



Stanislaus and San Joaquin Q1 Community Advisory Committee Meeting

March 26, 2024 Minutes

ATTENDEES

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| Medi-Cal Member 37 | Jake Souza: Stanislaus County Health Services Agency - Public Information Technician | Pa Kou Cha: California Connect - Outreach Specialist |
| Jim Stokes: Salvation Army Modesto Corps. - Shelter Director | Jenny: Salvation Army Modesto Corps | Leslie Shelton: CA Health Collaborative - First 5 Project Director |
| Elizabeth Guerrero: El Concilio - Outreach Supervisor | Anthony Costanzo: Planned Parenthood Mar Monte - Director of Payor Management | Valerie Vecente: Sierra Vista Child & Family Services - Program Coordinator |
| Justin Phillips: Modesto Gospel Mission - Programs Manager | Deenpal Kaur: Stanislaus County Health Services Agency - Health Equity Educator | Breanna Williams: San Joaquin County Public Health Services - Public Health Educator |
| Medi-Cal Member 38 | Tivoli Walker: Public Health Advocates - Director of Local Policy, San Joaquin County Programs | Perfecto Munoz: West Modesto Community Collaborative - CEO |
| Sharrie Sprouse: Stanislaus County HSA Pubic Health Division - Program Coordinator | | |

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Dr. Pooja Mittal, Frances Arce, Jamey Mann II, Matt Anderson, Pao Houa Lee, Perry Shelton Jr., and Eliana Argueta

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, Meeting Minutes Approval, & Agenda Overview | <ul style="list-style-type: none"> • Call to order at 12:03pm. • Members and HN staff introduced themselves. • Q3 2023 meeting minutes approved by committee. | N/A | N/A |
| CAC Recommendations Update | Sydney Turner (Director of Public Policy) reviewed the draft of the 'Member Rights' one-page resource with the committee, thanked them for their feedback, and informed them that the one-pager will go through an approval process for dissemination. | N/A | N/A |
| Cultural Appropriateness of Messaging | Jamey Mann II (Senior Writer, Communications) presented Health Net's approach on developing marketing materials | N/A | N/A |

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| | <p>that are culturally appropriate, easy to read, and informative.</p> <ul style="list-style-type: none"> • Committee members confirmed Health Net's approach in developing inclusive materials. | | |
| Member Experience Survey and Why It's Important | <p>Frances Arce (Program Manager III, CAHPS) and Matt Anderson (Program Manager III, CAHPS) reviewed the CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey, Health Net's scores, and how Health Net uses the results.</p> | CAHPS team to inform vendor of suggestion from CAC. | CAHPS PMs |
| Health Equity Workplan and Social Needs | <p>Pao Houa Lee (Senior Health Equity Specialist) reviewed the Health Equity department's 2024 workplan, highlights from the 2023 workplan, and went over FindHelp Community Connect and the goals related to social needs. Committee members were polled on the FindHelp Community Connect strategy.</p> | N/A | N/A |
| Community Sharing/Open Forum | <p>Committee members were invited to share items for Community Sharing.</p> <ul style="list-style-type: none"> • Meeting was adjourned at 1:36pm. | Will send out requested information to Members. | Ayleen Dimailig |

NEXT MEETING

Date: Thursday - June 20, 2024

Time: 12pm – 1:30pm

Location / Dial-in #: Join via Zoom at

<https://centene.zoom.us/j/97715286660?pwd=QzJ4cWISUS9iRk1TUGtVNIUxckZ1dz09>

or

Call in: **669.444.9171** or **646.931.3860** then enter **Meeting ID: 977 1528 6660**