

MEETING AGENDA

Meeting / Project Name: Community Advisory Committee

Objective of Meeting: The Community Advisory Committee (CAC) advocates for members by ensuring that Partnership HealthPlan of California is responsive to the diversity of health care needs of all members.

Date: June 11, 2026

Time: Noon – 2:00 p.m.

Meeting Locations:

- Butte – 1000 Fortress Street, Chico, CA 95973
- Humboldt – 1036 5th Street, Suite E, Eureka, CA 95501
- Placer – 281 Nevada Street, Auburn, CA 95603
- Shasta – 2525 Airpark Drive, Redding, CA 96001
- Solano – 4605 Business Center Drive, Fairfield, CA 94534
- Sonoma – 495 Tesconi Circle, Santa Rosa, CA 95401

Alternate Meeting Locations:

- Northeastern Rural Health Clinics – 1850 Spring Ridge Drive, Susanville, CA 96130
- Mountain View Skilled Nursing Facility – 1109 N Nagle Street, Alturas, CA 96101

Topic / Time	Speaker(s)	Description	Page(s)
1) Welcome / Purpose of Meeting <i>Time: 12:00 (5 minutes)</i>	Gabrielle Breshears, Community Advisory Committee Coordinator	Start of meeting and guidelines followed by description of CAC and its purpose, county map of regional offices, and member representation	5
2) Introductions <i>Time: 12:05 (5 minutes)</i>	Gabrielle Breshears, Community Advisory Committee Coordinator	Introduction of CAC members. Welcoming new CAC members as well as providing a reminder for ongoing recruitment	6
3) Approval of March 2026 Minutes <i>Time: 12:10 (5 minutes)</i>	Melissa Schumann, Manager of Member Services	Need a CAC member to make a motion to accept the March 2026 minutes and another member to second the motion	7

Topic / Time	Speaker(s)	Description	Page(s)
4) Follow up from March 2026 CAC Meeting <i>Time: 12:15 (5 minutes)</i>	Melissa Schumann, Manager of Member Services	All follow-up items from March 2026 meeting have been completed. The full follow-up list is provided in the agenda packets	8-21
5) Report on Board Meeting <i>Time: 12:20 (10 minutes)</i>	Community Board Representatives: Belle Knight, Brion Burkett, & Marcelo “Nunie” Matta	Community Board Representatives provide an update from Board meeting	22
6) Partnership Update <i>Time: 12:30 (15 minutes)</i>	Sonja Bjork, Chief Executive Officer	An overview of key health plan updates	23
7) Partnership Website Implementation Update <i>Time: 12:45 (15 minutes)</i>	Dustin Lyda, Director of Communications and Government Affairs	High-level overview of Partnership’s external website implementation planning	24-31
8) Cultural & Linguistics (C&L) Evaluation <i>Time: 1:00 (15 minutes)</i>	Hannah O’Leary, Manager of Population Health	Overview of C&L program with a focus on work plans, outcomes, and key program findings, followed by discussion.	32-41
9) Healthy Kids Growing Together Program <i>Time: 1:15 (15 minutes)</i>	Monika Brunkal, Associate Director of Population Health	Overview of the Healthy Kids Growing Together Outcall Project and discussion to gather input for future efforts.	42-46
10) Community Reinvestment Update <i>Time: 1:30 (15 minutes)</i>	Dr. Mohamed Jalloh, PharmD, BCPS, Director of Health Equity	High-level overview and update on the Community Reinvestment program	47-61
11) Open Forum <i>Time: 1:45 (15 minutes)</i>	All	All members of the committee and members of the public may address the committee on any non-agenda item of interest to the public that is within the subject matter jurisdiction of the committee	62

Topic / Time	Speaker(s)	Description	Page(s)
12) Next Meeting		September 10, 2026 Noon – 2 p.m.	63

This open and public meeting may be recorded. Any audio or video tape record of this meeting made by or at the direction of Partnership HealthPlan of California is subject to inspection under the Public Records Act and will be provided without charge, if requested. Any audio or video recording may be erased or destroyed 30 days after the recording. Government Code §54957.5 requires that public records related to items on the open session agenda for a regular finance meeting be made available for public inspection. Records distributed less than 72 hours prior to the meeting are available for public inspection at the same time they are distributed to all members, or a majority of the members of the committee. The Community Advisory Committee has designated Community Advisory Committee Coordinator as the contact for Partnership HealthPlan of California located at 4605 Business Center Drive, Fairfield, CA 94534, for the purpose of making those public records available for inspection. The Community Advisory Committee Meeting Agenda and supporting documentation is available for review from 8:00 AM to 5:00 PM, Monday through Friday at all Partnership regional offices (see locations above). It can also be found online at www.partnershiphp.org. Partnership meeting rooms are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternative format for the agenda, meeting notice, agenda packet or other writings that may be distributed at the meeting, should contact the Member Services Department at least two (2) working days before the meeting at (800) 863-4155 or by email at cac@partnershiphp.org. Notification in advance of the meeting will enable the Community Advisory Committee Coordinator to make reasonable arrangements to ensure accessibility to this meeting and to materials related to it. This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing on the agenda.



Community Advisory Committee

Gabrielle Breshears

June 11, 2026

Welcome/ Purpose of Meeting

Community Advisory Committee Coordinator, Gabrielle Breshears



Community Representation by County

Butte: Adrene, Eli, *Isabell, Ursula*

Colusa: Susan

Humboldt: Jennifer “Jenny,” Margaret

Lake: Angela, Annette

Lassen: Itha “Bev”, Ellen

Marin: Jaime, Jason

Mendocino: Perry

Modoc: Lee

Napa: Beverly

Nevada: Harry “Scott”, Raichael

Placer: *Amy*, Brion, Marisol

Shasta: Belle, Nani, *Shaneata*, Wendy

Solano: Catherine, Eugene, Jeanette, *Paula*, Sol

Sonoma: Guadalupe, Michael, Sandra, William “Bill”

Sutter: *Harkirandish*

Tehama: Fanechka

Yolo: Lulu, Marcelo “Nunie”

Yuba: Jackie

Vacant County Seats

Del Norte	Glenn	Plumas
Sierra	Siskiyou	Trinity



Introductions

Community Advisory Committee Coordinator, Gabrielle Breshears

Approval of March 2026 Meeting Minutes

Manager of Member Services, Melissa Schumann



Follow-Up from March 2026 CAC Meeting

Melissa Schumann
Manager of Member Services





MEETING MINUTES

Meeting Name: Community Advisory Committee (CAC) Meeting

Date: March 12, 2026

Time: Noon – 2 p.m.

Partnership Locations:

- 4605 Business Center Drive, Fairfield, CA 94534 (Conference Room A, B, C)
- 2525 Airpark Drive, Redding, CA 96001 (Airpark Conference Room)
- 1000 Fortress Street, Chico, CA 95973 (Feather River 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)
- 281 Nevada Street, Auburn, CA 95603 (Lincoln Conference Room)

Alternate Locations:

- Northeastern Rural Health Clinics – 1850 Spring Ridge Drive, Susanville, CA 96130

Partnership HealthPlan Attendees: Amanda Cornelius, Amanda Peters, Andrew Gerber, Anthony Sackett, Autumn Monson, Brandi Walker, Brittany Spears, Caleb Davis, Carmen Muñoz, Ciara Rejefski, Cyress Mendiola, Edna Villaseñor, Elizabeth Garcia, Gabrielle Breshears, Greg Cafiero, Hannah O’Leary, Ileana Hernandez, Jennifer Forehand, Jesus Hermosillo, Jill Blake, Jocelyn Hooper, Joel Schwartz, John Lemoine, Jose Puga, Karla Marquez, Kathryn Power, Krystal Johnson, Lauren Mahoney, Leigha Andrews, Madison Clark, Dr. Matthew Morris, Melissa Schumann, Michele Grupe, Monica Uribe, Onyi Okorie, Rebecca Stark, Ryan Ciulla, Shahrukh Chishty, Sunshine Jackson, Tim Sharp, Vicky Klakken; **Spanish Interpreters:** Guillermo Rodriguez, Jorge Rosas

Virtual Committee Attendees: Catherine Collins, Jackie Berg

Committee Attendees: Adrene Ryan, Annette Lack, Beverly Franklin, Brion Burkett, Eli Seigel, Ellen Payton, Eugene Korte, Guadalupe Alvarado, Harry Boggs, Itha “Bev” Banghart, Jaime Yan Faurot, Jason Faurot, Jennifer “Jenny” Bentrim, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Michael Strain, Nani Mingo, Perry Tripp, Raichael Stewart, Sol McNally, Wendy Longwell, William “Bill” Remak

Absent Committee Members: Angela Hoaglen, Belle Knight, Fanechka LaFitte, Jeanette Perez, Lee Walton, Marisol Duran-Garcia, Sandra Mandujano, Susan Wagenaar

Agenda Topic / Speaker	Minutes	Action Item(s)
1) Welcome / Purpose of Meeting <i>Speaker: Melissa Schumann</i>	Melissa Schumann, Manager of Member Services , opened the meeting by welcoming everyone, reviewing the housekeeping rules, and requesting consent to record the meeting. With no objections raised, the meeting was recorded for accessibility purposes. She reminded attendees that the Community Advisory Committee (CAC) serves as a bridge between the health plan and the members by creating a forum to discuss common issues of interest and importance, ensuring that Partnership responds to the different kinds of health care needs for all members.	<i>None</i>
2) Introductions <i>Speakers: Ryan Ciulla</i>	CAC members from all Partnership sites stated their names and the counties they represent, establishing that a quorum was present. Wendy Longwell, Shasta County Representative, acknowledged the significant growth of the committee in recent years. Ryan Ciulla, Manager of Member Services, provided a special introduction for new CAC members: Itha “Bev” Banghart (Lassen), Marisol Duran-Garcia (Placer), and Nani Mingo (Shasta). He also introduced the Executive Team and the CAC Program Team.	<i>None</i>

Agenda Topic / Speaker	Minutes	Action Item(s)
3) Approval of the December 2025 Meeting Minutes <i>Speaker: Melissa Schumann</i>	The December 2025 meeting minutes were reviewed and approved.	Vote: <i>Margaret Sager</i> voted to approve the minutes. Brion Burkett also voted to approve the minutes. Result: Motion Passed, December 2025 Meeting minutes approved.
4) December 2025 CAC Meeting Follow-Up <i>Speaker: Melissa Schumann</i>	Melissa Schumann, Manager of Member Services , confirmed that all follow-up items from the December 2025 CAC Meeting have been completed and are available for review in the agenda packets.	None
5) Report on Board Meeting <i>Speaker: Brion Burkett</i>	Melissa Schumann, Manager of Member Services, recognized the current Community Board Representatives, Belle Knight, Brion Burkett, and Marcelo “Nunie” Matta, and thanked them for their feedback, hard work, and dedication since their terms began. She noted that the current term will end in June 2026, with the new term beginning in August 2026. Melissa also advised that applications for the upcoming term are now being accepted and are available at each meeting location. The application window will remain open until Wednesday, April 1, 2026. Brion Burkett, Placer County Representative, offered a brief recap from the most recent board meeting on Community Reinvestment and noted that feedback and input from various groups is currently being gathered to help guide decisions on the most effective ways to reinvest funds back into the community.	None

Agenda Topic / Speaker	Minutes	Action Item(s)
6) Partnership Update <i>Speaker: Sonja Bjork</i>	Sonja Bjork, Chief Executive Officer, shared Partnership HealthPlan of California updates. Sonja welcomed new CAC members, Bev Banghart (Lassen), Marisol Duran-Garcia (Placer), and Nani Mingo (Shasta), and shared Partnership's Board of Commissioners fully supported their appointment to the committee. She also highlighted the opening of the Chico Regional Office and expressed Partnership's commitment to serving as a local health plan. Sonja reported on California Advancing and Innovating Medi-Cal (CalAIM) services and shared that California has submitted a new application to continue to cover these services. She explained that the application is moving through the federal review process. Additionally, she provided updates about transitional rent services and shared that this program will allow Partnership to cover six (6) months of rent for a limited group of members. Individuals with a diagnosed severe mental illness (SMI) who are also experiencing homelessness may qualify for this support. Sonja added that Partnership works with each county to establish agreements for covering at least the seventh month of rent after Partnership's six (6) month period. Members are also required to have a housing support plan in place for the time after their coverage from Partnership and their county ends. Sonja then shared the counties in Partnership's service area that are ready to move forward with this program: Glenn, Mendocino, Modoc, Sonoma, and Yolo Counties. Following her update, Sonja opened the floor for questions.	<i>None</i>

Agenda Topic / Speaker	Minutes	Action Item(s)
Partnership Update Continued	Lulu Zhang, Yolo County Representative, pointed out that people with SMI, are often very vulnerable and may not be able to search for housing options on their own. She asked if this program would include support to assist applicants with that step. Sonja confirmed support will be available and also added that individuals interested in the program should also be enrolled with Enhanced Case Management (ECM). This benefit provides a case manager who can help navigate various services. Marcelo “Nunie” Matta, Yolo County Representative, shared that the counties have limited budgets and asked how many people will be able to receive services through this program. Sonja acknowledged budget constraints and explained that many counties plan to begin on a small scale. Jennifer “Jenny” Bentrim, Humboldt County Representative, asked whether the program would be available to members with dual diagnoses, such as both a severe mental illness (SMI) and a substance use disorder (SUD). Sonja explained that several details are still being determined, including how the program will apply to individuals who are already receiving services through other county programs. Public Comment: Isabell Van Merlin expressed concern for the homeless population in Butte County and asked if the county is currently involved in this program and, if not, what could be done to encourage their participation. Sonja shared that Butte County has been actively working towards implementation and is close to being ready to serve members of the community. Public Comment: A member of the public who works at a senior center serving individuals with developmental disabilities asked whether	

Agenda Topic / Speaker	Minutes	Action Item(s)
Partnership Update Continued	the transitional rent program would be available to people who do not participate in behavioral health services. They also asked about Lake County's progress in launching the program and whether there is someone they could contact to encourage participation. Sonja confirmed that Lake County is also close to launching the program. She clarified that having a developmental disability alone may not meet the eligibility criteria. Members must have an SMI diagnosis and be experiencing homelessness to qualify. Adrene Ryan, Butte County Representative, shared that the Transitional Rent policy is available on the Department of Health Care Services (DHCS) website and includes the definitions of SMI, homelessness, and other eligibility requirements. Sonja stated that is the current policy and that updates will continue to be made as the program advances. Ryan Ciulla, Manager of Member Services, advised that if there are additional questions regarding the Transitional Rent program to email the CAC Team at cac@PartnershipHP.org	
7) Community Reinvestment Update <i>Speaker: Jesus Hermosillo</i>	Jesus Hermosillo, Cultural Community Manager, provided a brief informational update of Community Reinvestment. Jesus also noted that no action would be taken at this time. Jesus shared that DHCS has provided four (4) different categories that Partnership is able to reinvest funds into: • Cultivating neighborhoods and built environments • Cultivating the healthcare workforce • Cultivating well-being for priority populations and improved health outcomes • Cultivating local communities	None

Agenda Topic / Speaker	Minutes	Action Item(s)
Community Reinvestment Update Continued	Jesus shared some examples of potential uses for this funding, including supporting affordable housing efforts, offering training programs for healthcare providers, and developing services for mothers, children, or foster youth. He also noted that funds could be used to support education, employment, and community-wide training programs.	
8) Population Needs Assessment (PNA) <i>Speaker: Hannah O’Leary</i>	Hannah O’Leary, Manager of Population Health, presented on the work Partnership is doing to address the gaps in services and health disparities. Wendy Longwell, Shasta County Representative, asked how the Growing Together Program (GTP) is helping to increase well-child checkups, vaccinations, and dental care. Hannah explained that the program uses outcall projects where Partnership staff contact parents or legal guardians, of members, to remind and encourage them to schedule their children’s annual appointments, which may include vaccinations and dental care. Wendy then asked what the percentage increase in visits has been since these calls began. Hannah will follow up with Wendy to provide this information. Marcelo “Nunie” Matta, Yolo County Representative, asked if members who call in will be able to speak with someone about this. Hannah confirmed that if members call into Partnership, their calls can be directed to the appropriate department based on their questions. William “Bill” Remak, Sonoma County Representative, asked whether the programs that were running in 2023 and 2024 were still active and what their current status was. Hannah confirmed that the GTP is an ongoing program. Bill suggested that a report, that shows how well the program is performing, could be provided. Hannah will follow up with Bill after the meeting.	<i>Hannah O’Leary to provide Wendy Longwell and William “Bill” Remak with percentage of increase in well child appointments as a result of outcall project.</i> <i>Hannah O’Leary and the CAC Team will follow up with Raichael Stewart.</i>

Agenda Topic / Speaker	Minutes	Action Item(s)
Population Needs Assessment (PNA) Continued	Raichael Stewart, Nevada County Representative , asked how Partnership is addressing the changing expectations around when parents are involved in their children's healthcare and how this is being handled within behavioral health. Hannah and the CAC Team will follow up with Raichael after the meeting to provide additional information.	
9) Community Health Assessment (CHA)/ Community Health Improvement Plans (CHIP) Update <i>Speaker: Hannah O'Leary</i>	Hannah O'Leary, Manager of Population Health, provided a brief CHA/CHIP update. Hannah reported that sixteen (16) goals have been approved to date, and several other counties have either drafted their goals or are working towards identifying them. Hannah shared that all 24 counties have the opportunity to apply for a grant to support local health departments with their CHA/CHIP process, and that Humboldt, Nevada, Sierra, Siskiyou, Sutter, Tehama, and Sonoma counties have already been approved. Lastly, Hannah informed the committee that they also have a role in the CHA/CHIP process and encouraged anyone with suggestions or feedback to contact the CAC Team to be connected appropriately.	None
10) Community Resources Webpage Spotlight <i>Speaker: Lauren Mahoney</i>	Lauren Mahoney, Healthy Living Coach, provided a live demo of how to access Partnership's Community Resources webpage. Lauren shared that the Community Resources page includes twenty-five (25) resource categories for each of Partnership's twenty-four (24) counties. Lauren asked the committee if there are important community resources missing or underrepresented.	None

Agenda Topic / Speaker	Minutes	Action Item(s)
Community Resources Webpage Spotlight Continued	Jaime Yan Faurot, Marin County Representative, asked where Partnership identifies the resources that are posted online. Lauren explained that many of the resources are found by reviewing local county websites and online research about specific resources. William “Bill” Remak, Sonoma County Representative, suggested adding a feature that would allow users to sort resources by specific need, as well as incorporating information on current clinical trials. Sonja Bjork noted that there are other ways for patients to enter clinical trials and that physicians may not always be aware of all available options. She stated that Partnership is open to Bill’s suggestions on how this information could be incorporated. Sol McNally, Solano County Representative, recommended adding a sorting feature to the online community resources so users can filter information. For example, allowing those seeking resources for children to exclude options that are not applicable to them. Lauren noted Sol’s feedback and thanked her for the suggestion. Wendy Longwell, Shasta County Representative, asked whether the website includes an accessibility feature to improve usability. Wendy noted that blue and white color schemes can be difficult for individuals with vision impairments and suggested allowing users to adjust the site’s color settings. Lauren explained that changing color settings is not currently an available accessibility feature, and she noted the feedback for consideration. Marcelo “Nunie” Matta, Yolo County Representative, suggested a screen reading function. Lauren thanked Nunie and noted his suggestion.	

Agenda Topic / Speaker	Minutes	Action Item(s)
Community Resources Webpage Spotlight Continued	Lauren then asked what would make this page more useful for members with language, literacy, or technology barriers. Public Comment: Isabell Van Merlin, asked about the functionality of this website for members that do not own or use computers. Edna Villaseñor, Senior Director of Member Services and Grievance, thanked Isabell for her question and explained that all Member Services staff are trained to use the Community Resources webpage. She shared that when members call Partnership for assistance, Member Services Representatives can search the webpage on their behalf and provide the resource information over the phone. Harry Boggs, Nevada County Representative, commented that he has used the webpage and feels it is very user-friendly. He suggested adding a chat feature to help users ask about available resources without having to search through all counties and categories. Lauren thanked Harry for this suggestion and noted it for consideration.	
11) Medi-Cal Rx Overview <i>Speaker: Stan Leung</i>	Stan Leung, Director of Pharmacy Services, provided a high-level overview of Medi-Cal Rx, the statewide pharmacy benefit, including current updates and how the program supports members in accessing prescription services. Stan asked the committee, who they usually contact when they have questions about Medi-Cal Rx and how helpful that support has been. Sol McNally, Solano County Representative, asked if there is an open forum where members can search for similar experiences, rather than having to call every time there is a question. Stan acknowledged Sol's suggestions and shared that he would bring it back to Medi-Cal Rx for consideration.	<i>The CAC Team will follow up with Bev Banghart, Lassen County Representative, for information on how to get glasses through VSP.</i> <i>Stan Leung to follow up with Raichael Stewart offline to assist with barriers through Medi-Cal Rx.</i>

Agenda Topic / Speaker	Minutes	Action Item(s)
Medi-Cal Rx Overview Continued	Jennifer “Jenny” Bentrim, Humboldt County Representative, shared that members with both Medicare and Medi-Cal sometimes experience confusion about how their medication coverage is coordinated. She also noted concerns about which medications require TARs and how this may affect members who need certain medications urgently. Stan explained that Medicare Part D plans serve as the primary coverage for medications, and Medi-Cal functions as the payor of last resort. This means that if a medication is not covered under a member’s Medicare Part D plan, it may then be billed to Medi-Cal. Stan then explained that Medi-Cal’s standard review time for medications is generally 24 hours. He added that if a medication is needed sooner, assistance is available to support urgent review requests. Sol McNally, Solano County Representative, suggested implementing a way for providers to write prescriptions for medications that are covered on the list. Stan shared that Medi-Cal publishes a formulary. He shared that medications that are on this list are able to be covered without a treatment authorization request (TAR). If the medications are not on this list, providers will know how to prepare the TAR to submit to Medi-Cal Rx. Itha “Beverly” Banghart, Lassen County Representative, asked whether prescriptions for eyeglasses would be discussed. Melissa explained that this benefit is administered separately through Vision Services Plan (VSP) and could be addressed at a future meeting. Melissa added that the CAC Team can follow up with her after the meeting to provide additional information about the vision benefit through VSP.	

Agenda Topic / Speaker	Minutes	Action Item(s)
Medi-Cal Rx Overview Continued	Jaime Yan Faurot, Marin County Representative, asked if Medi-Cal Rx uses language services. Stan confirmed that Medi-Cal Rx does use language services. Raichael Stewart, Nevada County Representative, shared her experience calling Medi-Cal Rx for assistance in locating a pharmacy that accepts Medi-Cal. She explained that although she was directed to certain pharmacies, they informed her that they do not accept Medi-Cal when she attempted to fill prescriptions. Stan acknowledged her concerns and offered to speak with her after the meeting to provide support. Melissa Schumann, Manager of Member Services, advised that if there are additional questions regarding Medi-Cal Rx, to email the CAC Team at cac@PartnershipHP.org	
12) Open Forum <i>Speaker: All</i>	All members of the committee and members of the public may address the committee on any non-agenda items of interest to the public that is within the subject matter jurisdiction of the committee. Wendy Longwell, Shasta County Representative, shared information regarding Project Homeless Connect in Shasta County. Wendy shared this event provides free eye exams and glasses, as well as free podiatry services for members of the community. Melissa thanked Wendy for sharing information about this event and also advised that Partnership will be participating in this event. Marcelo “Nunie” Matta, Yolo County Representative, asked whether a flyer for the Partnership Transportation application could be provided so he could share it with providers in his area. Melissa thanked him for	<i>The CAC Team will distribute flyers for Wendy Longwell’s event in Shasta County to all CAC members.</i>

Agenda Topic / Speaker	Minutes	Action Item(s)
	the suggestion and noted that a flyer has already been included in all agenda packets.	
13) Next Meeting	June 11, 2026 Noon – 2 p.m.	

Acronyms Used During the CAC Meeting	
CAC	Community Advisory Committee
CalAIM	California Advancing and Innovating Medi-Cal
SMI	Severe Mental Illness
ECM	Enhanced Case Management
SUD	Substance Use Disorder
MOU	Memorandum of Understanding
DHCS	Department of Health Care Services
PNA	Population Needs Assessment
GTP	Growing Together Program
CHA	Community Health Assessment
CHIP	Community Health Improvement Plan
Rx	Prescription (used in Medi-Cal RX)
TAR	Treatment Authorization Request
VSP	Vision Services Plan

Report on Board Meeting

Community Board Representatives,
Belle Knight, Brion Burkett, Marcelo “Nunie” Matta

Recap on Partnership’s Board of Commissioners’ Meeting



Partnership Update

Sonja Bjork
Chief Executive Officer



Communications: New Website

Dustin Lyda, Director of
Communications and
Government Affairs



Design Principles

- Follow our “Your Partner in Health” look and feel
- Vibrant images reflecting our diverse membership
- Single-engagement, user-centered – robust search functionality
- Mobile friendly
- Accessibility



Accessibility

- Web Content Accessibility Guidelines (WCAG) 2.2 AA
 - (Current regulations require WCAG 2.1 AA)
 - Font Size – no smaller than 16
 - Color Contrast (brightness difference between text and background color)
 - Text to voice
 - Alternate text for visuals and images
 - Video transcript
 - All functionality must be operable by keyboard
 - Sufficient white space

Join Partnership's Family Advisory Committee

Our Family Advisory Committee focuses on Partnership members who are in the Whole Child Model program and receive California Children's Services.

[READ MORE](#)



Members

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RS, AND THE COMMUNITIES WE SERVE, BE HEALTHY



Providers

[Provider Manual](#)

[Formulary](#)

[Billing Information](#)

[Quality and Performance Improvement](#)
[Submit Treatment Authorization Request or Referral Authorization Form Online](#)

Member Portal Log In

 User Name

 Password

[LOG IN](#)

Don't have an account? [Create an account.](#)

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MEDI-CAL

LANGUAGE ASSISTANCE

MEMBER HANDBOOKS

MEMBER BENEFITS

MEMBER NEWSLETTER

FIND A PROVIDER

HEALTH EDUCATION

VISUALLY AND HEARING IMPAIRED

GRIEVANCE & APPEALS

NOTICE OF PRIVACY POLICY -
HIPAA

RIGHTS AND RESPONSIBILITIES

YOUR MEDI-CAL

Every state may have a Medicaid program. California calls its program Medi-Cal. You qualify for Partnership if you are eligible for Medi-Cal and live in one of the counties Partnership serves. To find out more about who is eligible for Medi-Cal, [click here](#).

As a member, you get benefits and services through our network providers. Partnership manages your Medi-Cal benefits to ensure you have access to high-quality health care.



Find a Provider



Member Handbooks



Member Portal



Frequently Used Forms



Videos



More Information

Feedback

- How frequently do you use PartnershipHP.org?
- What are the top 3 or 5 things you use the website for?
- What should be easy on the website but is hard?
- What would you like to have included in the new website?

Timeline

- **Discovery:** February – June 2026
 - (On-going feedback)
- **Development:** April – November 2026
- **Launch:** November 2026
 - (Ongoing enhancements)





Questions?

Email Communications@PartnershipHP.org



Cultural and Linguistic (C&L) Trilogy Presentation

Hannah O'Leary, MPH, CHES



2025 C&L Program Evaluation: C&L Program Findings (Part 1)

In 2025,
there were:

1,864 translation requests (2024 = 1,113)

*1,790 on time

*26 late

444,134 interpreter calls
(2024 = 320,760)

13,790 alternate format requests fulfilled
(2024 = 689)

2024 C&L Program Evaluation: C&L Program Findings (Part 2)

In 2025,
there were:

32+ languages spoken by Partnership
members

Top languages: English, Spanish, Russian,
Punjabi, and Tagalog

Over 47 attendees at each QIHEC
meeting

Each quarterly CAC meeting met quorum

2025 C&L Program Evaluation: C&L Program Findings (Part 3)

In 2025:

All C&L policies reviewed and approved

Health Equity hired staff to support:

- *Discrimination cases
- *DEI regulatory requirements
- *Addressing key health disparities

2025 C&L Program Evaluation: C&L/QIHETP Work Plan Goal Findings

Goal 1 Met

- By June 30, 2025, develop and propose a multi-year health equity strategic and tactical plan.

Goal 2 Met

- By December 31, 2025, distribute the DEI training to the provider network and MCP staff and submit the final version to DHCS.

Goal 3 Met

- By December 31, 2025, 91% of members who have requested materials in an alternative format will be mailed in their preferred format.

2025 C&L Program Evaluation: C&L/QIHETP Work Plan Goal Findings

Goal 4 Not met

- By December 31, 2025, increase the number of bilingual Member Service Representative (MSR) staff hired by 2% to move closer to organizational goal of 75% of bilingual MSR staff.

Goal 5 Met

- By December 31, 2025, improve controlled blood pressure rates among American Indian / Alaska Native members by 5% in at least two regions.

Goal 6 Met

- By December 31, 2025, improve the rate of timely translations in the Utilization Management (UM) and/or Care Coordination (CC) department to achieve the threshold of at least 90%.

2025 C&L Program Evaluation: C&L/QIHETP Work Plan Goal Findings (Cont'd)

Goal 7 Not met

- By December 31, 2025, improve timely prenatal visit rates by at least 5% in the American Indian/Alaska Native Member Population within 12 months, in the Eureka region (Del Norte, Humboldt, Lake, and Mendocino), or Redding region (Lassen, Modoc, Shasta, Siskiyou, Tehama, and Trinity), with the global goal of improvement by 22% in the next five years.

Goal 8 Met

- By December 31, 2025, improve timely Well Care Visit rates among Black, White, and/or American Indian/Alaska native members by 5% overall or in at least 1.25% in at least one region.

2026 C&L Work Plan

Goal 1

- By December 31, 2026, 92% of members who have requested materials in an alternative format will be mailed in their preferred format.

Goal 2

- By December 31, 2026, increase the percentage of bilingual MSR staff by 2% to move closer to organizational goal of 75% of bilingual MSR staff.

Goal 3

- By December 31, 2026, improve the rate of timely translations in the Utilization Management and/or Care Coordination department by 1% from baseline of 96% or 98.5%, respectively.

Goal 4

- By March 31, 2026, complete the 2025 C&L Program Evaluation.

2026 C&L Program Description

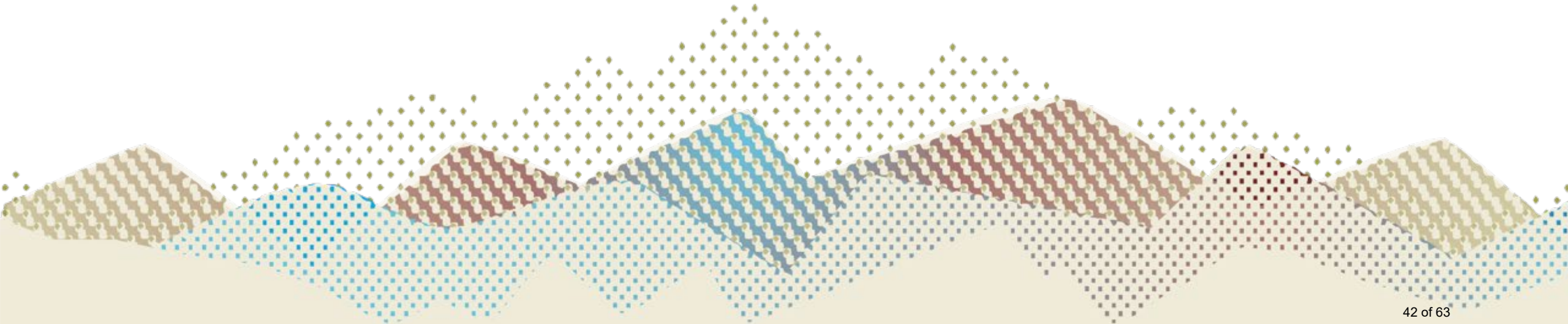
- Partnership cultural and linguistic services include:
 - Translation services
 - Interpreter services
 - Alternative formats and/or auxiliary aids and services
 - Language data collection
 - Trainings for staff
 - Compliance monitoring
 - Goals for 2026 around C&L services
 - C&L team structure

Feedback

- How familiar do you think Partnership members are with the C&L services available to them, and where could we improve outreach and communication?
- Have you noticed any concerns or hesitation about using C&L services, such as translation or hearing support services, whether in person or over the phone? What do you think contributes to this, and how could it be addressed?

Healthy Kids Growing Together Program

Presenter: Monika Brunkal, RPh
Associate Director of Population Health Management



Healthy Kids Growing Together

- NOT referral based
- Kids ages 3 to 6 who have NOT seen their doctor in the past 11 months.
- Reminder letters sent to all children who haven't been seen in the past 11 months.
- Outbound phone calls to authorized representative / caregiver of members who have a birthday in the next four months.
 - Offer assistance scheduling next well-child visit if needed.
 - Follow-up call after scheduled appointment to confirm attendance.
- Partnership will provide one \$25 gift card based on claims verification for attending their well-child visit.

Dear Parent/Guardian,

We at Partnership HealthPlan of California want to help your child stay healthy through our Healthy Kids Growing Together Program. You can get a \$25 gift card for taking your child to a well-child visit.

A well-child visit includes:

- A head-to-toe physical exam
- Vaccines that your child may need
- Development, oral health, vision, hearing, and nutrition screenings
- Testing for lead levels in blood
- Answering questions you may have about your child's health



Healthy Kids Letter

Your child's health is important to us! To get these helpful benefits, please call us at (855) 798-8764, Monday – Friday, 8 a.m. to 5 p.m.

Sincerely,

Population Health Department
Partnership HealthPlan of California
Phone: (855) 798-8764
Fax: (707) 720-2714
Our website: PartnershipHP.org

Partnership HealthPlan of California – Your Partner in Health

Additional Support

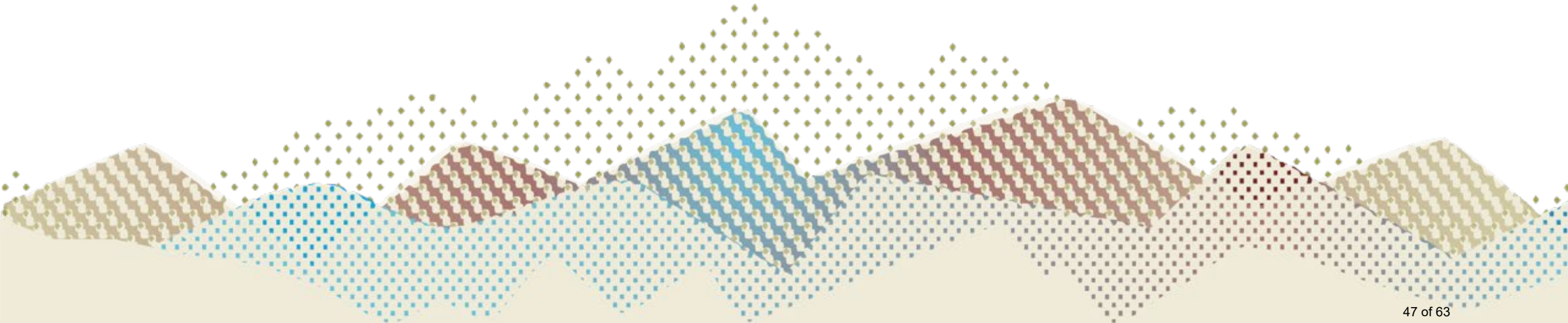
- Community resources
- Transportation
- Case management referrals for at-risk moms or babies
 - Complex case management
 - Access to care
- Referrals for behavioral health services
 - Perinatal mood disorders
 - Postpartum depression
 - Behavioral concerns for child
 - Anxiety / depression in child
- ECM / CS as appropriate

Feedback

- Is the information in this letter clear and easy for parents or caregivers to understand?
- Would outreach like this encourage families in your community to schedule a well-child visit?

Community Reinvestment Program

Dr. Mohamed A. Jalloh, PharmD, BCPS, Director of Health Equity
(Health Equity Officer)



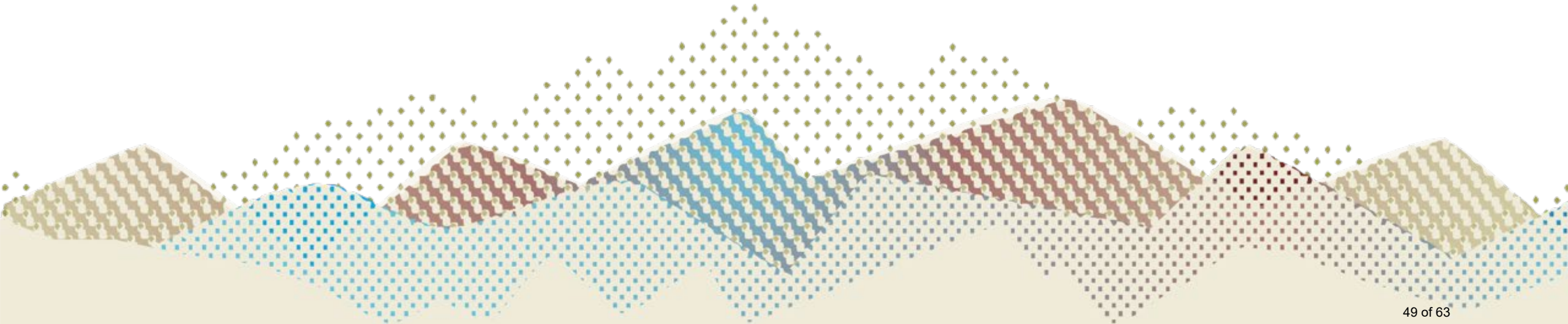
Agenda Overview

Community Reinvestment Policy Overview

Partnership Management of Community Reinvestment Grants

Selections per County

Community Reinvestment Policy Overview



What is Community Reinvestment?

- Per DHCS policy, all plans are required to reinvest a portion of their annual net income into their local communities for unmet health-related social needs and support community wellbeing.
 - This new policy goes into effect based on Calendar Year (CY) 2024 plan financial data; initial investments will occur in late 2026.
 - Then, the reinvestment requirements are required annually, contingent on a plan having annual net income.

What Are The Minimum Funding Calculations?

Base Community Reinvestment Requirement

Managed Care Plans (MCPs) and Qualifying Subcontractors with positive net income must contribute:

- 5% of annual income if net revenue is less than or equal to 7.5%
- 7.5% of annual income if net revenue is greater than 7.5%

**Annual net revenue for initial cycle must come from their Medi-Cal contract revenues for 2024.*

Quality Achievement Requirement

MCPs with positive net income must contribute:

- An additional 7.5% of their annual net income for counties with an Enforcement Tier 2 or 3 assignment
 - Tier 2: assigned to any county where MCP has 2 or more measures below MPL in any 1 MCAS domain
 - Tier 3: assigned to any county where MCP has 3 or more measures below MPL in 2 or more MCAS domains

**Funding will be 100% allocated to improving quality measures below target for counties within Enforcement Teir 2 or 3*

How Much Counties Will Receive?

- DHCS will calculate Partnership's annual net income as a statewide aggregate based on CY 2024 financial data and notify plans in Q2 2026 on the required per county investments.
 - Contingent on Positive Net Income
 - Adjusted for Quality Achievement
 - Adjusted for Medi-Cal membership size



**Estimated 2024 CR Fund Amounts:
\$10 Million Across 14 Counties*****

What Are We Allowed to Fund?

DHCS will require MCPs to allocate Community Reinvestment funds toward a defined set of categories tailored to the specific needs of their communities.



Cultivating Neighborhoods & Built Environment

(e.g., neighborhood revitalization, affordable housing, new wing of a rural health clinic)



Cultivating a Health Care Workforce

(e.g., training programs to address workforce shortages and establish career pipeline for Medi-Cal members; additional staffing to support weekend hours at a community clinic)



Cultivating Well-Being for Priority Populations

(e.g., tailored support for foster children & youth, justice-involved, maternal/child populations, individuals experiencing homelessness)



Cultivating Local Communities

(e.g., education initiatives, employment & training programs, wellness initiatives to address social isolation)



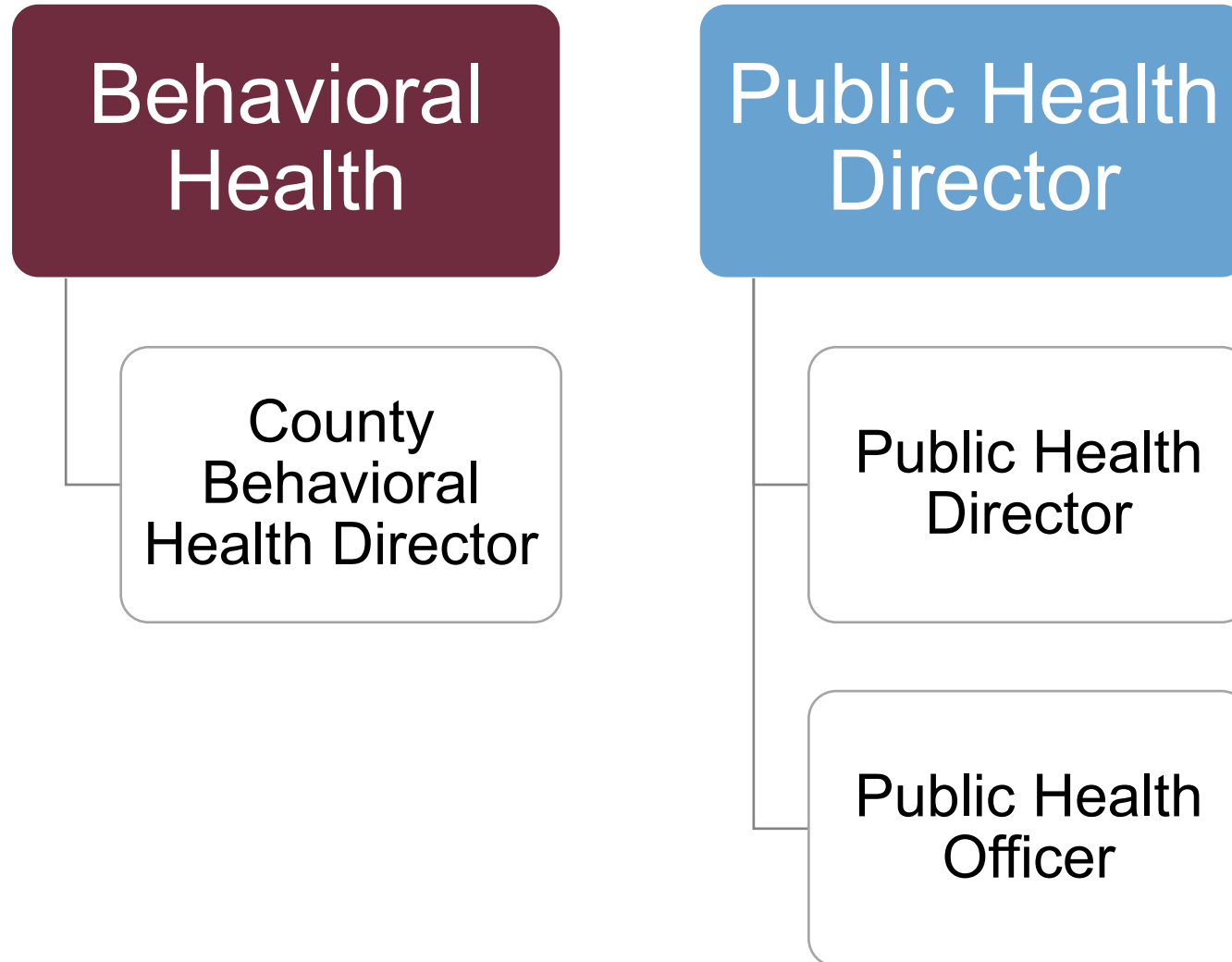
Cultivating Improved Health Outcomes

(e.g., initiatives to address immediate and long-term health outcomes by targeting improvements in quality measures in which the MCP underperformed)

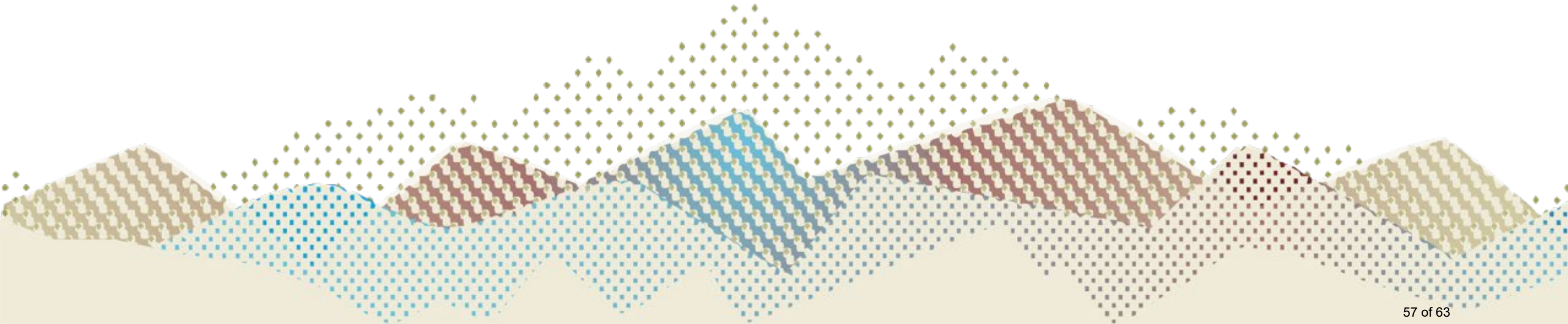
DHCS Example Portfolio for Counties (Base Reinvestment)

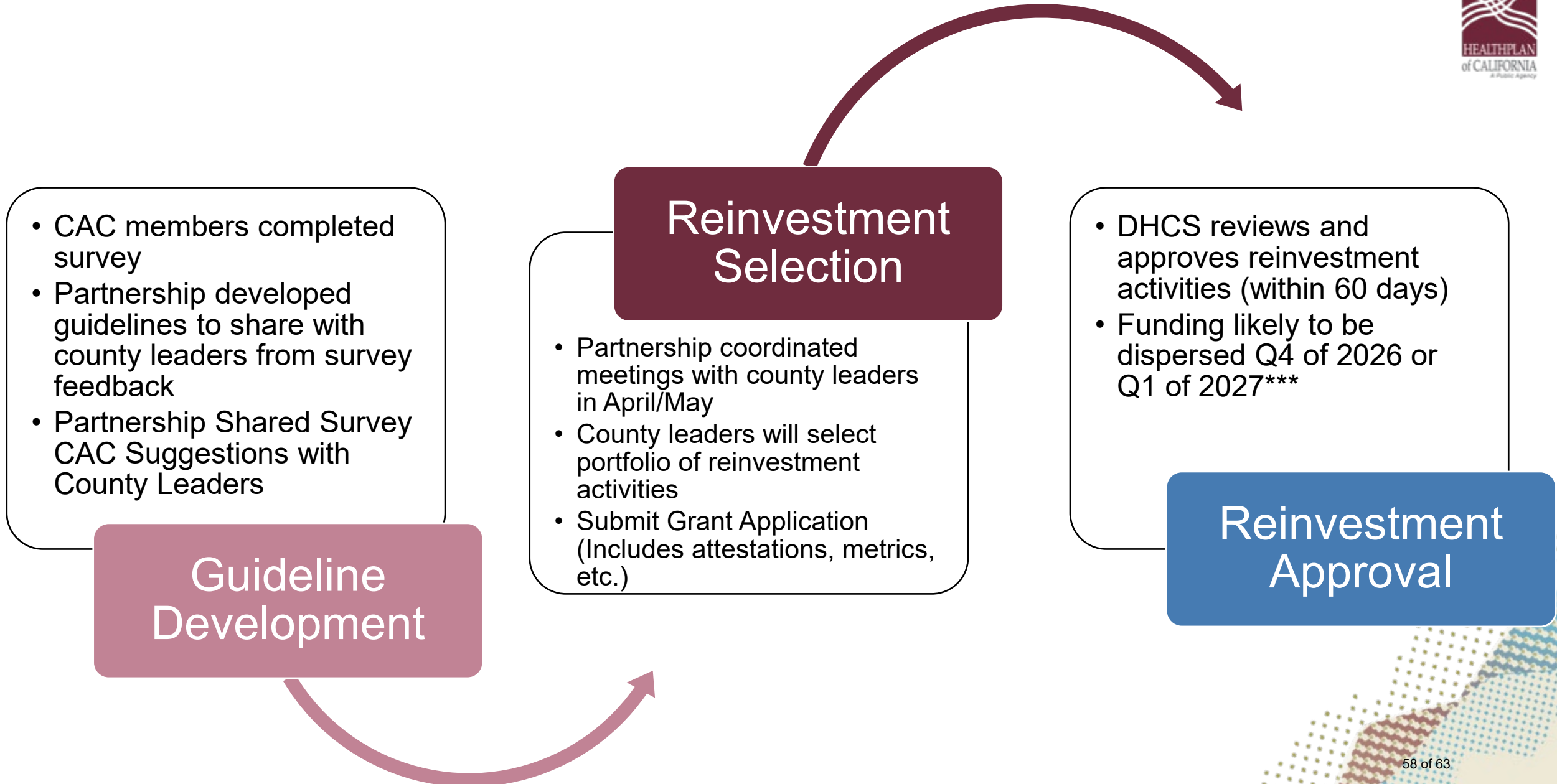
Scenario	Hypothetical MCP Investment Portfolio
Scenario 1: Upstream, Integrated Investment Strategy (Preferred Approach)	Summary: Investments that promote safe, walkable, and accessible neighborhoods and remove environmental hazards. • Supporting conversion of private land into parks or community gardens, to improve access to greenspace. • Installing new bike lanes and/or walking paths to allow individuals to safely walk or bike to essential activities. • Installing rain gardens to prevent contaminated runoff from reaching community water sources.

Who must sign off for investment plans per county per APL requirements?



Partnership Management of Community Reinvestment Grants





Community Advisory Committee Input

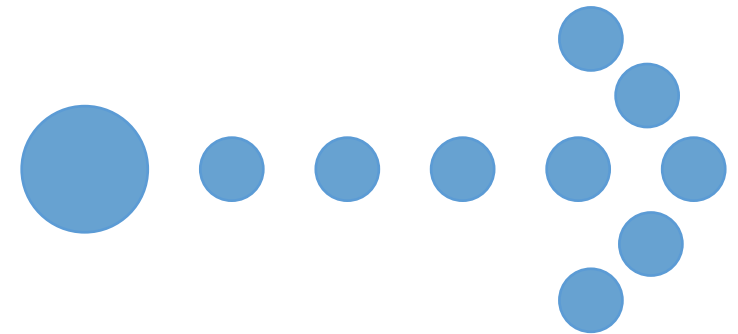
CAC input from Survey



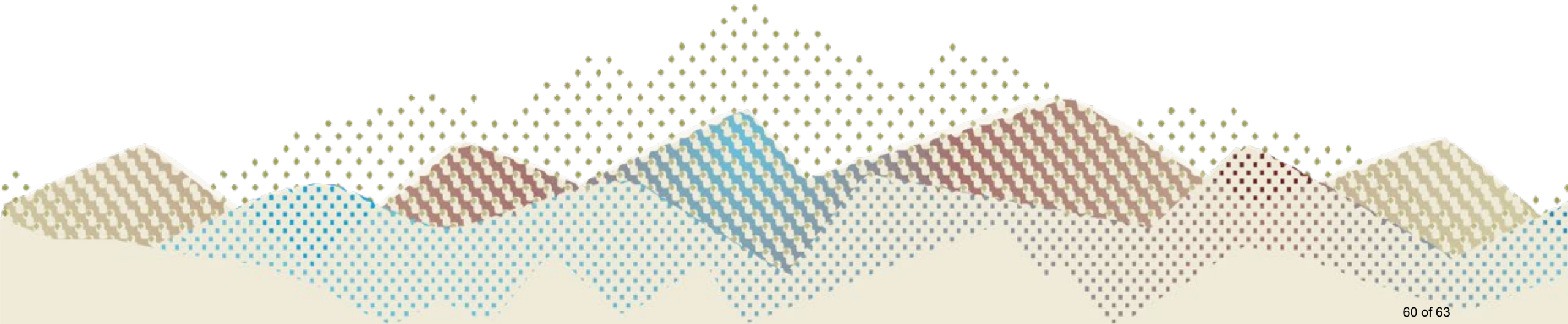
CAC input from
December Meeting



CAC input from Emails



Community Reinvestment Selections per County



Questions

Communityreinvestment@partnershiphp.org

Open Forum



Next Meeting

September 10, 2026
Noon – 2 p.m.
cac@partnershiphp.org