

MEETING AGENDA

Meeting / Project Name: Consumer Advisory Committee

Objective of Meeting: The Consumer Advisory Committee (CAC) advocates for members by ensuring that Partnership HealthPlan of California (Partnership) is responsive to the diversity of health care needs of all members.

Date: July 11, 2024

Time: Noon – 2 p.m.

PHC Attendees: Andrea Thomas, Anthony Sackett, Ariana Quintero, Brandi Walker, Brittany Spears, Chelsea Breshears, Cyress Mendiola, David Lavine, DeLorean Ruffin, Edna Villaseñor, Hannah O'Leary, Jaymee James, Jeremy King, John Lemoine, Jose Puga, Katherine Barresi, Kathryn Power, Katrina Tagle, Kody Herrera, Malania De Paul, Manleen, Randhawa, Mark Bontrager, Melissa Schumann, Mona Cheng, Rachel Contreras, Rachel Villa, Ramneek Kaur, Rebecca Stark, Dr. Robert Moore, Ryan Ciulla, Roy Seely, Shahrukh Chrishty, Shari Roll, Sheila Hakel, Vicky Klakken, Wendi Davis,

Consumer Attendees: Angelica “Angel” Settell, Becky Sherman, Belle Knight, Bethany Redmill, Beverly Franklin, Brion Burkett, Christina Thompson, Claire Gover, Eli Seigel, Ellen Payton, Eugene Korte, Fanechka LaFitte, Guadalupe Alvarado, Jeanette Perez, Lance LeClair, Lori Carrillo, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Sandra Mandujano, Sol McNally, Wendy Longwell, William “Bill” Remak

Meeting Locations:

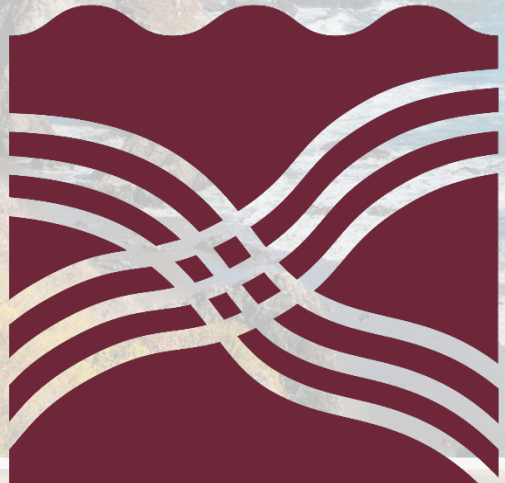
- 4605 Business Center Drive, Fairfield, CA 94534 (Conference Room A, B, C)
- 3688 Avtech Parkway, Redding, CA 96002 (Sundial Conference Room)
- 1036 5th Street Suite E, Eureka, CA 95501 (Sue_meg Conference Room)
- 495 Tesconi Circle, Santa Rosa, CA 95401 (Santa Rosa Conference Room)
- 281 Nevada St. Auburn, CA 95603 (Conference Room)

Topic	Description	Page	Time
1) Welcome / Purpose of Meeting <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Start of meeting and guidelines followed by, description of CAC and its purpose, county map of regional offices and member representation	5	12:00
2) Introductions <i>Time: 15 minutes</i> <i>Speakers: Melissa Schumann & Ryan Ciulla</i>	Introduction of CAC members and Partnership staff. Welcome new members as well as provide a reminder for recruitment Ice Breaker Question: What is your favorite type of muffin?	6	12:05

Topic	Description	Page	Time
3) Approval of March 2024 Minutes <i>Time: 5 minutes</i> <i>Speaker: Ryan Ciulla</i>	Need a CAC member to make a motion to accept the March 2024 minutes and another member to second the motion	7	12:20
4) Follow Up from March 2024 CAC Meeting <i>Time: 5 minutes</i> <i>Speaker: Melissa Schumann</i>	<ul style="list-style-type: none"> • 2024 CHW Program and Scholarship Opportunity • Schools and Mental Health Services 	8	12:25
5) Report on Board Meeting <i>Time: 10 minutes</i> <i>Speaker: Wendy Longwell</i>	Recap on Partnership's Board of Commissioners' Meeting by Consumer Board Representative	9	12:30
6) Consumer Board Position <i>Time: 5 minutes</i> <i>Speaker: Cyress Mendiola</i>	Update on Consumer Board position	10	12:40
7) Partnership Update <i>Time: 10 minutes</i> <i>Speaker: Wendi Davis</i>	Brief overview of health plan updates	11	12:45
8) CHA / CHIP Updates <i>Time: 10 minutes</i> <i>Speaker: Hannah O'Leary</i>	Presentation on Community Health Assessment (CHA) and Community Health Improvement Plans (CHIP) Updates	12 - 20	12:55
9) A Member Story <i>Time: 5 minutes</i> <i>Speaker: Melissa Schumann</i>	A Member Story video on CAC member Marcelo "Nunie" Matta	21	1:05
10) Partnership ID Card Sleeve Pilot <i>Time: 15 minutes</i> <i>Speaker: Anthony Sackett</i>	Presentation on Partnership ID card sleeve pilot	22 - 31	1:10
11) Schools and Mental Health Services <i>Time: 10 minutes</i> <i>Speaker: Mark Bontrager & Jaymee James</i>	Information regarding parents getting involved in mental health programs at schools	32	1:25
12) Open Forum <i>Speaker: All</i>	All members of the committee and members of the public may address the committee on any non-agenda item of interest to the public that is within the subject matter jurisdiction of the committee	33	1:35
13) Next Meeting	September 12, 2024 Noon – 2 p.m.	34	

This open and public 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. Any audio or video recording may be erased or destroyed 30 days after the recording. Government Code §54957.5 requires that public records related to items on the open session agenda for a regular finance 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 Consumer Advisory Committee has designated the Administrative Assistant to the Senior Director of Member Services as the contact for Partnership HealthPlan of California located at 4605 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. 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 cac@partnershiphp.org. Notification in advance of the meeting will enable the Coordinator 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.

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Consumer Advisory Committee (CAC)

Melissa Schumann & Ryan Ciulla
July 11, 2024

Welcome / Purpose of Meeting

Supervisor of Member Services, Ryan Ciulla



Consumer Representation by County

Butte: Eli, Lori	Placer: Brion
Humboldt: Christina, Jennifer “Jenny,” Julia, Margaret	Shasta: Becky, Belle, Joy, Wendy
Lake: Bethany	Solano: Claire, Eugene, Jeanette, Sol
Lassen: Ellen	Sonoma: Guadalupe, Michael, Sandra, William “Bill”
Marin: Jaime “Yan”	Tehama: Fanechka
Napa: Beverly	Yolo: Lance, Lulu, Marcelo “Nunie”
Nevada: Angelica “Angel”	

Vacant County Seats

Colusa	Del Norte	Glenn	Mendocino	Modoc
Plumas	Sierra	Siskiyou	Sutter	Trinity
		Yuba		

Introductions

Supervisors of Member Services,
Melissa Schumann & Ryan Ciulla

Ice Breaker Question:
What is your favorite muffin?



Approval of March 2024 Meeting Minutes

Supervisor of Member Services, Ryan Ciulla



Follow-Up from March 2024 Meeting

Supervisor of Member Services, Melissa Schumann

- 2024 CHW Program and Scholarship Opportunity
- Schools and Mental Health Services

Report on Board Meeting

Consumer Board Representative, Wendy Longwell

Recap on Partnership's Board of Commissioners' Meeting





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Consumer Board Position

Cyress Mendiola
Associate Director of Member Services



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Partnership Update

Wendi Davis
Chief Operations Officer

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Community Health Assessment (CHA) and Community Health Improvement Plans (CHIP) Updates

Hannah O'Leary, MPH, CHES
Manager of Population Health

SMART Goal Update



Managed Care Plan – Local Health Jurisdiction Worksheet Status

- Many counties have completed the worksheet
- Some counties have a worksheet in progress

2024 Medi-Cal Managed Care Plan (MCP)—Local Health Jurisdiction (LHJ) Collaboration Worksheet

Overview

On January 1, 2023, the California Department of Health Care Services (DHCS) launched the Population Health Management (PHM) Program, which is a cornerstone of California Advancing and Innovating Medi-Cal (CalAIM). To support the success of the PHM Program and broader transformation efforts, per [APL 23-021](#), DHCS has modified MCPs' previous Population Needs Assessment requirements to include a central requirement that MCPs collaborate meaningfully with LHJs on their current or next cycle of Community Health Assessments (CHAs)/Community Health Improvement Plans (CHIPs), with initiation efforts on the part of the MCP beginning by January 1, 2024.

DHCS and the California Department of Public Health (DPH) are collaborating to create a regulatory environment that supports effective and efficient joint work on CHAs/CHIPs between LHJs and MCPs. Thus, aligned with forthcoming CDPH guidance, the cycles for LHJs' CHA/CHIP development will become standardized across California starting in 2028.

- Between 2024 and 2027, LHJs' CHAs/CHIPs will remain on different cycles. MCPs will be required to work with each LHJ on its CHA/CHIP according to the guidance below. Some LHJs will be expected to complete a CHA, others a CHIP, and others a full CHA/CHIP cycle within this three-year window.
- Starting in 2028, all LHJs will be expected to be on the same three-year cycle, with the first LHJ CHA to be completed in December 2028 and the first CHIP to be completed by June 30, 2029.

A constructive working relationship between the MCP(s) and each LHJ operating in the MCP's service area is foundational for collaboration on CHA/CHIPs. **The purpose of this Worksheet is to serve as a collaboration tool for MCPs to work and build relationships with LHJs and other MCPs in the same county early in the CHA/CHIP process. While DHCS requires this Worksheet be completed by August 1, 2024, the Worksheet will not be submitted to DHCS.** DHCS is interested in supporting and understanding the progress of MCP-LHJ collaboration and will request to review the Worksheet of a few select MCPs. In addition, MCPs will be asked to share some of their reflections, as recorded in this Worksheet, at a future Technical Assistance session. MCPs will also be requested to share some of the findings reported in this Worksheet in their PHM Strategy Deliverable, which will be submitted to DHCS in October 2024.

Directions

MCPs should work closely with LHJs in their service areas when completing this worksheet. MCPs should complete one worksheet for every LHJ CHA and/or CHIP process they are participating in in the service areas where the MCP operates (i.e., if the MCP operates in one county, it will need to fill out only one worksheet; but if it operates in three counties, it will need to fill out the worksheet three times—one for each county it serves).

Annual Data Reports

ANNUAL DATA REPORTS

Partnership has developed annual data reports that capture a wide range of data points specific to each of Partnership's counties and can be used to help assess the needs of those communities. Below you will find the annual data report for each Partnership county.

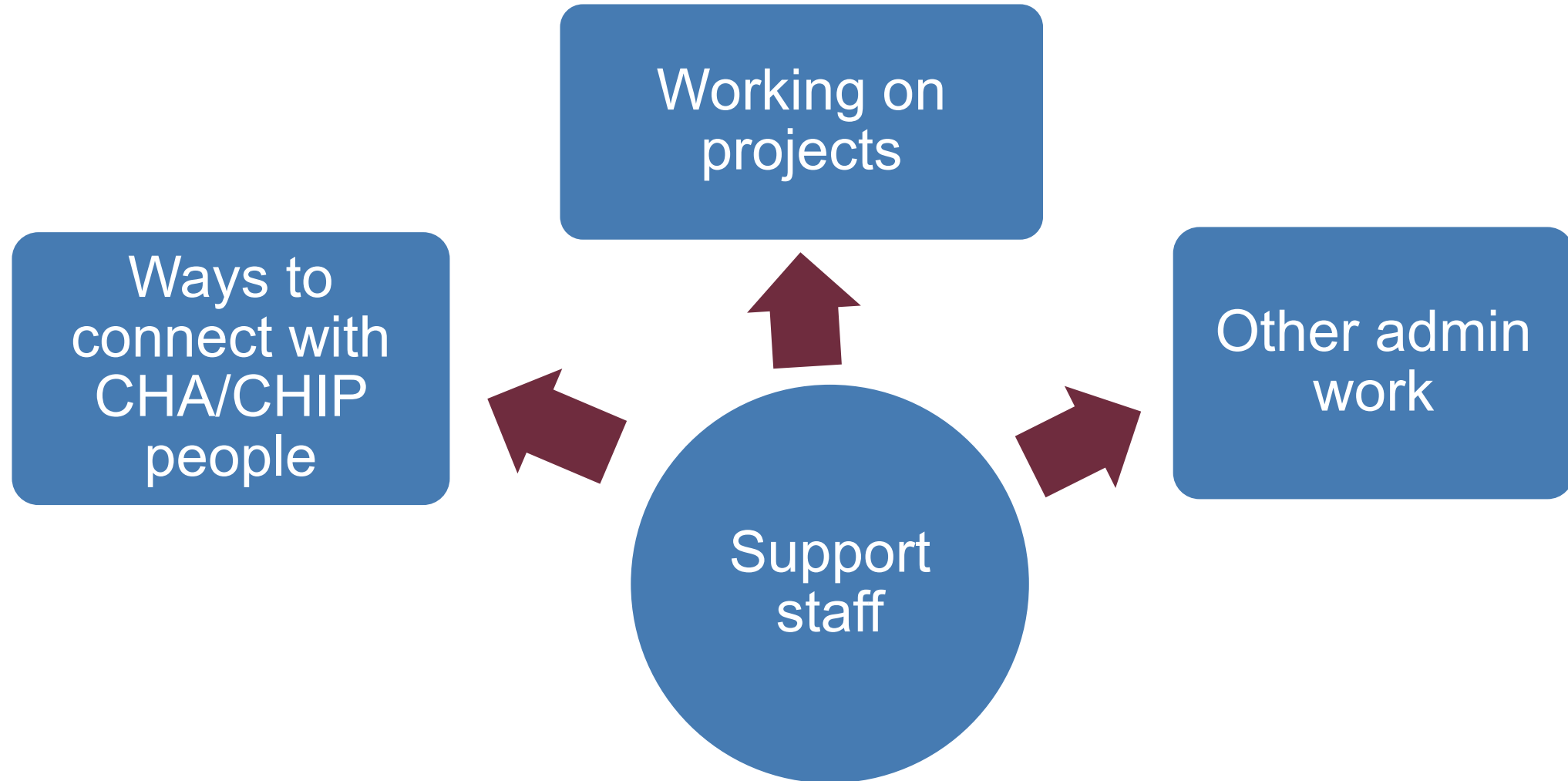
Partnership also participates in the Community Health Assessments (CHA) and Community Health Improvement Plan (CHIP) processes conducted by the local health jurisdiction in each of our 24 counties. To view CHA and CHIP reports for each Partnership county, [click here](#).

If additional data is needed, please complete a [County Data Request Form](#) and submit it to chachip@partnershiphp.org. This form is intended for use by county health departments, and must have the signature of the county health officer to be considered.

County	Annual Data Report
Butte	2024 Annual Data Report
Colusa	2024 Annual Data Report
Del Norte	2024 Annual Data Report
Glenn	2024 Annual Data Report
Humboldt	2024 Annual Data Report
Lake	2024 Annual Data Report

Link to data reports: <https://www.partnershiphp.org/Community/Pages/Annual-Data-Reports.aspx>

Resource Sharing



County Health Needs: Emerging Themes

Access to Care

Behavioral
Health

Healthy Eating
and Active Living

Tobacco Use

Adverse
Childhood
Experiences

Transportation
(rides)

County Health Needs: Emerging Themes

Low income/
homelessness

Lowering
suicide rates

Knowing
about
resources

Human
connection

Being aware
of diseases
(ex: cancer)

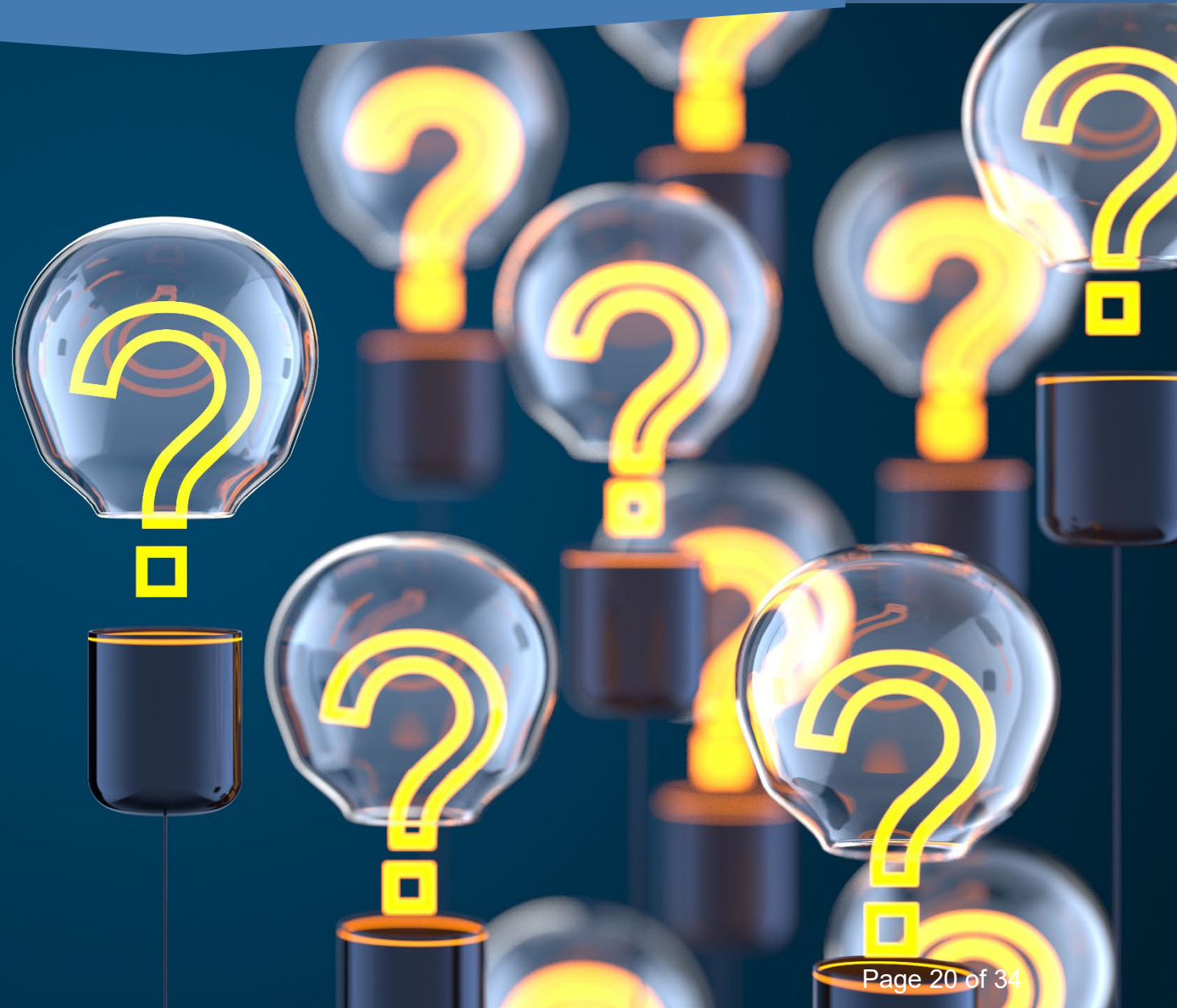
We Want to Hear from You!

Ideas related to:

- Health education
- Wellness programs
- Language and culture needs
- Health equity needs



Questions



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A Member Story

[Video](#)

Melissa Schumann
Supervisor of Member Services



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Quality Improvement Member Experience

Anthony Sackett
Program Manager II, Quality Improvement

Today's Topics

- Improvement Story: No Idea Too Big or Small
- Data-Driven Improvements
- Open Discussion
- Questions & Answers



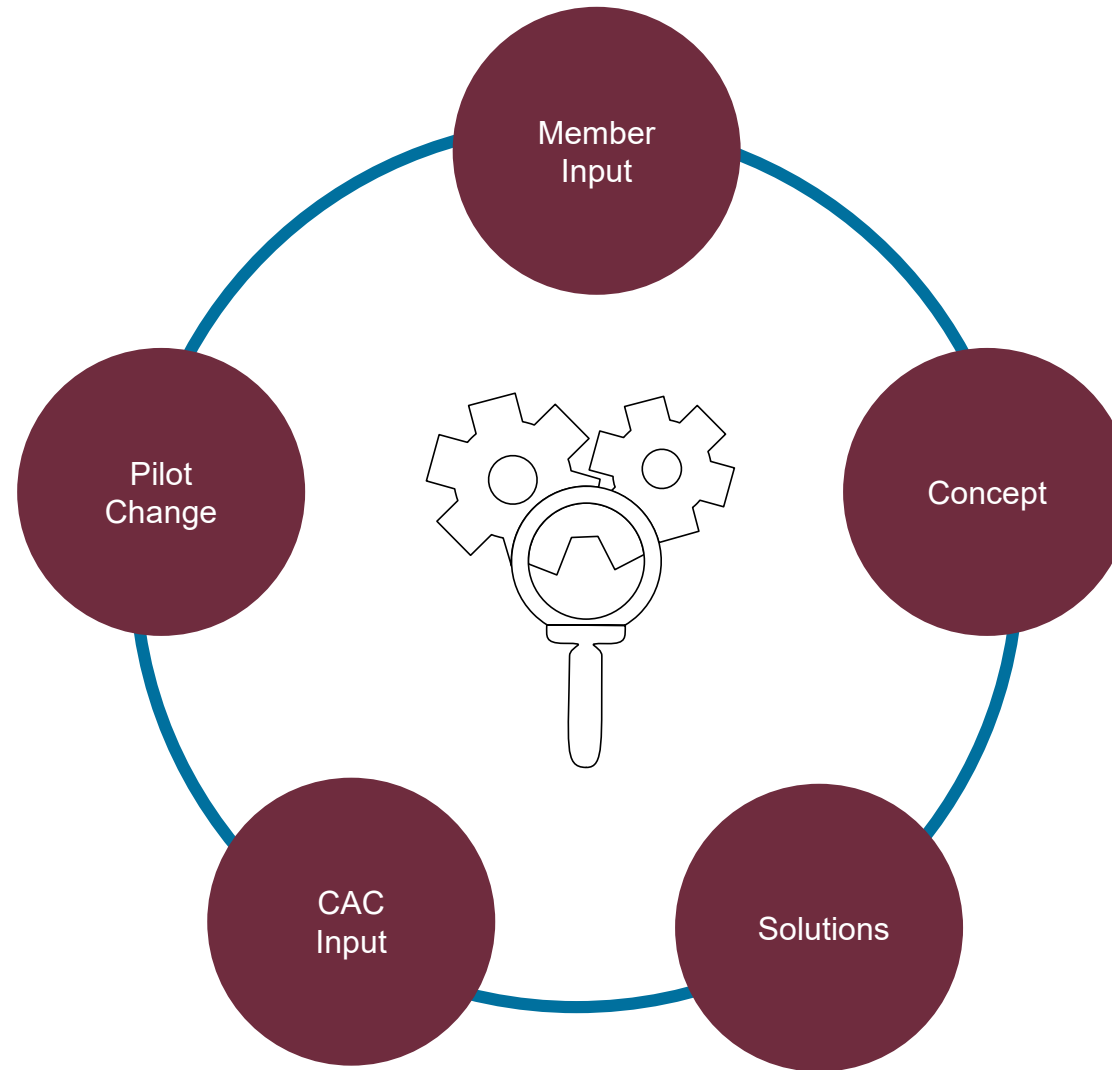
"At Partnership, our mission – to help our members, and the communities we serve, be healthy – is our driving force every single day."

Sonja Bjork, CEO

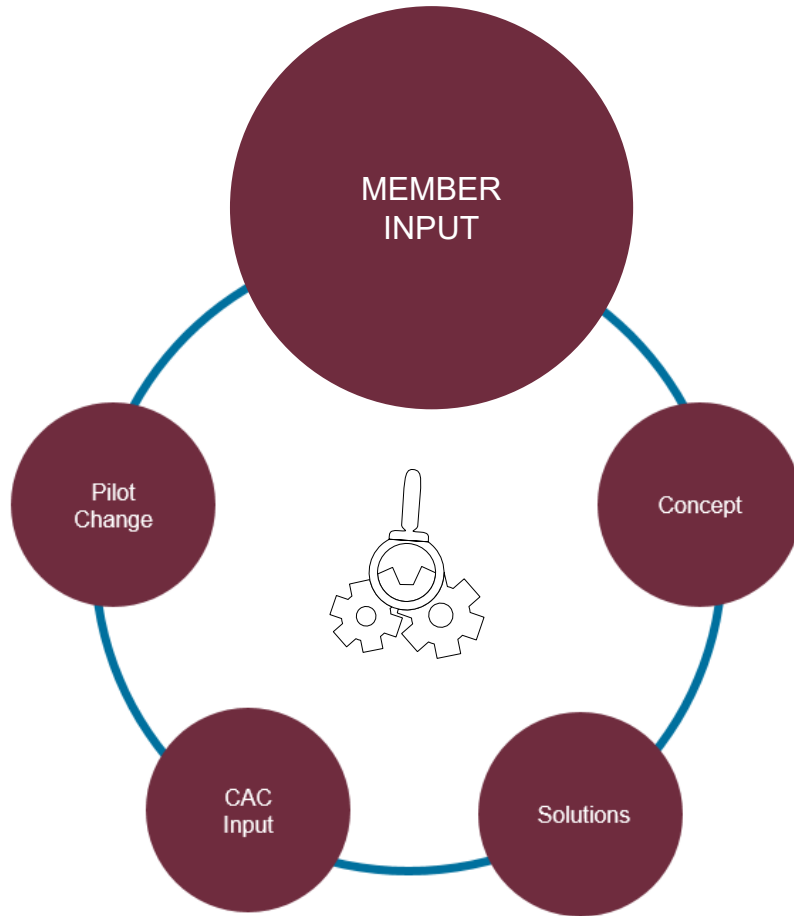
Member Experience The Improvement Story....



Member Experience Data-Driven Improvements



Member Experience Data-Driven Improvements

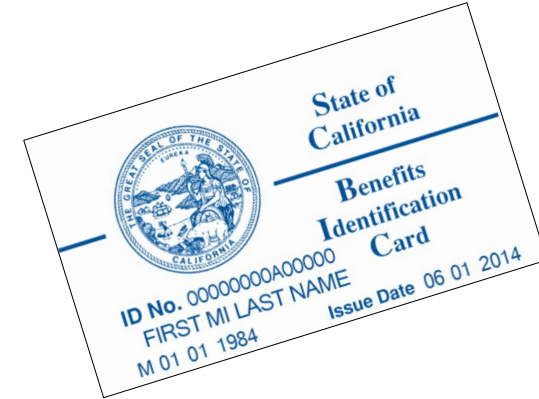
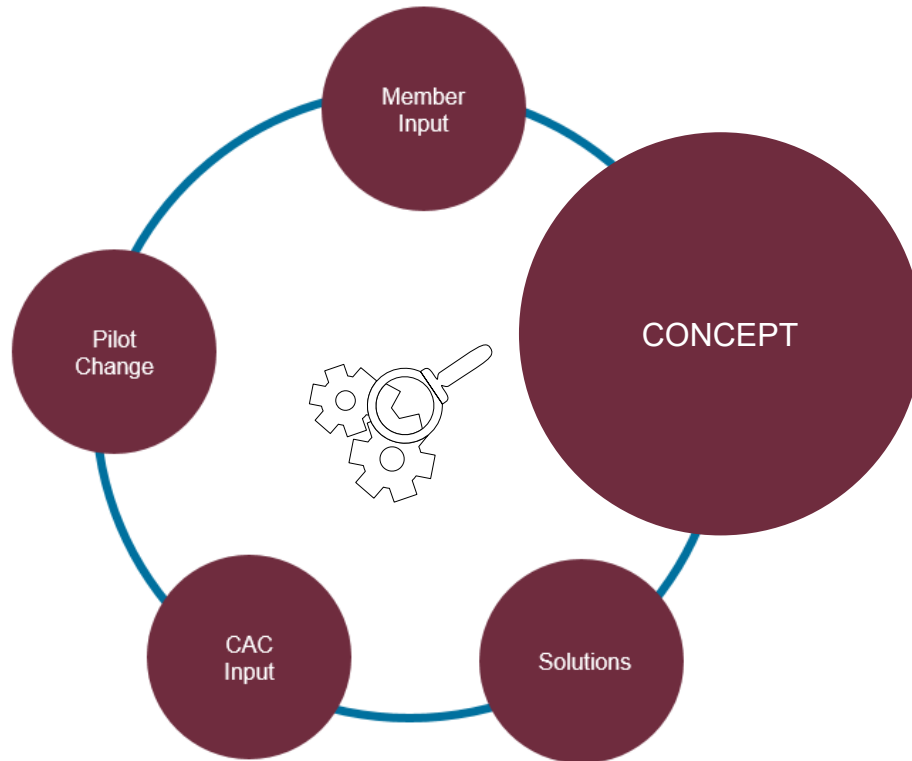


Question: Do you have Partnership Insurance?

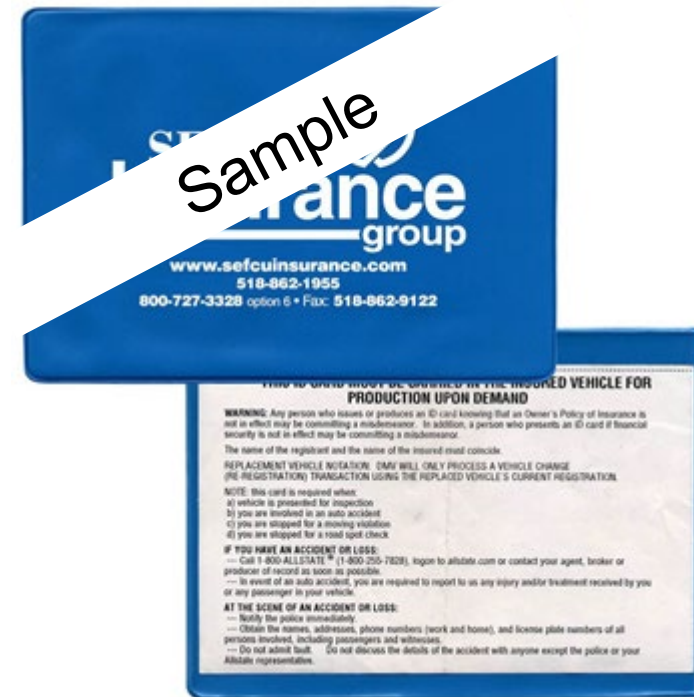
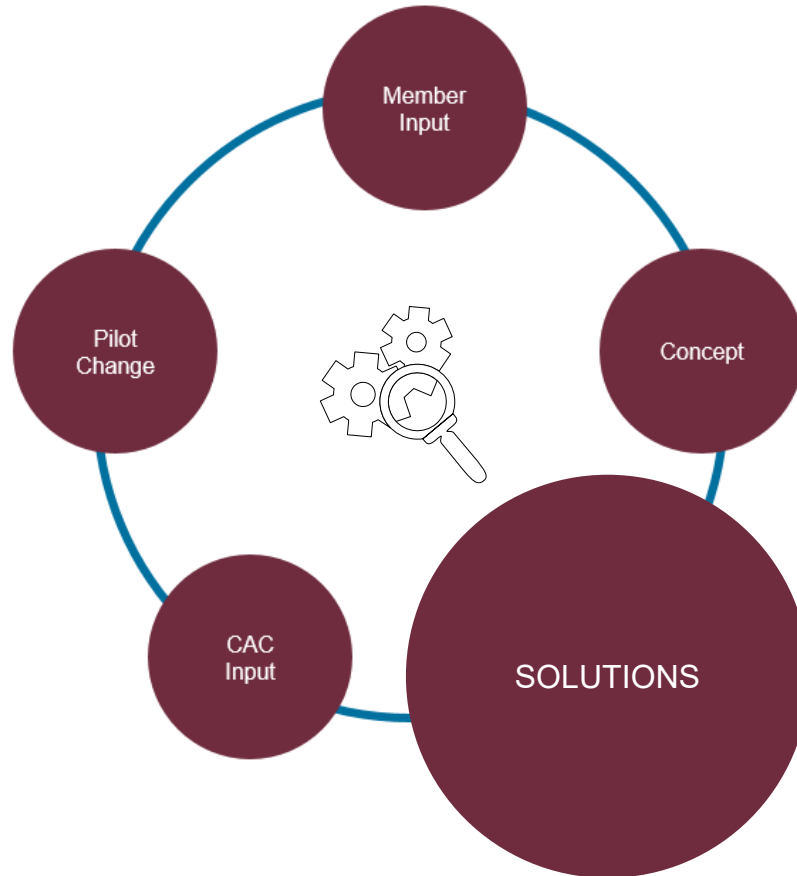
Member Answers:

- I have Medi-Cal
- I don't know
- My doctor at ABC Clinic

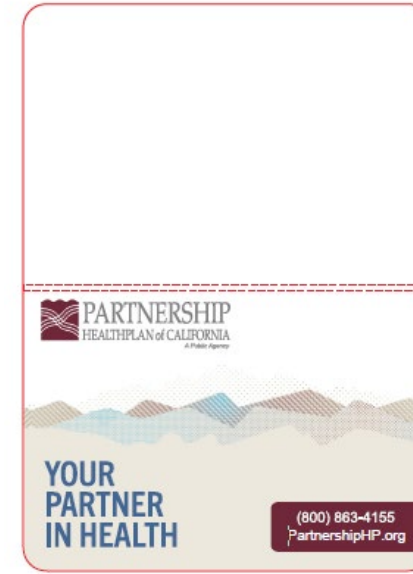
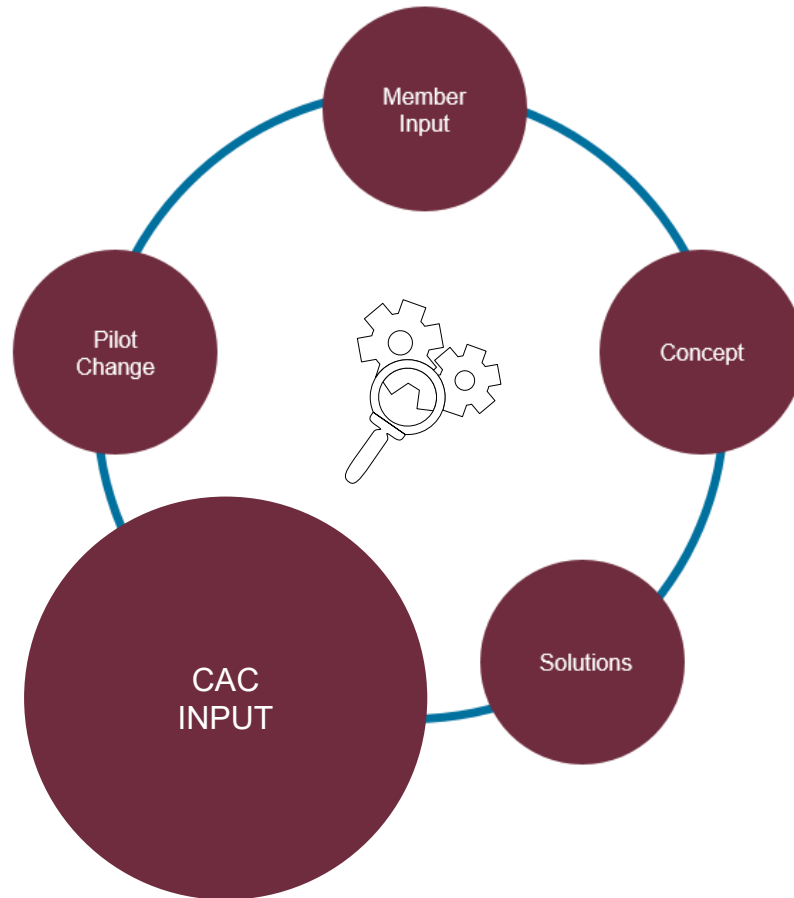
Member Experience Data Driven Improvements



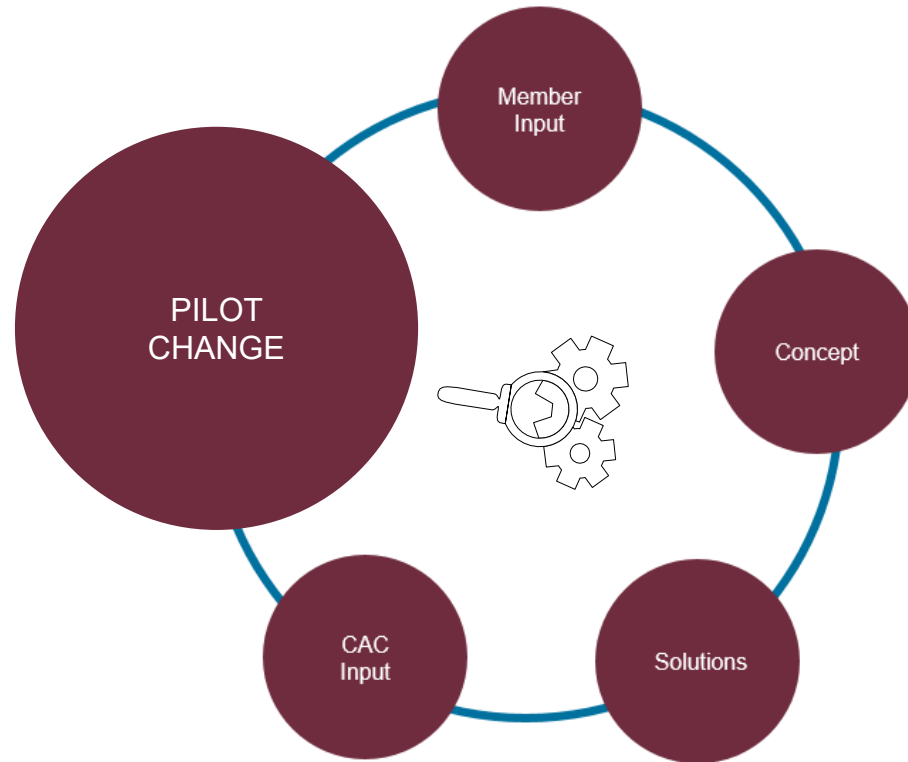
Member Experience Data Driven Improvements



Member Experience Data Driven Improvements



Member Experience Data Driven Improvements



Community Events

- ❖ Member Engagement
- ❖ Share the Story
- ❖ Solicit Member Input
- ❖ Evaluate Results
- ❖ If Required, Rinse and Repeat the Process

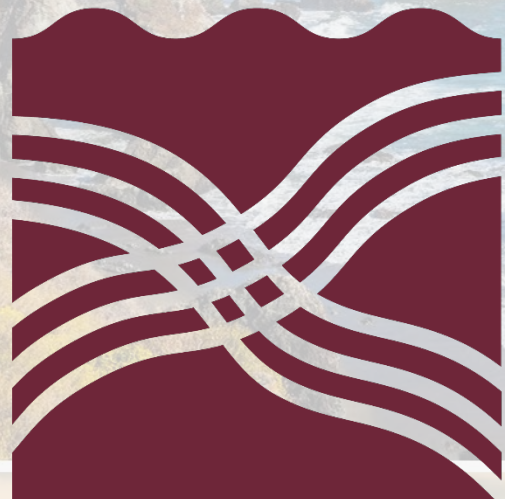
Questions?



Please email us at: PHC_CAHPs@Partnershiphp.org



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Schools and Mental Health Services

Mark Bontrager
Sr. Director of Behavioral Health

Jaymee James
Manager of Mental Health Programs

Open Forum





Next Meeting
September 12, 2024
Noon – 2 p.m.

