



**PARTNERSHIP HEALTHPLAN OF CALIFORNIA  
CONSUMER ADVISORY COMMITTEE**

**THURSDAY, DECEMBER 12, 2019 12:00pm – 1:45pm**

**Held at PHC’s Southeast Regional office at 4605 Business Center Drive, Fairfield, CA 94534  
(4605 Building East Conference Center, Room C – 1<sup>st</sup> Floor,)**

**(Video Conference Location)  
495 Tesconi Circle, Santa Rosa, CA 95401**

*PHC’s Mission Statement is “to help our members, and the communities we serve, be healthy”*

		<b>Lead</b>	<b>Page</b>	<b>Time</b>
<b>1</b>	<b>Introductions</b> <i>Please state your name and what area you represent.</i>	<b>Araceli Gutierrez</b> Member Services Supervisor		12:00
<b>2</b>	<b>Public Comments</b> <i>At this time, please review the agenda. Community advocates or members of the public who are usually not part of this committee may address the committee on any non-agenda item of interest that is within the subject matter jurisdiction of the committee. For agenda items, please wait until the committee’s consideration of that item. Speakers will be limited to three (3) minutes. Please note: Any new agenda items that require action will be scheduled for a future meeting.</i>	<b>Araceli Gutierrez</b> Member Services Supervisor		12:10
<b>3</b>	<b>Approval of September 2019 Minutes</b> <i>Need a CAC member to make a motion to accept the September minutes and another member to second the motion.</i>	All	3 - 12	12:15
<b>I. Old Business</b>				
<b>1</b>	<b>Follow up questions from September CAC meeting</b> <i>No updates</i>	<b>Araceli Gutierrez</b> Member Services Supervisor		
<b>II. New Business</b>				
<b>1</b>	<b>CAC achievements for the year</b> <i>Informational Presentation</i>	<b>Shauncey Jenkins</b> Member Services Supervisor		12:20
<b>2</b>	<b>Annual PHC Member Satisfaction Results</b> <i>Informational Presentation</i>	<b>Kevin Spencer</b> Member Services Director		12:25
<b>3</b>	<b>Update on Strategic Use of Reserves</b> <i>Information on PHC housing project grants and Sober Circle</i>	<b>Sonja</b> Chief Operations Officer		12:40
<b>4</b>	<b>Shelter Solano Presentation</b> <i>Informational Presentation</i>	<b>Brandon Wirth</b> Director of Shelter Svc <b>Barbara Simpson</b> Program Manager		12:45
<b>5</b>	<b>Healthy Living Tools Platform</b> <i>Brief highlights of the Healthy Living Tools Platform</i>	<b>Amanda Bernal</b> Health Educator		1:05
<b>6</b>	<b>CAHPS Survey Questions Feedback</b> <i>Feedback from CAC members</i>	<b>Erika Robinson</b> Director of Quality & Performance Improvement		1:10
<b>III. Standing Agenda Items</b>				
<b>1</b>	<b>HealthPlan Update</b> <i>Brief recap of latest Board meeting &amp; HealthPlan Updates</i>	<b>Liz Gibboney</b> Chief Executive Officer	13	1:15
<b>2</b>	<b>Policy and Program Update</b> <i>Update on policies and programs</i>	<b>Amy Turnipseed</b> Director of Policy & Program Development	15	1:25
<b>3</b>	<b>Report on Board Meeting from CAC Board Member</b> <i>Brief highlights of the last Board Meeting</i>	<b>Bill R</b> Consumer Board Member		1:35
<b>IV. Additional Business/Other items</b>				
<b>1</b>	<b>Thank you to CAC members</b>	<b>Araceli Gutierrez</b> Member Svcs. Supervisor		1:40
<b>2</b>	<b>Open discussion at all location sites individually</b> <i>Thank you to the CAC members and Information sharing by committee members.</i>	All		
<b>V. Adjournment</b>				
<b>1</b>	<b>Next Meeting: March 12, 2020</b>			

Government Code §54957.5 requires that public records related to items on the open session agenda for a regular Consumer Advisory Committee meeting be made available for public inspection. Records distributed less than 72 hours prior to the meeting are available for public inspection at the same time they are distributed to all members, or a majority of the members of the committee. The committee has designated the Member Services Department as the contact for Partnership HealthPlan of California located at 4665 Business Center Drive, Fairfield, CA 94534, for the purpose of making those public records available for inspection. The Consumer Advisory Committee Meeting Agenda and supporting documentation is available for review from 8:00 AM to 5:00 PM, Monday through Friday at all PHC regional offices (see locations above). It can also be found online at [www.partnershiphp.org](http://www.partnershiphp.org).

This meeting may be recorded. Any audio or video tape record of this meeting made by or at the direction of PHC is subject to inspection under the Public Records Act and will be provided without charge, if requested.

PHC meeting rooms are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternative format for the agenda, meeting notice, agenda packet or other writings that may be distributed at the meeting, should contact the Member Services Department at least two (2) working days before the meeting at (800) 863-4155 or by email at [agutierr@partnershiphp.org](mailto:agutierr@partnershiphp.org). Notification in advance of the meeting will enable the Member Services Department to make reasonable arrangements to ensure accessibility to this meeting and to materials related to it.

This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing on the agenda.



## MEETING MINUTES

### Consumer Advisory Committee (Southern Region)

September 12, 2019, 12:00pm – 1:30pm

4605 Business Center Drive, Fairfield, CA 94534 (Conference Room C – 1st floor)

(Video Conference Locations)

495 Tesconi Circle, Santa Rosa, CA 95401

951 Low Gap Road, Ukiah, CA 95482



---

**Attendees:** Beverly Franklin, Glenda Jones (Guest), Eugene Korte, Frances Porter, Jeanette Perez, La Sonja Porter, Lance Leclair, Marcelo (Nunie) Matta, Krissie Matta, Wendy Ostergaard, Patrick Beale (Guest), Michael Strain, Stan Gow, William Remak and Frank Nelson.

**PHC Attendees:** Sonja Bjork, Catherine Thomas; Dustin Lyda, La Rae Banks, Peggy Hoover, Katherine Barresi, Rebecca Boyd Anderson, Kevin Spencer, Tommee Naenphan, Joe Chiminiello, Araceli Gutierrez, Shauncey Jenkins, Catherine Esta, Tara Turner, Lynn Scuri, Melissa Perez, Elena Carter, Colleen Valenti, Amanda Bernal and Dr. Kubota.

**Absent:** Patrick Stasio, Liz Gibboney, Dr. Moore, Amy Turnipseed, David French, Adrianna Dryden, Darnice Richmond and Joyce Floyd

---



## MEETING MINUTES

### Consumer Advisory Committee (Southern Region)

September 12, 2019, 12:00pm – 1:30pm

4605 Business Center Drive, Fairfield, CA 94534 (Conference Room C – 1st floor)

(Video Conference Locations)

495 Tesconi Circle, Santa Rosa, CA 95401

951 Low Gap Road, Ukiah, CA 95482



Agenda Topic	Discussion/Conclusions	Action Items
<p><b>Introduction</b></p>   <p><b>Public Comments</b></p>   <p><b>Approval of Minutes</b></p>	<p>Housekeeping rules and directions were given. Introductions from all sites were conducted and each attendee was asked to answer the following question: <i>“What was the healthiest thing you’ve eaten this Summer?”</i></p> <p>The committee was provided with an opportunity to present any comments regarding the agenda. Advocates and members of the public were also given an opportunity to address any comments pertaining to any non-agenda items.</p> <p><b>The Minutes of the June 2019 meeting</b> were reviewed and approved. Jeanette Perez was mistakenly omitted from the minutes as absent, this oversight has been corrected. Lance Leclair was omitted as attended. Will correct.</p>	<p>No Comments</p>   <p><i>Nunie Matta motioned to approve minutes. Eugene Korte seconded and the June 2019 were approved</i></p>
<p><b>Old Business</b> <i>Araceli</i></p>	<p><b>Follow up questions from June CAC meeting</b></p> <p><b>Lance Leclair, Consumer Advisory Committee member,</b> provided a brief update on the visit to Paul’s Place in Davis.</p> <p>Shelter for the homeless. It is a very small facility and they are very grateful for receiving the grant from PHC. With not enough room for those they need to serve, they have had to turn people away. However, in 2020, 18 units of supported housing with many services will now</p>	



## MEETING MINUTES

### Consumer Advisory Committee (Southern Region)

September 12, 2019, 12:00pm – 1:30pm

4605 Business Center Drive, Fairfield, CA 94534 (Conference Room C – 1st floor)

(Video Conference Locations)

495 Tesconi Circle, Santa Rosa, CA 95401

951 Low Gap Road, Ukiah, CA 95482



	<p>become available. It will continue to be a multi-functional structure with day services: showers, restroom but now much more extensive. It is a much-needed facility.</p> <p>Sonja: The reason behind PHC’s visit to Paul’s Place was to give them the grant to expand that tiny house into a big facility. They were welcoming to us as visitors. They gave us a tour and shared with us all the plans they have put into place for 2020. Lance had many good questions and their staff now knows a lot more about PHC than before. If someone needs medical issue, they know whom to call. The visit was good for them and for us.</p>	
<p><b>New Business</b></p> <p><b>2019 Grievance &amp; Appeals Annual Report</b> <i>La Rae Banks</i></p>	<p><b>La Rae Banks</b>, Associate Director of Grievance &amp; Appeals, gave a presentation of the 2019 Grievance &amp; Appeals Annual Report.</p> <p>Introduced Elena Carter, Manager of Grievance &amp; Appeals.</p> <p>During DHCS annual visit, they had a question. <i>Does the CAC have the opportunity to look at the log of complaints that come in?</i> The CAC has not so they asked if they could.</p> <p>The committee was invited to look at PHC’s log of cases for 2018. In 2018, PHC completed report 5,884 cases.</p> <ul style="list-style-type: none"> <li>• Background Appeal</li> <li>• Introduction To Grievance &amp; Appeals</li> </ul>	<p><i>Nunie Matta, Yolo County: How many PHC members all together?</i></p> <p><i>LaRae: About 500,000 can fluctuate in the month.</i></p> <p><i>Nunie Matta, Yolo County: What are the areas PHC covers so we can let other committees know?</i></p> <p><i>La Rae: Our Fairfield and Redding team covers all 14 counties.</i></p> <p><i>Nunie Matta, Yolo County: Good Job.</i></p>



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

September 12, 2019, 12:00pm – 1:30pm

4605 Business Center Drive, Fairfield, CA 94534 (Conference Room C – 1st floor)

(Video Conference Locations)

495 Tesconi Circle, Santa Rosa, CA 95401

951 Low Gap Road, Ukiah, CA 95482



	<ul style="list-style-type: none"> <li>• Grievance &amp; Appeal Trends</li> <li>• Key Drivers</li> <li>• Case Review: Appeal</li> <li>• Case Review: Grievance</li> <li>• Case Review: State Hearing</li> <li>• Case Review: Exempt</li> </ul>	<p><b>Lance Leclair, Yolo County:</b> <i>On the 2 sample case, why did it go all the way to state hearing and did we learn anything?</i></p> <p><b>La Rae:</b> <i>To answer the first part, members have a right to file a state hearing. PHC does not have control.</i></p> <p><i>And the second part, we have many meetings to talk about cases to see if we could have done a better job. We sent out 2 cases to our vendors to reevaluate a member’s home. We always look at ways to help our members.</i></p> <p><b>Bill Remak, Sonoma County:</b> <i>Question on the Exempts of 1,779 it is listed as not formal complaints. Just notifications that there were concerns by the member. How many of those did you internally take an action? Something beyond just an investigation.</i></p> <p><b>La Rae:</b> <i>We do not have a statistic for that. I would like to take the opportunity to clarify something. When those cases come in, every single one are reviewed to make sure our providers are helping our</i></p>
--	--	--



MEETING MINUTES

Consumer Advisory Committee (Southern Region)

September 12, 2019, 12:00pm – 1:30pm

4605 Business Center Drive, Fairfield, CA 94534 (Conference Room C – 1st floor)

(Video Conference Locations)

495 Tesconi Circle, Santa Rosa, CA 95401

951 Low Gap Road, Ukiah, CA 95482



<p><b>CCS Transition</b> <i>Katherine Barresi</i></p>	<p><b>Katherine Barresi, Associate Director of Care Coordination,</b> provided a power point presentation on the Family Advisory Committee update. Meetings are every other month.</p> <ul style="list-style-type: none"> <li>• Introduction: What? Who? When? Why? Where?</li> <li>• FAC Committee <ul style="list-style-type: none"> <li>○ Needs 14 more county representatives to complete the committee.</li> </ul> </li> <li>• How You Can Help?</li> </ul>	<p><i>members and doing the right thing clinically. A nurse and a medical director review it. There are times when we want to reevaluate and reinvestigate again.</i></p> <p><i>Remember sometimes a member does not want to file a complaint and sometimes we decide to do it anyway.</i></p> <p><i>Example:</i> <i>Member’s HIPAA was violated. And they just wanted PHC to know. No file. PHC will call them back and investigate.</i></p> <p><i>I do not have a statistic for that but I will look for that going forward.</i></p> <p><b>Bill Remak, Sonoma County:</b> Thank you. <i>No comments</i></p>
---	--	---



**MEETING MINUTES**

**Consumer Advisory Committee (Southern Region)**

**September 12, 2019, 12:00pm – 1:30pm**

**4605 Business Center Drive, Fairfield, CA 94534 (Conference Room C – 1st floor)**

**(Video Conference Locations)**

**495 Tesconi Circle, Santa Rosa, CA 95401**

**951 Low Gap Road, Ukiah, CA 95482**



	<p><i><b>LaSonja Porter, Solano County:</b> It is good to have family involved. It has been successful. The transition has been getting better because of PHC.</i></p>	
<p><b>Standing Agenda Items</b></p> <p><b>Policy and Program Update</b> <i>Dustin Lyda</i></p>	<p><b>Dustin Lyda, Associate Director of Public Affairs,</b> presented the Policy and Program update.</p> <ul style="list-style-type: none"> <li>• Governor’s Proposal to Carve Out Pharmacy Jan 1, 2021- PHC is working with the State on quality of care.</li> <li>• Medi-Cal Expansion to Undocumented Young Adults - 25 and younger qualified for Full Scope Medi-Cal.</li> <li>• Wellness and Recovery (formerly Drug Medi-Cal)</li> <li>• National Committee for Quality Assurance (NCQA) Accreditation in 11/2020.</li> <li>• Director of the Department of Healthcare Services, which regulates PHC, will be resigning at the end of this month.</li> <li>• A bill (SB276) Immunization bill. This bill tightened up medical exemptions that children can receive regarding vaccinations.</li> </ul>	<p><i><b>Lance Leclair, Yolo County:</b> Can you explain, “the carve out” pharmacy fee based services for members?</i></p> <p><i><b>Dustin:</b> Pharmacy benefits will be taken care of by the State.</i></p> <p><i><b>La Rae:</b> It is hard to say how the State will solve this. Today you can have a PHC ID card and now it is possible you will have another ID card for pharmacy benefits. What will it look like? Whom will members call? We do not know.</i></p> <p><i><b>Bill Remak, Sonoma County:</b> Regarding the Drug Medi-Cal...are services going to wrap around mental health. Psychotropic meds.</i></p> <p><i><b>Sonja:</b> All mental health meds will be handled by State of California. PHC will no longer pay the bills, handle the</i></p>





# MEETING MINUTES

## Consumer Advisory Committee (Southern Region)

September 12, 2019, 12:00pm – 1:30pm

4605 Business Center Drive, Fairfield, CA 94534 (Conference Room C – 1st floor)

(Video Conference Locations)

495 Tesconi Circle, Santa Rosa, CA 95401

951 Low Gap Road, Ukiah, CA 95482



		<p><i>problems, or have the data. We do not have all the answers but as the months go on, we will gather the information from the members and pass to the committee.</i></p> <p><b>Wendy:</b> <i>What is this going to do to our TAR process?</i></p> <p><b>Sonja:</b> <i>PHC will not handle TARS (treatment authorization request). State will handle TARS.</i></p> <p><b>Bill Remak, Sonoma County:</b> <i>Is this just the CTS or Drug Medi-Cal Carve Out or all prescriptions?</i></p> <p><b>Sonja:</b> <i>All medications will be handled by State.</i></p> <p><b>Michael Strain, Sonoma County:</b> <i>Are they thinking taking some or all?</i></p> <p><b>Dr. Kubota/ Bill Remak, Sonoma County:</b> <i>All</i></p> <p><b>Michael Strain, Sonoma County:</b> <i>That is crazy.</i></p>
--	--	--



**MEETING MINUTES**

**Consumer Advisory Committee (Southern Region)**

**September 12, 2019, 12:00pm – 1:30pm**

**4605 Business Center Drive, Fairfield, CA 94534 (Conference Room C – 1st floor)**

**(Video Conference Locations)**

**495 Tesconi Circle, Santa Rosa, CA 95401**

**951 Low Gap Road, Ukiah, CA 95482**



<p><b>HealthPlan Update</b> <i>Sonja Bjork</i></p> <p><b>Introduction of New Board Member and</b></p>	<p><b>Sonja Bjork, Chief Operating Officer</b>, provided a brief recap of the latest Board Meeting &amp; HealthPlan Updates.</p> <p>Introduced William Remak as the newest Board Member.</p>	<p><i><b>Sonja:</b> There are reasons behind this. If they have the responsibility for all the medications across the whole State of California then when they negotiate with drug companies, they have a lot more muscle than PHC. The State be at a stronger negotiating position with the Big Pharmacy companies and will be able to get rebates and special deals and save money.</i></p> <p><i><b>Nunie:</b> That is a bit scary. With the new Director coming in. Will he be able to help us?</i></p> <p><i><b>Sonja:</b> We are hoping they choose a company that will help them that has good customer service.</i></p> <p><i>No comments</i></p>
---	--	---



**MEETING MINUTES**

**Consumer Advisory Committee (Southern Region)**

**September 12, 2019, 12:00pm – 1:30pm**

**4605 Business Center Drive, Fairfield, CA 94534 (Conference Room C – 1st floor)**

**(Video Conference Locations)**

**495 Tesconi Circle, Santa Rosa, CA 95401**

**951 Low Gap Road, Ukiah, CA 95482**



<p><b>Report on Board Meeting</b> <i>Bill Remak</i></p>	<p><b>Bill Remak, Consumer Board Member</b>, provided brief highlights of the last Board Meeting.</p> <p>During the Board Meeting 5 new commissioners voted on to the Board.</p> <ul style="list-style-type: none"> <li>• Bill Remak, Sonoma County</li> <li>• Matt Willis, Marin County</li> <li>• Amby Burnum, NW Region</li> <li>• John Reeves, Humboldt County</li> <li>• Lynn Hudgens, Lassen County Executive Officer for the Northeastern World Health Clinics</li> </ul> <p>We looked at the summaries of each committees and financial reports to see how PHC was doing and areas where we can make improvements. Reports on the website.</p> <p>We discussed the HEDIS reports, which measures how we are doing. How it is kind of a measuring stick on the success and outcomes of the Plan as a whole. Showed where we were doing well and where we need improvement. PHC comes out on the top of the list above other managed health plans in California. One of the points brought up was Staff satisfaction in working with PHC. How they are happy and team oriented group. That is really a strong point. When members are working with the plan there is a sense of confidence and it is a strong point.</p> <p>We spoke about a gathering of more CCS data since the implementation of the program, which was the 1<sup>st</sup> of year in regards to immunizations and parents. We had a presentation on immunizations and vaccines.</p>	<p>No comments</p>
---	---	--------------------



## MEETING MINUTES

### Consumer Advisory Committee (Southern Region)

September 12, 2019, 12:00pm – 1:30pm

4605 Business Center Drive, Fairfield, CA 94534 (Conference Room C – 1st floor)

(Video Conference Locations)

495 Tesconi Circle, Santa Rosa, CA 95401

951 Low Gap Road, Ukiah, CA 95482



	Which gave different viewpoints on how we can address that. Also another presentation on how to increase child immunizations.	
<b>Additional Business/Other Items</b>		
<b>SPDs/CCS Assessment Tool</b> <i>Rebecca Boyd Anderson</i>	<b>Rebecca Boyd Anderson, Director of Care Coordination</b> , provided and reviewed a Form Review Survey of the HRA (SPDs) with the CAC members.	<i>No comments</i>
<b>Open Discussion</b> <i>All Sites</i>	All locations were given an opportunity to discuss any subjects or issues.	<i>No comments</i>
<b>Adjournment</b> <b>Next Meeting</b>	Meeting adjourned at 1:35pm December 12, 2019	



## **Consumer Advisory Committee**

### **Report from the Chief Executive Officer, Liz Gibboney**

November 2019

#### **State Department of Health Care Services (DHCS)**

- DHCS Leadership Changes
- Governor's Executive Order on Pharmacy
- CalAIM "Waiver" Proposal

#### **General Topics**

- Planned Public Safety Power Shutoff/Kincade Fire
- PHC Board Strategic Planning Retreat
- Touro University Lamplighter Award

**INTENTIONALLY LEFT BLANK**

**Consumer Advisory Committee:  
Policy and Program Update  
December 2019**

**1. Governor's Proposal to Carve out Pharmacy**

- In January 2019, Governor Newsom released an Executive Order requiring the Department of Health Care Services (DHCS) to transition Medi-Cal pharmacy services for Medi-Cal managed care to fee-for-service (FFS) January 1, 2021.
- A few weeks ago, DHCS announced Magellan had been awarded the vendor contract.
- PHC continues to work with the state to ensure continuity of care for our member and to prevent any gaps in care.

**2. Wellness and Recovery (formerly Drug Medi-Cal)**

- The Drug Medi-Cal Waiver would allow counties to increase access to substance use disorder (SUD) services for adolescents and adults who are eligible for Medi-Cal.
- A group of PHC counties are working together with PHC to prepare a Regional Implementation Plan better integrate SUD services provided to our members. We are calling our program *Wellness and Recovery*.
- We continue to work with the state on getting our financial proposal approved.
- We hope to have the Wellness and Recovery benefit starting in early 2020.

**3. CalAIM**

- CalAIM is a multi-year initiative by DHCS to improve the quality of life and health outcomes for the MediCal populations.
- CalAIM is a series of proposals that would have significant changes to the Medi-Cal program.
- Proposed changes include:
  - Move Medi-Cal to a more consistent and seamless system by reducing complexity (including standardizing enrollment into managed care)
  - Add Population Health Management and Enhances Case Management to keep members health and identify and asses member risks and needs
  - Significant changes for County Behavioral Health programs including payment reform, revisions to BH medical necessity and integration.



# Questionnaire for Feedback: December 2019 CAC Meeting

Each year, Partnership HealthPlan of California (PHC) sends out a member satisfaction survey to get a better idea about your experience with us. One of the questions asks about your rating of all health care.

When you think about your health care experience as a PHC member, how you would rate your health care, what things come to mind? (Rank your top 5, 1 being most important, 5 being less important) by adding a number in the circle next to the category)

- Transportation
- Appointment scheduling (how far out the appointment date is/ time it takes to get the appointment scheduled)
- Customer service (phone calls to PCP offices , calls to Partnership Member Services)
- In-office wait time to see the doctor/ provider
- Availability of child care
- Medi-Cal/ Health benefits
- Rejected requests (referrals, medication requests, services denied)
- Care received from provider (PCP or specialist)
- Mental health (where to go for services)
- Other: Add your own comments/ thoughts on other things you think about when your think about your health care

---

---

---

---

---

---

---





shelterinc

INSPIRING  
PEOPLE

CHANGING  
LIVES

ENDING  
HOMELESSNESS

# Solano Presentation

*Partnership Health Plan of California*



# System of Care





# SHELTER's Services



# SHELTER Solano Programming

INSPIRING  
PEOPLE

CHANGING  
LIVES

ENDING  
HOMELESSNESS

- Case Management
- Life Skills
- Non-denominational Faith Groups
- Budget Management
- Housing Navigation
- Employment Services
- Eligibility Services
- Respite Beds
- Veteran Beds



# Community Partnerships

- Health (H&SS, Sonoma State, Planned Parenthood, Touro)
- Dental (H&SS)
- Crisis Intervention (H&SS, UCSF)
- Mental Health (H&SS, NAMI, Kaiser, UCSF)
- Legal (Legal Services of Northern California, Bay Area Legal Aid, Solano Family Justice Center)
- Domestic Violence (SafeQuest)
- Food (Food Bank, Meals on Wheels)



# Community Partnerships

- Coordinated Entry (Resource Connect Solano)
- Employment (Department of Rehabilitation, Workforce Development Board, Napa-Solano Building and Construction Trades Council)
- Education (Homeless Youth Services Solano County, Fairfield-Suisun Adult School, Vallejo Adult School, Solano Community College)
- Faith (Various Faith Organizations)



# Participant Intakes

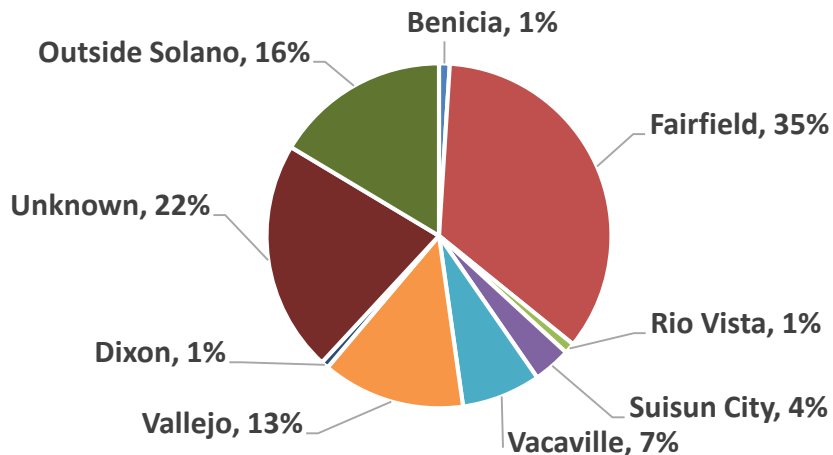
- 57 Intakes from Mission Solano
- 143 Intakes February 1<sup>st</sup> through July 31<sup>st</sup>
- 200 Total Intakes



# Intakes by City

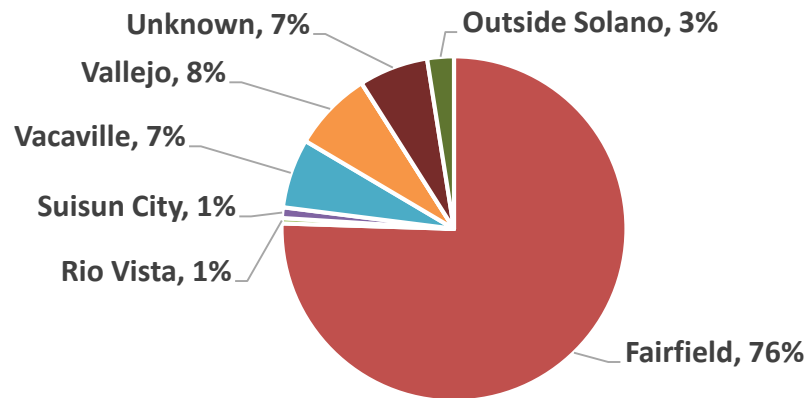
## Mission Solano 2018 Intakes by City

n=569



## SHELTER Solano 2019 Intakes by City

n=200





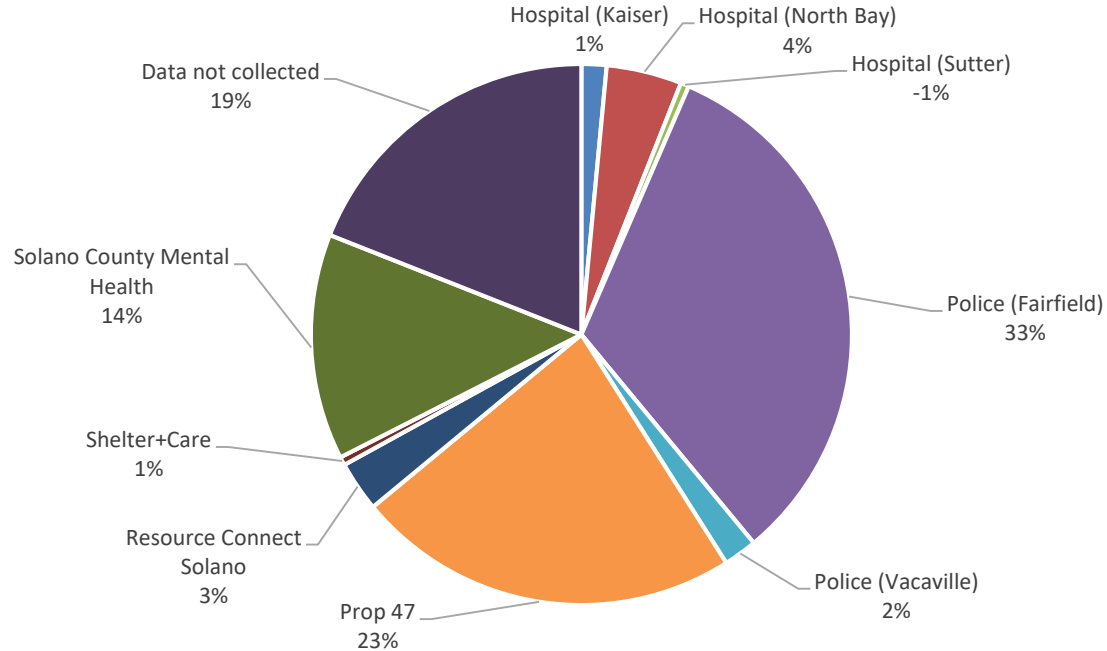
INSPIRING  
PEOPLE

CHANGING  
LIVES

ENDING  
HOMELESSNESS

# Intakes by Source

SHELTER Solano 2019 n=200





# Participant Exits

- 76 Successful Exits to Housing/Diversion
- 10 Exits to Jail, Hospital or Detox
- 38 Unsuccessful Exits to Street/Unknown
- 76 Remaining in Program



# Advisory Council

- SHELTER, Inc.'s Board of Directors
  - Approved Bylaws
  - Approved Council Members
- Solano County representation
  - Nine members from: faith, public housing, local government, public safety, business, homeless service provider, community health, mental health, public health
- Meets Quarterly
  - Held two meetings in 2019



# Staffing

- Hired all 8 remaining Mission Solano employees
- 24 SHELTER employees live in Solano County
- 11 SHELTER employees live in Fairfield
- New and existing programs will require hiring more staff from Solano County



# Shelter Kitchens

- Partnering with HomeAid to buildout kitchens
- Small & Large kitchen bids are in-process
- Averaging between 75-90 participants/day
  - This is the maximum amount of participants until the commercial kitchen(s) are complete



# Community Engagement

- Executive Board of CoC
- Active Participation in CAP Solano JPA
- County-Wide Homeless Outreach
- Point-In-Time Count
- Fairfield HOPE Event
- Stuff the Bus
- Homelessness Forum
- Quality of Life Task Force Holiday Dinner
- Fishing Derby
- Health Fair
- Quality of Life Task Force Back to School Backpacks

INSPIRING  
PEOPLE

CHANGING  
LIVES

ENDING  
HOMELESSNESS

# Thank You



# **Member Experience & 2019 Member Satisfaction Survey**

Kevin Spencer, Director of Member Services



# Agenda

- Member Experience Process
- Setting the Stage
- 2019 Member Satisfaction Scores
- Next Steps



# Member Experience Process

Grievance and  
Appeal Data

CAHPS Survey  
Scores

Member  
Experience  
Team Reviews  
the Data

Makes  
Suggestions to  
the Plan on  
Ways to  
Improve

# Setting the Stage

## Grievance & Appeal Key Points

- 18 DHCS reporting categories mapped to 5 NCQA categories
- Performance ratio set by grievance per 1000 members
- Prioritization threshold set by goal group at 10%
- 2<sup>nd</sup> level grievance is a new concept/process for PHC (Began capturing 5/1/2019)

# Setting the Stage (cont.)

## CAHPS Survey Key Points

- 2016 state issued CAHPS data was used to set performance benchmarks
- Due to stale dated info no analysis was performed for issue spotting/recommendations
  - Used goal group to define the process
    - Established benchmark – at or above 25%
    - Any score that falls below will be tagged for discussion
- 2019 is the first year PHC has administered the CAHPS survey to mirror the states



## 2019 Member Satisfaction Survey

# 2019 CAHPS Survey – Adult

Adult Survey Questions - Overall Response Rate = 18%	2016 Results	2019 Results
Overall satisfaction with Partnership HealthPlan of CA	65%	73%
Overall satisfaction with health care received	63%	73%
Overall satisfaction with your personal doctor	79%	80%
Overall Satisfaction with a specialist	82%	83%
Satisfaction with getting care quickly	73%	80%
Satisfaction with getting care as needed	76%	78%
Satisfaction with PHC Member Services	n/a	91%
Satisfaction with the care coordination provided	72%	84%

# 2019 CAHPS Survey – Child

<b>Child Survey Questions - Overall Response Rate = 17%</b>	<b>2016 Results</b>	<b>2019 Results</b>
Overall satisfaction with Partnership HealthPlan of CA	<b>79%</b>	<b>86%</b>
Overall satisfaction with health care received	<b>79%</b>	<b>83%</b>
Overall satisfaction with your personal doctor	<b>88%</b>	<b>89%</b>
Overall Satisfaction with a specialist	<b>n/a</b>	<b>89%</b>
Satisfaction with getting care quickly	<b>84%</b>	<b>87%</b>
Satisfaction with getting care as needed	<b>80%</b>	<b>82%</b>
Satisfaction with PHC Member Services	<b>86%</b>	<b>89%</b>
Satisfaction with the care coordination provided	<b>n/a</b>	<b>86%</b>

# Next Steps...

- Increase sample size for both adult and child surveys
- Begin review of grievance & appeal data
- Combine review of survey data and grievance & appeal data to develop recommendations







**Questions?**