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Status	In progress
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Program and cycle	JI Application Round 2 JI Round 2
Tags	No tags
Forms	PATH JI Round 2 (Katie Thomas)

PATH JI Round 2

Submitted by Katie Thomas on Apr 12, 2023

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Applicant(s)

San Francisco Human Services Agency (SFHSA)

Are you a Delegate, and completing this application on behalf of another party?

No

As a Delegate, who are you representing for this application?

No answer

Name of Correctional Agency

No answer

Type of Correctional Agency

No answer

Name of Correctional Agency Authorized Representative

No answer

Title of Correctional Agency Authorized Representative

No answer

Delegate Organization

No answer

Telephone Number of Correctional Agency Authorized Representative

No answer

Email of Correctional Agency Authorized Representative

No answer

Mailing Address of Correctional Agency

No answer

Correctional Agency Facility County

No answer

Number of Correctional Institutions within the Jurisdiction

No answer

Name of County SSD

San Francisco Human Services Agency (SFHSA)

Delegate Organization

No answer

County SSD Authorized Representative

Anna Pineda

County SSD Authorized Representative Telephone Number

(415) 557-5753

County SSD Authorized Representative Email Address

anna.pineda@sfgov.org

County SSD Mailing Address

1440 Harrison Street
San Francisco, CA 94103

SSD County

San Francisco

Name of Correctional Agency#1

No answer

Type of Correctional Agency

No answer

Name of Correctional Agency #2

No answer

Type of Correctional Agency

No answer

Name of Correctional Agency Authorized Representative #1

No answer

Name of Correctional Agency Authorized Representative #2

No answer

Telephone Number of Correctional Agency Authorized Representative #1

No answer

Telephone Number of Correctional Agency Authorized Representative #2

No answer

Email of Correctional Agency Authorized Representative #1

No answer

Email of Correctional Agency Authorized Representative #2

No answer

Mailing Address of Correctional Agency #1

No answer

Mailing Address of Correctional Agency #2

No answer

County of Correctional Agency #1

No answer

County of Correctional Agency #2

No answer

Funding Category: Correctional Agency

No answer

Funding Category: County SSD

Recruiting, hiring, onboarding, and training staff to assist with the coordination of Medi-Cal enrollment and suspension for justice-involved individuals or youths

Correctional Agency Total Funding Request

No answer

County SSD Total Funding Request

223673.00

Estimated Target Date for Use of Funds by Correctional Agency

No answer

Estimated Target Date for Use of Funds by County SSD

Oct 31, 2024

Funding Category: Correctional Agency #1

No answer

Funding Category: Correctional Agency #2

No answer

Funding Category: County SSD

No answer

Correctional Agency #1 Total Funding Request

No answer

Correctional Agency #2 Total Funding Request

No answer

County SSD Total Funding Request

No answer

Estimated Target Date for Use of Funds by Correctional Agency #1

No answer

Estimated Target Date for Use of Funds by Correctional Agency #2

No answer

Estimated Target Date for Use of Funds by County SSD

No answer

Describe how your Correctional Agency #1 will implement Operational Criteria #1.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates.

No answer

Describe how Correctional Agency #2 will implement Operational Criteria #1.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates.

No answer

Describe how your Correctional Agency will implement Operational Criteria #2.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates.

No answer

Describe how Correctional Agency #2 will implement Operational Criteria #2.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates.

No answer

Describe how your Correctional Agency #1 will implement Operational Criteria #3.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates.

No answer

Describe how your Correctional Agency #2 will implement Operational Criteria #3.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates.

No answer

Describe how your Correctional Agency #1 will implement Operational Criteria #4.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates.

No answer

Describe how your Correctional Agency #2 will implement Operational Criteria #4.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates.

No answer

Describe how your Correctional Agency #1 will implement Operational Criteria #5.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates.

No answer

Describe how your Correctional Agency #2 will implement Operational Criteria #5.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates.

No answer

Describe how your Correctional Agency #1 will implement Operational Criteria #6.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates.

No answer

Describe how your Correctional Agency #2 will implement Operational Criteria #6.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates.

No answer

Describe how your Correctional Agency #1 will implement Operational Criteria #7.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates.

No answer

Describe how your Correctional Agency #2 will implement Operational Criteria #7.1. If your Correctional Agency already supports this process, please describe at a high-level how the current process operates.

No answer

Describe how your County SSD will implement Operational Criteria #1.1. If your County SSD already supports this process, please describe at a high-level how the current process operates.

"FUTURE PROCESS

In the future, we will create a shared client file to track both 1) individuals who do not have Medi-Cal and 2) individuals who do have Medi-Cal and who are approaching 28 days in custody and will need to be suspended. Booking and release information will be automatically pushed to this shared client file by the Jail Management System (JMS). The shared Excel workbook is HIPAA-compliant and shared by DPH, Sheriff's Office, and Human Services Agency (HSA) pre-release Medi-Cal staff. Between this shared client file and electronic Medi-Cal applications submitted through MyBCW, HSA eligibility team members will have the incarceration details necessary to either suspend benefits or enroll individuals in Medi-Cal."

Describe how your County SSD will implement Operational Criteria #2.1. If your County SSD already supports this process, please describe at a high-level how the current process operates.

"CURRENT PROCESS

In the City and County of San Francisco's current pre-release Medi-Cal process, County staff and/or contractors receive and process pre-release applications in the following way:

1) HSA eligibility team members are assigned pre-release applications submitted by a DPH or SF Pretrial Diversion Project Medi-Cal Eligibility Specialist through MyBCW. HSA is also equipped to accept Medi-Cal applications via mail, phone, fax, or in person.

2) If the HSA eligibility team receives an application for an individual expected to be released to a different county, they coordinate with the county of responsibility to transition the application. If the county of residency is not San Francisco but is on CalWIN, the application includes a cover letter identifying the application as pre-release and is submitted through MyBCW. If the county of residency is not San Francisco and is not on CalWIN, the Medi-Cal Eligibility Specialist prints a paper application and submits it to the county of residency. HSA provides Medi-Cal Eligibility Specialists with updated contact lists for all counties in California. The HSA eligibility team works similarly with the SF Juvenile Probation Office to ensure that the application for an incarcerated youth is processed appropriately."

Describe how your County SSD will implement Operational Criteria #3.1. If your County SSD already supports this process, please describe at a high-level how the current process operates

"CURRENT PROCESS

In the City and County of San Francisco's current pre-release Medi-Cal process, County staff and/or contractors communicate with correctional staff in the following ways:

1) Every Monday morning since November 2022, application assisters and eligibility workers, lead Sheriff's Office staff, lead County Behavioral Health Agency staff ("DPH"), and HSA Medi-Cal team staff meet to plan improvements to the County's pre-release Medi-Cal enrollment and suspension process.

2) San Francisco has identified four (4) individuals at the Sheriff's Office and DPH who can assist with troubleshooting Medi-Cal application questions and sending follow-up information to HSA staff as needed:

1. Tasha Spencer, Senior Medi-Cal Eligibility Specialist, San Francisco Department of Public Health (SFDPH), tasha.spencer@sfdph.org, (415) 575-4367 office, (408) 905-8840 cell.

2. Frieda Khan, Medi-Cal Eligibility Specialist, Private Contractor from the San Francisco Pretrial Diversion Project (SFPDP), friedak@sfpredial.org, (415) 558-2486.

3. Alissa "Ali" Riker, Director of Programs, San Francisco Sheriff's Office (SFSO), alissa.riker@sfgov.org, (415) 575-6417.

4. Tanya Mera, Director of Jail Behavioral Health and Reentry Services, San Francisco Department of Public Health (SFDPH), tanya.mera@sfdph.org, (415) 995-1713.

This contact information is updated by the Sheriff's Office and DPH as needed based on conversations at the regular weekly workgroup meetings.

FUTURE PROCESS

In the future, the timing of the weekly workgroup meeting will allow Medi-Cal Eligibility Specialists, HSA eligibility team members, and their management representatives to review the shared client file and surface any client or process questions to discuss at the meeting. Once a final pre-release Medi-Cal process is up and running, these workgroup meetings may scale back to once a month or once every 2 weeks.

In the future, correctional facility contact information will be maintained and updated on a separate tab within the shared client file so both the HSA clerical team and eligibility team have access to it while working on their client caseload. For Medi-Cal Eligibility Specialists, their MyBCW user account ID will be included with their contact information.

If the HSA eligibility team is informed of a Medi-Cal recipient from another county of residency, HSA will contact the county to communicate custody status."

Describe how your County SSD will implement Operational Criteria #4.1. If your County SSD already supports this process, please describe at a high-level how the current process operates.

"CURRENT PROCESS

In the City and County of San Francisco's current pre-release Medi-Cal process, County staff and/or contractors notify correctional facility staff if Medi-Cal determination is not expected to be complete before release in the following way:

1) Medi-Cal Eligibility Specialists have access to CalWIN Lite and check the status of an application there as necessary. The majority of cases do not go beyond the standard 45 day processing time.

FUTURE PROCESS

In the future, HSA eligibility team members will use the shared client file to notify Medi-Cal Eligibility Specialists if Medi-Cal determination is not expected to be complete before an individual's release."

Describe how your County SSD will implement Operational Criteria #4.2. If your County SSD already supports this process, please describe at a high-level how the current process operates

"CURRENT PROCESS

In the City and County of San Francisco's current pre-release Medi-Cal process, County staff and/or contractors notify applicants of the outcome of their eligibility determination, provide all necessary Medi-Cal documentation, and issue a Benefits Identification Card (BIC) in the following way:

- 1) Medi-Cal Eligibility Specialists have access to CalWIN Lite and check the status of an application there as necessary. They can communicate with incarcerated applicants about the outcome of their eligibility determination by meeting with them in-person (or by direct messaging once tablets have been fully deployed).
- 2) HSA also sends a Notice of Action letter to the individual whenever they approve or discontinue a case, or receive the release date. It is a standard part of HSA's Notice of Action protocol. Once HSA staff have been informed of the individual's release, they are required to send a Notice of Action letter to the individual with a Benefits Identification Card (BIC). The Medi-Cal application should include the address where they want to receive notification.

FUTURE PROCESS

In the future, HSA specialty team members will notify Medi-Cal Eligibility Specialists that individuals have been enrolled or reinstated in Medi-Cal and/or have been assigned a 90-day pre-release aid code (as necessary) through the shared client file.

The City and County of San Francisco recognizes that DHCS is still awaiting CMS Federal Approval of 90-day pre-release services and that the implementation date for this segment of the CalAIMS Justice Initiative is tentatively July 1, 2023. Once CMS provides approval, we look forward to working with DHCS to establish and implement aid codes (and other policy considerations) so pre-release services can be properly billed to DHCS.

For new Medi-Cal enrollees who will be in custody for at least another 15 business days after enrollment is complete, HSA specialty team members will request the State generate a new Benefits Identification Card (BIC), even if coverage is currently suspended. The card will be sent to the address in MEDS; HSA will use a jail administrative office mailing address, unless a valid residential mailing address was included on their application. If clients are still in custody upon the jail's receipt of their BIC, a Medi-Cal Eligibility Specialist will put the card with their property so they receive it upon release. The Medi-Cal Eligibility Specialist will also update the shared client file to track and confirm receipt and delivery of the BIC.

If the BIC does not arrive by the time the client is released (or there is not enough time to mail a BIC), the Medi-Cal Eligibility Specialist can request an expedited processing and/or temporary BIC card via email: StatusPPR@sfgov.org, and cc: Sharma.Robinson@sfgov.org. The Specialist indicates in the subject line: Temp Emergency BIC needed. HSA will generate a temporary ("emergency") paper BIC card and can send the temporary card through secure email and the Specialist can print it and put the card with the individual's property. Once the official BIC arrives at the jail by mail, the Medi-Cal Eligibility Specialist will return the card to HSA by interdepartmental mail, and the HSA specialty team will follow-up and coordinate pickup by the individual or mail the BIC to the individual's new address.

Additionally, for all clients with SSI-linked Medi-Cal, the Sheriff's Office plans to automatically generate a custody letter at the Intake and Release Center (CJ1) that shows their dates of incarceration. This letter will allow individuals to reactivate their Social Security benefits."

Describe how your County SSD will implement Operational Criteria #5.1. If your County SSD already supports this process, please describe at a high-level how the current process operates.

"CURRENT PROCESS

In the City and County of San Francisco's current pre-release Medi-Cal process, County staff and/or contractors communicate with HSA staff in the following ways:

3) Every Monday morning since November 2022, application assisters and eligibility workers, lead Sheriff's Office staff, lead County Behavioral Health Agency staff ("DPH"), and HSA Medi-Cal team staff meet to plan improvements to the County's pre-release Medi-Cal enrollment and suspension process.

4) San Francisco has identified three (3) individuals at HSA who can assist with troubleshooting Medi-Cal application questions and sending follow-up information to Medi-Cal Eligibility Specialists and pre-release clients as needed:

4. Jeimil Belamide, SFBN Manager, San Francisco Human Services Agency (HSA), jeimil.belamide@sfgov.org, (415) 558-1108.

5. Evelyn Reyes, SFBN Support Analyst, San Francisco Human Services Agency (HSA), evelyn.reyes@sfgov.org, (415) 558-1877.

6. Dora Granera, SFBN Manager, San Francisco Human Services Agency (HSA), dora.granera@sfgov.org, (415) 558-2825.

This contact information is updated by HSA as needed based on conversations at the regular weekly workgroup meetings.

FUTURE PROCESS

In the future, the timing of the weekly workgroup meeting will allow Medi-Cal Eligibility Specialists, HSA eligibility team members, and their management representatives to review the shared client file and surface any client or process questions to discuss at the meeting. Once a final pre-release Medi-Cal process is up and running, these workgroup meetings may scale back to once a month or once every 2 weeks.

In the future, HSA contact information will be maintained and updated on a separate tab within the shared client file so the Medi-Cal Eligibility Specialists have access to it while working on their client caseload."

Describe how your County SSD will implement Operational Criteria #6.1. If your County SSD already supports this process, please describe at a high-level how the current process operates

"CURRENT PROCESS

In the City and County of San Francisco's current pre-release Medi-Cal process, for new applications being submitted where the release date is known, the HSA eligibility team uses the release date as the Medi-Cal start date. For new applications where the release date is not known, the HSA eligibility team processes for approval and suspends.

FUTURE PROCESS

In the future, HSA eligibility team members will sort the shared client file by release date (once pushed by JMS everyday) and identify individuals within 90 days of release. JMS will also push an automatic release notification email to HSA eligibility staff with the individuals released from custody within the last 24 hours. Upon receipt of the release notification email, which can be cross referenced against the shared client file record, HSA eligibility team members will then facilitate un-suspension in MEDS for qualifying clients within 3 to 5 business days of the notification (and at least one business day before release unless release is unplanned), and update the shared client file to communicate to the Medi-Cal Eligibility Specialist that the client has been reinstated and provide the assigned 90-day pre-release aid code (if/when applicable). Once released, JMS will automatically remove the individual from the shared client file, ensuring compliance with Criminal Offender Record Information (CORI) statutes."

Describe how your County SSD will implement Operational Criteria #6.2. If your County SSD already supports this process, please describe at a high-level how the current process operates.

"CURRENT PROCESS

In the City and County of San Francisco's current pre-release Medi-Cal process, County staff and/or contractors follow the standard Immediate Need process (when necessary) in the following way:

1) Clients and/or Medi-Cal Eligibility Specialists request an immediate need for services to HSA's group email box: StatusPPR@sfgov.org, and cc: Sharma.Robinson@sfgov.org. For these requests, HSA asks that the email subject line read: Expedited Inmate Release Request. This helps to ensure that the request is quickly identified and can be prioritized by HSA staff. Content in the email should include inmate benefits, including case number and release date."

Describe how your organization(s) will ensure sustainability of pre-release enrollment and suspension processes that are implemented using PATH JI Round 2 funding.

"In May of 2022, the Chief Medical Officer for the San Francisco Health Network initiated a CalAIM Justice Involved Workgroup and sought Sheriff's Office participation. This virtual workgroup meets every 3 months on the first Thursday at 11:00 a.m. and includes leadership from the San Francisco Health Network (CalAIM Executive Sponsor/CMO, CalAIM Executive Sponsor/Director of Ambulatory Care, CalAIM Manager, CalAIM ECM Program Manager, ECM Medical Director, CalAIM Community Support Program Manager, and the Deputy Director of Jail Medical Services), County Behavioral Health (Director of Street Based and Justice Involved Behavioral Health Services), and both Managed Care Plans (San Francisco Health Plan and Anthem Blue Cross).

This virtual workgroup also created a number of sub-workgroups to work on different CalAIM Justice-Involved initiatives. One of those sub-workgroups, the Enrollment in Custody workgroup, has been meeting weekly on Monday mornings at 11:00 a.m. to plan improvements to the County's pre-release Medi-Cal enrollment and suspension process and to complete this application. Attendance at this weekly meeting is required for application assisters and eligibility workers, lead Sheriff's Office staff, lead County Behavioral Health Agency staff ("DPH"), and HSA Medi-Cal team staff; attendance is optional for juvenile probation staff and staff from other Medi-Cal managed care plans, such as Healthy SF.

In the future, the timing of this Monday morning sub-workgroup meeting will allow Medi-Cal Eligibility Specialists, HSA specialty team staff, and their management representatives to review the shared client file for the week and surface any client or process questions to discuss at the meeting. Once a final pre-release Medi-Cal application process is up and running, these stakeholder meetings may scale back to once a month or once every 2 weeks. We will continue to have our PATH JI Round 1 planning consultant, CivicMakers, coordinate and facilitate the Enrollment in Custody sub-workgroup meeting. We have budgeted \$15,200 in Round 2 implementation funds for this ongoing meeting coordination and facilitation support.

Another sub-workgroup, the CalAIM IT Workgroup, has also been meeting bi-weekly on Wednesday mornings at 11:00 a.m. to ensure collaboration between DPH's Metrics, Analytics, and Data Integration Team, Epic Project Managers and the Deputy CIO on IT related needs for this initiative.

The City and County of San Francisco is committed to testing and evaluating our shared client file process for facilitating communication between the County Jail and HSA. Our Tier 1 solution is an Excel shared workbook; however, we anticipate that after evaluating our process, we will identify and move to a more robust database system ("Tier 2 solution") for sharing and updating pre-release client information. This Tier 2 solution would likely launch in early 2024.

In addition, San Francisco will continue to work with our PATH JI Round 1 planning consultant, CivicMakers, to 1) prepare and maintain a written process operating and training manual (including process policy and standards documentation); and 2) prepare and submit of four progress reports (two interim and two final). This added support will allow County staff to focus on day-to-day process operations and to easily onboard new staff as needed. We have budgeted \$41,000 in Round 2 implementation funds for this ongoing administrative support.

In addition to these ongoing collaborative planning activities, the City and County of San Francisco is being very intentional about primarily using these PATH JI Round 2 grant funds for one-time costs, making the cost of process sustainability less of a concern. Our grant budget request includes one-time capital improvements, one-time IT and equipment purchases, and one-time, short-term personnel expenses. In the case of personnel expenses, we will need overtime to address the immediate and labor-intensive screening and suspension process for the existing jail population who were previously unscreened. These overtime expenses are planned for 2023.

The only ongoing expense is the hiring of one (1) new DPH Health Worker IV and one (1) new HSA eligibility team supervisor to assist with shifting our process "from the back door to the front door" and to provide support for the additional client caseload. We have budgeted \$196,898 in Round 2 implementation funds to pay for 18 months of salary for the new DPH Medi-Cal eligibility staff person, and \$223,673 in Round 2 implementation funds to pay for 16 months of salary for the new HSA eligibility team supervisor. For ongoing expenses, the County anticipates using Medi-Cal reimbursement dollars, which will be available to pursue in January 2024."