



COMMITTEE: COMMUNITY ADVISORY COMMITTEE (CAC)

DATE OF MEETING: June 26, 2024

CALL TO ORDER: 11:08 AM by Rukiyah Polk - Chair

<b>Members Present:</b>	Rukiyah Polk Beatriz Basulto Evelin Torres-Islas Tammy Torres Jasmine Ochoa Lourdes Bucher Ashton Chase Jesus Gonzalez Rocio Castro Nalasia Jewel Michelle Bravo	<b>Members Absent:</b>	Jay Tamsi (Excused) Jennifer Slayton (Excused) Jessika Lopez (Excused) Mark McAlister (Excused)	<b>Staff Present:</b>	Anastasia Lester, Senior Health Equity Analyst Moises Manzo, Cultural & Linguistics Specialist Vanessa Nevarez, Health Equity Coordinator Louis Iturriria, Sr Director of Marketing & Member Engagement Lela Criswell, Member Engagement Manager Nate Scott, Senior Director of Member Services Cynthia Jimenez, Cultural & Linguistics Specialist Nohemy Campos, Cultural & Linguistics Specialist Isabel Silva, Senior Director of Wellness & Prevention Amy Sanders, Member Services Manager
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Agenda Item	Discussion/Conclusion	Recommendations/Action	Date Resolved
Quorum	11 of 15 committee members present; Jay Tamsi, Jennifer Slayton, Jessika Lopez, and Mark McAlister were absent.	Committee quorum requirements met.	N/A
Call to Order	Rukiyah Polk, Chair, called meeting to order at 11:08 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"><li>• Jesus G. announced the success of the Gender &amp; Sexuality symposium which had 150 in attendance and thanked KHS for their support.</li><li>• Jesus G. announced his departure from The Center, and member of the Community Advisory Committee (CAC) and Executive Quality Improvement Health Equity Committee (EQIHEC) and recommended Dani Munoz as his replacement.</li><li>• Rocio C. mentioned that not enough people showed up to the Regional Advisory Committee (RAC) meeting in Arvin because there was not enough notice. She recommended we market and advertise more than a day in advance.</li></ul>	Informational Only.	N/A
Committee Minutes	<p><b><u>Approval of Minutes</u></b></p> <p>CA-3) The Committee's Chairperson, Rukiyah Polk, presented the CAC Minutes for approval.</p>	<p><b>Action:</b></p> <p>Lourdes B. first, Jasmine O. second. All aye's. Motion carried.</p>	6-25-24



Old Business	There was no old business to present.	N/A	N/A
New Business	<p><b><u>Consent Agenda Items</u></b></p> <p>CA-4) March 2024 Medi-Cal Membership Enrollment Report</p> <p>CA-5) Wellness and Prevention Q1 2024 Report</p>	<p><b>Action:</b></p> <p>Lourdes B. first, Jasmine O. second. All aye's. Motion carried.</p> <p>Informational only.</p>	<p>6-25-24</p> <p>N/A</p>
	<p><b><u>Agenda Items</u></b></p> <p>6) Member Services Grievance Operational Report and Grievance Summary for Q1 2024</p> <ul style="list-style-type: none"> <li>Amy S. presented the Grievance Report and Summy for Q1 2024.</li> <li>Committee member Evelin Torres arrived at 11:18 am.</li> </ul> <p>7) Culturally and Linguistically Appropriate Services</p> <ul style="list-style-type: none"> <li>Isabel S. gave a presentation of the services provided by the linguistics department.</li> <li>Beatriz B. asked how much time in advance is needed to use KHS Culture and Linguistic (C&amp;L) services and how much time does a member have with a C&amp;L interpreter. Beatriz B. would like to know as much as possible because she is the one that relays this information back to her community. Beatriz B. commented that a</li> </ul>	<p><b>Action:</b></p> <ul style="list-style-type: none"> <li>Tammy T. first, Jesus G. second. All aye's. Motion carried.</li> <li>Isabel S. will take the questions and comments back to her team to better communicate to members that these services are available and how to better use the services per Beatriz B's request.</li> </ul>	<p>6-25-24</p>

	<p>lot of times providers do not have qualified interpreters. Isabel S. responded that it depends on the language that is being requested. Sign language and indigenous languages are harder to find. KHS also has telephonic and video interpreting to prevent delays at health care appointments.</p> <ul style="list-style-type: none"> <li>Jasmine O. would like KHS to provide a clearer understanding on what services they provide as well as a list of what services providers provide. Members are often discouraged by providers to use KFHC translation services because providers may have their own, but they are not the best, which creates issues.</li> <li>Rukiyah P. announced a 5-minute break for lunch at 11:37am.</li> <li>Rukiyah P. reconvened the meeting at 11:42am.</li> </ul> <p>8) CAC Meeting Extended Time</p> <ul style="list-style-type: none"> <li>Anastasia L. proposed the CAC extend the meeting time to 90 minutes.</li> </ul> <p>9) Member Rewards Flyer</p> <ul style="list-style-type: none"> <li>Lela C. presented the new Member Rewards flyer and asked the committee for feedback. The intent of the flyer is to have the most up-to-date information by scanning the QR code on the flyer.</li> </ul>	<ul style="list-style-type: none"> <li>Isabel S. will take these comments back to the team to better KHS services.</li> <li>Jasmine O. first, Rukiyah P. second. All aye's. Motion carried.</li> </ul>	<p>6-25-24</p> <p>6-25-24</p> <p>N/A</p>
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	<ul style="list-style-type: none"> <li>Jesus G. recommended the verbiage “scan with your phone” should be added to the flyer. Jasmine O. recommended to add more graphics and images to the flyer. Tammy T. commented that the website that the QR codes takes you to is too wordy and adding supplemental images would help for those that cannot read. Ashton C. commented that HEDIS state age requirements seem to be different than her hospitals for screenings such as HIV, Hepatitis C, Chlamydia and Gonorrhea. Patients should be screen at 40, not at 50 as the flyer states. Rukiyah P. asked why the flyer says there is STD screening for women and not men. Lourdes B. asked if the flyer was available in other languages. Lela C. responded that is it not available in other languages because it would take too much time. Amy S. advised the committee to use the KHS language line for assistance with the flyer.</li> </ul>	<ul style="list-style-type: none"> <li>Lela C. thanked all for their comments and recommendations and will take back to the team for edits. Louie I. will investigate the screening age differences.</li> <li>Tammy T. first, Evelin T. second. All aye’s. Motion carried.</li> </ul>	6-25-24
	<p>10) Website Survey</p> <ul style="list-style-type: none"> <li>Lela C. presented the Usability Test and encouraged the committee to take the test and provide feedback by the end of the week, if possible.</li> <li>Rukiyah P. asked where to send the test once completed. Lela C. advised to email it to Stephanie R. Beatriz B. asked if this test was</li> </ul>	<ul style="list-style-type: none"> <li>Informational only.</li> </ul>	N/A



	<p>for all members. Lela C. responded that this test is just for the CAC.</p> <ul style="list-style-type: none"> <li>Beatriz B. commented that she is unable to download the online transportation mileage reimbursement form in Spanish but can download the English version.</li> </ul> <p>11) Member Satisfaction Survey Results</p> <ul style="list-style-type: none"> <li>Lela C. presented the member satisfaction survey results and stated that the committee's feedback has been previously taken and KHS is trying to improve. Beatriz B. asked if telehealth services are provided by PCP's only, or other specialists, and if members are responsible to select these services or someone else. Lela C. responded that both PCP's and specialists can have telehealth services but not all do. Beatriz B. commented that she is very thankful these services are available and emphasized that she doesn't have to miss work because of them.</li> <li>Nate S. asked the room how many are registered on the KHS member portal. He emphasized that the portal has a lot of good information. A committee member commented that she likes the website because that is where she finds the most information for her child who has asthma. Beatriz B. likes the website as well but is concerned that some may not know how to navigate it well or have the knowledge to use it correctly. Beatriz B.</li> </ul>	<ul style="list-style-type: none"> <li>Lela C. will investigate why members are unable to download the Spanish mileage reimbursement form.</li> <li>Lela C. will make sure the KHS provider list states which providers offer telehealth.</li> </ul>	N/A
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	knows this to be true because she is a passionate health promoter and helps others navigate. Nate S. thanked Beatriz B. for her assistance with members and asked to have them contact member services and we will walk them through it.		
Next Meeting	<ul style="list-style-type: none"><li>• Rukiyah P. thanked Jesus G. for serving as vice chair and gave him well wishes.</li><li>• The next meeting will be held Tuesday, September 24, 2024, at 11:00am.</li></ul>	N/A	N/A
Adjournment	<p>The Committee adjourned at 12:17pm.</p> <p><b><i>Respectfully submitted:</i></b> <b><i>Vanessa Nevarez, Health Equity Project Coordinator</i></b></p>	<p>Tamme T. first, Lourdes B. second. All aye's. Motion carried.</p>	6-25-24