeboy Industries • DPH – Champions for Change • Jewish Family Service of Los Angeles – SOVA Community Food and Resource Program • Homeless Court Clinics - Sponsored by Los Angeles City Attorney in conjunction with local City Officials in assisting adults who are homeless or at risk of becoming homeless.

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Sheriff	The Sheriff's Department does not partner with any CBOs, FBOs, or other community organizations to accomplish grant objectives.
4. List of specific activities that were completed for the project by Department/sub-contractors/CBOs/FBOs. Describe the role of each sub-contractor/CBO/FBO and what they do for the project.	
DPH/MCAH	DPH/MCAH continued outreach and enrollment efforts with its 17 contracted agencies. Contracted agencies partnered with community-based organizations, faith-based organizations, school districts, hospitals, and clinics in order to bring awareness of program services. Agency staff attended trainings that included: CHOI Forms training, "We've Got You Covered" training, Medi-Medi Connect training, and Covered CA Outreach and Education training. Agency staff were trained to use the CHOI data system, which captures outreach, enrollment and retention activities. • **Child and Family Guidance Center** participated in health fairs at Saint Catherine Church, Santa Rosa Church, Recreation Centers, and Woodley & Hansen Dam Park; resource fair at Pacoima Charter School; and conducted a presentation at Kaiser Permanente. • **Maternal and Child Health Access (Outreach)** conducted outreach as well as education and direct services through ongoing community events and support to clients at The Wellness Center – Building Healthy Communities, LAC USC Medical Center, Mommy and me Programs at LA County Libraries, and Diabetes Day for the Diabetes Association at The Wellness Center. • **Computer Therapy, LLC** made enhancements to the CHOI database and conducted GoTo Meetings specific to redetermination/renewal collection, assistance, and training for agencies and individual users. • **Maternal and Child Health Access (Training)** worked with its subcontractor Neighborhood Legal Services Los Angeles to develop curriculum and training. MCHA provided three *We've Got You Covered* trainings and technical assistance to DPH contractors and other County staff and contractors. • **Venice Family Clinic** conducted outreach and enrollment activities at partner facilities: New Directions, Ocean Park Community Center and Safe Place for Youth. • **Asian Pacific Health Care Venture** conducted presentations at WIC, one-on-one enroller assistance at Garfield Hospital and Centro De Vida Victoriosa Church, participated as a resource table vendor at Rio Hondo College and hosted an enrollment event within Mountain View School District. • **Human Services Association** conducted outreach and enrollment events at WIC South Gate, WIC Bell Gardens and Beverly Clinic.

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	• **Community Health Councils** were out-stationed at WLCAC Southeast LA Work Source Center, Family Source Center, Youth Source Center, and Crenshaw Work Source Center conducting presentations, enrollment and referral activities. Other enrollment events were held at LACOE and with Member Jerome Horton.
DPH/SAPC	DPH/SAPC contracts with eight (8) lead Community Assessment and Service Centers (CASC) agencies to provide services at 18 CASC sites within the eight (8) SPAs. CASC's continued to partner with FBOs, EDD, Homeless shelters and encampments, Sober Living Homes, Community Colleges, Social Model Recovery organizations, Probation and Parole Departments. CASC roles and responsibilities included: 1) conducting outreach activities with community individuals and patients currently enrolled in SUD treatment and/or individuals seeking admissions to SUD treatment services contracted by DPH-SAPC; 2) Pre-screen patients for Medi-Cal eligibility; 3) Assist Medi-Cal eligible patients with completing applications; and 4) Retention/follow up activities regarding renewal Medi-Cal packets or with accessing primary and specialty care.
DHS	Contractors continued to report ongoing participation in local health fair events as a place to provide education to individuals, discuss healthcare needs, and pre-screen individuals for Medi-Cal. CBOs reported that they were working with various local community entities, many of whom have developed established, trusting relationships with the populations they are trying to reach. • **AltaMed's** enrollment staff participated in health fairs and hosted outreach and enrollment events alongside partners: Northgate Supermarket, WIC, Walgreens, Health and Immigration Clinic, Salt Lake Park, Slauson Multipurpose Center, Covina High School, Alameda Swap Meet, and Speaker Anthony Rendon's Community Event. Enrollers distributed flyers, coordinated health orientation sessions, and provided opportunities to further engage and educate the community on the importance of health insurance. • **Bartz-Altadonna** partnered with FBOs to conduct monthly food distributions, worked with Grace Resources and local homeless and DV shelters, participated in resource and health fairs and utilized a mobile clinic to do immunizations and health assessments. • **Chinatown Service Center** started its own health fair. On June 4th, CSC successfully conducted a health fair with 22 vendors that included American Heart Association, Pacific Alliance Medical Center, CVS Pharmacy, Anthem Blue Cross and Health Net. CSC also collaborated with partnership agencies, hospitals, and various venders to promote open enrollment and outreach activities within the City of Los Angeles. They conducted outreach activities in community resource/cultural festivals and health fairs, started three new 6-week Diabetes Education classes, and enrolled patients in Medi-Cal. CSC also set up a satellite enrollment station at an elementary school and are now approaching other schools, child care centers, and county libraries.

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	• **Clinica Monsenor Romero** participated in enrollment events with the following: Ventanilla de Salud, Citizenship Fair, Delancey, Health Fair Oscar De La Hoya, Sonrise Elementary, Night of Civic Engagement, School events, Health Wellness Center, Feria de la Salud, Miramontes Elementary, Dream Center, and Levitt Pavilion Event. • **Mission City Community Network** continued reaching out to its network of partners to acquire their joint collaboration in public engagement, outreach and education, information dissemination, enrollment assistance, and support services. Events/activities included: South Central LAMP – Health Fair, PACE Head Start – Health Fair, Baldwin Park Unified School District – Health Resource Fair, Maywood Academy High School Screenings and Sports Physical. • **Samuel Dixon** participated in health fairs providing health education and enrollment materials, conducted health enrollment pre-screenings, provided support to communities with a demand for health care assistance by creating/teaming up with various organizations to provide educational opportunities. Medi-Cal enrollment and informational meetings were organized to provide health care materials to those with financial hardship due to loss of income, incarceration, or change of residential status. • **UMMA** focused on flyer distribution along with door knocking, mailings, calling, and email outreach. As a result of these efforts, UMMA's CEC enroller scheduled over 150 appointments to conduct Medi-Cal pre-screenings.
DMH	Health Advocates and Mental Health Advocacy Services continued their outreach and enrollment services within the community. Both subcontractors increased their number of collaborations in order to reach potentially-eligible clients. When connecting with organizations through in-reach and outreach activities, the subcontractors provided information about the Medi-Cal program, conducted Medi-Cal pre-screenings and completed subsequent applications. Activities this past quarter includes 161 in-reach activities at SMHS providers, through which 734 individuals were reached; 3,136 individuals through 202 outreach activities at places such as food banks, CBOs, disability collaboratives, alternative courts, and Health Neighborhoods. Education about the Medi-Cal program continues to be an important component of the grant services. The subcontractors delivered 7.5 hours of Medi-Cal training to five local providers.
DPSS	DPSS outreach staff participated in the Men's & Family Health Fair, Veterans Job & Resource Fair, CicLAvia Southeast Cities Resource Fair, 19th Annual Salute to Veterans and their Families Resource Fair, and the 3rd Annual Bob Hope Patriotic Hall Veterans Resource Fair. Outreach staff were on-site distributing YMOC specific outreach material and accepting applications for Medi-Cal.

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Sheriff	Five full-time custody assistants provided in-reach activities to the jail population. The custody assistants assisted inmates by completing applications via the YBN system. They also submitted the applications to DPSS to determine if the individuals already had coverage or an application is in process. Applications were monitored via YBN to determine if they were processed by DPSS upon release. Consequently, coverage will be activated upon release from custody and coordinated with DPSS.
5. Any innovative strategies/practices that were successful and can serve as a model for others or that County can build upon.	
DPH/MCAH	• **Human Services Association** stated that partnerships with local WIC sites has proved successful. Constant referrals and weekly site visits ensures that patients are assisted with their health coverage needs. • **Citrus Valley Health Partners** utilized roll-down posters at partner agency sites to inform the public of their services. • **Los Angeles Unified School District** targeted high transiency schools and partnered with LAUSD's Student Enrollment Processing and Assessment Center to target all new arrivals and unaccompanied minors that are processed for school enrollment. The Healthy Start program partnership enabled LAUSD to provide consumers with application assistance via a toll-free call center and advertised enrollment events or at any of the Healthy Start program offices across the district. The flexibility between assistance via in-person and over-the-phone has been incredibly successful. • **Maternal and Child Health Access (Outreach)** is co-located at The Wellness Center, which gives them the opportunity to partner closely with LAC USC and 15 community based organizations who regularly refer clients needing health outreach, enrollment, utilization, and retention services. These partnerships have provided the opportunity to work with patients of LAC USC who are recently diagnosed with chronic and serious illnesses and in need of wider health insurance or assistance with navigating the health insurance world. During this reporting period, MCH Access saw significantly more deferred action clients ("Dreamers") who are potentially eligible to Full-Scope coverage under Medi-Cal. • **Child and Family Guidance Center** started outreaching to uninsured day laborers at the local Home Depot. They will expand this new strategy to reach the uninsured during the next fiscal year going to all Home Depot stores in SPA 2. They will also try Lowe's, U-Haul, and all stores where day laborers wait for jobs on a daily basis. • **Crystal Stairs** supported a CHOI partner, Los Angeles County Office of Education, by participating in the Compton Unified School District Pupil Services enrollment event. Staff conducted Spanish language presentations on health insurance programs and scheduled enrollment appointments. These opportunities strengthen school partnerships.

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	Staff also supported the "All In" Health Care for All Families campaign to ensure access to health care services that are provided countywide. • **Northeast Valley Health Corporation** is co-located at a school-based health center. This continues to be successful because students require health coverage and many need to be seen privately under "sensitive services". Our enrollment staff were able to offer assistance that best accommodated the students. • **Community Health Councils** expanded its enrollment evets outside of their target SPA. Events were held in Huntington Park, Florence/Firestone and Norwalk areas. • **St. Francis Medical Center** continued to identify opportunities for partnership with community clinics, hospital bedside visits, MD, OB/GYN offices, unified school districts, churches, and community health fairs. • **Dignity Health dba California Hospital Medical Center** sought and participated in health fairs to increase overall contacts and enrollments as well as collaborating with community clinics to increase enrollments. • **Venice Family Clinic** increased accessibility to patients by changing their appointment system. The new system allows for more patients to be seen by allotting time intervals that reflect the need of the patient. We have experienced more availability and efficiency with the implementation, including same day grid for urgent cases and our no show rate has significantly decreased. • **Valley Community Healthcare** hired a university intern and a front desk receptionist to call their CHDP clients to assist them with the Medi-Cal application process and to also assist patients turning 65 years of age with Medi-Cal applications.
DPH/SAPC	• **Behavioral Health Services (SPA 8)** • **California Hispanic Commission on Alcohol Drug and Abuse (SPA 7)** partnered with Pomona Valley Re-entry Resource Fair and JWCH Mobile Unit. • **Didi Hirsch Community Mental Health Center (SPA 5)** • **Homeless Health Care (SPA 4)** partnered with Alcoholism Center for Women. • **Prototypes (SPA 3)** • **San Fernando Valley Community Mental Health Center (SPA 2)** • **Special Service for Groups Integrated Care System (SPA 6)** • **Tarzana Treatment Centers (SPA 1)** co-located at DPSS, outreach to GR clients and assist GR applicants in applying for Medi-Cal and submit applications to the case carrying GR Eligibility Worker.

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DHS	• **AltaMed** successfully employed a number of innovative strategies for outreach, including: utilizing bilingual clinic and outreach staff to provide culturally and linguistically competent services to the LEP population; working with Latino-serving organizations, such as the Mexican Consulate, to connect with families of mixed immigration status; and working one-on-one with YMOC to address concerns about signing up for coverage, pre-screening, and providing continued guidance to ensure applications were completed. AltaMed also used both its clinic-based service sites during large community enrollment events and innovative community locations (i.e. supermarkets, health fairs, etc.) to reduce perceived barriers to access. • **Bartz-Altadonna** presented at school district parent events to educate and bring awareness of the Medi-Cal benefits at the Antelope Valley Hispanic Chamber of Commerce to community leaders regarding community health coverage options and resources and participated in educational opportunities for incarcerated youths. Bartz-Altadonna also conducted Medi-Cal outreach during their own sponsored events such as Cooking demonstrations and Health and Nutrition seminars. • **Chinatown Service Center** continued its telephone follow-up, one-on-one education and technical assistance to help clients with their Medi-Cal enrollment and cases. • **Clinica Romero's** Outreach and Enrollment department was reorganized to be supervised by Clinica Romero's Director and now collaboratively with Community Organizing team members as well as Promotoras. The reorganization of the department has proved successful given that community organizing staff are out in the community performing outreach activities for the O/E department. In turn, O/E staff have focused efforts in enrollment assistance to patients in its clinics. • **Mission City Community Network** outreach staff scheduled enrollments, provided enrollment education, and conducted pre-screening and assessment of individual cases prior to scheduling clients for Medi-Cal enrollment. Mission City proactively partnered with CBOs, FBOs and city government offices to organize healthcare outreach events and health fairs to conduct health screenings, health insurance application enrollment consultation and support. Staff conducted follow-ups with individuals/families pre/post health screening events and conducted service navigation and referrals. • **Samuel Dixon** successfully targeted specific resources within communities to reach and impact the targeted populations such as Educational Institutions (community colleges, adult schools, universities), Community Service Centers (recreation centers, community health centers, youth programs), and FBOS (churches).

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	• **UMMA** successfully worked with the local Work Source Center during hiring events, reaching up to 200 community members during presentations. UMMA participated in 50 enrollment events, three health fairs, and 14 community outreach and street resource fairs during this reporting period, including University of Southern California/LA RAM's hiring event, construction workers job fairs, events focused on former incarcerated inmates, El Camino/Compton College job event and Exposition Worksource Center.
DMH	No innovative strategies/practices to report for this reporting period.
DPSS	Through collaboration with the Department of Public Works, DPSS secured the use of an additional 35 bus shelter panels free of charge. Advertisements displayed images geared at YMOC.
Sheriff	No innovative strategies/practices to report for this reporting period.
6. Any project activities/successes that were not identified in the Work Plan, but are a "spin-off" of Work Plan activities.	
DPH/MCAH	• **Crystal Stairs** continued to utilize the YBN portal to enroll individuals and families into Medi-Cal and occasionally enroll potential individuals and families into CalFresh and/or CalWORKs via the same application. This affords staff to provide comprehensive services at one single point of entry, while ensuring that clients receive necessary services and are not burdened with additional documentation that is now being streamlined in one application. • **Northeast Valley Health Corporation** has co-located its staff at a school-based health center. As a result, many activities and successes have been generated from being stationed at the location of choice. NEVHC has been able to partner with schools and has attended and hosted a table at Parent Conferences and Back to School nights. This has allowed staff to meet parents and inform them of services provided at the health center. • **Child and Family Guidance Center** continues to conduct self-audits to minimize mistakes on client files and CHOI data system. Their participation in the CHOI data system workgroup was very important for system changes, updates, and improvements. • **Los Angeles Unified School District** initiated discussion of expansion of its Children's Health Access and Medi-Cal Program presence into some of the busier 20 school-based health clinics operated by LAUSD. • **Human Services Association's** enrollment specialist on site has been trained to know LA County's free and low income health care options. She is also pre-screening clients for different programs that are not within Medi-Cal, such as Covered CA, Kaisers Child Health Plan, My Health LA, etc. Enrollment specialists refer clients to the necessary programs to close the gaps within their overall health coverage.

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DPH/SAPC	CASC's that collaborated with Probation and Parole Departments, assisting homeless and undocumented community members, and outreaching to community members at food banks, FBOs, EDD, day laborers, reaching out to transitional age youth, and utilizing the Automated Eligibility Verification System (AEVS) were all spin-off activities. The benefit in using AVES is that it provides real time Medi-Cal verification.
DHS	• **AltaMed** launched their "lead process" through their internal database CRM in order to receive outreach outcomes in real-time. This "lead process" allows AltaMed to conduct daily trend analysis such as how many people attended an outreach event, the type of program each client qualified for, the most effective time to reach them, and general demographic information. Receiving this data while outreach and enrollment activities are happening in the field will allow AltaMed to adjust outreach strategies to ensure maximum effectiveness. This quarter, AltaMed's enroller was trained on how to utilize this tool in the field to more effectively serve their target population. • **Bartz-Altadonna** contacted local Spanish television channels in their target areas to promote outreach activities and enrollment opportunities. Bartz-Aldaonna also partnered with school districts and Welcome Centers to distribute information about Medi-Cal benefits and resources to parents and families.
DMH	None for this reporting period.
DPSS	DPSS secured the use of 35 bus shelter panels at no cost through a collaborative effort with the DPW. DPSS used this media outlet to outreach to YMOC in order to motivate and encourage them to apply for Medi-Cal. The ads included the Medi-Cal tagline and logo, QR code that directed potential applicants to an instructional flyer with information on applying through the Your Benefits Now portal, the YBN website address, and toll-free customer service center phone number. Advertisements were displayed the first week of April through May 2016.
Sheriff	No additional project activities/successes to report for this reporting period.
7. List project activities not completed during the quarter that were stated to be completed. If the activities completed differ from County's proposal, what caused these changes? Were activities delayed and if so, why? Will these activities be completed? When and how? Are there any activities County will not be able to complete during the course of this grant?	
DPH/MCAH	None for this reporting period.
DPH/SAPC	This reporting period, CASC's continued to experience difficulty with initiating and maintaining contact with applicants/clients. Overall, follow-up calls and redeterminations were unsuccessful due to a high number of homeless clients without consistent contact information, clients with changed or disconnected phone numbers, and unreturned follow-up phone calls. CASCs made attempts to contact clients via email, emergency contact lists, notices mailed to last

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	known addresses. CASC providers continued to meet on a monthly basis with DHP-SAPC to brainstorm on how to best reach hard to reach populations and meet application enrollment objectives.
DHS	None for this reporting period.
DMH	None for this reporting period.
DPSS	None for this reporting period.
Sheriff	None for this reporting period.
8. List any products developed, data sources and/or resources used.	
DPH/MCAH	DPH/MCAH contracted agencies are using the CHOI database to track outreach, enrollment, and retention activities as well as the YBN portal. Contracted agencies continued developing and utilizing business cards, flyers, program brochures, pamphlets, outreach calendars, sign-in sheets, issued incentives to clients, training materials/handouts, specialized school flyers, and appointment lists to inform target populations about Medi-Cal insurance benefits and coverage.
DPH/SAPC	CASC's utilized promotional MOEA and CASC fact sheets, flyers, program service brochures, email reminders, outreach giveaways, Medi-Cal troubleshooting cheat sheets, conducted PowerPoint presentations during program services, Drug Medi-Cal Provider listing, treatment Agency Lists, SPA 6 FBOs listing and other homeless support centers.
DHS	DHS contractors utilized the CHOI database which allows tracking applications, clients enrolled, and follow up through the utilization and redetermination process. Through partnership with DPSS, the YBN system is used to enroll individuals into Medi-Cal. Contractors developed and utilized flyers, brochures, websites, informational posters, conducted radio broadcasts and interviews, and lists of family resource centers, charities, organizations, community service centers, CBOs, FBOs, government entities, schools, and churches to assist clients with their continuum of medical care and healthy living. • **AltaMed** continued to utilize data collection software called Customer Relations Management (CRM). CRM allows for longitudinal tracking of encounters through retention of accurate contact information, tracking of completed applications, access to verify enrollments, and access to set appointments for the client and verify that services were utilized. CRM also connects with AltaMed's electronic medical records system, NextGen, to allow follow-up with the consumer, and if needed, additional eligibility screenings for other programs. • **Bartz-Altadonna** continued to develop and use customized informational flyers and brochures to do outreach to promote enrollment. Enrollers brought laptops, scanners and printers to all public outreach events.

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	• **Chinatown Service Center (CSC)** continued to use their own customized outreach flyers that are used for door-to-door marketing and on the CSC website.
	• **Clinica Romero** continues to use all previously stated materials and resources. No new resources developed during this quarter.
	• **Mission City** utilized the following resources:
	  • A master calendar of coordinated outreach and enrollment activities planning and implementation,
	  • Updated "all-in-one" service assistance information flyers and posters, and
	  • Medical services and referral resource information.
	• **Samuel Dixon** continued to use customized Medi-Cal informational flyers and brochures which are provided to target populations at outreach activities.

DMH	None for this reporting period.
DPSS	Bus shelter ads were designed and printed for their use in 35 bus shelter panels throughout LA County communities. The bus shelter ads illustrated images geared at YMOC. The ads included the Medi-Cal tagline and logo, QR code that directed potential clients to instructional flyer with information on applying through the YBN portal, the YBN website address, and the toll-free customer service center phone number. These shelter panels were acquired free of charge through a partnership with the Department of Public Works (DPW). New marketing material was purchased in the form of baseball-themed stress reliever squeeze balls and cellphone armband holders with the Medi-Cal tagline and logo, YBN website address, and toll-free customer service center phone number. These were used at outreach events as giveaways to attract young men to approach DPSS and learn about Medi-Cal. New outreach materials were purchased for use by the DPSS Outreach Team, such as TV monitor and accessories to provide informational videos on the benefits of applying for Medi-Cal. Additional materials purchased include a poster stand, informational pamphlets, and a jumbo drawing wheel to attract potential applicants at larger events.
Sheriff	None for this reporting period.

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9. Any challenges/barriers encountered and proposed solutions.

DPH/MCAH: some contractors achieved lower than expected progress toward their target numbers. Contractors have devised new places to outreach as well as partner with more organizations to help with enrollment activities. Additionally, a few Contractors experienced delays in hiring staff in previous quarters which impacted deliverables this reporting period.

- **Los Angeles Unified School District** experienced wait times when calling the DPSS Customer Service Center to address case inquiries. Wait times are experienced by callers due to a high call volume as a result of notices issued by the State resulting in additional inquiries directly from Medi-Cal beneficiaries. DPSS staff worked diligently to provide effective service to all callers, including project enrollment staff.
- **Venice Family Clinic** experienced inability to maintain follow-up contact with clients due to disconnected phone numbers or unstable housing. Staff are looking at alternative/non-traditional ways for successful follow up, i.e. text messages or via case managers at other agencies.
- **St. Francis Medical Center** experienced a staff shortage which had an impact in following up with clients to meet the grant's objectives in a timely manner. Vacancy was filled and new hire training was completed.

DPH/SAPC: some of the challenges CASC faced this quarter included, inability to reach clients for follow-ups due to change in contact information, e.g. disconnected phone number; clients do not independently follow up with DPSS to submit additional documents, or complete application; and experienced wait times when calling the DPSS Customer Service Center to address case inquiries. These wait times are experienced by callers due to a high call volume as a result of notices issued by the State resulting in additional inquiries directly from Medi-Cal beneficiaries. DPSS staff worked diligently to provide effective service to all callers, including project enrollment staff. In an effort to meet target goals, the CASC's will continue to target the primary target population with a creative approach and inform clients of the MOEA project time table and the end date of services at CASC sites.

DHS

- **AltaMed** experienced lower target goals for redetermination assistance due to the delay of the initial project start-up in the first year of the grant. Although, the grant period will have ended, AltaMed will still continue to assist this population to ensure they are covered by Medi-Cal.
- **Bartz-Altadonna** encountered challenges accessing the YBN portal as it was unavailable to a small number of users during this quarter. Access to these users were generally re-established via password resets. DPSS staff worked to address these issues as they were reported. Additionally, application approvals exceeding the 45 day approval period. Issues regarding delayed

eligibility determinations is a known issue to all departments and is being addressed by the State through CalHEERS system enhancements.

- **Chinatown Service Center** encountered the following major barriers when conducting outreach and enrollments activities:
  - Transportation remains an issue among older Chinese communities that do not drive.
  - There are limited resources available in language literacy and education material for the Chinese community.
  - Limited application forms available in a language suitable for their population, as there are over 38 different dialects of the Chinese language.
  - Lack of available providers to treat patients in the area that can speak the language remains an issue.
  - Many of Chinatown's clients do not own computers and have no access to computers.

As a result of these barriers, CSC started their own health fairs to reduce communication barriers with patients and continued to provide their clients with customized flyers, brochures and marketing materials in various languages.

- **Mission City Community Network (MCCN)** reported the following challenges:
  - Individuals and families screened at health fairs have shown hesitation and uncertainty to apply, are not interested or already have Medi-Cal coverage with a health plan, while others are unable to obtain accessible transportation to enrollment sites.
  - MCCN experienced challenges sustaining outreach/CECs staff needed to follow up with individuals and families pre-/post health screening events, enrollment supports and service navigation/referrals.
- **Samuel Dixon** reported challenges due to changes in work schedule of patients, inclement weather (e.g., hot, cold, or raining – some beneficiaries would prefer to remain at home and indoors than to go outside. Samuel Dixon has a large population who relies on public transportation which can be challenging to use when there are extreme weather conditions).
- **UMMA:** reported the following challenges: wait times when calling the DPSS Customer Service Center to address case inquiries. Wait times are experienced by callers due to a high call volume as a result of notices issued by the State resulting in additional inquiries directly from Medi-Cal beneficiaries. DPSS staff worked diligently to provide effective service to all callers, including project enrollment staff; clients experiencing financial hardships were unable to pay for necessary enrollment documentation such as birth certificates and identification cards – UMMA is looking into ways to help cover these costs; and experienced application approvals exceeding the 45 day approval period. Issues regarding delayed eligibility determinations is a known issue to all departments and is being addressed by the State through CalHEERS system enhancements. Applicants are directly added to the State's Medi-Cal Eligibility Data System (MEDS) when delayed eligibility determinations are caused by system issues.

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DMH The potentially-eligible and uninsured population has continued to decrease as more people are successfully enrolled into Medi-Cal. As such, the remaining uninsured eligible for Medi-Cal are difficult to reach. Despite great efforts to find and connect with the hard-to-reach population, contractors have found it challenging to identify and provide this population with enrollment services. There continues to be market saturation for entities responsible for enrolling individuals into Medi-Cal.

DPSS Outreach staff continued to report a low number of enrollments among the YMOC population. It was noted that most YMOC did not want to submit an application during outreach events and expressed their preference to apply for the Medi-Cal at a later date via YBN, mailing an application, or walking into a district and/or already had some sort of health coverage. Outreach staff consistently provided program information, distributed literature, applications and marketing material, which in turn created a "buzz" regarding the benefits of having health care. This has generated an overall increase at DPSS Medi-Cal Districts in applications and enrollments among our target population. With the completion of the LEADER Replacement System (LRS) scheduled for July 2016, the DPSS IT section redirected resources to generate a detailed report that capture DPSS YMOC applications and enrollment counts Department-wide. Going forward, this new report will allow DPSS to report a true count of YMOC applications and enrollments via our new LRS.

10. State if Department/sub-contractors/other partnering organizations received funding from other foundations, corporations or government bodies for the Medi-Cal O&E efforts currently supported by this grant. If so, provide funder's name, the amount of funding provided, and when it was provided. If the support is in-kind and can be estimated in $, please provide the figure.

DPH/MCAH	• **Valley Community Healthcare** received $84,959 in funding from HRSA as of July 1, 2015 through June 30, 2016. • **Venice Family Clinic** received $166,789 in funding from HRSA as of July 1, 2013 and is ongoing. • **Northeast Valley Health Corporation** received $470,674 in funding from HRSA as of July 1, 2013 through June 30, 2016; $100,000 in funding from Covered CA Navigator Grant as of August 1, 2015 through June 30, 2016; and $50,000 in funding from United Way of Greater Los Angeles as of July 1, 2015 through June 30, 2016. • **Los Angeles Unified School District** received $75,000 in funding from Covered CA as of August 2015 through May 2016 and $150,000 in funding from CHIPRA III as of August 2013 through June 2016.
DPH/SAPC	DPH/SAPC did not receive funding from other foundations, corporations, or government bodies for the Medi-Cal outreach and enrollment efforts currently supported by this grant.
DHS	• **AltaMed** is currently providing in-kind support in the form of printed materials for distribution, physical space for outreach events, and supplemental employee benefits above what is covered by grant finances.

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	• **Clinica Romero** continues to receive HRSA Outreach and Enrollment funding, as well as from Asian Americans Advancing Justice (Covered California grant).
DMH	DMH did not receive funding from other foundations, corporations, or government bodies for the Medi-Cal outreach and enrollment efforts currently supported by this grant.
DPSS	DPSS did not receive funding from other foundations, corporations or government bodies for the Medi-Cal outreach and enrollment efforts currently supported by this grant.
Sheriff	The Sheriff's Department did not receive funding from other foundations, corporations or government bodies for the Medi-Cal outreach and enrollment efforts currently supported by this grant.
11. Describe whether DHCS assisted or failed to assist LA County in any way during this time period.	
Los Angeles County has received assistance requested from DHCS on a regular basis and in a timely manner.	
12. Any other aspect of the project to share pertaining to this Medi-Cal O&E initiative.	
DPH/MCAH	• **St. Francis Medical Center:** With the funding DHCS provides, we are able to expand and increase education efforts and assist clients to access health programs within SPA 7 and surrounding communities. • **Human Services Association:** The grant allowed HSA to open the door to more participants who are Medi-Cal eligible. HSA was able to facilitate applications, ensure individuals/families were successfully enrolled in Medi-Cal, and provide troubleshooting assistance. • **City of Long Beach** clients are very thankful for the services provided. Consumers have no alternative for getting help related to Medi-Cal problems. The services offered provided are crucial to the participants' health and well-being.
DPH/SAPC	None for this reporting period.
DHS	None for this reporting period.
DMH	None for this reporting period.
DPSS	None for this reporting period.
Sheriff	None for this reporting period.

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LIST OF COMMON ACRONYMS	
CASC – **Community Assessment Service Center**	LACOE – **Los Angeles County Office of Education**
CBO – **Community-Based Organization**	LAUSD – **Los Angeles Unified School District**
CHOI – **Children's Health Outreach Initiatives**	LGBT – **Lesbian, Gay, Bisexual, and Transgender**
CHOEUR – **Children's Health Outreach, Enrollment, Utilization and Retention**	MCAH – **Maternal, Child, and Adolescent Health**
DHCS – **California Department of Health Care Services**	MCHA – **Maternal and Child Health Access**
DHS – **Department of Health Services**	MOEA – **Medi-Cal Outreach and Enrollment Activities**
DMH – **Department of Mental Health**	MOU – **Memorandum of Understanding**
DPH – **Department of Public Health**	O&E – **Outreach and Enrollment**
DPSS – **Department of Public Social Services**	SAPC – **Substance Abuse and Prevention Control**
DPW – **Department of Public Works**	SMHS – **Specialty Mental Health Services**
EDD – **Employment Deployment Department**	SPA – **Service Planning Area**
EW – **Eligibility Worker**	SUD – **Substance Use Disorder**
FBO – **Faith-Based Organization**	YBN – **Your Benefits Now!**
HRSA – **Health Resources and Services Administration**	YMOC – **Young Men of Color**

LOS ANGELES COUNTY MEDI-CAL OUTREACH, ENROLLMENT AND RETENTION NARRATIVES

Reporting Period: April 1, 2016 – June 30, 2016

EXHIBIT 1

Outreach, Enrollment, and Retention Summary COUNTY: LOS ANGELES					
Major Deliverables and Activities	**AB 82 Target Population Reached**	**Materials**	**Staff and/or CBOs Used**	**Performance Measures and Data Collection**	**Status**
Include reference to the major outcome objectives indicated in your work plan	*Specify target audience*	*Specify all materials developed, finalized, or distributed (radio/TV/print ads; brochures, flyers, etc.) using allocation funds*	*Indicate staff responsible and/or CBOs used*	*Provide achievements, percentages, and numbers for the quarter and YTD that document achievements*	*Indicate the completion date. If not completed, indicate the projected completion date. Provide a reason if date is different than on the approved work plan*
Outreach	• Families of mixed-immigration status • Persons with limited English proficiency • Persons with substance use disorder needs • Persons who are homeless • Young Men of Color • Persons with mental health disorder needs • Persons who are in county jails, county probation, or under post release community supervision	• Flyers, pamphlets, post cards, outreach calendars, social media, email, radio, door-to-door, telephone, bus shelter posters, videos, presentations, press releases, target population-specific marketing materials. • ACA brochures delivered to inmates and posters displayed in custody housing areas	LAC Departments, contracted and subcontracted agencies Sheriffs	Outreach and in-reach activities were provided to 31,235 persons, this quarter.	Completed
Enrollment		• Flyers, pamphlets, post cards, outreach calendars, social media, email, radio, door-to-door, telephone, presentations, press releases, audit fact sheet tools, QR codes, and YBN website. • CHOI webinar training using GoTo Meeting to assist departments and agencies	LA County Departments, contracted and subcontracted agencies Computer Therapy, LLC	5,339 persons were assisted with completing a Medi-Cal application this quarter. 1,909 applicants were confirmed as newly enrolled	On track
Retention		• Notices and/or documentation requests	LA County Departments, contracted and subcontracted agencies	2,016 persons were assisted with retention services	Slightly delayed due to initial start-up of grant activities

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EXHIBIT 2

Numbers Specific to Outreach and Enrollment Activities ONLY COUNTY: LOS ANGELES		
	Current Quarter	**Year-to-Date**
Amount Billed, $	Q4 Invoice forthcoming	$769,834.47
Number of AB 82 individuals reached by O&E efforts	31,235	128,098
Number of AB 82 individuals assisted with enrollment into Medi-Cal	5,339	21,847
Number of approved Medi-Cal applications resulting from Medi-Cal O&E efforts	1,909	8,901
Number of AB 82 beneficiaries assisted with annual eligibility review (AER) and/or Medi-Cal redetermination	2,016	5,500
Number of AB 82 beneficiaries that retained Medi-Cal coverage as a result of the O&E efforts	1,612	4,350
Number of CEC's and CIA's used in O&E efforts	36	36
Number of CAAs used in O&E efforts	0	0

CALIFORNIA DEPARTMENT OF HEALTHCARE SERVICES (DHCS)
MEDI-CAL OUTREACH AND ENROLLMENT GRANT

LOS ANGELES COUNTY
FY 2015-2016 ANNUAL TARGET NUMBERS*
DATA SUMMARY

		DPSS	SHERIFF	DMH	DHS	DPH/MCAH	DPH/SAPC	Total
OUTREACH		6960	10000	9520	4800	15000	4200	**50480**
ENROLLMENT	Completed Application	1015	10000	2570	3600	4000	1470	**22655**
	Confirmed Enrollment	1015	2500	1927	2700	3000	1102	**12244**
RETENTION	Redermination Assistance	659	N/A	TBD**	2194	1950	716	**5519**

Quarter 1 (July,2015 - September, 2015)

		DPSS	SHERIFF	DMH	DHS	DPH/MCAH	DPH/SAPC	Total
OUTREACH		3158	2064	4317	9501	7482	6314	32836
ENROLLMENT	Completed Application	147	2064	430	903	1510	193	5247
	Confirmed Enrollment	35	478	474	719	1245	95	3046
RETENTION	Redermination Assistance	6	N/A	53	0	501	15	575

Quarter 2 (October,2015 - December, 2015)

		DPSS	SHERIFF	DMH	DHS	DPH/MCAH	DPH/SAPC	Total
OUTREACH		2611	1828	4283	8120	8577	5790	31209
ENROLLMENT	Completed Application	106	1828	364	760	1711	155	4924
	Confirmed Enrollment	36	273	349	473	845	72	2048
RETENTION	Redermination Assistance	77	N/A	82	98	793	1	1051

Quarter 3 (January,2016 - March, 2016)

		DPSS	SHERIFF	DMH	DHS	DPH/MCAH	DPH/SAPC	Total
OUTREACH		3645	2677	3648	9801	7291	5756	32818
ENROLLMENT	Completed Application	112	2677	325	1161	1853	209	6337
	Confirmed Enrollment	41	27	351	458	896	125	1898
RETENTION	Redermination Assistance	47	N/A	524	207	1076	4	1858

Quarter 4 (April,2016 - June, 2016)

		DPSS	SHERIFF	DMH	DHS	DPH/MCAH	DPH/SAPC	Total
OUTREACH		4232	2533	3136	8948	6414	5972	31235
ENROLLMENT	Completed Application	127	2533	279	885	1387	128	5339
	Confirmed Enrollment	38	0	381	606	767	117	1909
RETENTION	Redermination Assistance	33	N/A	400	480	1077	26	2016

FY 2015-2016 Year to Date Numbers

		DPSS	SHERIFF	DMH	DHS	DPH/MCAH	DPH/SAPC	Total
OUTREACH		13646	9102	15384	36370	29764	23832	128098
ENROLLMENT	Completed Application	492	9102	1398	3709	6461	685	21847
	Confirmed Enrollment	150	778	1555	2256	3753	409	8901
RETENTION	Redermination Assistance	163	N/A	1059	785	3447	46	5500

FY 2015-2016 Year to Date Completion, %

		DPSS	SHERIFF	DMH	DHS	DPH/MCAH	DPH/SAPC	Total
OUTREACH		196%	91%	162%	758%	198%	567%	254%
ENROLLMENT	Completed Application	48%	91%	54%	103%	162%	47%	96%
	Confirmed Enrollment	15%	31%	81%	84%	125%	37%	73%
RETENTION	Redermination Assistance	25%	N/A	TBD**	36%	177%	6%	100%

* Annual target numbers based on the 2014--2016 Work Plan
** DMH performs retention activities without numerical target

Outreach is a service provided when we raise an individual's awareness/understanding of what Medi-Cal is and what can be done to enroll.

Enrollment is measured as the number of approved Medi-Cal applications resulting from Medi-Cal outreach and application assistance efforts.

Completed applications is defined as the number of clients assisted to fill out health insurance applications line-by-line, through in-person, telephone assistance or electronic submission.

Confirmed enrollment is defined as: 1) the number of clients who have stated that they received successful enrollment notification from insurer and/or 2) the number of clients who have been verified enrolled by appropriate insurer or computer system.

Retentionis a service provided when we track an enrolled individual's re-application time line to Medi-Cal, and take all the available steps afforded by that individual towards their continued enrollment in, and their retention of, Medi-Cal.

Redetermination assistanceis defined as attempting to contact 100% of clients/beneficiaries (confirmed enrolled) and making successful contact with 65% of those clients/beneficiaries either in-person or by telephone to determine whether assistance is needed at time of annual eligibility review/renewal.

Rev. Date 8/25/16