

**Medi-Cal Community Advisory Committee  
North Bay  
March 18, 2025, 10:30 am  
Meeting Minutes**

<b>Community Advisory Committee Members Present (names omitted for privacy)</b>	
Kaiser Permanente Medi-Cal members	19
Caregiver advocates of Kaiser Permanente Medi-Cal members	1
Community-based organization representatives	3 <ul style="list-style-type: none"> <li>• Buckelew</li> <li>• On The Move</li> <li>• Child Network</li> </ul>

<b>Other Attendees</b>	
Public Attendees	0
Spanish Interpreter	1

<b>Kaiser Permanente Attendees</b>	
Arif Shaikh (presenter)	Senior Director Medi-Cal Policy & Engagement
Celia Williams	Executive Director, Medi-Cal Care Delivery & Operations
Erica Mahgerefteh	Strategy Lead, Population Needs Assessment & Population Health Management
Gretchen Shanofsky (presenter)	Clinical Practice Consultant, Medi-Cal Care Delivery & Operations
Joseph De Los Santos	California Health Equity Strategy Lead, Medi-Cal
Lori Kabangu (facilitator)	Community Advisory Committee Coordinator
Marco Diaz (presenter)	Community Advisory Committee Specialist
Melinda Yanonis	Community Advisory Committee Coordinator
Shahzad Dhanani	Regional Director, Medi-Cal Care Delivery & Operations
Tasha Chu	Community Advisory Committee Coordinator

Meeting Minutes			
Topic	Topic Summary	Member input and additional details	Action items
<b>Welcome &amp; Agenda Review</b>	<p>The Community Advisory Committee (CAC) Coordinator welcomed members to the meeting and shared the following:</p> <ul style="list-style-type: none"> <li>Members were reminded of the public meeting forum, meaning the privacy of any personal information shared cannot be guaranteed.</li> <li>CAC Team and Health Equity Partners were shared.</li> <li>Agenda topics were reviewed.</li> </ul>	Spanish interpretation was available for this CAC meeting. The CAC Coordinator, with interpretation support from an interpreter, explained how to access the meeting in Spanish with Microsoft Teams.	
<b>Meeting Tips &amp; Guidelines</b>	<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>	Teams Function has chat limitations for some members	CAC Team to troubleshoot technical issues with chat for future meetings
<b>CAC Expansion &amp; Overview</b>	<p>The CAC Coordinator shared details about the CAC expansion for 2025:</p> <ol style="list-style-type: none"> <li>North Bay: Marin, Napa, Solano, and Sonoma</li> <li>Sacramento Region: Amador, El Dorado, Placer, Sacramento, Sutter, Yolo, and Yuba</li> <li>San Francisco Bay Area: San Francisco, San Mateo, Santa Clara, and Santa Cruz</li> <li>East Bay: Alameda and Contra Costa</li> </ol>	The CAC Coordinator reviewed CAC North Bay and the member representation, including Community Based Organization (CBO) stakeholders: Buckelew, On the Move, Children's Network of Solano County	

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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		
<b>Interest in the CAC</b>	<p>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.</p>	<p>The members shared:</p> <ul style="list-style-type: none"> <li>• Information sharing</li> <li>• Caring for an elderly parent</li> <li>• Cancer care</li> <li>• Neurodivergent children</li> <li>• Trouble accessing specialty healthcare and referrals</li> <li>• To engage in improvements and opportunities to share</li> <li>• Understanding Medi-Cal eligibility, appointment accessibility</li> <li>• Issues around mental health referrals</li> <li>• Kaiser Permanente staff being uninformed/unhelpful</li> <li>• IHSS services and qualifiers</li> <li>• Emergency room services and support</li> <li>• To THRIVE and make a pathway for others</li> </ul>	

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<b>Kaiser Permanente's Focus on Medi-Cal Members</b>	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.	<p>Arif Shaikh provided remarks for this CAC.</p> <p>Members shared:</p> <ul style="list-style-type: none"> <li>• Would like to understand the committee format, the team that surrounds the CAC team, and frequency of meetings</li> <li>• Recommend training employees to be sensitive of issues members are struggling with</li> </ul>	
<b>Meeting Norms and Values</b>	The CAC Coordinator led a discussion with CAC members to establish norms and 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.	<p>The following feedback was provided:</p> <ul style="list-style-type: none"> <li>• Listen to understand</li> <li>• Give everyone a chance to speak</li> <li>• Everyone needs to be heard, opinions are valued</li> <li>• Treat each other with respect</li> </ul>	CAC Team to compile feedback from all CACs and build the norms and values to share at the next meeting
<b>CAC Purpose &amp; 2024 in Review</b>	<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>		
<b>Community Health Topics</b>	In a pre-meeting survey, CAC members were asked what community health topics matter most to them.	The top health priorities identified for this CAC and feedback provided were:	Member experiences, input and feedback have been documented. The

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	<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 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><b>1. Availability of Mental Health Providers</b></p> <ul style="list-style-type: none"> <li>Referrals to outside sources are unreliable (portal is not user-friendly, last-minute cancellations, they accept Kaiser Permanente but not Medi-Cal)</li> <li>Mental Health specialists are hard to find, for example addiction therapies</li> </ul> <p><b>2. Care Coordination</b></p> <ul style="list-style-type: none"> <li>Need proactive approach from a coordinator, not reactive, care coordinator should be more supportive in the patients' care</li> <li>Coordinating appointments is a challenge, could use help from a care coordinator; lack of follow-up from specialist post-surgery</li> <li>County to county services and referrals are a struggle</li> </ul> <p><b>3. Healthy Eating</b></p> <ul style="list-style-type: none"> <li>Need for resources to be shared, preventive care needs as an example; healthy eating</li> </ul> <p><b>4. Substance Use</b></p>	<p>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 improvements to community health programs and resources.</p>

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		<ul style="list-style-type: none"> <li>Understanding risks to substance abuse for teens, need for pamphlets, discussion from doctors</li> </ul> <p><b>5. Wellness Visits</b></p> <ul style="list-style-type: none"> <li>Need support in advocating for self; the request for tests, lack of acknowledgement from physicians</li> <li>When moving to a different county struggled to receive the same services, which delayed speech therapy and child struggled in school</li> </ul>	
<b>Announcements</b>	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.		
<b>Open Forum &amp; Additional Questions and Comments</b>	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.	<p>Feedback and comments shared:</p> <ul style="list-style-type: none"> <li>Member expressed concern about Medi-Cal being unstable based on current political environment</li> <li>Referrals to specialists or procedures needs improvement, "could be streamlined"</li> <li>Lack of urgent care access</li> </ul>	<p>The CAC Team will follow up with members with resources for specific care needs.</p> <p>CAC Team is also in review of Microsoft form submissions related to today's input topics and will complete follow-up</p>

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		<ul style="list-style-type: none"> <li>• Substance Use and information for teens, parent shared there have been very little resources to support teenager</li> <li>• Recommendation shared to open more wellness visit access so that they do not “opt” for the Emergency Room; visits are booked weeks, if not months out</li> <li>• Recommendation shared that pharmacies carry the prescribed and covered Over-the-counter medications that are available to Medi-Cal members</li> </ul>	incorporated into the follow-up process as described above.