



MEETING MINUTES

Meeting Name: Consumer Advisory Committee

Date: December 14, 2023

Time: Noon – 2 p.m.

Location:

- 4605 Business Center Drive, Fairfield, CA 94534 (Conference Room A, B, C)
- 3688 Avtech Parkway, Redding, CA 96002 (Sundial Conference Room)
- 1036 5th Street Suite E, Eureka, CA 95501 (Sue_meg Conference Room)
- 495 Tesconi Circle, Santa Rosa, CA 95401 (Santa Rosa Conference Room)

Partnership Attendees: Amy Turnipseed, Brandi Walker, Brittany Spears, Cassia Martinez, RN, Chelsea Breshears, Cyress Mendiola, Gabrielle Breshears, Dr. Jeff Ribordy, Janet Ramirez, Jay Navarrete, Jeremy King, Jessica Cifoletti, John Lemoine, Jose Puga, Katrina Tagle, Kevin Spencer, Kim Jaime, Lynn Scuri, Malania De Paul, Manleen Randhawa, Dr. Marshall Kubota, Melissa Schumann, Nabila Habib, Nisha Gupta, Dr. Robert Moore, Ryan Ciulla, Ron Klinger, Tim Sharp, Vicky Klakken, Wendi West, William Kinder

Consumer Attendees: Becky Sherman, Beverly Franklin, Christina Thompson, Darnice Richmond, Eugene Korte, Jaime Yan Yan Faurot, Jeanette Perez, Lance LeClair, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Monica Thoma, Wendy Ostergaard, William “Bill” Remak

Guests: Amanda Godfrey (Alpine Home Health Agency), Bethany Redmill, Christine Broomfield (Alpine Home Health Agency), Claire Gover (Guest of CAC Member), Glenda Jones (Guest of CAC Member), Jason Faurot (Guest of CAC Member), Krissie Matta (Guest of CAC Member), Wendy Todd (Wendy Todd Consulting),

Agenda Topic	Minutes	Action Items
<p>1) Welcome / Purpose of Meeting <i>Speakers: Melissa Schumann and Ryan Ciulla</i></p>	<p>Melissa Schumann and Ryan Ciulla, Supervisors of Member Services, opened the meeting by welcoming everyone, read the housekeeping rules and reminded the members that the purpose of the Consumer Advisory Committee is to act as a bridge between the health plan and the members by giving them a forum to discuss common issues of interest and importance. The Committee creates a good place to raise up member concerns for all members by making sure that Partnership responds to the different kinds of health care needs of all members.</p>	<p><i>None</i></p>
<p>2) Introductions <i>Speakers: Melissa Schumann and Ryan Ciulla</i></p>	<p>All sites gave their names and which county they were from.</p>	<p><i>None</i></p>
<p>3) Approval of September 2023 Minutes <i>Speaker: Melissa Schumann</i></p>	<p>The September 2023 meeting minutes were reviewed and approved.</p>	<p>Vote: <i>Lance LeClair voted to approve the minutes, Eugene Korte also voted to approve the minutes. The September 2023 meeting minutes were approved.</i></p>
<p>4) Sexual Orientation and Gender Identity <i>Speakers: Dr. Mohamed Jalloh, Cassia Martinez, RN, and Ron Klinger, MSN</i></p>	<p>Dr. Mohamed Jalloh, Director of Health Equity, Cassia Martinez, RN and Ron Klinger, MSN, Managers of Care Coordination, talked about sexual orientation and gender identity. Partnership's Community Resources webpage were shared. Members were also shown how to go through the pages..</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p>4) Sexual Orientation and Gender Identity Continued <i>Speakers: Dr. Mohamed Jalloh, Cassia Martinez, RN, and Ron Klinger, MSN</i></p>	<p>Jaime Faurot asked how often Partnership’s website is updated. Dr. Jalloh said Partnership’s resource page is updated at least annually. Jaime also asked if Partnership has thought about youth and their mental health as some races don’t have the same access as others. Dr. Jalloh said Partnership plans to provide resources to all groups, no matter their language or race.</p> <p>Marcelo “Nunie” Matta asked about children who changed their sexual preference and decide to go back. Dr. Jalloh said there isn’t an absolute answer here; however, Partnership’s Care Coordination team can help guide a member’s decision in what they want to do. For children, the parent(s) needs to be involved. Dr. Kubota said puberty blockers are very effective and when someone goes off of them, puberty takes affect very quickly afterward. As far as the hormonal portion, it can be reversed quickly.</p> <p>Lance LeClair asked how does Partnership plan to let the youth know about these services available to them? Dr. Jalloh said a flyer was created and approved by the Department of Health Care Services (DHCS) that can be shared with our community physically and electronically. Cassia Martinez, RN said there is an entire page on Partnership’s website that is dedicated to Gender Health. There is also a section that is specific to children.</p> <p>Wendy Ostergaard asked how do we let the children know that these resources are safe and the information they are receiving is accurate. Dr. Jalloh said that anyone can call our phone number and get individual help.</p> <p>Jeanette Perez asked what is the correlation between hormone therapy and DNA? Dr. Jalloh said that hormone therapy will not change someone’s DNA.</p>	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
<p>5) CAC Member Seat Changes <i>Speaker: Melissa Schumann</i></p>	<p>Melissa Schumann, Supervisor of Member Services, thanked Darnice Richmond for her 27 years of service and provided her with a plaque. Darnice has been a dedicated contributor to both Partnership and her community. She regularly prepares meals to give to the homeless in her area, is an active member at her church, and encouraged Partnership to assist with vaccination efforts for seniors at her church. Darnice also wrote a heartfelt letter for Partnership’s Chief Executive Officer, Sonja Bjork to assist with her Medicaid and CHIP Payment and Access Commission (MACPAC) nomination. A prerecorded video of Sonja was played thanking Darnice for her service to CAC.</p>	<p><i>None</i></p>
<p>6) Strategic Planning Discussion <i>Speakers: Amy Turnipseed and Wendy Todd</i></p>	<p>Amy Turnipseed, Chief Strategy & Government Affairs Officer, explained what the Strategic Planning Discussion was and the importance of it. She also introduced Wendy Todd from Wendy Todd Consulting who then asked the members as a group, three questions.</p> <ol style="list-style-type: none"> 1. Looking forward, Partnership will continue to prioritize timely access to medical care and services. We know that visits with the doctor are not the only way to keep members healthy. <ul style="list-style-type: none"> • In addition to timely access to visits, what type of communication, services or support would help members maintain their health? • What strategies could Partnership explore to help support the health of members (beyond getting to a doctor when needed)? 	<p><i>Jessica Cifolelli took notes on all responses from the members and will work with Wendy, Todd, and Amy Turnipseed to get those over to Partnership’s Strategic Planning Team.</i></p>
<p>6) Strategic Planning Discussion Continued <i>Speakers: Amy Turnipseed and Wendy Todd</i></p>	<ol style="list-style-type: none"> 2. A central focus of Partnership in the coming years will be to address and reduce health disparities, or differences, among our members in different geographic and demographic communities. Health disparities are preventable circumstances relating to 	<p><i>None</i></p>

Agenda Topic	Minutes	Action Items
	<p>individuals' health status based on social factors such as income, ethnicity, education, age, and gender. For example, Black Americans' life expectancy is 4 years less than White Americans and Mexican Americans suffer disproportionately from diabetes. In order to improve health outcomes for specific populations, we need to better understand the experience of our members who deal with health issues.</p> <ul style="list-style-type: none"> • How might Partnership learn more about what members who experience poor health outcomes need to be healthier? <ul style="list-style-type: none"> ○ How might Partnership go about learning from members in rural areas? ○ How might Partnership go about learning from members who do not speak or read English? ○ How might Partnership go about learning from members who have disabilities (including mental health and/or substance abuse issues)? ○ How might Partnership go about learning from members who are People of Color, Black, and/or Indigenous? <p>3. A priority for the future is to elevate awareness of and connection to Partnership among our members and the broader community.</p> <ul style="list-style-type: none"> • What traits or characteristics make Partnership special or sets us apart? • What do you think is most important for <i>people in the community</i> to know about Partnership? • What do you think is most important for Partnership <i>members</i> to know about Partnership? 	
<p>7) Partnership Member Experience Annual Review <i>Speaker: Melissa Schumann</i></p>	<p>This topic was removed from the schedule and will be talked about at the March 14, 2024 CAC meeting.</p>	<p>None</p>

Agenda Topic	Minutes	Action Items
8) Member Material Review <i>Speaker: Manleen Randhawa</i>	Manleen Randhawa, Health Educator , reviewed member material and asked for feedback from members via surveys. <ul style="list-style-type: none"> • PAP Test Flyer • Cholesterol Booklet • Smart Baby Scale Instructions • HPV Self-Swab Test Instructions • Bedwetting Alarm for Children Instructions 	<i>None</i>
9) CAC Achievements <i>Speaker: Melissa Schumann and Ryan Ciulla</i>	Melissa Schumann and Ryan Ciulla, Supervisors of Member Services , talked about the different things the CAC has done in 2023.	<i>None</i>
10) Open Forum <i>Speaker: All</i>	All members of the committee and members of the public were given a chance to talk to the members about any related items that were not on the schedule that members of the public might want to discuss.	<i>None</i>
6) Next Meeting <i>Speaker: Ryan Ciulla</i>	March 14, 2024 Noon – 2 p.m.	<i>None</i>