

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

*Building Brighter Futures Together*

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

May 23, 2023

Tracy Murray

Aging & Adult Services Director, Workforce Services Interim Director

[info@ehsd.cccounty.us](mailto:info@ehsd.cccounty.us) | 925-608-4800

# Outline

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

# Summary of COVID Flexibilities

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

# Children & Family Services

## Foster Care

- Temporary extension of Extended Foster Care beyond 21<sup>st</sup> birthday: **April 2020 to December 2021**
- Various flexibilities to address courthouse closures: **March 2020 to June 2021**
- Remote social worker visitations: **March 2020 to July 2021**

## Adoption Assistance & KinGap

- Remote completion of adoptions forms: **May 2020 to September 2021**
- Flexibilities to reassessment processing: **April 2020 to June 2020**

# Aging & Adult Services

## Older Adults

- In-Home Supportive Services (IHSS) initial assessments and reassessments were allowed to be remote: **April 2020 to February 2023**
- Flexibilities in IHSS assessment reassessment process procedures: **April 2020 to February 2023**
- Remote Adult Protective Services investigations for non-life threatening calls: **March 2020 to June 2020**

## Senior Nutrition

- Congregate meals allowed to be picked up rather than consumed in group settings: **April 2020 to June 2023**
- Established the Great Plates Delivered Meals Program for at-risk older adults: **April 2020 to July 2021**

# Early Education & Child Care

## Child Care

- Child care for essential workers: **March 2020 to June 2020**
- Flexibilities allowing child care providers to receive payments through closures: **March 2020 to June 2023**

## Weatherization

- Low Income Home Energy Assistance Program certification flexibilities: **May 2020 to July 2020**

# Public Assistance

## Medi-Cal

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

## CalFresh

- CalFresh Emergency Allotments: **March 2020 to February 2023**
- Waivers for Initial and Recertification Interviews and Telephonic/Verbal Signatures: **April 2020 to Current**
- CalFresh Temporary Student Exemptions: **January 2021 to June 2023**
- Good cause for applications, renewals, and semi-annual reports: **March 2020 to June 2020**

## CaWORKs

- Good cause for all Welfare-to-Work participants: **March 2020 to Current**

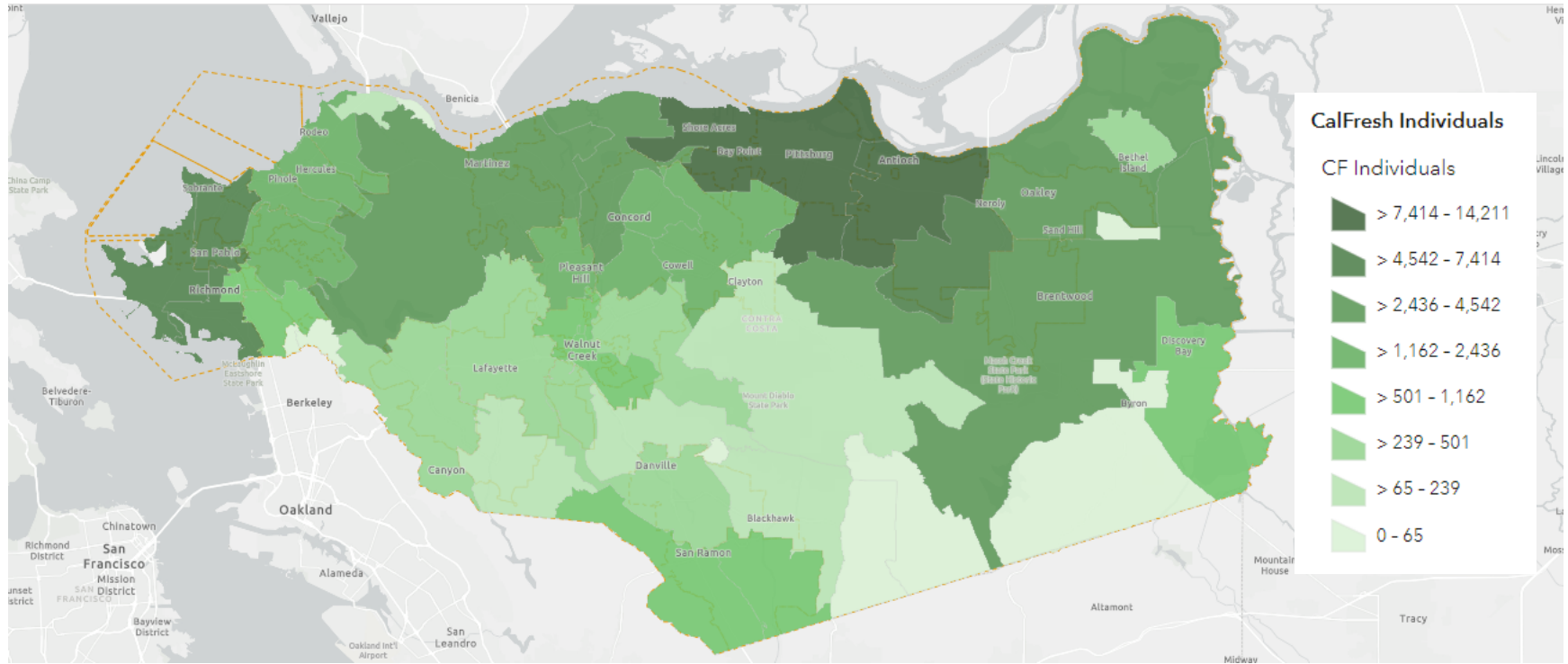
# End of CalFresh Emergency Allotments

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES



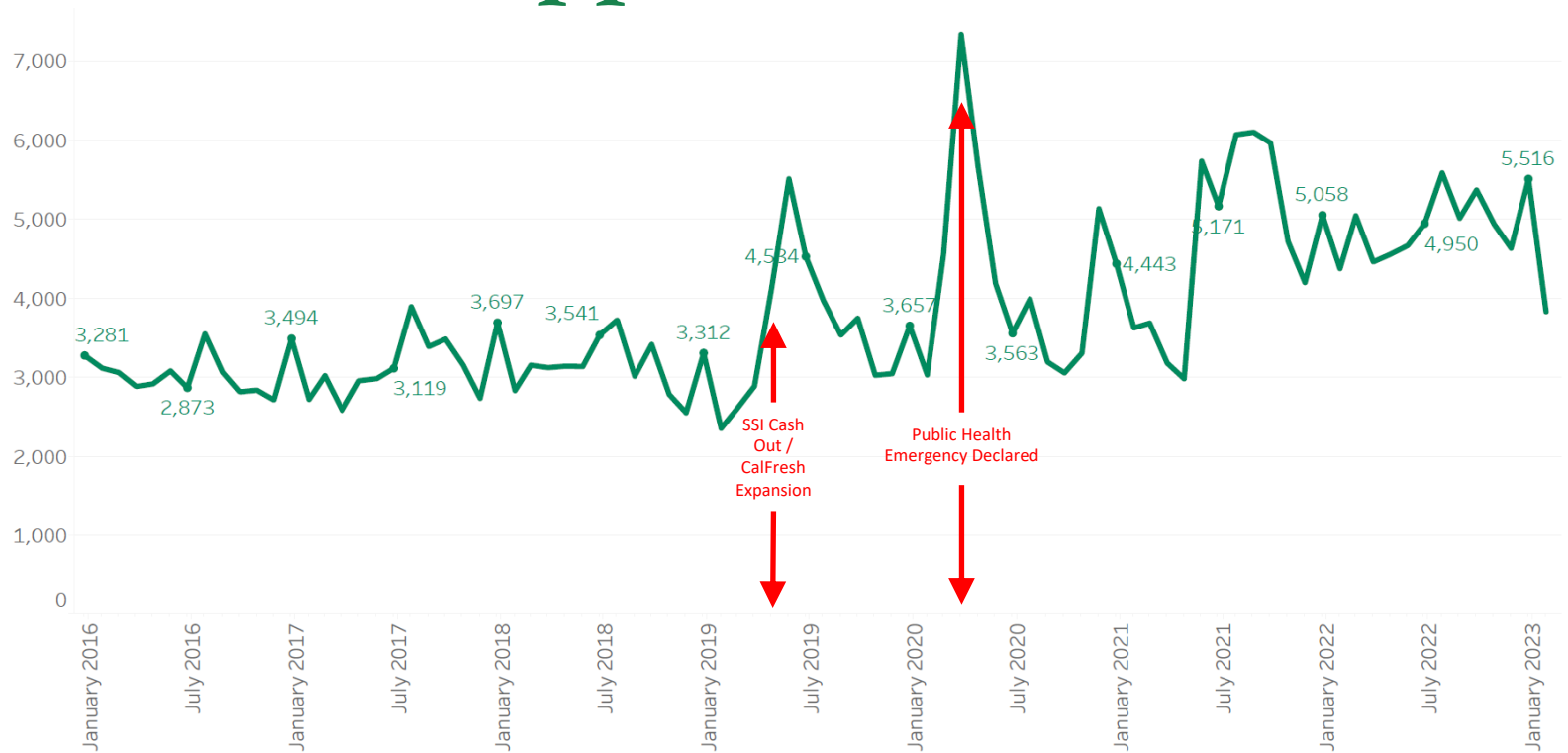
# CalFresh Individuals Dec 2022



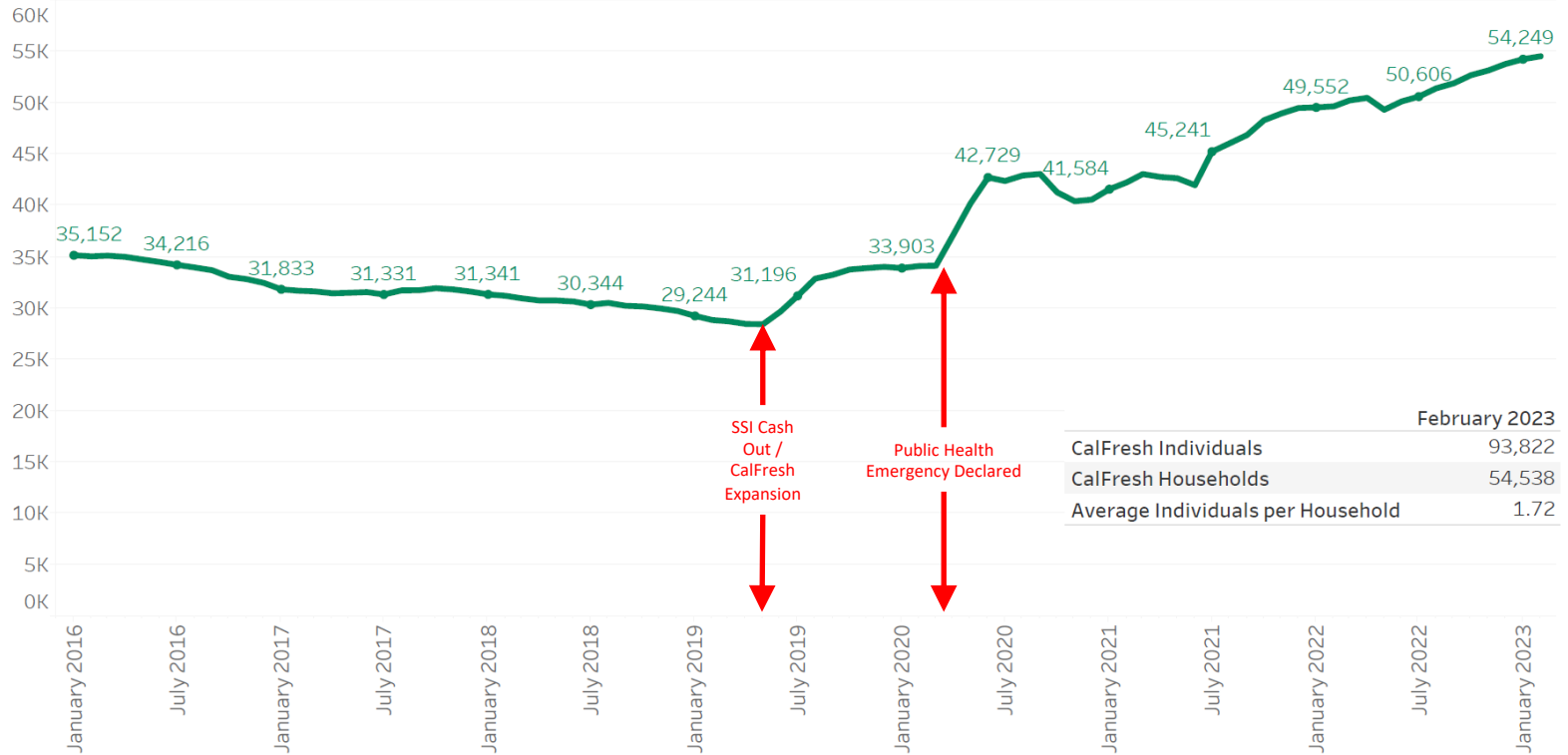
CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

# CalFresh Applications 2016 - 2023

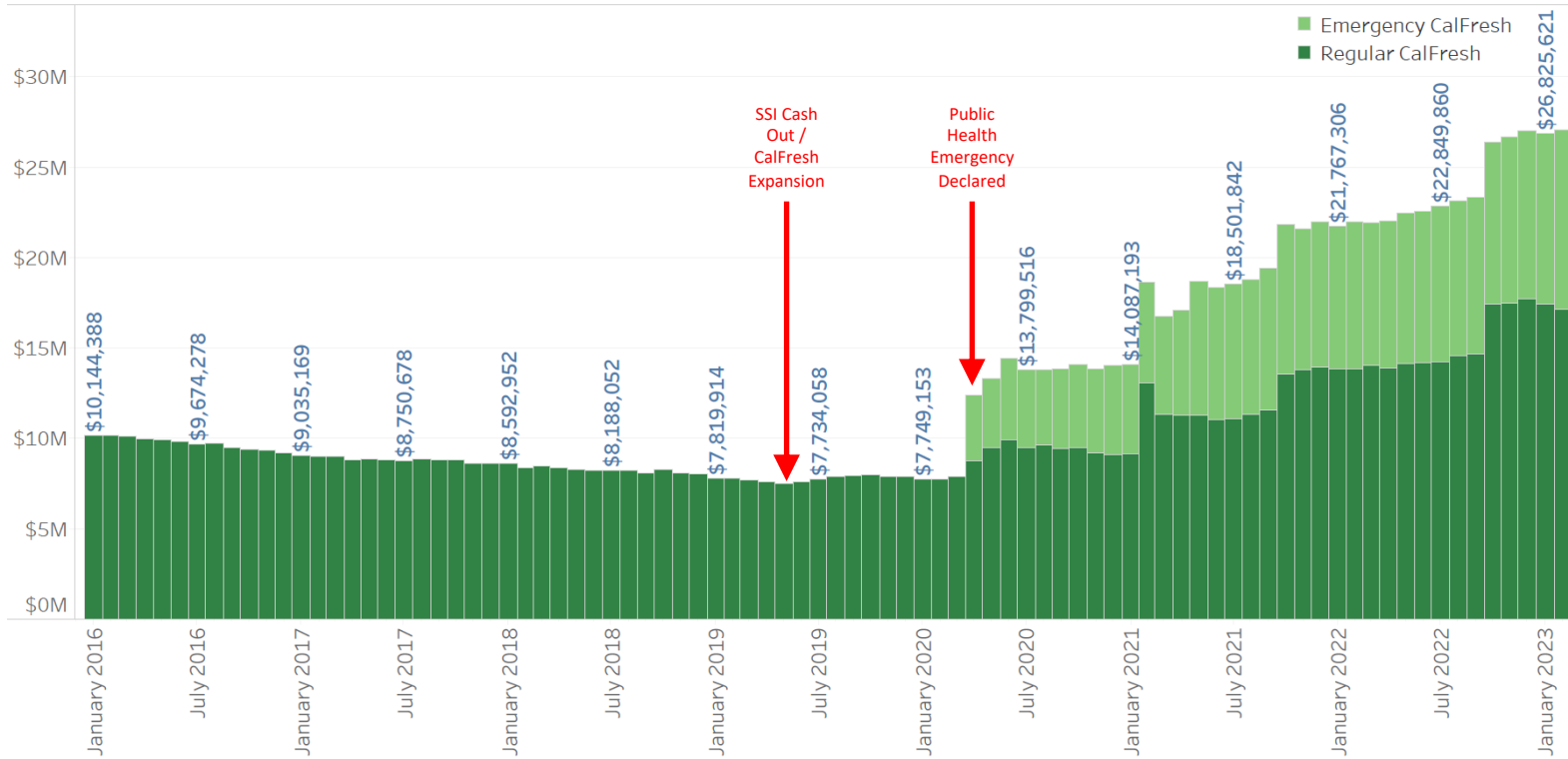


# CalFresh Households 2016 – 2023



	February 2023
CalFresh Individuals	93,822
CalFresh Households	54,538
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

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

# 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.

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

*Building Brighter Futures Together*

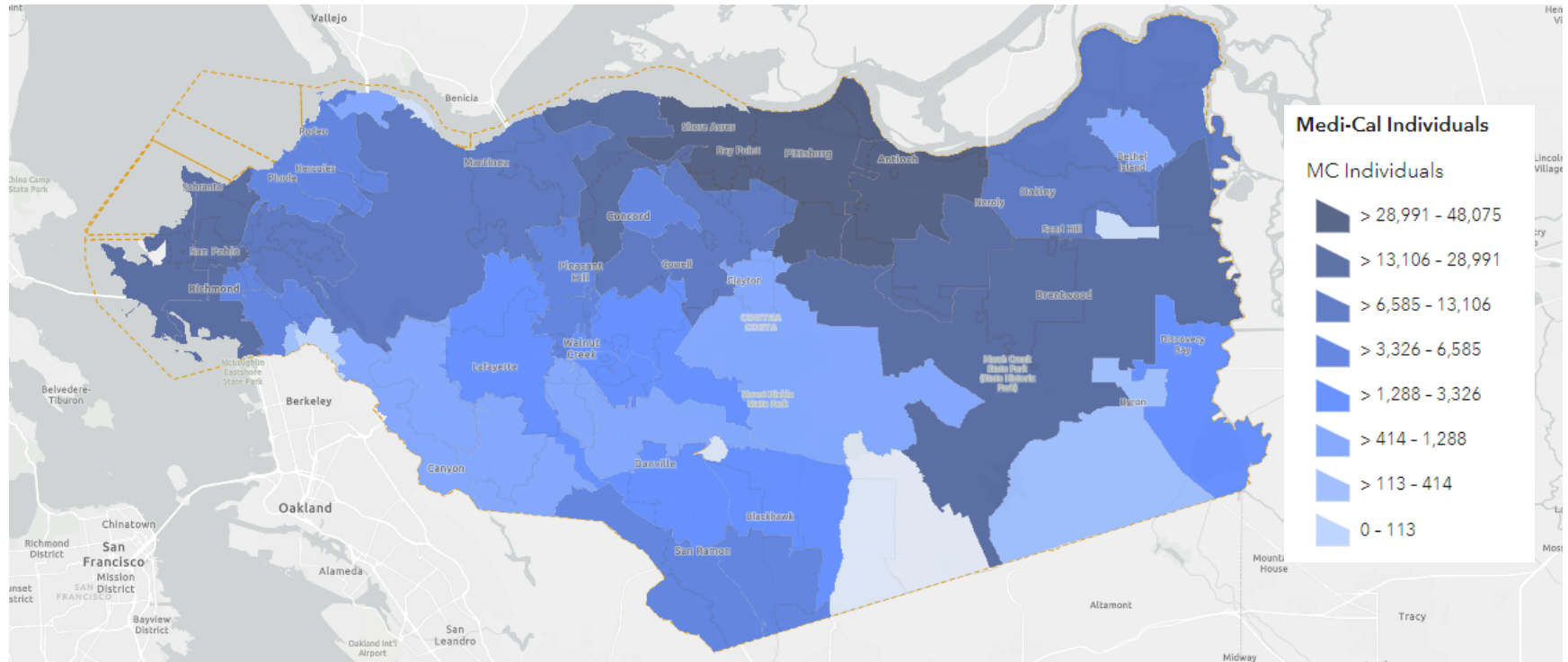
# Unwinding of Medi-Cal Continuous Coverage

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES



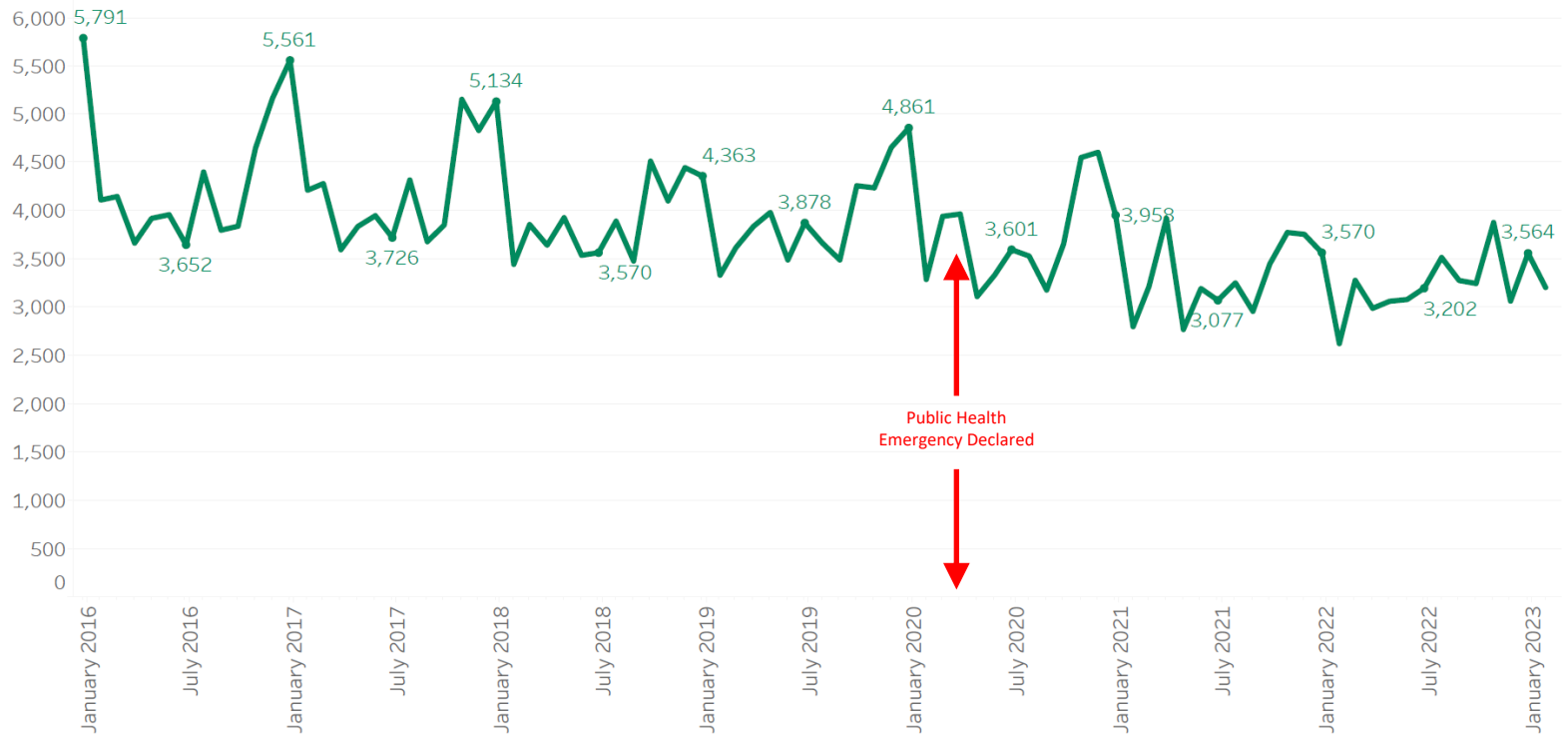
# Medi-Cal Individuals Dec 2022



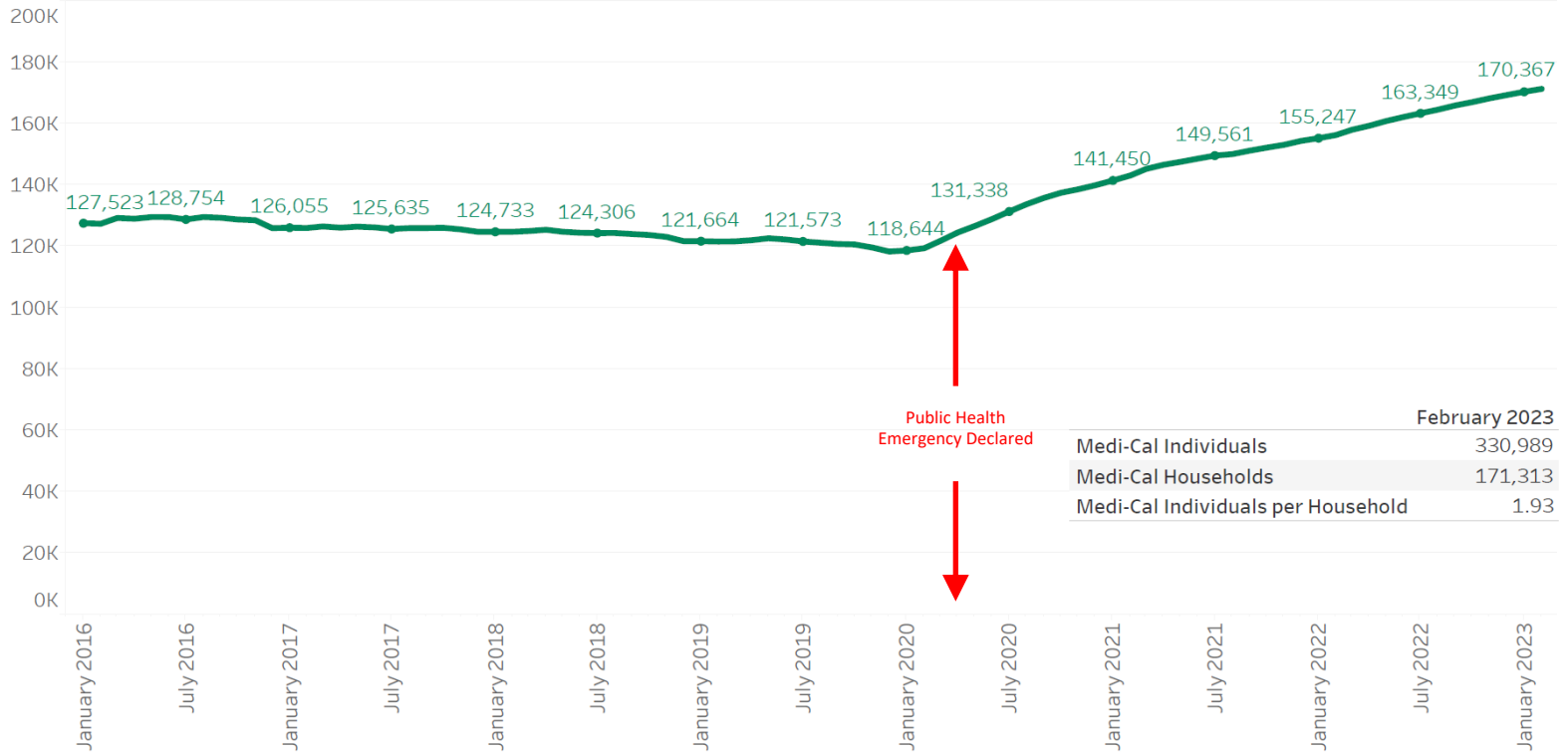
CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

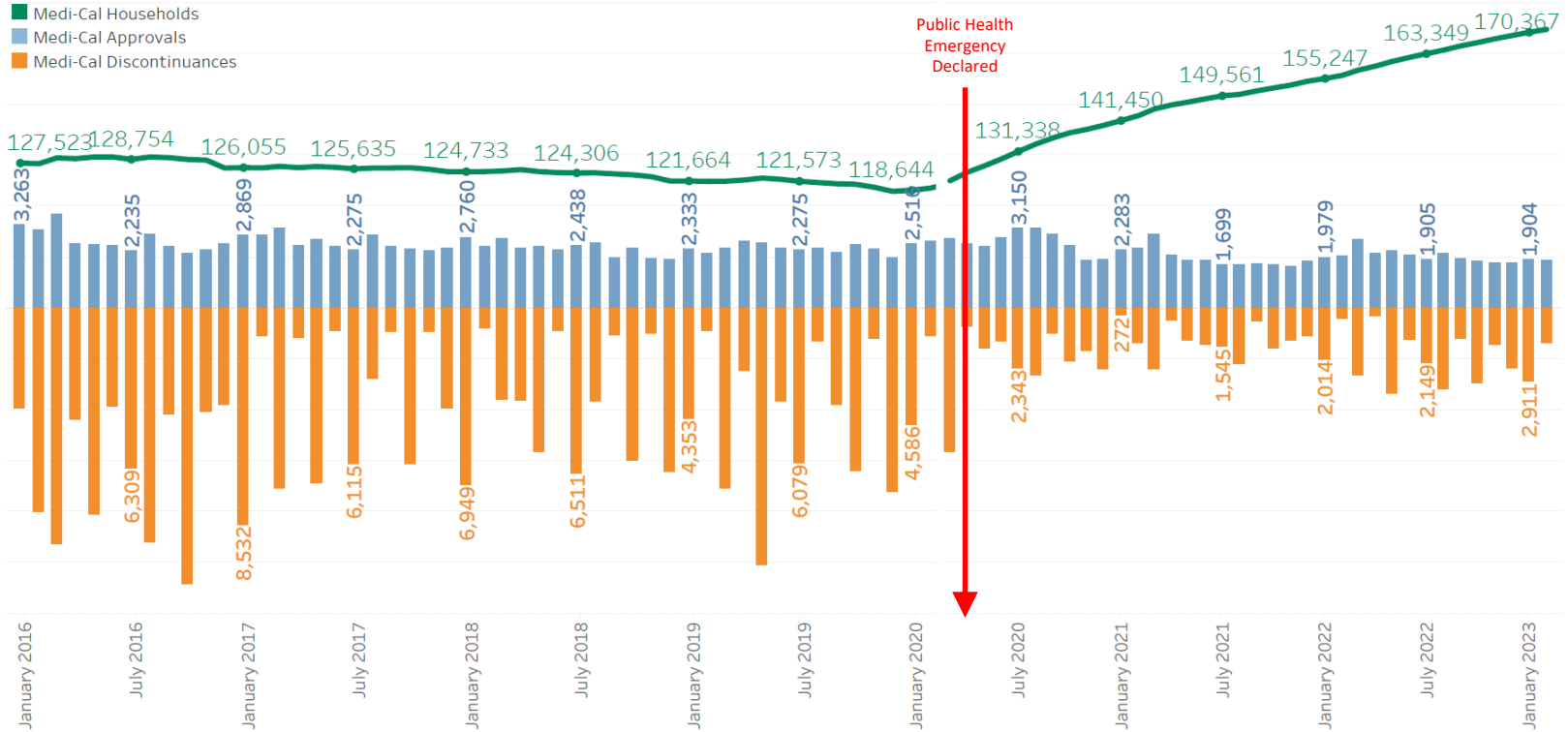
# Medi-Cal Applications 2016 - 2023



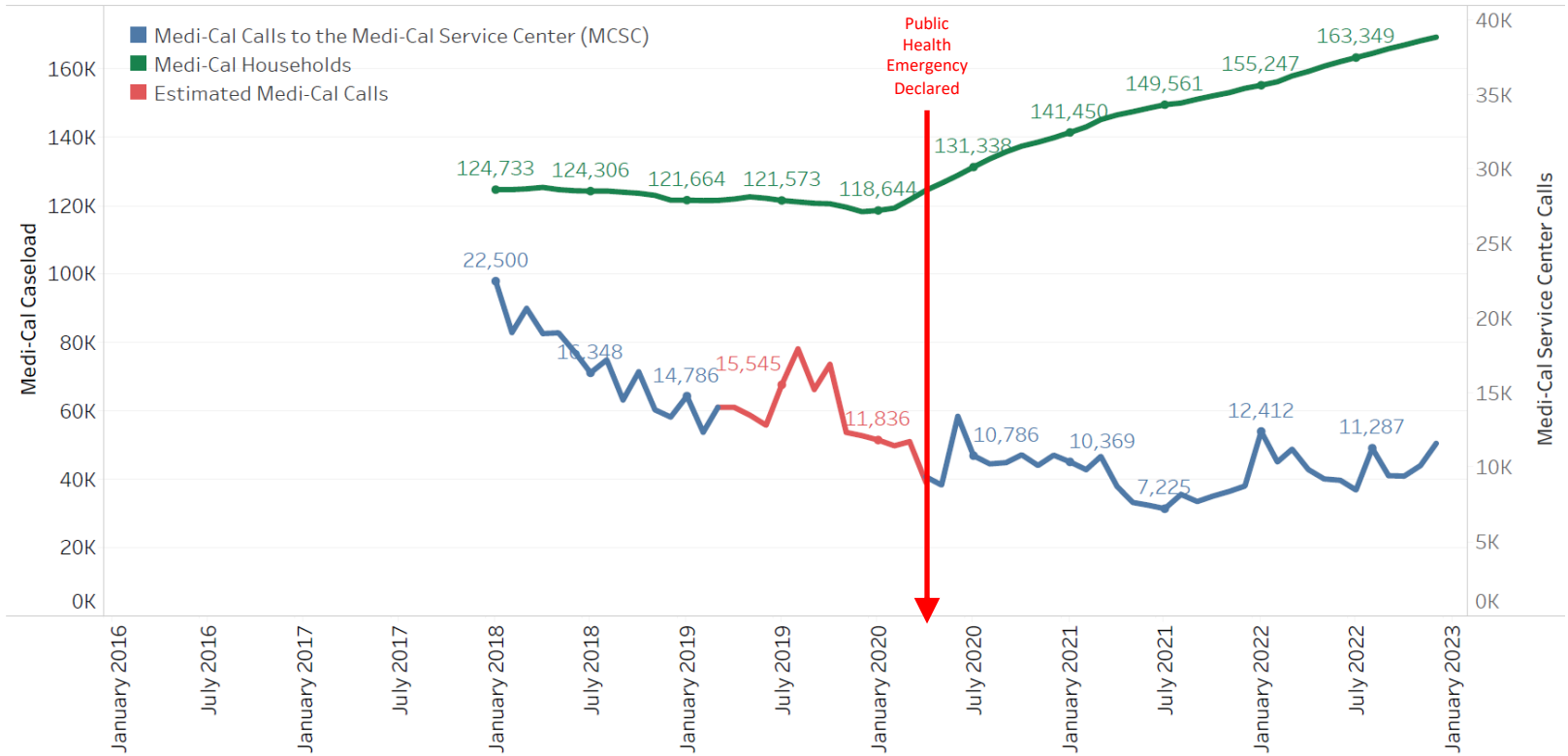
# Medi-Cal Households 2016 - 2023



# Continuous Coverage Benefits



# Medi-Cal Calls to Service Center



# 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

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

*Building Brighter Futures Together*

# 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"/>	



# 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



# Q&A

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES