San Luis Obispo County Jail Processes and Outcomes
How the Effort Started

- Department of Social Services, Sheriff’s Office, and the Probation Department.
- MOU February 1, 2014
  - Inmates who are currently incarcerated would be the priority for Medi-Cal enrollment.
  - Probation Dept would be the second effort to get post release inmates enrolled, if the inmates were not enrolled while in jail.
  - DSS Eligibility worker would take applications to enroll inmates
Roles of Each Agency

• Sheriff’s Office
  - Complete a volunteer clearance packet on DSS staff who will be coming into the jail.
  - Provide DSS staff a tour of the jail and orientation.
  - Make available electronic data on the booking and release dates and medical fragility of inmates
Sheriff’s Office Role Cont’d

- Ask each incoming inmate if they have medical insurance
- Provide a location for DSS staff to enroll inmates
- Provide a location and Internet access for DSS staff to work when not meeting with inmates
Sheriff’s Office Role Cont’d

- Provide for the safety of DSS staff.

- Provide for DSS staff confirmation of inmates’ identity and citizenship.

- Distribute educational materials on how to enroll in Medi-Cal and Covered California in jail visitors’ waiting area.
Roles of Each Agency

- **Department of Social Services**
  - Provide clearance information for DSS staff who will be coming into the jail.
  - Have DSS staff cleared to enter jail, review and sign Sheriff’s Office Rules and Regulations for Jail Programs and Volunteers.
  - Meet with inmates in groups or individual application sessions.
Social Services’ Role Cont’d

- When possible, obtain signed waivers and authorizations from inmates as needed to gather needed documentation to complete enrollment.

- Provide notification to the inmates who have completed applications with the status of their enrollment.

- Provide educational materials and brochures to inmates and the jail on how to enroll in Medi-Cal and CoveredCA.
Advantages for Inmates

- Ability to participate in outpatient substance abuse and mental health treatment at no cost, immediately upon release
- Remove incarceration as a barrier for enrollment in Medi-Cal
- Reduce recidivism
Target Inmate Population

- Inmates who will be released within 90 days
- Inmates who have a medical fragility
- Inmates who do not have medical insurance
- Inmates who are hospitalized while in custody
Pre-Application Screening

- **Sheriff’s Office**
  - Pre-bookimg paperwork: ask inmates if they have health insurance

- **Department of Social Services**
  - Each potential inmate in custody in the target population is screened in MEDS for coverage
IT Computer Application

- Sheriff’s Office
  - Electronic data on booking, release, medical fragility, and other information is provided to DSS

- Department of Social Services
  - Jail data imported into application
    - Reports on inmates seen, applications taken, etc.
    - Imports real-time information on inmates
    - Utilized to create lists of inmates to see for application
    - Suspend inmates’ Medi-Cal who are already insured and in custody
### ACA Jail Log - Booking Data as of 9/29/2014

#### No Date Range
- 9/29/2014 thru 12/30/2014

#### Filters
- No Insurance
- Yes Insurance
- All Insurance
- In Custody
- Released
- All

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<th>Appt Date</th>
<th>Appt Result</th>
<th>Case Number</th>
<th>CIN Number</th>
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Processing Applications

- Display Institutional Care Summary
  - Booked date and expected release date
- EDBC and N7 Override
  - Override system to put correct eligibility for person in custody
- Batch Exception
  - Prevents EDBC from running and changing overridden aid code
- MEDS Coordinator
  - Ensures N7 aid code goes to MEDS for correct months
**Processing Applications Cont’d**

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**Collect Institutional Care Detail**

- **Effective Begin Date:** 08/01/2014
- **Type:** County Inmate
- **Institution Name:** San Luis Obispo County Jail

- **Effective End Date:**
- **Verification:** Received
- **Source:** Other Conclusive Verification

- **Negotiated Rate:**
- **Date Expected to Leave:** 10/06/2014
- **Admission Date:** 07/08/2014

- **Discharge Date:**
- **Is the Stay in the Institution Permanent [Y/N]:** No
- **Has the Individual been Sentenced [Y/N]:** Yes
- **Is the Institution FNS/State Certified [Y/N]:** Yes
- **Does the Institution provide Meals [Y/N]:** Yes
- **Letter of Rate provided [Y/N]:** No
- **Referred by Mental Health Case Manager [Y/N]:** No
Processing Released Applications

- **Release Dates**
  - Eligibility worker works with Sheriff’s Office
  - Release dates are on the data imported from the jail

- **Display Institutional Care Summary**
  - End date the screen for the month before the actual release date, if possible for CalWIN

- **Run EDBC**
  - Reevaluate month before release date and each consecutive month to get future month passing full-scope Medi-Cal

- **MEDS coordinator**
  - Changes N7 to full scope Medi-Cal for correct months
Suspending Medi-Cal Benefits

• Inmates Already Receiving Medi-Cal
  ○ Each day, a list of inmates booked the prior day who are still in custody is checked in MEDS for Medi-Cal coverage.

  ○ The Jail Computer Application has a button to send an electronic form to our MEDS coordinator to suspend Medi-Cal.

  ○ DSS case comments and mails suspension NOA to clients about the suspension of their benefits.
Launch Dates

- **Started March 2014**
  - Eligibility worker went three days
- **April 2014**
  - Eligibility worker went 15 days
- **May 2014**
  - Eligibility worker started going almost daily
Setting the Foundation

- Starting out
  - Seeing everyone

- Creating Daily Lists of Inmates to See
  - Began with release dates
    - 04/11/2014: released within 30 days
    - 05/09/2014: released within 60 days
    - 05/21/2014: released within 90 days
  - Medically fragile
    - 06/05/2014: began creating lists weekly
  - Hospitalized Inmates
    - Prioritized when inmate is hospitalized
Data on Progress

- Inmates seen for Enrollment up to 04/14/2014
  - 335: 165 applications taken, 170 inmates declined applications

- Inmates seen for Enrollment up to 05/13/2014
  - 650: 347 applications taken, 303 inmates declined applications

- Inmates seen for Enrollment up to 07/16/2014
  - 934: 494 applications taken, 440 inmates declined applications

- Inmates seen for Enrollment up to 08/31/2014
  - 1110: 584 applications taken, 526 inmates declined applications
    - 556 applications processed
Inmates seen for enrollment up to 09/30/2014

- 1177: 624 applications taken, 553 inmates declined apps
Data Cont’d

• Non-targeted inmates who request applications
  ○ Average 7/week beginning 05/2014

• Inmates who Declined Applications (553)
  ○ Already insured
  ○ Undocumented inmates
  ○ Inmates planning on living out of state
  ○ Over the income limit for MAGI Medi-Cal
  ○ Did not want to get out of bed
  ○ Other denials (did not want insurance, etc.)
Challenges

- Declined Applications
- Jail Shift Change
- Being Aware of the Environment
Lessons Learned

- See inmates in the afternoon and not morning
  - Inmates are reluctant to wake up early

- Ask the inmates if they have health insurance and if they would like to apply for health insurance
  - Avoid only asking inmates if they would like to apply for Obamacare
Lessons Learned Cont’d

- Give inmates educational brochures
  - Drug and alcohol services
  - Medi-Cal coverage—including dental
  - Inmates show each other the information

- If possible, take applications inside of dorm setting housing units
  - Builds enthusiasm for the program
  - Inmates can ask their questions
Lessons Learned Cont’d

- Have a defined, daily routine
  - Know which housing units to go see inmates
  - Have the least amount of movement possible
    - Minimize impact on officers

- Eligibility worker goes to the jail daily
  - Inmates are booked and released everyday. This ensures the maximum amount of inmates are seen for health applications.
Lessons Learned Cont’d

- You can always change N7, restricted benefits, to full scope coverage
  - Put an inmates coverage to N7. It can always be changed to full scope Medi-Cal.

- Keep Track of Everything Brought Inside the Jail
  - Some inmates may try to steal contraband.
Lessons Learned Cont’d

• The Less of a Footprint with the Officers, the Better
  ○ Be aware of the environment
    ▶ Learn when to see inmates and when not to
      ◦ When are the officers most busy?
      ◦ When are meals given?
      ◦ When are lockdown times?
      ◦ Is there an emergency?
Contact Information

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