Community Health Investments 2023-2034

Enrollment Navigator Program

Request for Applications (RFA)

I. Purpose

Gold Coast Health Plan (GCHP) is pleased to release its Enrollment Navigator Program (ENP) Request for Applications (RFA) through its Community Health Investments grantmaking program. This program was established in 2016 to provide monetary grants to external organizations addressing the social determinants impacting the health and well-being of GCHP's members.

The purpose of this RFA is to solicit applications from interested organizations to participate in GCHP's ENP. Organizations qualified to apply will develop a strategic workplan for their targeted populations of focus that will leverage relationships within their communities to assist eligible Medi-Cal beneficiaries to renew and/or apply for the Medi-Cal program. The workplan should consider retention and enrollment goals, identify areas of opportunity to establish outreach, education, and troubleshooting activities. The retention and enrollment strategy should include a staffing plan to establish goals and metrics.

The RFA is a critical mechanism in administering and delivering support to hard-to-reach, underserved, and vulnerable populations in targeted activities for retention and enrollment goals. During the COVID-19 pandemic, Medi-Cal disenrollments were postponed allowing new and existing Medi-Cal beneficiaries to retain their Medi-Cal coverage. On April 1, 2023, normal processes to redetermine Medi-Cal eligibility resumed, impacting vulnerable populations the most. Many beneficiaries are at risk of being disenrolled from the program because of lack of awareness of the process or due to administrative or procedural barriers. Therefore, it is imperative to help beneficiaries complete the Medi-Cal redetermination process, assist potentially eligible Medi-Cal beneficiaries to apply for the program, and, for those who are no longer eligible for Medi-Cal, connecting them to other types of health coverage.

1. World Health Organization. "Social Determinants of Health: Key Concepts." 2023.
http://www.who.int/social_determinants/thecommission/finalreport/key_concepts/en/
2. DHCS. "Medi-Cal Health Enrollment Navigator Program" 2023. https://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/NavigatorsProject.aspx
3. CHCF. "Medi-Cal and the End of the Federal Continuous Coverage Requirement." 2023. https://www.chcf.org/collection/medi-cal-end-public-health-emergency/

II. Gold Coast Health Plan (GCHP)

GCHP is an independent public entity created by a Ventura County ordinance and authorized through federal legislation. GCHP is not a county agency. The Ventura County Board of Supervisors approved implementation of a County Organized Health System (COHS) model, transitioning from fee-for-service Medi-Cal to managed care on June 2, 2009. The purpose of GCHP is to serve Medi-Cal beneficiaries, enhance the quality of health care, provide greater access, improve service, and provide choice. GCHP provides health benefits to nearly 250,000 beneficiaries in the county.

III. Eligibility

To be eligible for a Community Health Investments grant, applicants must meet the following minimum requirements:

- Be a 501(c)(3) tax-exempt organization with a 509(a)-designation indicating that the organization is not a private foundation, or
- Be a public or government entity, and
- Provide high-quality health care and/or health-enhancing supportive services primarily to Medi-Cal recipients and to other medically indigent populations within Ventura County.

If the applicant is receiving similar funding from another entity, GCHP may decline to award grant funding. Funding may not be duplicative of or supplant existing funding.

IV. Qualified Populations of Focus

Under its Enrollment Navigator Program RFA, GCHP will consider funding applications that address 1 to 3 populations of focus, prioritized under this funding cycle as described below:

1. Persons with mental health disorder needs.
2. Persons with substance use disorder needs.
3. Persons with other disabilities.
4. Aged persons.
5. Persons who are homeless.
6. Young people of color.
7. Immigrants and families of mixed immigration status.
8. Persons with limited English proficiency.
9. Low-wage workers and their families or dependents.
10. Uninsured children and youth formerly enrolled in Medi-Cal.
11. Persons who are in county jail or state prison, on state parole, on county probation, or under post release community supervision.

12. Populations affected by the Medi-Cal eligibility expansion.

Applicant organizations must:

- Select 1 to 3 populations of focus listed above and clearly articulate their experience with the selected population(s) of focus.
- Identify the population and the geographic area targeted by the proposed project.
- Identify the specific strategies that will be implemented to address the populations of focus.
- Demonstrate how a majority of the individuals that will benefit from the proposed project will be GCHP members.
- Explain how the proposed strategies will be implemented over the course of 12 months.
- Identify the expected outcomes that it seeks to attain through the proposed project.
- Provide specific, measurable, attainable, realistic, and time-based (SMART) goals and objectives.
- Outline the duties and responsibilities of key staff who will be implementing the proposed project.
- Describe how it will assess progress towards attainment of the grant goals and objectives.

The maximum total award is $500,000 per organization. The term of the award is 12 months with a no-cost extension. The application includes a proposal application, a detailed work plan, a budget and budget narrative, the most recent financial statements for the applicant organization, and a list of the members of the board of directors. All applicants must demonstrate competency, experience with the targeted population, financial stability, business integrity and the ability to successfully implement the proposed project. Applications must include all required components and be complete at the time of submission to be considered. All application components must be completed using the GCHP provided templates and guidance materials.

For detailed information and instructions on how to complete and submit a funding application under GCHP's Enrollment Navigator Program RFA, please refer to section VIII of this RFA.

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4. DHCS. "Medi-Cal Health Enrollment Navigator Program" 2023. https://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/NavigatorsProject.aspx

V. Use of Funds

Grant funds can be used to fund the following enrollment, retention, and navigation activities:

- Translation activities related to enrollment or navigation services.

- On-site resource during outreach efforts.

- Conduct presentations and educate the public at outreach events.

- Assist beneficiaries or answer questions to help complete applications.

- Assist with completion of the Medi-Cal application and related forms or redetermination forms.

- Assist with explaining, obtaining, and/or making required verifications for points of Medi-Cal eligibility available to the county Medi-Cal eligibility staff.

- Cold calls / outreach to beneficiaries due for redetermination or to beneficiaries who have been discontinued during redetermination.

- Translation activities related to enrollment or navigation services.

- Assist with assessing the best program options and identifying medical providers.

- Provide assistance with accessing care, including mental health, medical, and dental care visits.

Grant funds cannot be used for the following activities:

- Case processing for eligibility determinations or terminations.
- Provide transportation services to mental health, medical, and dental care visits.
- Any other activities deemed not allowable by GCHP.

VI. Selection Process

All applications will be reviewed by a Review Committee made up of GCHP staff. The Review Committee members may consider a variety of criteria including, but not limited to:

- Organizational background and capacity to address vulnerable populations / program.
- Project targets diverse populations and contributes to geographic equity in Ventura County.

- Clear articulation of how selected populations demonstrated need and alignment with GCHP selected priorities.
- Proposal request is sound and feasible and clearly articulates the roles of collaborative partners and staff.
- Proposal identifies measurable and attainable benchmarks.
- Appropriate budget development, justification, and indirect costs.
- Availability of in-kind or matching funds.
- Evidence of sustainability beyond the grant period by grantee demonstration of adequate revenue streams and ability to secure additional funding.
- Demonstrated capacity to evaluate the project.
- Evidence that a significant number of those benefiting from the proposed project will be GCHP beneficiaries.

All applicants selected for funding will be required to enter into the Grant Agreement provided by GCHP.

VII. Monitoring and Evaluation

During the course of the grant award contract, GCHP will monitor the organizations selected for funding to ensure that they are performing according to the terms of their grant award agreement. Grantees will be required to submit progress reports every month that provide complete and accurate documentation of program activities using forms provided by GCHP. Such documentation must include specific information about the evaluation benchmarks and expenditures to date.

VIII. Application Completion and Submission

Follow the steps below to complete and submit your application. **Incomplete applications may not be reviewed.**

Step 1: Complete Application Forms
Complete the following four application forms, which can be found on the GCHP website.
1. Application Narrative
2. Workplan - Attachment A. To complete your Workplan, please refer to the Workplan Guidance Sample Document.
3. Budget - Attachment B, which includes the budget – Tab 1 of spreadsheet; a budget narrative – Tab 2 of spreadsheet; and a worksheet identifying other sources of support for the project – Tab 3 of the spreadsheet.
4. Acknowledgement - Attachment C

Step 2: Submit Completed Application Forms (via email or overnight mail)

Email Submission
You may email your completed PDF application forms and application documents to Grants@goldchp.org.

The subject line of your email should read: Organization's Name, Enrollment Navigator Program Application.

- Attach completed PDF application forms to your email. Attachments must be titled as follows:
    - Enrollment Navigator Program, Application Narrative 2023-24
    - Organization's Name, ENP, Workplan – Attachment A 2016-17
    - Organization's Name, ENP, Budget – Attachment B 2016-17
    - Organization's Name, ENP, Acknowledgement – Attachment C 2016-17

Overnight Mail Submission
If you will not be sending your completed forms digitally, you must overnight (e.g., FedEx) 10 hard copies and a signed original copy of completed application forms, PLUS one hard copy of the following documents:

- Signed Form W-9.
- 501(c)(3) IRS notification letter.
- Most recent audited financial statements and Tax Form 990.
- Lists of Board of Directors or Board of Governors and senior management staff. Include names, titles, and connections to GCHP. If no connection to GCHP, please write "no connection" next to each name.
- Memorandum of Understanding (MOU) for organizations applying through a fiscal agent.

Overnight hard copies to:
Marlen Torres
Community Health Investments Grantmaking Program Gold Coast Health Plan
711 E. Daily Drive, Suite106 Camarillo, CA 93010

Due to volume and potential confusion in tracking applications, walk-ins will not be accepted for consideration.

Step 3: Application Checklist
Please complete the Application Checklist Form available on the GCHP website to make sure that you have submitted all the required digital or hard-copy application documents. Print the checklist and use it as a cover sheet for your signed original printed application.

Missing entire documents or pages of a document may be considered as an incomplete application and may not be reviewed.

All decisions are final, and there will be no appeal process.