



COMMITTEE: COMMUNITY ADVISORY COMMITTEE (CAC)

DATE OF MEETING: June 24, 2025

CALL TO ORDER: 11:05 AM by Rukiyah Polk - Chair

Members Present: Ashton Chase Beatriz Basulto Evelin Torres Jasmine Ochoa Jay Tamsi Jessika Lopez Lourdes Bucher Mark McAlister Michelle Bravo Nalasia Jewel Rukiyah Polk Tammy Torres	Members Absent: Alyssa Olivera Jennifer Wood-Slayton Rocio Castro	Staff Present: Amy Sanders, Member Services Manager Anastasia Lester, Sr. Health Equity Analyst Brenda Fabian, C&L Specialist Carlos Bello, W&P Program Manager Cynthia Cardon, C&L Services Manager Cynthia Jimenez, C&L Specialist Lela Criswell, Member Engagement Manager Moises Manzo, C&L Specialist Tiffany Chatman, Manager of W&P Vanessa Nevarez, Health Equity Coordinator Isabel Silva, Sr. Director of W&P
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Agenda Item	Discussion/Conclusion	Recommendations/Action	Date Resolved
Quorum	12 committee members present; Alyssa Olivera, Jennifer Wood-Slayton, and Rocio Castro were absent.	Committee quorum requirements met.	N/A
Call to Order	Rukiyah Polk, Chair, called meeting to order at 11:05 am.	N/A	N/A
Public Presentation	There were no public presentations.	N/A	N/A



Agenda Item	Discussion/Conclusion	Recommendations/Action	Date Resolved
Committee Announcements	<p>Rukiyah gave the opportunity for member updates.</p> <ul style="list-style-type: none"> Ashton C. announced that there will be HIV Testing at the Compassion Corner, Clinica Sierra Vista, on June 27th from 8:00am-12:00pm for National HIV Testing Day. The event will also include food and haircuts. Jasmine O. also announced a testing sight on June 27th for National HIV Testing Day at St. Vincent De Paul, the Bakerfield Women's Testing Center, from 1:30pm-4:00pm. 	<ul style="list-style-type: none"> Informational only. Informational only. 	<p>N/A</p> <p>N/A</p>
Committee Minutes	<p><u>Approval of Minutes</u></p> <p>CA-3) The Committee's Chairperson, Rukiyah Polk, presented the CAC Minutes for approval.</p>	<p>Action:</p> <ul style="list-style-type: none"> Tammy T. first, Evelin T. second. All aye's. Motion carried. 	6/24/25
Old Business	There was no old business to present.	N/A	N/A
New Business	<p><u>Consent Agenda Items</u></p> <p>CA-4) June 2025 Medi-Cal Membership Enrollment Report</p>	N/A	N/A



	<p>5) 1st Quarter 2025 Operation Board Update</p> <ul style="list-style-type: none"> Amy S. presented the Q1 2025 Operation Board Report that covers grievance trends. She stated that Q1 is historically high and therefore increased by 9%. The volume of exempt grievances increased also up 5.7% from the last quarter. A motion to approve was requested. <p>6) 1st Quarter 2025 Executive Summary Grievance</p> <ul style="list-style-type: none"> Amy S. presented the Q1 2025 Grievance Summary Report that provides the types of grievances that are received. Access to care, quality of care, and quality of services are the three largest categories. Ashton C. asked if the access to care grievances are broken down. Amy S. replied that they are on page 31. Beatriz B. asked how well patient autonomy is taken care of when filing a grievance. She shared that she is aware of someone who found out their name was exposed on a resolution and that the patient felt fearful, ashamed, and afraid of the consequences. Amy S. responded that it's difficult to keep the name from being exposed because KHS and the provider must request patient records and the provider has the right to know. She added that providers are not to retaliate. Amy S. assured Beatriz B. that the grievance process is 	<ul style="list-style-type: none"> Tammy T. first, Jasmine O. second. All aye's. Motion carried. Lourdes B. first, Mark M. second. All aye's. Motion carried. 	<p>6/24/25</p> <p>6/24/25</p>
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	<p>not to make members ashamed, but to improve services with providers, and identify trends to help.</p> <p>7) Qualitative/Quantitative Grievance Report</p> <ul style="list-style-type: none"> Amy S. presented the Qualitative/Quantitative Grievance Analysis Report which was created as part of the plan's NCQA accreditation process. She added that NCQA required KHS to set goals; the goals are no more than ten grievances per one thousand and no more than two grievances per category. KHS will focus on continued improvement in the areas of access to care, access to service, and quality of service. Beatriz B. commented that her coworkers have mentioned KHS's improvement on kindness, the referral process, and ability to find appointments sooner, which they are very thankful for. A motion to approve was requested. 	<ul style="list-style-type: none"> Tammy T. first, Ashton C. second. All aye's. Motion carried. 	<p>6/24/25</p>
	<p>8) 2026-2027 CAC</p> <ul style="list-style-type: none"> Anastasia L. presented changes to the 2026-2027 Community Advisory Committee (CAC). In the next term, meetings will be two hours long and members will be compensated \$150.00 per meeting (\$200 for the Chair and Co-Chair). Anastasia L. requested the completion of a survey from the committee 	<ul style="list-style-type: none"> Tammy T. first, Michelle B. second. All aye's. Motion carried. 	<p>6/24/25</p>

	<p>members for next term's committee member selection and added that those that wish to be on the selection committee, to let her know. Rukiyah P., Ashton C., Lourdes B., Tammy T., and Nalasia J. requested to be on the selection committee. A motion to approve was requested.</p> <p>9) Member Satisfaction Survey</p> <ul style="list-style-type: none"> Lela C. presented the results of the member satisfaction survey which shows that KFHC has an overall satisfaction rate of 71.6%. This rate is higher than the 60.4% Region 9 benchmark. Lela C. added that 524 surveys were completed and received out of a sample of 5,000 KFHC members who were qualified to take the survey. Beatriz B. commented that while she has noticed improvement, one item that still needs improvement is use of the member portal. She added that it is difficult for her generation to use a computer and recommended flyers that show urgent care centers that she can hand out instead. Lela C. responded that KFHC does have a flyer and shared that members can also go to the website and click on "find a provider". Beatriz B. stated that the current directory hasn't been updated as she has tried looking for providers and they are no longer accepting, or their phone numbers are no longer in service. 	<ul style="list-style-type: none"> Nalasia J. first, Mark M. second. All aye's. Motion carried. 	6/24/25
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	<p>Lela C. responded that she was unaware and mentioned that a member can report an issue with the directory via the KFHC website. Lela C. thanked Beatriz B. for her feedback and will take the recommendations to her team. Jasmine O. recommended that KFHC create a list of questions as a guide for members during provider visits to get the most out of their appointments. She added that members often need help asking the right questions and providers need to know how to respond to members when questions are being broken down. A motion to approve was requested.</p> <p>10) APS and CHW</p> <ul style="list-style-type: none"> Tiffany C. presented the community health worker (CHW) benefit. Through a population needs assessment (PNA), it was identified that members prefer to receive education in a different way, resulting in offering CHW as a membership benefit. Some of the criteria to qualify for this benefit are chronic health diagnosis or conditions, rising risk of chronic disease, positive adverse childhood events, presence of tobacco or excessive alcohol or drug misuse, and two or more missed medical appointments in six months, to name a few. CHWs assist members through health education, screenings and assessments, and individual support and advocacy. Tiffany C. 	<ul style="list-style-type: none"> Tammy T. first, Lourdes B. second. All aye's. Motion carried. 	6/24/25
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	<p>also highlighted asthma prevention services (APS), like CHW, members need to meet criteria to receive this benefit. Tiffany C. asked the committee how KHS can best promote these benefits with communities. Ashton C. asked how referrals are handled. Tiffany C. responded that providers could use the provider portal to submit referrals. Lourdes B. asked how the CHW benefit differs from Enhanced Care Management (ECM)? Tiffany C. responded that when a member has ECM, they cannot be eligible for CHW; if a member does not qualify for ECM, then they can qualify for CHW. Beatriz B. thanked KHS for adding the CHW benefit. She added that she has been a CHW since 2009 and is happy to see that it's now included. A motion to approve was requested.</p>		
Open Forum	Rukiyah P. announced the retirement of Mark M. and his departure as a member of the CAC. She thanked him for his service.	N/A	N/A
Next Meeting	The next meeting will be held Tuesday, September 23, 2025, at 11:00am.	N/A	N/A
Adjournment	<p>The Committee adjourned at 12:20pm.</p> <p><i>Respectfully submitted:</i> <i>Vanessa Nevarez, Health Equity Project Coordinator</i></p>	Tammy T. first, Jasmine O. second. All aye's. Motion carried.	N/A

