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.

 Members of the public wishing to join the meeting may do so as follows: Join on your computer, mobile app or room device: <u>Click here to join the meeting</u> Meeting ID: 224 388 445 892 Passcode: SeTq9B <u>Download Teams | Join on the web</u> Or call in (audio only): <u>+1 323-705-3950</u> Phone Conference ID: 529 165 231#

En español:

número de teléfono: <u>+1 323-705-3950</u> 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
 - 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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MEET	ING ADMINISTRATION		
I.	Call to Order	Janna Espinoza	2 mins
II.	Roll Call	Kayla Zoliniak	2 mins
	Oral Communications	Janna Espinoza	3 mins
IV.	SENT AGENDA Approve WCMFAC Meeting Minutes from previous meeting	Janna Espinoza	3 mins
	ILAR AGENDA		
V.	CCS Advisory Group Representative Report	Susan Skotzke	10 mins
VI.	Recent Issues Impact on Members 1. Committee Member/Community Voice 2. Community Based Organizations (CBOs) Updates 3. Alliance Updates	Members CBOs Alliance Staff	20 mins
VII.	 WCMFAC Roadmap and Documents Review 2023 Achievements & Gaps Review Mission Statement Plan 2024 Roadmap Draft 2024 Fact Sheet Draft 2024 Resource Sheet 	Lilia Chagolla	30 mins
REVIEW FUTURE AGENDA AND ACTION ITEMS			
VIII.	Future Agenda Items	Lilia Chagolla	5 mins
IX.	Review Action Items	Kayla Zoliniak	3 mins
Х.	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.

The complete agenda packet is available for review at Alliance offices, and on the Alliance website at <u>Public Meetings - Central California Alliance for Health</u> (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. 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

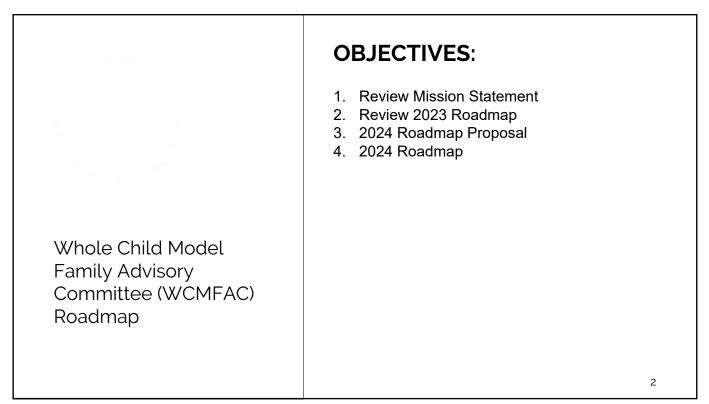
Declaración de la Misión

- 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

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Whole Child Model Family Advisory Committee (WCMFAC) Roadmap

Lilia Chagolla, Community Engagement Director November 6, 2023

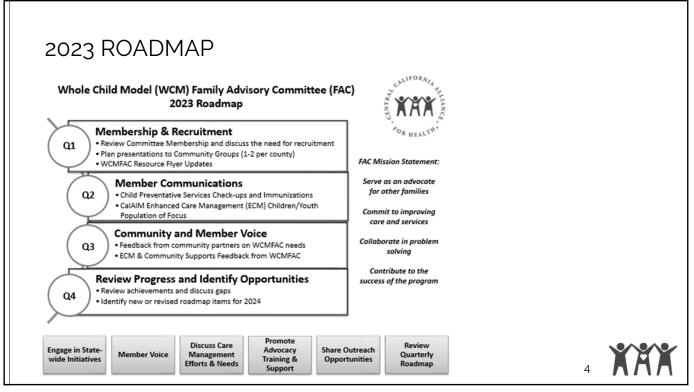


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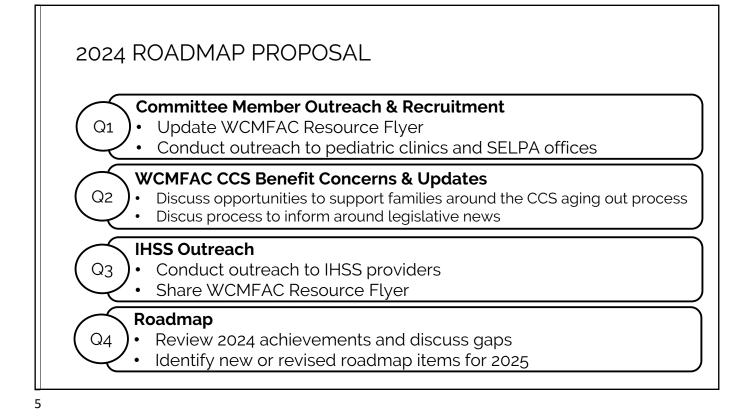
3

MISSION STATEMENT

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Meeting Minutes

Monday, September 11, 2023

Teleconference Meeting

Members Present:

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

Members Absent:

Heidi Boynton Heloisa Junqueira, MD Irma Espinoza Manuel López Mejia

Staff Present:

Dianna Diallo, MD Gabina Villanueva Kayla Zoliniak Kelsey Riggs, RN Kevin Lopez Lilia Chagolla Linda Gorman Ronita Margain

Guest:

Anna Rubalcava Denise Sanford Kevin Low Santa Cruz County – Local Consumer Advocate Monterey County – Provider Merced County – CCS WCM Family Member Monterey County – CCS WCM Family Member

Medical Director Member Services Supervisor Community Engagement Administrative Specialist Complex Case Management Supervisor Member Services Supervisor Community Engagement Director Communications Director Community Engagement Director

Merced County Santa Cruz County Monterey County

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

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 counites. 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

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.

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www.thealliance.health

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.

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