



DRAFT Only – Pending Approval

Meeting Minutes

Thursday, November 7, 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

Doris Drost

Janna Espinoza

John Beleutz

Michael Molesky

Mimi Park

Guadalupe Barajas-Iniguez

Candi Walker

Stephanie Auld

Community Advocate

Consumer

Consumer, Commissioner

Community Advocate

Consumer, Commissioner

Consumer

Consumer Advocate

Consumer

Consumer

Members Absent:

Carolina Meraz	Consumer
Debra Barcellos	Community Advocate
Dr. Ceballos	Community Advocate
Francis Wong	Consumer
Juana Chávez de Guízar	Consumer
Humberto Carrillo	Consumer
Rebekah Capron	Community Advocate
John Alexander	Community Advocate
Moncerat Politron	Community Advocate

Staff Present:

Adourin Malco	Community Engagement Specialist
Desirre Herrera	Quality and Health Programs Manager
Gabriela Chavez	Community Engagement Program Manager
Ronita Margain	Community Engagement Director
Kayla Zoliniak	Administrative Specialist
Jessie Newton, RN	Adult Care Management Manager
Elvia Contreras	Call Center Quality Analyst
Jessica Finney	Community Grants Director
Sarina King	Quality and Performance Improvement Manager
Kate Nester	Program Development Manager
Vanessa Paz	Health Equity Program Manager

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 **not met**.

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 (MSAG) members.

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

A. Mandujano-Orta shared she has benefited from serving on MSAG and wishes to continue serving on MSAG. Natividad providers translators to all patients.

J. Espinoza shared concerns members may have following the election and enquired how the Alliance can help minimize disruptions to accessing care.

4. Comments and announcements by Alliance staff.

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

No members of the Alliance Staff addressed the Advisory Group.

Consent Agenda Items (5 – 6):

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

Action: Consent Agenda items **not** approved due to lack of quorum.

Regular Agenda Items (7 - 8):

7. Medi-Cal Capacity Grant Program

Jessica Finney, Community Grants Director, provided an overview and solicited feedback on critical needs and emerging priorities for funding strategies for the Medi-Cal Capacity Grant Program.

MSAG member enquired about Denta-Cal including the lack of access to specialists and the denial and appeals process. J. Finney stated Denta-Cal is a separate program although there are some capital grants for dental programs such as Community Health Workers, education, and integration.

MSAG member appreciated the grow our own concept and encouraged educating families so they can be local advocates and educate other families.

MSAG member recommended supporting infrastructure. The member shared their experience with medical records not being able to be shared between hospitals and their experience of a surgery center not accepting the Alliance's wheelchair transportation after procedures.

MSAG member shared their experience of the Alliance not supporting constant glucose monitors.

MSAG member enquired about what the grant program can do to support housing and unhoused individuals. J. Finney stated along with state funding, the Alliance's capital grants have been used for permanent supportive housing. The Alliance supports Community Supports providers through workforce and infrastructure grants. MSAG member enquired about the possibility of Medi-Cal being responsible for housing in the future.

8. Community Health Assessment and Community Health Improvement Plan

Kate Nester, Program Development Manager, provided an overview and solicited feedback on the Medi-Cal managed care health plan-local health jurisdictions collaborations on Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP).

MSAG member enquired about diabetes and substance use disorder, especially for Santa Cruz County. MSAG member recommended consulting Sutter and pharmacies, including private pharmacies.

MSAG member recommended diabetes and nutrition, especially for Monterey County.

MSAG member shared there is confusion around the Alliance, especially for seniors, and recommended having staff in the community to provide education. MSAG member also recommended providing the education in Spanish.

MSAG member recommended providing pharmacists education on how to get support from the medical system, for example, the correct codes to assist with access to durable medical equipment.

MSAG member shared access to eye care and quality glasses is limited, especially in Santa Cruz.

MSAG member shared about the lack of access and comprehensive care for dental care.

9. Diversity, Equity, and Inclusion Training

Vanessa Paz, Health Equity Program Manager, provided an overview and solicited feedback on the Diversity, Equity, and Inclusion (DEI) training content.

MSAG member recommended to look at segmentations of types of diseases and socioeconomic factors. MSAG member shared experience of receiving different information and access for managing their condition based on income level.

10. Member Satisfaction Survey

Sarina King, Quality and Performance Improvement Manager, provided an overview and solicited feedback on the member satisfaction survey.

MSAG member recommended providers think of Enhanced Care Management and Community Supports providers.

MSAG member shared experience of providers having a bias against them for their previous substance use and only looking at their past and not their recovery.

MSAG member recommended a provider version of MSAG to help education around programs and resources. S. King shared the Alliance has Physicians Advisory Group (PAG).

MSAG member shared experience of multiple doctors not being aligned on the next steps which created uncertainty and fear.

MSAG member recommended cultural differences be considered.

MSAG member recommended providers work with patients are partners.

MSAG member shared members may use specialists as primary care providers and recommended specialists be educated too, especially on the Enhanced Care Management process.

MSAG member shared for some members, this is their first time accessing services this way and that they may feel ashamed, especially in the public health clinics. MSAG member shared experience of not being treated with respect and dignity by office staff and recommended the clinics keep up the facility and front office and train office staff to treat all patients with respect and dignity.

11. 2025 Schedule

Kayla Zoloniak, Administrative Specialist, proposed and solicited feedback on the proposed 2025 schedule. There were no objections.

Adjourn:

The meeting adjourned at 12:03 p.m.

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