



CWDA

Advancing Human Services
for the Welfare of *All* Californians

County Human Services and the PHE Unwinding

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Presentation Overview

- Context-Setting
- County/CWDA Engagement
- Outreach and Information Sharing
- Potential “Pain Points”

Context Setting

- County role in Medi-Cal
- County activities during PHE
- PHE lift workload

CWDA/County Engagement & Efforts

- Efforts began last year
 - Workgroups
 - Identification of automation changes
 - Identification of needed flexibilities
- Funding
 - Funds over 2 years; will evaluate as work evolves
- Training

Outreach and Information Sharing

- Goals
 - Try not to panic recipients
 - Don't tell everyone to call the county
- Advice on messaging – nuance!
 - Call the county IF you have updates
 - Fill out and return renewal packet IF you get one

Potential “Pain Points”

- Shift from “don’t do anything” to “you may have to do something”
 - If you get something from county, you need to act on it – *really*
 - Will cause confusion, so messaging is key
- County workload will skyrocket
 - Largely an intake operation for the last 2.5 years
 - State hearings likely to see significant increase

Questions?

