# Whole Child Model Family Advisory Committee

# **Meeting Agenda**

Monday, May 5, 2025 1:30 – 3 p.m.



### **Held Via Teleconference**

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

Microsoft Teams: Join the meeting now

**Dial in by phone**: <u>+1 872-242-9041</u> Phone conference ID: 988 761 036#

En español:

número de teléfono: +1 872-242-9041,,670043363#

código de acceso: 670 043 363#

- 2. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the Advisory Committee or to address an item that is listed on the agenda may do so in one of the following ways.
  - a. Email comments by 5:00 p.m. on Friday, May 2, 2025 to WCMFAC@thealliance.health.
    - i. 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.
    - ii. Comments will be read during the meeting and are limited to three minutes.
  - b. Public comment during the meeting when that item is announced.
    - i. State your name and organization prior to providing comment.
    - ii. Comments are limited to three minutes.

# 1. Call to Order by Chairperson Espinoza.

1:30 p.m.

- A. Roll call
- B. Supplements and deletions to the agenda
- C. Review Whole Child Model Family Advisory Committee mission statement
  - •To serve as an advocate for other familiesA
  - ·Commit to improving care and servicesA
  - •Collaborate in problem-solving
  - •Contribute to the success of the programA

# Whole Child Model Family Advisory Committee

# **Meeting Agenda**

Monday, May 5, 2025

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# 2. Oral Communications by Members of the Public.

1:35 p.m.

- A. Members of the public may address the Advisory Committee on items not listed on today's agenda that are within the jurisdiction of the Advisory Committee.
  - A. Speakers are limited to three minutes per item.
  - B. Any individual may speak only once during Oral Communications.
- B. If any member of the public wishes to address the Advisory Group on any item that is listed on today's agenda, they may do so when that item is called.
  - A. Speakers are limited to three minutes per item.

# **Consent Agenda Items**:

1:40 p.m.

3. Approve WCMFAC meeting minutes of February 3, 2025.

# Regular Agenda Items:

1:45 p.m.

- 4. Health Education Services and 2025 Priorities

  Inform and Feedback: Desirre Herrera will provide information and solicit feedback on health education services and priorities.
- 5. Community Partner Presentation

2 - 2:15 p.m.

<u>Inform and Feedback</u>: Ulises Cisneros-Abrego will present and solicit feedback on the presentation used to inform community partners about the Alliance.

# 6. Community Impact Report Highlights

2:15 - 2:25 p.m.

<u>Inform:</u> Adourin Malco will share highlights from the 2025 Community Impact Report. Full report available on the Alliance's website: <a href="https://thealliance.health/for-communities/community-publications/impact-reports/">https://thealliance.health/for-communities/community-publications/impact-reports/</a>

# 7. DHCS CCS Advisory Group Report

2:25 - 2:35 p.m.

*Inform:* Kelsey Riggs will provide updates from the Department of Health Care Services' CCS Advisory Group.

### 8. Updates and Announcements

2:35 - 2:45 p.m.

Alliance staff, committee members, and community partners will provide updates and announcements.

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# 9. Next Steps

2:45 - 2:50 p.m.

Ronita Margain will review future agenda items. Kayla Zoliniak will review action items.

10. Adjourn 2:50 p.m.

# The next meeting of the Whole Child Model Family Advisory Committee, after this May 5, 2025 meeting:

 Whole Child Model Family Advisory Committee Monday, August 4, 2025
 1:30 – 3 p.m.
 Teleconference

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 <a href="https://thealliance.health/about-the-alliance/public-meetings/">https://thealliance.health/about-the-alliance/public-meetings/</a>. The Advisory Group 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@thealliance.health or 800-700-3874.



# **Meeting Minutes**

Monday, February 3, 2025

# **Teleconference Meeting**

# **Members Present:**

**Voting Members** 

Frances Wong
Janna Espinoza
Monterey County – CCS WCM Family Member
Monterey County – CCS WCM Family Member
Merced County – Parent Resource Center
Monterey County – Parent Resource Center
Paloma Barraza
Monterey County – CCS WCM Family Member

Non-voting Members

Anna Rubaclava Merced County - County of Merced

Carissa Grepo Alliance Utilization Management Manager – Prior

**Authorizations** 

Denise Sanford Santa Cruz County - County of Santa Cruz Esperanza Compean Merced County - Parent Resource Center

Kayla Zoliniak Alliance Community Engagement Administrative Specialist Kelsey Riggs, RN Alliance Complex Case Management Manager - Pediatric

Kevin Low Monterey County – County of Monterey
Manuel López Mejia Monterey County – CCS WCM Advocate
Michael Molesky Santa Cruz County – Alliance Commissioner
Ronita Margain Alliance Community Engagement Director
Susan Paradise Santa Cruz County – County of Santa Cruz

### **Members Absent:**

Voting Members

Heidi Boynton Santa Cruz County – Local Consumer Advocate Irma Espinoza Merced County – CCS WCM Family Member San Benito County – CCS WCM Family Member

Non-voting Members

Ashley McEowen Alliance Complex Case Management Supervisor - Pediatric

Barbara Hurtado Merced County – Parent Resource Center Christine Betts Monterey County – County of Monterey

# **HEALTHY** PEOPLE. **HEALTHY** COMMUNITIES.

Cristina Farias-Gonzalez Alliance Care Coordination Supervisor - Pediatric

Dianna Myers, MD Alliance Medical Director Heloisa Junqueira, MD Monterey County - Provider

Jose Francisco Hernandez Monterey County – Parent Resource Center Oscar Flores Monterey County – Parent Resource Center Sarah Sanders Alliance Grievance and Quality Manager Susan Skotzke Santa Cruz County – CCS WCM Advocate

# **Guests:**

Jenna Stromsoe, RN Alliance Complex Case Management Supervisor - Pediatric

# 1. Call to Order by Chairperson Espinoza.

Chairperson Espinoza called the meeting to order.

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 November 4, 2024. Minutes were approved with no further edits.

# Regular Agenda Items:

# 4. Meeting Expectations in 2025

Chairperson Espinoza shared the expectation is for all members to feel comfortable to share and to be equally valued and heard.

Vice Chairperson Smith shared updates to the committee charter. The primary change is the creation of voting members and non-voting members. There were no questions or objections to the listed changes.

# 5. Pediatric Case Management and California Children's Services (CCS) Overview

J. Stromsoe provided an overview of the Alliance's pediatric case management team and California Children's Services program.

Alliance staff will see if there is an update on the potential expansion of CCS eligible conditions.

The Alliance monitors metrics for CCS enrollment including the ratio of CCS members to all Alliance members and the percentage is in line with similar health plans. The Alliance also looks at referrals versus denials and if there are ways the Alliance can address the reason for the denial such as provide additional documentation. The Alliance has seen an increase in CCS members in San Benito and Mariposa since the presentation was created.

Children are eligible for CCS until their twenty-first birthday. After their twenty-first birthday, there is no change to their access to case management. The transition process begins when the child is seventeen to help a seamless transition after their twenty-first birthday.

San Benito and Mariposa are Whole Child Model Dependent Counties due to not meeting the population threshold and eligibility is determined by the State. The Alliance is aware of the added complexity of another entity being involved in the process and checks referrals at set time intervals.

Committee member inquired about children who do not have consistent guardians such as children in group homes and foster care. The Alliance acknowledged the question and recommended the conversation be held at another time.

# 6. CCS Advisory Group Representative Report

K. Riggs, RN, provided updates from the most recent CCS Advisory Group meeting attended by Dr. Myers. Priorities for 2025 include the age out process and updates to the demographics data dashboard. There was discussion around the proposal of increasing the CCS age out age to 26 and around the ECM referral process.

# 7. Updates and Announcements

Committee member inquired about the authorization process for Enhanced Care Management (ECM) and if there is any special notetaking for CCS children to inform the ECM provider of CCS status to minimize delays. A second committee member shared they are experiencing hardship with the appeals process.

Committee member inquired about resources for financial assistance for eyeglasses with flexible frames as Medi-Cal doesn't cover flexible frames. Another committee member recommended getting an eye exam with the pupillary distance recorded and shopping online retailers.

Committee member inquired about an annual legislative report in the future.

Committee member acknowledged the potential impact on CCS children of the reduction or elimination of mental health programs in schools due to budget cuts.

# **Review Action Items**

K. Zoliniak reviewed the actions items.

# **Future Agenda Items**

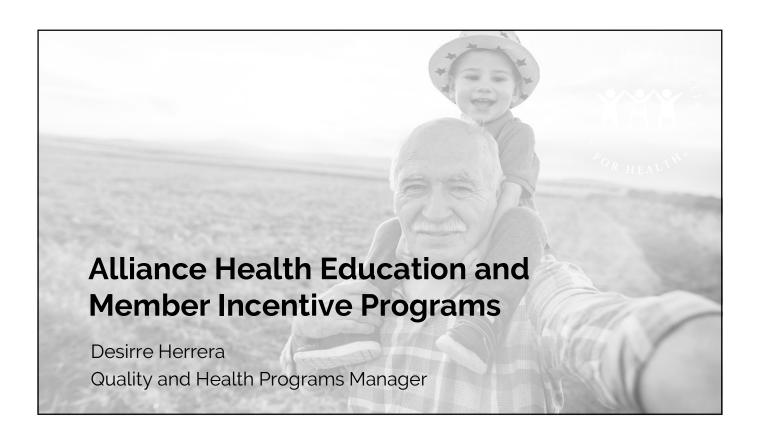
• CCS Utilization of Enhanced Care Management (ECM)

# Adjourn:

The meeting adjourned at 3:03 p.m.

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

Next Meeting: Monday, May 5, 2025.



# Your Input is Greatly Appreciated!

- Annually the Alliance will share health education programs, services and focus areas/priorities
- We would like to request your feedback on:
  - Our current programs available
  - Any areas for improvement
  - What is needed that we can explore offering to families?

XXX

# **Health Education Programs - Member Workshops**

Healthy Weight for Life Program	Healthier Living Program	Live Better with Diabetes Program
Teaches families how to eat healthy and make healthy lifestyle changes.	Teaches adult members skills to help manage members' chronic disease.	Teaches adult members skills to help members understand a diabetes or prediabetes diagnosis.
Workshops available: In-person Virtual	Workshops available: In-person Virtual Telephonic	Workshops available: In-person Virtual Telephonic
Health/Rewards/Member/Incentive:A  Attend 10-week workshop member can receive a Target Gift Card for up to \$100.	Health/Rewards/Member/Ancentive:A  Attend 6-week workshop member can receive a Target Gift Card for up to \$50.	Health/Rewards/Member/Incentive:A  Attend 6-week workshop member can receive a Target Gift Card for up to \$50.









# **Health Education Programs - Telephonic only**

Healthy Moms and Healthy Babies Program	Adult Weight Management Program	Tobacco Cessation Support Program
Encourages members who are pregnant to get early prenatal care. Alliance Health Educators conduct phone calls to members to provide education and resources.	This program is available for adult members interested in reaching a healthy weight. Alliance Health Educators support members with enrollment and participation in WeightWatchers (WW) program.	Provides support for Alliance members who want to quit smoking. Alliance Health Educators conduct phone calls to provide education and resources.
HealthÆewards/MemberÆncentive:A		
Prenatal: If an Alliance member sees the doctor within the first 13 weeks of being pregnant or 6 weeks of joining the Alliance, the member will be entered into a raffle for a chance to win a \$50 Target Gift Card.  Postpartum: If an Alliance member sees the doctor 1 to 12 weeks after having a baby, they will receive a \$25 Target Gift Card.		



# **Member Incentive Programs - Healthy Start**

Who is the reward for?	What is the reward?	What do I have to do to get the reward?
Ages under 15 months	\$50 Target gift card	Your child must have 6 checkups with their doctor on or before turning 15 months.
Ages 15-30 months	\$25 Target gift card	Your child must have 2 checkups with their doctor on or before turning 30 months.
2-year-olds	\$100 Target gift card	Your child must have gotten all needed vaccines from their doctor by their 2nd birthdate.
13-year-olds	\$50 Target gift card	Members must complete 1 checkup with their doctor within 12 months and have gotten all needed vaccines from their doctor by their 13th birthdate.
Ages 18-21 years	\$25 Target gift card	Members must complete 1 annual checkup with their doctor.

The Healthy Start program rewards members for completing check-ups and vaccines.

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# **Member Incentive Programs - Raffles**

Nurse Advice Line	Baby Flu Vaccine Reward
When members call the Alliance Nurse Advice Line they will be entered into a monthly raffle. \$50 Target Gift Card monthly raffle. Members can call NAL at 844-971-8907 (TTY: Dial 711) to talk to a nurse.	Children ages 7 to 24 months old who get their two flu vaccine doses between September and May will be entered into a monthly raffle for a \$100 Target gift card.





XXX

3

# How do members sign up for programs? Health Programs Sign-up

# Online Health Programs Sign-up Form:

Program (Choose as many as you are interested in) \* Workshops for adults with chronic conditions Workshops for adults with diabetes or prediabetes Workshops for parents/guardians of Alliance children ages 2-18 to learn healthy lifestyle changes Healthy Moms and Healthy Babies Adult Weight Management Quitting Tobacco

Call the Alliance **Health Education Line:** 1-800-700-3874, ext. 5580

# Your Feedback

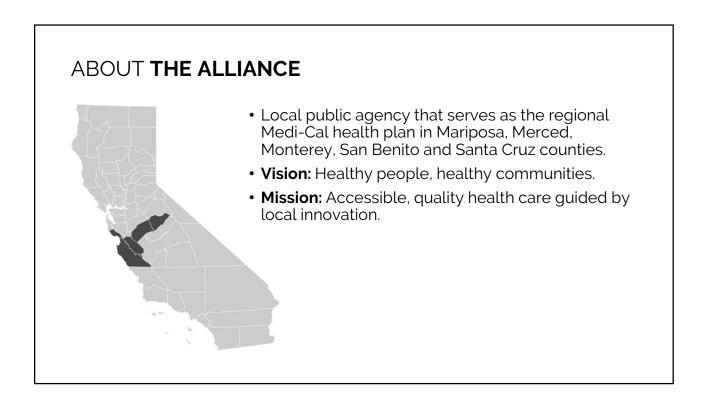
- We would like to request your feedback on:
  - Our current programs available
  - Any areas for improvement
  - What is needed that we can explore offering to families?

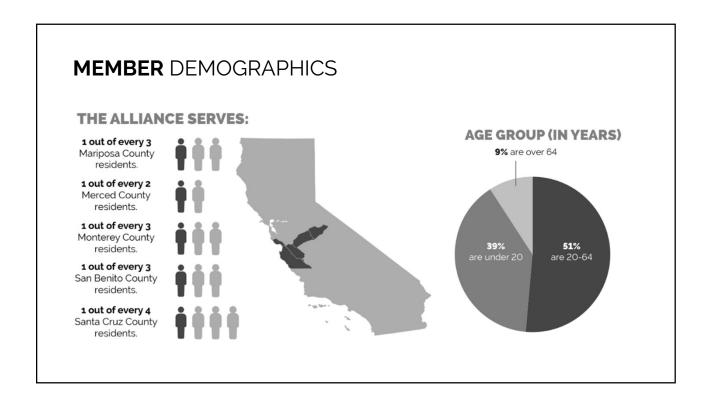


# LOOKING FOR FEEDBACK

- Are there any recommendations for the presentation?
- Would you like information included about the WCMFAC?
- Are there organizations you would like us to connect with?







# MARIPOSA AND MERCED COUNTIES



Mariposa: 5362 Lemee Lane, Mariposa Located in the Mariposa County Human Services Center Member walk-in hours: M-F 9 a.m.- 4 p.m. (closed 12 to 1 p.m.)

Merced: 530 W 16<sup>th</sup>. St, Merced

**Member walk-in hours:** M-F 9-11:30 a.m., 2-4:30 p.m.



# MONTEREY, SAN BENITO, AND SANTA CRUZ COUNTIES



- Monterey: 950 East Blanco Rd., Suite 101, Salinas
- **Member walk-in hours:** M-F 9-11:30 a.m., 2-4:30 p.m.
- San Benito: 1111 San Felipe Road, Suite 109, Hollister
- Public Assistance Division of the San Benito County HHSA building
- Member walk-in hours: M-F 9 a.m. 4:00 p.m., (Closed noon to 1 p.m.)





- Santa Cruz: 1600 Green Hills Road, Suite 101, Scotts Valley
- **Member walk-in hours:** M-F 9-11:30 a.m., 2-4:30 p.m.

# MEMBER BENEFITS



- · Nurse Advice Line
- · Behavioral Health Services
- Health and Wellness Programs
- Health Rewards
- Transportation Services
- Language Assistance Services
- Enhanced Care Management and Community Supports
- Doula Services
- Vision Services
- Urgent Care

Dental services are covered by the Medi-Cal Dental Program, not by the Alliance. Member Services: 800-700-3874

# **HEALTH EDUCATION**

At the Alliance, we care about your health. That's why our <u>Health Education Programs</u> give Alliance members the tools to get healthy and stay healthy.

- · Living with a condition
- Mothers and babies
- Weight Management
- Tobacco

For more information call 800-700-3874, ext. 5580



# **HEALTH REWARDS**

With the <u>Alliance Health Rewards Program</u> you can get a reward for getting routine care.

- Healthy Start
- Baby Flu Vaccine Reward
- Healthy Moms and Healthy Babies
- Healthy Weight for Life
- Healthier Living Program
- Nurse Advise Line

For more information call 800-700-3874, ext. 5580



# **CalAIM** INITIATIVE

As part of CalAIM's priorities, community organizations offering Enhanced Care Management and/or Community Supports or Community Health Worker services to eligible Medi-Cal members in our service area can contract with the Alliance and receive reimbursements for their services.



Questions about CHW Benefit: 831-430-5503 Questions about ECM/CS: 831-430-5512 or email listecmteam@ccah-alliance.org Questions about becoming an ECM/CS provider: ecmilosprogram@ccah-alliance.org



# **COMMUNITY ENGAGEMENT EFFORTS**

# **Community Relations**

- 1:1 Meetings
- Collaboratives
- Presentations

# **Community Outreach**

- · Community events/health fairs
- Pop-up tabling
- Field visits



# **STAY UP TO DATE WITH US**

Subscribe to The ABeat A

www.thealliance.health/tag/the-beat/





# **FEEDBACK REQUEST**

Please take a moment to submit this survey, thank you!





# RESOURCES/FLYERS

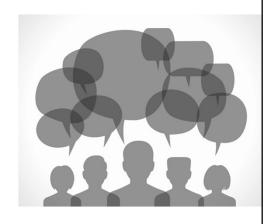
- Member Services
  - 800-700-3874
- Nurse Advice Line
- 844-971-8907 (TTY: Dial 711)
- Behavioral Health Services
  - 855-765-9700 (Until June 30)
- Health Education Programs
  - 800-700-3874, ext. 5580
- Transportation Services
- 800-700-3875 ext. 5577
- Language Assistance Services
  - Call 800-700-3874 ext. 5580
- Enhanced Care Management and Community Supports
  - 800-700-3874
- Doula Services
  - 800-700-3874
- · Vision Services (VSP)
  - 800-877-7195

For any Alliance service: Hearing/Speech Assistance: 800-735-2929 (TTY: Dial 711)

- · Nurse Advice Line
- Language Assistance
- Transportation
- Doula Services
- Healthier Living (Chronic Conditions)
- Healthy Moms and Healthy Babies (Prenatal/Postpartum Members)
- Healthy Weight for Life (Parents of Children 2-18)

# LOOKING FOR FEEDBACK

- Are there any recommendations for the presentation?
- Would you like information included about the WCMFAC?
- Are there organizations you would like us to connect with?





# **Overview of Presentation**

- Community Investments
- Supporting Our Members
- Community Engagement Efforts
- A Note from Our Partner
- Wrap-Up

# Community. Connection. Care.

"Each word is an important piece of the puzzle when it comes to creating and cultivating thriving, healthy communities. However, the successful marriage of this triad—that's where the magic happens. It's the combination of our community investments, meaningful connections with our local partners and the care our partners provide that make our vision of Healthy People, Healthy Communities possible."



Michael Schrader Michael Schrader, CEO

# **Community Investments**

267 community investments across 218 grants and 49 awards.

### 2024 Community Investment Funding Priorities

- Housing Capital Projects and Homeless Service Provider Capacity Building
- · Healthcare Workforce
- · Healthcare Infrastructure
- ECM and CS Provider Capacity Building
- Healthy Communities
- Healthy Beginnings
- Student Behavioral Health



# **Supporting Our Members**

The Alliance provided funding to recruit Doulas and CHWs.

**Doulas** provide our members with culturally competent support and education before, during and after childbirth.

**Community health workers** (CHWs) also known as promotores facilitate equitable access to services and improve the quality and cultural competence of service delivery.

The Alliance invests in trusted community partners to support parents and caregivers to provide parenting classes and home visits.

These programs strengthen parent-child relationships, provide vital information about child development and access to preventive care services, and offer members spaces to connect and share experiences with other parents.

(Photo Credit: CBDIO and PCMC)

# **Community Engagement**

### **Partner Education**

Held over **85 relational meetings** with our partners and provided **more than 15 presentations** to support staff and other partners to share information about the Alliance.

### **Regional Collaboratives**

Participated in **50 health care collaboratives**, where community partners and stakeholders across our service area convene to discuss local health issues and their solutions.

### **Community Outreach**

Attend **over 130 outreach events**, reaching more than **30,000 community members** across Mariposa, Merced, Monterey, San Benito and Santa Cruz counties!

# A Note from Our Partner

"Your enthusiasm and partnership made a significant impact on the success of our event, and we are immensely thankful for your contribution. Your hard work and dedication played a vital role in creating a welcoming and organized environment for all attendees."

Rachel Pedinoff, Development and Community Engagement Manager, Coastal Kids Home Care



To view our most recent Community Impact Report and our previous reports, use this <u>link</u> or scan the QR code below to access the report on your phone.



