



Tulare County Q2 Community Advisory Committee Meeting

June 9, 2026 Minutes

ATTENDEES

California Farmworker Foundation: Gabrielle Kirkland - Director of Grants, Jose Flores - Program Analyst	14 Medi-Cal Members
Family Services of Tulare County: Monica Grijalva	3 D-SNP Members
Healthy Start Family Resource Center: Sandra Escudero - Project Manager	
Kaweah Health: Crystal Ortiz - Nursing Manager, JC Palermo - Director of Physician Recruitment and Relations, Sonia Duran-Aguilar - Director of Population Health	
The Source LGBT Center: Rudy Aguilar - PrEP Navigator	
Tulare County Health Care Centers: Ercilia (Ercy) Montemayor - Clinic Coordinator	
Tulare County HHSA: Tiffany Ibarra - Health Education Specialist	
Tulare County Public Health: Laura Villar - Administrative Specialist Tulare County Public Health, Luis Cortez - Public Health Coordinator	

HEALTH NET ATTENDEES

Alejandro Leal, Amber Kemp, Ayleen Dimailig, Garrick Wong, Pao Houa Lee, Perry Shelton, Sydney Turner, Tony Gonzalez, & Pallavi Sharma

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	• Call to order at 12:02pm. • Committee members and Health Net staff introduced themselves.	N/A	N/A
Language Assistance Program	Pao Houa Lee (Senior Health Equity Specialist) provided an overview of the language assistance program and described the different types of interpretation services, including face-to-face, telephone, video, and sign language interpretations. She explained the various language assistance services, including written translations, oral translations, and alternate formats. The importance of filing grievances if language needs are not met is emphasized. Additionally, Ms. Lee explained the process		

	for scheduling interpreters and the availability of interpretation services 24/7. The committee shared they are seeing more Mexican Indigenous Languages like Triqui, Mixteco, Nahutal in the community.		
Health Net Population Health Management & Community Reinvestment Update	Tony Gonzalez (Regional Program Manager) discussed the Community Reinvestment Plan (CRP), including its alignment with the Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP). Mr. Gonzalez shared that the committee will have an opportunity to comment on Health Net's CRP during the ad hoc meeting on July 23, 2026 from 2pm – 3pm.		
CAC Updates	Ayleen Dimailig (Program Manager, Community Advisory Committee) shared links to Find a Provider and the CAHPS survey results which were items committee members requested from the last meeting.		
Community Sharing/Open Forum	Committee members were invited to share items for Community Sharing/Open Forum. Members requested support. Meeting was adjourned at 1:30pm.		

UPCOMING MEETINGS

Community Reinvestment Plan Ad Hoc CAC Meeting

Date: Thursday, July 23, 2026

Time: 12pm – 1:00pm

Location: <https://centene.zoom.us/meeting/register/y6RoPaa7TCyQilKmfV4rNw>

*** 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 ***

Q3 CAC Meeting

Date: Tuesday, September 22, 2026

Time: 12pm – 1:30pm

Location: TBA

*** 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 ***

