

Whole Child Model Family Advisory Committee

Meeting Agenda

Monday, July 11, 2022

1:30 p.m. – 3:00 p.m.

Location: Videoconferencing using Microsoft Teams



Important notice regarding COVID-19: Based on guidance from the California Department of Public Health and the California Governor's Office, in order to minimize the spread of the COVID-19 virus, Alliance offices will be closed for this meeting. The following alternatives are available to members of the public to view this meeting and to provide comment to the committee.

1. Members of the public wishing to join the meeting may do so as follows:
 - **Join on your computer or mobile app** [Click here to join the meeting](#)
 - **Or call in (audio only)** [+1 323-705-3950](#)
Phone Conference ID: 659 614 431#
 - **En español:** número de teléfono: [+1 323-705-3950](#)
código de acceso: 194 593 236#
2. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the commission or to address an item that is listed on the agenda may do so in one of the following ways.
 - a) Email comments by 11:00am on Wednesday, July 5, 2022, to WCMFAC@ccah-alliance.org
 - I. Indicate in the subject line "Public Comment". Include your name, organization, agenda item number, and title of the item in the body of the e-mail along with your comments.
 - II. Comments will be read during the meeting and are limited to five minutes.
 - b) Public comment during the meeting when that item is announced.
 - I. State your name and organization prior to providing comment.
 - II. Comments are limited to five minutes.

MEETING ADMINISTRATION

- | | |
|--------------------------|----------------|
| I. Call to Order | Janna Espinoza |
| II. Roll Call | Maria Marquez |
| III. Oral Communications | Janna Espinoza |

CONSENT AGENDA

- | | |
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| IV. Approve WCMFAC Meeting Minutes from previous meeting. | Janna Espinoza |
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REGULAR AGENDA

- | | |
|------------------------------------|---------------------------------|
| V. Review WCMFAC Road Map | Lilia Chagolla |
| VI. WCMFAC Fact Sheet | Lilia Chagolla |
| VII. Special Kids Connect Programs | Jose Francisco Hernandez Rivera |



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

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|-------|---|--------------------------|
| VIII. | Discussion COVID-19 Impact on Members | WCMFAC Committee Members |
| | - Organization Updates | |
| | - Alliance Updates | |
| | - Member/Community Feedback | |

- | | | |
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| IX. | CCS Advisory Group Representative Report | Susan Skotzke |
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REVIEW FUTURE AGENDA AND ACTION ITEMS

- | | | |
|------|-----------------------|----------------|
| X. | Future Agenda Items | Lilia Chagolla |
| XI. | Review Action Items | Maria Marquez |
| XII. | Adjourn (end) Meeting | Janna Espinoza |

Next Meeting; Monday, September 12, 2022, at 1:30p.m.

Members of the public interested in attending should call the Alliance at 800-700-3874 to verify meeting dates and locations prior to the meetings.

The complete agenda packet is available for review at Alliance offices, and on the Alliance website at [Public Meetings - Central California Alliance for Health \(thealliance.health\)](#). The Committee complies with the Americans with Disabilities Act (ADA). Individuals who need special assistance or a disability-related accommodation to participate in this meeting should contact the Alliance at least 72 hours prior to the meeting at WCMFAC@ccah-alliance.org or 800-700-3874. Committee meeting locations in Salinas and Merced are directly accessible by bus, however, until further notice all meetings are being online.



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

Whole Child Model Family Advisory Committee Meeting

Meeting Minutes

Monday, May 9, 2022

1:30p.m. – 3:00p.m.



Teleconference Meeting (Pursuant to Governor Newsom's Executive Order N-29-20)

Chairperson: Janna Espinoza, WCM Family Member, WCMFAC Chair

CCAH Support Staff Present: Lilia Chagolla, Regional Operations Director; Maria Marquez, Administrative Specialist

WCMFAC Committee Present: Cindy Guzman, Merced County – CCS WCM Family Member; Frances Wong, Monterey County – CCS WCM Family Member; Irma Espinoza, Merced County – CCS WCM Family Member; Kim Pierce, Monterey County Local Consumer Advocate; Manuel López Mejia, Monterey County – CCS WCM Family Member; Susan Skotzke, Santa Cruz – CCS WCM Family Member

WCMFAC Committee Absent: Ashley Gregory, Santa Cruz County – CCS WCM Family Member; Cristal Vera, Merced County – CCS WCM Family Member; Cynthia Rico, Merced County – CCS WCM Family Member; Deadra Cline, Santa Cruz County – CCS WCMF Family Member; Viki Gomez, Merced County – CCS WCM Family Member

CCAH Staff Present: Ashley McEowen, Complex Case Management Supervisor – Pediatric, RN; Gisela Taboada, Member Services Call Center Manager; Jennifer Mockus, Community Care Coordination Director; Jessie Newton, Care Coordination Manager, RN; Kelsey Riggs, RN, Complex Case Management Supervisor; Linda Gorman, Communications Director; Ronita Margain, Merced County Regional Operations Director; Tammy Brass, Utilization Management and Complex Case Management Manager – Authorizations, RN

Guest: Anna Rubalcava, Merced County Department of Public Health – CCS; Christine Betts, Monterey County – Local Consumer Advocate; Fanta Nelson, County of Merced; Susan Paradise, Manager, Family Health Programs at County of Santa Cruz

Agenda Topic	Minutes	Action Items
Meeting Administration Lilia Chagolla	<ul style="list-style-type: none"> Lilia Chagolla, Regional Operations Director (ROD) welcomed the group. 	
Call to Order Susan Skotzke	<ul style="list-style-type: none"> Susan Skotzke, WCMFAC Co-Chair called the meeting to order. Followed by reading the WCMFAC mission statement. M. Marquez read the mission statement in Spanish. 	
Roll Call Maria Marquez	<ul style="list-style-type: none"> Committee introductions and roll call was taken. 	
Oral Communications Janna Espinoza	<ul style="list-style-type: none"> Janna Espinoza, WCMFAC Chair opened the floor for any members of the public to address the Committee on items not listed on the agenda. Janna Espinoza praised The Alliance for the amazing kinds of things that she has seen out in the public. She 	



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	<p>shared that she gets to drive by Central California Alliance for Health billboard whenever she is driving highway 101 and this makes her happy. Added that she is happy to see that The Alliance has decided to different ways of reaching out in ways that she never expected.</p> <ul style="list-style-type: none"> Janna Espinoza shared that the new Alliance website is much more accessible, and it is easier to read amongst just so many other positives. 	
Consent Agenda Items: Accept WCMFAC Meeting Minutes from Previous Meeting Janna Espinoza	<ul style="list-style-type: none"> Janna Espinoza, WCMFAC Chair opened the floor for approval of the meeting minutes of the previous meeting on March 14, 2022. <p>Motion to approve the consent agenda by Janna Espinoza, seconded by Frances Wong.</p>	
Review WCMFAC Dashboard Lilia Chagolla	<ul style="list-style-type: none"> Lilia Chagolla presented on the WCMFAC Roadmap as part of commitment to review the roadmap on regularly at least once a quarter to assure that the committee stays on track to meet the goals and objectives for 2022. Touched on the progress of a WCMFAC Fact Sheet Shared that the Resource Flyer will also be brought back to the WCMFAC committee for review and updates. Focusing on member communications in quarter 2. 	
Review WCMFAC Fact Sheet Lilia Chagolla	<ul style="list-style-type: none"> Lilia Chagolla reviewed the 2nd draft of the WCMFAC fact sheet. The fact sheet was created to be widely share in the community for the purpose of informing the families with children with special needs of the existence of the FAC. The intent is to open the invitation to families to come and listen to the dialogue and be able to provide feedback around the information shared at these meetings and to recruit new members to be part of the FAC. Lilia Chagolla solicited feedback from the WCMFAC. Feedback was provided by the WCMFAC members. 	Update the WCMFAC Fact Sheet images and include a brief and general verbiage about the stipend



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	<ul style="list-style-type: none"> • Next Steps: Update the WCMFAC Fact Sheet with the feedback provided by the committee members. Submit the fact sheet to the Alliance's Communications department for formatting and approval. Once developed by the Communications department, bring the updated draft to the committee for a final revision and approval. • Once approved, the fact sheet will be submitted for translation and will be ready for distribution. • WCMFAC members requesting printed copies of the fact sheet should connect with Maria Marquez to coordinate. 	
Bleeding Disorder Ashley Gregory	<ul style="list-style-type: none"> • Topic postponed – Presenter not in attendance. 	
Community Partner Feedback COVID-19 Impact on Members	<ul style="list-style-type: none"> • Open forum for Committee members to share COVID-19 impact. Organization Updates: <ul style="list-style-type: none"> - Susan Paradise, Manager, Family Health Programs at County of Santa Cruz shared that they are hybrid offering telehealth to any families that are still not ready to meet in-person and scheduling those families that want to be seen in-person. They are being seen at both the north and south county offices. Susan Skotzke added that in Santa Cruz County, two household members can accompany each patient at this time. - Anna Rubalcava, Merced County Department of Public Health, shared that the Merced County Public Health has reopened, and staff is back in the office. Shared staffing challenges that should have no impact to those that they serve. - Christine Betts, Monterey County shared they have been fully open for in person services for about a year. Their offices are equipped with a waiting room, and they can post information about the Alliance and other activities happening in the 	



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	<p>community. They continue to do the health screening. They continue to offer telehealth when it is appropriate and works for the families. The only restriction they still have is restricting extra visitors, siblings are still not allowed to come. The restriction is currently being addressed as they are aware that this limitation may be a barrier for parents being able to make it to therapy.</p> <ul style="list-style-type: none"> - Kim Pierce, Monterey County shared that the San Andreas Regional Center remains closed to the public, but people can be seen by appointment only for in-person meetings. Restrictions are still in place; you must be either vaccinated or have a negative test for children that have not received the vaccine. The service coordinators are going some home meetings in the homes and virtually by parent request. Shared that they have seen an increase in the number of referrals for the early start program. <p>Alliance Updates:</p> <ul style="list-style-type: none"> - Lilia Chagolla, Regional Operations Director for The Alliance expanded on The Alliance COVID-19 vaccination rates for Merced, Monterey, and Santa Cruz Counties. Provided an update of the county's transmission level. Merced and Monterey are currently at low rate and Santa Cruz is at medium rate. - Briefly elaborated on the informational emails previously sent to the committee. The following information was shared: <ol style="list-style-type: none"> 1) Survey – Needs of Children, Youth & Families 2) Free At-Home COVID-19 Tests 3) San Andreas Regional Center 25th Annual Legislative Luncheon 4) Cabrillo College Student Mental Health Conference 	



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	<p>5) Medical Therapy Program and California Department of Education Webinar</p> <ul style="list-style-type: none"> - Lilia Chagolla shared on The Department of Healthcare Services (DHCS) Medi-Cal redetermination. Medi-Cal recipients need to make sure that their county offices have their current contact information to avoid losing their Medi-Cal benefits. The Alliance Member Services Department (MS Dept.) and the Your Health Matters Outreach team is making sure they inform and orient Alliance members when connecting to them via phone or at outreach events. The MS Dept. may return to this meeting to present on the DHCS redetermination process. Lilia Chagolla stated that this is a perfect opportunity for the WCMFAC members to be advocates in the community. A link to the DHCS Medi-Cal ambassador information was shared. 	
CCS Advisory Group Representative Report Susan Skotzke	<ul style="list-style-type: none"> • Susan Skotzke shared the following CCS Advisory Group updates: <ul style="list-style-type: none"> - The California Departments of Health Care Services (DHCS) and Education (CDE) invites you to learn about CCS Medical Therapy Program (MTP). May 10, 2022, at 10:00a.m. Registration link was shared. - CCS oversight and monitoring - Medi-Cal RX - Children and Youth Behavioral Health Initiative 	
Other Business WCMFAC Meetings Roundtable Discussion	<ul style="list-style-type: none"> • The WCMFAC will continue to be held virtually. If there's a need to get back to in-person meetings, the committee will address this in future meetings. 	
Future Agenda Items Lilia Chagolla	<ul style="list-style-type: none"> • The following items will be added as future agenda items in addition to the standing agenda topics. • Review the Roadmap – Lilia Chagolla, Regional Operations Director • WCMFAC Fact Sheet – Lilia Chagolla, Regional Operations Director 	



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	<ul style="list-style-type: none">Bleeding Disorders – Ashley Gregory, WCMFAC Member. To be confirmed with topic owner.Janna Espinoza proposed grievance updates.	
Review Action Items Maria Marquez	<ul style="list-style-type: none">Maria Marquez reviewed the action items.	
Adjourn (end) Meeting Janna Espinoza	The meeting adjourned at 3:04p.m.	
Minutes Submission	The meeting minutes are respectfully submitted by Maria Marquez, Administrative Specialist	

Next Meeting: Monday, July 11, 2022, at 1:30p.m.





(800) 700-3874
www.ccah-alliance.org

WHOLE CHILD MODEL FAMILY ADVISORY COMMITTEE MISSION STATEMENT

- To serve as an advocate for other families
- Commit to improving care and services
- Collaborate in problem solving
- Contribute to the success of the program

ORDEN DEL DÍA COMITÉ CONSULTIVO DE FAMILIAS DEL MODELO DEL NIÑO EN SU TOTALIDAD DECLARACIÓN DE LA MISIÓN

- Servir como defensor de otras familias
- Comprometerse para mejorar la atención y los servicios
- Colaborar para resolver problemas
- Contribuir a los buenos resultados del programa

Whole Child Model (WCM) Family Advisory Committee (FAC) 2022 Roadmap



Q1

Pandemic Response

- Inform and share feedback on family needs during pandemic
- Review Roadmap

Q2

Member Communications

- Develop a WCMFAC Outreach Fact Sheet
- Review WCMFAC Resource Flyer
- Review Roadmap

Q3

Identify Community Collaboration Needs

- Inform and educate community partners on WCMFAC needs
- Review Roadmap

Q4

Review Progress and Identify Opportunities

- Review achievements and discuss gaps
- Identify new or revised roadmap items for 2023
- Review Roadmap

FAC Mission Statement:

***Serve as an advocate
for other families***

***Commit to improving
care and services***

***Collaborate in problem
solving***

***Contribute to the
success of the program***

**Engage in State-
wide Initiatives**

**Review Quarterly
Grievance Trends**

**Discuss Care
Management
Efforts & Needs**

**Promote Advocacy
Training & Support**

**Share Outreach
Opportunities**



Whole Child Model Family Advisory Committee (WCMFAC)



The Whole Child Model Family Advisory Committee (WCMFAC) represents the needs and concerns of families of children with special health care needs. These children are eligible for California Children's Services (CCS). WCMFAC works to build

family-centered care and makes suggestions on how to meet the Whole Child Model goals.

The group is made up of families with children who have special health care needs, Alliance staff, county CCS staff, Alliance Board members and representatives from community-based organizations.

WCMFAC Responsibilities

WCMFAC provides feedback to the Alliance's Santa Cruz-Monterey-Merced Medical Care Commission, also known as the Alliance's Board, on services provided by the health plan and health care coordination. WCMFAC's goal is to hear from families of children with special health care needs and provide support. WCMFAC members will:

- Advise the Alliance's Board on issues and concerns of members and their families as they relate to the Whole Child Model program.
- Serve as voices of Alliance members who might not be heard otherwise.
- Educate families about the services provided for children with special health care needs in more detail.
- Help improve services for current and future CCS Alliance members.

Meeting Information

When:

WCMFAC meets every two months from 1:30 p.m. to 3 p.m.

- March 14, 2022
- May 9, 2022
- July 11, 2022
- September 12, 2022
- November 14, 2022

Where:

Meetings take place in the Alliance offices listed below:

Merced County: Board Room

530 West 16th Street, Suite B, Merced

Monterey County: Board Room

950 East Blanco Road, Suite 101, Salinas

Santa Cruz County: Board Room

1600 Green Hills Road, Suite 101, Scotts Valley

Additional information:

- WCMFAC members may attend by calling in to the meeting by telephone.
- WCMFAC members may receive a stipend per meeting attendance. Call the Alliance for stipend details.
- Translation and interpretation services are available for meetings.

Contact Information

If you are a parent or guardian of a child with special needs and want to join this important committee, please email us at WCMFAC@ccah-alliance.org.