



# Sacramento County Q3 Community Advisory Committee Meeting

September 5, 2024 Minutes

## ATTENDEES

Karen Duenas: La Familia Counseling Center - Health and Wellness Manager	Concerned Citizen	Jillian Marks: Community Health Works - Director of CalAIM	Brenna Rizan: Be Mom Aware - Executive Director
Sandra Simpson: CA Black Health Network - Business Operations Manager	Jessica Walker: Be Mom Aware - Director of Operations	Serena Durand: Best Buddies - Manager, Job Development	Anthony Costanzo: Planned Parenthood Mar Monte - Director of Payor Management
Peter Mendoza: State Council on Developmental Disabilities - Community Program Specialist II	Phung Vuong: Asian Resources Inc. - Program Coordinator	Medi-Cal Member 1	Medi-Cal Member 2
Medi-Cal Member 3	Medi-Cal Member 4	Medi-Cal Member 5	Medi-Cal Member 6
Medi-Cal Member 7	Medi-Cal Member 8	Medi-Cal Member 9	Medi-Cal Member 10
Medi-Cal Member 11	Medi-Cal Member 12	Medi-Cal Member 13	

## HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Mia Manic, Vernell Shaw III, Cassandra Velez, Sharon Rushing, and Annesha Land

*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 12:10pm.</li><li>• Committee members and Health Net staff introduced themselves.</li></ul>	N/A	N/A
Resource Presentation: Community HealthWorks	Jillian Marks (Director of CalAIM, Community HealthWorks) gave an overview of CalAIM and Community HealthWorks' Community Health Worker (CHW) model. She shared insights on how CHWs support Members and shared how the community can connect with the organization. The committee was very appreciative of the overview and work Community Health Work's provides Sacramento. Lastly, she shared information on an upcoming event – Health Community Day on 10/19/2024 at the Fruitridge Community Collaborative (4625 44 <sup>th</sup> St. Sacramento, CA 95820)	N/A	N/A

<p>Diversity, Equity, and Inclusion (DEI) Training Program</p>	<p>Sharon Rushing (Senior Health Equity Specialist) reviewed Health Net's DEI trainings for providers and staff as required by DHCS. Committee provided feedback on the 4 trainings -</p> <ul style="list-style-type: none"> <li>• Advancing Health Equity: Understanding Drivers and Increasing Accountability <ul style="list-style-type: none"> <li>○ Emphasis on community-based services and using plain language to enhance understanding.</li> <li>○ Acknowledgment that culture drives health equity and is not a monolithic concept; it intersects with other topics.</li> <li>○ Address concerns about barriers from providers - i.e. if late for an appt., will have to reschedule - need a safety net.</li> </ul> </li> <li>• Language Assistance Program/Services and Health Literacy <ul style="list-style-type: none"> <li>○ Preference for in-person interpreters over digital like iPads or telephonic services because they are seen as more effective in overcoming language barriers.</li> <li>○ Recognition of the need for cultural competency in communication, especially concerning medical terminology.</li> <li>○ Importance of "teach back" methods to ensure understanding with patient.</li> </ul> </li> <li>• Cross-Cultural Communication and Competent Care for Diverse Populations <ul style="list-style-type: none"> <li>○ Providers should be knowledgeable about the diverse needs of their members.</li> </ul> </li> <li>• Transgender, Gender Diverse Inclusive and Affirming Care <ul style="list-style-type: none"> <li>○ Confirmation from committee that trainings fulfill needs.</li> </ul> </li> </ul> <p>When committee was asked if they have any other suggestions or recommended trainings, committee members suggested to address inclusive hiring practices for individuals with IDD/DD, discussing religious beliefs (if not already addressed in HEQ trainings). When committee was asked what health-related social needs should be addressed, they mentioned Meals on Wheels and operational</p>	<p>N/A</p>	<p>N/A</p>
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	issues (i.e. PCP doesn't answer phone or respond to messages).		
SB 1019 / APL 24-XXX: Non-Specialty Mental Health Services: Member Outreach, Education, and Experience Requirements	<p>Sydney Turner (Director, Public Policy) reviewed Senate Bill 1019, a new requirement that addresses the historic underutilization of Non-Specialty Mental Health Services (NSMHS) by ensuring Members and PCPs are aware of all covered NSMHS. Health Net requested the committee's feedback on the development and implementation of an annual outreach and education plan for Members and PCPs about covered NSMHS.</p> <ul style="list-style-type: none"> <li>• Committee shared concerns that current screening tools don't effectively gather specific information, suggesting more targeted questions.</li> <li>• There is a need for resources that address mental health support beyond immediate crises.</li> <li>• Materials the Plan develops need to be printer friendly and in plain language that resonates with community members.</li> <li>• Committee recommends clearer communication about what individuals can expect when seeking help, including the process of accessing services and expected timing.</li> <li>• Committee suggests eliminating stigmatizing language and practices in the referral process.</li> </ul>	N/A	N/A
Population Needs Assessment & Local SMART goal	<p>Sydney Turner shared information on the new Population Needs Assessment, which is a collaboration with other plans and local health department to identify the priority needs of the community. Vernell Shaw III (Director, Medi-Cal Regional Lead) shared Sacramento's SMART goal with the committee and requested feedback – From January 2024-December 2024, this goal will focus on providing the homeless population in Sacramento with resources for housing. By stabilizing housing, the Local Health Departments (LHD) and MCPs will also seek to improve behavioral health follow up for adults and screenings for pediatrics by 5%.</p> <ul style="list-style-type: none"> <li>• Committee shared that intermediate housing has poor conditions,</li> </ul>	N/A	N/A

	<p>emphasizing that unsanitary environments hinder mental health.</p> <ul style="list-style-type: none"> <li>• There is a need for mobile clinics to provide accessible services or transportation to appointments.</li> <li>• There is also a need for a centralized system to improve access to appointments and transportation.</li> <li>• Committee members shared challenges such as security deposits, credit checks, and issues with Uber transportation.</li> <li>• Committee emphasized that labeling individuals by diagnosis should not be a barrier to access.</li> <li>• Committee suggested broadening the transportation services to cover more than just appointments.</li> <li>• Committee proposed allowing contracted providers to file grievances on behalf of members.</li> </ul>		
Community Sharing/Open Forum	<p>Committee members were invited to share items for Community Sharing/Open Forum. Members requested support.</p> <p>An individual from the community expressed dissatisfaction in accessing the in-person meeting. Meeting was adjourned at 1:40pm.</p>	Will send out requested information to Members.	Program Manager of Community Advisory Committees

## **NEXT MEETING**

**Date:** Thursday - December 12, 2024

**Time:** 3pm – 4:30pm

**Location / Dial-in #:**

<https://centene.zoom.us/j/95616344000?pwd=wEQYyRra2CpEcBScB1MSph5u2f7L0C.1>

(669) 444-9171

(646) 931-3860

**Meeting ID:** 956 1634 4000

**Passcode:** 129754

