



Tulare County Q4 Community Advisory Committee Meeting

December 10, 2024 Minutes

ATTENDEES

Alfredo Chavez: Family HealthCare Network - Community Health Representative	Anita Suarez: Tulare County HHSA - Division Manager
Criselda Ibarra: Child Abuse Prevention Council of Tulare County - Executive Administrative Assistant	Jose Flores: California Farmworkers Association - Tulare County Coordinator
Josette Romero Guzman: Family HealthCare Network - Community Health Supervisor	Nayeli Heredia: California Farmworker Foundation, Outreach Coordinator
Olga Ochoa: HealthCare Options	Rosemary Caso: United Way of Tulare County - Executive Director
Sandra Escudero: Healthy Start Family Resource Center - Project Manager	Medi-Cal Member 8
Medi-Cal Member 9	

HEALTH NET ATTENDEES

Ayleen Dimailig, Sydney Turner, Dr. Pooja Mittal, Anabel Jayme, Tianna Arbulu, Lorena Espinoza, Miriam Rosales, Pao Houa Lee, Tony Gonzalez, and Perry Shelton

The purpose of the Community Advisory Committees is to empower members to bring their voices to the table to ensure Health Net is actively driving interventions and solutions to build more equitable care. The CAC advocates for Health Net members by ensuring that Health Net is responsive to their diverse health care needs.

AGENDA ITEM	DISCUSSION	NEXT STEPS / ACTION	OWNER
Call to order, Introductions, & Agenda Overview	<ul style="list-style-type: none"> Call to order at 12:03pm. Committee members and Health Net staff introduced themselves. 	N/A	N/A
Continuity and Coordination of Medical Care: NCQA Accreditation Standard (Q13) Year 1 Report Highlights	Miriam Rosales (Program Manager III, Quality Improvement) provided an overview of the NCQA (National Committee for Quality Assurance) report and its importance for Health Net. She walked through the 4 measures for measurement year 2023: prenatal and postpartum care, eye exam for patients with diabetes, use of opioids at high dosage, and plan all-cause readmissions, and shared the performance metrics and improvements made. Lastly, she shared barriers and opportunities for improvement that include social determinants of health, lack of cultural appropriate postpartum care, and scheduling practices.	N/A	N/A
2023 Health Education Work Plan Year-End Evaluation and 2024	Anabel Jayme (Program Manager II, Quality Improvement) reviewed the 2023 work plan with 15 initiatives and 51 measurable objectives, with 39 met, 11 suspended, and 1 cancelled. She shared highlights of	N/A	N/A

Work Plan Highlights	successful initiatives, including the diabetes prevention program, breast and cervical cancer screening classes, tobacco cessation program, and behavioral health services. Lastly, she addressed barriers and shared next steps, including the use of QR codes for program promotion and addressing low enrollment in the obesity prevention program.		
Language Assistance Program & findhelp	Lorena Espinosa (Senior Health Equity Specialist) provided an overview of the Health Equity department and its core areas. She reviewed the Language Assistance Program, including translation and interpreter services, health literacy, cultural competency, health equity and social needs, and compliance. She shared the types of language assistance services offered, including interpretation, translation, oral translation, alternate formats, and plain language communication.	N/A	N/A
2024 CAC EOY Review	Ayleen Dimailig (Program Manager, CACs) reviewed the agenda items, feedback, and actions taken from committee insights in 2024. Committee members were encouraged to continue providing feedback and share any agenda items they would like to learn more about in 2025.	N/A	N/A
Community Sharing/Open Forum	Committee members were invited to share items for Community Sharing/Open Forum. Members requested support. Meeting was adjourned at 1:30pm.	Share one pager/list of available resources for Medi-Cal members	Program Manager of Community Advisory Committees

NEXT MEETING

Date: Tuesday – March 25, 2025

Time: 12pm – 1:30pm

Location / Dial-in #: <https://centene.zoom.us/meeting/register/hlrjZUGqTYOc8GYrbO9xkQ>

Dial: US: +1 669 444 9171 or +1 646 931 3860

Meeting ID: 974 5421 4935

Passcode: 210607

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