Member Services Advisory Group



DRAFT Only - Pending Approval

Meeting Minutes

Thursday, February 8, 2024

10 - 11:30 a.m.

In Santa Cruz County:

Central California Alliance for Health 1600 Green Hills Road, Suite 101, Scotts Valley, California

In Monterey County:

Central California Alliance for Health 950 East Blanco Road, Suite 101, Salinas, California

In Merced County:

Central California Alliance for Health 530 West 16th Street, Suite B, Merced, California

In San Benito County:

Community Services & Workforce Development (CSWD) Building 1161 San Felipe Road, Building B, Hollister, California

In Mariposa County:

Mariposa County Health and Human Services 5362 Lemee Lane, Mariposa, California

Members Present:

Alma Mandujano-Orta Community Advocate

Doris Drost Consumer

Guadalupe Barajas-Iniguez

Janna Espinoza

John Beleutz

Michael Molesky

Moncerat Politron

Rebekah Capron

Consumer, Commissioner

Community Advocate

Community Advocate

Community Advocate

Community Advocate

Members Absent:

Candi WalkerConsumerCarolina MerazConsumerHumberto CarrilloConsumerJuana Chávez de GuízarConsumer

HEALTHY PEOPLE. **HEALTHY** COMMUNITIES.

Margaret O'Shea Consumer Mimi Park Consumer

Staff Present:

Clarisa Gutierrez

Desirre Herrera

Jessie Newton, RN

Julie Norton

Community Engagement Coordinator

Quality and Health Programs Manager

Continuum of Health Manager - Adult

Behavioral Health Program Manager

Kayla Zoliniak Administrative Specialist Linda Gorman Communications Director

Maria Colomer Community Engagement Coordinator Ronita Margain Community Engagement Director

Stacie Simmons Community Engagement Program Manager

Veronica Olivarria Member Services Supervisor

1. Call to Order by Chairperson Beleutz.

Chairperson Beleutz called the meeting to order at 10:05 a.m.

Roll call was taken and a quorum was present.

There were no supplements or deletions to the agenda.

2. Oral Communications.

Chairperson Beleutz opened the floor for any members of the public to address the Advisory Group on items not listed on the agenda.

No members of the public addressed the Advisory Group.

3. Comments and announcements by Member Services Advisory Group members.

Chairperson Beleutz opened the floor for Advisory Group members to make comments.

Commissioner Molesky stated the Master Plan on Aging was provided to Alliance staff to distribute to the senior population.

4. Comments and announcements by Alliance staff.

Chairperson Beleutz opened the floor for Alliance staff to make comments.

Ronita Margain requested Advisory Group members submit annual W-9 form required to receive compensation for attending Advisory Group meetings.

Ronita Margain requested Advisory Group members submit Member Services Advisory Group application form to ensure contact information is up to date and Alliance members

are represented. Application form is being utilized but does not impact current Advisory Group membership.

Consent Agenda Items (5 - 14):

Chairperson Beleutz opened the floor for approval of the Consent Agenda.

Action: Consent Agenda approved.

Regular Agenda Items (15 - 16):

15. Annual Election of Officers of the Advisory Group

Chairperson Beleutz opened the floor for nominations for Chairperson and Vice Chairperson.

Commissioner Molesky nominated Chairperson Beleutz for Chairperson. Chairperson Beleutz accepted the nomination.

Chairperson Beleutz nominated Commissioner Molesky for Vice Chairperson. Commissioner Molesky accepted the nomination.

Action: Nominations approved and Chairperson Beleutz was elected to serve as Chairperson and Commissioner Molesky was elected to serve as Vice Chairperson.

16. Behavioral Health Benefits

- J. Norton, Behavioral Health Program Manager, provided an overview of behavioral health benefits and solicited feedback.
- J. Norton clarified the behavioral health system is a continuum and members may get care in both the non-specialist mental health services and the specialist mental health services and substance use disorder serves systems as long as the services are not duplicative. The behavioral health system is a closed loop referral system where the Alliance tracks members are connected to the services determined by the screening tool.
- J. Norton stated pediatricians can make referrals to neuropsychological testing.
- J. Norton acknowledged data category limitations that constrict ethnicity to one of a limited number of options. Based on the data, Hispanic groups trend lower in usage overall for behavioral health services, however, the membership of the Alliance is 68% Hispanic. J. Norton asked how the Alliance can serve the Hispanic population.

MSAG member shared Monterey County partnered with school districts to be able to provide access to behavioral health services within schools. For example, Salinas Union High School District has Wellness Centers for students.

MSAG member shared the Suicide and Crisis Lifeline: 988 is on the back of all California student ID cards.

MSAG member stated there are resources available through other sources outside local county services and Carelon.

J. Norton shared the state of California is undergoing a major shift, especially through the Department of Health Care Services' Children and Youth Behavioral Health Initiative.

MSAG member recommended meeting people where they are and the idea of encouraging people to start talking about it. For example, creating peer groups where someone who has been through it can be an example to others. Another example provided was going to prisons.

MSAG member inquired about the time between calling Carelon and an appointment and J. Norton responded with about ten days. J. Norton stated Carelon confirms member information and utilizes a standard screening tool. The member may be provided the names and phone numbers for providers for them to reach out to the providers, receive appointment assistance, or receive case management services. MSAG member shared their experience of calling provider numbers supplied by Beacon, now Carelon, and being turned away which can be discouraging for members. J. Norton stated providers are supposed to notify the Alliance if they are no longer serving Alliance members. Providers may also not have appointment availability.

J. Norton stated the presentation data is from Department of Health Care Services (DHCS) webpage for the CalAIM Behavioral Health Initiative.

MSAG member expressed concern for how parents and guardians of children who are members can access information, especially for children with special health care needs, and recommended awareness and education for daycares to be able to connect the parents and guardians with resources and information.

Adjourn:

The meeting adjourned at 11:18 a.m.

Respectfully submitted, Kayla Zoliniak Administrative Specialist Member Services Advisory Group Coordinator