

Whole Child Model Family Advisory Committee

Meeting Agenda

Monday, September 11, 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: 211 576 742 884

Passcode: oyEjSS

[Download Teams](#) | [Join on the web](#)

Or call in (audio only): +1 323-705-3950

Phone Conference ID: 131 549 647#

En español:

número de teléfono: +1 323-705-3950

código de acceso: 205 735 196#

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 Monday, September 4, 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.).

.....

Meeting Agenda

MEETING ADMINISTRATION			
I.	Call to Order	Janna Espinoza	2 mins
II.	Roll Call	Kayla Zoloniak	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	15 mins
VI.	Recent Issues Impact on Members		20 mins
	1. Committee Member/Community Voice	Members	
	2. Community Based Organizations Updates	Community Based Organizations	
	3. Alliance Updates	Alliance Staff	
	- Meeting Packets in Mail		
	- San Benito County Expansion		
VII.	Pediatric Clinic Outreach	Janna Espinoza	10 mins
VIII.	SELPA Connections	Janna Espinoza	10 mins
REVIEW FUTURE AGENDA AND ACTION ITEMS			
IX.	Future Agenda Items	Lilia Chagolla	5 mins
X.	Review Action Items	Kayla Zoloniak	3 mins
XI.	Adjourn (end) Meeting	Janna Espinoza	2 mins

Next Meeting; Monday, November 6, 2023, at 1:30-3:00p.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.

.....

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.



Meeting Minutes

Monday, July 10, 2023

Teleconference Meeting

Members Present:

Cindy Guzman	Merced County – CCS WCM Family Member
Helois Junqueira, MD	Monterey County Provider
Janna Espinoza	WCM Family Member, WCMFAC Chair
Kim Pierce	Monterey County Local Consumer Advocate
Manuel López Mejia	Monterey County – CCS WCM Family Member

Members 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
Deardra Cline	Santa Cruz County – CCS WCMF Family Member
Frances Wong	Monterey County – CCS WCM Family Member
Irma Espinoza	Merced County – CCS WCM Family Member
Susan Skotzke	Santa Cruz – CCS WCM Family Member
Viki Gomez	Merced County – CCS WCM Family Member

Staff Present:

Bri Ruiz, RN	Interim Complex Case Management Supervisor – Pediatric
Dianna Diallo, MD	Medical Director
Gabina Villanueva	Member Services Supervisor
Jennifer Mockus, RN	Community Care Coordination Director
Kayla Zolinski	Community Engagement Administrative Specialist – Merced County
Kelsey Riggs, RN	Complex Case Management Supervisor
Kevin Lopez	Member Services Supervisor
Lee Xiong	Grievance Supervisor
Lilia Chagolla	Community Engagement Director
Maura Middleton	Administrative Assistant
Ronita Margain	Community Engagement Director-Merced County
Sarah Sanders	Grievance and Quality Manager

Guest:

Anna Rubalcava	Santa Cruz County
Christine Betts	Monterey County – Local Consumer Advocate
Paloma Barraza	Prospective New Committee Member

Susan Paradise

Santa Cruz County CCS Administrator, Director if Children and Family Health

1. Call to Order by Chairperson Espinoza.

Lilia Chagolla welcomed the group.

Janna Espinoza called the meeting to order.

WCMFAC Mission read in English/Spanish.

Committee introductions and roll call was taken.

2. Oral Communications.

Janna 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

Janna Espinoza opened the floor for approval of the meeting minutes of the previous meeting on May 8, 2023.

All committee members were given the meeting minutes prior to the meeting via USPS mail.

Minutes were approved with no further edits.

Regular Agenda Items:

4. CCS Advisory Group Representative Report

No report was given.

Next Advisory Board meeting is being held July 12, 2023.

5. Community Partner Feedback New Issues | Impact on Members – Open Forum

Member/Community Voice
Community Based Organizations
Alliance Updates

Susan Paradise, CCS Administrator for Santa Cruz County, informed the committee that they are putting together a resource guide which will also include after school activities. They are also about to start a 5 year Needs Assessment which will start in August.

Kim Pierce from San Andreas informed the committee about an annual summer festival happening on August 5th.

Janna Espinoza suggested that local pediatricians be contacted and provided information about CCS that they can share with their CCS members. It was suggested that members of the committee attend the Clinical Advisory Committee which is made up many pediatricians. A suggestion was to also visit

pediatrician offices. Lilia and Janna will work on a plan to develop a schedule of field visits to local pediatricians as well as connecting with the local SELPA groups.

Lilia updated the committee on the Redetermination process and the continuous coverage unwinding. The Alliance and County partners are participating in an awareness program to remind Medi-Cal recipients to submit their redetermination paperwork.

Lilia and Janna will work on a plan to develop a schedule of field visits to local pediatricians. And SELPA groups.

6. Enhanced Care Management

Jennifer Mockus presented the Enhanced Care Management and Community Supports program.

The ECM benefit will provide intensive whole-person care management and coordination to help address the clinical and nonclinical needs of Medi-Cal MCP's highest risk members.

MCPs will and oversee ECM benefits, identify target populations and assign them to ECM Providers who will be responsible for conducting outreach and coordinating and managing care across physical, behavioral and social service providers.

ECM services will be community-based with high-touch, on-the ground, face-to-face, and frequent interactions between members and ECM Providers.

Community Supports are cost-effective, health-supporting and typically non-medical activities that may substitute for State Plan-covered services.

DHCS plans to authorize 14 Community Supports categories, including housing transition and navigation services, respite care, day habilitation programs, and nursing facility transition support to Assisted Living Facilities or a home. Optional to MCPs - Highly encouraged by DHCS.

7. Grievance Reporting

Sarah Sanders presented on the Alliance Grievance and Appeal Report specific to Whole Child Model grievances and appeals.

The definition of a Grievance/Appeal was defined.

There were 28 cases in Monterey, 16 in Merced and 8 in Santa Cruz.

Genetic Testing Appeals made up some of the Appeals in each county.

Grievances were related to Transportation, Quality of Care and Provider Billing.

8. Review Action Items

Maura Middleton reviewed the actions items as listed on the meeting minutes.

9. Future Agenda Items

Present a proposal for reaching out to SELPA and Pediatricians

CCS Advisory Group Report from recent CCS Advisory Group Meeting, July 12th

Legislation that affects the CCS population

Adjourn:

The meeting adjourned at 3:00p.m.

The meeting minutes are respectfully submitted by Maura Middleton, Administrative Assistant

Next Meeting: Monday, September 11, 2023, at 1:30p.m.



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

1600 Green Hills Road, Ste. 101
Scotts Valley, CA 95066-4981
831-430-5500

950 East Blanco Road, Ste. 101
Salinas, CA 93901-4487
831-755-6000

530 West 16th Street, Ste. B
Merced, CA 95340-4710
209-381-5300

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health