

Whole Child Model Family Advisory Committee

Meeting Agenda

Monday, February 3, 2025

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: [Join the meeting now](#)
Or call in (audio only): [+1 872-242-9041](tel:+18722429041)
Phone conference ID: 122 490 470#
Meeting ID: 223 317 677 208

En español:
número de teléfono: [+1 872-242-9041](tel:+18722429041)
código de acceso: 394 858 738#
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, January 29, 2025, 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.).

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MEETING ADMINISTRATION			
II.	Mission Statement	Janna Espinoza	2 mins
		Janna Espinoza	2 mins
III.	Roll Call	Kayla Zoloniak	2 mins
IV.	Oral Communications for Members of the Public	Janna Espinoza	3 mins
CONSENT AGENDA			
V.	Approve WCMFAC Meeting Minutes from previous meeting	Janna Espinoza	3 mins
REGULAR AGENDA			
		All	15 mins
VII.	Meeting Expectations for 2025	Janna Espinoza Kevin Smith	15 mins
VIII.	Pediatric Case Management and California Children's Services (CCS) Overview	Kelsey Riggs, RN	15 mins
IX.	CCS Advisory Group Representative Report	Susan Skotzke	10 mins
X.	Committee Updates		
	1. Committee Members	Committee Members	10 mins
	2. Community Based Organizations (CBOs)	CBOs	
	3. Alliance Staff	Alliance Staff	
REVIEW FUTURE AGENDA AND ACTION ITEMS			
XI.	Future Agenda Items	Ronita Margain	5 mins
XII.	Review Action Items	Kayla Zoloniak	3 mins
XIII.	Adjourn (end) Meeting	Janna Espinoza	2 mins

Next Meeting: Monday, May 5, 2025

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 \(thealliance.health\)](https://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



Meeting Minutes

Monday, November 4, 2024

Teleconference Meeting

Members Present:

Janna Espinoza Chair	Monterey County – CCS WCM Family Member, WCMFAC
Frances Wong	Monterey County – CCS WCM Family Member
Susan Skotzke	Santa Cruz County – CCS WCM Family Member
Manuel López Mejia	Monterey County – CCS WCM Family Member
Paloma Barraza	Monterey County – CCS WCM Family Member
Kevin Smith	Merced County – Local Consumer Advocate
Kim Pierce	Monterey County – Local Consumer Advocate
Michael Molesky	Santa Cruz County – Alliance Commissioner

Members Absent:

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

Staff Present:

Cristina Farias-Gonzalez	Care Coordination Supervisor - Pediatric
Dennis Hsieh, MD, JD	Chief Medical Officer
Dianna Myers, MD	Medical Director
Jenna Stromsoe, RN	Complex Case Management Supervisor - Pediatric
Kayla Zoliniak	Community Engagement Administrative Specialist
Kelsey Riggs, RN	Complex Case Management Manager - Pediatric
Lilia Chagolla	Member Services Director
Ronita Margain	Community Engagement Director
Tammy Brass, RN	Utilization Management Director

Guest:

Anna Rubaclava	Merced County
Christine Betts	Monterey County

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

Denise Sanford

Santa Cruz County

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

J. Espinoza opened the floor for approval of the meeting minutes of the previous meeting on July 15, 2024. Minutes were approved with no further edits.

Regular Agenda Items:

4. Election of Chairperson and Vice Chairperson

Commissioner Molesky nominated Chairperson Espinoza for Chairperson. Chairperson Espinoza accepted the nomination.

Chairperson Espinoza nominated Kevin Smith for Vice Chairperson. Kevin Smith accepted the nomination.

Action: Nominations were approved. Chairperson Espinoza was elected to serve as Chairperson and Kevin Smith was elected to serve as Vice Chairperson.

5. CCS Advisory Group Representative Report

S. Skotzke provided updates on topics of concern for the CCS population. Health plans shared lead readiness for members under 21 years of age. Plans shared areas of success and opportunities for improvement for Family Advisory Boards; several ideas were shared including meeting times, incentives, and outreach strategies. The meeting covered CCS compliance in the five domains: access to care administration, authorization, case management, care coordination, and eligibility. CCS Enrollment data for August 2023 – 2024 is available on the DHCS website. Children Now launched a website at www.childrennow.org.

6. Recent Issues | Impact of Members

Chairperson Espinoza inquired about the time of the meeting and if the current time was a barrier for potential committee members and wondered if evenings or weekends may be more accessible for families. Committee member shared they appreciate the meeting is held via teleconference and they can call in from anywhere.

Dr. Myers extended an invitation for a committee member to speak at a Whole Child Model Clinical Advisory Committee meeting to speak to pediatricians who may be able to help recruit WCMFAC committee members. Chairperson Espinoza confirmed interest.

Committee member raised the topic of the 21 – 26-year-old transition. There was conversation around resources and a roadmap for the aging out process.

Committee member expressed they were pleased with the Enhanced Care Management (ECM) providers involved.

Committee member expressed concern around authorizations. Two concerns were the frequency of needing items replaced and the time to approval versus outgrowing the item.

Committee member expressed concern around the lack of allied providers. Two examples were the lack of access to orthotists in Santa Cruz County and only one wheelchair vendor for the five-county service area. One reason cited was the cost of living and not being able to replace individuals that retire or move. Committee member asked what the Alliance is doing to keep providers once recruited. T. Brass, Utilization Manager, confirmed orthotics DME and complex DME are challenge areas and recommended inviting the Providers Services team to a WCMFAC meeting.

The Alliance is making updates to the authorization process to reduce the burden.

Committee member shared an experience with a special agreement between a provider and vendor that the Alliance didn't know about which further complicated the process.

Committee members shared their experiences and discussed issues around the burden for families and providers to get necessary equipment and enquired about the ability to order from companies like Amazon when the necessary item is available. T. Brass confirmed the Alliance is trying creative solutions.

Committee members discussed the idea of a way to donate outgrown DME. One committee member recalled a previous discussion that identified space and liability as limitations.

Committee member shared positive experience being reimbursed for eligible DME.

Committee member enquired about the status of the ADA concern at the MTU. The Alliance responded that it may be while before an update can be provided as it is outside the Alliance's scope.

7. CCS Expansion

K. Riggs, RN, Complex Case Management Manager – Pediatric, shared the Alliance is anticipating 400 new children in Mariposa and San Benito. Alliance staff have been building relationships with families and CCS staff in the new counties. Member noticing and outbound calls from Member Services have begun. The Alliance will be holding provider trainings to share information about the Whole Child Model expansion. WCMFAC has been shared with CCS partners.

All deliverables submitted to the Department of Health Care Services so far have been approved. Memorandums of Understanding are with the Board of Supervisors for signature in each county.

8. 2024 Roadmap

R. Margain, Community Engagement Director, confirmed the Whole Child Model Resource Guide was updated and shared with families and community partners including SELPA, IHSS providers, and clinics.

Commissioner Espinoza recommended emergency preparedness as a future agenda topic with resources from the Alliance and community organizations. Committee member provided examples of PG&E's generator program and Red Cross' housing assistance. Santa Cruz County recently updated their emergency protocols. Committee member shared about the Access and Functional Needs Assessment and Laney Davidson as potential resources.

Committee members may suggest agenda topics at any time.

Committee member shared another committee they serve on offers a higher compensation amount and recommended the Alliance considers this for WCMFAC.

9. 2025 Schedule

K. Zoliniak proposed a quarterly cadence for WCMFAC meetings. There was discussion about the potential change. A committee member proposed creating subcommittees to assist with advancing WCMFAC goals. The proposed schedule was accepted by the majority of committee members present and will be submitted to the Alliance Board.

Review Action Items

R. Margain reviewed the actions items.

Future Agenda Items

- WCMFAC meeting time and outreach to potential WCMFAC members.
- WCM CCS aging out process.
- Network adequacy and network development strategies.
- Emergency preparedness.

Adjourn:

The meeting adjourned at 3:18 p.m.

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

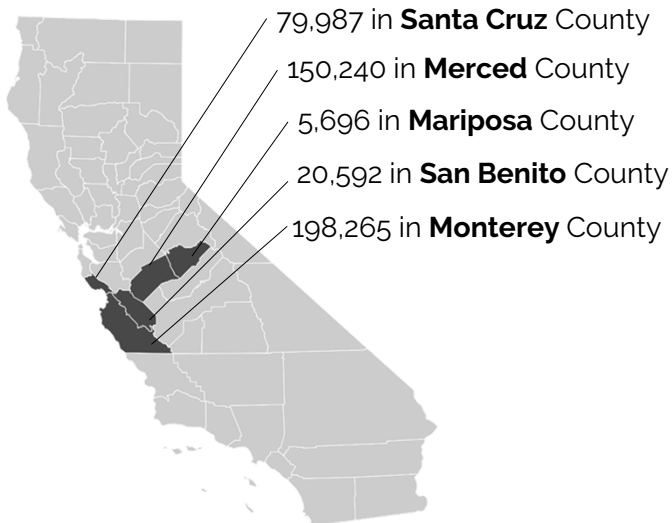
Next Meeting: To be determined.

Pediatric Complex Case Management Program Overview

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MEMBER DEMOGRAPHICS



1 out of every 2

Merced County Residents
Monterey County Residents



1 out of every 3

Mariposa County Residents
San Benito County Residents
Santa Cruz County Residents



2

WHAT IS WHOLE CHILD MODEL (WCM)?

The Whole Child Model (WCM) was authorized under SB 586 in September 2016.

Under the WCM, the majority of functions that were previously assigned to CCS was **integrated into the health plan.**

The Whole-Child Model is a program that aims to help CCS children, and their families get better care coordination, access to care, and health results.

The WCM program **integrates** the child's Medi-Cal and CCS benefits **under one plan-Central California Alliance for Health.** All CCS and non-CCS services will be provided by the managed health plan instead of two separate systems.



3

WHOLE CHILD MODEL COUNTY EXPANSION

Whole Child Model Independent Counties: Merced, Monterey, Santa Cruz

Whole Child Model Dependent Counties: Mariposa, San Benito

- Implemented July 2018
 - Case Management services provided by the Alliance
 - Referrals for potential CCS eligible conditions are sent to County CCS office
 - County CCS determines financial, residential, and medical eligibility for CCS, and performs annual medical eligibility review
- Implemented January 2025
 - Case management services provided by the Alliance
 - Referrals for potential CCS eligible conditions are sent to County CCS office
 - County CCS determines financial and residential eligibility. State determines CCS medical eligibility, including MTP eligibility, and performs annual eligibility review

Alliance Pediatric Case Management Team is your primary contact to support for any case management needs!



4

4

WHOLE CHILD MODEL POPULATION

WCM Member Demographics per County:

Mariposa County: 63

Merced County: 3,153

Monterey County: 3,875

San Benito County: 345

Santa Cruz County: 1,127

Grand Total: 8,563

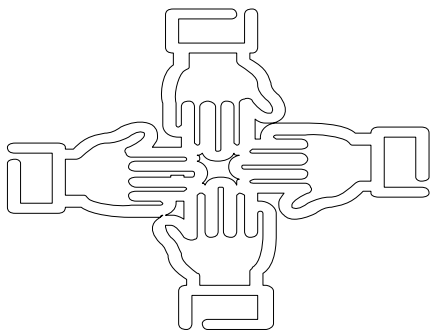
December 4, 2024

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5

WHO IS THE PEDIATRIC COMPLEX CASE MANAGEMENT TEAM?



Multidisciplinary Team

- Registered Nurses
- Care Coordinators
- Social Workers
- Work closely with County CCS Team, PCP's, Specialty Providers, DME Providers, Behavioral Health Providers, and teams within the Alliance such as Member Services, Prior Authorizations Team, Pharmacy, Registered Dietitians and Medical Directors

6



6

WHAT WE DO

Pediatric Case Management

- Dedicated to serving Alliance members 0-17 years old, up to 21 years old for CCS members
- Works with members and their families to identify needs and barriers, coordinate care, and provide support
- Communication done primarily via telephone
- Interpretation services available
- Annual Assessments
 - Pediatric Health Risk Assessment/General Pediatric Assessment
 - Risk Stratification
 - Plan of Care
- CCS Referrals
 - Screen and identify potential CCS eligible members
 - Refer these members to the applicable County CCS Program
 - County CCS Program or the State reviews and determinations eligibility

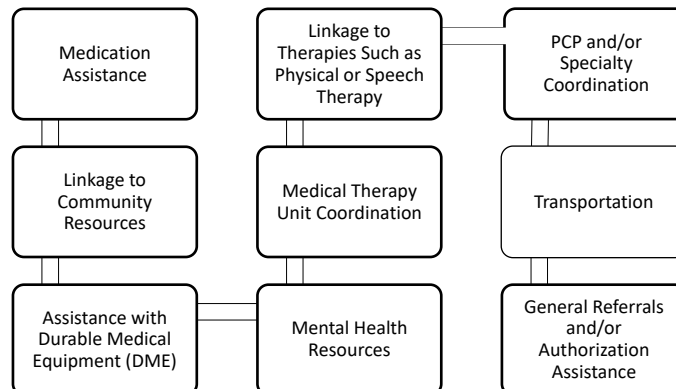
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7

HOW WE DO IT

What can we do to assist?



8



8

CONNECT WITH US

Resources

- Member Walk In Support
- Pediatric Case Management: 800-700-3874, ext. 5513
- Alliance Website: thealliance.health/
- Member Services: 800-700-3874
- Nurse Advice Line 24 hours a day, 7 days a week: 844-971-8907
- Carelon Behavioral Health: 855-765-9700

9



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10