

Whole Child Model Family Advisory Committee

Meeting Agenda

Monday, May 9, 2022

1:30 p.m. – 3:00 p.m.

Location: Videoconferencing using Microsoft Teams



Important notice regarding COVID-19: Based on guidance from the California Department of Public Health and the California Governor's Office, in order to minimize the spread of the COVID-19 virus, 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:
 - **Join on your computer or mobile app** [Click here to join the meeting](#)
 - **Or call in (audio only)** [+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 that are within jurisdiction of the commission or to address an item that is listed on the agenda may do so in one of the following ways.
 - a) Email comments by 11:00am on Wednesday, March 2, 2022 to WCMFAC@ccah-alliance.org
 - 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 five 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 five minutes.

MEETING ADMINISTRATION

- | | |
|--------------------------|----------------|
| I. Call to Order | Janna Espinoza |
| II. Roll Call | Maria Marquez |
| III. Oral Communications | Janna Espinoza |

CONSENT AGENDA

- | | |
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| IV. Approve WCMFAC Meeting Minutes from previous meeting. | Janna Espinoza |
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REGULAR AGENDA

- | | |
|------------------------------|----------------|
| V. Review WCMFAC Road Map | Lilia Chagolla |
| VI. Review WCMFAC Fact Sheet | Lilia Chagolla |
| VII. Bleeding Disorder | Ashley Gregory |



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

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|-------|--|--------------------------|
| VIII. | Community Partner Feedback COVID-19 Impact on Members <ul style="list-style-type: none">- Community Feedback- Organizational Updates- Alliance Updates | WCMFAC Committee Members |
| IX. | CCS Advisory Group Representative Report | Susan Skotzke |

REVIEW FUTURE AGENDA AND ACTION ITEMS

- | | | |
|------|-----------------------|----------------|
| X. | Future Agenda Items | Lilia Chagolla |
| XI. | Review Action Items | Maria Marquez |
| XII. | Adjourn (end) Meeting | Janna Espinoza |

Next Meeting; Monday, July 11, 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 \(thealliance.health\)](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. Committee meeting locations in Salinas and Merced are directly accessible by bus, however, until further notice all meetings are being online.



HEALTHY PEOPLE. HEALTHY COMMUNITIES.



(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

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Meeting Minutes

Monday, March 14, 2022

1:30p.m. – 3:00p.m.



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

Chairperson: Elsa Quezada, CCAH Board Member, Co=Chair

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

WCMFAC Committee Present: Ashley Gregory, Santa Cruz County – CCS WCM Family Member; Christine Betts, Monterey County – Local Consumer Advocate; Deadra Cline, CCS WCM Family Member

WCMFAC Committee Absent: Cindy Guzman, Merced County – CCS WCM Family Member; Cristal Vera, Merced County – CCS WCM Family Member; Cynthia Rico, Merced County – CCS WCM Family Member; Frances Wong, Monterey County – CCS WCM Family Member; Janna Espinoza, WCM Family Member; Viki Gomez, Merced County – CCS WCM Family Member; Manuel López Mejia, Monterey County – CCS WCM Family Member; Susan Skotzke, Santa Cruz – CCS WCM Family Member

CCAH Staff Present: Hilary Gillette-Walch, Quality and Population Health Manager; Jessie Newton, Care Coordination Manager, RN; Kelsey Riggs, RN, Complex Case Management Supervisor; Lee Xiong, Grievance Supervisor; Ronita Margain, Merced County Regional Operations Director; Tammy Brass, Utilization Management and Complex Case Management Manager – Authorizations, RN

Guest: Anna Rubalcava, Merced County Department of Public Health – CCS; 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 Elsa Quezada	<ul style="list-style-type: none"> Elsa, Committee WCMFAC Co-Chair called the meeting to order. 	
Roll Call Maria Marquez	<ul style="list-style-type: none"> Committee introductions and roll call was taken. 	
Oral Communications Elsa Quezada	<ul style="list-style-type: none"> Elsa Quezada, WCMFAC Co-Chair opened the floor for any members of the public to address the Committee on items not listed on the agenda. Lilia Chagolla, announced updates to the meeting invite as follows: <ul style="list-style-type: none"> Janna Espinoza, WCMFAC Chairperson has an excused absence. Elsa Quezada, WCMFAC Co-Chair will be chairing the meeting. 	



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	<ul style="list-style-type: none"> Grievance reporting will be presented by Lee Xiong and Tammy Brass, as Sarah Sanders will not be present. CCS Advisory Group Updates will be provided by Lilia Chagolla as Susan Skotzke is not present due to conflicting meetings. Ashley Gregory, WCMFAC member announced that the city of Scotts Valley will be declaring March is Bleeding Disorders Awareness Month at their City Hall meeting. 	
<p>Consent Agenda Items: Accept WCMFAC Meeting Minutes from Previous Meeting Elsa Quezada</p>	<ul style="list-style-type: none"> Elsa Quezada, WCMFAC Co-Chair opened the floor for approval of the meeting minutes of the previous meeting on January 10, 2022. <p>Motion to approve the consent agenda by Elsa Quezada, seconded by Deadra Cline.</p>	
<p>Update on Genetic Testing Grievance Reporting Lee Xiong & Tammy Brass</p>	<ul style="list-style-type: none"> Lee Xiong provided an overview of the agreement status effect to the Whole Child Model Program. Lee Xiong expanded on the definition of a grievance and an appeal. Grievances can be filled by phone when calling The Alliance Member Services department, electronically at The Alliance website, in person at any of The Alliance's offices, or in writing. Provider offices can also get the complaint or appeal and submit it to The Alliance. Interpretation and translation services are provided to members. These services are provided by the Alliance's Cultural and Linguistic services. Lee Xiong presented on the grievance and appeals data received in 2020 and 2021. Presented the percentage of data by county and the Whole Child Model grievance types. Tammy Brass covered the health services information related to the Whole Child Model. Expanded on the denials process. Elaborated on the denial types and ranking. Frequent reason for the denials is that there is 	



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	<p>no indication on how the testing will affect the prognosis or treatment. Largest volume was 8 denials in Q4 2021 for large panel Whole Exome Sequencing (WES). Alliance Policy: Large panel (WES) testing is almost never indicated, not recommended by the American College of Medical Geneticists. Most genetic tests received are approved and most of the requests are not for these large panel (WES) testing.</p>	
<p>Outreach Fact Sheet for WCMFAC Lilia Chagolla</p>	<ul style="list-style-type: none"> • Lilia Chagolla reviewed the proposed WCMFAC Fact Sheet. The fact sheet was created as a result from discussing the recruitment of potential members and the awareness in the Community and with the Community Based Organizations around the WCMFAC. • The fact sheet was created to have a document to widely share in the community to assure the families with children with special needs could either join the meetings or take part in the meetings. Inviting families to come and listen to the dialogue and be able to provide feedback or information around the information shared. Expanded on all sections of the fact sheet and presented the first draft. • Lilia Chagolla solicited feedback from the WCMFAC. Feedback was provided by the WCMFAC members. • Next Steps: Update the WCMFAC Fact Sheet with the feedback provided by the committee members. Submit the fact sheet to the Alliance's Communications department for formatting and approval. Once developed by the Communications department, bring the updated draft to the committee for a final revision and approval. • Once approved, the fact sheet will be submitted for translation and will be ready for distribution. 	
<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. • Organization Updates: 	<p>M. Marquez to share the survey</p>



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	<ul style="list-style-type: none"> - Susan Paradise, Manager, Family Health Programs at County of Santa Cruz shared that they continue to provide services to families in a hybrid model. In person services continue to be available for children who can't wear masks. COVID testing is available onsite, and they are providing N95 masks to the families. Interviewing for a new physical therapist as their current physical therapist was promoted to Medical Therapy Unit (MTU) Supervisor. Conducting a survey about families with children and youth with special health care needs. Asked that the survey be shared with WCMFAC Santa Cruz families. - Anna Rubalcava, Merced County Department of Public Health, shared that there a few case managers teleworking and their office still teleworking and currently working on a plan to transition staff back to the office. A new nurse has joined their office - Christine Betts, Monterey County shared they have been fully open for in person services for about nine months. They continue to do the health screening. Added that some families still choose not to come in and they are not quite comfortable coming in the office. They continue to offer telehealth as an option because it was found that it worked well for some children and families. • Alliance Updates: <ul style="list-style-type: none"> - Lilia Chagolla, Regional Operations Director for The Alliance expanded on The Alliance COVID-19 vaccination and outreach efforts. The DHCS incentive program ran from September 2021- February 28, 2022. The Alliance continues to incentive its members for receiving the COVID vaccine, this is exclusively funded by The Alliance. This incentive will be provided from March 1-May 	<p>link with WCMFAC Santa Cruz families.</p>



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	<p>31, 2022, to Alliance members that get a booster vaccine. A \$50.00 Target gift card Incentive will be provided at point-of-service during Pop-up vaccination clinics or will be mailed to members.</p> <ul style="list-style-type: none"> - Lilia Chagolla shared that The Alliance received the VIDA Champion Award for contributions in supporting the Monterey County community during the COVID-19 pandemic. - Lilia Chagolla shared that The Alliance also asked their Board to approve funding to support various counties with funding supplies, this includes COVID testing, masks, and pediatric masks. This was approved, and The Alliance is currently in the process of providing some funding for Merced, Monterey, and Santa Cruz County. - Hilary Gillette-Walch provided updates on COVID immunizations for Whole Child Model Members. The immunizations rates were shared for all three counties the Alliance serves. Shared the comparison data from November 2021 versus data collected in March. <ul style="list-style-type: none"> • Community Feedback: <ul style="list-style-type: none"> - Ashley Gregory WCMFAC member mentioned the impact on the mental health of the family members has been tremendous and hope for the community organizations help to support our members to address and/or assist with any struggles. 	
<p>CCS Advisory Group Representative Report Lilia Chagolla</p>	<ul style="list-style-type: none"> • L. Chagolla shared the following CCS Advisory Group updates: <ul style="list-style-type: none"> - Expanding representation of member to attend the meetings and to include members that are not currently in the Whole Child Model CCS Program. This means other counties that are going to potentially transition and partner with them. 	



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	<ul style="list-style-type: none"> - Shared that Ly Nguyen is no longer at the foundation and the new contact is Allison Gray. Allison will now be facilitating the committee. - The Committee discussed the rollout of the Medi-Cal RX program and shared that families continue to have issues with their prescriptions. 	
Other Business WCMFAC Meetings Roundtable Discussion	<ul style="list-style-type: none"> • The committee discussed the way of continuing the WCMFAC meetings. It was proposed that the meetings can be held in person with an option to teleconference if members cannot attend in person. • This topic will be further discussed at the next meeting on May 9, 2022. 	
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 • Review updated WCMFAC Fact Sheet – Lilia Chagolla, Regional Operations Director • Bleeding Disorders – Ashley Gregory, WCMFAC Member 	
Review Action Items Maria Marquez	<ul style="list-style-type: none"> • Maria Marquez reviewed the action items. 	
Adjourn (end) Meeting Elsa Quezada	The meeting adjourned at 2:48p.m.	
Minutes Submission	The meeting minutes are respectfully submitted by Maria Marquez, Administrative Specialist	

Next Meeting: Monday, May 9, 2022, at 1:30p.m.



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.
- 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.