



Meeting Minutes

CONTRA COSTA COUNTY Community Advisory Committee (CAC)

Wednesday, May 15, 2024

4:00 PM <https://cchealth.zoom.us/j/92762171873> | Call
in: 1 646 518 9805 access Code 927 6217 1873

Agenda Items: Items may be taken out of order based on the business of the day and preference of the Committee

1. Roll Call and Introductions

Stephanie Rivera called the meeting to order at 4:00 PM.

2. Welcome and Housekeeping

Public comments are set to 2 minutes per person per topic. This is to ensure all have a chance to speak. The Question and Answer (Q & A) function is available for any questions to be answered. Individual concerns will be taken offline. Simultaneous interpreter function is enabled, all audience need to choose either Spanish or English to listen to all conversation.

3. Priorities for Health Education Program

Presented by Sofia Rosales, Senior Health Educator

- The purpose of the Health Education program is to provide resources, self-management tools, and several topics to members.
- The Health Education program is in charge of member newsletters which is distributed 3 times a year in Summer, Fall, and Winter. Health Education Program also provides resources guide, classes/events, and has the opportunity for Health Education 1:1 appointment. Asthma Education is one of a focus for the Health Education Team.
- Health Education provides health education in English, Spanish, and Chinese.
- Most recent newsletter topics for summer 2024: Well Child Visit, Equity Office, & Timely Access.
- Recently Health Education program completed a new training presentation on asthma education. Health Education will send out draft asthma education slides to all CAC members and CBOs to get feedback. All feedback or questions can be sent to HealthEducation@cchealth.org.

3.1 *Public Comment and Feedback*

Participants asked Sofia Rosales questions regarding health education.

4. Housing Resources and Information

Presented by Pasia Gadson, CalAIM Program

- CalAIM is a big project led by the California Department of Health Care Services (DHCS). It aims to make life better and healthier for people on Medi-Cal and to improve and strengthen the Medi-Cal system.
- The goal is to give Californians fair, organized, and person-focused care to help them stay healthy. This includes changes in how services are delivered, and programs are run.
- CalAIM is making Medi-Cal focus more on keeping people healthy and caring for the whole person. The goals are to make services the same everywhere in the state, ensure everyone gets fair care, reach out to more people, and make it easy to get help no matter where you start.
- Community Supports are services that help address members' health-related social needs, help them live healthier lives, and avoid higher, costlier levels of care. These include:
 - Support to secure and maintain housing.
 - Access to medically tailored meals to support short term recovery.
 - A variety of other community-based services. These services are available to eligible Medi-Cal members regardless of whether they qualify for Enhanced Case Management (ECM) services.
- Housing Deposits - Members receive assistance with housing security deposits, utilities set-up fees, first and last month's rent, and first months of utilities. Members can also receive funding for medically-necessary items like air conditioners, heaters, and hospital beds to ensure their new home is safe for move-in.
- Members and Family/Friends can self-refer by calling Member Services at 1-877-661-6230 to get housing benefits. Providers can also refer members for housing benefits by entering a referral into CCLink.

4.1 Public Comment and Feedback

Meeting Participants asked Pasia specific questions regarding CalAim Community Supports.

5. Performance Improvement Projects

Presented by Jersey Neilson, Quality Department

- Performance Improvement Projects (PIPs) are organized efforts to try and make things operate better.
- PIPs require cooperation between CCHP, our providers, and sometimes other community partners. PIPs are teams work together to try and achieve better health outcomes.
- The Department of Health Care Services (DHCS) requires CCHP to have 2 PIPs every year.
- This year, PIPs were assigned to all Medi-Cal health plans, focusing on:
 - Well Care Visits in First 15 Months
 - Follow-up care after Emergency room visit for Mental Health or substance use.
- Well Care Visits in First 15 Months: In the first 15 months of life, babies should have a total of 8 Well Care Visits.
- CCHP created a report to let us know when children younger than 3 are "off schedule" and will be using this report to call caregivers to connect children care, & exploring mailings to members to let them know they are due for a visit.
- Follow-up care after Emergency room visit for Mental Health or substance use: After an ED visit for mental health or alcohol and other drugs conditions, patients should have a follow-up visit within 30-days. Report shows that patients enrolled in case management have better follow-up rate after emergency room visit for mental health or alcohol and other drugs.
- CCHP is working on a boarder initiative with ED follow up for Behavioral Health, focusing on patients leaving the ED with a follow-up appointment, exploring referrals to case management department after eligible visits.

5.1 Public Comment and Feedback

6. CCHP Members Prevention Services

Presented by Stephanie Rivera, Chief Health Equity Officer and Suzanne Tsang, Member Services Director

- Goals: Help both new and existing CCHP members understand and navigate CCHP Process, choose a primary care provider (PCP) if they don't have one, and help set up appointments with their PCP.
- Strategies the Member Services Department implements are the following:
 - Member Orientation Video, which is shared on our cchealth.org webpage. This shows how members can access care.
 - Composing New and Existing Member Packet with instructions on accessing different types of care, navigating the healthcare system, and more.

Member Services encourages members to share their feedback for improvement.

7. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to two minutes).

The next meeting is currently scheduled for July 17, 2024.

Adjourn

Meeting ended at 5:15 PM. The next meeting is scheduled for Wednesday, July 17, 2024, from 4:00 p.m. to 5:15 p.m. on Zoom.

The Committee will provide reasonable accommodations for persons with disabilities planning to attend the Committee meetings. Contact the staff person listed below at least 72 hours before the meeting. Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Committee less than 96 hours prior to that meeting are available for public inspection at 597 Center Ave., Martinez, during normal business hours. Staff reports related to items on the agenda are also accessible on line at www.contracosta.ca.gov. Public comments may be submitted before the meeting by email at CCHP-CAC@cchealth.org or by voicemail at 1-800-211-8040 at least one full work day prior to the published meeting time. Comments submitted by email or voicemail will be included in the record of the meeting but will not be read or played aloud during the meeting.

For Additional Information Contact:

CCHP-CAC@cchealth.org

1-800-211-8040 (TTY 711)