

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

Building Brighter Futures Together

Unwinding of the Public Health Emergency and Impacts to the Community We Serve

March 21, 2023

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Director

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Outline

- Summary of COVID Flexibilities
- End of CalFresh Emergency Allotments
- End of Temporary CalFresh Student Exemptions
- Unwinding of Medi-Cal Continuous Coverage
- Requested Motion

Summary of COVID Flexibilities

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Child & Family Services

Foster Care

- Extension of Extended Foster Care beyond 21st birthday: **Apr 2020 to Dec 2021**
- Various flexibilities to address courthouse closures: **Mar 2020 to Jun 2021**
- Remote social worker visitations: **Mar 2020 to Jul 2021**

Adoption Assistance & KinGap

- Remote completion of adoptions forms: **May 2020 to Sep 2021**
- Flexibilities in reassessment processing: **Apr 2020 to Jun 2020**

Aging & Adult Services

Older Adults

- Remote In-Home Supportive Services (IHSS) assessments and reassessments **Apr 2020 to Feb 2023**
- Flexibilities in IHSS assessment reassessment procedures: **Apr 2020 to Feb 2023**
- Remote Adult Protective Services (APS) investigations for non-life threatening calls: **Mar 2020 to Jun 2020**

Senior Nutrition

- Congregate meals picked up rather than consumed in group settings: **Apr 2020 to Present**
- Great Plates Delivered Meals Program: **Apr 2020 to Jul 2021**

Early Education & Child Care

Child Care

- Child care for essential workers: **Mar 2020 to Jun 2020**
- Child care provider wage protections: **Mar 2020 to Current**

Weatherization

- Low Income Home Energy Assistance Program (LIHEAP) certification flexibilities: **May 2020 to Jul 2020**

Public Assistance

Medi-Cal

- Continuous coverage (no negative actions): **Mar 2020 to Mar 2023**

CalFresh

- Emergency Allotments: **Mar 2020 to Feb 2023**
- Telephonic/Verbal Signatures: **Apr 2020 to Current**
- Student Exemptions: **Jan 2021 to Jun 2023**
- Pandemic EBT: **Mar 2020 to Sep 2023**
- Good cause : **Mar 2020 to Jun 2020**

CalWORKs

- Welfare-to-Work good cause : **Mar 2020 to Current**
- Telephonic/Verbal Signatures: **Jun 2020 to Current**
- Waivers of face-to-face interviews for new applications: **Apr 2020 to Dec 2021**

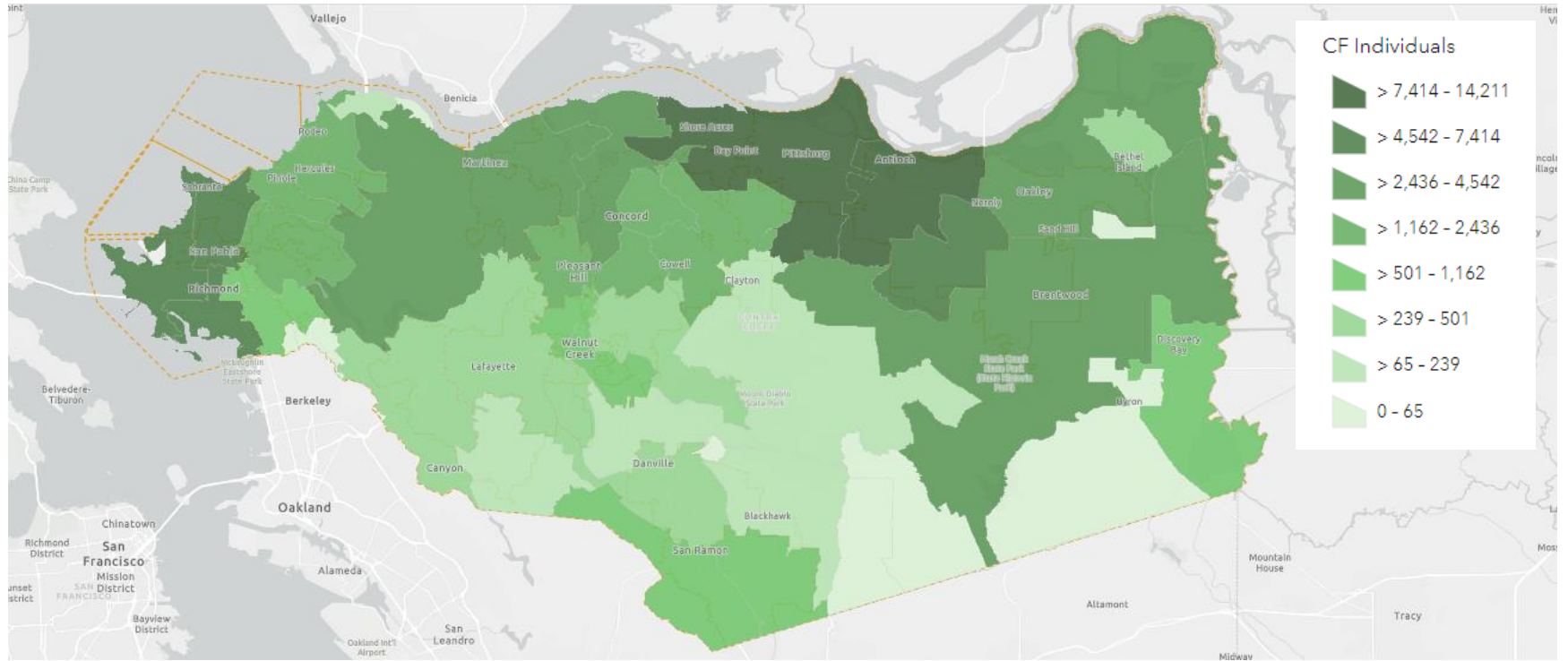
Note: General Assistance (GA) mirrored flexibilities provided to CalWORKs

End of CalFresh Emergency Allotments

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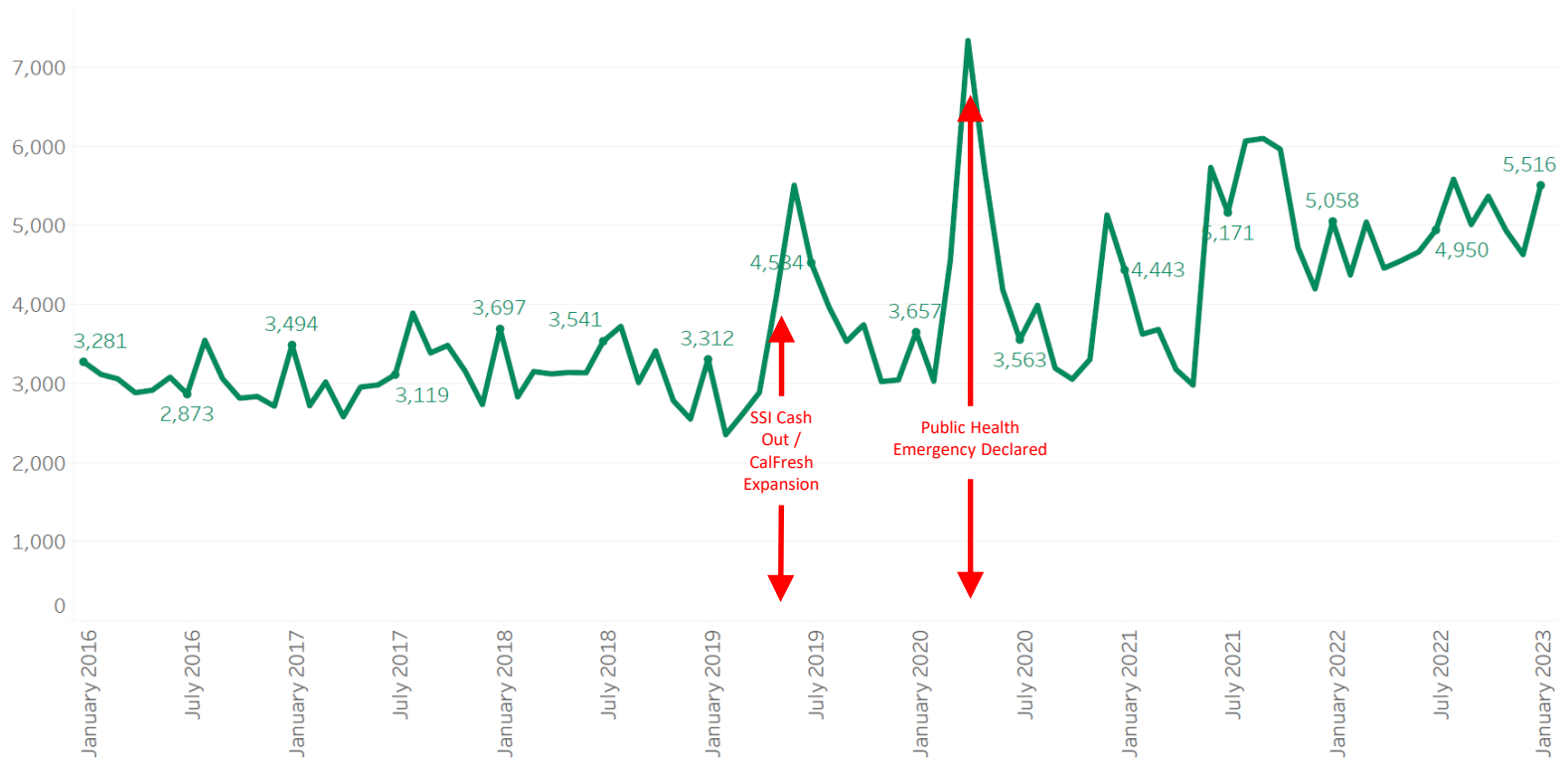
CalFresh Individuals Dec 2022



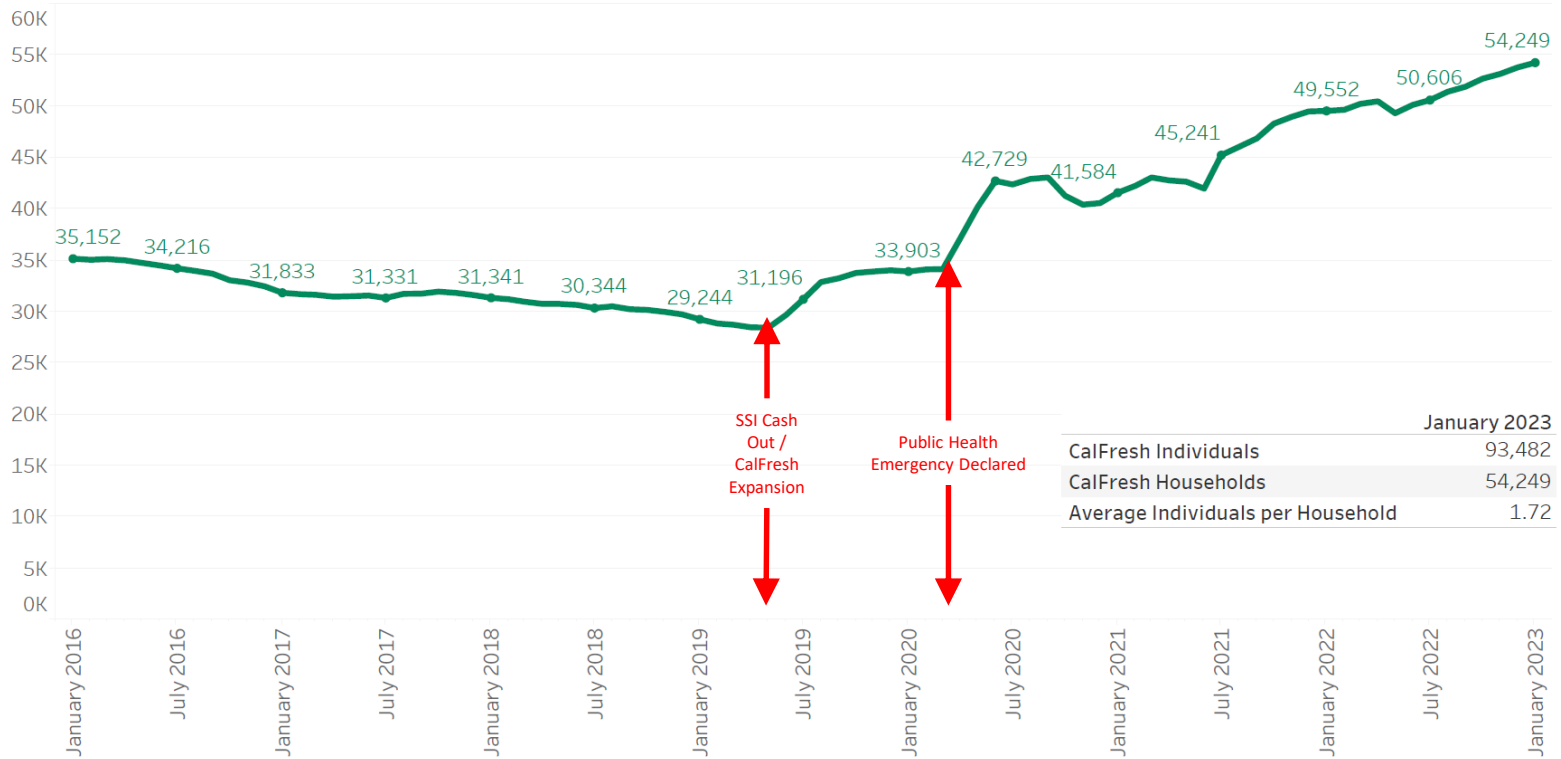
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CalFresh Applications 2016 - 2023

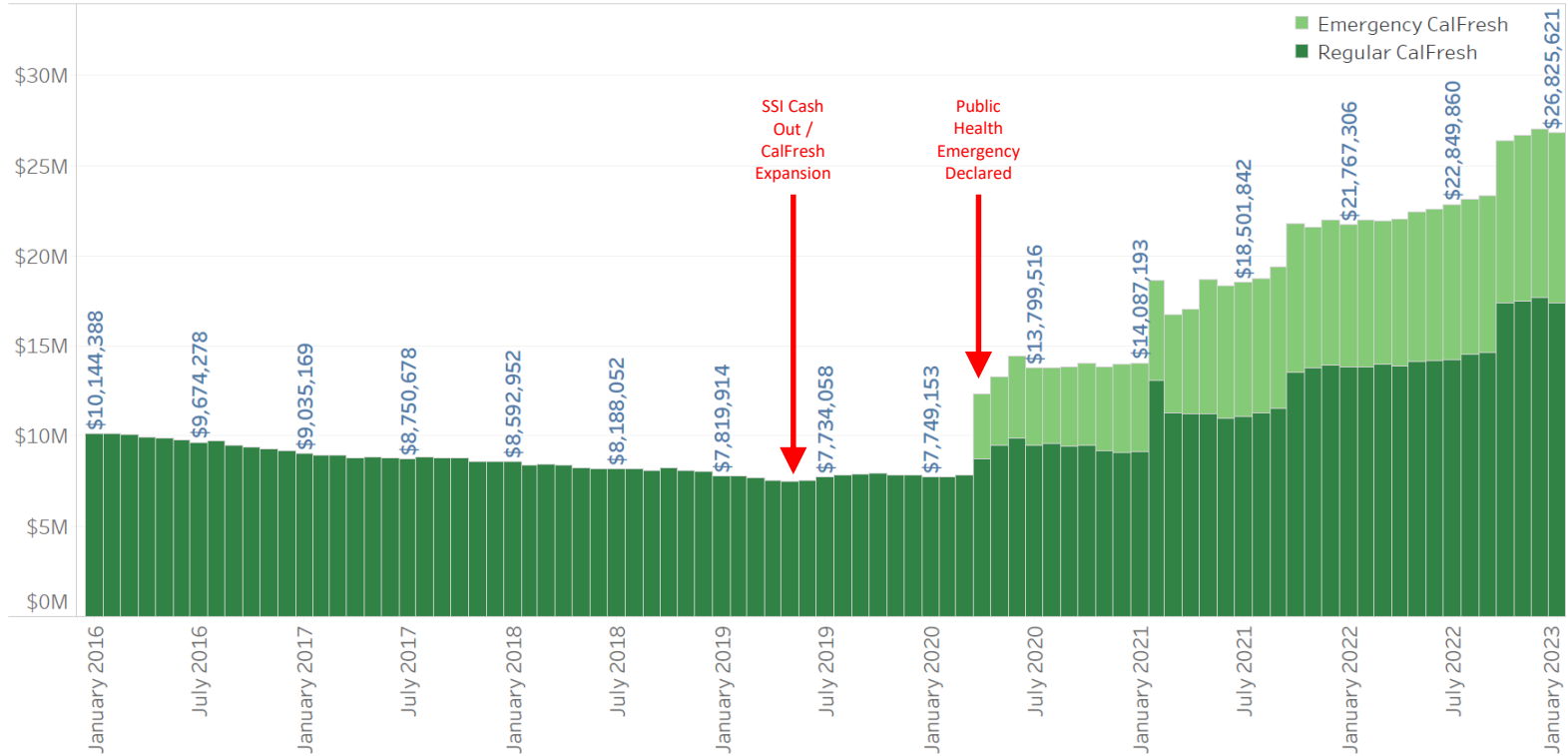


CalFresh Households 2016 – 2023



	January 2023
CalFresh Individuals	93,482
CalFresh Households	54,249
Average Individuals per Household	1.72

Value of CalFresh Benefits



Communications

	Written Communications	Website and Social Media	Text	Information Sharing Meetings	Lobby Signage
Clients	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Staff	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Partners	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	

End of Temporary CalFresh Student Exemptions

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Temporary Student Exemptions End

June 10, 2023

July 1, 2023

Students newly applying for CalFresh will have to meet a permanent student exemption to be eligible for CalFresh

Students already approved for CalFresh under a temporary student exemption will continue to qualify until their next recertification.

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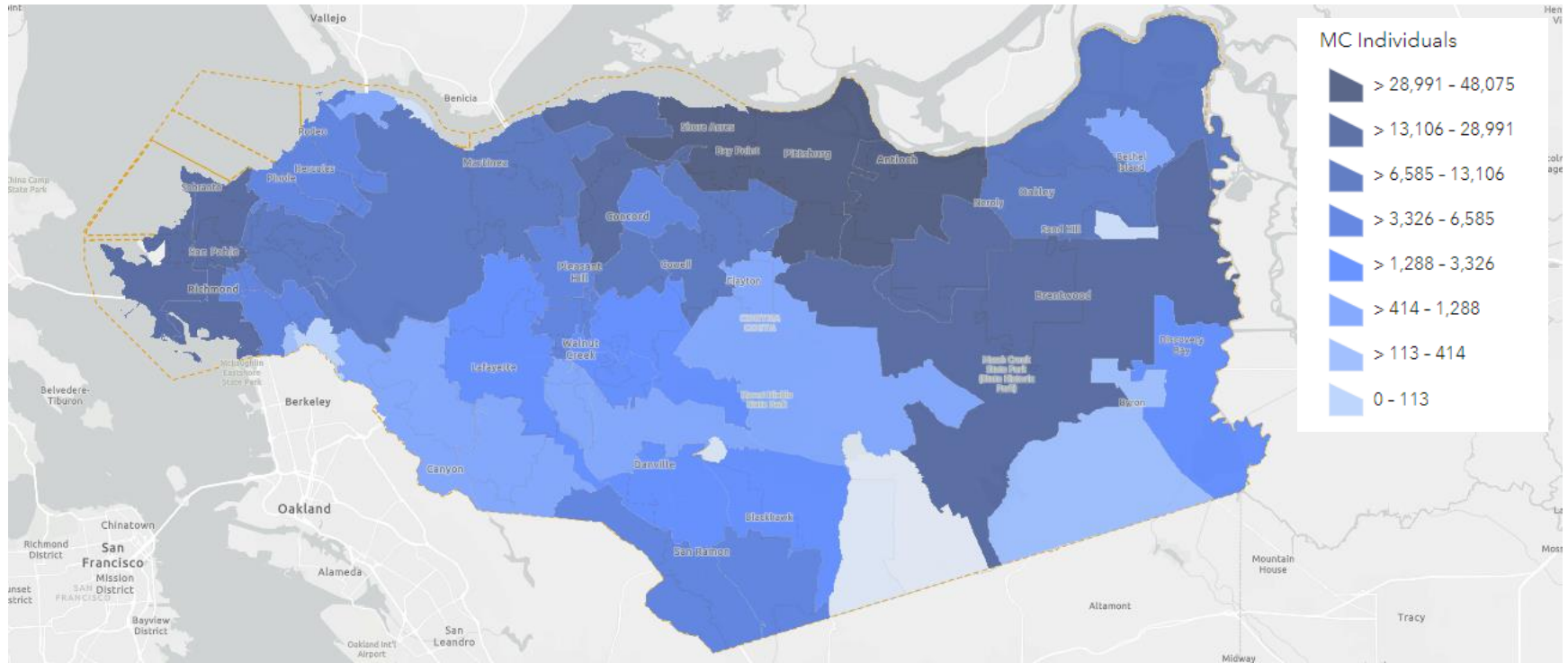
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Unwinding of Medi-Cal Continuous Coverage

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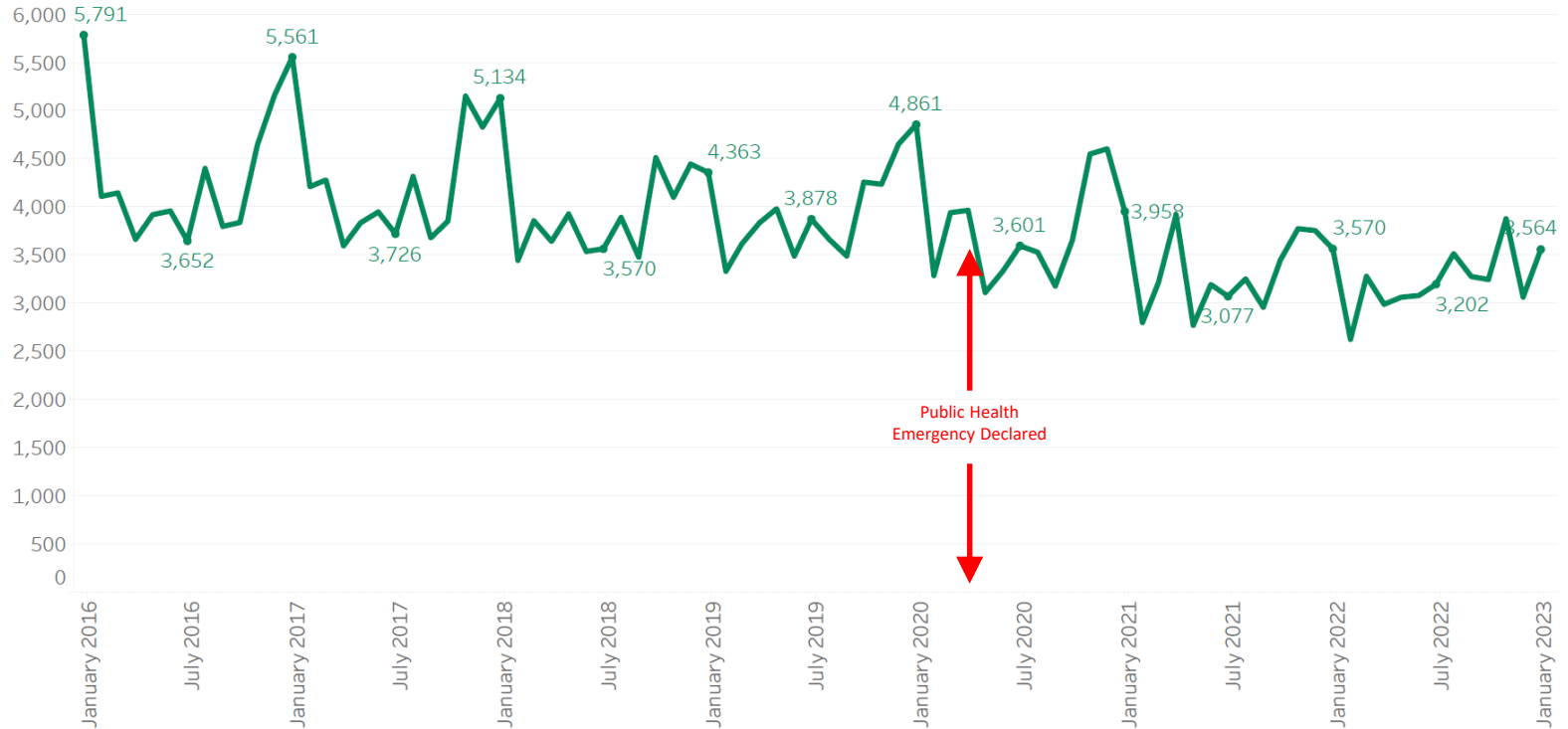
Medi-Cal Individuals Dec 2022



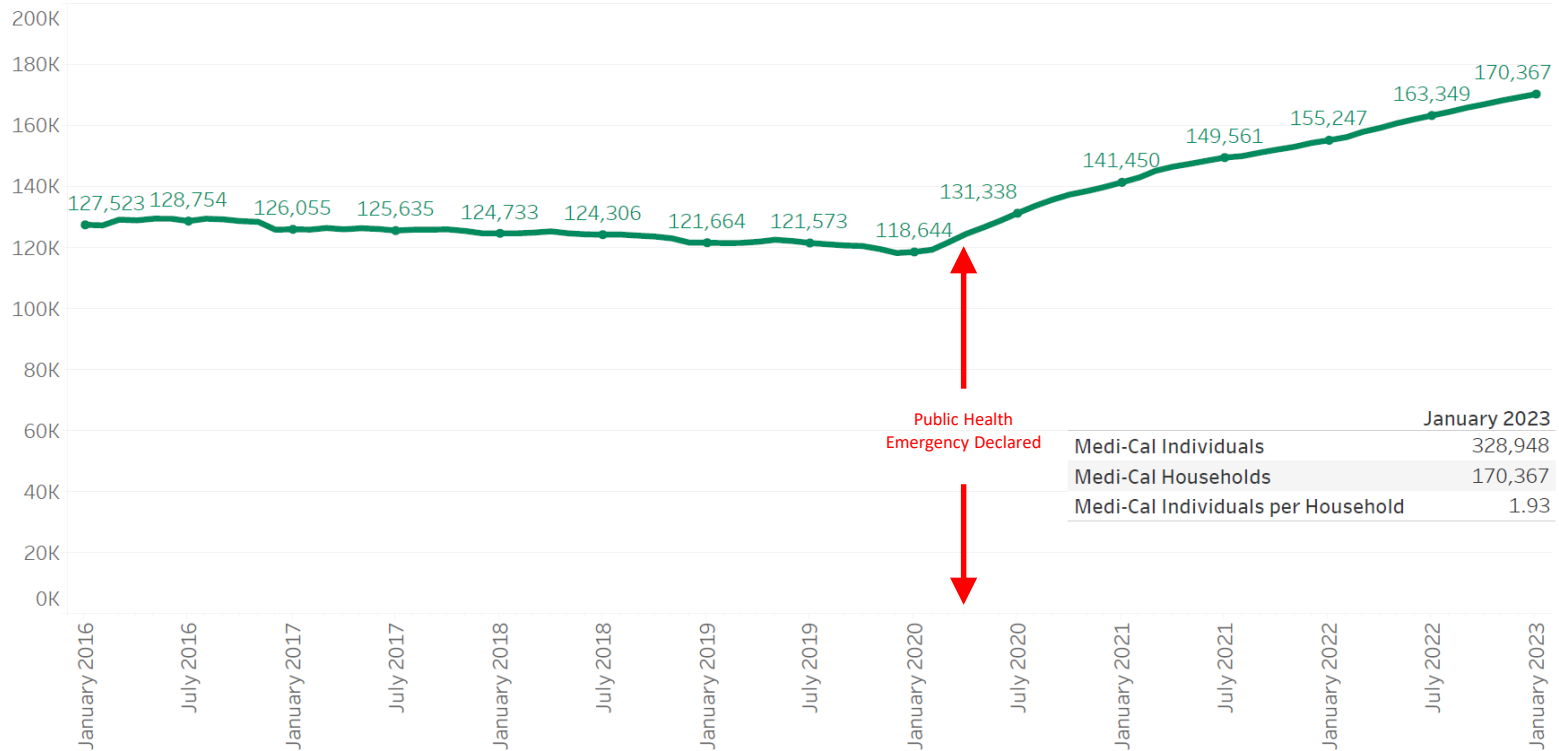
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Medi-Cal Applications 2016 - 2023

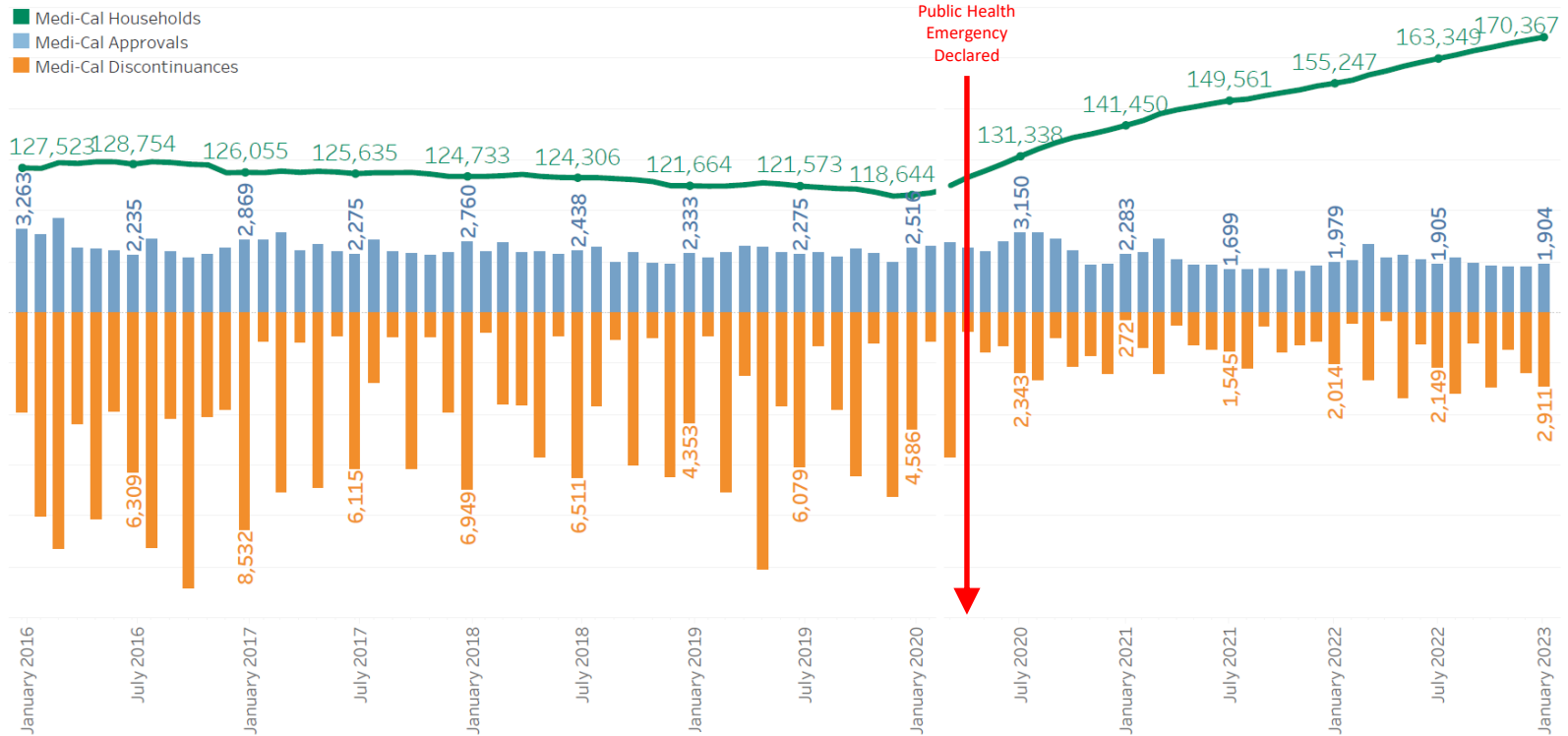


Medi-Cal Households 2016 - 2023

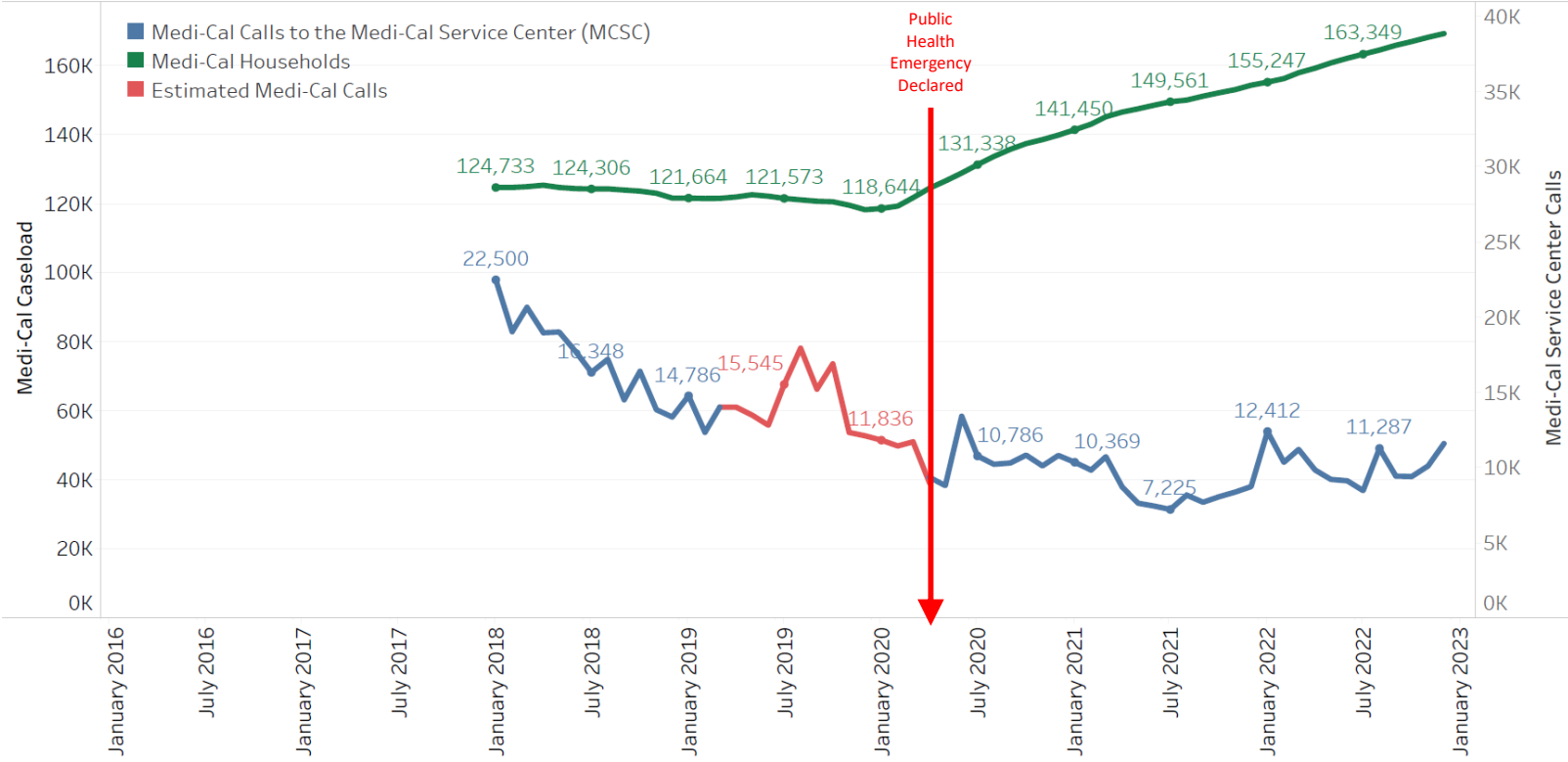


	January 2023
Medi-Cal Individuals	328,948
Medi-Cal Households	170,367
Medi-Cal Individuals per Household	1.93

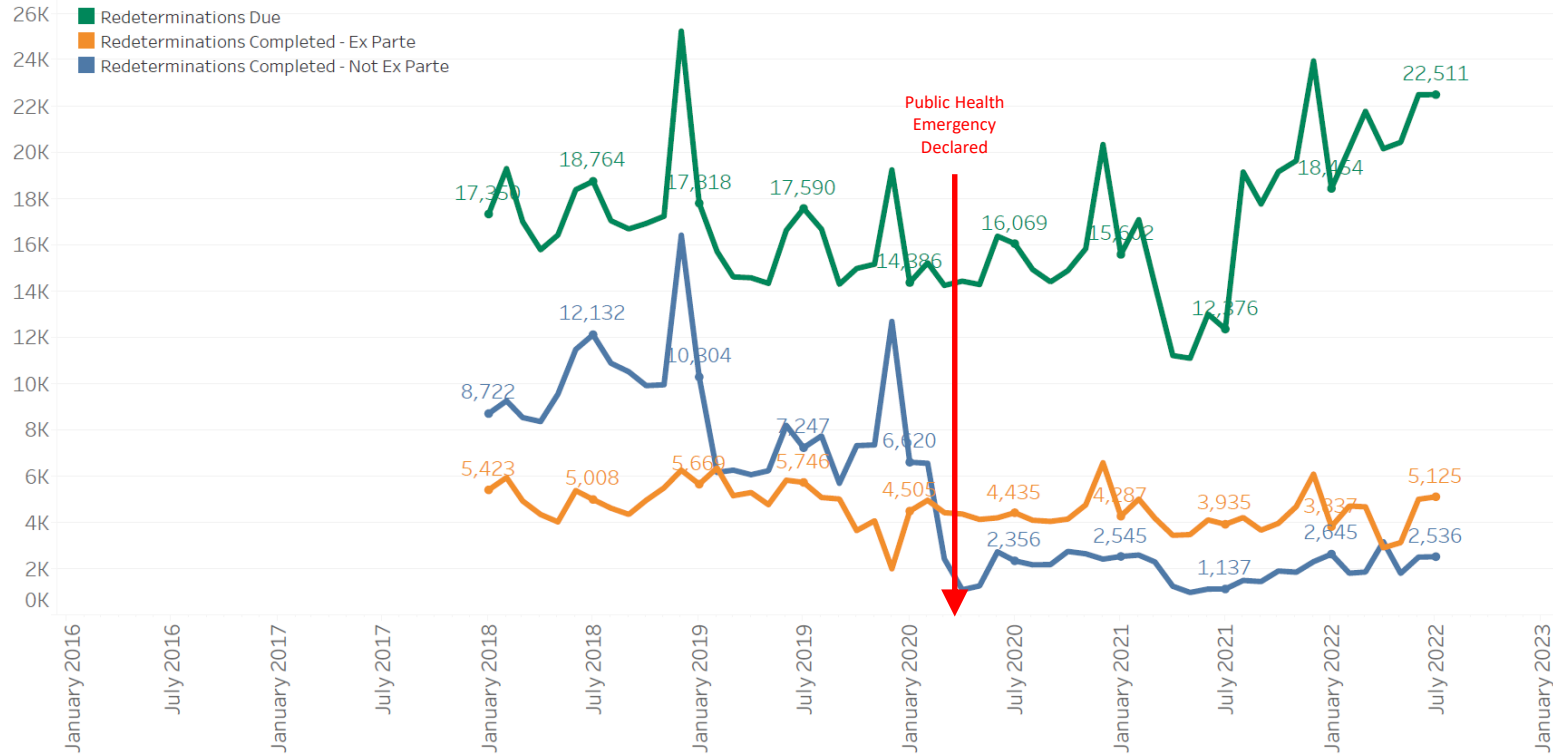
Continuous Coverage Benefits



Medi-Cal Calls to Service Center



Impact to Workload



Impact to Customers

April 1, 2023

EHSD will begin processing Medi-Cal renewals for beneficiaries with a June 2023 renewal date.

July 1, 2023

The first Medi-Cal discontinuances will take effect

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Communications



Written
Communications

Website and
Social Media

Text

Information
Sharing Meetings

Lobby Signage

Clients



Staff



Partners



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Contra Costa Health Services (CCHS) Medi-Cal Redetermination Activities

Communication Campaign

- Signage at all Contra Costa Health facilities and online
- Marketing outreach efforts
- Consistent messaging aligned to DHCS

Direct Outreach

- Address update campaign to ensure redetermination paperwork is mailed to correct location
- Phone Call Outreach to persons needing to take action
- Reminders during in-person and telephone encounters at health clinics

Community Partner Collaborations

- Shared communication and outreach campaigns with community clinic and hospital providers

Requested Motion

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Requested Motion

ACCEPT a report from the Employment & Human Services Department regarding the ending of COVID flexibilities as recommended by the Employment & Human Services Department Director.