

Regular Meeting of the

Santa Clara County Health Authority Consumer Advisory Committee

Tuesday, September 6, 2022, 6:00 PM – 7:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave., San Jose, CA 95119

Via Teleconference Only

(669) 900-6833

Meeting ID: 873 5653 5918

Passcode: cac092022

<https://us06web.zoom.us/j/87356535918>

AGENDA

1. Roll Call / Introduction of Members and SCFHP Staff	Ms. Sager	6:00	10 min
2. Public Comment Members of the public may speak to any item not on the agenda; two minutes per speaker. The committee reserves the right to limit the duration of public comment to 30 minutes.	Ms. Sager	6:10	5 min
3. Meeting Minutes Review minutes of the June 7, 2022 Consumer Advisory Committee. Possible Action: Approve the minutes of the June 7, 2022 Consumer Advisory Committee.	Ms. Sager	6:15	5 min
4. Health Plan Update Discussion on SCFHP membership and current topics.	Ms. Turner	6:20	5 min
5. Population Needs Assessment (PNA) Report Medi-Cal Discussion on the findings from the PNA.	Ms. Hernandez	6:25	10 min
6. Medi-Cal Community Supports (CS) Overview of the CS program.	Ms. Andersen	6:35	10 min
7. Blanca Alvarado Community Resource Center Programming and operations update.	Mr. Gonzalez	6:45	5 min
8. SCFHP Member Communications Review SCFHP Member Communications.	Ms. Byom	6:50	5 min

9. Future Agenda Items

Discuss location of December meeting and suggest topics.

Ms. Sager

6:55

5 min

10. Adjournment

Next meeting: Tuesday, December 6, 2022 at 6:00 p.m.

Ms. Sager

7:00

Notice to the Public—Meeting Procedures

- Persons wishing to address the Consumer Advisory Committee on any item on the agenda are requested to advise the Recorder so that the Chairperson can call on them when the item comes up for discussion.
- The Committee may take other actions relating to the issues as may be determined following consideration of the matter and discussion of the possible action.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should notify Amy O'Brien 48 hours prior to the meeting at (408) 874-1997.
- To obtain a copy of any supporting document that is available, contact Amy O'Brien at (408) 874-1997. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 6201 San Ignacio Ave, San Jose, CA 95119.
- This agenda and meeting documents are available at www.scfhp.com.



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Public Comment



Santa Clara Family Health Plan™

Meeting Minutes

June 7, 2022

Regular Meeting of the

Santa Clara County Health Authority Consumer Advisory Committee

Tuesday, June 7, 2022, 6:00 PM – 7:00 PM
Santa Clara Family Health Plan – Teleconference
6201 San Ignacio Ave, San Jose, CA 95119

Minutes - Draft

Members Present

Debra Porchia-Usher, Chair
Rebecca Everett
Blanca Ezquerro
Rachel Hart
Ajit Raina
Ishendra Sinha
Hoang Truong
Tran Vu

Members Absent

Barifara (Bebe) Barife
Vishnu Karnataki
Maria Cristela Trejo Ramirez

Staff Present

Christine Tomcala, Chief Executive Officer
Chris Turner, Chief Operating Officer
Chelsea Byom, Vice President, Marketing,
Communications and Outreach
Mike Gonzalez, Director, Community
Engagement
Carole Ruvalcaba, Director, Marketing and
Communications
Lucille Baxter, Manager, Quality and Health
Education
Cristina Hernandez, Manager, Marketing and
Public Relations
Jocelyn Ma, Manager, Community Outreach
Jenny Arellano, Marketing Project Manager
Zara Hernandez, Health Educator
Rita Zambrano, Executive Assistant
Amy O'Brien, Administrative Assistant

1. Roll Call

Debra Porchia-Usher, Chair, called the meeting to order at 6:02 p.m. Roll call was taken and a quorum was established.

2. Public Comment

There were no public comments.

3. Meeting Minutes

The minutes of the March 8, 2022 Consumer Advisory Committee meeting were reviewed.

It was moved, seconded, and the minutes of the March 8, 2022 Consumer Advisory Committee meeting were unanimously approved.

Motion: Mr. Vu
Second: Mr. Sinha
Ayes: Ms. Everett, Ms. Ezquerro, Ms. Hart, Ms. Porchia-Usher, Mr. Raina, Mr. Sinha, Ms. Truong, Mr. Vu
Absent: Ms. Barife, Mr. Karnataki, Ms. Ramirez

4. Member Orientation Update

Jocelyn Ma, Manager, Community Outreach, presented an overview of the Member Orientation pilot program. Ms. Ma highlighted the accomplishments of the pilot program since its implementation in 2021. She discussed the number of sessions to date, offered both virtually and in-person. Sessions are conducted in the 5 threshold languages. Eligible members receive a \$25.00 member incentive for their attendance. To date, the Plan has given \$8,200.00 in member incentives. Ms. Ma also discussed the results of the feedback survey sent to all attendees. Ms. Ma concluded with an overview of some of the challenges experienced in the implementation of this program.

Ms. Ma asked the committee members for their feedback on how SCFHP can increase attendance at orientations. Ms. Hart suggested stipends to increase member attendance. She also feels that a more dynamic name in place of 'Member Orientation' might attract more interest and excitement in this program. Ms. Hart commented that some people may not understand what an orientation is and what to expect if they attend. She also suggested sending out a colorful flyer to increase enthusiasm. Ms. Ezquerro suggested we rename the program 'Know your Health Plan'. Ms. Porchia-Usher suggested the use of the word 'raffle' to attract people's attention.

Ms. Ma concluded with an overview of what's next as they continue to develop the program. Customer Service representatives are currently in training to conduct sessions in more languages. The Marketing team is working on a new flyer that draws attention to the \$25.00 incentive. In the next fiscal year, the orientations will be given at various community office spaces, community centers, and libraries.

5. Health Plan Update

Christine Tomcala, Chief Executive Officer, presented the Health Plan update. As of May 1, 2022, the Plan's total enrollment includes 301,262 members, an increase of approximately 7.1% since May 2021. The Plan's total Medi-Cal (MC) membership includes 290,928 members, an increase of approximately 7.3% since May 2021. The Plan's total Cal MediConnect (CMC) membership is 10,334 members, an increase of approximately 3.5% since May 2021.

Ms. Tomcala extended a sincere thank you on behalf of all committee members and staff to Debra Porchia-Usher, who has served as the CAC Chair since 2020.

Ms. Tomcala notified all members that the CAC meetings for the remainder of 2022 and throughout 2023 will be moved to the 1st Tuesday of the month, and all committee members approved of this change.

The COVID-19 public health emergency (PHE) will likely be extended until October 15, 2022. The "pause" on MC redeterminations remains in effect until at least January 2023. All board and committee meetings may remain virtual until that time. There may be an opportunity to conduct hybrid meetings, and Ms. Tomcala asked members for their preference as to the meeting location once the PHE has ended. The committee members agreed that they liked the options to either participate virtually or to attend meetings in person at the Blanca Alvarado Community Resource Center (CRC). Ms. Tomcala explained that she will keep the committee members informed of any changes to the Brown Act requirements that may affect our ability to virtually attend meetings.

Ms. Tomcala continued with a general overview of additional Plan updates. The Governor's May budget was revised, and she summarized the changes made to some of the benefits covered under this budget. Ms. Tomcala concluded with an update on the accomplishments of the COVID-19 One-Stop-Shop at the CRC.

6. Blanca Alvarado Community Resource Center

Mike Gonzalez, Director, Community Engagement, presented an overview of the recent activities at the Center. Mr. Gonzalez introduced Daisy Montoya, CRC Coordinator, and the newest member of the CRC team. Mr. Gonzalez shared the monthly calendar of activities, which can also be found on our website at www.crc.scfhp.com and through our social media account @CRC_SCFHP. He also shared the hours the

Center is open. COVID-19 safety protocols remain in place. Mr. Gonzalez highlighted the services, programs, and events on offer at the Center.

One of the events held at the CRC was the SCFHP Older Adults Resource Fair and Conference on May 14, 2022 which was attended by 150 older adults, 43 of whom were Plan members. Mr. Gonzalez highlighted the additional services, programs, and events on offer at the Center. He also shared the number of visitors and the types of services provided to them from July 2021 through April 2022. Members can receive in-person application assistance for enrollment into Covered California and Medi-Cal. The Center also provides members with resource navigation assistance.

The CRC planning process, in partnership with the Resident Advisory Group, has concluded, and he shared the key results of this process. He also shared the CRC's vision and purpose statements, in alignment with the vision of SCFHP, and he introduced the CRC's 'Welcoming All' statement. Mr. Gonzalez concluded by encouraging all committee members to attend the Community Celebration Event on Saturday, June 25, 2022 from 10:00 a.m. to 2:00 p.m. to officially conclude the CRC planning process and to launch the new community health framework.

7. Health Education and Cultural Linguistics

Zara Hernandez, Health Educator, presented an overview of the various Health Education classes available to our members. The majority of these classes do not require a PCP referral. Transportation can also be arranged by calling Customer Service. Ms. Hernandez's overview included a description of the asthma education program offered by Breathe California, and the Plan's new High Blood Pressure management class. She also discussed the counseling and support services offered to members through the ACT for Mental Health program.

Ms. Hernandez continued her overview, and she described the wide range of classes available for members, with topics such as parent education, nutrition and weight management, exercise and fitness, prenatal education, smoking cessation, and summer programs for our younger members. Almost all classes are offered in English and Spanish, and the smoking cessation class is also offered in Vietnamese. The Health Education department will expand the languages offered once we can return to in-person classes and there is increased demand. She gave instructions on how to sign up for these classes.

Members are also encouraged to access the SCFHP health library. SCFHP is also working with the City of San Jose to develop additional programs, such as mobility classes, wheelchair access programs, classes for seniors, and a mobile app diabetes prevention program through Yes Health. Ms. Hernandez concluded with an overview of our cultural and linguistics translation and interpretation services.

Mr. Sinha asked why the age range for the blood pressure class ends at age 75. Ms. Hernandez agreed that it is a good idea to extend the age range past 75 years old, and the Health Education department will make this change to the program.

8. SCFHP Member Communications

Chelsea Byom, Vice President, Marketing, Communications, and Outreach discussed the member communications completed since the March 2022 meeting. Member communications included the spring newsletter, which contained the Member Handbook Errata. Members who would like a hard copy of the Errata may call Customer Service to request it. Ms. Byom discussed the Plan's PHE communication campaign, especially once the "pause" on MC redeterminations has concluded. Her presentation highlighted the SCFHP website which is updated with materials such as the Formulary, the Provider directory, our newsletters, and the PHE Homepage banner. The PHE Homepage includes a link to County websites. Ms. Byom concluded with a list of the events the Plan participated in since our March 2022 meeting, as well as upcoming events.

9. Future Agenda Items

Ms. Porchia-Usher asked for suggestions on future agenda items. At this time, there were no suggestions.

10. Adjournment

The meeting adjourned at 7:02 p.m. The next Consumer Advisory Committee meeting is scheduled for Tuesday, September 6, 2022 at 6:00 p.m.

Debra Porchia-Usher, Chair
Consumer Advisory Committee



Santa Clara Family Health Plan™

Health Plan Update

September 2022

SCFHP Updates

Enrollment

- Total enrollment as of August 1, 2022
 - 315,281 members
 - 10.4% increase since August 2021
- Medi-Cal – 304,867 (10.8% increase since August 2021)
- Cal MediConnect – 10,414 (1.6% increase since August 2021)

SCFHP Updates

Plan Updates

- COVID-19 public health emergency expires October 13; will likely be extended until mid-January
 - SCFHP headquarters on San Ignacio reopened today, 9/6
 - Board and committee meetings may remain virtual
 - Medi-Cal redeterminations “pause” remains in effect until at least January 2023
 - Redeterminations for adults age 26-49 will remain on pause until after January 2024
 - Avoids a break in coverage for undocumented young adults based on current eligibility
- Medi-Cal eligibility expanded 5/1 to adults age 50+ regardless of immigration status
 - 6,500 individuals transitioned to SCFHP from limited scope Medi-Cal
 - SCFHP supported a coalition of community-based organizations to outreach to newly eligible beneficiaries by distributing 40,000 flyers, mailing 90,000 postcards, and sharing social media posts
- DHCS will renew its contract with Anthem Blue Cross Partnership Health Plan as the commercial health plan to provide Medi-Cal in Santa Clara County starting in 2024

SCFHP Updates

Plan Updates

- Fiscal Year 2022-2023 Plan Objectives (Bold are critical priorities)
 - **Lead improvement in the health of communities impacted by disparities**
 - **Pursue benchmark quality and health equity**
 - **Implement CaAIM deliverables and new benefits**
 - Enhance compliance program and delegation oversight
 - Foster membership retention
 - Achieve budgeted financial performance
 - Seek to be an Employer of Choice

SCFHP's 25th Anniversary

Celebrating 25 years of service to Santa Clara County and Health for All

- Release 25th anniversary brand elements – September 2022
 - Social media, banners, promo items
- Host an anniversary-themed health fair and community celebration at the SCFHP Blanca Alvarado Community Resource Center – October 22, 2022
- Publish 25th anniversary report – Fall 2022
- Announce a community investment project – Fall 2022





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Questions?



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Medi-Cal Population Needs Assessment (PNA) 2021

Zara Hernandez – Health Educator

Population Needs Assessment (PNA)

Annual report required by Department of Health Care Services (DHCS)

Goal - To improve health outcomes and ensure that SCFHP is meeting the needs of all Medi-Cal members by:

1. Identifying member health needs and health disparities;
2. Evaluating health education, cultural and linguistics (C&L), and quality improvement (QI) activities and available resources to address identified concerns;
3. Implementing targeted strategies for health education, C&L, and QI programs and services.

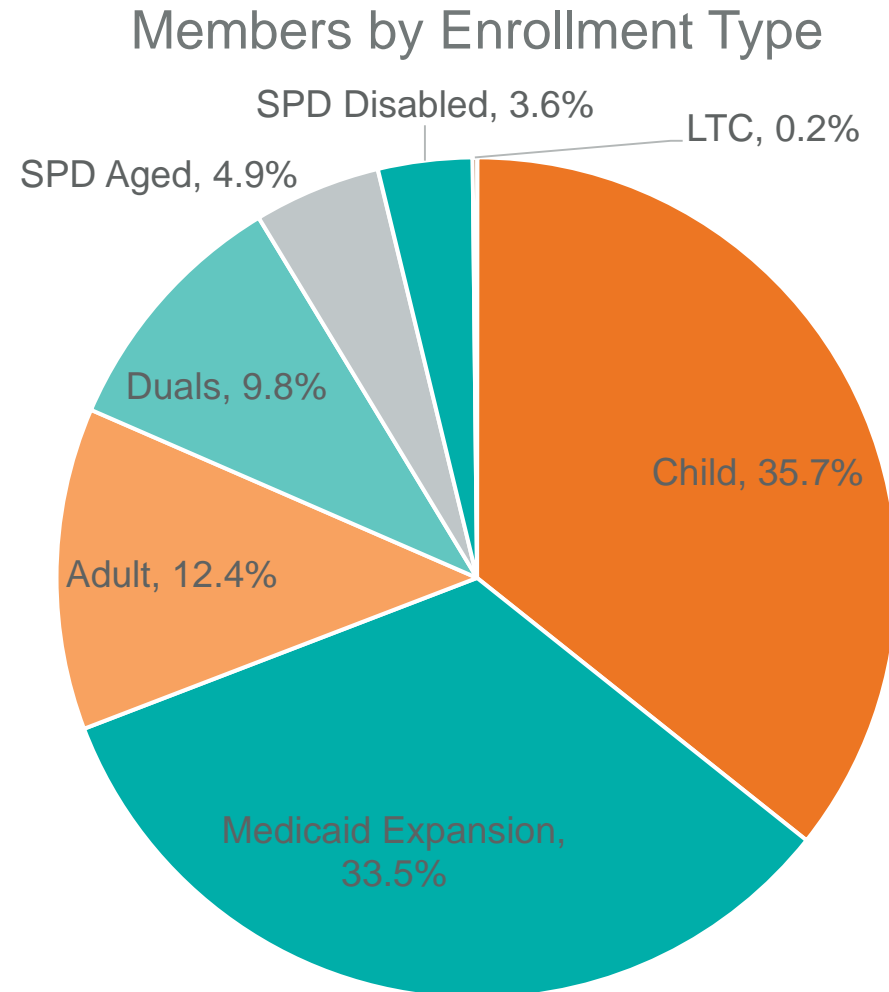
Population Needs Assessment (PNA)

Data Sources

- 2020 Medi-Cal Consumer Assessment of Healthcare Providers and Systems (CAHPS)*
- DHCS Health Disparities Data (RY 2020)*
- 2020 Health Effectiveness Data Information Set (HEDIS®)
- 2021 Health Risk Assessment (HRA)
- 2021 QNXT Data (claims and encounters)
- 2021 Grievance Data
- 2021 Language Assistance Program (LAP) reports

*required data source

SCFHP Medi-Cal Membership 2021

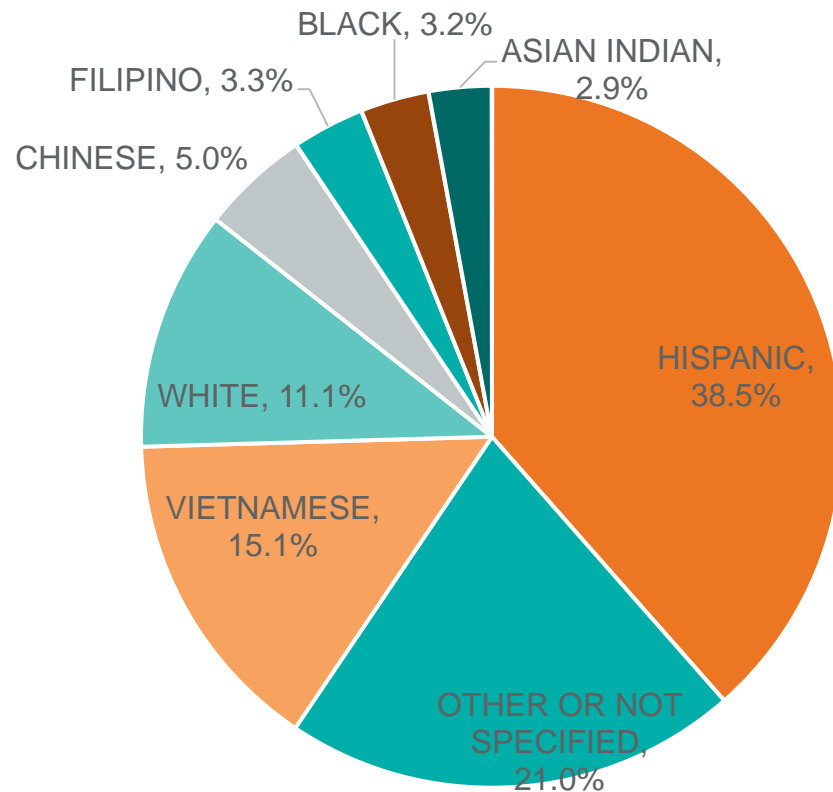


Source: 2021 QNXT Data

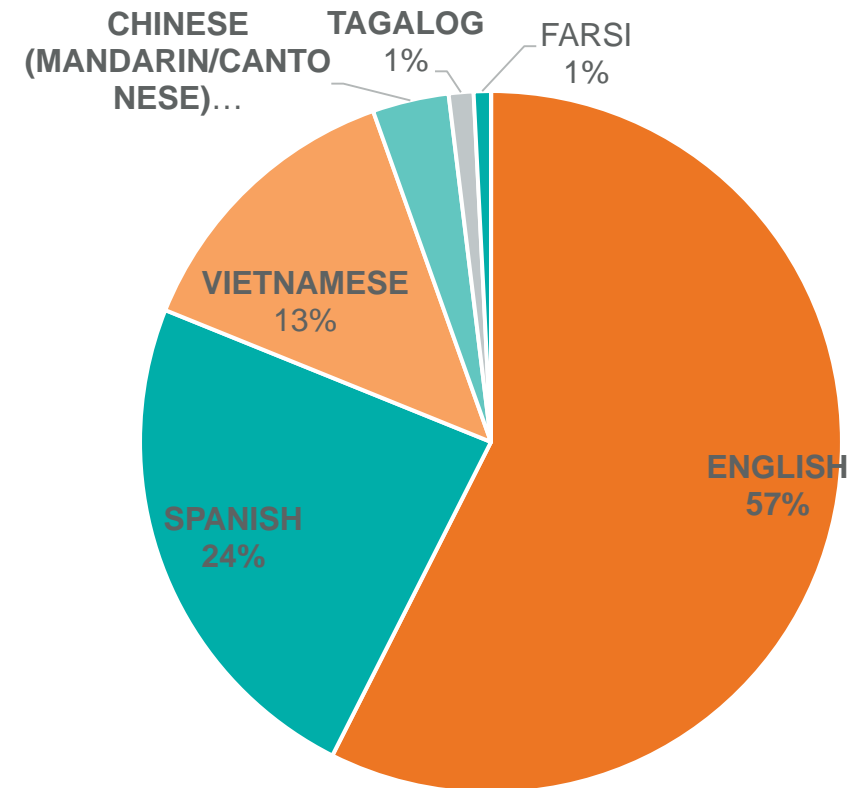
Medi-Cal members enrolled = 300,727

SCFHP Medi-Cal Membership 2021

Ethnicity



Languages Spoken



Source: 2021 QNXT Data

Key Findings

Health Status and Disease Prevalence

- **Hypertension** is the most common chronic condition affecting over 20% of members. Other chronic conditions include Diabetes (12.1%), Asthma (10.8%), Depression (10.2%), and Liver Disease (6.6%).
- **Hypertension and Diabetes** are the top two chronic conditions affecting the older population (73.7% in members 65+, and 42.5% in members 65+).
- **Major Depression** affects Whites at a higher reported rate (20%) compared to all other ethnic groups.

Key Findings

Access to Care

- **CAHPS Survey** - 40.1% of adult Medi-Cal members stated “always or usually” got routine appointment as soon as they needed, lower than Quality Compass National average of 79.9%. (total CAHPS sample size 1,985)
- **Grievances** - 28.0% (779) of total grievances (2,771) filed by Medi-Cal members fell into the ‘Access’ category, specifically under timely access for appointments, telephone access, access for specialist, and office wait times.

Key Findings continued

Health Disparities

- **Breast cancer screening** – Vietnamese members had the highest rates of completing at 68.6%, followed by Filipinos at 62.5%. Whites had the lowest rates at 51.6%.
- **Cervical cancer screening** – Vietnamese members had highest rates of completing at 67.1%, followed by Hispanics at 57.8%. Asian Indians had lowest rates at 49.3%.
- **Uncontrolled Diabetes (A1c >9%)** – All groups showed decrease in having A1c greater than 9%, but Hispanic members still had highest A1c among all other ethnic groups at 51%.

Program Gap Analysis

Health Education

- Hypertension continues to be a top chronic condition (20.4%). SCFHP will continue to offer monthly health education class, started in 2021, to educate members in Zoom & in-person.
- Major depression is a top five chronic condition (10.2%). SCFHP does not currently offer any health education classes that focus on mental health or mental wellbeing.

Cultural & Linguistics

- Limited Language Assistance Program (LAP) data such as telephonic and in-person utilization reports from delegated groups that are contracted with SCFHP.
- No platform for interpreter feedback following telephonic phone calls with SCFHP members made by providers or staff.

Program Gap Analysis – cont'd

Quality Improvement Interventions

- **Lead Screening in Children** – Increase rates of infants who are tested for blood lead screening assigned to Valley Health Plan and Physicians Medical Group. Goal to increase from 69% to 73.1%. Current rate is 62.7%. *Intervention will continue until 12/31/22.*
- **Adolescent Well Care Visit** – Members 18-21 years who complete one well-care visit with PCP assigned to a selected low performing clinic. Goal to increase from 19.5% to 25.0%. Current rate is 11.19%. *Intervention will continue until 12/31/22.*
- **Chlamydia Screening in Women** – Members 18-24 years assigned to Community Health Partnership and Premier Care Northern California. Goal to meet minimum performance level of 58.4%. *Intervention ended 5/31/22 and exceeded goal with rate of 61.7%.*



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2021 Updates and 2022 Action Plan

2021 Action Plan Updates

Objective 1: Increase Controlling High Blood Pressure (CBP) rate of the Black population by 5% points, from 35% to 40% by December 31, 2022

- *Objective exceeded by 6.7%- current rate 41.7%. SCFHP has met the goal, originally set to be completed by the SMART aim date of December 31, 2022. SCFHP will continue this intervention and monitor progress.*

Objective 2: Increase Cervical Cancer Screening rates among Asian Indian and Filipinos SCFHP enrollees, aged 21- 64, from 49.3% for Asian Indians and 51.1% for Filipinos to 55% for each ethnicity by December 31, 2022.

- *Intervention in progress - will continue until SMART aim date of 12/31/22. Currently offering \$25 gift card incentive for completing screening.*

2021 Action Plan Updates

Objective 3: Increase well-visit rates for SCFHP enrollees, aged 3-21, from 43.92% to 48% by December 31, 2022.

- *Objective exceeded by 7.18% - current rate: 51.1%. SCFHP has met the goal, originally set to be completed by the SMART aim date of December 31, 2022. SCFHP will continue this intervention and monitor progress.*

Objective 4: Improve “Getting needed care – Always + Usually” under Medicaid Adult CAHPS Survey from 71.73% to 75% by December 31, 2023

- *Intervention in progress - Health Education/CAHPS team to determine action items on how to increase the score by the SMART aim end date of December 31, 2023*

2022 Action Plan

Objective 1: Develop in-house health education class and curriculum focusing on mental wellbeing at least once each quarter starting January 2023.

- Develop culturally and linguistically appropriate curriculum for members of all ethnic groups.
- Offer virtually (Zoom) or in-person quarterly in English, Spanish, Viet.
- Promote class through various channels: social media, newsletter, referrals from departments.

Objective 2: Reduce the number of Hispanic adults with A1c >9% from 51% to 46% by December 31, 2023.

- Develop clinical diabetes program, led by Spanish speaking Pharmacist.
- Develop diabetes support group for Spanish speaking members – shared experiences, open dialogue, barriers.
- Conduct outreach and health education to those with no A1c test.

2022 Action Plan

Objective 3: Implement Language Assistance Program (LAP) satisfaction portal to capture telephonic interpreter feedback for monitoring by December 31, 2022

- Collaborate with language vendor to configure and set up process for SCFHP staff to submit feedback.
- Monitor feedback; ensure submissions that require investigations (connection, quality of service, interpreter issue) are resolved within 3 business days.

Objective 4: Receive quarterly interpreter data reports from delegated Valley Health Plan (VHP) starting January 1, 2023.

- Collaborate with SCFHP's Provider Network Operations team and maintain data files for sharing quarterly
- Review accessibility, utilization, and trends of in-person and telephonic language services by VHP; addressing issues as needed.



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Questions? Feedback? Input? Thank you.



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Community Supports Overview

Lori Andersen, Director, Long Term Services and Supports

Community Supports

Definition:

- Medically-appropriate and cost-effective alternatives to services that can be covered under Medi-Cal that are typically delivered by different providers and/or in different settings than traditional Medi-Cal services.

Goal:

- Build upon success of the Whole Person Care (WPC) and Health Homes Program (HHP) pilots by focusing on combined medical and social determinants of health to avoid high levels of care:
 - Hospital or nursing facility admissions
 - Discharge delays
 - Emergency Department use

Purpose:

- Establish a foundation for implementing community-based services into the managed care Long Term Supports & Services (LTSS) model.
- Complementary to ECM, although members do not need to be enrolled in ECM to be eligible.
- **Not a benefit**, pre-approved optional services that health plans choose to offer members

Community Supports Services

Community Support	Launch Date
Housing Transition Navigation Services	1/1/2022
Housing Deposits	1/1/2022
Nursing Facility Transition/Diversion to Assisted Living Facilities, such as Residential Care Facilities for Elderly and Adult Residential Facilities	1/1/2022
Community Transition Services/Nursing Facility Transition to a Home	1/1/2022
Medically Supportive Food/Meals/Medically Tailored Meals	1/1/2022
Housing Tenancy and Sustaining Services	7/1/2022
Recuperative Care (Medical Respite)	7/1/2022
Sobering Center	7/1/2022
Personal Care and Homemaker Services	1/1/2023
Respite Services	1/1/2023
Environmental Accessibility Adaptations (Home Modifications)	1/1/2023
Asthma Remediation	1/1/2023
Short-term Post-Hospitalization Housing	7/1/2023
Day Habilitation Programs	7/1/2023


 Current offerings


 Coming 1/1/2023

Housing Services

Housing Navigation and Transition Services

- Provides assistance to members navigating the complicated housing network in Santa Clara County

Housing Deposits

- Funding to assist members who are enrolled in ECM with attaining housing

Housing Tenancy and Sustaining Services

- Helps members maintain safe and stable tenancy once housing is secured
- Does not include the provision of room and board and is only available for up to 24 months

Medically Supportive Food/Meals

Medically Tailored Meals

Description

- Home-delivered meal options that have been developed to help individuals achieve their nutrition goals at critical times to help them regain and maintain their health

Services

- Screening and assessment of member nutritional needs and weekly wellness checks
- Up to 2 meals provided per day for up to **12 weeks**
- One (or more depending on approved services) nutritional therapy sessions with a Registered Dietitian (RD)
- Education on nutrition and ways to live a healthy lifestyle

Options

- Hot daily meal delivery (Monday through Friday)
- Weekly frozen or refrigerated meal delivery
- Basic medically supportive meals
- Medically Tailored Meals (MTM)
- Medically supportive food and nutrition services (grocery delivery)
- Enhanced services (education)

Nursing Facility Transition/Diversion to Assisted Living Facilities, such as Residential Care Facilities for Elderly (RCFE) and Adult Residential Facilities (ARF)

Description

- Helps members that have been admitted to a SNF for 60+ days transition back into a home-like, community setting or Residential Care Facility for the Elderly (RCFE)
- Helps individuals live in the community AND/OR avoid institutionalization by transitioning to a home-like, community setting or RCFE

Services

- Conduct a housing assessment
- Coordinate transition from SNF or hospital to an RCFE
- Participate in IDT meeting (Case Manager)
- Complete a referral to the Assisted Living Waiver (ALW) program
- Provide ongoing support, education, advocacy, and coordination to ensure the individual has access to supports needed to safely remain in the community

Community Transition Services/Nursing Facility Transition to a Home

Description

- Helps individuals live in the community AND/OR avoid institutionalization by transitioning to the community — their own home or help finding a home to move into

Services

- Conduct housing assessment
- Search for housing
- Funds for non-recurring setup expenses for individuals who are transitioning from a licensed facility to a living arrangement in a private residence where the person is directly responsible for his or her own living expenses
- Identify and secure resources and accommodations
- Assist with move-in and housing retention

Medical Respite/Recuperative Care

Description

- Short-term residential care for members who no longer require hospitalization, but still need to heal from an injury or illness and whose condition would be exacerbated by an unstable living environment

Services

- Interim housing with a bed and meals, and ongoing monitoring of the individual's ongoing medical or behavioral health condition(s)
- Coordination of transportation to post-discharge appointments
- Connection to any other ongoing services an individual may require including mental health and substance use disorder services

Sobering Center

Description

- An alternative destination for individuals who are found to be publicly intoxicated (due to alcohol AND/OR other drugs) and would otherwise be transported to the emergency department or jail. Members, primarily those who are homeless or those with unstable living situations, access this safe, supportive environment to become sober.

Services (up to 23 hours and 59 minutes)

- Temporary bed or recliner to rest
- Temporary place to store personal items
- Oral rehydration and food service
- Shower and laundry facilities
- Substance use education: counseling, peer support, and referrals and coordination with county behavioral health agency to access treatment
- Linkage to ongoing supportive services such as ongoing case management, housing navigation, behavioral health services, necessary healthcare services, public benefits support, legal services and homeless care support services

How do eligible Medi-Cal members access Community Supports Services?

- A provider submits a referral form for a member.
 - Providers can submit a referral form to SCFHP for Community Supports through the [SCFHP Provider Portal](#).
 - Download and complete a referral form, provide supporting documentation, and send the complete form to SCFHP via secured email to CS@scfhp.com or fax to [408-874-1985](tel:408-874-1985).
- A member requests services.
 - Individuals can contact SCFHP Customer Service at [1-800-260-2055 \(TTY: 711\)](tel:1-800-260-2055) and ask if they are eligible for Community Supports.
 - If the member is currently enrolled in Enhanced Care Management (ECM), they may also request a referral from their Care Manager.

*Provider Portal: www.providerportal.scfhp.com

Thank you!

Feel free to contact our team you have any questions

- Jessica Bautista, Manager, Community Based Case Management: jbautista@scfhp.com
- Gaya Amirthavasara, Manager, Social Determinants of Health: gamirthavasara@scfhp.com
- Nicole Bell, Program Manager, Community Supports: nbell@scfhp.com
- Lori Andersen, Director, Long Term Services & Supports: landersen@scfhp.com



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Questions?

Contact the Community Supports team at CS@scfhp.com



Consumer Advisory Committee: SCFHP Blanca Alvarado Community Resource Center

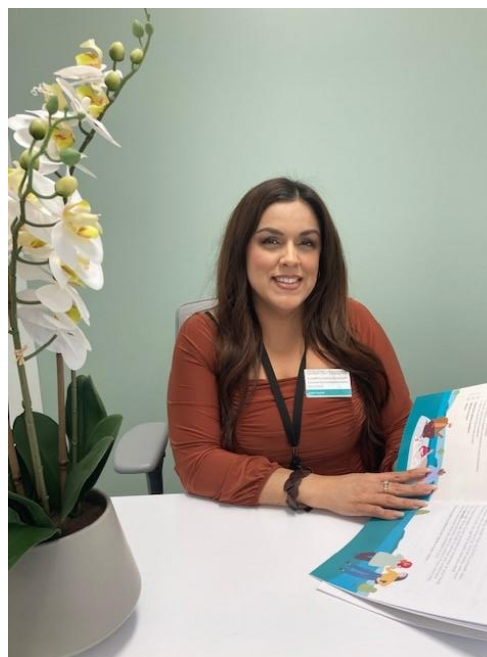
September 2022

Customer Service Representatives

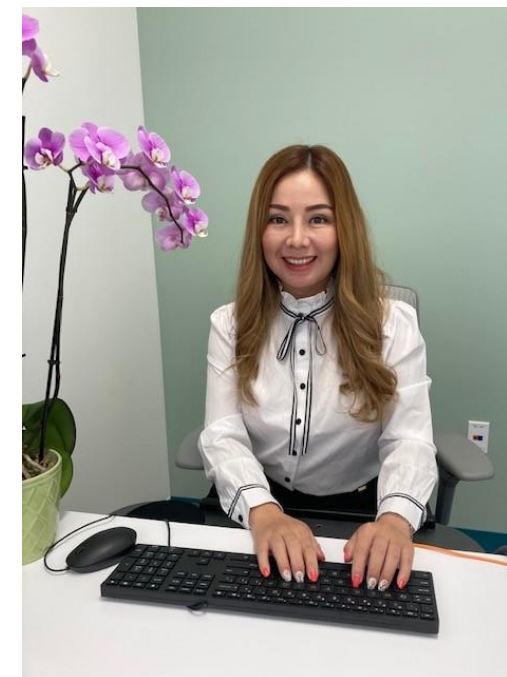
In-person, customer service for SCFHP members:

- Choose a doctor
- New ID card
- Make an appointment
- Get a free ride to your health appointments
- More!

Elizabeth Gonzales-Alvarez



Teresa Nguyen



Bilingual Customer Service Representatives are available at the SCFHP Blanca Alvarado Community Resource Center.

Community Resource Center

Monthly Calendar

Calendar available

- CRC Website: www.crc.scfhp.com
- Social Media: @CRC_SCFHP
















































Features

- Programs, Services, Resources, and Events

CRC Hours

- Monday-Friday
- 10am-5pm
- Saturday's – once per month

SEPTEMBER - National Latino Heritage Month & Welcoming Week

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				 Open 10am - 7pm 6pm: Zumba (Indoors)	2  10am: Zumba	3 Closed
4 Closed	5 CLOSED 	6  10am: CMC Orientation (Es)	7 10am - 4pm: Mobile Vision   10am: Zumba  2pm: CMC Orientation (En)	8  Open 10am - 7pm  2pm: CMC Orientation (Vi)  6pm: Zumba (Indoors)	9  10am: Zumba  2pm-6pm: COVID-19 Vaccination Clinic	10 Closed
11 Closed	12 CLOSED OBSERVING WELCOMING WEEK (MEXICO, VIETNAM, CHINA, AND PHILIPPINES)	13  2pm: CMC Orientation (Es)	14 10am - 4pm: Mobile Vision   10am: Zumba  10am: CMC Orientation (En)  11am: CMC Seminar (En)	15  Open 10am - 7pm  10am: CMC Orientation (Vi)  11am: CMC Seminar (Vi)  6pm: Zumba (Indoors)	16  MEXICAN INDEPENDENCE DAY  10am: Zumba  10am: CMC Orientation (Zh)  11am: CMC Seminar (Zh)	17  10am: Zumba  10am: OPEN HOUSE  1pm: Stroke Awareness Presentation  2pm: Medi-Cal Orientation (Vi)
18 Closed	19 Open 10am - 5pm	20  11am: CMC Seminar (Es)  2pm: Medi-Cal Orientation (Vi)	21 10am - 4pm: Mobile Vision   10am: Zumba	22  Open 10am - 7pm  12pm-2pm: Healthy Living Workshop "Taste of Latin Cuisine" (Es)	23  10am: Zumba  2pm: Medi-Cal Orientation (En)	24 Closed
25 Closed	26 Closed	27  10am: Medi-Cal Orientation (Es)  2pm-6pm: COVID-19 Vaccination Clinic	28 10am - 4pm: Mobile Vision   10am: Zumba  10am: Medi-Cal Orientation (En)	29  Open 10am - 7pm  2pm: Medi-Cal Orientation (Vi)  6pm: Zumba (Indoors)	30  10am: Zumba  10am-2pm: COVID-19 Vaccination Clinic	(En): English (Vi): Vietnamese/Tiếng Việt (Es): Spanish/Español (Zh): Chinese/中文

SCFHP Blanca Alvarado Community Resource Center

Services

- **Cal Fresh Application Assistance** – New Service!
- **Vision Screenings** – New Service!
- **Healthcare Application Assistance** – Help with **Covered CA & Medi-Cal** applications/renewals
- **Resource Navigation** – Linkages to community resources and services related to food, housing and healthcare services
- **COVID-19 Vaccination Assistance & Information** - *One-Stop-Shop* for resources, vaccinations, testing, and more
- **SCFHP Customer Service** – In-person help for SCFHP members

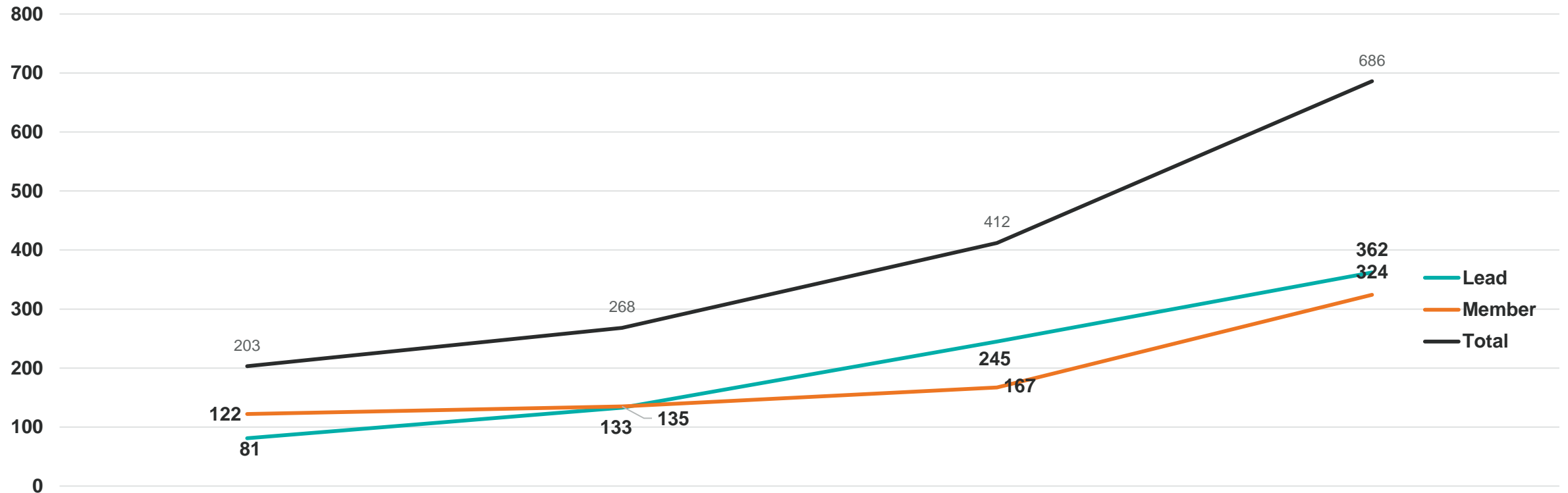
Programs

- **Healthy Cooking Program** – Coming Fall 2022!
- **Fitness Program – Zumba**

Events

- **Health & Wellness Workshops** – Nutrition Education
- **Member Orientation** – An hour session for SCFHP members to learn about their benefits and services
- **Community & Cultural Celebrations** – Monthly Open Houses
- **Cal Mediconnect Seminars** – Info session with Medicare Outreach Team
- **COVID-19 Vaccinations & Testing clinics** – In partnership with County of Santa Clara & Bay Area Community Health (BACH), Roots Community Health Center

CRC Visitors: April - July 2022



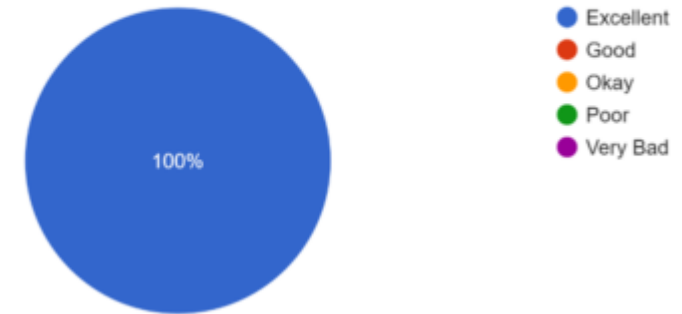
	Apr-22	May-22	Jun-22	Jul-22
Lead	81	133	245	362
Member	122	135	167	324
Total	203	268	412	686

How are we doing?

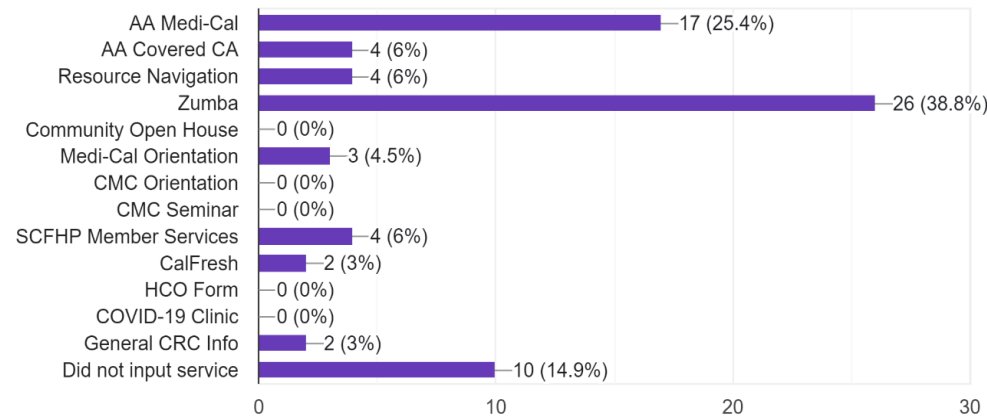
Visitor Satisfaction Survey

- Launched July 2022 to understand the visitor experience when interacting with staff and services at the CRC

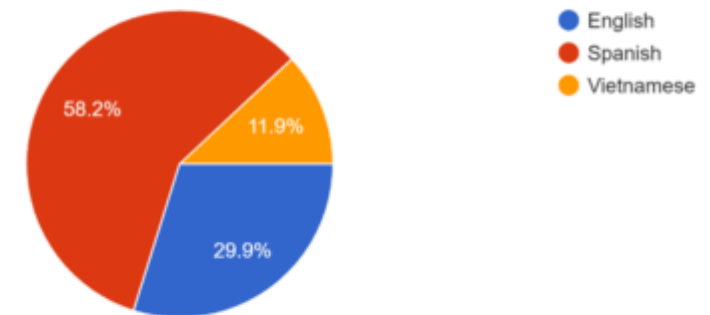
How would you describe your experience receiving services today?
67 responses



What service(s) did you receive today?
67 responses



Language
67 responses



SCFHP 25th Anniversary – Event

Health For All – Community Health Event



Event will include
Health Screenings
Resource Fair
Entertainment & Music
And more!

Date: Saturday, October 22, 2022
Location: SCFHP Blanca Alvarado
CRC - 408 N. Capitol Ave. San
Jose, Ca 95133
Time: 10am-3pm



Questions for consideration:

- Have you visited the Community Resource Center (CRC)? If so:
 - Do you have ideas for strengthening engagement with SCFHP members at the CRC?
 - How can we create a more welcoming experience for all visitors?
 - What additional services, resources, or programs should we consider supporting the health and well-being of members?
- If you haven't visited the CRC, we are excited to meet in the center soon!



Santa Clara Family Health Plan™

Thank You!

Mgonzalez@scfhp.com



**Santa Clara Family
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Member Communications

Consumer Advisory Committee, September 6, 2022

Member Communications

<p>MAILINGS</p>	<ul style="list-style-type: none"> • Summer newsletter • Wellness Rewards Outreach Letter <ul style="list-style-type: none"> • Cervical Cancer Screening • Well Child Visits • Breast Cancer Screening • Chlamydia Screening • Childhood Immunization
<p>CALLS</p>	<ul style="list-style-type: none"> • Member orientation
<p>WEBSITE</p>	<ul style="list-style-type: none"> • www.scfhp.com • Board & Committee Meetings <ul style="list-style-type: none"> ○ Agendas, agenda packets, meeting minutes • Provider Directory • Newsletters • Behavioral Health Services webpage: https://www.scfhp.com/for-members/behavioral-health-services/



Get moving with Zumba at the SCFHP Blanca Alvarado CRC

Working out can be a challenge, but it doesn't have to be boring! Santa Clara Family Health Plan (SCFHP) is offering free Zumba classes at the SCFHP Blanca Alvarado Community Resource Center (CRC). Classes are open to all. Work out and look good doing it too!

Zumba is a fun and high-energy workout program that combines cardio with Latin dance. It's perfect for all fitness levels. Classes will be taught by a certified Zumba instructor. Burn off some calories while learning some dance moves. Visit our events calendar at www.scfhp.com/calendar for more information and to sign up for a class.



WE ARE LOCATED at: 408 N. Capitol Ave., San Jose, CA 95133, in the Capital Square Mall at North Capitol Avenue and McKee Road.

Follow us on

Instagram (@scfhp.crc) and Facebook (www.facebook.com/scfhp.crc) to stay up-to-date on the latest programs, services, and events!



Santa Clara Family Health Plan (SCFHP) rewards its members for taking steps to a healthier life.

You may be eligible for a \$50 gift card** if your child completes one (1) well-care visit by December 31, 2022. Visit www.scfhp.com/rewards to learn more about SCFHP Wellness Rewards.

If you have questions, call us at **1-800-260-2055 (TTY:711)**. Customer Service is available to answer any questions you may have from 8:30 a.m. to 5:00 p.m., Monday through Friday.

Sincerely,
Santa Clara Family Health Plan

*The doctor's office will tell us when your child completes the well-care visit. Allow at least 90 days to receive your reward.

**Gift card not to be used for purchase of tobacco, alcohol, or firearms.

Follow us on Social Media!



- @scfhp

Santa Clara Family Health Plan



- @scfhp.crc

**SCFHP Blanca Alvarado
Community Resource Center**

Member Communications

Event Highlights

Participated in the following events and more since June 2022:

Who	What	When	Where
Rebekah Children's Services	Summer Sun and Fun	06/02/2022	Gilroy
West Valley Community Services	Unhoused Resource Fair	06/13/2022	Cupertino
Amigos De Guadalupe	McKinney Vento Back 2 School Event	07/30/2022	San Jose
Hellyer Neighborhood Association	2022 Minority Mental Health & Resource Fair	08/06/2022	San Jose
Bay Area Community Health	Annual Ohana Health Fair	08/06/2022	Gilroy
Sacred Heart Community Services	Pack a Back 2022	8/10/2022	San Jose
Upcoming Events:			
Silicon Valley Pride	Silicon Valley Pride – Day 1 & Day 2	8/27 & 8/28/2022	San Jose



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Questions or Suggestions?



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Future Agenda Items

Next Meeting: December 6, 2022



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Adjournment