

Ventura County Medi-Cal Managed Care Commission (VCMMCC) dba Gold Coast Health Plan (GCHP)

CalAIM Advisory Committee Meeting

Special Meeting February 16, 2023, 4:00PM – 5:00PM Community Room at Gold Coast Health Plan 711 E. Daily Drive, Suite 106, Camarillo, CA 93010 Meeting held pursuant to AB 361 Conference Call Number: 1-805-324-7279 Conference ID Number: 158 201 384# Para interpretación al español, por favor llame al: 1-805-322-1542 clave: 1234

Due to the declared state of emergency wherein social distancing measures have been imposed or recommended, this meeting is being held pursuant to AB 361.

<u>AGENDA</u>

CALL TO ORDER

INTERPRETER ANNOUNCEMENT

INTRODUCTION OF NEW COMMITTEE MEMBER - Emilio Ramirez

ROLL CALL

PUBLIC COMMENT

The public has the opportunity to address the CalAIM Advisory Committee. Persons wishing to address the Committee should complete and submit a Speaker Card.

Persons wishing to address the CalAIM Committee are limited to three (3) minutes. Comments regarding items not on the agenda must be within the subject jurisdiction of the Committee.

Members of the public may call in, using the numbers above, or can submit public comments to the Committee via email by sending an email to <u>ask@goldchp.org</u>. If members of the public want to speak on a particular agenda item, please identify the agenda item number. Public comments submitted by email should be under 300 words.



<u>OPENING REMARKS</u> – Marlen Torres, Executive Director of Strategy and External Affairs

CONSENT

1. Approval of CalAIM Advisory Committee Regular Meeting Minutes of November 17, 2022, special meeting minutes of December 13, 2022, January 5, 2023 and January 26, 2023.

Staff: Maddie Gutierrez, MMC – Clerk to the Commission

<u>RECOMMENDATION:</u> Approve the minutes as presented.

2. Findings to Hold Remote Teleconference/Virtual CalAIM Advisory AdHoc Committee Meetings Pursuant to Assembly Bill 361

Staff: Marlen Torre, Executive Director of Strategy & External Affairs

<u>RECOMMENDATION:</u> It is recommended that the Committee adopt the findings to meet remotely.

COMITTEE ROUNDTABLE

ADJOURNMENT

Date and location of the next meeting to be determined at the March 16, 2023, Special CalAIM Advisory Committee meeting.

Administrative Reports relating to this agenda are available at 711 East Daily Drive, Suite #106, Camarillo, California, during normal business hours and on http://goldcoasthealthplan.org. Materials related to an agenda item submitted to the Committee after distribution of the agenda packet are available for public review during normal business hours at the office of the Clerk of the Commission.

In compliance with the Americans with Disabilities Act, if you need assistance to participate in this meeting, please contact (805) 437-5512. Notification for accommodation must be made by the Monday prior to the meeting by 1:00 p.m. to enable the Clerk of the Commission to make reasonable arrangements for accessibility to this meeting.



AGENDA ITEM NO. 1

TO: CalAIM Advisory Committee

FROM: Maddie Gutierrez, MMC - Clerk to the Commission

DATE: February 16, 2023

SUBJECT: Approval of the Community Advisory Committee Meeting Regular Minutes of November 17, 2022, Special Meeting Minutes of December 13, 2022, January 5, 2023, and January 26, 2023.

RECOMMENDATION:

Approve the minutes as presented.



Ventura County Medi-Cal Managed Care Commission (VCMMCC) dba Gold Coast Health Plan CalAIM Advisory Committee Meeting Regular Meeting

November 17, 2022

CALL TO ORDER

Marlen Torres, Executive Director of Strategy & External Affairs called the meeting to order at 4:05 p.m.

INTERPRETER ANNOUNCEMENT

ROLL CALL

- Present: Committee members: Carolina Gallardo, Maria Jimenez, and Dr. Linda McKenzie
- Absent: Vanessa Frank.

GCHP Staff in attendance: CEO Nick Liguori, CMO Nancy Wharfield, M.D., CCO Robert Franco, Exec. Director of Human Resources, Michael Murguia, Associate Chief Medical Officer, Felix Nunez, M.D., Executive Director of Strategy & External Affairs, Marlen Torres, CFO Kashina Bishop, CPPO Erik Cho, Rachel Lambert, Adriana Sandoval, Lisbet Hernandez, Pauline Preciado, Lucy Marrero, Lupe Gonzalez, Deborah Munday, Michael Maestaz, TJ Piwowarski, and interpreter, Maria Uribe.

PUBLIC COMMENT

None.

WELCOME & OPENING REMARKS

CEO Nick Liguori thanked all present for their participation in the CalAIM Committee. CEO Liguori stated there is a vast scope of funding and many opportunities within this new project and noted that the GCHP Team is listening to the committee and will do the best possible work to make the CalAIM project a success for our members.



<u>INTRODUCTION</u> Introduction of new staff member: Felix Nunez, M.D., Associate Chief Medical Officer

CMO Nancy Wharfield, M.D., introduced new staff member, Associate Chief Medical Officer Felix Nunez, M.D. Dr. Nunez gave a brief overview of his professional background. He stated the CalAIM program is monumental, and he is very excited to be a part of this project and part of the GCHP team.

CONSENT

1. Approval of CalAIM Advisory Committee Regular Meeting Minutes of September 22, 2022, and Special Meeting Minutes of October 20, 2022. Staff: Maddie Gutierrez, MMC – Clerk to the Commission

<u>RECOMMENDATION:</u> Approve the minutes as presented.

2. Approval of the 2023 CalAIM Meeting Calendar

Staff: Maddie Gutierrez, MMC – Clerk to the Commission

RECOMMENDATION: Approve the 2023 calendar as presented.

3. Findings to Hold Remote Teleconference/Virtual CalAIM Advisory AdHoc Committee Meetings Pursuant to Assembly Bill 361

Staff: Marlen Torres, Executive Director of Strategy & External Affairs

<u>RECOMMENDATION:</u> It is recommended that the Committee adopt the findings to meet remotely.

Committee member Maria Jimenez motioned to approve Consent items 1-3. Committee member Carolina Gallardo seconded the motion.

Roll Call vote as follows:

- AYES: Committee members Carolina Gallardo, Maria Jimenez, and Dr. Linda McKenzie.
- NOES: None.
- ABSENT: Vanessa Frank.



The Clerk declared the motion carried.

Vanessa Frank joined the meeting at 4:23 p.m.

PRESENTATIONS

4. Enhanced Care Management (ECM) / Community Supports (CS) Program

Staff: Rachel Lambert, Sr. Director of Care Management

RECOMMENDATION: Receive and file the presentation.

Ms. Lambert reviewed who should receive ECM/CS. She noted that 10% of our members are associated with 85% of our costs. Ms. Lambert also reviewed what ECM offers; Outreach & engagement, comprehensive assessment and care management planning, coordination of care, health promotion, coordination and referral to community and social support services.

The positive impacts of ECM/CS were also reviewed. It was noted there has been a decrease in Emergency Department utilization, a decrease of inpatient stays, increase preventative care, recuperative care, and medically tailored meals. The focus on children will begin in the summer of 2023.

Community Supports (CS) timeline was reviewed. A review of current services was provided. In January 2023, community transition services, nursing facility transition to home, home modifications, personal homemaker services, respite services and nursing facility transition we will begin. In July of 2023, asthma remediation will be added, and by January 2024 day habilitation and sobering centers will be available. Ms. Lambert stated, currently we do not have sobering centers in Ventura County and we need to get those in need connected with the appropriate programs instead of jail.

CMO Wharfield stated the Committee needs to know they can refer people for services. We look to this committee to be our eyes and ears.

Committee member Carolina Gallardo stated approvals take forever to go to a specialist. She asked where the delay is. CMO Wharfield stated GCHP doesn't require authorization to see a specialist. CMO Wharfield stated she would talk with Ms. Gallardo off-line to discuss the issue in depth.

CPPO Erik Cho stated we have an open door for referrals. We can identify those who have specific needs. We encourage referrals, even non-members. We have various pathways to offer services. We are improving data systems and prioritizing those with most need.



Committee member Dr. Linda McKenzie asked if there are member data mapping capabilities. CMO Wharfield responded yes, and available risk analytics.

5. Community Needs Assessment Survey Results

Staff: Marlen Torres, Executive Director of Strategy & External Affairs

<u>RECOMMENDATION:</u> Receive and file the presentation.

Executive Director of Strategy & External Affairs, Marlen Torres stated she would be reviewing the ECM Community Needs Survey. She gave an overview of the survey – this included the purpose, which was to gain q perspective of County health and social services providers which will help us identify potential eligible members. The goal was to obtain information regarding our most at-risk populations as it relates to their health care and social services. The objective is to identify populations of focus who will benefit from ECM and develop interventions to engage members and the community.

Adriana Sandoval reviewed the ECM current and future benefit background. She explained that ECM is currently available to a select population of focus, and will expand the ECM benefit to the most vulnerable populations that would otherwise not be eligible.

The survey process consisted of 54 questions in a multiple-choice format with open fields for additional information. The survey was sent to 30 safety-net providers and non-profit community-based organizations. Respondents had 30 days to complete and submit the survey. Ms. Sandoval noted the target response exceeded 90% of the targeted goal. Limitations were identified; including some inaccuracies in responses, but additional feedback was provided.

Ms. Torres noted that we could not ask follow-up questions if the respondent had no experience with certain situations. Ms. Torres asked for feedback on the survey. Committee member, Carolina Gallardo stated the information submitted looked fairly accurate. Ms. Torres reviewed graphs for the populations of focus by sub-populations, and by cities. She noted that we need to narrow down the survey to include information on children and youth. The information on social drivers of health, included the pandemic effects, social integration, economic instability, and education was key. Some respondents noted a trickle down of stress from parents to children due to instabilities in daily life.

Ms. Torres noted that we are continuing to try to create an expansion strategy – we need to expand to a larger audience. We will re-exam questions used to find a way to get better detailed responses in the future.



6. ECM/CS Expansion Strategy

Staff: Pauline Preciado, Sr. Director of Population Health & Equity

<u>RECOMMENDATION:</u> Receive and file the presentation.

Sr. Director, Pauline Preciado noted that we are reviewing our expansion strategy and transform our health delivery services to meet the needs of our members. Ms. Preciado reviewed key considerations, as well as critical insights.

Ms. Preciado stated, our intent is to leverage current infrastructure, and incentive programs with the County for clinical and non-clinical care. Key drivers for expansion were reviewed. Ms. Preciado noted that ECM benefits will be targeted in phases. We are preparing for Phase 2 of the ECM Expansion. We need to ensure services are linked to members. She added, Managed Care is now stepping into the social needs arena. The goal is to roll-out all 14 community support services by the end of 2024. We will promote services to the aging population as well. Members will have a choice on respite or home assistance.

Ms. Preciado reviewed critical insights for expansion; member engagement, support of our providers and community to begin to prepare for the future.

Committee member Dr. Linda McKenzie noted that in her experience they benchmarked services but often the CDC did not match the information. She found that by hosting events, and talking with doctors, schools, etc. that her member engagement almost doubled. We need to find a way to capture data to be more accurate in referring services. Ms. Preciado noted that we do have "boots on the ground" to get more accurate data and member engagement.

Committee member Maria Jimenez noted that in Santa Paula some of the services offered by GCHP are not accepted. There is also an issue with transportation which complicates trying to get services. Ms. Preciado stated that we do have transportation services that we provide to our GCHP members, and we need to coordinate care. CPPO Cho noted that we need to help members connect to services that are needed.

Ms. Torres asked how we can engage our members so that they know services are available. We need to find a way to share information. Ms. Gallardo noted that having GCHP attend Neighborhood meetings to share information. Ms. Preciado stated we need to see more engagement. Committee member Maria Jimenez stated we need staff to go out into the community. Committee member Vanessa Frank stated we need bi-cultural, tri-lingual staff to explain services. Often pamphlets are hard for some people to understand. CPPO Cho noted we have an opportunity to extend ECM. We need to think outside of the box. We need to focus on target areas, target



population and find different partners. Committee member Dr. Linda McKenzie stated that GCHP needs to attend more community events.

Committee member Vanessa Frank asked if GCHP worked with Westminster Clinic. Ms. Torres responded that GCHP has participated in various events but will try to be present more often to engage with members. Committee member, Ms. Gallardo stated that plan and goal dates need to be shared to review target dates with the community. There needs to be more interaction with the community.

7. New Benefit for Members: Community Health Workers (CHW's) Presentation

Staff: Lupe Gonzalez, PhD, MPH, Sr. Director Health Education, Cultural and Linguistic Services

<u>RECOMMENDATION:</u> Receive and file the presentation.

Sr. Director, Dr. Lupe Gonzalez reviewed a new benefit offered by DHCS called Community Health Worker. It became available on July 1, 2022. This benefit supports non-clinical interventions and promotes health education, cultural and linguistic services. This will improve access to health care services, especially with preventative services. The benefit will allow GCHP to work in the community. CHW are frontline health workers who are trusted members of the community and they will build a trusting relationship with individuals. They are a liaison between the member and health/social services.

Dr. Gonzalez reviewed the care plan and supervision of CHW. There will be a review every 6 months of the plan of care and there are supervision requirements. CHW qualifications set by DHCS were reviewed. Certificates of completion issued by the State of California will be required. There will be training programs and an internship or field experience will be requirement for completion. Dr. Gonzalez also reviewed next steps. There were no questions on this presentation.

8. No Wrong Door Implementation

Staff: Lucy Marrero, Director of Behavioral Health & Social Programs

<u>RECOMMENDATION:</u> Receive and file the presentation.

Director, Lucy Marrero reviewed a CalAIM behavioral Health Initiative known as No Wrong Door. There are 2 agencies, one through GCHP /Beacon Health Options and Ventura County Behavioral Health. The primary goal is to ensure members receive timely mental health services without delay. It also ensures members can maintain treatment relationships with trusted providers without interruption. Ms. Marrero



reviewed some of the elements of the No Wrong Door policy. This new policy opens access for members to get timely mental health care services without interruption. Providers are being educated on this. There is a cultural shift – we need to share information to get the individual the services needed. Billing also needs to be coordinated and claims will not get denied under old regulations.

The next step will be in January 2023 by standardized screening and transition tools. The level of need will be identified and therefore create consistency around the level of care placement.

Committee member Vanessa Frank motioned to approve Presentation items 4-8. Committee member Dr. Linda McKenzie seconded the motion.

Roll Call vote as follows:

- AYES: Committee members Vanessa Frank, Carolina Gallardo, Maria Jimenez, and Dr. Linda McKenzie.
- NOES: None.
- ABSENT: None.

The Clerk declared the motion carried.

COMMITTEE ROUNDTABLE

None.

ADJOURNMENT

With no further business to discuss, the Clerk adjourned the meeting at 5:51 p.m.

Approved:



Ventura County Medi-Cal Managed Care Commission (VCMMCC) dba Gold Coast Health Plan CalAIM Advisory Committee Meeting Special Meeting December 13, 2022

CALL TO ORDER

Marlen Torres, Executive Director of Strategy & External Affairs, called the meeting to order at 4:03 p.m.

ROLL CALL

- Present: Committee members: Vanessa Frank, Carolina Gallardo, Maria Jimenez, and Dr. Linda McKenzie
- Absent: None.

GCHP Staff in attendance: Executive Director of Strategy & External Affairs, Marlen Torres, Adriana Sandoval, Susana Enriquez-Euyoque, and interpreter, Lourdes Campbell.

INTERPRETER ANNOUNCEMENT

Interpreter, Lourdes Campbell, made her announcement for Spanish speakers.

PUBLIC COMMENT

None.

Committee member, Vanessa Frank joined the meeting at 4:07 p.m.

CONSENT

1. Findings to Hold Remote Teleconference/Virtual CalAIM Advisory AdHoc Committee Meetings Pursuant to Assembly Bill 361

Staff: Office of the General Counsel

<u>RECOMMENDATION:</u> It is recommended that the Committee adopt the findings to meet remotely.



Committee member Vanessa Frank motioned to approve AB361. Committee member Dr. Linda McKenzie seconded the motion.

Roll Call vote as follows:

AYES: Committee members Vanessa Frank, Carolina Gallardo, Maria Jimenez, and Dr. Linda McKenzie.

NOES: None.

ABSENT: None.

The Clerk declared the motion carried.

COMMITTEE ROUNDTABLE

None.

ADJOURNMENT

With no further business to discuss, the Clerk adjourned the meeting at 4:07 p.m.

Approved:



Ventura County Medi-Cal Managed Care Commission (VCMMCC) dba Gold Coast Health Plan CalAIM Advisory Committee Meeting Special Meeting January 5, 2023

CALL TO ORDER

Susana Enriquez-Euyoque, Director of Communications, asked the Clerk to call the meeting to order at 4:05 p.m. ms. Enriquez-Euyoque welcomed all to the first 2023 CalAIM meeting for the year. Ms. Enriquez-Euyoque noted that Marlen Torres was on vacation and therefore she was presently covering meeting duties.

ROLL CALL

- Present: Committee members: Vanessa Frank, Carolina Gallardo, Maria Jimenez, and Dr. Linda McKenzie
- Absent: None.

GCHP Staff in attendance: Adriana Sandoval, Lisbet Hernandez, Assoc. Chief Medical Officer Felix Nunez, M.D., and Alan Torres, CIO.

INTERPRETER ANNOUNCEMENT

Interpreter, Ana Rangel, made her announcement for Spanish speakers.

PUBLIC COMMENT

None.

CONSENT

1. Findings to Hold Remote Teleconference/Virtual CalAIM Advisory AdHoc Committee Meetings Pursuant to Assembly Bill 361

Staff: Marlen Torres, Executive Director of Strategy & External Affairs

<u>RECOMMENDATION:</u> It is recommended that the Committee adopt the findings to meet remotely.

Committee member Vanessa Frank motioned to approve AB361. Committee member Carolina Gallardo seconded the motion.



Roll Call vote as follows:

- AYES: Committee members Vanessa Frank, Carolina Gallardo, Maria Jimenez, and Dr. Linda McKenzie.
- NOES: None.
- ABSENT: None.

The Clerk declared the motion carried.

COMMITTEE ROUNDTABLE

Committee member Vanessa Frank if the meetings need to be held in English, due to being semi-governmental due to Brown Act or could they be held in Spanish. The Clerk stated the meetings need to be held in English. All CalAIM meetings are interpreted simultaneously in Spanish. The packets will also be prepared in both languages. It was noted that the next meeting will be held in person. That meeting is scheduled for January 19th with a start time of 4PM. Committee member Vanessa Frank noted that for the record, she would be comfortable with the meeting being held in Spanish for inclusion purposes. The Clerk noted that some presenters are not fluent in Spanish and it is difficult to hear two languages at the same time for record keeping reasons.

ADJOURNMENT

Committee member Dr. Linda McKenzie motioned to adjourn the meeting. Committee member Maria Jimenez seconded the motion.

Roll Call vote as follows:

- AYES: Committee members Vanessa Frank, Carolina Gallardo, Maria Jimenez, and Dr. Linda McKenzie.
- NOES: None.
- ABSENT: None.



With no further business to discuss, the Clerk adjourned the meeting at 4:11 p.m.

Approved:



Ventura County Medi-Cal Managed Care Commission (VCMMCC) dba Gold Coast Health Plan CalAIM Advisory Committee Meeting Special Meeting January 26, 2023

INTERPRETER ANNOUNCEMENT

Interpreter, Ana Rangel, made her announcement for Spanish speakers.

CALL TO ORDER

Marlen Torres, Executive Director of Strategy & External Affairs called the meeting to order at 4:05 p.m.

ROLL CALL

Present: Committee members: Carolina Gallardo, Maria Jimenez, and Dr. Linda McKenzie

Absent: Vanessa Frank

GCHP Staff in attendance: Adriana Sandoval, and Susana Enriquez-Euyoque.

PUBLIC COMMENT

None.

<u>CONSENT</u>

1. Findings to Hold Remote Teleconference/Virtual CalAIM Advisory AdHoc Committee Meetings Pursuant to Assembly Bill 361

Staff: Marlen Torres, Executive Director of Strategy & External Affairs

<u>RECOMMENDATION:</u> It is recommended that the Committee adopt the findings to meet remotely.



Committee member Dr. Linda McKenzie motioned to approve AB361. Committee member Carolina Gallardo seconded the motion.

Roll Call vote as follows:

- AYES: Committee members Carolina Gallardo, Maria Jimenez, and Dr. Linda McKenzie.
- NOES: None.
- ABSENT: Vanessa Frank.

The Clerk declared the motion carried.

COMMITTEE ROUNDTABLE

No comments from the Committee or GCHP Staff.

ADJOURNMENT

With no further business to discuss, Ms. Marlen Torres adjourned the meeting at 4:07 p.m.

Approved:



AGENDA ITEM NO. 2

TO: CalAIM Advisory Committee

- **FROM**: Marlen Torres, Executive Director, Strategy and External Affairs
- **DATE:** February 16, 2023
- SUBJECT: Findings to Hold Remote Teleconference/Virtual CalAIM Advisory Committee Meetings Pursuant to Assembly Bill 361

SUMMARY/RECOMMENDATION:

In order for the CalAIM Advisory Committee to hold virtual meetings where they are required to allow members of public to attend at locations they are teleconferencing from, findings pursuant to Assembly Bill 361 are required. The findings are that the Cowmittee determine that the COVID-19 state of emergency proclaimed by the Governor still exists and has been considered by the Committee in deciding to have teleconference meetings and that state or local officials have imposed or recommended measures to promote social distancing in connection with COVID-19, and that as result of the COVID-19 emergency, meeting in person would present imminent risks to the health or safety of attendees. These findings must be made every thirty (30) days.

BACKGROUND/DISCUSSION:

Traditionally, the Brown Act allows for teleconference or virtual meetings, provided that the physical locations of the legislative body's members joining by teleconference are posted on the agenda, that those locations are open to the public and that a quorum of the members is located within its jurisdiction. On September 10, 2021, the Legislature adopted AB 361, which allows public agencies to hold fully virtual meetings under certain circumstances without the posting of the agenda from each location a legislative body member is attending and requiring that members of the public be able to attend at each such location. Governor Newsom signed the bill into law on September 16, 2021. Because it contained an urgency provision, it took immediate effect.

AB 361 provides an exception to these procedures in order to allow for fully virtual meetings during proclaimed emergencies, including the COVID-19 pandemic.

Since March of 2020 and the issuance of Governor Newsom's Executive Order N-29-20, which suspended portions of the Brown Act relating to teleconferencing, the Commission has had virtual meetings without having to post the location of the legislative body members



attending virtually. Most public agencies have been holding public meetings using virtual platforms since this time

Specific Findings Required under AB 361

Under AB 361, the Committee, can hold virtual meetings without providing notice of the Committee's teleconference location if the Committee makes the determination that there is a Governor-proclaimed state of emergency which the Committee will consider in their determination, <u>and</u> one of two secondary criteria listed below exists:

- 1. State or local officials have imposed or recommended measures to promote social distancing in connection with COVID-19; or
- 2. The Committee determines that requiring a meeting in person would present an imminent risk to the health or safety of attendees.

COVID-19 continues to present an imminent threat to the health and safety of Committee members, and its personnel, and the Governor's declaration of a COVID-19 emergency still exists. Although vaccines are now widely available, many people in the State and County are still not fully vaccinated and remain susceptible to infection. The disease can still spread rapidly through person-to-person contact and those in close proximity. Further, more contagious variants of the disease are now present in the State and County. Additionally, several Committee members may attend meetings in medical facilities or offices and allowing members of the public to attend meetings at these posted locations when they may not be vaccinated would pose a threat to the health or safety of attendees.

Re-Authorization is Required Within 30 Days

Consistent with the provisions of Government Code Section 54953(e), the findings must be made every 30 days "after teleconferencing for the first time" under AB 361. Thus, if the Committee desires to continue to meet remotely without having to post the location of each teleconference location, the Committee must again find that the COVID-19 emergency still exists and that one of the two following findings can be made: that state or local officials have imposed or recommended measures to promote social distancing in connection with COVID-19, or, that a result of the COVID-19 emergency, meeting in person would present imminent risks to the health or safety of attendees.

It is recommended that the Committee make these findings.



CONSEQUENCES OF NOT FOLLOWING RECOMMENDED ACTION:

The Committee will have to follow the Brown Act provisions that existed prior to the COVID-19 pandemic.

FOLLOW UP ACTION:

That the Committee make the findings under AB 361 at the March 16, 2023, special CalAIM Committee meeting.

ATTACHMENT:

None.