



# Community Advisory Committee

Contra Costa Health Plan (CCHP)

595 Center Avenue, Suite 100

Martinez, CA 94553

**March 13, 2025**

## CHAIR

✓	Belkys Teutle, Member Services Manager
✓	Cynthia Laird, Member Services Supervisor

## CCHP STAFF

✓	Allison Liu, Quality Manager, Health Equity
✓	Tiffany Belland, CCHP Presenter
✓	Sofia Rosales, CCHP Presenter
✓	Miranda Pena, CCHP Presenter
✓	Jersey Neilson, CCHP Presenter

## CAC MEMBERS

✓	Tamara M, CAC Member	✓	Emmanuel C, CAC Member
✓	Isabel M, CAC Member	✓	Helen M, CAC Member
✓	Cynthia C, CAC Member	✓	Alicia N, CAC Member
✓	Dulce B, CAC Member	✓	Norma P, CAC Member
✓	Chipo, CAC Member	✓	Sharon C, CAC Member

## COMMUNITY BASED ORGANIZATIONS/OTHER

✓	Claudia, Spanish Interpreter
✓	Jill R, Office of Supervisor Candace Anderson

Topic	Minutes	Person Assigned
Call to Order	<i>The meeting began at 4:00 pm.</i>	Belkys Teutle, Member Services Manager

Minutes		
<b>Welcome and Housekeeping</b>	<p>Simultaneous Spanish interpretation is being made available. This was started and participants were directed to select the language they wish to listen to meeting. Participants were reminded if they choose Spanish, they should mute original audio so they will not hear 2 languages.</p> <p>Call for any questions – no questions at this time – any future questions please type in chat or raise hand</p> <p>More reminders about simultaneous interpreter instructions – speakers are reminded to speak slowly and use short sentences. Also, a general reminder that meeting is being recorded. Any personal information should NOT be considered private. All public comments will be limited to two minutes per speaker per topic</p> <p>Introduced Allison Liu (AL) and Cynthia Laird (CL) from CCHP-Community Advisory Committee. Both BT and CT welcomed all participants. BT goes over the agenda for the meeting</p>	
<b>Follow Up from Last Meeting</b>	<ul style="list-style-type: none"> <li>Transportation Services discussion</li> </ul>	

Topic	Minutes	Person Assigned
	<ul style="list-style-type: none"> <li>○ Car seats in Uber/Lyft vehicles are still being discussed</li> <li>○ The Health Plan is trying to set up workshop training on Transportation Services</li> <li>● Denti-Cal Discussion <ul style="list-style-type: none"> <li>○ Carve Out Services</li> <li>○ Answer on last meeting inquiry – Denti-Cal does not communicate with members via email.</li> </ul> </li> </ul>	
<b>Community Advisory Committee Conference</b>	<p>CCHP staff attended a two-day conference last week (March 5 and 6). Staff learned great deal from DHCS and other Plans. Additionally, CCHP provided feedback on CAC meetings to DHCS. BT thanked Chipso for attending the meeting as a panel speaker</p> <p>Staff came away with some follow up actions:</p> <ul style="list-style-type: none"> <li>● Plan agenda to be more member-centered</li> <li>● Agenda to contain standing item to report back on actions from previous meetings</li> <li>● Additionally, Interim focus groups are being considered between meetings</li> </ul>	
<b>Health Education (HE)</b>	<p>BT introduced the Team presenters for this topic, Sofia, Miranda and Tiffany. Sofia opened a discussion on the topic. Tiffany started out with an Ice-breaker activity of positive affirmations. Tiffany encourages participants to share positive affirmations to stay motivated about your health with the group. Affirmations posted in the chat were read out by the Health Education (HE) team.</p> <p>Tiffany thanks attendees for their participation in exercise and reminded everyone of the HE overall purpose to keep members healthy. HE Team outreaches to members by promoting preventive services and creating HE materials and resources directed at being useful for membership. HE hopes to help motivate and empower members to take care of their health.</p> <p>Miranda presented the pregnancy services and program guide. She requested feedback on this material. HE put together a guide to provide a resource guide for everything available to pregnant members. The presentation on contained a small portion of the 12-page guide. Guide contains information on doula and Buddhist medicine. Miranda requested feedback so that materials are relevant and helpful to membership. If participants need more review of materials, feedback can be emailed</p> <ul style="list-style-type: none"> <li>● Glad to see Doula services are included</li> <li>● Home birth availability</li> </ul> <p>Sofia introduced other HE materials. Materials are designed to be simple and direct. HE recognizes that members coming out of doctor's office may be overwhelmed. Members may not need materials that contain difficult medical terminology to read. Created HE materials are available in English, Spanish and Chinese. Additionally, materials needed in other languages will be referred to the interpreter services for translation. Materials are available for different conditions such as:</p> <ul style="list-style-type: none"> <li>● Asthma</li> <li>● Diabetes</li> <li>● Stress</li> <li>● Pregnancy</li> <li>● Nutrition</li> </ul>	<p><b>Information is available at <a href="http://www.healthed.cchealth.org">www.healthed.cchealth.org</a></b></p> <p><b>Questions, support or interest in outreach contact <a href="mailto:HealthEducation@cchealth.org">HealthEducation@cchealth.org</a></b></p>

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	<ul style="list-style-type: none"> <li>• Mental Health</li> </ul> <p>Sofia detailed the aspects using as example the one-page flyer for Mental Health. Front page contained a brief article on the importance of good mental health and Back page listed mental health tool and resources. HE tries to give simple and direct resources that are free and available to Contra Costa County residents. These resources can virtual or a phone number. Staff try to ensure that the resources are quick and easy to use. Materials are designed to be used outside doctor's office/clinics to assist members with figuring out their next step or where members might learn more about their health condition. This is the purpose of the health resources guide. Sophia requests feedback on the flyer:</p> <ul style="list-style-type: none"> <li>• Liked flyer: is flyer available in clinic or will it be soon? – Sophia stated that staff like to table at local clinics, such as Brighter Beginnings and La Clinica. Additionally, HE staff provides all the materials at community events as well</li> <li>• One-page flyer is precise and helpful; it's great to have resource information. Providing it at multiple locations is great too</li> <li>• Like the flyer, this member goes to WCHC and on her last visit saw other flyers at the front and thought it was a good idea, they help to educate people</li> </ul> <p>Sofia also requested to have more feedback from members, especially from the CAC participants. The feedback helps CCHP staff to know areas we could improve to best fit your needs. If you are more comfortable with email: this is available.</p>	
<b>Cultural &amp; Linguistic Services</b>	<p>Allison was introduced and covered interpreter services. CCHP is required to No cost interpreter services to membership. Allison Liu presented the initial 2024 Cultural &amp; Linguistic report for committee feedback.</p> <p>Allison asked the participants if they knew how to request interpreter services. Member states that she tells the nurse, and the nurse dials the number. She asked a follow-up question about family members acting as interpreters for the member. When she acts as interpreter for her parents and she can receive push back from medical staff, why is this?</p> <p>Although CCHP does not mandate their use; CCHP encourages professional interpreters due to:</p> <ul style="list-style-type: none"> <li>• Familiarity of medical terminology – may make mistake in translation</li> <li>• Nonprofessionals may have a bias or their own agenda</li> <li>• Withhold information from patients due to not wishing to translate bad news or not translating conversation because of embarrassment or want to protect their family</li> <li>• Family/Friends may find conversation emotional and sometimes can cause liability issues</li> <li>• Provider concern that the interpretation is completely related to patient</li> <li>• Mistakes with interpretation may cause family/friend guilt</li> <li>• Sometimes immigrants are used to using their children as interpreter and sometimes these are minor children</li> </ul> <p>Allison encouraged providers and members to use qualified interpreters.</p> <p>Allison provided additional information on requesting an interpreter</p>	

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	<ul style="list-style-type: none"> <li>• Ask doctor to arrange an interpreter</li> <li>• Call CCHP-Member Services</li> <li>• Call CCHP Member Services; option 7 to have an interpreter on phone, if the member is in doctor's office, pharmacy or other Medi-Cal covered services</li> </ul> <p>She provided more information on all the above ways to request interpreter</p> <p>Allison asked participants if they knew about 3 types of available interpreter service</p> <ul style="list-style-type: none"> <li>• Phone interpreter</li> <li>• In-Person interpreter</li> <li>• Interpreter over Zoom</li> </ul> <p>Allison goes on to discuss why interpreters are important so we can have better communication to build better relationship between provider and patient, it avoids misunderstanding and helps the quality of healthcare patient receives such as understanding how to use medications and how medication may affect patient. Interpreter provides a bridge between providers and members. Issues for patients to have this resource is so that it provides better time management for the medical team to have interpreter ready from the very start of appointment and it is important tool for patient to have as they exit appointment to provide clarification if patient is not clearly understanding aspects of the appointment. Participants also inform CCHP that members don't always choose the correct language the patient wishes to use for appointments. Allison agrees that this is important to reduce medical errors and increase patient satisfaction and compliance</p> <p>Allison provides an overview – to give example of why interpreter services are important</p> <ul style="list-style-type: none"> <li>• Over one-third of members speaks a language other than English</li> <li>• Only 20% of providers are bilingual</li> <li>• Only 9% of provider speak Spanish-while 29% of members prefer Spanish</li> </ul> <p>Open questions:</p> <p>How does CCHP make interpreter services experience better?</p> <ul style="list-style-type: none"> <li>• Have staff ask patients to use interpreter services in a more polite and respectful way</li> <li>• May staff should mention the legal reasons for using professional interpreters</li> <li>• May have a HE flyers posted in doctor office or clinics detailing the reasons for using professional interpreters</li> <li>• Member expressed some cultural challenges with using professional interpreter – such as women do not speak for themselves</li> <li>• Member stated although some member speaking English as a second language. Medical terminology is often not mastered so interpreters should encourage for safety</li> </ul> <p>Allison goes over the results of the language access survey. Over 500 survey respondents in 10 different languages</p> <ul style="list-style-type: none"> <li>• 72.8% replied that they have used interpreter services in the last 6 months</li> <li>• 77.3% replied positively to being able to get an interpreter</li> </ul>	

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	<ul style="list-style-type: none"> <li>• 19.4% replied that they 'always or usually' had to use family/friends for interpreter</li> <li>• 95.6% replied that doctor showed respect for what they had to say</li> </ul> <p>Overall committee members are satisfied with all the linguistic services they receive either during CCHP contact, CAC meetings our medical encounter. Committee members suggested further educational material should also be developed for members to understand how to access interpreter services and the importance of it. Suggest that we post information in doctor's waiting room.</p>	
<b>CalAIM Centers</b>	<p>Allison provided a follow-up to a meeting last year regarding CalAIM centers in 2025. She reminded the CalAIM means "California Advancing and Innovating Medi-Cal" CCHP wants to make life better and healthier for people on Medi-Cal and to improve and strengthen the Medi-Cal system</p> <p>CCHP is currently working with 5 CBOs in different areas of the County</p> <ul style="list-style-type: none"> <li>• Brentwood Senior Activity Center</li> <li>• Discovery Counseling Center (Danville)</li> <li>• Monument Impact (Concord)</li> <li>• Opportunity Junction (Antioch)</li> <li>• RYSE Center (Richmond)</li> </ul> <p>Currently, CCHP is working with the above organizations to set up CalAIM centers. The process is still in the early stages; however, we would welcome some feedback from participants</p> <ul style="list-style-type: none"> <li>• What kind of services would you like to see we offer at CalAIM Centers? <ul style="list-style-type: none"> <li>○ Currently, staff are looking at providing health education activities or materials at these centers.</li> </ul> </li> <li>• Do participants know of any Community Based Organizations CCHP should be working with? <ul style="list-style-type: none"> <li>○ Family Justice Centers</li> <li>○ La Clinica de la Raza (CCHP already working with them)</li> <li>○ Brentwood Villag Community Resource Center</li> <li>○ Trinity Center in Walnut Creek</li> <li>○ Rising Juntos</li> </ul> </li> </ul>	
<b>Close up</b>	<p>Cynthia follows up with a call for any questions on the topics discussed</p> <p>She announced the following:</p> <ul style="list-style-type: none"> <li>• Reminded participants that there is a 2-year term for this committee member. So, participants joining the committee in March 2023, your term is coming to an end; however, an email will be sent with more information</li> <li>• She also requests for discussion topics for the next meeting <ul style="list-style-type: none"> <li>○ Access to food</li> <li>○ Access to housing</li> <li>○ Community support for seniors</li> <li>○ How to make appointments</li> </ul> </li> </ul>	

Topic	Minutes	Person Assigned
<b>Adjournment</b>	<i>The meeting ended at 5:12 PM. The next meeting is scheduled for Thursday, June 12, 2025, from 4:00 p.m. to 5:15 p.m. on Zoom.</i>	

<b>Additional Information</b>		
<b>Contact Us</b>	<ul style="list-style-type: none"> <li>• <b>Email:</b> <a href="mailto:CCHP-CAC@cchealth.org">CCHP-CAC@cchealth.org</a></li> <li>• <b>Phone:</b> 1-800-221-8040 (CCHP Marketing Department)</li> <li>• <b>Business Hours:</b> Monday – Friday, 8 a.m. – 5 p.m. (PST)</li> </ul>	