

**Medi-Cal Community Advisory Committee
Greater Los Angeles
March 25, 2025, 10:30 am
Meeting Minutes**

Community Advisory Committee Members Present (names omitted for privacy)	
Kaiser Permanente Medi-Cal members	18
Caregiver advocates of Kaiser Permanente Medi-Cal members	0
Community-based organization representatives	2 <ul style="list-style-type: none"> • Bienestar Human Services • JWCH/Wesley Health Centers

Other Attendees	
Public Attendees	0

Kaiser Permanente Attendees	
Amanda J Flaum (presenter)	Vice President, Medi-Cal
Debbie Dyer	Consultant, Population Needs Assessment and Population Health Management Team
Gretchen Shanofsky (presenter)	Consultant, Population Needs Assessment and Population Health Management Team
Joseph De Los Santos	California Health Equity Lead, Medi-Cal
Lori Kabangu	Community Advisory Committee Coordinator
Marco Diaz (presenter)	Community Advisory Committee Specialist
Melinda Yanonis	Community Advisory Committee Coordinator
Shamiq Hussain, J.D.	Director, Medi-Cal Policy
Shahzad Dhanani	Regional Director, Medi-Cal Delivery and Operations
Tasha Chu (facilitator)	Community Advisory Committee Coordinator

Meeting Minutes			
Topic	Topic Summary	Member input and additional details	Action items
Welcome & Agenda Review	<p>The Community Advisory Committee (CAC) Coordinator welcomed members to the meeting and shared the following:</p> <ul style="list-style-type: none"> Members were reminded of the public meeting forum, meaning the privacy of any personal information shared cannot be guaranteed. CAC Team and Health Equity Partners were shared. Agenda topics were reviewed. 		
Meeting Tips & Guidelines	<p>Technical tips and key functions for using Microsoft Teams on a phone or desktop/laptop were shared.</p> <p>The presenter introduced three options for participating in the meeting: raise hand to speak, use chat, or write comments in Microsoft Forms feedback form.</p>		
CAC Expansion & Overview	<p>The CAC Coordinator shared details about the CAC expansion for 2025:</p> <ol style="list-style-type: none"> North Bay: Marin, Napa, Solano, and Sonoma Sacramento Region: Amador, El Dorado, Placer, Sacramento, Sutter, Yolo, and Yuba San Francisco Bay Area: San Francisco, San Mateo, Santa Clara, and Santa Cruz East Bay: Alameda and Contra Costa 	<p>The CAC Coordinator reviewed Greater Los Angeles and the member representation, including Community Based Organization (CBO) stakeholders: Bienestar Human Services, JWCH, and Sycamores.</p>	

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	5. Central Valley: Fresno, Kings, Madera, Mariposa, San Joaquin, Stanislaus, and Tulare 6. Central Valley South: Kern and Ventura 7. Greater Los Angeles: Los Angeles 8. Inland Desert: Imperial, Riverside, and San Bernardino 9. South SoCal: Orange and San Diego		
Interest in the CAC	The CAC Coordinator led a discussion with the CAC members to ask about their interest in joining the CAC, what they would like to learn, and what led them to participate.	The members shared: <ul style="list-style-type: none"> • Reduce barriers for Kaiser Permanente Medi-Cal members to access Applied Behavior Analysis • Speak up for my kids • Ask questions and share concerns • Get update on feedback shared in 2024 CAC and if it was helpful • Advocate for community and share resources with the community • Learn about what is new and available to Medi-Cal members 	
Kaiser Permanente's Focus on Medi-Cal Members	The Medi-Cal leadership speaker was introduced. The leader reviewed Kaiser Permanente's mission statement, the impact of CAC Feedback, and the vital role that our members play. The leader also shared Kaiser Permanente's Medi-Cal guiding principles.	Amanda Flaum provided remarks for this CAC.	
Meeting Norms and Values	The CAC Coordinator led a discussion with CAC members to establish norms and	The following feedback was provided: <ul style="list-style-type: none"> • Assume positive intent 	CAC Team to compile feedback from all CACs

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	values for the CAC meetings. The norms and values will be collected across all nine (9) CACs and summarized for presentation in our Q2 CAC meetings.	<ul style="list-style-type: none"> • Active Participation • Listen carefully • Have a positive environment 	and build the norms and values to share at the next meeting.
CAC Purpose & 2024 in Review	<p>The CAC Coordinator reviewed the purpose of CAC meetings and set expectations for members for future meetings. The CAC Coordinator also shared examples of future topics where members' input and feedback can help drive improvements at Kaiser Permanente.</p> <p>The CAC Coordinator shared the impact of feedback from CAC members in 2024, which led to several accomplishments.</p>		
Community Health Topics	<p>In a pre-meeting survey, CAC members were asked what community health topics matter most to them.</p> <p>A guest speaker from Kaiser Permanente's Population Needs Assessment and Population Health Management Team explained how their team engages with local health departments and other Medi-Cal health plans to identify the most important health topics in the community.</p> <p>The guest speaker presented the pre-meeting survey responses and asked for CAC members' feedback on the identified health topics.</p>	<p>The top health priorities identified for this CAC and feedback provided were:</p> <ol style="list-style-type: none"> 1. Chronic Disease & Premature Deaths <ul style="list-style-type: none"> • Maternal health concerns with care provided were shared, including need for focus on minority maternal health • Barriers to getting autism diagnosis for child and issues with coordination of occupational therapy vendors and Kaiser Permanente were shared • Diabetes needs among Black and Latino communities were highlighted. Information available 	<p>Member experiences, input, and feedback have been documented. The CAC Coordinator will follow up accordingly on active member issues.</p> <p>Community health priority topic feedback will be evaluated for improvements to Kaiser Permanente programs and with local health departments for consideration in</p>

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	<p>The guest speaker indicated future ways CAC members can participate in providing feedback about community health priorities to local health departments, including through surveys, focus groups, and county-led workgroups.</p>	<p>on kp.org about diabetes and other chronic diseases is helpful</p> <ul style="list-style-type: none"> • For diabetes, doctor is advising glucose testing twice per day, but Medi-Cal doesn't cover enough supplies for testing twice per day • Recommend more is done for overweight individuals and helping with weight loss to prevent other chronic diseases • Concerned about high cholesterol and related health complications • African Americans have the highest infant mortality rate of all ethnic groups. Would like to know more about how Kaiser Permanente is addressing. • Positive experience with kp.org and difference in experience for mother as elderly Latina women with another medical portal was shared. It was recommended that all health insurance providers introduce patients to portals and resources and that kp.org is promoted more and members are made aware of their rights, including how to file grievances. <p>2. Community Safety</p>	<p>improvements to community health programs and resources.</p>

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		<ul style="list-style-type: none"> • People who are undocumented are hesitant to seek medical care currently due to fear of violence or ICE. These individuals also fear signing up for Medi-Cal if undocumented or even accessing free services at community organizations. • Have experienced four burglaries and are concerned about safety • Crime rates have gone down in L.A. County • Current fear of accessing care by LGBTQ+ communities and people who are undocumented is creating risk of premature death from not getting care for chronic diseases and HIV/AIDS <p>3. Economic Security</p> <ul style="list-style-type: none"> • Fear among people who are undocumented is contributing to food insecurity • Good wages help people have happy and healthy lifestyle • Programs like Medi-Cal ensure single income families have access to quality care without financial strain <p>4. Infectious Disease</p>	

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		<ul style="list-style-type: none"> • Rise in STDs and STIs being observed at a community organization after COVID, since testing detection was interrupted during the pandemic • Looking for information about what is on the horizon for infectious diseases • Inaccurate information about flu shots clinic times online was experienced • Community not aware that they can get free flu shots at Kaiser Permanente and instead, most people go to the pharmacy • Important that when an illness breaks out in a community all children and families have access to proper care <p>Other priority topics mentioned:</p> <ul style="list-style-type: none"> • Availability of weekly in-person behavioral health appointments for children with a licensed therapist is limited • Location of Kaiser Permanente facilities plays role in community health and access to care. The Baldwin Hills location has farmers' market where people can buy 	

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		vegetables, and this is valuable to the community.	
Announcements	The CAC Coordinator reviewed announcements with CAC members, including information about upcoming meetings and a reminder to keep personal contact details updated with Kaiser Permanente and their Medi-Cal County Eligibility Worker. The CAC Coordinator also shared contact and website information.		
Open Forum & Additional Questions and Comments	CAC members and other attendees were invited to ask questions, share feedback, and provide any additional comment on today's agenda or on other Medi-Cal topics.	Other feedback and comments shared: <ul style="list-style-type: none"> • Experience as Medi-Cal member has generally been the same except there are some things Medi-Cal doesn't cover • Treatment may be the same but wait time is different depending on type of insurance 	The CAC Team will follow up with members with resources for specific care needs. CAC Team is also in review of Microsoft form submissions related to today's input topics and will complete follow-up incorporated into the follow-up process as described above.