

## Proposed Outcome Objectives

### 3. WORKLOAD STANDARDS

ADMINISTRATOR, at its sole discretion, may require changes to the Workload Standards listed below. Throughout the term of the Contract, CONTRACTOR shall measure progress through the following objectives:

- 3.1 Submit a sufficient number of applications, at Orange County Jails and Probation Departments of Juvenile Facilities, so that a minimum of **four hundred (400)** Individuals are approved for Medi-Cal or Dual Medi-Cal/**CalFresh**, annually. Individuals may request to be evaluated for **CalFresh** only, or other programs as identified by ADMINISTRATOR.
- 3.2 Screen Orange County Jail inmates and assist in completion of applications to ensure that a minimum of eighty-five percent (85%) of applications submitted result in approved benefits.
  - 3.2.1 Evaluate incarcerated Individual(s) in Orange County Jails prior to their release date to determine **CalFresh** eligibility and assist in completion of application.
- 3.3 Submit a sufficient number of applications, outside Orange County Jails and Probation Departments of Juvenile Facilities, so that a minimum of **two thousand (2,000)** Individual(s)/Family(ies) are approved for Medi-Cal or Dual Medi-Cal/**CalFresh**, annually. Individual(s)/Family(ies) may request to be evaluated for CalFresh only, or other programs as identified by ADMINISTRATOR.
- 3.4 Facilitate and attend, in conjunction with CBOs, a minimum of **four hundred (400)** Outreach Events annually.
  - 3.4.1 **Provide Medi-Cal and CalFresh outreach through social media, a minimum of one hundred and twenty (120) posts annually.**
- 3.5 Provide educational information during the application process for one hundred percent (100%) of new Medi-Cal and **CalFresh** applications to inform applicants of reporting requirements and how to maintain benefits.
  - 3.5.1 **Educate Individual(s)/Family(ies) on the decommissioning of MyBenefits CalWIN (MyBCW) website, the introduction of BenefitsCal and the benefits of registering in this new system and assist with the registration process.**
- 3.6 Attempt phone contact with one hundred percent (100%) of cases enrolled in Medi-Cal and CalFresh by the eleventh (11th) month following initial enrollment to remind them of upcoming redetermination.
  - 3.6.1 **For CalFresh only, conduct retention measures for one hundred percent (100%) of CalFresh approved cases, thirty (30) days prior to the SAR7 due date to remind them of their upcoming reporting requirements. Retention measures may include contact by phone, email, mail, or in person.**

- 3.7 Attempt phone contact with one hundred percent (100%) of Medi-Cal cases within thirty to forty-five (30-45) days of notification of a Medi-Cal case approval to confirm enrollment in Medi-Cal and assist in selection of a managed care plan through Orange County managed care providers.
- 3.8 Attempt phone contact with one hundred percent (100%) of Medi-Cal cases to record healthcare utilization within the **first six (6) months** of enrollment in Medi-Cal to inquire about benefit utilization, without violating Health Insurance Portability and Accountability Act laws, and provide assistance with barriers to accessing services.
- 3.9 Make contact with a minimum of four hundred fifty (450) cases in a 12-month period that have been discontinued for not providing Medi-Cal Redetermination, annually.**
- 3.10 ADMINISTRATOR, at its sole discretion, shall provide CONTRACTOR with the necessary data to meet the obligations of Subparagraphs 3.7 through 3.9 above.
- 3.10.1 CONTRACTOR shall ensure that staff who have access to the aforementioned data utilize it for the legitimate purpose of fulfilling the obligations of Subparagraphs 3.7 to 3.9 above.
- 3.10.2 Upon termination of this Contract, CONTRACTOR shall purge the aforementioned data within thirty (30) calendar days.

**The table below shows the number of approved applications for the last five (5) Fiscal Years.**

<b>Fiscal Year</b>	<b>Jails<sup>(1)</sup></b>	<b>Community Outreach</b>	<b>Behavioral Health Clinics</b>	<b>Probation</b>	<b>Total</b>
<b>FY2018-19</b>	N/A	N/A	N/A	N/A	N/A
<b>FY2019-20</b>	332	1,507	29	10	<b>1,878</b>
<b>FY2020-21</b>	365	1,498	65	0	<b>1,928</b>
<b>FY2021-22</b>	247	1,642	2	0	<b>1,891</b>
<b>FY2022-23<sup>(2)</sup></b>	132	802	0	0	<b>934</b>
<b>Total</b>	<b>1,076</b>	<b>5,449</b>	<b>96</b>	<b>10</b>	<b>6,631</b>

<sup>(1)</sup> Due to COVID-19 restrictions, outreach efforts were impacted due to the closure of Orange County Jails. Services outside of these facilities were limited to virtual platforms, making it difficult to reach the target population. Contractor attempted to increase their presence in sober and halfway houses due to their limited jail access.

<sup>(2)</sup> FY2022-23 – data reflects the period July 1, 2022, through November 30, 2022.

**Goals and Outcomes for the period of January 1, 2020, through December 31, 2021 include:**

<b>Goals*</b>	<b>1/1/20 – 12/31/20</b>	<b>1/1/21 – 12/31/21</b>	<b>Total</b>
Enroll a minimum of 400 individuals annually in Medi-Cal at County inmate facilities, including jails and probation departments from January 1, 2020, through December 31, 2021.	220	85	305
Enroll a minimum of 2,500 individuals annually in Medi-Cal that are outside County inmate facilities from January 1, 2020, through December 31, 2021.	2,445	2,287	4,732
Facilitate and attend, in conjunction with CBOs, a minimum of 500 outreach events annually from January 1, 2020, through December 31, 2021.	1,107	1,367	2,474
Provide educational material to a minimum of 2,500 individuals newly enrolled in Medi-Cal by December 31, 2021.	N/A	N/A	4,732
Screen Orange County jail inmates and assist in completion of applications to ensure that a minimum of 85 percent of applications submitted result in approved benefits.	N/A	N/A	65%
Attempt phone contact with 100 percent of Medi-Cal enrollees, within 60 days of notification of a client's Medi-Cal approval, to assist in selection of a managed care plan through Orange County managed care providers.	N/A	N/A	88%
On an annual basis, make phone contact with a minimum of 1,250 individuals enrolled in Medi-Cal by the 11 <sup>th</sup> month following initial enrollment in Medi-Cal to remind them of upcoming Medi-Cal redetermination.	742	492	1,234

\*Due to COVID-19 restrictions, outreach efforts were impacted due to the closure of Orange County jails and services outside of these facilities were limited to virtual platforms, making it difficult to reach the target population. Contractor attempted to increase their presence in sober and halfway houses due to their limited jail access.

**Goals and Outcomes for the period of January 1, 2022, through June 30, 2022 include:**

<b>Goals</b>	<b>1/1/22 – 6/30/22</b>	<b>Goal Met</b>
Enroll a minimum of one hundred twenty-five (125) individuals annually in Medi-Cal at County inmate facilities, including jails and probation departments.	47	No*

Screen Orange County jail inmates and assist in completion of applications to ensure that a minimum of 85 percent of applications submitted result in approved benefits.	47%	No*
Enroll a minimum of eleven hundred (1,100) individuals annually in Medi-Cal that are outside County inmate facilities.	1,176	Yes
Facilitate and attend, in conjunction with CBOs a minimum of two hundred fifty (250) outreach events.	731	Yes
Make phone contact with a minimum of five hundred (500) individuals enrolled in Medi-Cal by the 11 <sup>th</sup> month following initial enrollment in Medi-Cal to remind them of upcoming Medi-Cal redetermination.	227	No**
Attempt phone contact with a minimum of twelve hundred fifty (1,250) individuals for enrollment, health plan selection, and utilization within the first year of enrollment in Medi-Cal.	2,235	Yes
Provide educational information to the head of the household for one hundred percent (100%) of new Medi-Cal cases within thirty (30) days of enrollment.	100%	Yes
Attempt phone contact with one hundred percent (100%) of Medi-Cal enrollees within thirty to forty-five (30-45) days of notification a client's Medi-Cal approval, to assist in the selection of a managed care plan through Orange County managed care providers.	100%	Yes

\*OC Jails continue to have limited access resulting in lower than anticipated numbers. Enrollers are unable to verify if a jail inmate has Medi-Cal from another County.

\*\* Due to Public Health Emergency where renewals are automatic, fewer resources are allocated to follow-up.

**Goals and Outcomes for the period of July 1, 2022, through June 30, 2023 include:**

<b>Goals</b>	<b>7/1/22 – 12/31/22*</b>	<b>Goal Met</b>
Enroll individuals in Medi-Cal at County inmate facilities, including jails and probation departments: A minimum of one hundred (100) individuals.	121	Yes
Screen Orange County jail inmates and assist in completion of applications to ensure that a minimum of 85 percent of applications submitted result in approved benefits.	100%	Yes
Enroll individuals in Medi-Cal who are outside County inmate facilities as follows: a minimum of fifteen hundred (1,500) individuals.	2091	Yes

Facilitate and attend, in conjunction with CBOs a minimum of two hundred seventy-five (275) outreach events.	281	Yes
Attempt phone contact with the head of the household for one hundred percent (100%) of Medi-Cal cases within (30-45) days of notification of Medi-Cal case being approved, to confirm enrollment in Medi-Cal.	50%	No**
Attempt phone contact with the head of the household for one hundred percent (100%) of Medi-Cal cases within thirty to forty-five (30-45) days of notification of a Medi-Cal case being approved, to assist in selection of a managed care plan through Orange County managed care providers.	27%	No**
Provide educational information to the head of the household for one hundred percent (100%) of new Medi-Cal cases within thirty (30) days of enrollment.	100%	Yes
Make phone contact with enrolled in Medi-Cal by the eleventh (11th) month following initial enrollment in Medi-Cal to remind them of upcoming Medi-Cal redetermination, a minimum of five hundred (500) individuals.	274	Yes**
Attempt phone contact with the head of household for one hundred percent (100%) enrolled in Medi-Cal by the eleventh (11th) month following initial enrollment in Medi-Cal to remind them of upcoming Medi-Cal redetermination.	26%	No**
Attempt phone contact with the head of the household for one hundred percent (100%) of Medi-Cal cases for utilization within the first year of enrollment in Medi-Cal.	30%	No**

\* Data reflects the period July 1, 2022, through December 31, 2022.

\*\*Due to staff vacancies phone contacts (phone measures) are off-track.