AGENDA

CALL TO ORDER
PLEDGE OF ALLEGIANCE
OATH OF OFFICE
ROLL CALL

PUBLIC COMMENT

The public has the opportunity to address the Community Advisory Committee (CAC). Persons wishing to address the Committee should complete and submit a Speaker Card.

Persons wishing to address the CAC are limited to three minutes. Comments regarding items not on the agenda must be within the subject matter jurisdiction of the Committee.

CONSENT ITEMS

1. Approval of the Community Advisory Committee meeting minutes
   Regular meeting of April 24, 2019
   Presenter: Committee Chair Rita Duarte-Weaver

DISCUSSION ITEMS

2. Roundtable Discussion – Committee Members
   Led by: Committee Chair Rita Duarte-Weaver

3. Action Items
   Status of Action Items from prior meetings
   Led by: Luis Aguilar, Manager of Member Services
4. **CAC review of new Member Rights and Responsibilities document**  
   Review of new member Rights and Responsibilities document  
   Staff: Luis Aguilar, Manager of Member Services

5. **CAC recommendation of questions for member newsletter survey**  
   Discussion of proposed survey postcard to be placed in member newsletter.  
   Staff: Susana Enriquez-Euyoque, Public Relations Manager

**REPORTS**

6. **Report on Community Advisory Committee Report to Commission**  
   Report on the Commission meeting of May 20, 2019  
   Commission response to CAC presentation, next steps, etc.  
   Presenter: Committee Chair Rita Duarte-Weaver

7. **Government Relations Report**  
   Report on current legislative activities and grant results  
   Staff: Marlen Torres, Director, Government and Community Relations

8. **Gold Coast Health Plan Community Relations Strategic Plan**  
   Report on CAC engagement in community activities  
   Staff: Chris Hodina, Director of Operations  
   Marlen Torres, Director, Government and Community Relations

9. **Commission meeting August 26, 2019**  
   Report on August 26, 2019 Commission meeting in Ventura  
   Staff: Chris Hodina, Director of Operations

10. **Chief Executive Officer (CEO) Report**  
    GCHP update by CEO  
    Staff: Dale Villani, CEO

**PRESENTATIONS**

11. **Chief Diversity Officer (CDO) presentation**  
    CDO report on position of the CDO  
    Staff: Ted Bagley, Chief Diversity Officer
ADJOURNMENT

Unless otherwise determined by the Committee, the next regular meeting of the Community Advisory Committee will be held on October 30, 2019, 4:00 p.m. at Gold Coast Health Plan,
CALL TO ORDER

CAC Committee Chair Rita Duarte-Weaver called the meeting to order at 4:05 p.m. at the offices of Gold Coast Health Plan (GCHP), 711 E. Daily Drive, Suite 106, Camarillo, CA 93010, in the Community Room. The Pledge of Allegiance was recited.

ROLL CALL

COMMITTEE MEMBERS IN ATTENDANCE
Rita Duarte-Weaver, Ventura County Public Health Department
Estelle Cervantes, Beneficiary Member (arrived at 4:30 pm)
Norma Gomez, Mixteco Indigena Community Organizing Project
Frisa Herrera, Casa Pacifica
Laurie Jordan, Rainbow Connection / Tri-Counties Regional Center
Ruben Juarez, County Health Care Agency
Curtis Updike, County Human Services Agency (HSA)
Pablo Velez, Amigo Baby

ABSENT COMMITTEE MEMBERS
Paula Johnson, ARC of Ventura County

Language interpreting and translating services provided by GCHP from Lourdes González Campbell and Associates.

PUBLIC COMMENT

None

CONSENT ITEMS

1. Approval of the Community Advisory Committee Meeting Minutes of January 30, 2019

Committee Member Curtis Updike motioned to approve the meeting minutes of January 30, 2019. Committee Member Frisa Herrera seconded the motion. The motion carried with the following vote:

AYES: Duarte-Weaver, Gomez, Herrera, Jordan, Juarez, Updike, Velez
NOES: None
ABSTAIN: None
ABSENT: Cervantes (at time of vote), Johnson
2. Nominations and Election of Committee Vice-Chair

Committee Chair Rita Duarte-Weaver announced that our Committee Vice-Chair had resigned in 2018 and stated the need to nominate and elect a new Committee Vice-Chair. Committee Member Updike motioned that Committee Member Ruben Juarez be nominated for the position of CAC Committee Vice-Chair. Committee Member Frisa Herrera seconded the nomination. A vote was taken and the motion carried naming Committee Member Juarez as the Vice Chair.

DISCUSSION

3. Community Advisory Committee Report to Commission

Committee Chair Duarte-Weaver began the discussion on the CAC report to the Commission by reviewing the slides created from the ad hoc committee meeting held on March 27, 2019. Committee Member Herrera asked for clarification of who the Commissioners are. GCHP staff provided that information. A final ad hoc meeting will be scheduled to finalize the presentation.

COMMITTEE MEMBER COMMENTS/QUESTIONS

Discussion was held regarding new legislation and the undocumented population and how they will be handled by the Human Services Agency (HSA). Discussion also held about the new SSI Cash-out program allowing SSI/SSDI recipients to receive CalFresh benefits, Committee member Curtis Updike provided additional details for this program

Committee Member Laurie Jordan provided information on several programs currently taking place at the Rainbow Connection/TCRC. Some of these programs are Augmentative and Alternative Communication for the 0-3 population, a toddler program together with Public Health, a program for picky eaters, an autism and epilepsy conference, working with CalFresh, and a program on emotional regulation. Committee Member Jordan also commented on the discussion held at the Commission meeting regarding the increase in physical therapy expenses coming from Applied Behavioral Analysis (ABA) and the positive impact this has on families.

Committee Member Juarez provided an update on the Whole Person Care (WPC) program. The team is currently case-managing 800 active members. Services include coordination of services, sober living programs and homes, general relief, etc. Women asking for drug and alcohol treatment are taken to a 90-day women’s program called Prototypes. They work with members in hospitals to help with their discharge plans. Further discussion was held on the WPC program.

Committee Member Frisa Herrera reported that foster youth and group homes in general are being made obsolete by a bill that went into effect for 2018. They have now converted to short term residential treatment programs (STRTP). The state bill was passed with the hope to not have kids in the system outside of a home setting for an extended period of time. Casa Pacifica has contracted with 40 counties in the state to provide services. More children are arriving in Ventura County from other counties. Discussion was held regarding the issues surrounding barriers to their care. Committee Member Herrera stated that provider’s offices turn members away because the intercountry transfer (ICT) has not been finalized and the other county appears on the state file leading providers to believe they are not GCHP eligible. Discussion was held about minimizing the problems by educating providers and working with Casa Pacifica staff to expedite the process.
4. Discussion of Community Relations and Strategic Plan

Marlen Torres, Director, Government and Community Relations reported that Community Relations is a new function under the Government Relations department. She stated that GCHP is determining how best to go to Sacramento and D.C. and advocate for our members. They want to be able to have that community perspective and feedback when meeting with elected officials, it is about advocating for the members we serve and how things impact Ventura County. Ms. Torres provided CAC members with a draft of what the community relations plan will look like for the next 2-3 years. Chief Administrative Officer Melissa Scrymgeour commented on the evolution of GCHP’s community relations function and requested assistance from the CAC to achieve their goals of effectively reaching out to our members. Committee Chair Rita Duarte-Weaver recommended an informational video to be played in the reception area of our providers.

Committee Member Updike commented that the CAC should have been more involved in this strategic plan. Marlen Torres clarified that this is a draft of the plan and she is asking for the assistance of CAC to review it and provide feedback.

Committee Member Pablo Velez commented that we need to consider the poverty in the community and when developing a plan, we should be looking at prevention of accidents suffered by children while their parents are away at work and they are home alone. Suggestions made to help include meals and helping to make the right decisions about drugs.

Committee Member Jordan stated it is important to listen to members when they tell us their needs and not just tell them we are going to fix it. Committee Member Jordan stated that this is not about coming to advertised events, but to drop in on the agencies to assist members there. Mr. Villani stated that GCHP has looked into having resource centers throughout the county. The hope was to find organizations with available space where we could meet with members on a regular basis. Committee Member Jordan stated that Rainbow Connection would volunteer to be the pilot for this program at their facilities in Simi Valley, Oxnard and Santa Paula.

PRESENTATIONS

5. Care Management

Rachel Lambert, Manager of Care Management and Paula Bossoletti, Manager of Disease Management/Care Management/Children’s Services presented information to the committee on the Care Management process, services available and how they help our members.

6. Health Education Program Update

Lupe Gonzalez, Director of Health Education, Cultural and Linguistic Services presented information on the Health Navigator program and the postpartum program provided by the Health Education department.

PUBLIC COMMENT

1. Laura Espinosa appeared on behalf of the GCHP Commission. Ms. Espinosa introduced herself as a Commissioner appointed by the Board of Supervisors on the Managed Care Commission. Ms. Espinosa thanked the CAC members for their commitment to attend the meetings and be GCHP ambassadors in the community.
ADJOURNMENT

Committee Chair motioned to adjourn the meeting. Committee Member Updike seconded the motion. Motion passed. Meeting adjourned at 6:20 p.m.

Submitted by Connie Harden

Approved by: ________________________________________________  Date: __________________

Connie Harden, Member Services Specialist
AGENDA ITEM 2

To: Gold Coast Health Plan Community Advisory Committee

From: Rita Duarte-Weaver, Committee Chair

Date: July 31, 2019

Re: Roundtable Discussion – Committee Members

Committee discussion
# Action Items
## Community Advisory Committee Meetings - 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>Owner</th>
<th>Department</th>
<th>Action Required</th>
<th>Update</th>
<th>Date Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/24/2019</td>
<td>Luis Aguilar</td>
<td>Member Services</td>
<td>Inter-County Transfer (ICT)/Foster kids. Create a JAM detailing the process for timely completion of the ICT for members to Ventura County.</td>
<td>JAM Created and provided to call center and member services team.</td>
<td>7/22/2019</td>
</tr>
<tr>
<td>4/24/2019</td>
<td>Luis Aguilar</td>
<td>Member Services</td>
<td>Create a Provider Operations Bulletin (POB) article educating providers on county responsibility and assignment of members to GCHP when another county is listed in the AEVS record.</td>
<td>An article was provided to the Provide Network department to be included in the POB of 7/18/2019.</td>
<td>7/18/2019</td>
</tr>
<tr>
<td>4/24/2019</td>
<td>Luis Aguilar - Susana Enriquez</td>
<td>Member Services - Communications</td>
<td>Creation of web page for the CAC, listing names and biographies of members along with updated news on the Committee.</td>
<td>A temporary location in our GCHP website was found to include information about our CAC members.</td>
<td>7/18/2019</td>
</tr>
<tr>
<td>4/24/2019</td>
<td>Member Newsletter Committee</td>
<td>Member Newsletter Committee</td>
<td>Expand on Pablo Velez' ideas on prevention of accidents, etc. for children while not in school, home alone.</td>
<td>Recommendation was brought to the Member Newsletter Committee to include prevention of accidents information in the next member newsletter.</td>
<td></td>
</tr>
<tr>
<td>4/24/2019</td>
<td>Connie Harden</td>
<td>Member Services</td>
<td>Care Management - send links to webpage on the program along with the CM referral form.</td>
<td>Sent email to all CAC members with the links to the CM page and forms. Also included were the forms and detailed information on accessing care management.</td>
<td>4/25/2019</td>
</tr>
<tr>
<td>4/24/2019</td>
<td>Luis Aguilar - Connie Harden</td>
<td>Member Services</td>
<td>July CAC meeting - ask CAC members to bring a list of their top three challenges and the proposed solution.</td>
<td>Form created and sendt to CAC members via email.</td>
<td>7/1/2019</td>
</tr>
</tbody>
</table>
AGENDA ITEM 4

To: Gold Coast Health Plan Community Advisory Committee

From: Luis Aguilar, Manager of Member Services

Date: July 31, 2019

Re: CAC review of new Member Rights and Responsibilities document

Verbal Presentation

Materials included
AGENDA ITEM 5

To: Gold Coast Health Plan Community Advisory Committee
From: Susana Enriquez-Euyoque, Public Relations Manager
Date: July 31, 2019
Re: CAC recommendation of questions for member newsletter survey

Verbal Presentation

PowerPoint presentation attached
Winning Health
Member Newsletter
Community Advisory Committee Meeting
Wednesday, July 31, 2019

Susana Enriquez-Euyoque
PR Manager
Back to school, back to the doctor

Where did the summer go? It’s coming to an end, which means it’s time for your child to head back to school. Check out these back-to-school tips for your child. This might be a well-child visit. Or if your child is an adolescent, it might be an open discussion.

In either case, it’s the only way many kids will hear from their doctor each year. That’s why it’s so important. The doctor can give your child physical exams and check for any hidden health problems.

These visits are also a chance for your child to get immunizations. Your doctor will recommend the best timing for each shot. Most vaccines are given during your baby’s first two years. They help keep your child safe from 14 different diseases, some life-threatening. Later, when kids are between the ages of 9 and 13, they get the HPV and meningococcal vaccines and two doses of the Tdap vaccine.

You can bring up any concerns you have about your child’s health and development. What’s a healthy weight for your child? How can you help your child eat better or exercise more? What’s the best way to encourage your child from smoking or vaping? Or is it helping your spouse with your pressures or other anxiety? Any questions you have, this is an important time. And as long as you speak up, your child’s doctor will listen.

Learn about your Medi-Cal benefits

Gold Coast Health Plan (GCHP) has free meetings each month to answer Medi-Cal questions. These meetings are in both English and Spanish. You will learn about your benefits and how to access them, along with other resources. For meetings near you, visit GCHP’s website, GoldCoastHealthPlan.org or call Member Services at 1-888-351-1229.

Publication Frequency

3/Year

Publications to Date

19

Distribution

“Unique” Households

5 - 3
What do members think about the newsletter?

Possible questions include:

• What is your overall satisfaction with the newsletter?

• What do you typically do with this publication? Do you: Read all or most of it, read some and skim some, skim all of it, discard without reading anything?

• Please rate your satisfaction with the following:
  • Length
  • Content
  • Layout
  • Images

• How relevant do you find the information in the newsletter?

• What kind of information would you like to see in future newsletters?

• What can Gold Coast Health Plan do to improve the newsletter? (open ended)

• How often would you like to receive the newsletter?
AGENDA ITEM 6

To: Gold Coast Health Plan Community Advisory Committee

From: Rita Duarte-Weaver, Committee Chair

Date: July 31, 2019

Re: Report on CAC report to Commission

Verbal Presentation
AGENDA ITEM 7

To: Gold Coast Health Plan Community Advisory Committee

From: Marlen Torres, Director of Government and Community Relations

Date: July 19, 2019

Re: Government Relations Update

California FY 2019-20 Budget

One of the major policy issues included in the final budget was the expansion of full-scope Medi-Cal for young adults, 19 to 25 years old, regardless of immigration status. Coverage would begin no sooner than January 1, 2020. It is estimated that 90,000 young adults will have health coverage statewide.

However, according to a recent article by California Healthline, the number of undocumented immigrant children currently enrolled in Medi-Cal is slowly declining. According to Edwin Park, a professor at Georgetown University, the decline in enrollment is likely due to the shift in migration patterns and rising fear among their families in response to anti-immigration rhetoric and federal crackdowns on unauthorized immigrants.

In Ventura County, early projections estimated that approximately 20,000 individuals could remain/gain coverage due to this new policy. However, an exact amount is unknown.

The budget also includes new and on-going allocations for Proposition 56 funds, such as $250 million for the value-based payments program, $13.7 million for community-based adult services, $5.6 million for non-emergency medical transportation providers, and $2 million for pediatric hospital-based physician services.

Finally, the budget includes $56.3 million ($17.4 million GF) to restore the following benefits that were eliminated during the recession, effective no sooner than January 1, 2020: audiology and speech services, incontinence creams, optician and optical lab services and podiatry care. The increased funding will be suspended on December 31, 2021. The suspension will be lifted if the Administration determines through the 2021-budget act process that there is sufficient General Fund revenue to support all suspended programs in the subsequent two fiscal years.
National Policy Update

Office of Management and Budget’s (OMB) Request for Comment on Federal Poverty Threshold Inflation Measure

In May, the OMB published a request for comment in the Federal Register. It sought comments on making changes to the inflation measure used by the U.S. Census Bureau to annually adjust the Official Poverty Measure (OPM). The inflation measure under consideration would suppress the OPM, which is used by the U.S. Department of Health and Human Services Administration to develop the poverty guidelines used for programs like Medicaid and SNAP. The result would be a significant reduction in beneficiaries eligible for these federal programs.

For example, over 500,000 Medicaid beneficiaries could lose coverage under the proposed measure. Most likely, the majority of beneficiaries would have gained coverage under the Medicaid Expansion. According to the University of California, Berkeley study, if the proposed measure was adopted, in California 60,000 children and adults would lose Medi-Cal Eligibility.

A comment letter was submitted by the Local Health Plans of California (LHPC) urging the administration to reconsider the proposed measure and take a more holistic approach to considering the impacts on public programs that provide critical support to low-income populations.

U.S. Department of Housing and Urban Development (HUD) Draft Section 8 Regulations

In May, HUD published a proposed rule in the Federal Register that would require every member of a household that receives federal housing assistance to verify his or her legal immigration status for the household to receive any subsidy or assistance. Households that currently receive prorated assistance based on the number of verified citizens or eligible non-citizens in a household would no longer receive this assistance if even one member of their household does not have satisfactory immigration status.

An article published by Pew highlights the backlash to this proposed rule, which could impact up to 55,000 US-born children in mixed status households that are currently receiving assistance. Additionally, multi-generational families that have a grandparent or great-grandparent who does not have satisfactory immigration status would no longer be eligible for assistance.

A comment letter was submitted by LHPC urging HUD to reconsider its proposed rule due to the following concerns:
- Tens of thousands of households will become at-risk of homelessness, including over 55,000 citizen children living in mixed households.

- The proposed rule does not increase the number of eligible individuals receiving housing assistance, it simply shifts the assistance to non-mixed households.

- The rule disproportionately impacts children, the vast majority of whom are US citizens.
AGENDA ITEM 8

To: Gold Coast Health Plan Consumer Advisory Committee

From: Chris Hodina, Director of Operations
       Marlen Torres, Director of Government Affairs

Date: July 31, 2019

Re: Gold Coast Health Plan Community Relations Strategic Plan

**Gold Coast Health Plan Community Relations**

Gold Coast Health Plan (GCHP) developed a 3-year community outreach strategy to further Plan efforts to assist members and the community in understanding the Plan’s purpose, services and relationship to Medi-Cal in Ventura County. The strategy was presented to the CAC during the April 2019 meeting. During that presentation, the CAC members indicated that they would like to participate in and understand the community outreach strategy.

**Community Outreach Sub-Committee**

Gold Coast Health Plan would like to create a community outreach Subcommittee consisting of three (3) CAC members to assist the Plan with community outreach planning and strategy.

The Subcommittee will advise staff on how the Plan can best address needs of the community and the CAC populations. The Subcommittee will be co-chaired by the Plan’s Director of Operations and the Director of Government Affairs. The staff will execute the strategy within the community, based on the Subcommittee feedback and Plan’s overall strategic initiatives.

The Subcommittee will meet three (3) times for two (2) hours each time to provide comment and work with staff. The goal will be to complete all three (sessions) prior to September 1, 2019.
AGENDA ITEM 9

To: Gold Coast Health Plan Community Advisory Committee

From: Chris Hodina, Director of Operations
     Marlen Torres, Director of Government and Community Relations

Date: July 31, 2019

Re: Commission meeting of August 26, 2019

Verbal Presentation

Materials Included
AGENDA ITEM 10

To: Gold Coast Health Plan Community Advisory Committee

From: Dale Villani, Chief Executive Officer (CEO)

Date: July 31, 2019

Re: CEO Update

Verbal Presentation
CAC Presentation
County of Ventura

Ted Bagley
Chief Diversity Officer
July 31, 2018
About me......

- Amgen, Dell Computer, Russell Athletics, GCHP
- 25 Years with General Electric Company
- 3 years military experience
- Served in Honor Guard Washington, DC
- Tour of duty in Viet Nam 67-68
  - Bronze Star Medal Recipient
- BS Degree in Business Administration
- Master’s Degree in Psychological Counseling
- Published three books “The Tragedy of Darkness, My Personal War Within and The Success Factor.” Currently work on my fourth.
- Started my own business TBJ Consulting 2015
Responsibilities of a CDO

• Acting as a point person at the top tier of institutional leadership, the officer raises the visibility of the institution’s diversity efforts; clarifies goals and assesses progress; and provides expertise on issues of access, equity, diversity, and inclusion. Leading committees and working groups on diversity involves the officer in a variety of services, like conducting surveys of the climate, developing cultural events for the campus and the surrounding community, and planning symposiums centered on diversity.

• The officer works to increase the number and improve the success of employees and management from underrepresented groups by creating pilot initiatives, building collaborative relationships, helping to adopt national best practices, collecting and analyzing data, and designing new marketing and communication products. He or she also participates in the search for talent, perhaps expanding the pool of candidates by helping revise job descriptions and reminding search-committee members of the importance of institutional diversity.
Challenges and Opportunities

- Closure of open Issues in a timely manner.
- Establish credibility with both the internal employee population as well as the Ventura County Medi-Cal Managed Care Commission.
- Meet and develop rapport with key community leaders. (Trust)
- Conflict resolution through effective communications, expedient problem solving and reliable decision making.
- Audit internal policies and procedures as well as those communications representing our client base.
Consider….It’s a different world

• Mobility is a career enhancement.
• More cultural sensitivity.
• Flexible work arrangements.
• Key talent retention a key competency.
• Less job security than ever before.
• Legal issues increasing as the workforce ages.
• We are more divided as a country as any time in the immediate past.
Generation Challenges

For the first time in history, there are four generations occupying the same space in many industries.

- Traditionalist-------------------1922-1945   (75 million)   ages 63-86
- Baby Boomers ---------------1946-1964   (74.9 million)   ages 44-62
- Generation X’ers-----------1965-1980   (46 million)   ages 28-43
- Gen Y’ers(Millennials)--1980’s- 2000   (75.4 Million)   ages 8-27

“Boomerangers”

“Millennials have surpassed Baby Boomers as the nation’s largest generation according to the U.S. Census Bureau”
“If you turn away a package because of the material it’s wrapped in, you may find that you have denied yourself a true treasure”.

Ted Bagley
Q & A
Are there any Questions?