

# Whole Child Model Family Advisory Committee

## Meeting Agenda

Monday, November 6, 2023

1:30 p.m. – 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: 224 388 445 892  
Passcode: SeTq9B  
[Download Teams](#) | [Join on the web](#)  
**Or call in (audio only):** [+1 323-705-3950](#)  
Phone Conference ID: 529 165 231#

#### En español:

número de teléfono: [+1 323-705-3950](#)  
código de acceso: 759 075 643#

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 Wednesday, November 1, 2023, to [WCMFAC@ccah-alliance.org](mailto: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 five 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 five 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.).

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# Whole Child Model Family Advisory Committee

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Monday, November 6, 2023

1:30 p.m. – 3:00 p.m.



### 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	3 mins
REGULAR AGENDA			
V.	CCS Advisory Group Representative Report	Susan Skotzke	10 mins
VI.	Recent Issues   Impact on Members	Members	20 mins
	1. Committee Member/Community Voice	CBOs	
	2. Community Based Organizations (CBOs) Updates	Alliance Staff	
	3. Alliance Updates		
VII.	WCMFAC Roadmap and Documents	Lilia Chagolla	30 mins
	- Review 2023 Achievements & Gaps		
	- Review Mission Statement		
	- Plan 2024 Roadmap		
	- Draft 2024 Fact Sheet		
	- Draft 2024 Resource Sheet		
REVIEW FUTURE AGENDA AND ACTION ITEMS			
VIII.	Future Agenda Items	Lilia Chagolla	5 mins
IX.	Review Action Items	Kayla Zoliniak	3 mins
X.	Adjourn (end) Meeting	Janna Espinoza	2 mins

Next Meeting; Monday, January 8, 2024, at 1:30-3:00p.m.

Members of the public interested in attending should call the Alliance at 800-00-3874 to verify meeting dates and locations prior to the meetings.

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*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](mailto:WCMFAC@ccah-alliance.org) or 800-700-3874. Committee meeting locations in Salinas and Merced are directly accessible by bus, however, until further notice all meetings are being online.*



**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

# Whole Child Model Family Advisory Committee (WCMFAC) Roadmap

Lilia Chagolla, Community Engagement Director

November 6, 2023

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## OBJECTIVES:

1. Review Mission Statement
2. Review 2023 Roadmap
3. 2024 Roadmap Proposal
4. 2024 Roadmap

Whole Child Model  
Family Advisory  
Committee (WCMFAC)  
Roadmap

2

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# 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
  
- 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

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# 2023 ROADMAP

## Whole Child Model (WCM) Family Advisory Committee (FAC) 2023 Roadmap



**FAC Mission Statement:**

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



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## 2024 ROADMAP PROPOSAL

- Q1 Committee Member Outreach & Recruitment**
  - Update WCMFAC Resource Flyer
  - Conduct outreach to pediatric clinics and SELPA offices
- Q2 WCMFAC CCS Benefit Concerns & Updates**
  - Discuss opportunities to support families around the CCS aging out process
  - Discus process to inform around legislative news
- Q3 IHSS Outreach**
  - Conduct outreach to IHSS providers
  - Share WCMFAC Resource Flyer
- Q4 Roadmap**
  - Review 2024 achievements and discuss gaps
  - Identify new or revised roadmap items for 2025

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## ONGOING ACTIVITIES



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# Questions?

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## Meeting Minutes

Monday, September 11, 2023

### Teleconference Meeting

**Members Present:**

Frances Wong	Monterey County – CCS WCM Family Member
Janna Espinoza	Monterey County – CCS WCM Family Member, WCMFAC Chair
Kim Pierce	Monterey County – Local Consumer Advocate
Paloma Barraza	Monterey County – CCS WCM Family Member
Susan Skotzke	Santa Cruz County – CCS WCM Family Member

**Members Absent:**

Heidi Boynton	Santa Cruz County – Local Consumer Advocate
Heloisa Junqueira, MD	Monterey County – Provider
Irma Espinoza	Merced County – CCS WCM Family Member
Manuel López Mejía	Monterey County – CCS WCM Family Member

**Staff Present:**

Dianna Diallo, MD	Medical Director
Gabina Villanueva	Member Services Supervisor
Kayla Zolinski	Community Engagement Administrative Specialist
Kelsey Riggs, RN	Complex Case Management Supervisor
Kevin Lopez	Member Services Supervisor
Lilia Chagolla	Community Engagement Director
Linda Gorman	Communications Director
Ronita Margain	Community Engagement Director

**Guest:**

Anna Rubalcava	Merced County
Denise Sanford	Santa Cruz County
Kevin Low	Monterey 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.

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 July 10, 2023. Minutes were approved with no further edits.

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

S. Skotzke provided an update from the July 12, 2023 meeting. The meeting discussed the Whole Child Model expansion into Mariposa and San Benito counties in 2025, reviewed standards for CCS, reviewed the Whole Child Model report, reported challenges such as the pandemic and staffing, announced Kaiser is opening to CCS members with effective dates beginning January 1, 2024 in certain counties, and announced the new Quality Advisory Committee.

Alliance staff provided additional information regarding the Kaiser enrollment including the enrollment being capped to a limited number of people and limited to people who have had a previous relationship with Kaiser within the previous twelve months. There was discussion around Kaiser facilities in existing counties and expansion counties. There was discussion around ensuring Kaiser provides appropriate care.

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

S. Skotzke advocated for extending the age limit for CCS from 21 years of age to 26 years of age.

S. Skotzke proposed a post-visit member feedback survey to inquire if needs were met. K. Riggs stated the Pediatric Complex Case Management team is developing a survey and will consider the example questions for future iterations of the survey.

P. Barraza expressed concern around language and transportation barriers for members.

L. Chagolla shared the Alliance has an internal Member Support and Engagement Committee focused on collecting member feedback from across the organization and taking action when possible.

L. Gorman reported the Alliance is utilizing a text campaign for redetermination and is pursuing a permanent texting program for next year.

Chairperson Espinoza recommended updating the WCMFAC Resource Sheet. The Resource Sheet will be reviewed at the next meeting.

L. Chagolla announced the Mariposa County and San Benito County expansion will go live January 1, 2024 and Whole Child Model will go live in 2025. The Community Engagement team is identifying and building relationships with community partners.

Chairperson Espinoza expressed concern of Durable Medical Equipment (DME) providers not servicing San Benito and Mariposa counties. L. Chagolla stated the Alliance is aware of and looking into the issue but does not know the exact cause. S. Skotzke advocated for online services such as purchasing items online. L. Chagolla stated the Alliance's Member Support and Engagement Committee will be reviewing the feedback to allow online DME purchases at the next meeting.

The committee confirmed the proposed 2024 meeting schedule. The dates will be proposed to the Alliance Board for approval at the October Board meeting.

The Alliance will continue mailing agenda packets to CCS WCM Family Member committee members.

P. Barraza shared about the San Andreas Regional Centers 4th Annual Holiday Craft Fair.

Chairperson Espinoza will be attending the Merced County 2023 Children Summit.

#### **6. Pediatric Clinic Outreach**

Chairperson Espinoza reported that the pediatric clinic outreach has not started. L. Chagolla will schedule a meeting for Chairperson Espinoza and Dr. Diallo to connect around pediatric clinic outreach.

#### **7. SELPA Connections**

Chairperson Espinoza reported SELPA connections are in progress. Monterey County Office of Education has agreed to include materials in their onboarding package. Pajaro Valley Office of Education has been reached out to and will be followed up with in the next weeks. Merced County Office of Education will be reached out to in next weeks.

#### **8. Review Action Items**

K. Zoliniak reviewed the actions items.

#### **9. Future Agenda Items**

Review and Update Whole Child Model Family Advisory Committee Roadmap  
Determine Legislative News Process  
Draft 2024 Fact Sheet  
Draft 2024 Resource Sheet

#### **Adjourn:**

The meeting adjourned at 3:02p.m.

The meeting minutes are respectfully submitted by Kayla Zoliniak, Administrative Specialist  
*Next Meeting: Monday, November 6, 2023, 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](http://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](http://www.spinsc.org)

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