



# San Joaquin and Stanislaus Q3 Community Advisory Committee Meeting

September 30, 2024 Minutes

## ATTENDEES

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| Perfecto Munoz: West Modesto Community Collaborative - CEO                              | John Bodtker: CA Health Collaborative - Director, CalAIM Programs                   | Jake Souza: Stanislaus County Health Services Agency - Public Information Technician |
| Tran Nguyen: Family Resource Center, Director of Community Resource & Referral Programs | Sharrie Sprouse: Stanislaus County HSA Public Health Division - Program Coordinator | Justin Phillips: Modesto Gospel Mission - Programs Manager                           |
| Jim Stokes: The Salvation Army Modesto Corps - Shelter Director                         | Dr. Inés Ruiz-Huston: El Concilio - VP, Civic Engagement                            | Jeffrey Lewis - Legacy Health Endowment, President & CEO                             |
| Carmen Andrade: Healthcare Options  | Medi-Cal Member 35  | Medi-Cal Member 36   |
| Medi-Cal Member 37  | Medi-Cal Member 38  |  |

## HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Dr. Pooja Mittal, Eliana Argueta, Sharon Rushing, and Pao Houa Lee

*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   |
| Resource Presentation: California Health Collaborative  | John Bodtker (CalAIM Program Director, California Health Collaborative) gave an overview of CalAIM Enhanced Care Management (ECM) and Community Supports (CS) offered by the California Health Collaborative within the region. He shared a Member success story and how folks can connect with the organization. The committee appreciated the overview and the services offered. One Member asked to connect off-line to see if they were eligible for the available services. The California Health Collaborative contact information and website was shared with the committee. | N/A                 | N/A   |
| Diversity, Equity, and Inclusion (DEI) Training Program | <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</li> </ul>  |                     | N/A   |

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|  | <ul style="list-style-type: none"> <li>○ Stigma against JI population and their barriers to getting the care they need.</li> <li>○ Health providers must understand their own diverse background. Also, work on specific cultural competencies with doctors. It is key to understand their spectrum on diversity and cross-cultural understanding.</li> <li>● Language Assistance Program/Services and Health Literacy <ul style="list-style-type: none"> <li>○ No additional feedback on training topics</li> </ul> </li> <li>● Cross-Cultural Communication and Competent Care for Diverse Populations <ul style="list-style-type: none"> <li>○ Communicating with patients with IDD/DD.</li> </ul> </li> <li>● Transgender, Gender Diverse Inclusive and Affirming Care <ul style="list-style-type: none"> <li>○ No additional feedback on training topics.</li> </ul> </li> <li>● When committee was asked if they have any other suggestions or recommended trainings, committee members suggested to address: <ul style="list-style-type: none"> <li>○ Trauma-informed care</li> <li>○ Justice-involved population</li> <li>○ Need more mobile doctors and nurses that can support locally during evenings and weekends.</li> <li>○ A partnership between Legacy Health Endowment and EI Concilio to develop a DEI document was suggested that is aimed at raising awareness and sharing with non-profits.</li> </ul> </li> <li>● When committee was asked what health-related social needs should be addressed, they mentioned: <ul style="list-style-type: none"> <li>○ Healthcare providers to come to the community</li> <li>○ Housing and food insecurity</li> <li>○ Provider hours do not meet community needs.</li> <li>○ Connect with cultural and spiritual leaders to advocate for Gender support.</li> </ul> </li> </ul> |  |  |
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| <p>SB 1019 / APL 24-XXX: Non-Specialty Mental Health Services: Member Outreach, Education, and Experience Requirements</p> | <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 expressed concerns over long wait times for mental health services and a need for clarity in the referral process.</li> <li>• Committee had suggestions for more inviting marketing and public imagery to encourage seeking help, i.e. the use of Member stories vs data and statistics.</li> <li>• They emphasized the need for trauma-informed care and sensitivity to multiple cultures.</li> </ul>   | <p>N/A</p> | <p>N/A</p> |
| <p>Population Needs Assessment &amp; Local SMART goal</p>  | <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. Eliana Argueta (Regional Program Manager) shared San Joaquin and Stanislaus’s SMART goals with the committee and requested feedback –</p> <p><b>San Joaquin: Pending finalization--</b> From January 2024-December 2025, San Joaquin County Local Health Department (LHD) and MCPs including Health Net will collaborate to improve depression screening for pregnant and postpartum members by 50%.</p> <p><b>Stanislaus:</b> By December 2025, Stanislaus County and MCPs will work collaboratively to develop targeted interventions to improve childhood immunizations rate for those 2 years old and younger to exceed the DHCS benchmark 50th percentile.</p> <ul style="list-style-type: none"> <li>• Committee identified barriers such as lack of local vaccine access and transportation issues preventing families from accessing vaccines. Suggested mobile clinics or school-site vaccinations as solutions.</li> <li>• They emphasized the limited access to care in rural communities, advocating for</li> </ul> | <p>N/A</p> | <p>N/A</p> |



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|                              | <p>mobile units to support underserved areas.</p> <ul style="list-style-type: none"> <li>• Committee suggested schools act as trusted spaces for healthcare access, proposing mobile care services and community health worker (CHW) programs to enhance accessibility.</li> </ul> |   |  |
| Community Sharing/Open Forum | <p>Committee members were invited to share items for Community Sharing/Open Forum. Members requested support.</p> <p>Eliana Argueta shared a flyer for Behavioral Health Month.</p> <ul style="list-style-type: none"> <li>• Meeting was adjourned at 1:30pm.</li> </ul>           | Will send out requested information to Members. | Program Manager of Community Advisory Committees |

**NEXT MEETING**

**Date:** Thursday – December 5, 2024

**Time:** 12pm – 1:30pm

**Location / Dial-in #:**

<https://centene.zoom.us/j/97299609683?pwd=DOiUH5ocP2wY9qdjyL4VtMUXHVRXVb.1>

**Dial:** +1 669 444 9171 or +1 646 931 3860

**Meeting ID:** 972 9960 9683

**Passcode:** 144187

