

Whole Child Model Family Advisory Committee

Meeting Agenda

Monday, March 11, 2024

1:30 – 3:00 p.m.



Teleconference Meeting

This meeting will be conducted via teleconference.

The following methods are available to members of the public to view this meeting and to provide comment to the committee.

1. Members of the public wishing to join the meeting may do so as follows:

Join on your computer, mobile app or room device: [Click here to join the meeting](#)

Meeting ID: 229 461 041 179

Passcode: HxFgkZ

Or call in (audio only): +1 323-705-3950

Phone Conference ID: 703 647 767#

En español:

número de teléfono: +1 323-705-3950

código de acceso: 199 734 128#

2. Members of the public wishing to provide public comment on items not listed on the agenda may do so in one of the following ways.
 - a) Email comments by 11:00am on March 6, 2024 to WCMFAC@ccah-alliance.org
 1. Indicate in the subject line "Public Comment." Include your name, organization, agenda item number, and title of the item in the body of the e-mail along with your comments.
 2. Comments will be read during the meeting and are limited to three minutes.
 - b) Public comment during the meeting when that item is announced.
 1. State your name and organization prior to providing comment.
 2. Comments are limited to three minutes.
3. Mute your phone during presentations to eliminate background noise.
 - a) State your name prior to speaking during comment periods.
 - b) Limit background noise when unmuted (i.e., paper shuffling, cell phone calls, etc.).

Meeting Agenda

MEETING ADMINISTRATION			
I.	Call to Order	Janna Espinoza	2 mins
II.	Roll Call	Kayla Zoliniak	2 mins
III.	Oral Communications	Janna Espinoza	3 mins
CONSENT AGENDA			
IV.	Approve WCMFAC Meeting Minutes from previous meeting	Janna Espinoza	2 mins
REGULAR AGENDA			
V.	CCS Advisory Group Representative Report	Susan Skotzke	10 mins
VI.	Recent Issues Impact on Members		15 mins
	1. Committee Member/Community Voice	Members	
	2. Community Based Organizations (CBOs) Updates	CBOs	
	3. Alliance Updates	Alliance Staff	
VII.	WCM Resource Sheet	Janna Espinoza	10 mins
VIII.	Behavioral Health Benefits	Rebecca McMullen	40 mins
REVIEW FUTURE AGENDA AND ACTION ITEMS			
IX.	Future Agenda Items	Ronita Margain	3 mins
X.	Review Action Items	Kayla Zoliniak	2 mins
XI.	Adjourn (end) Meeting	Janna Espinoza	1 min

Next Meeting: Monday, May 13, 2024, at 1:30-3:00p.m.

Members of the public interested in attending should call the Alliance at 800-700-3874 to verify meeting dates and locations prior to the meetings.

The complete agenda packet is available for review at Alliance offices, and on the Alliance website at [Public Meetings - Central California Alliance for Health \(thealliance.health\)](#). The Committee complies with the Americans with Disabilities Act (ADA). Individuals who need special assistance or a disability-related accommodation to participate in this meeting should contact the Alliance at least 72 hours prior to the meeting at WCMFAC@ccah-alliance.org or 800-700-3874.



Central California Alliance for Health
Whole Child Model Family Advisory Committee (WCMFAC)

Mission Statement

- To serve as an advocate for other families
- Commit to improving care and services
- Collaborate in problem-solving
- Contribute to the success of the program

El Comité Consultivo de Familias del Modelo del Niño en su Totalidad

Declaración de la Misión

- Servir como Defensor de otras familias
- Comprometerse para mejorar la atención y los servicios
- Colaborar para resolver problemas
- Contribuir a los buenos resultados del programa

Behavioral Health Benefits

Rebecca McMullen, LPCC
Behavioral Health Manager

1

1

Goals for the Alliance today!

- Inform you about the Behavioral Health care system
- Review the Alliance Behavioral Health Benefits
- Provide information on how to access Behavioral Health services
- Provide information on current use of Behavioral Health benefits
- Get feedback on how members and community partners want to receive this information

2

2

	<p style="text-align: center;">Goals for YOU today as a participating member of MSAG</p> <ul style="list-style-type: none">• What would you like to see the Alliance do in the future to help keep you informed of our BH services?• What do you think providers need to know to stay informed on BH updates?• What are current barriers to accessing this information? <p style="text-align: right;">3</p>
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3

	<p style="text-align: center;">THE BEHAVIORAL HEALTH CARE SYSTEM</p> <p style="text-align: right;">4</p>
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4

First...What do we mean when we say **BEHAVIORAL HEALTH**?

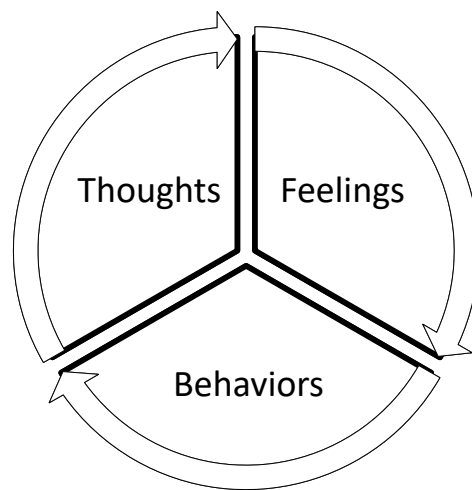
- The terms "behavioral health" and "mental health" are often used interchangeably, but they don't always mean the same thing.
- Mental health refers entirely to a person's psychological state, while behavioral health entails not just a person's state of mind but their physical condition.
- Behavioral health is defined as the connection between behavior's impact and the health and well-being of the body, mind, and spirit.

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DEFINING **BEHAVIORAL HEALTH**



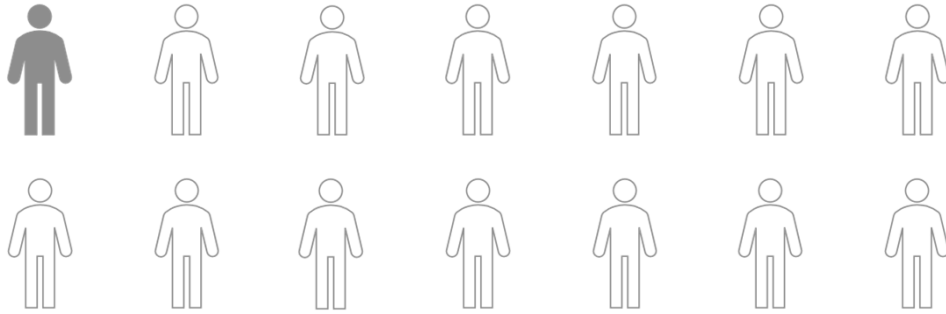
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6

DEFINING **BEHAVIORAL HEALTH** in California

One in fourteen (7%) children experiences a "serious emotional disturbance"



California Health Care Foundation, July 2022

7



7

DEFINING **BEHAVIORAL HEALTH** in California

One in seven (14%) adults experiences a mental health issue



California Health Care Foundation, July 2022

8



8

DEFINING **BEHAVIORAL HEALTH** in California

One in twenty (5%) adults experiences a "serious mental illness"



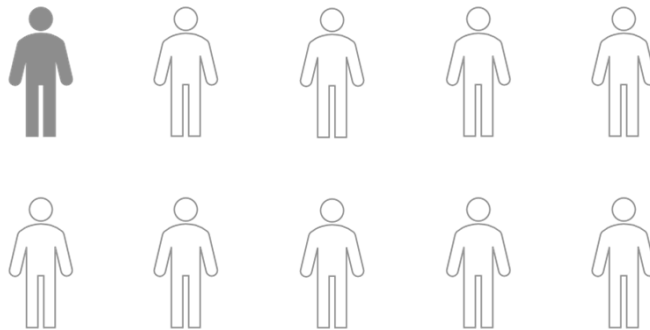
California Department of Health Care Services, 2023

9



DEFINING **BEHAVIORAL HEALTH** in California

One in ten (10%) adults experiences a substance use disorder



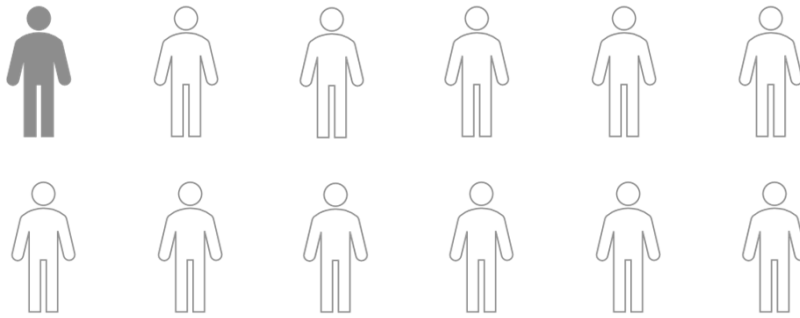
California Department of Health Care Services, 2023

10



DEFINING **BEHAVIORAL HEALTH** in California

One in twelve (8%) adults on Medi-Cal experiences a “serious mental illness”



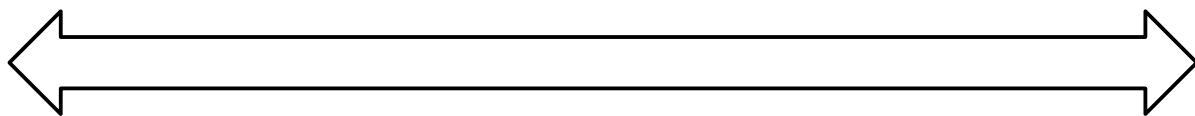
California Department of Health Care Services, 2023

11



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ADDRESSING THE 2 SIDES OF THE BEHAVIORAL HEALTH SYSTEM



Managed Care Plan
(Alliance)

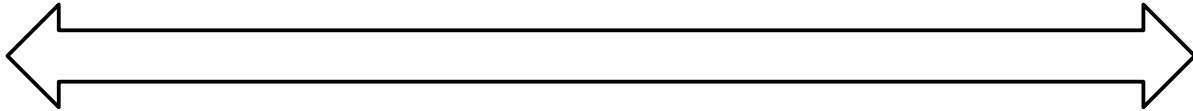
Mental Health Plan
(County)

12



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ADDRESSING THE 2 SIDES OF THE BEHAVIORAL HEALTH SYSTEM



Non-Specialty
Mental Health
Services
(NSMHS)

Specialty Mental
Health Services (SMHS)
and Substance Use
Disorder Services (SUDS)

13



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**Behavioral Health
Benefits Provided by
The Alliance**

14

14

NON-SPECIALITY MENTAL HEALTH SERVICES (NSMHS)

Non-Specialty Mental Health Services (NSMHS)

- Mental health assessment and treatment, including individual, group and family therapy and dyadic services
- Psychological and neuropsychological testing (when clinically indicated to assess a mental health condition)
- Outpatient services for monitoring drug therapy
- Psychiatric consultation
- Outpatient laboratory, drugs, supplies, and supplements
- Behavioral Health Treatment (BHT) for Autism and Developmental Disorders
- Early and Periodic Screening, Diagnostic and Treatment (EPSDT)
- Mental health screening services such as: Adverse Childhood Experiences (ACE) screening, Depression screening, Autism spectrum disorder screening and others

Substance Use Disorder Services (SUDS)

- Screenings, Assessments, Brief Interventions & Referral to Treatment (SABIRT)
- Medications for Addiction Treatment (MAT)
- Acute medical detoxification
- *Substance Use Disorder: For other substance use disorder services and treatment, you can contact your county's behavioral health department directly*

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How do you get **BEHAVIORAL HEALTH** services?

The Alliance has always assigned out management of our NSMHS to a Managed Behavioral Health Organization (MHBO) called Carelon Behavioral Health (previously known as Beacon).

Providers and Members can both call Carelon at (855) 765-9700 24 hours a day, 365 days a year.

Most of the Behavioral health services do not require a referral and members can call the Alliance to get connected, can call Carelon themselves or have a provider connect them

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How do you get **BEHAVIORAL HEALTH** services?

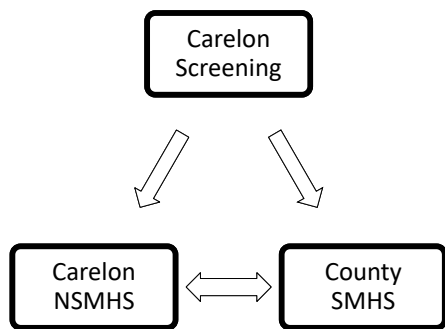
The Provider Directory and Member Handbook also have important information about your Behavioral Health Care Benefits



- **Provider Directory:**
<https://thealliance.health/for-providers/resources/provider-manual/>
- **Member Handbook:**
<https://thealliance.health/health-plan/medical/medi-cal-member-handbook/>
- Carelon behavioral health of California website is also a great direct resource (carelonbehavioralhealthca.com)



How do you get **BEHAVIORAL HEALTH** services?



For Specialty Mental Health services and SUD treatment you can contact your county department of behavioral/mental health

OR

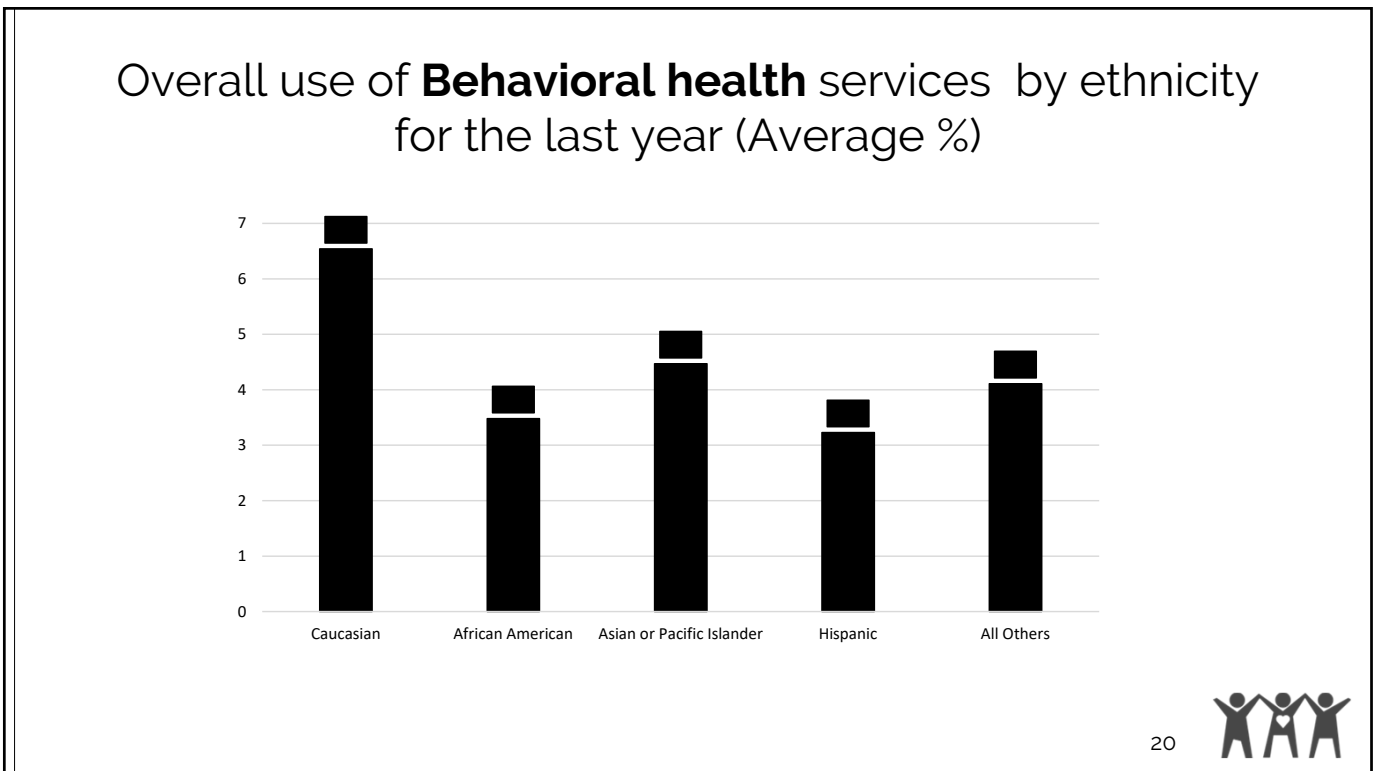
You can still call/be connected to Carelon. They will complete a screening tool (series of questions) that is designed to identify the level of Behavioral health care needed and will make sure you are connected to the right level of care in a timely manner.



Current use of Behavioral Health Benefits

19

19



20

Key trends in **Behavioral health** services this last year

- Caucasian groups trend higher in usage overall, but the average is only 5% for 0-20 while it is higher in 21+ at 7%.
- Hispanic groups trend lower in usage overall for BH services (3-4%) however the membership for the is 68% Hispanic.
- BH services usage is nearly 2x higher in Santa Cruz (12%) compared to Merced and Monterey (approx. 6-7%) despite Santa Cruz being the smallest population (through 2023)
- The Alliance serves approx. 420K members currently, and approx. 32K members use BH benefits overall

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Most common **BH Diagnosis** for the Alliance Members

For ages 21+

- Other Anxiety Disorders
- Major Depressive Disorder, Recurrent
- Reaction to Severe Stress, and Adjustment Disorders
- Depressive Episode
- Bipolar Disorder

For ages 0-21

- Other Anxiety Disorders
- Pervasive Developmental Disorders (including Autism)
- Reaction to Severe Stress and Adjustment Disorders
- Attention Deficit Hyperactivity Disorders
- Depressive Episode

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Behavioral Health Providers by **County** (through 2023)

- Merced - 191
- Monterey - 505
- Santa Cruz - 474

These numbers reflect providers within time and access standards in these Counties. This does not include providers that offer telehealth services.

Currently, about 65% of Behavioral health services occur in person, while about 35% occur via telehealth.

From the time a member is connected to Carelon for BH services to time they are offered a first appointment with a provider should be within 10 business days

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Emergency and Crisis Contacts

If you are having a **psychiatric emergency** and need immediate help, **call 911** or go to the nearest emergency room.

If you or a family member are struggling or in crisis and need to talk about **urgent mental health concerns** related to thoughts of self-harm or suicide, please call the **Suicide and Crisis Lifeline: 988**. It is available 24 hours a day in English and Spanish

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	<p style="text-align: center;">Goals for YOU today as a participating member of MSAG</p> <ul style="list-style-type: none">• What would you like to see the Alliance do in the future to help keep you informed of our BH services?• What do you think providers need to know to stay informed on BH updates?• What are current barriers to accessing this information? <p style="text-align: right;">25</p>
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Meeting Minutes

Monday, November 6, 2023

Teleconference Meeting

Members Present:

Janna Espinoza
Manuel López Mejia
Michael Molesky
Paloma Barraza

Monterey County – CCS WCM Family Member, WCMFAC Chair
Monterey County – CCS WCM Family Member
Santa Cruz County – Alliance Commissioner
Monterey County – CCS WCM Family Member

Members Absent:

Frances Wong
Heidi Boynton
Heloisa Junqueira, MD
Irma Espinoza
Kim Pierce
Susan Skotzke

Monterey County – CCS WCM Family Member
Santa Cruz County – Local Consumer Advocate
Monterey County – Provider
Merced County – CCS WCM Family Member
Monterey County – Local Consumer Advocate
Santa Cruz County – CCS WCM Family Member

Staff Present:

Dianna Diallo, MD
Jenna Stromsoe, RN
Kayla Zolinski
Kelsey Riggs, RN
Kevin Lopez
Lilia Chagolla
Ronita Margain
Tammy Brass, RN

Medical Director
Complex Case Management Supervisor - Pediatric
Community Engagement Administrative Specialist
Complex Case Management Supervisor
Member Services Supervisor
Community Engagement Director
Community Engagement Director
Utilization Management Director

Guest:

Anna Rubalcava
Denise Sanford
Kevin Low
Susan Paradise

Merced County
Santa Cruz County
Monterey County
Santa Cruz County

1. Call to Order by Chairperson Espinoza.

Lilia Chagolla welcomed the group. Chairperson Espinoza called the meeting to order.

WCMFAC Mission Statement read in English and Spanish.

Committee introductions and roll call was taken.

2. Oral Communications.

Chairperson Espinoza opened the floor for any members of the public to address the Committee on items not listed on the agenda. No oral communications from the public.

Consent Agenda Items:**3. Accept WCMFAC Meeting Minutes from Previous Meeting**

Chairperson Espinoza opened the floor for approval of the meeting minutes of the previous meeting on September 11, 2023. Minutes were approved with no further edits.

Regular Agenda Items:**4. CCS Advisory Group Representative Report**

Chairperson Espinoza provided an update on behalf of S. Skotzke.

Key topics of discussion from the meeting included Whole Child Model readiness, monitoring CCS performance, Enhanced Care Management, transition of Child Health and Disability Prevention program, and Kaiser care entering the Alliance service area.

5. Feedback, New Issues, and Impact on Members – Open Forum

M. Lopez Mejia requested information about how the Alliance prepares and educates parents on the transition of children from pediatric to adult services and care. K. Riggs stated the Alliance begins outreach when the child is 16 or 17 years of age, mails letters with information, conducts an assessment, and individualizes the approach. The Pediatric Complex Care Management team makes a warm handoff to the Adult Complex Care Management team to ensure a smooth transition. K. Riggs will follow up with M. Lopez Mejia to further discuss the need and opportunities to prepare and educate parents.

There was discussion around the age out process and timeline.

Commissioner Molesky shared SPIN Santa Cruz is interested in providing comment to WCMFAC and will provide K. Zolinskiak their contact information.

Chairperson Espinoza inquired about the legislation regarding qualifying conditions expanding on an annual basis. K. Low shared the legislation is SB 424 and is in the Senate Health Committee.

Chairperson Espinoza will bring SB 424 to WCMFAC at a future meeting.

The Alliance is expanding to Mariposa and San Benito counties; however, the Whole Child Model will not transition to the Alliance until 2025. Individuals in Mariposa and San Benito may attend and observe WCMFAC meetings as they are open to the public. The Alliance is in conversation with community-based organizations and providers in Mariposa and San Benito counties.

Chairperson Espinoza inquired about a new assessment similar to the UCSF assessment conducted in 2019. K. Riggs is not aware of a new assessment but will inform WCMFAC if she hears of one.

6. WCMFAC Roadmap and Documents

L. Chagolla reviewed the 2023 Roadmap and accomplishments.

L. Chagolla reviewed and solicited feedback on the Mission Statement. No feedback or objection was received.

L. Chagolla presented and solicited feedback on the proposed 2024 Roadmap. Two members expressed approval and no objection was received. Chairperson Espinoza will work with Alliance staff to finalize 2024 Roadmap and present at the next meeting.

L. Chagolla stated the WCMFAC Resource Flyer is in the process of being updated and solicited input. Chairperson Espinoza recommended including Mariposa and San Benito resources as members do not need to be CCS members to utilize many of the resources.

Chairperson Espinoza shared Family Voices of California is a resource to families. She will be reaching out to learn more about legislative news in advance of the legislative news tracker process development in Q2 2024.

Commissioner Molesky will connect with Chairperson Espinoza regarding representation of families with persons with disabilities through their lifetime in Santa Cruz Master Plan on Aging questionnaire.

7. Review Action Items

K. Zoliniak reviewed the actions items.

8. Future Agenda Items

2024 Roadmap (Q1)

Legislative News Process Development (Q2)

Adjourn:

The meeting adjourned at 2:50 p.m.

The meeting minutes are respectfully submitted by Kayla Zoliniak, Administrative Specialist

Next Meeting: Monday, January 8, 2024, at 1:30p.m.



Whole Child Model Family Resource Guide



A resource guide for families with children who have special needs.

This guide has information for places that can help you and your child get the resources you need. Please note, this is not a complete list.



MEDI-CAL Offices

Monterey County Department of Social Services

Telephone: Toll Free 866-323-1953

Customer Service Center Locations

1000 S. Main St., Suite 216

Salinas, CA 93901

Telephone: 831-755-4650

1281 Broadway Avenue

Seaside, CA 93955

Telephone: 831-899-8001

116 Broadway Street

King City, CA 93930

Telephone: 831-385-7400

County of Santa Cruz

Human Services Department

Telephone: 888-421-8080

Customer Service Center Locations

1020 Emeline Avenue

Santa Cruz, CA 95060

18 W. Beach Street

Watsonville, CA 95076

Human Services Agency Merced County

Telephone: 855-421-6770

Customer Service Center Locations

1920 Customer Care Way

Atwater, CA 95301

947 W. Pacheco Blvd., Suite C

Los Banos, CA 93635

2115 Wardrobe Avenue

Merced, CA 95341

Central California Alliance for Health (the Alliance)

Case Management

Telephone: 800-700-3874, ext. 5512

Members Services

Telephone: 800-700-3874, ext. 5505

Nurse Advice Line

Telephone: 844-971-8907

TTY: Dial 711

24 hours, 7 days a week

Transportation

Telephone: 800-700-3874, ext. 5577

Beacon Health Options

Mental Health Services

Telephone: 855-765-9700

TTY: Dial 711

24 hours, 7 days a week

Family Voices of California

www.familyvoicesofca.org

Note: This website is only available in English.

For the Deaf and/or Hard of Hearing members, these resources can also be accessed by calling the California Relay Service, dial **800-735-2929 (TTY: 711)** and provide the resource number desired.

Merced County

California Children's Services

260 E. 15th Street
Merced, CA 95341
Telephone: 209-381-1114

Challenged Family Resource Center

827 W. 20th Street
Merced, CA 95340
Telephone: 209-385-5314

Early Start Program

632 W. 13th Street
Merced, CA 95341
Telephone: 209-381-5170

Medical Therapy Units

123 South N Street
Merced, CA 95341
Telephone: 209-381-5993

Merced County Office of Education

632 W. 13th Street
Merced, CA 95341
Telephone: 209-381-6600

Parents Helping Parents

1400 Parkmoor Ave., Unit 100
San Jose, CA 95126
Telephone: 408-727-5775

Resources for Independence Central Valley

710 W. 18th St., Suite 5
Merced, CA 95340
Telephone: 559-221-2330

Central Valley Regional Center

3172 M Street
Merced, CA 95348
Telephone: 209-723-4245

Special Education Local Plan Area (SELPA)

632 West 13th Street
Merced, CA 95341
Telephone: 209-381-6600

Monterey County

Alisal Resource Center

1441 Del Monte Avenue
Salinas, CA 93905
Telephone: 831-775-4500

California Children's Services County of Monterey Health Department

Telephone: 831-755-4500
(Main number)

Central Coast Center for Independent Living

318 Cayuga St., Suite 208
Salinas, CA 93901
Telephone: 831-757-2968

Early Start Program

901 Blanco Circle
Salinas, CA 93901
Telephone: 831-755-0300

Medical Therapy Units

47 San Benancio Road
Salinas, CA 93908
Telephone: 831-484-2319

2100A McKinnon St
Salinas, CA 93906
Telephone: 831-443-6073

Monterey County Office of Education

901 Blanco Circle
Salinas, CA 93901
Telephone: 831-755-0379

Parents Helping Parents

1400 Parkmoor Ave., Unit 100
San Jose, CA 95126
Telephone: 408-727-5775

San Andreas Regional Center

1370 S. Main Street
Salinas, CA 93901
Telephone: 831-900-3636

Special Kids Connect

1900 Garden Road Suite 230
Monterey, CA 93940
Telephone: 831-372-2730

Special Education Local Plan Area (SELPA)

901 Blanco Circle
West Campus 17 and 18
Salinas, CA 93901
Telephone: 831-755-0342

Santa Cruz County

California Children's Services

1430 Freedom Blvd., Suite A
Watsonville, CA 95076
Telephone: 831-763-8000

Central Coast Center for Independent Living

1350 41st Ave., Suite 101
Capitola, CA 95010
Telephone: 831-757-2968

Early Start Program

400 Encinal Street

Santa Cruz, CA 95060
Telephone: 831-466-5600

Live Oak Community Resource Center

1740 17th Avenue
Santa Cruz, CA 95062
Telephone: 831-476-7284

Medical Therapy Units

1430 Freedom Blvd., Suite A
Watsonville, CA 95076
Telephone: 831-763-8000

140 Herman Ave.
Watsonville, CA 95076
831-761-6066, x5050

987 Bostwick Lane
Santa Cruz, CA 95062
Telephone: 831-465-0390

Pajaro Valley Prevention Student Assistance

335 East Lake Avenue
Watsonville, CA 95076
Telephone: 831-728-6445

Parents Helping Parents

1400 Parkmoor Ave., Unit 100
San Jose, CA 95126
Telephone: 408-727-5775

San Andreas Regional Center

1110 Main Street
Watsonville, CA 95076
Telephone: 831-900-3636

Santa Cruz County Office of Education

400 Encinal Street
Santa Cruz, CA 95060
Telephone: 831-466-5600

Special Education Local Plan Area (SELPA)

North Santa Cruz County Special Education Local Plan Area (SELPA)
Telephone: 831-466-5700

Pajaro Valley Unified School District Santa Cruz County Special Education Local Plan Area (SELPA)
Telephone: 831-786-2130

Special Parents Information Network

www.spinsc.org

Note: This website is only available in English and Spanish.