



COMMITTEE: COMMUNITY ADVISORY COMMITTEE (CAC)

DATE OF MEETING: September 24, 2024

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

Members Present: Rukiyah Polk Beatriz Basulto Evelin Torres-Islas Tammy Torres Jay Tamsi Jennifer Wood-Slayton Ashton Chase Jasmine Ochoa Lourdes Bucher Mark McAlister Michelle Bravo Nalasia Jewel Alyssa Olivera	Members Absent: Rocio Castro Jessika Lopez	Staff Present: Anastasia Lester, Senior Health Equity Analyst Stephanie Rico, Member Engagement Coordinator 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 Maria Ramirez, Cultural & Linguistics Specialist Isabel Silva, Senior Director of Wellness & Prevention Amy Sanders, Member Services Manager Flor Del Hoyo Galvan, Manager of Member Wellness & Prevention Moises Manzo, Cultural & Linguistics Specialist Nate Scott, Senior Director of Member Services
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Agenda Item	Discussion/Conclusion	Recommendations/Action	Date Resolved
Quorum	13 committee members present; Rocio Castro and Jessika Lopez 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 she is partnering with Kern Radiology to increase the number of homeless women doing breast cancer screenings. Of the unsheltered mammograms, 17 of them were KFHC patients. Overall, 40 has breast exams and 21 received a pap; the initiative is called “Every Woman Counts”. 	Informational Only.	N/A
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> <p>Tammy T. first, Jasmine O. second, Mark A. abstained. Motion carried.</p>	9-24-24
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) September 2024 Medi-Cal Membership Enrollment Report</p> <p>CA-5) Wellness and Prevention Q2 2024 Report</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>

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	<p>some examples of emails that are being monitored.</p> <ul style="list-style-type: none"> Mark M. asked what the scoring mechanism is for the report. 	<p>CSS benefits detailed requests. Amy S. added that these topics are not new, just new to receiving via email.</p> <ul style="list-style-type: none"> Amy S. asked the committee to refer to pg. 55 for scoring methodology and added she will include the audit tool in the next meeting. Mark M. first, Tammy T. second. All aye's. Motion carried. 	<p>9/24/24</p> <p>9/24/24</p>
	<p>9) Diabetes Management Program</p> <ul style="list-style-type: none"> Flor G. presented the Diabetes Management Program which includes classes that provide tools to help members manage their diabetes better. Jennifer W. asked how we choose members to participate in this program. 	<ul style="list-style-type: none"> Flor G. responded that outreach is done to members that are over 9% on the A1C measure. Flor G. added that members also referred family and friends that have diabetes to join as the classes are open to everyone. Isabel S. commented that she would like to see an increase in the number of referrals to get more members and providers involved in the program. Flor G. responded that there is no follow up unless requested by the member; if requested, they will receive educational materials in the mail. Flor G. added that KFHC would 	<p>9/24/24</p> <p>9/24/24</p>
	<ul style="list-style-type: none"> Lourdes B. asked what the follow up looks like for this program. 		

	<ul style="list-style-type: none"> • Beatriz B. asked if we had done any outreach to the community. She claimed that she has diabetes and had not been contacted about the program. She added that she knows members that would love to join this program. 	<p>like to offer focus groups in the future.</p> <ul style="list-style-type: none"> • Flor G. responded that they have reached out to some that KHS has a member diagnosis on. Flor G. added that they focus on central Bakersfield because they know transportation is an issue. Flor G. commented that KFHC partners with Kern Health to do online classes so that everyone may join, and that members are welcome to self-refer. Flor G. commented that there is a long list of members with diabetes and therefore not all have been contacted yet. Flor G. gave Beatriz B. program flyers. 	9/24/24
	<ul style="list-style-type: none"> • Jay T. asked how many members have completed the program and recommended Flor G. hold an orientation to explain the overall program at the beginning of the course. 	<ul style="list-style-type: none"> • Flor G. responded that 29 members have completed the whole series, and she will take the orientation recommendation back to the team. Flor G. added that there is an incentive for members per class as well as at the end of the program. Flor G. also mentioned that members would like to have longer classes than two hours and that a proposal has been submitted to start a test messaging campaign to get members approved for the program. Isabel S. added that while we do have member's phone numbers it can be a 	9/24/24



	<p>10) CHIP/CHA Collaboration</p> <ul style="list-style-type: none">Isabel S. presented the Community Health Improvement Plan (CHIP) and the Community Health Assessment (CHA) which covers an	<p>challenge to reach a large amount as there are only so many hours in a day and that a more effective method will be to get the text messaging campaign approved. Amy S. added that she encourages all to sign up to receive text messages in the KHS member portal. Beatriz B. responded that technology is hard for most and they would prefer phones calls, Jay T. agreed to this statement. Flor G. added that Wellness & Prevention has partnered with Member Services to do mass mailings and other outreach services; 60% were unable to contact or have declined. Isabel S. added that KHS realizes it is not a one size fits all approach and we would like more members to participate. Mark M. recommended KHS start a message of the week or message of the month option. Jay T. encouraged that next year's program will be a successful one.</p>	
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	<p>assessment of the current health of the county and asked the committee how the CAC can support the CHIP.</p> <ul style="list-style-type: none"> Jennifer W. asked Isable S. if the CAC can get more specific information on the CHIP. 	<ul style="list-style-type: none"> Isabel S. mentioned that there are hyperlinks in her presentation that provide addition information and asked if a CHIP presentation would be helpful. All CAC members agreed this would be helpful and Jasmine O. has volunteered to do the presentation for the next meeting. 	9/24/24
	<p>11) New Member Rewards Program</p> <ul style="list-style-type: none"> Lela C. presented the new member rewards program flyer to the committee. Lela C. stated that Member Engagement (ME) took back the CAC's recommendations from the last meeting and made changes. Jennifer W. stated that the QR code on the flyer is too small. Beatriz B. asked if members need to have the QR code to qualify for rewards and asked how long it takes for members to receive their rewards. 	<ul style="list-style-type: none"> Lela C. responded that the code is small due to the limited space on the flyer due to all the reward icons. Lela C. responded that members do not need to have the code to qualify and that it can take up to three months to receive their rewards because ME must wait for the claim from the provider. 	<p>9/24/24</p> <p>9/24/24</p>



	<ul style="list-style-type: none"> Rukiya P. asked why the flyer is geared more towards women than men. Beatriz B. asked if rewards are mailed. <p>12) Regional Advisory Committee</p> <ul style="list-style-type: none"> Anastasia L. gave an overview of the Regional Advisory Committee (RAC) that covered Q2, Q3, and Q4 per CAC member Rocio C's request. 	<ul style="list-style-type: none"> Lela C. responded that she needs to discuss this with the health rep, and she will have the answer at the next CAC meeting. Lela C. added that there are specific state requirements which is the premise of the flyer. Lela C. responded that rewards are mailed and there is a return process if the member is no longer at that address. Lela C. added that ME is in the process of changing the retail card to a Visa card so the member can keep adding funds to the same card. Informational only. 	<p>9/24/24</p> <p>9/24/24</p>
Next Meeting	The next meeting will be held Tuesday, December 10, 2024, at 11:00am.	N/A	N/A
Adjournment	<p>The Committee adjourned at 12:32pm.</p> <p>Respectfully submitted: Vanessa Nevarez, Health Equity Project Coordinator</p>	Tamme T. first, Lourdes B. second. All aye's. Motion carried.	N/A



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