County Human Services and the PHE Unwinding

Cathy Senderling-McDonald
CWDA Executive Director

Presentation to ITUP
October 25, 2022
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?