

Whole Child Model Family Advisory Committee

Meeting Agenda

Monday, September 12, 2022

1:30 p.m. – 3:00 p.m.



Teleconference Meeting

(Pursuant to Assembly Bill 361 signed by Governor Newsom, September 16, 2021)

Important notice regarding COVID-19: In the interest of public health and safety due to the state of emergency caused by the spread of COVID-19, this meeting will be conducted via teleconference. Alliance offices will be closed for this meeting. The following alternatives 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:
 - Computer, tablet or smartphone via Microsoft Teams [Click here to join the meeting](#)
 - Or by telephone (audio only) at [+1 \(323\) 705-3950](tel:+13237053950)
Phone Conference ID: 659 614 431#
 - **En español:** número de teléfono: [+1 \(323\) 705-3950](tel:+13237053950)
código de acceso: 194 593 236#

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, September 5, 2022, 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.).

Meeting Agenda

MEETING ADMINISTRATION		
I.	Call to Order	Janna Espinoza
II.	Roll Call	Maria Marquez
III.	Oral Communications	Janna Espinoza
CONSENT AGENDA		
IV.	Approve WCMFAC Meeting Minutes from previous meeting.	Janna Espinoza
REGULAR AGENDA		
V.	Review WCMFAC Road Map	Lilia Chagolla
VI.	Medi-Cal Redetermination	Luis Somoza
VII.	Discussion COVID-19 Impact on Members <ul style="list-style-type: none">- Organization Updates- Alliance Updates- Member/Community Feedback	WCMFAC Committee Members
VIII.	CCS Advisory Group Representative Report	Susan Skotzke
REVIEW FUTURE AGENDA AND ACTION ITEMS		
IX.	Future Agenda Items	Lilia Chagolla
X.	Review Action Items	Maria Marquez
XI.	Adjourn (end) Meeting	Janna Espinoza

Next Meeting; Monday, November 14, 2022, at 1:30p.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.

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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 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.

Whole Child Model Family Advisory Committee Meeting

Meeting Minutes

Monday, July 11, 2022

1:30p.m. – 3:00p.m.



Teleconference Meeting (Pursuant to Governor Newsom’s Executive Order N-29-20)

Chairperson: Janna Espinoza, WCM Family Member, WCMFAC Chair

CCAH Support Staff Present: Lilia Chagolla, Regional Operations Director; Maria Marquez, Administrative Specialist

WCMFAC Committee Present: Deadra Cline; Santa Cruz County – CCS WCMF Family Member; Kim Pierce, Monterey County Local Consumer Advocate; Manuel López Mejia, Monterey County – CCS WCM Family Member; Susan Skotzke, Santa Cruz – CCS WCM Family Member

WCMFAC Committee Absent: Ashley Gregory, Santa Cruz County – CCS WCM Family Member; Cristal Vera, Merced County – CCS WCM Family Member; Cynthia Rico, Merced County – CCS WCM Family Member; Cindy Guzman, Merced County – CCS WCM Family Member; Frances Wong, Monterey County – CCS WCM Family Member; Irma Espinoza, Merced County – CCS WCM Family Member; Viki Gomez, Merced County – CCS WCM Family Member

CCAH Staff Present: Ashley McEowen, Complex Case Management Supervisor – Pediatric, RN; Dianna Diallo, MD, Medical Director; Gisela Taboada, Member Services Call Center Manager; Kelsey Riggs, RN, Complex Case Management Supervisor; Linda Gorman, Communications Director; Ronita Margain, Merced County Regional Operations Director

Guest: Christine Betts, Monterey County – Local Consumer Advocate; Fanta Nelson, County of Merced; Jennifer Netniss, Special Kids Connect; Jose Francisco Hernandez Rivera, Special Kids Connect; Susan Paradise, Manager, Family Health Programs at County of Santa Cruz

Agenda Topic	Minutes	Action Items
Meeting Administration Lilia Chagolla	<ul style="list-style-type: none"> Lilia Chagolla, Regional Operations Director (ROD) welcomed the group. 	
Call to Order Janna Espinoza	<ul style="list-style-type: none"> Janna Espinoza, WCMFAC Chair called the meeting to order. Followed by reading the WCMFAC mission statement. M. Marquez read the mission statement in Spanish. 	
Roll Call Maria Marquez	<ul style="list-style-type: none"> Committee introductions and roll call was taken. 	
Oral Communications Janna Espinoza	<ul style="list-style-type: none"> Janna Espinoza, WCMFAC Chair opened the floor for any members of the public to address the Committee on items not listed on the agenda. Elsa Quezada is not a member of the WCMFAC any longer. In the interim between this meeting and the upcoming meeting start thinking of who is willing to 	L. Chagolla to connect with Dr. Crummer to see if he is still interested in being part of the WCMFAC.



Whole Child Model Family Advisory Committee Meeting

Meeting Minutes

Monday, July 11, 2022

1:30p.m. – 3:00p.m.



Agenda Topic	Minutes	Action Items
	<p>take on the role of vice chair. If interested, Janna is happy to further connect with you.</p> <ul style="list-style-type: none"> • Discussions followed to have a community doctor to be part of the WCMFAC to advocate for members. • Susan Skotzke shared on the Shared Adventures event that she participated in and added that she would like for the Alliance to participate in future events. Shared adventures is a nonprofit organization dedicated to improving the quality of life for people living with disabilities. Often providing access to outdoor recreation and engaging activities to improving the quality of life for people living with disabilities. • Susan Skotzke shared that she has noted presence of the Alliance more on Facebook and appreciates the engagement. • Lilia Chagolla elaborated on the collaboration with Santa Cruz County Parks and shared on the project called Park RX as well as other projects that the Alliance is being part of. Stated that there are exciting opportunities potentially in the future. It was suggested that at the quarter four meeting, the Alliance can bring an update of what types of partnerships are happening in the communities and what is moving forward with the Alliance grant process. • Deadra Cline stated that accessibility for changing stations and bathrooms at the parks is a real problem. Added that she is excited about the beach having wheelchairs available. 	<p>Lilia to see how the Alliance can be part of the events from Shared Adventures.</p>
<p>Consent Agenda Items: Accept WCMFAC Meeting Minutes from Previous Meeting Janna Espinoza</p>	<ul style="list-style-type: none"> • Janna Espinoza, WCMFAC Chair opened the floor for approval of the meeting minutes of the previous meeting on May 9, 2022. <p>Motion to approve the consent agenda by Kim Pierce, seconded by Susan Skotzke.</p>	



Whole Child Model Family Advisory Committee Meeting

Meeting Minutes

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1:30p.m. – 3:00p.m.



Agenda Topic	Minutes	Action Items
Review WCMFAC Roadmap Lilia Chagolla	<ul style="list-style-type: none"> Lilia Chagolla reviewed the roadmap and elaborated on the progress. Shared that the Resource Flyer will also be presented in the future to the WCMFAC committee for review and updates. Expanded on the accomplishments and the work that it is in the works. 	
Review WCMFAC Fact Sheet Lilia Chagolla	<ul style="list-style-type: none"> The WCMFAC fact sheet has been completed and is being shared in the community for awareness and to engage as many as possible. The Alliance will be sharing the fact sheet at every outreach event to engage and have a dialogue with families with special needs. Will be shared in the community with community networking meetings specially with those that serve kids with special needs, school districts and at the Joint Operations Committee meetings the Alliance holds with hospitals and clinics within the Alliance service area. Next step is for the WCMFAC to share the fact sheet with their clients and families. Asked that the FAC committee assists in sharing. Maria Marquez is available to mail out hard copies or email to the WCMFAC as requested or to identified community-based organizations. Kim Pierce is to mail M. Marquez the contacts with the infant teachers for MPSD and MCOE. It was requested to send the fact sheet to the county office education special local plan area (SELPA) for all three counties. 	M. Marquez to distribute the fact sheet as requested.
Special Kids Connect Jennifer Netniss, M. Ed. Jose Francisco Hernandez	<ul style="list-style-type: none"> Jennifer Netniss and Jose Francisco presented on Special Kids Connect. Special Kids Connect develops resources, raises awareness, and provides support for individuals with disabilities and their families in Monterey County. 	



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	<p>Currently operates out of three locations, Monterey, Salinas, and Greenfield.</p> <ul style="list-style-type: none"> Expanded on their services and resources. Shared on upcoming events. The Alliance will be participating at the Back to School 	
<p>Community Partner Feedback COVID-19 Impact on Members</p>	<ul style="list-style-type: none"> Open forum for Committee members to share COVID-19 impact. <p>Organization Updates:</p> <ul style="list-style-type: none"> Kim Pierce from San Andreas Regional Center stated not much has changed from the last time the FAC met. Their office is closed to the public and open only for appointments. Susan Paradise, Manager, Family Health Programs at County of Santa Cruz shared that they Medical Therapy Units are still up and running in-person or virtually depending on the comfort level of the family. Christine Betts, Monterey County reported that the therapy unit for Monterey County continues to function, and it is open. Aligning with clinic policies and county clinics. No extra siblings at therapy sessions allowed. For those that are not able to make the therapy due to these limitations they have opened an outdoor area where they can remain outside, and the child can continue to receive their therapy. Siblings are to be supervised by their family member, and they just be in contact with the parent at the end. Added that COVID has impacted staff and they are continuously every week have somebody out. Telehealth is always and options and they are trying to do their best they can in the situation. <p>Alliance Updates:</p> <ul style="list-style-type: none"> Lilia Chagolla, Regional Operations Director for The Alliance shared that the Alliance is open for walk-ins at all three offices. The Alliance continues 	



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	<p>to follow the pandemic and partnering with county offices and health departments on a regular basis. Continue with COVID vaccine efforts. Shared on the percentages of Alliance members with at least one dose per county. The rates shared are for members ages 5–20-year-old. The Alliance has been challenged with the vaccine data and it may not be accurate due to data delays.</p> <ul style="list-style-type: none"> - Shared that there is going to be Townhall meeting held virtually on COVID vaccinations for children under 5 years. The townhall meeting will be on July 14th from 6-7:30p.m. The meeting will be available in English, Spanish and will have Mixteco interpretation. Attendees will have the opportunity to win \$50.00. The flyer with further details will be mailed out the WCMFAC. - The Alliance is directing their members to go to their primary care provider or pediatrician to get their vaccine. <p>Member/Community Feedback</p> <ul style="list-style-type: none"> - Susan Skotzke shared on the challenges due to COVID and how parents feel they have been shut out of their child's medical care. It was suggested that Susan and Dr. Diallo connect offline to better understand the issue and be able to offer support and solution to the challenges faced. 	<p>Dr. Diallo to connect with Susan and circle back with this group as needed.</p>
<p>CCS Advisory Group Representative Report Susan Skotzke</p>	<ul style="list-style-type: none"> • Susan Skotzke shared the following CCS Advisory Group updates: <ul style="list-style-type: none"> - Attended an online seminar with the medical therapy unit where a PT advisor did a presentation. A copy of the presentation will be shared with this group as soon as obtained. - Provided updates on transition planning for children 14 years and older who are expected to have chronic health conditions. Services will extend past their 21st birthday. 	



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Agenda Topic	Minutes	Action Items
	<ul style="list-style-type: none"> - Medi-Cal RX - Nursing shortage and compensation was mentioned by Susan Skotzke. Lilia suggested for this topic to offline as the Alliance may not have the ability to engage in this and make any traction. 	
Future Agenda Items Lilia Chagolla	<ul style="list-style-type: none"> • The following items will be added as future agenda items in addition to the standing agenda topics. • Review the Roadmap – Lilia Chagolla, Regional Operations Director • WCMFAC Fact Sheet – Lilia Chagolla, Regional Operations Director • Bleeding Disorders – Ashley Gregory, WCMFAC Member. To be confirmed with topic owner. 	
Review Action Items Maria Marquez	<ul style="list-style-type: none"> • Maria Marquez reviewed the action items. 	
Adjourn (end) Meeting Janna Espinoza	The meeting adjourned at 3:04p.m.	
Minutes Submission	The meeting minutes are respectfully submitted by Maria Marquez, Administrative Specialist	

Next Meeting: Monday, September 12, 2022, at 1:30p.m.





(800) 700-3874
www.ccah-alliance.org

WHOLE CHILD MODEL FAMILY ADVISORY COMMITTEE 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

ORDEN DEL DÍA 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 (WCM) Family Advisory Committee (FAC) 2022 Roadmap



Q1

Pandemic Response

- Inform and share feedback on family needs during pandemic
- Review Roadmap

Q2

Member Communications

- Develop a WCMFAC Outreach Fact Sheet
- Review WCMFAC Resource Flyer
- Review Roadmap

Q3

Identify Community Collaboration Needs

- Inform and educate community partners on WCMFAC needs
- Review Roadmap

Q4

Review Progress and Identify Opportunities

- Review achievements and discuss gaps
- Identify new or revised roadmap items for 2023
- Review 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*

**Engage in State-
wide Initiatives**

**Review Quarterly
Grievance Trends**

**Discuss Care
Management
Efforts & Needs**

**Promote Advocacy
Training & Support**

**Share Outreach
Opportunities**



Whole Child Model Family Advisory Committee (WCMFAC)



The Whole Child Model Family Advisory Committee (WCMFAC) represents the needs and concerns of families of children with special health care needs. These children are eligible for California Children's Services (CCS). WCMFAC works to build

family-centered care and makes suggestions on how to meet the Whole Child Model goals.

The group is made up of families with children who have special health care needs, Alliance staff, county CCS staff, Alliance Board members and representatives from community-based organizations.

WCMFAC Responsibilities

WCMFAC provides feedback to the Alliance's Santa Cruz-Monterey-Merced Medical Care Commission, also known as the Alliance's Board, on services provided by the health plan and health care coordination. WCMFAC's goal is to hear from families of children with special health care needs and provide support.

WCMFAC members will:

- Advise the Alliance's Board on issues and concerns of members and their families as they relate to the Whole Child Model program.
- Serve as voices of Alliance members who might not be heard otherwise.
- Educate families about the services provided for children with special health care needs in more detail.
- Help improve services for current and future CCS Alliance members.

Meeting Information

When:

WCMFAC meets every two months from 1:30 p.m. to 3 p.m.

- March 14, 2022
- May 9, 2022
- July 11, 2022
- September 12, 2022
- November 14, 2022

Where:

Meetings take place in the Alliance offices listed below:

Merced County: Board Room

530 West 16th Street, Suite B, Merced

Monterey County: Board Room

950 East Blanco Road, Suite 101, Salinas

Santa Cruz County: Board Room

1600 Green Hills Road, Suite 101, Scotts Valley

Additional information:

- WCMFAC members may attend by calling in to the meeting by telephone.
- WCMFAC members may receive a stipend per meeting attendance. Call the Alliance for stipend details.
- Translation and interpretation services are available for meetings.

Contact Information

If you are a parent or guardian of a child with special needs and want to join this important committee, please email us at WCMFAC@ccah-alliance.org.



Keep your Medi-Cal



Don't miss important information about your Medi-Cal health coverage.

Make sure that your county has your current contact information.

Contact your local county office – online, by phone, email or fax, or in person – to report any changes to your name, address, phone number, or email address.

To find a listing of county offices, visit dhcs.ca.gov/COL, or call the Medi-Cal Member Helpline at **800-541-5555**.

Did You Know?

You can complete your annual review and report changes to your Medi-Cal online.

Create your online account today by going to benefitscal.com and selecting the **“Create An Account”** link in the upper right corner, underneath the **“Log In”** button.

Merced County

Merced County Human Services Agency
2115 West Wardrobe Avenue, Merced, CA 95341

855-421-6770

www.co.merced.ca.us/458/Medi-Cal

Monterey County

Monterey County Department of Social Services
1000 South Main Street, Salinas, CA 93901

866-323-1953

www.co.monterey.ca.us/government/departments-i-z/social-services

Santa Cruz County

County of Santa Cruz Human Services Department

- 1020 Emeline Ave., Santa Cruz, CA 95060
- 18 W. Beach Street, Watsonville, CA 95076

888-421-8080

www.santacruzhumanservices.org

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health



Check In, Check Up.



Regular visits to the doctor are important to your health and the health of your family. Checking in with your doctor can help you or your child:

- **Prevent disease.**
- **Stay healthy.**
- **Get medical advice.**
- **Keep up to date with any needed vaccines and prescriptions.**

Alliance members can go see the doctor for a check-up at no cost. Call your doctor today to schedule an appointment for you or your child.

If you have questions about your health plan, call the Alliance Member Services Department, Monday through Friday, 8:00 a.m. to 5:30 p.m. at **800-700-3874**. If you need language assistance, we have a special telephone line to get an interpreter who speaks your language at no cost to you. For the Hearing or Speech Assistance Line, call **800-735-2929 (TTY: Dial 711)**.



Your Toddler Can Win an Alliance Health and Wellness Reward!

Be entered to WIN a **\$100** Target gift card! Complete the required vaccines by your child's 2nd birthday and be entered into a raffle for a chance to win!

Your child may be eligible for other health and wellness rewards. See our Health and Wellness Rewards webpage for more information.

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health