

# Whole Child Model Family Advisory Committee

## Meeting Agenda

Monday, January 23, 2023

1:30 p.m. – 3:00 p.m.



### Teleconference Meeting

(Pursuant to Assembly Bill 361 signed by Governor Newsom, September 16, 2021)

Important notice regarding COVID-19: In the interest of public health and safety due to the state of emergency caused by the spread of COVID-19, this meeting will be conducted via teleconference. 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:  
Computer, tablet or smartphone via Microsoft Teams [Click here to join the meeting](#)
  - Or by telephone (audio only) at [+1 \(323\) 705-3950](#)  
Phone Conference ID: 674 626 965#
  - **En español:** número de teléfono: [+1 \(323\) 705-3950](#)  
código de acceso: 405 033 453#
2. Members of the public wishing to provide public comment on items not listed on the agenda may do so in one of the following ways.
  - a) Email comments by 11:00am on Wednesday, January 17, 2023, to [WCMFAC@ccah-alliance.org](mailto:WCMFAC@ccah-alliance.org)
    1. 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.
    2. Comments will be read during the meeting and are limited to five minutes.
  - b) Public comment during the meeting when that item is announced.
    1. State your name and organization prior to providing comment.
    2. Comments are limited to five minutes.
3. Mute your phone during presentations to eliminate background noise.
  - a) State your name prior to speaking during comment periods.
  - b) Limit background noise when unmuted (i.e., paper shuffling, cell phone calls, etc.).

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# Meeting Agenda

## MEETING ADMINISTRATION

I.	Call to Order	Janna Espinoza	2 mins
II.	Roll Call	Maria Marquez	2 mins
III.	Oral Communications	Janna Espinoza	3 mins

## CONSENT AGENDA

IV.	Approve WCMFAC Meeting Minutes from previous meeting.	Janna Espinoza	3 mins
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## REGULAR AGENDA

I.	CCS Advisory Group Representative Report	Susan Skotzke	10 mins
II.	Recent Issues	Members	15 mins
	- Committee Member/Community Voice	Community Based Organizations	15 mins
	- Community Based Organizations Updates	Alliance Staff	
	- Alliance Updates		
	WCMFAC Meeting Quality Survey		
III.	Appointment of WCMFAC Vice Chair	Janna Espinoza	5 mins
IV.	Member Recruitment (Roadmap Review)	Lilia Chagolla	10 mins
V.	Emergency Preparedness Resources	Lilia Chagolla	10 mins
VI.	Family Voices of CA 2023 Health Summit	Lilia Chagolla	5 mins

## REVIEW FUTURE AGENDA AND ACTION ITEMS

VII.	Future Agenda Items	Lilia Chagolla	5 mins
VIII.	Review Action Items	Maria Marquez	3 mins
IX.	Adjourn (end) Meeting	Janna Espinoza	2 mins

*Next Meeting: Monday, March 13, 2023, at 1:30-3:00p.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.

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*The complete agenda packet is available for review at Alliance offices, and on the Alliance website at [Public Meetings - Central California Alliance for Health \(thealliance.health\)](https://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](mailto: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.*

# Whole Child Model Family Advisory Committee Meeting

## Meeting Minutes

Monday, December 5, 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, Community Engagement Director; Maria Marquez, Administrative Specialist

**WCMFAC Committee Present:** Kim Pierce, Monterey County Local Consumer Advocate; Irma Espinoza, Merced County – CCS WCM Family Member; 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; Cindy Guzman, Merced County – CCS WCM Family Member; Deadra Cline, Santa Cruz County – CCS WCMF Family Member; Frances Wong, Monterey County – CCS WCM Family Member; Viki Gomez, Merced County – CCS WCM Family Member

**CCAH Staff Present:** Ashley McEowen, Complex Case Management Supervisor – Pediatric, RN; Dianna Diallo, MD, Medical Director; Gisela Taboada, Member Services Call Center Manager; Kelsey Riggs, RN, Complex Case Management Supervisor; Linda Gorman, Communications Director; Ronita Margain, Merced County Community Engagement Director

**Guest:** Christine Betts, Monterey County – Local Consumer Advocate; Fanta Nelson, County of Merced; Jennifer Netniss, Special Kids Connect; Jose Francisco Hernandez Rivera, Special Kids Connect; Susan Paradise, Manager, Family Health Programs at County of Santa Cruz; Steward Chang, member of the public

Agenda Topic	Minutes	Action Items
<b>Meeting Administration</b> Lilia Chagolla	<ul style="list-style-type: none"> <li>Lilia Chagolla, Community Engagement Director (CED) welcomed the group.</li> </ul>	
<b>Call to Order</b> Janna Espinoza	<ul style="list-style-type: none"> <li>Janna Espinoza, WCMFAC Chair called the meeting to order. Followed by S. Skotzke reading the WCMFAC mission statement in English and L. Chagolla in read the mission statement in Spanish.</li> </ul>	
<b>Roll Call</b> Lilia Chagolla	<ul style="list-style-type: none"> <li>Committee introductions and roll call was taken.</li> </ul>	
<b>Oral Communications</b> Janna Espinoza	<ul style="list-style-type: none"> <li>Janna Espinoza, WCMFAC Chair opened the floor for any members of the public to address the Committee on items not listed on the agenda.</li> </ul>	



# Whole Child Model Family Advisory Committee Meeting

## Meeting Minutes

Monday, December 5, 2022

1:30p.m. – 3:00p.m.



Agenda Topic	Minutes	Action Items
<b>Consent Agenda Items: Accept WCMFAC Meeting Minutes from Previous Meeting</b> Janna Espinoza	<ul style="list-style-type: none"> <li>Janna Espinoza, WCMFAC Chair opened the floor for approval of the meeting minutes of the previous meeting on September 12, 2022.</li> </ul> <p>All attendees were given the meeting minutes prior to the meeting via mail. Motion to approve the meeting minutes by Susan Skotzke, seconded by Kim Pierce.</p>	
<b>Appointment of Chair and Vice Chair of Committee</b>	<ul style="list-style-type: none"> <li>Janna Espinoza shared that the WCMFAC is actively recruiting for a vice chair for the committee.</li> <li>Lilia Chagolla reminded the committee that the appointment of a chair and a vice chair should be elected or reelected in an annual basis. Lilia Chagolla Commended Janna Espinoza for her amazing role as the chair of the meeting.</li> <li>Lilia Chagolla asked the WCMFAC to nominate someone or themselves to be the chair and vice chair. Mentioned that the chair could be a community-based organization representative or a family member.</li> <li>Janna Espinoza announced that she will be having a chair at The Alliance Board meetings as she is joining the Alliance Board as a commissioner.</li> <li>Susan Skotzke nominated Janna Espinoza to be reelected as the WCMFAC Chair.</li> <li>A vote was counted and all those in attendance where in favor of reelecting Janna Espinoza as the WCMFAC Chair.</li> <li>Susan Skotzke nominated Manuel Lopez Mejia to be the vice chair of the committee.</li> <li>Manuel Lopez Mejia thank Susan for the nomination but voiced his concerns in needing an interpreter when attending the WCMFAC meetings. He believes he may not do his job fully do the language barrier but appreciated the nomination.</li> <li>L. Chagolla reaffirmed that if that is the only thing impeding Manuel to be the vice chair interpretation will continue to be available for his needs.</li> </ul>	



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## Meeting Minutes

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1:30p.m. – 3:00p.m.



Agenda Topic	Minutes	Action Items
	<ul style="list-style-type: none"> <li>Janna Espinoza shared that a committee in San Mateo County, had their chair a person who spoke little English and the meetings were held entirely in Spanish and everyone else in attendance used the translation services. Stated that there are adjustments to be made to make sure that the committee is giving voices to all people that represent the WCMFAC.</li> <li>Lilia Chagolla defined the role of the Vice Chair.</li> <li>Manuel Lopez Mejia stated that if the meeting would be in Spanish, he would be more comfortable and asked for time to answer to his nomination.</li> <li>Christine Betts requested clarification and inquired on the guidelines to become part of the committee.</li> <li>Susan Skotzke asked that the committee be sensitive about the guidelines with those that would love to continue to serve in the committee, especially having limited participation. Shared that low participation is noted globally across California and added her concerns with the lack of participation.</li> <li>Susan Skotzke requested assessing the meeting recurrence as Mondays may be the challenge for members. Shared that it is hard to engage when the meetings are so many months apart. Lastly, added that the meeting in November is scheduled on a holiday.</li> <li>Lilia Chagolla added that The Alliance is happy to revisit the meeting cadence and move to a different day if it works for everyone's schedule.</li> <li>Lilia Chagolla stated that recruitment will continue to be addressed and the conversation will continue with the committee.</li> </ul>	<p>M. Marquez to share the WCMFAC charter with the committee</p> <p>M. Marquez to reschedule the meeting scheduled in November 2023.</p>
<b>2023 WCMFAC Road Map Review and Feedback</b> Lilia Chagolla	<ul style="list-style-type: none"> <li>Lilia Chagolla reviewed the 2023 roadmap and briefly elaborated in each of the topics per quarter.</li> <li>S. Skotzke shared her concerns with participation and reiterated the need to focus on recruitment and see what the barriers may be.</li> </ul>	



# Whole Child Model Family Advisory Committee Meeting

## Meeting Minutes

Monday, December 5, 2022

1:30p.m. – 3:00p.m.



Agenda Topic	Minutes	Action Items
<b>Medi-Cal RX Experience and How to Appeal</b> Janna Espinoza	<ul style="list-style-type: none"> <li>Janna Espinoza shared her personal experience with Medi-Cal RX. Shared that she had a positive experience when contacting Medi-Cal RX for assistance with her daughter's medication after being prescribed incorrectly. She shared the importance of getting the medication prescribed the way it is prescribed. Added that contacting the State Board of Pharmacy was also quite easy to do. Encouraged members to call Medi-Cal Rx when needed.</li> <li>Navneet Sachdeva, pharmacy director at The Alliance reiterated that The Alliance is here to support the members in any way possible. Shared the resources shared internally with Alliance staff to be ready and prepared to assist any calls and they look forward to helping the members navigate when needed. Welcomed ideas or suggestions for The Alliance if they can improve.</li> </ul>	
<b>Discussion   Issues or Opportunities for Alliance Members</b>  Community Based Organizations  Alliance Updates  Member/Community Voice	<ul style="list-style-type: none"> <li>Christine Betts from Monterey County CCS shared that the Medical Therapy program has lift the restrictions and family members are now able to bring their siblings to the therapies. Added that due to COVID and other illnesses appointments have been cancelled ant that is an ongoing challenge. Added that they are back with in person MTC's, but it has taken a while to get caught up.</li> <li>Susan Paradise from Santa Cruz County shared information on the flyers they are sending out on how to stay safe due to RSV, flu and COVID. Asked that The Alliance shares the flyers with the committee.</li> <li>Lilia Chagolla shared on the Public Health Emergency. The state will start reassessing at the beginning of 2023 but that The Alliance has not received any kind of notification or 60-day notification. Waiting to hear more from the State and when information becomes available it will be shared.</li> </ul>	M. Marquez to share with the WCMFAC the flyers on how to stay safe that S. Paradise shared.



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	<ul style="list-style-type: none"> <li>Added that there is a huge effort across the state, including with community-based organizations, partners, and The Alliance to inform our participants to update their contact information with either their eligibility workers or the alliance to be able to send them information.</li> <li>Lilia Chagolla reported back on sharing the WCMFAC fact sheet at clinics/hospitals wait time monitors. The Alliance is currently working with the clinics/hospital leadership to ensure there is a process in place. The hopes are that we share information around resources or opportunities, but also just, preventative information to include The Alliance nurse advice line, the public health emergency, and anything that is beneficial to Alliance Members.</li> <li>L. Chagolla announced that Dr. Heloisa Junqueira has been recommended to be part of the WCMFAC. Once The Alliance Board approves Dr. Junqueira can join the committee.</li> <li>L. Chagolla reported on the mileage reimbursement.</li> <li>L. Chagolla shared that the Family Voices of CA Health Summit is coming up in March 2023 and The Alliance has funding available for two family members to attend. Maria Marquez will share the summit information with the committee. If anyone is interested in participating, please connect with Maria Marquez.</li> <li>Janna Espinoza shared that she would like for emergency preparedness to be discussed with this group. Added that in an emergency not having power immunes children not getting life sustaining medical care. She would like for resources to be shared and for this topic to be further discussed.</li> </ul>	
<b>CCS Advisory Group Representative Report</b> Susan Skotzke	<ul style="list-style-type: none"> <li>Susan Skotzke dismissed herself early from the meeting. No CCS Advisory Group report was provided.</li> </ul>	





# Whole Child Model Family Advisory Committee Meeting

## Meeting Minutes

Monday, December 5, 2022

1:30p.m. – 3:00p.m.



Agenda Topic	Minutes	Action Items
<b>Member Voice</b>	<ul style="list-style-type: none"> <li>Irma Espinoza, WCMFAC member shared her personal experience with her doctor when managing urgent medical visits. Shared she was unable to get her children seen at her doctor's office to address an urgent issue and had to take her child to the Urgent Care.</li> </ul>	Kelsey Riggs, RN for the Alliance will have an Alliance staff connect with Irma.
<b>Review Action Items</b> Maria Marquez	<ul style="list-style-type: none"> <li>Meeting adjourned and the action items were not reviewed during the meeting. Maria Marquez noted the action items.</li> </ul>	
<b>Adjourn (end) Meeting</b> Janna Espinoza	The meeting adjourned at 2:19p.m.	
<b>Minutes Submission</b>	The meeting minutes are respectfully submitted by Maria Marquez, Administrative Specialist	

*Next Meeting: Monday, January 23, 2023, at 1:30p.m.*







(800) 700-3874  
[www.ccah-alliance.org](http://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) 2023 Roadmap



**Q1**

## Membership & Recruitment

- Review Committee Membership and discuss the need for recruitment
- Plan presentations to Community Groups (1-2 per county)
- WCMFAC Resource Flyer Updates

**Q2**

## Member Communications

- Child Preventative Services Check-ups and Immunizations
- CalAIM Enhanced Care Management (ECM) Children/Youth Population of Focus

**Q3**

## Community and Member Voice

- Feedback from community partners on WCMFAC needs
- ECM & Community Supports Feedback from WCMFAC

**Q4**

## Review Progress and Identify Opportunities

- Review achievements and discuss gaps
- Identify new or revised roadmap items for 2024

### ***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**

**Member Voice**

**Discuss Care  
Management  
Efforts & Needs**

**Promote  
Advocacy  
Training &  
Support**

**Share Outreach  
Opportunities**

**Review  
Quarterly  
Roadmap**