



MEETING MINUTES

Meeting Name: Community Advisory Committee (CAC) Meeting

Date: September 10, 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
- Mountain View Skilled Nursing Facility – 1109 N Nagle Street, Alturas, CA 96101

Partnership HealthPlan Attendees: Aja Monroe, Amanda Harrison, Amanda Peters, Andrew Gerber, Autumn Monson, Brandi Walker, Brent Weinberg, Brittany Spears, Caleb Davis, Ciara Rejefski, Courtney LoPilato, Cyress Mendiola, Daniel Harold, Danielle Biasotti, Chelsea Lingao, Dustin Lyda, Edna Villaseñor, Elisandra Rios, Gabrielle Breshears, Greg Cafiero, Hannah O'Leary, Ileana Hernandez, Irem Conery, Jaronna Jackson, Jesus Hermosillo, Jocelyn Hooper, Joel Schwartz, John Lemoine, Kory Watkins, Leigha Andrews, Lenny Staples, Dr. Lisa Ward, Madison Clark, Dr. Matthew Morris, Mary Enos, Melissa Schumann, Dr. Mohamed Jalloh, Priscilla Cliver, Rebecca Stark, Rod Grace, Ryan Ciulla, Shantal Shamoiei, Shayla Hoang, Sonja Bjork, Sunshine Jackson, Sydni Aguirre, Vanessa Hernandez, Veronica Sencion, Virginia Mason, Wendi Davis; **Spanish Interpreters:** Daniel Mera, Lucero Garcia Vargas, Michelle Blanchard, Miguel Moreno, Pedro Palacios

Virtual Committee Attendees: Catherine Collins, Jackie Berg

Committee Attendees: Adrene Ryan, Amy Christensen, Beverly Franklin, Eli Seigel, Ellen Payton, Eugene Korte, Guadalupe Alvarado, Isabell VanMerlin, Itha “Bev” Banghart, Jaime Yan Faurot, Jason Faurot, Jennifer B., Lee Walton, Lulu Zhang, Marcelo “Nunie” Matta, Margaret Sager, Marisol Duran-Garcia, Michael Strain, Nani Mingo, Perry Tripp, Raichael Stewart, Shaneata Bomkamp, Sol McNally, Susan Wagenaar, Ursula Williams, William “Bill” Remak

Absent Committee Members: Angela Hoaglen, Annette Lack, Belle Knight, Harkirandish Kaur, Harry Boggs, Jeanette Perez, Wendy Russell

Agenda Topic / Speaker	Minutes	Action Item(s)
1) Welcome, Purpose of Meeting & Introductions <i>Speaker: Gabrielle Breshears</i>	Gabrielle Breshears, Community Advisory Committee Coordinator, opened the meeting by welcoming everyone, reviewing the meeting reminders, 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 its members by creating a forum to discuss common issues of interest and importance, ensuring that Partnership responds to the diverse health care needs of all members. CAC members from across Partnership's service region then introduced themselves and the counties they represent, establishing that a quorum was present. Gabrielle also introduced members of the Executive Team and the CAC Program Team.	<i>None</i>
2) Approval of the June 2026 Meeting Minutes <i>Speaker: Gabrielle Breshears</i>	The June 2026 meeting minutes were reviewed and approved.	<i>Vote: Margaret Sager</i> voted to approve the minutes. <i>Amy Christensen</i> also voted to approve the minutes.

Agenda Topic / Speaker	Minutes	Action Item(s)
		Result: Motion Passed, June 2026 Meeting minutes approved.
3) June 2026 CAC Meeting Follow-Up <i>Speaker: Gabrielle Breshears</i>	Gabrielle Breshears, Community Advisory Committee Coordinator, confirmed that all follow-up items from the June 2026 CAC Meeting have been completed and are available for review in the agenda packets.	None
4) Community Board Representative Announcement <i>Speaker: Gabrielle Breshears</i>	Gabrielle Breshears, Community Advisory Committee Coordinator, announced the appointment of Raichael Stewart, representing the Eastern Region; Ellen Payton, representing the Northern Region; and Jaime Yan Faurot, representing the Southern Region, as Community Representatives on Partnership's Board of Commissioners. She shared that they attended their first Board meeting on August 26 and thanked them for their willingness to serve in this important role. The newly appointed representatives shared brief remarks regarding their appointment and expressed their appreciation for the opportunity to serve on Partnership's Board of Commissioners.	None
5) Partnership Update <i>Speaker: Sonja Bjork</i>	Sonja Bjork, Chief Executive Officer, provided Partnership HealthPlan of California updates. Sonja shared that the newly appointed Community Representatives participated successfully in their first Board meeting. She explained that, as a County Organized Health System (COHS), Partnership's Board of Commissioners includes county-appointed representatives as well as Community Representatives to help ensure member voices are included in Board discussions.	<i>Sonja Bjork will follow up on the implementation status of transitional rent services in Colusa County and report back to the committee at a future meeting.</i>

Agenda Topic / Speaker	Minutes	Action Item(s)
Partnership Update Continued	Sonja provided an overview of Medi-Cal and explained that it is a partnership between the federal and state governments. Sonja reviewed how California can make changes to the Medi-Cal program through its State Plan and federal waivers, allowing the state to add services and test new approaches to care. Examples discussed included transportation benefits, California Advancing and Innovating Medi-Cal (CalAIM), Enhanced Care Management (ECM), Community Supports, and services that can help fill the gaps while members apply for In-Home Support Services (IHSS). Sonja noted that these additions have expanded support for Medi-Cal members, particularly those with complex health and social needs. Sonja also shared that the Medi-Cal environment continues to change as reductions in membership and other program adjustments occur at state and federal levels. Sonja then discussed ongoing changes affecting the Medi-Cal program, including revised eligibility requirements that have resulted in declining enrollment. Sonja explained that several federally approved programs and Community Supports are scheduled for renewal by the end of the year and that their continuation will depend on future federal approvals or alternate state funding options. She also noted that changes in enrollment and funding may affect health plan revenues, requiring Partnership to evaluate programs and services to ensure resources continue to be used effectively while meeting member needs. Members were encouraged to submit questions or concerns about Medi-Cal changes to the CAC Program Team for follow-up and discussion at future meetings. Sonja opened the floor to questions from committee members. Marcelo “Nunie” Matta, Yolo County Representative, asked how members can find out what benefits are covered. Sonja advised that members can call Partnership’s Member Services Department at (800) 863-4155 to speak with a Member Services Representative (MSR), who	

Agenda Topic / Speaker	Minutes	Action Item(s)
Partnership Update Continued	can provide information about covered benefits and services. She explained that if a benefit is changed or discontinued, members will receive advance notice and information about the change. Sonja also noted that updates impacting benefits would be shared with the CAC whenever possible. In addition, she highlighted several resources available to help members understand their benefits, including new member orientations, new member packets, and Partnership's website. Susan Wagenaar, Colusa County Representative, asked what Partnership can do to help address the barriers to implementing transitional rent services in Colusa County, noting that funding and providers are already in place. Sonja explained that the continuation of certain housing-related Community Supports depends on pending federal decisions regarding waiver approvals and that California is exploring alternative pathways to continue these services if needed. She noted that transitional rent is a required Community Support and also one of the most complex to administer due to the eligibility criteria and coordination required among Partnership, County Behavioral Health, and housing providers. Sonja noted that Yolo County has experienced success with the program and that implementation efforts in several other counties are continuing to move forward. She agreed to look into the status of efforts in Colusa County and provide an update from the Partnership point of view. Catherine Collins, Solano County Representative, commented that word-of-mouth is often one of the most effective ways to inform members about available benefits and services. Catherine noted that many people are unaware of benefits such as transportation and meal delivery services. Sonja thanked Catherine for her comment and agreed that a variety of outreach methods are needed to reach members and help them maintain their Medi-Cal eligibility. She shared that Partnership	

Agenda Topic / Speaker	Minutes	Action Item(s)
Partnership Update Continued	is currently conducting a pilot project with PointCare and ThriveLink to explore additional ways of helping members complete eligibility-related activities. She acknowledged that technology is not always the solution and reiterated the importance of word-of-mouth outreach and in-person assistance. Catherine then expressed appreciation for Partnership's transportation services, specifically highlighting the Kinetik transportation application and the Transportation Department's callback feature, which helps reduce wait times for members seeking assistance. Marcelo “Nunie” Matta, Yolo County Representative, thanked Sonja for explaining the housing-related waivers and shared a personal perspective regarding the challenges of securing housing during a past move. Sonja thanked Nunie for his perspective and explained that the housing-related Community Supports are available only to eligible populations and are subject to specific program requirements. She noted that recent changes to the security deposit support now limit coverage to the security deposit itself and no longer include the first and last month's rent. Sonja encouraged members to contact Partnership to learn more about available Community Supports and determine whether they may qualify for services.	
6) Keep Your Medi-Cal Update <i>Speaker: Dustin Lyda</i>	Dustin Lyda, Director of Communications and Government Affairs, provided an update on the Keep Your Medi-Cal Campaign. Dustin opened the presentation by noting that new updates had been received from the Department of Health Care Services (DHCS) since the presentation materials were submitted. He shared that Partnership had received updated policy implementation guidance and additional member engagement information from DHCS and would highlight those updates as part of the presentation. Dustin noted that he would focus on several key milestones related to Medi-Cal eligibility and renewals.	

Agenda Topic / Speaker	Minutes	Action Item(s)
Keep Your Medi-Cal Update Continued	Dustin reviewed upcoming Medi-Cal policy changes and key implementation milestones. He shared that, beginning in January 2027, members with Unsatisfactory Immigration Status (UIS) will transition from managed care to Fee-for-Service (FFS) Medi-Cal. He also noted that work requirements and six (6)-month redeterminations are expected to begin in January 2027. Looking ahead to July 2027, Dustin advised that full-scope dental benefits for members with UIS are expected to end and monthly premiums will be implemented for this population. He noted that that premium amount has not yet been determined and will be announced by the state at a later date. Dustin then reviewed Partnership's outreach and engagement strategies to increase awareness of Medi-Cal redeterminations and encourage members to complete renewal requirements on time. Lulu Zhang, Yolo County Representative, asked Dustin to further explain the upcoming work requirements, community engagement requirements, and eligibility redeterminations. Dustin explained that the impacted individuals may meet the requirement through employment, education, or community service activities. Lulu asked whether volunteer work could qualify as community engagement, and Dustin confirmed that it may qualify if the organization is able to document and verify participation hours. Dustin opened the floor to the committee for questions and feedback. Perry Tripp, Mendocino County Representative, asked whether exemptions to the upcoming work requirements would be available, noting that he heard they may include individuals with permanent disabilities and veterans. Dustin explained that requirements for certain exemptions, including medical frailty exemptions, are still being clarified	

Agenda Topic / Speaker	Minutes	Action Item(s)
Keep Your Medi-Cal Update Continued	through federal guidance. He noted that exemption determinations may involve additional considerations beyond a diagnosis or disability and that Partnership will share updates with the committee as more information becomes available. Sonja Bjork added that individuals living in counties with high unemployment rates may also qualify for an exemption from the work requirements, noting that the state is still developing the process for determining county eligibility and implementing those exemptions. J.B., Humboldt County Representative, shared that she recently completed her annual Medi-Cal redetermination but then received additional communication regarding redetermination from Partnership. She asked whether the notice was related to the same redetermination process or if a separate redetermination was required. Dustin acknowledged that the redetermination process can be confusing due to the volume and timing of communications members may receive. He explained that Partnership's notices are intended to support the Medi-Cal renewal process, while eligibility redeterminations are completed through the county or online through the state's system. Dustin advised that members who have already completed their Medi-Cal redetermination through their county or online may not need to take additional action and encouraged members with questions to contact Member Services for assistance. Marcelo "Nunie" Matta, Yolo County Representative, shared his experience navigating eligibility verification as an individual enrolled in both Medicare and Medi-Cal. He described concerns about maintaining his eligibility and the difficulty of obtaining information about his coverage. Sonja Bjork acknowledged Nunie's concerns about maintaining Medi-Cal eligibility and noted that eligibility processes may differ for individuals enrolled in both Medicare and Medi-Cal. She	

Agenda Topic / Speaker	Minutes	Action Item(s)
<i>Keep Your Medi-Cal Update Continued</i>	encouraged members to carefully review any notices they receive and to ensure their address and contact information remain current so they can receive important eligibility and renewal communications.	
8) Cultural & Linguistics (C&L) Survey Findings <i>Speaker: Hannah O'Leary</i>	Hannah O'Leary, Sr. Program Manager of Population Health, presented key findings from the Cultural & Linguistics (C&L) Survey, which was conducted among CAC members in February 2026. Hannah explained that the purpose of the survey was to gather member feedback regarding C&L barriers that may affect access to care and services, as well as identify potential solutions and improvement opportunities that Partnership could consider implementing. She then reviewed the survey findings, including identified barriers, and member-recommended solutions with the committee. Hannah reviewed several solutions that have been implemented in response to feedback received through previous C&L surveys. To address concerns that CAC meetings include too many agenda items and lengthy presentations, the CAC Program Team introduced a Questions & Feedback Form that is included in each meeting packet. This form allows members to document questions and comments during the meeting for follow-up by the CAC Program Team. Hannah also shared that presenters may provide written updates for inclusion in member packets when appropriate, reducing the need for full presentations during meetings. In addition, presenters are encouraged to limit presentations to three (3)-five (5) slides focused on key updates when feasible. Hannah also reviewed actions being taken to support the goal of increasing the number of bilingual MSRs. She shared that the Member	None

Agenda Topic / Speaker	Minutes	Action Item(s)
<i>Cultural & Linguistics (C&L) Survey Findings Continued</i>	Services Department works closely with Human Resources (HR) to prioritize the recruitment of bilingual staff to identify current bilingual employees who may be interested in available opportunities. Hannah noted that Partnership is exploring additional recruitment efforts through community-based organizations (CBOs) and local colleges and highlighted that bilingual employees may receive additional compensation upon successful completion of a language certification assessment. Next, Hannah addressed the goal of improving controlled blood pressure rates among American Indian and Alaska Native members in the Eureka and Redding regions. She shared that multiple Partnership teams participate in community events to provide health information and education directly to local communities. Hannah also noted that Partnership is developing educational social media content focused on healthy lifestyles and wellness to further support member outreach and engagement. Hannah then discussed the goal of improving timely prenatal visit rates among American Indian and Alaska Native members in the Eureka and Redding regions. She highlighted Partnership's Growing Together Program (GTP), which focuses on improving access to prenatal care. Hannah also shared that Partnership has hosted maternal photo shoot events designed to connect pregnant members with available resources and support services, including doula services, with a focus on reaching Black, American Indian/ Alaska Native, and Hispanic pregnant members.	

Agenda Topic / Speaker	Minutes	Action Item(s)
Cultural & Linguistics (C&L) Survey Findings Continued	Hannah then highlighted Partnership’s efforts to improve timely well-care visit rates among Black, White, and American Indian/ Alaska Native members. She noted that Partnership’s Transportation Department helps members access medical appointments and shared that the GTP includes reminders to encourage parents to schedule well-care visits for their children. Hannah also explained that select clinics conduct targeted outreach to remind members about recommended health screenings and preventative care services. Lastly, Hannah reminded members that the Population Health Program and Support Services Survey will be distributed by December 2026 and encouraged participation to help inform future program improvements. Lulu Zhang, Yolo County Representative, commented on the importance of listening to members and building trust through respect. She asked whether Partnership has the capacity and authority to implement ideas and recommendations brought forward by CAC members, including ideas that may extend beyond Partnership and involve community health centers or other community partners. Sonja Bjork thanked Lulu for her question and explained that Partnership frequently collaborates with community health centers and other community partners to implement programs and initiatives. She provided the example of Partnership’s work with United Indian Health Services on a tribal birthing project, noting that many efforts require collaboration to effectively serve local communities and address culturally specific needs. Sonja then asked if Lulu had a specific idea she would like to share. Lulu suggested that Partnership explore opportunities to promote active listening skills among members, health care providers, and	

Agenda Topic / Speaker	Minutes	Action Item(s)
Cultural & Linguistics (C&L) Survey Findings Continued	Partnership staff. She shared that effective communication and active listening could help improve understanding, strengthen relationships, and enhance the overall quality of service and member experience. Public Comment: A member of the public shared her experience working with Native American communities and organizations. She expressed concern that discussions regarding American Indian and Alaska Native health initiatives often focus on the Eureka and Redding regions while overlooking the needs of Native communities in Solano County. She emphasized that Native American communities in Solano County also face health disparities and encouraged Partnership to increase its engagement and support for Native members in the region. Sonja Bjork thanked the member of the public for her feedback and noted that Partnership's Health Equity team monitors population health data to identify disparities and opportunities for outreach. She agreed that additional information regarding the needs of American Indian and Alaska Native members in Solano and Napa Counties would be valuable and indicated that Partnership would explore the data and share that information with the committee. Sonja also noted that the upcoming Tribal Health Services Convening in October would provide an opportunity for representatives from Partnership's service region to discuss priority topics affecting Native communities.	
9) Community Health Assessments (CHA)/ Community Health Improvement Plans (CHIPs) <i>Speaker: Sydni A</i>	Sydni Aguirre, Community Health Needs Liaison, provided a brief CHA/CHIP update. She explained that counties use the CHA/CHIP process to identify priority health needs through community input and develop plans to address those needs in collaboration with local organizations, health systems, educational partners, and other stakeholders to help identify and address local health priorities.	<i>Partnership staff will determine who has final decision-making authority within the CHA/CHIP process and provide an update to the committee.</i>

Agenda Topic / Speaker	Minutes	Action Item(s)
Community Health Assessments (CHA) / Community Health Improvement Plans (CHIPs) Continued	Sydni shared that Partnership continues to collaborate with county public health and behavioral health departments to support local planning efforts through the CHA/CHIP process. Sydni also provided an update on Partnership's CHA/CHIP grant program. She reported that \$100,000 grants have been awarded to the following counties: • Butte • Humboldt • Nevada • Plumas • Sierra • Siskiyou • Sutter • Tehama • Sonoma • Mendocino Sydni encouraged CAC members to participate in local CHA/CHIP workgroups, noting that the process provides an opportunity for community members to help identify local health priorities and contribute to efforts that address the needs of their communities. She reminded members that they may contact the CAC Program Team if they are interested in participating in their county's CHA/CHIP process and would like assistance connecting with local work groups. Sol McNally, Solano County Representative, asked about Solano County's involvement in the CHA/CHIP grant program and whether the county was working toward receiving a \$100,000 grant. Sydni advised	

Agenda Topic / Speaker	Minutes	Action Item(s)
Community Health Assessments (CHA) / Community Health Improvement Plans (CHIPs) <i>Continued</i>	that Solano County is eligible to apply for the CHA/CHIP grant but has not yet applied. Perry Tripp, Mendocino County Representative, asked whether tribal health organizations or tribes are eligible to receive the \$100,000 CHA/CHIP grant. He also asked how the CHA/CHIP process is addressed in counties where behavioral health services are provided through contracted organizations rather than a county-operated behavioral health department. Sonja Bjork explained that the CHA/CHIP process is a county-led requirement, which is why the \$100,000 grants are made available to the counties. She noted that community members, tribes, tribal health organizations, and other stakeholders are welcome to participate in the local CHA/CHIP process. Sonja added that counties may be at different stages of their planning cycles, which may affect when they apply for grant funding. She further explained that contract for behavioral health services remain eligible for the grant, as the funding supports the county's planning process. Perry asked whether Partnership has an accountability mechanism to ensure the \$100,000 grant funds are used for their intended purpose. Sonja explained that counties are required to describe how the grant funds will be used before receiving funding and must subsequently submit reports documenting how the funds were spent. She noted that these reporting requirements help ensure grant funds are used for their intended purposes and provide accountability for the use of public resources. Public Comment: A member of the public asked how Partnership can influence local healthcare providers and county behavioral health systems to address service gaps, particularly for Native youth. She expressed concern about limited behavioral health resources, including the availability of mobile crisis services and pediatric psychiatric providers, and asked how much influence Partnership has in helping	

Agenda Topic / Speaker	Minutes	Action Item(s)
Community Health Assessments (CHA) / Community Health Improvement Plans (CHIPs) Continued	improve access to care. Sonja Bjork thanked the member of the public for her comments and explained that Partnership can help influence local priorities through participation in the CHA/CHIP process. She noted that Partnership staff attend local CHA/CHIP meetings and bring forward community concerns and feedback. Sonja encouraged members to become involved in their local CHA/CHIP processes as well, explaining that community members help influence by participating in meetings and sharing their perspectives. She added that the concerns regarding behavioral health and psychiatric services for children and families in Del Norte county would be shared with the appropriate CHA/CHIP representatives. Marcelo “Nunie” Matta, Yolo County Representative, asked who has the final decision-making authority within the CHA/CHIP process. Sonja advised that she was not certain who has the final say and stated that Partnership would look into the matter and provide an update.	
10) Community Reinvestment Program Update <i>Speaker: Dr. Mohamed Jalloh</i>	Dr. Mohamed Jalloh, Director of Health Equity, provided an update on county Community Reinvestment submissions and the DHCS review timeline and introduced the Community Reinvestment team. Dr. Jalloh thanked CAC members for reviewing and validating the Community Reinvestment funding recommendations at the previous meeting. He shared that all counties submitted Community Reinvestment applications and that each application received support from both the county public health and behavioral health directors. Dr. Jalloh reported that the state extended the submission deadline from September 1 to October 15 and that Partnership is currently submitting the applications for state review. He explained that the state will review the proposals and provide approval or feedback, with funding anticipated to be distributed to counties or their designees during Quarter 1 of 2027.	

Agenda Topic / Speaker	Minutes	Action Item(s)
Community Reinvestment Program Update Continued	Dr. Jalloh introduced the Community Reinvestment team responsible for supporting county engagement, project management, and reporting related to Community Reinvestment funding. The team includes Jesus Hermosillo, Manager of Cultural Community, and Community Reinvestment Liaisons Amanda Harrison and Roddy Grace, who each introduced themselves to the committee. Chat Question: A Member of the Public asked whether the most recent Community Reinvestment plans were available for review. Sonja Bjork clarified that the Community Reinvestment plans are developed at the county level and submitted by Partnership to the state for review. She noted that the CAC reviewed the plans as a part of the development process. Sonja advised that the plans are available for review and stated that the most recent versions would be shared with interested individuals and included with future meeting materials.	
10)Transportation Member Questions & Discussion <i>Speaker: Brandi Walker</i>	Brandi Walker, Manager of Transportation, led a Transportation Question and Answer session to address questions submitted by CAC members regarding Partnership’s transportation services and transportation-related topics of interest. While not all submitted questions were reviewed during the meeting, members were advised that responses would be provided for all questions received. Danielle Biasotti, Director of Transportation, introduced herself and thanked CAC members for their feedback and participation. She noted several common themes identified from the submitted questions, including staff training opportunities, active listening, accountability, provider oversight, and rural transportation challenges. Danielle shared that the Transportation Department is working on process improvements, staff training, provider training, and enhanced oversight efforts to improve the member experience. She also acknowledged the	<i>Transportation staff will provide responses to all submitted CAC member questions that were not addressed during the meeting.</i> <i>Transportation staff will provide members with screenshots demonstrating how to access and use the driver notes feature within the Kinetik application.</i>

Agenda Topic / Speaker	Minutes	Action Item(s)
Transportation Member Questions & Discussion Continued	feedback received regarding rural transportation and assured members that those comments would be taken into consideration as the department continues its improvement efforts. Submitted Question: What other benefits, such as hotels, food, tolls, and parking costs, come with the transportation reimbursement? What are the qualifying criteria for each of them, and how do I find information on them? Brandi explained that hotel and meal benefits are available to members who must travel long distances for care, typically when travel exceeds one hundred fifty (150) miles and the combination of travel and appointment exceeds twelve (12) hours. She added that parking and toll reimbursements are available to members receiving gas mileage reimbursement and may be submitted as part of the reimbursement request. Brandi advised that members can contact the Transportation Department at (866) 828-2303 for additional information regarding available transportation benefits and eligibility requirements. Submitted Question: I have seen two (2) new transportation providers in my senior living complex in the past couple of weeks. Does this mean the free market is kicking in and reliable and efficient new players are arriving to the rescue? Is the transportation problem seeing some rapid encouraging trend? Brandi shared that Partnership has expanded its transportation provider network and is encouraged by the positive trend described by the member. She expressed hope that the addition of new transportation providers is contributing to improvements in members' transportation experiences and access to services. Submitted Question: When a driver calls me on my cell phone, their number comes up as an unknown number. It would be nice if it came up as Kinetik.	<i>Transportation staff will follow up with Jason Faurot regarding concerns about missed transportation appointments and transportation provider performance.</i>

Agenda Topic / Speaker	Minutes	Action Item(s)
Transportation Member Questions & Discussion Continued	Brandi explained that drivers are typically employees of contracted transportation providers and not Kinetik employees. As a result, the Kinetik phone number does not appear on caller ID when drivers contact members. She noted that drivers often use personal cell phones, which may be why the calls appear as unknown numbers. Brandi acknowledged the feedback and shared that the suggestion of displaying the transportation provider's name or phone number on caller ID has been taken under consideration. Submitted Question: Members have reported difficulty reaching the Transportation Department and have experienced extended hold times when attempting to speak with a representative. What is being done to address these concerns? Brandi shared that Partnership recently added nineteen (19) new Transportation Specialists and currently has an additional nineteen (19) staff members in training. She noted that these staffing enhancements are expected to help reduce hold times when calling into the Transportation Department. Submitted Question: While using the Kinetik application, I was unable to add notes to my reservation to tell my driver that I wanted to be dropped off in a different parking lot within my apartment complex. Brandi explained that driver notes can be added within the Kinetik application. She advised that members who are unable to update their reservation through the application, may contact the Transportation Department at (866) 828-2303 for assistance. Submitted Question: Who developed the Kinetik Health Application? Brandi explained that the Kinetik Health Application was developed by Kinetik. She noted that members interested in using the application can contact the Transportation Department for assistance with registration.	

Agenda Topic / Speaker	Minutes	Action Item(s)
Transportation Member Questions & Discussion Continued	Brandi shared that the application allows members to schedule and manage transportation reservations, including recurring trips, and track their driver once the driver has been assigned and is on the way to the pick-up location. Submitted Question: Are transportation services provided directly by the Transportation Department? Brandi explained that Partnership contracts with local transportation providers throughout its service area. She noted that transportation requests are received by Partnership's Transportation Department, which coordinates and schedules trips through Kinetik before assigning them to a contracted transportation provider serving the member's area. Submitted Question: What are the reasons behind the policy that Partnership members who drive cannot be reimbursed for mileage? Brandi explained that Partnership administers its transportation program in accordance with requirements established by DHCS. She noted that the mileage reimbursement policy is a DHCS requirement and that Partnership is responsible for implementing the program in compliance with those regulations. Jason Faurot, Marin County Representative, shared concerns regarding missed transportation appointments and asked how issues with transportation providers can be addressed. Jason noted that some providers have failed to arrive for scheduled trips and expressed concern that the issue may not be adequately resolved when reported. Danielle Biasotti thanked Jason for bringing the concern forward and emphasized the importance of holding transportation providers accountable. She advised that Partnership would follow up directly with the member to gather additional information and review the situation.	

Agenda Topic / Speaker	Minutes	Action Item(s)
Transportation Member Questions & Discussion Continued	Public Comment: A member of the public acknowledged improvements in the Transportation Department hold times but expressed concerns regarding the number of steps required to access transportation services and limitations within the Kinetik application. The member of the public noted difficulties obtaining detailed information related to transportation requests, reimbursement claims, and processing timelines and shared concerns regarding delays in transportation reimbursements. She also discussed the financial hardships reimbursement delays can create for families who must pay transportation-related expenses out of pocket while awaiting reimbursement. Additionally, she suggested that foster youth be recognized as a special population due to challenges with accessing and maintaining continuity of medical, dental, and other health care services while experiencing placement changes. Brandi thanked the member of the public for the feedback and stated that the concerns and suggestions shared would be taken back for further review. She also noted that the feedback would be incorporated into future questions and discussions with members.	
11) Annual Grievance & Appeals Report <i>Speaker: Mori McLennan</i>	Mori McLennan, Sr. Manager of Grievance and Appeals , was scheduled to present the Annual Grievance & Appeals Report; however, this presentation has been rescheduled and will be provided at a future CAC meeting.	
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. Lulu Zhang, Yolo County Representative , asked whether Partnership provides assistance for individuals who do not have insurance coverage but would like to receive an annual COVID-19 vaccine. Sonja Bjork advised that Partnership services are generally limited to Partnership members but noted that community resource information is available on	None

Agenda Topic / Speaker	Minutes	Action Item(s)
Open Forum Continued	Partnership’s website. She shared that Partnership is also participating in resource-mapping efforts to help identify available services and supports for uninsured individuals within local communities. Sonja acknowledged concerns regarding the number of individuals expected to lose Partnership coverage due to upcoming Medi-Cal program changes and noted that additional information regarding available community resources may be shared as those efforts continue to develop. Public Comment: A member of the public asked whether Partnership has accountability measures in place for contracted providers and expressed concern about the quality of care provided by some providers, including concerns related to dental services and the completion of treatment. She noted challenges accessing quality care in areas with limited provider options and out-of-county referrals. Sonja Bjork advised that dental services are administered through the state’s program, Medi-Cal Dental, and encouraged members to report concerns directly through the appropriate channels. For medical providers, she noted that members may file a complaint through Partnership’s Member Services Department. Sonja explained that quality-of-care complaints are reviewed by a committee of clinical professionals, who determine whether additional action or investigation is warranted. She encouraged member to report concerns, noting that complaints may be submitted even if the incident occurred in the past. Public Comment: A member of the public asked whether transportation driver employment opportunities are shared with Tribal TANF programs and suggested that Tribal TANF offices could help connect job seekers with available positions. Sonja Bjork clarified that Partnership does not directly employ transportation drivers and instead, contracts with local transportation providers, which manage their own hiring processes. She noted that the recently filled and current openings	

Agenda Topic / Speaker	Minutes	Action Item(s)
<i>Open Forum Continued</i>	within Partnership's Transportation Department are for Transportation Specialist positions, within the call center, and advised that employment opportunities can be found on Partnership's career webpage. Sonja thanked the member of the public for the suggestion and acknowledged the importance of connecting job seekers with employment opportunities.	
13) Next Meeting	December 10, 2026 Noon – 2 p.m.	

Acronyms Used in Minutes	
CAC	Community Advisory Committee
COHS	County Organized Health System
CalAIM	California Advancing and Innovating Medi-Cal
ECM	Enhanced Care Management
IHSS	In-Home Support Services
MSR	Member Services Representative
DHCS	Department of Health Care Services
UIS	Unsatisfactory Immigration Status
FFS	Fee-for-Service
C&L	Cultural and Linguistics
HR	Human Resources
CBOs	Community-Based Organizations
GTP	Growing Together Program
CHA	Community Health Assessment
CHIP	Community Health Improvement Plan
TANF	Temporary Assistance for Needy Families