

# Whole Child Model Family Advisory Committee

## Meeting Agenda

**Monday, September 13, 2021**

**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, 917730144#](#)  
Phone Conference ID: 917 730 144# [Find a local number](#) | [Reset PIN](#)
  - **En español:** número de teléfono: [+1 323-705-3950, 528878197#](#)  
código de acceso: 528 878 197#
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, September 8, 2021 to [WCMFAC@ccah-alliance.org](mailto: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

- |  |                |
|--|----------------|
| IV. Approve-CMFAC Meeting Minutes from previous meeting. | Janna Espinoza |
|--|----------------|

### REGULAR AGENDA

- |  |                          |
|--|--------------------------|
| V. WCMFAC Brochure Flyer Outcomes                            | Lilia Chagolla           |
| VI. New! Alliance Website                                    | Sky Collins              |
| VII. Community Partner Feedback   COVID-19 Impact on Members | WCMFAC Committee Members |
| VIII. CCS Advisory Group Representative Report               | Susan Skotzke            |



**HEALTHY PEOPLE. HEALTHY COMMUNITIES.**

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### 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 8, 2021 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.

\*\*\*\*\*  
*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](mailto: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](http://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 Family Advisory Committee Meeting

## Meeting Minutes

Monday, July 12, 2021

1:30p.m. – 3:00p.m.



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

**Chairperson:** Elsa Quezada, Vice-Chair and Monterey County Board Member

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

**WCMFAC Committee Present:** Deadra Cline, CCS WCM Family Member; Irma Espinoza, Merced County – CCS WCM Family Member; 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; 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; Kim Pierce, Monterey County – Local Consumer Advocate; Lori Butterworth, Santa Cruz County – Local Consumer Advocate

**CCAH Staff Present:** Dianna Diallo, Medical Director; Gabina Villanueva, Members Services Supervisor; Jennifer Mockus, RN, Community Care Coordination Director; Jessie Newton, Complex Case Management Supervisor – Pediatric; Linda Gorman, Communications Director; Ronita Margain, Regional Operations – Merced County

**Guest:** Christine Betts, Monterey County – Local Consumer Advocate; Jose, Special Kids Connect

Agenda Topic	Minutes	Action Items
<b>Meeting Administration</b> Lilia Chagolla	<ul style="list-style-type: none"> <li>Lilia Chagolla, Regional Operations Director (ROD) welcomed the group.</li> </ul>	
<b>Call to Order</b> Elsa Quezada	<ul style="list-style-type: none"> <li>Elsa Quezada, Committee Vice-Chair called the meeting to order at 1:04p.m.</li> </ul>	
<b>Roll Call</b> Maria Marquez / Lilia Chagolla	<ul style="list-style-type: none"> <li>Committee introductions and roll call was taken.</li> </ul>	
<b>Oral Communications</b> Elsa Quezada	<ul style="list-style-type: none"> <li>Elsa Quezada, Committee Vice-Chair opened the floor for any members of the public to address the Committee on items not listed on the agenda. No members of the public addressed the Committee.</li> <li>Elsa Quezada, Committee Vice-Chair opened the floor for members/staff in attendance to make comments.</li> </ul>	
<b>Consent Agenda Items:</b> <b>Accept WCMFAC Meeting Minutes from Previous Meeting</b>	<ul style="list-style-type: none"> <li>Elsa Quezada, Committee Vice-Chair opened the floor for approval of the meeting minutes of the previous meeting on May 10, 2021.</li> </ul>	



# Whole Child Model Family Advisory Committee Meeting

## Meeting Minutes

Monday, July 12, 2021

1:30p.m. – 3:00p.m.



Agenda Topic	Minutes	Action Items
Elsa Quezada	Motion to approve the consent agenda as presented. Seconded and passed unanimously.	
<b>Regular Agenda Item</b>  <b>CalAIM Enhanced Care Management (ECM) and In Lieu of Services (ILOS)</b> Jennifer Mockus, Central California Alliance for Health	<ul style="list-style-type: none"> <li>Jennifer Mockus presented on the CalAIM Enhanced Care Management (ECM) and In Lieu of Services (ILOS).</li> <li>What is Enhanced Care Management (ECM) <ul style="list-style-type: none"> <li>- ECM will be a Medi-Cal benefit beginning January 1, 2022</li> <li>-High-touch, face-to-face work in the community with frequent member contact</li> <li>-Extends beyond standard case management, care coordination and disease management activities</li> <li>-Person-centered, goal-oriented, and culturally relevant</li> <li>-Services are arranged through community-based providers</li> <li>-Integrated with other care coordination processes. ECM assumes primary responsibility for all primary, acute, behavioral, developmental, oral, and long-term services and supports, regardless of setting</li> </ul> </li> <li>Further outlined the goals, eligibility, and population focus.</li> <li>In Lieu of Services (ILOS) overview. Listed the 14 ILOS services and planning.</li> <li>Presented on the Whole Person Care Pilot (WPC) that began in 2017 throughout the state.</li> <li>Shared implementation timeline for ECM and ILOS for counties with Whole Person Pilots (Santa Cruz and Monterey) <ul style="list-style-type: none"> <li>-January 1, 2022 - Alliance launches ECM benefit for 2022 populations of focus that align with the populations currently served by the WPC Pilots</li> <li>-Alliance automatically transitions Members currently served by WPC or in the process of enrolling in WPC into ECM and reassess within 6 months</li> </ul> </li> </ul>	

# Whole Child Model Family Advisory Committee Meeting

## Meeting Minutes

Monday, July 12, 2021

1:30p.m. – 3:00p.m.



Agenda Topic	Minutes	Action Items
	<ul style="list-style-type: none"> <li>-Alliance may begin offering ILOS as prescribed by WPC pilots</li> <li>-January 1, 2023 – Alliance expands ECM for three of the remaining populations of focus</li> <li>-July 1, 2023 – Alliance expands ECM to all populations of focus, including Children and Youth</li> <li>• Shared implementation timeline for counties without Whole Person Care Pilots (Merced)               <ul style="list-style-type: none"> <li>-January 1, 2022 – Alliance may begin offering ILOS in alignment with their service area</li> <li>-July 1, 2022 – Alliance begin implementation of ECM</li> <li>-January 1, 2023 – Alliance expands ECM to three other populations of focus</li> <li>-July 1, 2023 – Alliance expands ECM to all populations of focus, including Children and Youth</li> </ul> </li> <li>• Elsa Quezada, Committee Vice-Chair requested the percentage of Alliance members that will be receiving the services and the breakdown by county.</li> <li>• Elsa Quezada, Committee Vice-Chair share her disappointment on having the Children component implemented a year later. Suggested for the Committee Members to start gathering questions and watch how phase I evolves. Suggested being part of in sharing feedback.</li> <li>• Elsa Quezada, Committee Vice-Chair asked that this topic comes back to this meeting and provide further information on the children component. Jennifer Mockus added that she and Susan Skotzke attend the WCM Stakeholder meetings where this topic may be further discussed, and additional information may be given. They can bring additional information as it becomes available.</li> </ul>	



# Whole Child Model Family Advisory Committee Meeting

## Meeting Minutes

Monday, July 12, 2021

1:30p.m. – 3:00p.m.



Agenda Topic	Minutes	Action Items
<b>WCMFAC Brochure Development – Updated Draft</b> Lilia Chagolla	<ul style="list-style-type: none"> <li>Lilia Chagolla, ROD presented an updated draft of the WCMFAC flyer.</li> <li>Solicited feedback and edits to the WCMFAC flyer. Committee members provided feedback and edits to the flyer.</li> <li>Solicited members to identify 1-3 organizations to share the flyer digital via email.</li> <li>Next steps are to update the flyer and provide a final version to the Committee Members via email with links to the flyers. Flyers are to be shared with Community Based Organizations and well as WCM parents of newly diagnosed children.</li> <li>Manuel López Mejia, Committee Member requested printed copies of the flyer as he does not have access to technology and or resources to print the flyer.</li> <li>Committee Members to share feedback on the distribution of the flyer at the next WCMFAC meeting scheduled for September 2021.</li> </ul>	<p>Lilia Chagolla to update the flyer with the suggested edits.</p> <p>Final version to be delivered to Committee members via email and provide an email template for distribution.</p> <p>Maria Marquez to connect with Manuel López Mejia to discuss printed flyers and best way to distribute.</p>
<b>Community Partner Feedback   COVID-19 Impact on Members</b>	<ul style="list-style-type: none"> <li>Open forum for Committee members to share COVID-19 impact.</li> <li>Susan Skotzke, Committee Member voice her personal struggles and voiced her desired for system improvements in having a portal access that can provide patient history and patient needs. This will be extremely helpful to have and be able to access the information when needed.</li> </ul>	
<b>CCS Advisory Group Representative Report</b> Susan Skotzke	<ul style="list-style-type: none"> <li>No updates shared as the CCS Advisory Group meeting is scheduled for July 14, 2021.</li> <li>Lilia Chagolla ROD communicated on the interest of FAC members attending any of the meetings as a WCMFAC representative and asked committee member to share any agenda topics or concerns they would like address at the CCS Advisory Group meetings.</li> </ul>	



# Whole Child Model Family Advisory Committee Meeting

## Meeting Minutes

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Agenda Topic	Minutes	Action Items
<b>Other Business</b>	<ul style="list-style-type: none"> <li>Linda Gorman, Communications Director for Central California Alliance for Health briefly shared on the new Alliance website rebuilt.</li> <li>New URL is <a href="http://www.thealliance.health">www.thealliance.health</a>. Previous URL will automatically redirect to new URL.</li> <li>Website enhancements for easier navigation, search tool, member and provider sections improved, new community section.</li> <li>Handout of member section of the website to be included to the WCMFAC Meeting packet.</li> <li>Some Committee Members voiced that they had not received their WCMFAC meeting packets in a timely manner, others did not receive the packet. It was suggested that the packets be mailed sooner to ensure timely delivery.</li> <li>Irma Espinoza, Committee Member shared a change of address.</li> </ul>	<p>M. Marquez to ensure meeting packets are mailed out sooner.</p> <p>M. Marquez to connect with Committee Member Irma Espinoza to update change of address on file.</p>
<b>Future Agenda Items</b> Lilia Chagolla	<ul style="list-style-type: none"> <li>New Alliance Website – Linda Gorman</li> <li>Continue the conversation on Portal Discussion – Lilia Chagolla</li> <li>WCMFAC Flyer outcomes – Committee Members Feedback</li> <li>Alliance Grievance team – The Alliance designee</li> </ul>	
<b>Review Action Items</b> Maria Marquez	<ul style="list-style-type: none"> <li>Maria Marquez reviewed the action items.</li> </ul>	
<b>Adjourn (end) Meeting</b> Elsa Quezada	The meeting adjourned at 3:04p.m.	
<b>Minutes Submission</b>	The meeting minutes are respectfully submitted by Maria Marquez, Administrative Specialist	


*Next Meeting: November 8, 2021 at 1:30p.m.*







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 <p>WCMFAC Meeting AGENDA</p>	<p><b>Agenda:</b></p> <ol style="list-style-type: none"><li>1. Features and Benefits</li><li>2. Demo</li><li>3. Questions &amp; Answers</li></ol> <p>2</p>
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# Features and Benefits / Demo


Sky Collins, Web and Digital Media Developer  
Communications Department

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## Our Website has a **New Look** and **New Features!**

Availability across devices. Easily view information on your smartphone, tablet or computer.



Visit us at [www.thealliance.health](http://www.thealliance.health)

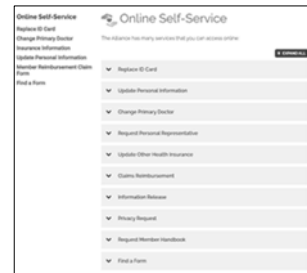
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## OUR WEBSITE **Features and Benefits for Members**

- Find out about any recent changes in benefits and other news from the Alliance.
- Always see the contact numbers for Member Services and links to important resources.
- Use our online self-service features to replace an Alliance Member ID card if yours is lost or stolen, update your personal information, request a new primary care provider and more!



Visit us at [www.thealliance.health](http://www.thealliance.health)

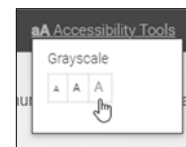
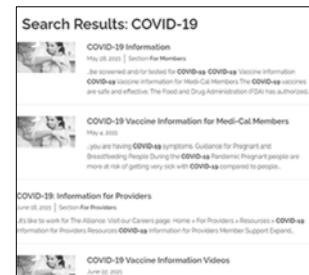
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## OUR WEBSITE **Features and Benefits for Members**

- New categories to organize information.
- Easier for members to scan and locate what they looking for.
- Use our search tool to find the information you are looking for.
  - For example: Searching for COVID-19 Information
- Switch the language of our website from English to Spanish or Hmong.
- Make the size of the words on the page larger or convert site to grayscale.



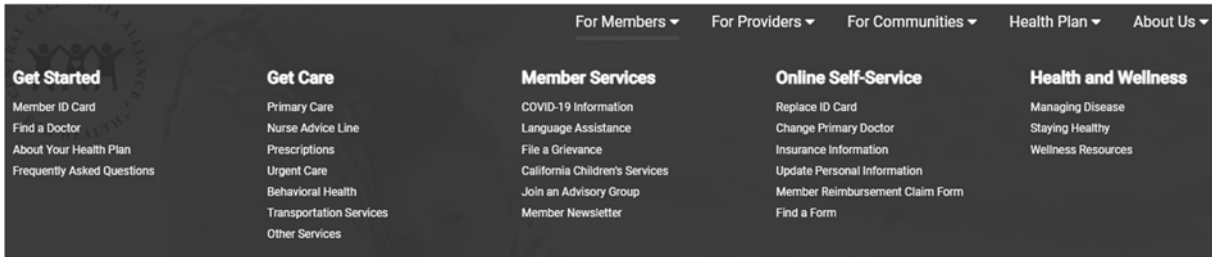
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## OUR WEBSITE Find Information Easily



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## Questions & Answers

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