



# San Joaquin & Stanislaus Counties Q1 Community Advisory Committee Meeting

March 19, 2026 Minutes

## ATTENDEES

California Health Collaborative: Argelia Flores - Health Educator, Michelle Outlaw - Health Educator, Jose Montoya - Senior Director of Strategy	10 Medi-Cal Members
Little Manila Rising: Elaine Labson - Deputy Director, Quincel Quiambao - Co-Director	
SJ Health Center: Joan Singson - Director, Population Health Management	
Salvation Army: Juleeann Fisher - STPHH Program Coordinator	
West Modesto Community Collaborative: Perfecto Munoz - CEO	
Stanislaus County HSA Public Health Division: Sharrie Sprouse - Program Coordinator	

## HEALTH NET ATTENDEES

Pao Houa Lee, Vernell Shaw III, Perry Shelton, Sarika Kasaraneni, Anabel Jayme, Monica Nagle, Ayleen Dimailig, Matt Anderson, Amber Kemp, Anni Newman, & Sydney Turner

*The purpose of the Community Advisory Committees is to empower members to bring their voices to the table to ensure Health Net is actively driving interventions and solutions to build more equitable care. The CAC advocates for Health Net members by ensuring that Health Net is responsive to their diverse health care needs.*

AGENDA ITEM	DISCUSSION	NEXT STEPS / ACTION	OWNER
Call to order, Introductions, & Agenda Overview	<ul style="list-style-type: none"> <li>• Call to order at 12:02pm.</li> <li>• Committee members and Health Net staff introduced themselves.</li> </ul>	N/A	N/A
Health Net's Commitment to Member Retention Amid Medi-Cal Coverage and Access Changes	<p>Amber Kemp (Vice President, Medi-Cal Strategy, Execution, &amp; Engagement) and Monica Nagle (Director, Enrollment &amp; Retention) presented on Health Net's commitment to supporting Medi-Cal member retention amid upcoming federal and state policy changes. Potential impacts discussed included funding uncertainty, Medi-Cal financing disruptions, and state budget pressures. A timeline of Medi-Cal eligibility changes was shared, with most changes anticipated to take effect in January 2027. Health Net highlighted collaboration with providers, counties, and community-based organizations, including targeted outreach, enrollment assistance, and technology investments to reduce administrative burden on members. Health Net also noted</p>		

	<p>partnerships with clinics, provider offices, and community-based organizations.</p>		
<p>Engaging Stakeholders on Health Net's Services to Address Social Needs</p>	<p>Sarika Kasaraneni (Health Equity Director) walked the committee through a series of polls to gather feedback on services designed to address social needs. The committee was polled on the following services: housing transition and navigation services, community health worker services (CHW), and doula services.</p> <p>Results indicated limited familiarity with available services across all three areas. For housing services, the most commonly identified challenge was not knowing where to go for help, followed by difficulty with paperwork, long wait times, language or communication barriers, transportation challenges, and lack of trust based on prior experiences. Members identified ongoing guidance throughout the process and help finding housing options as the most helpful forms of support and expressed a preference for a mix of in-person and remote services. Factors that would increase engagement included clear explanations of how services work, knowing services are free or covered, support from someone who understands the member's situation, assistance in a preferred language, and recommendations from trusted organizations. CHW and doula polling similarly reflected low awareness and limited utilization, with reported barriers primarily related to lack of information about available services and difficulty navigating access, while several respondents indicated no barriers when services were used.</p>		
<p>Member Experience Survey and Its Importance</p>	<p>Matt Anderson (Program Manager III) explained the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey and its purpose of identifying areas of improvement for Health Net and its providers.</p> <p>CAHPS polling was conducted to assess overall member experience with Health Net and reflected predominantly satisfied or very satisfied responses, with some neutral ratings. Open-ended feedback identified opportunities for improvement related to</p>		

	limited provider availability (including optometry and dental services), challenges navigating the Health Net website and locating information on available resources, the need for clearer and more centralized communication about services, and improved coordination among multiple providers.		
Health Equity Department Work Plan and Program Description	Pao Houa Lee (Senior Health Equity Specialist) presented the Health Equity Department's work plan and program description. Key achievements included providing interpretation services, health literacy training, and cultural competency training. The 2026 work plan highlighted staff and provider trainings, expanding interpretation services, and updating for national accreditation program changes.		
Digital Health Education Resources	Anabel Jayme (Program Manager II) presented Health Net's digital health education resources available to members and community partners, including the Krames Online Library, HealthHub, and other digital health education resources featuring articles, videos, webinars, and interactive content. QR codes were shared to access resources, which are available in English and Spanish and include content for adult and pediatric populations.		
Community Sharing/Open Forum	Committee members were invited to share items for Community Sharing/Open Forum. Members requested support.  Meeting was adjourned at 2:00pm.		

### **NEXT MEETING**

**Date:** Thursday, June 11, 2026

**Time:** 12pm – 2pm

**Location:** <https://centene.zoom.us/meeting/register/GKm0CCHRRaa74eUKTDBgEQ>

\*\*\* If you can't join on Zoom and need a call-in number, please reach out to us at 916-935-9761 or [CommunityAdvisory@centene.com](mailto:CommunityAdvisory@centene.com) \*\*\*

