

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC)

KERN HEALTH SYSTEMS

2900 Buck Owens Boulevard
Bakersfield, California 93308
1st Floor Board Room

Tuesday, March 25, 2025

11:00 A.M.

All agenda item supporting documentation is available for public review on the Kern Health Systems website: <https://www.kernfamilyhealthcare.com/about-us/committees/> Following the posting of the agenda, any supporting documentation that relates to an agenda item for an open session of any regular meeting that is distributed after the agenda is posted and prior to the meeting will also be available on the KHS website.

PLEASE REMEMBER TO TURN OFF ALL CELL PHONES, PAGERS OR ELECTRONIC DEVICES DURING MEETINGS.

COMMITTEE TO RECONVENE

Members: Alyssa Olivera, Ashton Chase, F.N.P., Beatriz Basulto, Evelin Torres-Islas, Jasmine Ochoa, Jay Tamsi, Jennifer Wood-Slayton, Jessika Lopez, Lourdes Bucher, Mark McAlister, Michelle Bravo, Nalasia Jewel, Rocio Castro, Rukiyah Polk, Tammy Torres

CONSENT AGENDA/OPPORTUNITY FOR PUBLIC COMMENT: ALL ITEMS LISTED WITH A "CA" ARE CONSIDERED TO BE ROUTINE AND NON-CONTROVERSIAL BY KERN HEALTH SYSTEMS STAFF. THE "CA" REPRESENTS THE CONSENT AGENDA. CONSENT ITEMS WILL BE CONSIDERED FIRST AND MAY BE APPROVED BY ONE MOTION IF NO MEMBER OF THE COMMITTEE OR AUDIENCE WISHES TO COMMENT OR ASK QUESTIONS. IF COMMENT OR DISCUSSION IS DESIRED BY ANYONE, THE ITEM WILL BE REMOVED FROM THE CONSENT AGENDA AND WILL BE CONSIDERED IN LISTED SEQUENCE WITH AN OPPORTUNITY FOR ANY MEMBER OF THE PUBLIC TO ADDRESS THE COMMITTEE CONCERNING THE ITEM BEFORE ACTION IS TAKEN.

STAFF RECOMMENDATION SHOWN IN CAPS

PUBLIC PRESENTATIONS

- 1) This part of the meeting is for persons to talk to the Community Advisory Committee (CAC) on items not on the agenda. Items should be within the scope of the CAC. The CAC may respond to items. They may ask questions to learn more. The CAC may also take action. They may direct staff to place an item on a future meeting.

PERSONS HAVE TWO MINUTES. PLEASE STATE AND SPELL YOUR NAME FIRST. THANK YOU!

CAC MEMBER UPDATES AND REPORTS

- 2) On their own initiative, Committee members may make an announcement or a report on their own activities. They may ask a question for clarification, make a referral to staff or take action to have staff place a matter of business on a future agenda (Gov. Code Sec. 54954.2[a])
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- CA-3) Minutes for CAC meeting on December 10, 2024
APPROVE
-
- CA-4) Report on December 2024 Medi-Cal Membership Enrollment
RECEIVE AND FILE
-
- 5) 4th Quarter 2024 Operation Board Update - Grievance Report
PRESENTATION
 - 6) 4th Quarter 2024 Executive Summary Grievance Analysis
PRESENTATION
 - 7) Email Audit Summary Report and Examples
PRESENTATION
 - 8) CHIP/CHA
PRESENTATION

- 9) Overview of Cultural & Linguistic Activities
PRESENTATION
- 10) Member Satisfaction Survey
PRESENTATION

END THE MEETING TO TUESDAY, June 24, 2025, AT 11:00 A.M.

CAC Meeting Dates for Year 2025

Tuesday, September 23, 2025 @ 11am
Tuesday, December 9, 2025 @ 11am

(This date may change due to a holiday or if the CAC cannot attend.)

**AMERICANS WITH DISABILITIES ACT
(Government Code Section 54953.2)**

The meeting facilities at Kern Health Systems are accessible to persons with disabilities. Disabled individuals who need special assistance to attend or participate in a Committee meeting may request assistance at the Kern Health Systems office, 2900 Buck Owens Boulevard, Bakersfield, California 93308 or by calling (661) 664-5000. Every effort will be made to reasonably accommodate individuals with disabilities by making meeting material available in alternative formats. Requests for assistance should be made five (5) working days in advance of a meeting whenever possible.