



COMMITTEE: COMMUNITY ADVISORY COMMITTEE (CAC)

DATE OF MEETING: September 23, 2025

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

Members Present: Ashton Chase Beatriz Basulto Evelin Torres Jasmine Ochoa Jennifer Slayton Lourdes Bucher Nalasias Jewel Rukiyah Polk Tammy Torres	Members Absent: Alyssa Olivera Rocio Castro Jay Tamsi Jessica Lopez Mark McAlister Michelle Bravo	Staff Present: Amy Sanders, Member Services Manager Anastasia Lester, Sr. Health Equity Analyst Nate Scott, Sr. Director of Member Services Carlos Bello, W&P Program Manager Cynthia Cardon, C&L Services Manager Stephanie Rico, Member Engagement Representative Cynthia Jimenez, C&L Specialist Lela Criswell, Member Engagement Manager Moises Manzo, C&L Specialist Vanessa Nevarez, Health Equity Coordinator
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Agenda Item	Discussion/Conclusion	Recommendations/Action	Date Resolved
Quorum	9 committee members present; Alyssa Olivera, Rocio Castro, Jay Tamsi, Jessica Lopez, Mark McAlister, and Michelle Bravo 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"> Nalasia J. announced that she will be stepping down as a member of the CAC; the December 2025 meeting will be her last. Jennifer S. requested a presentation at the next CAC meeting that provides an overview of HR1 and its potential impact on KFHC members. Anastasia L. reminded the CAC that there are still slots to fill in the CAC selection committee: a Delano member, LGBTQ+, and a foster youth or parent. Ashton C. added that the first CAC selection committee meeting went well and was very informative. Rukiyah P. shared that she attended the SAC/BH-SAC meeting which covered the following topics: Stakeholder Engagement, Measures Timeline, Phase 2 Measures, Theory of Change, Community Planning Alignment, New Requirements, Planning Timeline, and Investment Policies. 	<ul style="list-style-type: none"> Informational only. Informational only. Informational only. Informational only. 	<p>N/A</p> <p>N/A</p> <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. 	<p>9/23/25</p>



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) August 2025 Medi-Cal Membership Enrollment Report</p>	N/A	N/A
	<p>5) 2nd Quarter 2025 Operational Board Update</p> <ul style="list-style-type: none"> Amy S. addressed Jennifer S.'s recommendation for an HR1 presentation at the next CAC. Amy S. assured the committee that herself, Lela C. and Nate S., will prepare a presentation outlining the progress of their internal HR1 discussions which will explore ways to engage members and generate ideas to help them stay enrolled. Amy S. presented the 2025 Operational Board Report that covers Q2 data. The report shows that Medi-Cal renewals have increased by 78%. Amy S. added that renewal activity typically rises in Q1. The increase in transportation-related grievances is due to the new 48-hour advance scheduling requirement for appointments. Beatriz B. asked about the grievance review process then began to share a personal experience involving poor service at Verdugo Hospital. Beatriz B. expressed her frustration that her grievance response claimed, "everything was fine," which she disputes, noting she had no witnesses to 	<ul style="list-style-type: none"> Informational only. Nalasia J. first, Lourdes B. second. All aye's. Motion carried. 	<p>N/A</p> <p>9/23/25</p>

	<p>support her account. She also emphasized her concern about repeated survey requests despite having already provided feedback. Amy S. agreed to review Beatrix B's. grievance and follow up. A motion to approve was requested.</p> <p>6) 2nd Quarter 2025 Grievance Summar Report</p> <ul style="list-style-type: none"> Amy S. presented the Grievance Summary Report which gives a more in-depth look at data than the Operational Board Report. Amy S. shared that 3,475 were received during Q2 with Access to Care Grievances at 36.6%, Quality of Service Grievances at 34.9%, and Quality of Care Grievances at 14.2%. Standard Grievances were at 71.7% (resolved within 30 days) and Exempt Grievances were at 28.3% (resolved within one business day). Resolution Outcomes closed in favor of the enrollee were at 45.9%, closed in favor of the plan or provider at 51.4%, and remained open at time of reporting at 2.7%. A motion to approve was requested. <p>7) Population Needs Assessment (PNA) Presentation</p> <ul style="list-style-type: none"> Carlos B. gave an overview of the Population Needs Assessment (PNA) which is 100 pages long and can be found on the KFHC website. It can be translated into other languages, as 	<ul style="list-style-type: none"> Tammy T. first, Ashton C. second. All aye's. Motion carried. 	9/23/25
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	<p>needed. The PNA is an annual assessment of member characteristics, health, and social needs and KHS partners with local health departments to complete. The PNA covers the two previous years' data and is used to review and update activities, internal resources, and community resources to address member needs and health care disparities. Carlos B. shared that the social determinants of health claims have increased nearly 20%. KFHC has started collecting Sexual Orientation Gender Identity (SOGI) data in response to the increase in investigating disparities, as well as collaborating with community partners and other KFHC departments such as Behavioral Health and the Health Equity department's Regional Advisory Committee (RACs). Jennifer S. commented that she is surprised to see the data for children and adolescence being diagnosed with asthma so high because in Lamont they are diagnosed with asthma-like symptoms. Carlos B. responded that asthma is harder to diagnose in a child and asked Jennifer S. to send her data to Carlos B. for review. Ashton C. asked about the significant increase in the homeless population and if there were any resources available to educate her patients. Carlos B. responded that he would need to review and get back to her. A motion to approve was requested.</p>		
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	<p>8) Member Rewards Program Presentation</p> <ul style="list-style-type: none">Lela C. provided the committee with a Member Rewards Program update. The program has transitioned from Walmart gift cards to Visa cards, which can be used anywhere Visa is accepted. Members will first receive a notice followed by the card in the mail. If members earn additional rewards, the same card will be reloaded rather than issuing a new one. Lela C. shared that KHS will be able to track purchases to identify trends and added that certain purchases are restricted such as firearms and alcohol. Tammy T. asked if each member, such as children, will receive their own cards. Lela C. replied that yes, a child will receive a card with their name on it that can be used by the parents. Jasmine O. praised the branding and marketing of the new card design and asked how the card is restricted from certain purchases. Lela C. explained that the card is automatically blocked from restricted categories. A motion to approve was requested.	<ul style="list-style-type: none">Tammy T. first, Ashton C. second. All aye's. Motion carried.	9/23/25
Open Forum	There were no items to present.	N/A	N/A
Next Meeting	The next meeting will be held on Tuesday, December 9, 2025, at 11:00am.	N/A	N/A



Adjournment	<p>The Committee adjourned at 12:15pm.</p> <p><i>Respectfully submitted:</i> <i>Vanessa Nevarez, Health Equity Project Coordinator</i></p>	<p>Lourdes B. first, Tammy T. second. All aye's. Motion carried.</p>	N/A
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