



**MEETING MINUTES**

**Meeting Name:** Consumer Advisory Committee (CAC)

**Date:** June 2, 2023

**Time:** Noon – 2 p.m.

**Locations:**

3688 Avtech Parkway, Redding, CA 96002 (Sundial Conference Rooms)

1036 5<sup>th</sup> Street Suite E, Eureka, CA 95501 (Sue\_meg Conference Room)

4605 Business Center Drive, Fairfield, CA 94534 (Conference Rooms A, B, C)

495 Tesconi Circle, Santa Rosa, CA 95401 (Santa Rosa Conference Room)

**PHC Attendees:** Alma Galvan, Amanda Hiatt, Araceli Gutierrez, Brittany Spears, Chelsea Breshears, Cody Thompson, Cyress Mendiola, Dr. Mohamed Jalloh, Dr. Robert Moore, Hannah O’Leary, Jay Navarrete, Jeremy King, John Lemoine, Katrina Tagle, Kevin Spencer, Liz Gibboney, Lynn Scuri, Malania De Paul, Patty Hayes, Ryan Ciulla, Sonja Bjork, Urania De La O, Wendi West

**Consumer Attendees:** Beverly Franklin, Darnice Richmond, Eugene Korte, Jaime Yan Furot, Joy Newcom-Wade, Julia Hostler, Lance LeClair, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Monica Thoma, Wendy Ostergaard, William “Bill” Remak

Agenda Topic	Minutes	Action Items
<p><b>1) Purpose of Meeting</b>  <i>Speaker: Ryan Ciulla</i></p>	<p><b>Ryan Ciulla, Supervisor of Member Services</b>, reminded members that the purpose of the Consumer Advisory Committee is, to act as a liaison between the health plan and the members by providing a forum to discuss common issues of interest and importance. The Committee creates a supportive and informative networking environment and to advocate for all members by ensuring that Partnership is responsive to the diversity of health care needs of all members.</p>	<p><i>None</i></p>
<p><b>2) Introductions</b>  <i>Speaker: Ryan Ciulla</i></p>	<p>Introductions from all sites were conducted and all members were asked to answer the following icebreaker question: <i>“What is your favorite dish to bring to a BBQ or potluck?”</i></p>	<p><i>None</i></p>

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<p><b>3) CAC Member Seat Change</b>  <i>Speaker: Ryan Ciulla</i></p>	<p>Welcomed new CAC member, Jaime Yan Faurot.</p>	<p><i>None</i></p>
<p><b>4) Public Comments</b>  <i>Speaker: Ryan Ciulla</i></p>	<p>Community advocates and members of the public were given the opportunity to address the committee on any non-agenda items of interest to the public that was within the subject matter jurisdiction of the committee.</p> <p><b>Bill Remak</b> discussed how mental healthcare is delivered to its members throughout Partnership’s service areas. Examples like chronic illness, homelessness, substance abuse. He wondered how these areas of concern are integrated with other activities that Partnership invests heavily in. He suggested our providers should be connected with others within the networks so Partnership’s members can get the care they need.</p> <p><b>Monica Thoma</b> said she gets questions from family members who are dealing with either a child, youth or adult who are having a mental health situation. Parents don’t feel supported with what is happening with their family member. Is there an ombudsman or behavioral health specialist on staff that can answer these questions to help support them as well as the individual going through it.</p> <p><b>Lance LeClair</b> shared the Suicide &amp; Crisis Lifeline phone number. Instead of calling 911, you can call 988. Rather than the police coming out, someone from social services or a community resource officer will respond instead.</p>	<p><b>Sonja Bjork</b> responded to Bill and suggested this be a future CAC topic with a special speaker that could talk about how this works within Partnership. She also confirmed that these issues could be discussed through Health Equity. <b>Lynn Scuri</b> said the Governor is introducing their new mental health strategy this afternoon.</p> <p><b>Wendi West</b> responded to Monica saying we can bring some information back to CAC on how families can navigate those services.</p>

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<p><b>4) Public Comments Continued</b>  <i>Speaker: Ryan Ciulla</i></p>	<p><b>Lance LeClair</b> thanked Partnership for donating to “Walk4Hearing.” Partnership donated \$500 to the non-profit.</p> <p><b>Jaime Yan Faurot</b> wanted to know if we could have a speaker from Carelon come speak at our next CAC meeting. In Marin County there are contracted support groups that are dedicated to youth (18-25 year old) going through crisis or have mental health challenges. Partnership should have a component like this for its members.</p> <p><b>Julia Hostler</b> said the Hoopa Valley Indian Reservation is in crisis; they are dealing with people with mental health issues, fentanyl overdoses, and the only provider in the area may be leaving the medical center. There’s not a whole lot of assistance for them in the area, but they have formed taskforces to try and deal with some of these struggles.</p>	<p><b>Sonja Bjork</b> responded to Jaime saying <i>we would add peer-to-peer support to our future agenda topics as well invite someone from Carelon Behavioral Health to give a presentation.</i></p> <p><b>Wendi West</b> responded to Julia saying <i>she plans to discuss this with Partnership’s Chief Medical Officer, Dr. Moore. Partnership has been successful in seeing a decrease in opioid usage, so we will continue to pull resources together to get support to the Hoopa community.</i></p>
<p><b>5) Approval of March 2023 Minutes</b>  <i>Speaker: Ryan Ciulla</i></p>	<p>The March 2023 meeting minutes were reviewed and approved.</p>	<p><b>Motions:</b></p> <p><b>Julia Hostler</b> motioned to approve the minutes, <b>Monica Thoma</b> seconded and the Northern Region March 2023 minutes were approved.</p> <p><b>Nunie Matta</b> motioned to approve the minutes, <b>Darnice Richmond</b> seconded and the Southern Region March 2023 minutes were approved.</p>

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<b>6) Follow Up from March 2023 CAC Meeting</b> <i>Speaker: Ryan Ciulla</i>	There were no follow-up items from the March 2023 CAC meeting.	<i>None</i>
<b>7) Consumer Board Member Announcement</b> <i>Speaker: Ryan Ciulla</i>	Terms have been extended by a year for Partnership's Consumer Board Representatives, Wendy Longwell and Lance LeClair. Their term will now go through June of 2024.	<i>None</i>
<b>8) Report on Board Meeting from Consumer Board Member</b> <i>Speaker: Lance LeClair</i>	<p><b>Lance LeClair, Consumer Board Member</b>, gave a brief recap from the last Board Meeting held on April 26, 2023.</p> <p>Resolutions approved by the Board:</p> <ul style="list-style-type: none"> <li>• Re-appointment of Dr. Broschard &amp; Gerald Huber to the Board, both of whom represent Solano County.</li> <li>• Commendation and Appreciation to Kari Lake for service to Partnership.</li> <li>• Approval of the Budget Assumptions for Fiscal Year 2023/2024</li> </ul> <p>CEO Report:</p> <ul style="list-style-type: none"> <li>• Geographic Expansion (10 counties): Partnership staff is meeting with providers in the new regions and have begun contracting efforts. They hold ongoing monthly meetings with DHCS and the expansion counties leadership team. Partnership hired a new Eastern Region Director, Scott McFarland. He has a lot of experience and is familiar with the rural northern California health care system.</li> </ul>	<i>None</i>

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<p><b>8) Report on Board Meeting from Consumer Board Member Continued</b>  <i>Speaker: Lance LeClair</i></p>	<ul style="list-style-type: none"> <li>• NQCA Accreditation: Partnership will undergo an NCQA renewal survey from October to December 2023. Staff is working closely with an NCQA Consultant to achieve a successful outcome.</li> <li>• Health Equity: Partnership is planning to seek accreditation in 2025. Partnership opened applications for round two of funding for the Capacity &amp; Infrastructure Transition and Expansion &amp; Development Initiative. The funds will be used by new and current contracted Enhanced Care Management (ECM) providers, toward increasing provider workforce, developing infrastructure &amp; integration, as well as monitoring and outreach plans.</li> <li>• Medicare Duals-Special Needs Program (D-SNP) actuarial assessment is being done to understand the resources that will be needed to provide this benefit in the future.</li> <li>• Partnership has dispersed approximately \$14 million dollars to our County of Education and school district partners for the first half of the project plan. (Partnership has partnered with 14 county school districts) funds will be used toward expanding behavioral health workforce at schools, expanding wellness centers &amp; projects at schools, universal behavioral health screenings, implementation of prevention strategies like suicide, mental health &amp; first aid.</li> <li>• Work continues on “Keep Your Medi-Cal” campaign; one way is through call center alerts for members who are identified as receiving redetermination letters. This summer the call center will begin making outreach calls to those who have lost or are at risk of losing their benefits.</li> </ul>	<p><i>None</i></p>

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<p><b>8) Report on Board Meeting from Consumer Board Member Continued</b>  <i>Speaker: Lance LeClair</i></p>	<p>Written reports were provided on Operational, Metrics &amp; Financial, Media &amp; Legislative Updates, as well as the Chief Medical Office (CMO) report on Quality.</p> <p>The board voted to select Sonja Bjork as Partnership’s new Chief Executive Office as of July 1, 2023.</p>	<p><i>None</i></p>
<p><b>9) Partnership Update</b>  <i>Speaker: Liz Gibboney</i></p>	<p><b>Liz Gibboney, Chief Executive Officer</b>, gave an overview of the Health Plan Updates.</p> <p><b>DHCS &amp; State Issues</b></p> <ul style="list-style-type: none"> <li>• State Budget</li> <li>• CalAIM: Getting Ready for Medicare.</li> <li>• Kaiser “Direct” Contract</li> <li>• Student Behavioral Health Incentive Program (SBHIP)</li> </ul> <p><b>General Issues:</b></p> <ul style="list-style-type: none"> <li>• Geographic Expansion</li> <li>• NCQA and Health Equity</li> </ul> <p>Lance LeClair presented Liz with a plaque on behalf of all current and past CAC members, thanking her for her dedication to Partnership and its members.</p>	<p><i>None</i></p>

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<p><b>10) Yolo Healthy Aging Alliance Event</b>  <i>Speaker: Lance LeClair / Marcelo "Nunie" Matta</i></p>	<p><b>Lance LeClair and Nunie Matta, Consumer Advisory Committee Members</b>, presented event highlights from the Yolo Healthy Aging Alliance Event.</p> <p>Healthy Aging Alliance is a non-profit organization whose mission is to enhance the well-being of older adults through education, collaboration and advocacy. They work to identify and field gaps and to connect older adults with services and resources in Yolo County. This event was held on, April 16, 2023. Partnership regularly supports non-profits in our community and this is one of them.</p>	<p><i>None</i></p>
<p><b>11) Redding Farmers Market</b>  <i>Speaker: Ryan Ciulla</i></p>	<p><b>Ryan Ciulla, Supervisor of Member Services</b> announced Partnership's sponsorship of the Redding Farmers Market.</p> <p><u>Event Location &amp; Date/Time:</u>  777 Cypress Ave, Redding (behind Redding City Hall)  Saturdays from 7:30 a.m. to Noon  April 1, 2023 through December 2023.</p> <p>Partnership's Population Health Team attends this every Saturday. They have an informational booth with member information, flyers, and information on Partnership's programs and services. They also give out swag items and are available to answer any questions. The purpose of the booth is to make sure Partnership is present in our community and that people know we are here to help.</p> <p>CAC members are encouraged to attend the Market and stop by the booth; they can provide their feedback on the how the booth looks and what information is being provided. Partnership is also giving away, "Market Bucks" so the member can do some shopping while they're there.</p>	<p><b><i>Wendi West and Monica Thoma will be attending the Market together. All other CAC members are welcome to come!</i></b></p>

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<p><b>12) Children’s Art on Vaccines</b>  <i>Speaker: Hannah O’Leary</i></p>	<p><b>Hannah O’Leary, Sr. Health Educator of Population Health,</b> presented on Anderson Middle School’s Poster Contest.</p> <p>Partnership worked with Anderson Middle School in Shasta County to host a poster contest and vaccine clinic. Two Partnership staff members from the Population Health Team gave a brief educational presentation on the importance of vaccines. The students were then asked to draw a poster about vaccinations with a short message on what they learned. The posters were displayed at the school’s open house event where students and parents could see and vote on their favorite. They were also encouraged to visit the clinic to receive their required shots for the next school year. First, Second, and Third place winner posters were shared.</p>	<p><b>Wendy Ostergaard</b> asked if the meningitis was one of the vaccines, which Hannah confirmed it was.</p> <p><i><b>Jaime Yan Faurot</b> asked if we do anything as far as prevention or early intervention in physical and mental health. She said it would be a good idea to do posters like this for mental health awareness as well. <b>Sonja Bjork</b> responded saying the SBHIP grant is providing a lot of money to the school districts to do special projects like this. She will ask the guest speaker at our next CAC meeting to highlight a couple projects that are being funded to support mental health.</i></p> <p><i><b>Bill Remak</b> asked if there is more information on what vaccines were provided during the outreach program and how it was done with the young parents during this event. Hannah responded saying the marketing took place through the teachers and the vaccines that were provided were, Tdap, MCV4, and HPV.</i></p>



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<p><b>13) Member Material Review</b>  <i>Speaker: Hannah O’Leary</i></p>	<p><b>Hannah O’Leary, Sr. Health Educator of Population Health</b>, presented member material.</p> <ul style="list-style-type: none"> <li>• Breastfeeding Resources</li> <li>• Control Your Asthma</li> <li>• Child Resistant Pill Organizer</li> </ul>	<p><b>Lance LeClair</b> asked if the materials could be provided in the form the member would receive it. For example, if it’s supposed to be a brochure, the CAC members receive it in brochure form rather than single pages. <b>Patty Hayes</b> responded saying Partnership will provide the materials in the form the member would receive it.</p>
<p><b>14) Health Equity</b>  <i>Speaker: Dr. Mohamed Jalloh</i></p>	<p><b>Dr. Mohamed Jalloh, Director of Health Equity</b>, provided a presentation on Health Equity.</p> <p>Dr. Jalloh gave a brief history on his educational background and how it led him to his current role as Partnership’s Director of Health Equity.</p> <p>He encourages members to reach out to him with him any feedback (stories, complaints, patterns) and recommendations or advice they can give him on what they’re seeing in their communities.</p> <p>Email: <a href="mailto:mjalloh@partnershiphp.org">mjalloh@partnershiphp.org</a></p>	<p><b>Jaime Yan Faurot</b> will meet with Dr. Jalloh after the meeting and let him know which clinic or medical center would be good for him to reach out to in Marin County.</p> <p><b>Bill Remak</b> said one of the issues he sees with disparity within Partnership is not having the providers for specialty care in certain areas. <b>Dr. Jalloh</b> responded to Bill and said there are disparities specific to people in rural areas compared to urban areas; so, he will be touring some of those areas in hopes of meeting with people to get direct feedback and ideas on what could be done to eliminate those disparities.</p>

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<p><b>15) Open Forum</b>  <i>Speaker: Ryan Ciulla</i></p>	<p>Members and members of the public were given the opportunity to address the committee on any agenda and non-agenda items of interest.</p> <p><b>Nunie Matta</b> asked if there was a way Partnership or the State could help encourage the vendors to move faster when it comes to durable medical equipment. He said they've lost paperwork and had to start all over again. It took approximately three weeks after Partnership got ahold of the vendor to approve a wheelchair.</p> <p><b>Jaime Yan Faurot</b> said Partnership can provide coordinated care to assist its members. For example, there's a place in Marin that fixes wheelchairs.</p> <p><b>Wendy Ostergaard</b> asked if Partnership can look into preventative care as well?</p> <p><b>Bill Remak</b> said as members and patient advocates, if you can, you should participate in clinical trials because it helps advance the science and technology in medicine. Although it may not directly affect the day-to-day operations of the health plan, the health plan does depend on the best science in order to provide the best results as a payer.</p>	<p><b>Sonja Bjork</b> replied to Nunie saying <i>those who have multiple insurances, it's hard to hold the vendors accountable. She will share his experience with a statewide committee she is on that may bring light to the difficulties members experience when they have more than one insurance company they work with.</i></p> <p><b>Lance LeClair</b> will provide Sonja with information regarding an assembly bill that has to do with wheelchair access and improving the system.</p>
<p><b>16) Next Meeting</b>  <i>Speaker: Ryan Ciulla</i></p>	<p><b>September 14, 2023</b>            Noon – 2 p.m.</p>	<p><i>None</i></p>