



Tulare County Q1 Community Advisory Committee Meeting

March 7, 2024 Minutes

ATTENDEES

Josette Guzman: Family HealthCare Network, Community Health Supervisor
Pa Kou Cha: California Connect - Outreach Specialist
Gwyn Reniers: The Source LGBT+ Center, HIV Clinical Manager
Jaritza Velasco: California Farmworker Foundation, Call Center Lead
Nayeli Heredia: California Farmworker Foundation, Outreach Coordinator
Medi-Cal Member 1

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Darrel Ng, Frances Arce, Jamey Mann II, Matt Anderson, Pao Houa Lee, Ayah Said, and Garrick Wong

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 that are culturally appropriate, easy to read, and informative. <ul style="list-style-type: none">• Committee members confirmed Health Net's approach.	N/A	N/A
Member Experience Survey and Why It's Important	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.	N/A	N/A

Health Equity Workplan and Social Needs	Pao Houa Lee (Senior Health Equity Specialist) reviewed the Health Equity department's 2024 workplan and highlights from the 2023 workplan. Ayah Said (Health Equity Specialist) went over FindHelp Community Connect and the goals related to social needs. Committee members were polled on the FindHelp Community Connect strategy.	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"> • Pa Kou Cha from California Connect informed the committee that their organization is available to do smartphone trainings. • Meeting was adjourned at 1:30pm. 	Will send out requested information to Members.	Ayleen Dimailig

NEXT MEETING

Date: Tuesday - June 11, 2024

Time: 12pm – 1:30pm

Location / Dial-in #: Join via Zoom at

<https://centene.zoom.us/j/99957929903?pwd=UXdmMWp6SWRqRVA4dnNtWmU3SGY1dz09> or

Call in: **669.444.9171** or **646.931.3860** then enter **Meeting ID: 999 5792 9903**