CenCal Health Board of Directors Committee Reports

June 17, 2026

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Community Advisory Board (CAB) Memo

Date: June 17, 2026

From: Eric Buben
Director of Member Services

Through: Van Do-Reynoso, MPH, PhD
Chief Customer Experience Officer and Chief Health Equity Officer

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Executive Summary

This memo serves to provide CenCal Health's Board of Directors with a summary from CenCal Health's Community Advisory Board (CAB) on April 9, 2026. A full CAB Information Packet (all materials reviewed) is available for review upon request.

CAB approved the January 8, 2026 CAB Minutes.

Agenda topics included a presentation sharing the Well-Baby Outreach Program with a guest speaker from Health Linkages advising of the program details for CAB awareness and input.

Presentations and input sought on Behavioral Health Outreach & Education and the 2025 Consumer Assessment of Health Care Providers & Systems (CAHPS) scores received. Additional presentations provided by Chief Customer Experience Officer and Chief Health Equity Officer, Dr. Do-Reynoso, regarding Member Navigation considerations in development for Medi-Cal Renewals and an update to the first Enrollee Advisory Committee (EAC) meeting held for our new CareConnect Plan, a Committee similar to the CAB, but for our D-SNP membership.

A Population Health/Quality Report was provided in CAB packet materials as an update for the current quarter actions and awareness of quality and population health activities in flight and planned. A Health Promotion/Education Report, sharing our Population Needs Assessment status and Health Promotion and Education updates for the current quarter was approved by CAB.

Two (2) new CAB members were approved by the CAB Selection Committee.

- Fernanda Lucas – Promotores Collaborative of San Luis Obispo County
- Maria Avila – Change in classification to Parent/Caretaker of Child Members

Submitted for review:

1. CAB Agenda – 4/09/26
2. Approved CAB Minutes from 1/8/26 (approved by CAB on 4/09/26)

Recommendation

CenCal Health is requesting your Board of Directors to provide approval of this CAB Memo and the CAB Minutes from the January 8, 2026 CAB Meeting.

Respectfully submitted,

Eric Buben

Eric Buben
Director of Member Services, Community Advisory Board (CAB) Coordinator

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Community Advisory Board Meeting Agenda

Date & Time: April 9, 2026, 12:30 pm – 2:00 pm (Lunch served at 12:00pm)

Locations:
San Luis Obispo: Embassy Suites – 333 Madonna Road, San Luis Obispo, CA 93405, Edna Foyer Room
Santa Barbara: CenCal Health Office - 4050 Calle Real, Santa Barbara, CA 93110, Hart Auditorium

Meeting Facilitator: MaryEllen Rehse, CAB Chair, Executive Director of Children and Family Resource Services at Santa Barbara County Education Office
CAB Coordinator: Eric Buben, Director of Member Services, CenCal Health
Administrative Support: Teri Amador, Senior Member Services Administrative Assistant, CenCal Health

Attendees: ***CAB Members:*** Veronica Alvarez, Lindsay Walter, Maria Jauregui-Garcia, Susan Liles, Elizabeth Merson, Jennifer Nitzel, Tamara Broder, Jonathan Nibbio, MaryEllen Rehse, Christina Mendoza, DDS, Tamika Harris, Sara Macdonald, Norma Alonso, Olga Mendoza De Bravo, Eustolia Garcia, Yolanda Navarro, Chris Burke, Eusebio Soto-Meza, Soledad Soto, Jane Hash, Carmin Garcia, LMFT, Maria Avila, Cynthia Guerrero, Graciela Valdovinos, Jose Luis Valdovinos, Melissa Villa ***CenCal Health Staff:*** Van Do-Reynoso, MPH, PhD, Bao Xiong, Roxana McBurney, MPH, CHES, Zena Chafi-Aldwaik, MPH, Diana Robles, Elia Rodriguez, Denise Filotas, Teri Amador, Amber Sabiron, RN, Abigail Figan, Andrea Darough, Hector Garcia, Rachel Lambert, LMFT ***Guests:*** Javi Infante Varas (Spanish-English Interpreter), Nayra Pacheco (Spanish-English Interpreter) or designees from Rooted Language Justice, Namino Glantz from Health Linkages.

Public Participation: Members of the public will be allowed to provide public comment in real time during the public comment portion of the Community Advisory Board (CAB) meeting. If you require any special disability-related accommodations, please contact the CenCal Health CAB Administrative Assistant at (805) 685-9525 x-1680 or via email at tamador@cencalhealth.org at least twenty-four (24) hours prior to the scheduled board meeting to request disability related accommodations.

Agenda Items	Owner	Duration
Announcements and Acknowledgements		
1. **Rooted Language Justice** a. Spanish Interpretation Procedures for CAB Meetings	J. Infante Varas/ Nayra Pacheco	5 mins
Regular Agenda		
2. **Public comment on any non-agenda item of interest to the public that is within the subject matter jurisdiction of the Community Advisory Board.**	All	5 mins
3. **Approval of Minutes – January 8, 2026 CAB Meeting** – *Action Item*	M. Rehse / E. Buben	2 mins
4. **2026 CAB Selection Committee Approval of New CAB Members** • Fernanda Lucas – CFS–Promotores Collaborative of San Luis Obispo County • Maria Avila – Change in classification to Parent/Caretaker of Child Members	M. Rehse / E. Buben	2 mins
5. **Well-Baby Outreach Program** • Health Linkages (Children & Family Resource Services)	G. Labraña, MPH, N. Glantz	15 mins

6. Behavioral Health Outreach & Education	R. Lambert, LMFT	10 mins
7. Consumer Assessment of Healthcare Providers and Systems (CAHPS): • CenCal Health's 2025 CAHPS Results	V. Do-Reynoso Ph.D. E. Buben	15 mins
8. Health Equity/Program Development Updates • Enrollee Advisory Committee (EAC) – 1st Meeting Held • Member Navigation	V. Do-Reynoso, Ph.D. E. Buben	10 mins
9. Health Promotion/Education Report– *Action Item* • Population Needs Assessment (PNA) • Health Promotion/Education Updates	G. Labraña, MPH	15 mins
10. Quality/Population Health Update	A. Figan	1 min
11. CareConnect Supplemental Benefits	H. Garcia	10 min
Roundtable		
12. Opportunity for CAB members to share relevant updates	All	TBD

Next meeting: July 9, 2026, In-person only
San Luis Obispo: Embassy Suites – 333 Madonna Rd, San Luis Obispo, CA 93405, Edna Foyer Room
Santa Barbara: CenCal Health Office - 4050 Calle Real, Santa Barbara, CA 93110, Hart Auditorium

Community Advisory Board (CAB) Meeting Minutes

Date: January 8, 2026

Time: 12:30 p.m. to 2:00 p.m.

Chairperson: Mary Ellen Rehse, Executive Director, Children and Family Resource Services

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Community Advisory Board (CAB) Voting Members Present:
Carmin Garcia, Family Services Agency
Christian Aguirre, Jr., Independent Living Resource Center
Cynthia Guerrero, Member
Dr. Christina Mendoza, Santa Barbara Neighborhood Clinics – Dental
Elizabeth Merson, County Public Health Department San Luis Obispo
Eustolia Garcia, Promotores Collaborative of San Luis Obispo
Graciela Valdovinos, Member
Jane Hash, Member
Jennifer Nitzel, San Luis Obispo County Department of Social Services (DSS)
Jonathan Nibbio, Family Care Network
Jose Luis Valdovinos, Member
Lindsay Walker, Santa Barbara Public Health Department (Non-Voting Member)
Maria Avila, Member
Mary Ellen Rehse, Executive Director, Children and Family Resource Services; CAB Chair 2025
Norma Alonso, Member
Olga Mendoza De Bravo, Member
Sara Macdonald, Board of Directors (BOD) Liaison / Member; CAB Vice-Chair
Veronica Alvarez, Department of Social Services (DSS) Santa Barbara County

CAB Voting Members Excused:
Eusebio Soto-Mesa, Member
Maria Jaurequi-Garcia, Community Health Centers of the Central Coast (CHCCC)
Soledad Soto, Member
Susan Liles, Santa Barbara Public Health Dept. Nutrition Services/Women, Infants & Children (WIC) Program
Tamara Broder, Health Insurance Counseling and Advocacy Program (HICAP) for Area Agency on Aging
Tamika Harris, Tri-Counties Regional Center
Yolanda Navarro, Member

CenCal Health Staff Present:
Teri Amador, Member Services Sr. Administrative Assistant
Abigail Figan, Population Health Specialist
Amber Sabiron, MSN, RN Population Health Manager
Denise Filotas, Manager, Cultural and Linguistic Services
Diana Robles, Health Navigation Supervisor
Dr. Van Do-Reynoso, MPH, PhD, Chief Customer Experience Officer, Chief Health Equity Officer
Elia Rodriguez, Associate Director of Member Services
Eric Buben, Director of Member Services, CAB Coordinator
Roxana McBurney, MPH, CHES Health Promotion Educator

Guests:
Javi Infante Varas, Spanish Translator & Interpreter, Rooted Language Justice
Raul Olivera, Spanish Translator & Interpreter, Rooted Language Justice
Refugio Silva, Spanish Translator & Interpreter, Rooted Language Justice

Secretary: Teri Amador, Member Services Sr. Administrative Assistant

Location: **CenCal Health Offices (Santa Barbara)-Hart Room Auditorium and Embassy Suites (San Luis Obispo)**

Agenda Item	*Discussion*
1. Announcements and Acknowledgements Mary Ellen Rehse, CAB Chair ***a. Rooted Language Justice*** *1) Spanish Interpretation Procedures for CAB Meetings*	Chair, Mary Ellen Rehse, called the meeting to order at 12:30 p.m. A brief introduction to Javi Infante Varas from Rooted Language Justice in attendance to provide Spanish interpretation at our Santa Barbara (SB) and Raul Olivera and Refugio Silva who were providing interpreting services at the San Luis Obispo (SLO) location. Instructions for accessing Spanish interpretation and information for speakers on how best to speak for the interpretation needs were explained and all CAB attendees were secured Spanish interpretation that needed the services, before getting the official agenda topics into discussion. Explained the new audio setup for this meeting to improve the sound between the two meeting locations.
2. Public comment on any <u>non-agenda item</u> of interest to the public that is within the subject matter jurisdiction of the Community Advisory Board (CAB). All	No public comments.
3. Acceptance of Minutes October 9, 2025, CAB Meeting – Action Item M. Rehse, CAB Chair E. Buben, Director of Member Services	**Motion to approve the Minutes from October 9, 2025, meeting was made by Ms. Guerrero and seconded by Mr. Aguirre and <u>unanimously approved by the CAB</u>.**
4. 2025 CAB Selection Committee Approval of New CAB Member • Elizabeth Merson – Co. Public Health Dept. SLO M. Rehse, CAB Chair	Ms. Rehse welcomed Ms. Merson as the newest CAB Member to the committee from the County of the Public Health Department. She is replacing Ms. Shoresman from the County Public Health Department in San Luis Obispo. Ms. Shoresman has served on our committee for several years. Ms. Shoresman is still at the PHD-SLO but is just transitioning CAB representation to Ms. Merson.

5. Member Materials – CAB Field – Testing Results R. McBurney, Health Promotion Educator • QCIP Measure Materials routed via e-mail previously • Share feedback received • Additional CAB input?	On December 10, 2025, CenCal Health sent an email to all CAB members requesting their review and feedback on a series of patient education handouts, provider incentive programs, and materials created to support providers in educating members on these topics with the purpose of providing new tools for education and to improve performance for quality and access to care scores. **Ms. McBurney shared some of the great feedback we received from our CAB members. Those are highlighted below.** ***Question***: *A series of comments were focused on the Preventive Health Guidelines and one comment stated: "Behavioral Health content looked good. Out of curiosity, do we know why anxiety screenings are only for adult 64+?"* **Response**: Our Preventive Health Guidelines handouts follow USPSTF A&B Recommendations, per DHCS contract. The USPSTF preventive service recommendation for anxiety screening in adults is specific to those ages 64 and under (Recommendation: Anxiety Disorders in Adults: Screening | United States Preventive Services Taskforce.) Clarity was provided that members of all ages can receive anxiety screening as part of their health benefits. We understand how this may cause some confusion, and we will explore how to improve the language on our handout accordingly. ***Question***: *There was a suggestion to add a note that individuals regardless of age should talk to their doctor about increased levels of stress and anxiety.* **Response**: A great point. We will be working together as a team to update this language and make it more inclusive to the larger population. ***Comments Received***: *Specific to the child preventive health guidelines said, "It would be great to add preventive dental visits to the Preventive Health Guidelines."* *The preventive schedule on the kids' flyer drops the dental symbol after age 5, this is referring to the previously mentioned fluoride schedule up to age 5. But fluoride should not stop then and certainly checkups should continue (could mention our higher risk community without added fluoride in drinking water?).* *Having a separate page for dental care for adults would be awesome.* *It would be nice to mention importance of dental treatment for pregnant patients. as well!* ***Suggestions Made***: o *Reframing wording around childhood vaccines given all the confusion around this topic right now.* ➢ *This suggestion offered a resource called the "Frameworks language" that we plan to review and revise.* o *There are clients recently who said that they were unaware of how to enroll with CenCal Health Insurance. They were wondering if CenCal Health had something that that they could provide to the public that explains and*

	identifies how and where someone might get started in enrolling for CenCal Health Insurance? **Response**: Yes, we definitely have handouts that explain how to enroll for CenCal Health. **Ms. McBurney** advised we appreciate all the feedback we received from our CAB and will take all these suggestions into consideration as we update patient education materials and preventive health guidelines this year. Ms. McBurney asked if there was any additional input from this Board. ***Ms. Macdonald*** *suggested that we include vision/hearing screening for adults under "routine health exams" for the adult preventive health guidelines (A&B Recommendations.)* ***Ms. Guerrero*** *said we need dental care for the homeless***. Mr. Buben** replied that dental care is covered through Denti-Cal and not by Medi-Cal (CenCal Health). ***Ms. Guerrero*** *responded by saying that "most Denti-Cal dentist only wanted to extract teeth and most homeless people still had good teeth and did not want to have good teeth extracted. We need a better option for these people. They should be able to go to the dentist and have good teeth fixed, not extracted."* ***Ms. Alonso*** *responded, "I agree with the previous comment. Sometimes at the dentist it is easier for them to remove all of someone's teeth, even if there is a way to fix them. I had a bad experience with my daughters. When they went to the dentist, they were going to charge me $8,000. So, I was going to change dentists. It is not right because Medi-Cal does not want to approve the treatment because they charge that much. There are very few specialists. With mental health, there are also very few specialists who see people in our area. Often there is a language issue because they only speak English. Really, we face many barriers for care."* ***Ms. Avila*** *responded "I would like to follow up on that comment because I am the mother of a daughter with mental health issues. We have to go all the way to Goleta for her to be seen. The doctor has cancelled three appointments. I also agree that we have to pay a lot for dental services. I am also a provider with IHSS, and our clients have lots of problems because they cannot afford to pay for what they are being charged for dental care. Dental care is very expensive. The situation is very stressful and difficult."* **Ms. Rehse** wanted to thank the committee for all of their input and feedback. **Mr. Buben** informed the committee that members may contact CenCal Health Member Services with questions or concerns they are experiencing, and CenCal Health will make every effort to assist them. However, the specific issues discussed related to dental care fall under Denti-Cal and must be addressed directly by Denti-Cal, as dental services are not a covered benefit under Medi-Cal. Member Services can always help explain who to contact or answer any medical concerns or benefit questions, so please encourage any members you may interact with to reach out to us for assistance. Mr. Buben then thanked the CAB for the robust discussion today and for all the wonderful feedback offered.
6. Health Equity/Program Development Updates Dr. V. Do-Reynoso, MPH, PhD, Chief Customer	Dr. Do-Reynoso provided updates for CareConnect's launch, member engagement upcoming focus groups and a new partnership with Family Services Agency (FSA) to support the Medi-Cal redetermination process.

Experience Officer, Chief Health Equity Officer	We launched our Dual Special Needs Program (D-SNP) line of business, CenCal CareConnect, on January 1, 2026. As of today, we have 219 members enrolled. Enrollment numbers fluctuate daily as members enroll and disenroll.
	
	Additional notes of importance:
	• Need to form an Enrollee Advisory Committee (EAC) for CareConnect that is similar to this Community Advisory Board (CAB) for Medi-Cal.
	  o Recruitment will be conducted through outreach to newly enrolled CenCal CareConnect members.
	  o The committee will meet virtually in February to draft the Charter and develop our 2026 meeting schedule.
	  o We asked Sara Macdonald, our Vice Chair, to serve on the committee as she has joined CenCal CareConnect.
	  o Thank you to Jane Hash and Cynthia Guerrero for their interest in becoming CenCal CareConnect members. Our Sales Navigation team will be in contact with both of you to walk through the application process.
	
	• Listening Sessions to engage and improve Medi-Cal members' experience will take place beginning in February in both counties.
	
	• CenCal Health is exploring partnership with Family Services Agency (FSA) to support members with changes in redeterminations and work requirements.
	  o FSA is proposing to collaborate and coordinate with other organizations and county public health departments, which will be invited to attend meetings to provide updates.
	  FSA will serve as the hub for both San Luis Obispo and Santa Barbara for this process.
	  o Carmen Garcia, our CAB member representing FSA, may also provide updates and share relevant information with CAB as this plan is developed and implemented.

7. Health Promotion/ Education Report R. McBurney a) 2025 Population Needs Assessments (PNA) b) Health Promotion/Education Updates	Ms. Burney presented a PowerPoint presentation titled Health Promotion and Population Needs Assessment Update. **<u>Executive Summary</u>** CenCal Health is dedicated to providing members with the necessary resources to make well-informed decisions about their health and is committed to continually assessing the needs of the population. This memo provides an update on ongoing initiatives led by the Health Promotion Team and provides an update on the status of the 2025 Population Needs Assessment (PNA). It encompasses updates on the Wellness and Prevention Campaigns, member outreach materials including the member newsletter and patient education handouts, collaborations with Local Health Jurisdictions, and progress on the 20245 PNA gap findings. Additionally, it highlights that the department is on track to achieve all established requirements and goals. **<u>Background</u>** Per the Community Advisory Board (CAB) Charter, the CAB provides input and advice to priorities for health education and outreach programs, plan materials,

and campaigns, as well as findings of the PNA and input on selecting targeted health education, cultural and linguistic, and quality improvement strategies.

CenCal Health maintains a health education system that includes programs, services, functions, and resources necessary to provide health education, health promotion, and patient education for all members. In accordance with the National Committee for Quality Assurance Accreditation (NCQA) standards, the PNA is completed annually and described in detail in this memo.

The Department of Health Care Services (DHCS) requires Health Plans to collaborate with Local Health Jurisdictions (LHJs) on their Community Health Assessment (CHA) and/or Community Health Improvement Plan (CHIP). This transition was made to encourage improved collaboration between entities that serve Medi-Cal beneficiaries.

As such, CenCal Health has established partnerships with each LHJ in its service area to meaningfully participate in the current or next available cycle of their CHA and/or CHIP which includes Santa Barbara County LHJ and San Luis Obispo County LHJ. In addition to collaborating on LHJ CHA/CHIPs, CenCal Health and each LHJ developed a shared objective aligned with DHCS Bold Goals for reducing health disparities.

Health Education Updates

Wellness and Prevention Campaigns

CenCal Health provides a comprehensive Wellness and Prevention Program to all members. This program aims to improve physical and mental health for members through health education initiatives that implement evidence-based best practices directed at helping members set and achieve wellness goals.

Part of the Wellness and Prevention program includes Wellness and Prevention Campaigns. Campaign materials have been shared previously with the CAB; copies are available for your reference upon request. Campaign materials can also be found on CenCal Health's website at: https://www.cencalhealth.org/providers/patient-education-materials/.

Listed below are the campaigns that were sent in Q4 2025, as well as those that are planned for Q1 2026.

October to December 2025 Wellness and Prevention Outreach				
Campaign	**Audience**	**October Total**	**November Total**	**December Total**
Breathing Better	Newly identified members diagnosed with asthma, all ages	1,294		
Stay Healthy Adults: PCP Check up	Adults who have not engaged with primary care in the past 12 months	3,150	3,024	3,131

Stay Healthy Kids: 0-12 Months	Parents of children overdue for preventive services	903	852	877
Stay Healthy Kids: 13-30 Months	Parents of children overdue for preventive services	1,293	1,256	1,268
Stay Healthy Kids: 3-12 years old	Parents of children overdue for preventive services	7,710	12,704	4,512
Stay Healthy Kids: 13-21 years old	Parents of children overdue for preventive services	10,049	11,563	3,822
Healthy Pregnancy	Newly identified members over age 18 who are at least 12 weeks pregnant	68	91	75
Healthy Postpartum	Newly identified members who delivered within the past 12 months	51	91	42
Healthy Diabetes	Newly identified members diagnosed with diabetes, all ages	282	305	273

Planned Quarter 1 2026 Wellness and Prevention Outreach		
January 2026	**February 2026**	**March 2026**
Breathing Better		
Stay Healthy Adults: PCP Check up	Stay Healthy Adults: PCP Check up	Stay Healthy Adults: PCP Check up
Stay Healthy Adults: Cancer Screenings		
Stay Healthy Adults: Controlling Blood Pressure		
Stay Healthy Kids: 0-12 months, 13-30 Months, 3-12 years	Stay Healthy Kids: 0-12 Months, 13-30 Months, 3-12 years	Stay Healthy Kids: 0-12 Months, 13-30 Months, 3-12 years
Stay Healthy Kids: 13-21 years	Stay Healthy Kids: 13-21 years old	Stay Healthy Kids: 13-21 years old
Healthy Pregnancy	Healthy Pregnancy	Healthy Pregnancy
Healthy Postpartum	Healthy Postpartum	Healthy Postpartum

Healthy Diabetes	Healthy Diabetes	Healthy Diabetes
		Stay Healthy Kids: Immunizations

Wellness and Prevention campaigns are adapted as appropriate to ensure outreach to members is in a manner of their preference and content is appropriate to their needs. If any CAB member has feedback to revise, add, or remove content, please submit your input to the Health Promotion team at healthed@cencalhealth.org.

Additional Campaign Launches

In Q1 2026, significant updates and additions will be implemented to the wellness and prevention outreach campaigns, including:

- Stay Healthy Adults – Cancer Screenings:
  Three cancer screening campaigns (breast, cervical, and colorectal cancer screenings) have been consolidated into a single campaign. This consolidated communication reminds members of recommended screenings, early detection, and preventive care and is sent to members biannually.

- Stay Healthy Kids Campaigns:
  Three pediatric campaigns (0-12 months, 13-30 months, and 3-12 years) have been consolidated into one campaign for 0—12 years. This consolidated communication will remind parents/guardians of pediatric members of missing required preventive services.

- A newly introduced immunization campaign will be distributed biannually to all members due for immunizations and monthly to newly identified members. The campaign provides guidance on accessing immunization services and includes resources for additional support and information. This campaign is scheduled to launch March 2026.

CAB members that are interested in providing input and/or review of draft campaign materials are welcome to reach out to the Health Promotion team at healthed@cencalhealth.org.

Member Newsletter

CenCal Health staff regularly communicate with members through the member newsletter. In the newsletter, members are educated on the importance of engaging in primary care as well as key quality and seasonal health topics, and areas identified as gaps in the most recent Population Needs Assessment. The January 2026 newsletter will be sent to members and topics include:

- Updated Privacy Practices
- 2026 Member Handbook
- Know the Risks of Alcohol Abuse in Adolescents and Adults
- New Digital Health Literacy Program
- Maternal care services
- Lung Cancer Screening
- Childhood and Adolescent Immunizations

- 18–21-Year-old Well-Care Visits
- 2025 Population Needs Assessment

CAB members that are interested in providing input to member newsletter topics are welcome to reach out to the Health Promotion team at healthed@cencalhealth.org.

New Patient Handouts
Several patient education handouts have been created to support providers for Quality Care Incentive Program measures. These handouts are offered to providers to distribute to patients within their practice and are available on our website for download. Handout topics include:

- Colorectal Cancer Screening
- Cervical Cancer Screening
- Breast Cancer Screening
- Chlamydia Screening
- Annual Flu Vaccine
- Developmental Screening
- Diabetic Retinal Exam
- Fluoride Varnish
- Kidney Health Evaluation for Diabetes
- Medication Adherence-Cholesterol
- Medication Adherence-Diabetes
- Medication Adherence-Hypertension
- Asthma
- Adolescent Well-Care Visits
- Pediatric Lead Screening
- HPV Vaccine for Adolescents
- Childhood Immunizations-Influenza
- Osteoporosis Management in Women-Fractures
- Statin Therapy-Cardiovascular Disease
- Statin Therapy-Diabetes
- Antidepressant Management
- Well-Child Visits 0-15 Months
- Well-Child Visits 15-30 months

CenCal Health kindly requests any feedback on individual handouts that CAB members may have. Feedback is welcome in-person at the Q1 CAB meeting or via email at healthed@cencalhealth.org.

Cervical Cancer Screening Incentive

The Quality Department has identified an opportunity to increase the percentage of members completing clinically recommended cervical cancer screenings. in 2025, with the goal of reaching the HEDIS 90th percentile of 67.46%. A targeted group of 2,000 members was selected based on USPSTF screening guidelines and represents the lowest-performing subpopulations. These subpopulations include members ages 43, 50, 58, 60, and 64, as well as members in the following race categories: American Indian or Alaska Native, Asian, Asked but No Answer, Black or African American, Native Hawaiian or Other Pacific Islander, and White.

To support improvement, an incentive of a $25 gift card is being offered to this targeted group for completing their cervical cancer screening by March 31, 2026. Eligible members were notified through a focused mailing and claims data will be used to verify screening completion dates.

Local Health Jurisdiction Collaboration

Updates and planned actions for implementation of the shared objectives as well as support for LHJ CHA/CHIP efforts are described below.
Santa Barbara County LHJ Shared SMART Objective:

> By December 31st, 2025, CenCal Health and the Santa Barbara County Public Health Department will increase the rate of "Well Child Visits in the First 15 months of life" for CenCal Health members in Santa Barbara County from a baseline of 65.39% (period ending 04/30/24) to 68.09% (2023 Quality Compass Medicaid 90th Percentile) by implementing equity focused interventions (that address identified barriers in most need), informed by a robust barrier analysis.

Health Promotion staff have implemented an outreach program in partnership with SB County Health Department and local Community Health Workers (CHWs). Contracted CHWs are performing telephonic outreach to the parent/guardians of children who are at risk of falling behind the well-child visit schedule. Outreach is planned to continue past the initial pilot phase of August—October 2025. A training seminar for CHWs was held in July 2025. Outreach calls are being tracked with a collaborative tracking log, which will be used for program evaluation.
Santa Barbara County CHNA/CHIP Support:

CenCal Health has joined the SB County CHNA Collaborative and is participating in the Secondary Data and Listening Tour workgroups to support CHNA development efforts. An MOU between CenCal Health and Cottage Health (the organization leading the CHNA development) has been signed to formalize this partnership. CenCal Health most recently provided a substantial data set to support secondary data collection efforts for the CHNA.

San Luis Obispo County LHJ Shared SMART Objective:

> By December 31, 2025, CenCal Health and San Luis Obispo County will improve the CenCal Health adolescent depression screening rate by 50%, from a HEDIS MY2022 baseline of 30.56% to 45.84%, by conducting an analysis (a comprehensive report to identify the sub-populations in most need of focus, including stratification by race, age, region, and sex) and using the analysis to inform initiatives such as the creation of communication tools and provider trainings.

SLO has incorporated this shared goal into their SLO Health Counts CHIP. CenCal Health has joined the SLO Health Counts CHIP "Health Team" related to mental health and substance use. The group consists of key community stakeholders who discuss appropriate interventions to address the objectives within this priority area, including but not limited to, the shared SMART objective. More information on this and other Health Teams can be found at www.slohealthcounts.org/mentalhealth.

Health Promotion staff participated in the planning committee for the Transitional-Mental Health Association's annual Multi-County Suicide Prevention Summit. Through this collaboration, staff successfully advocated for the inclusion of discussion topics on teen depression screenings in primary care settings—an effort that directly supports the SLO County LHJ shared SMART goal.

The Summit was held virtually on November 6, 2025, drawing 585 attendees from multiple counties, including Santa Barbara, San Luis Obispo, Kern, Fresno, Tulare, and Orange.

San Luis Obispo County CHA/CHIP Support:

As stated, CenCal Health has joined the SLO Health Counts "Health Team" related to mental health and substance use. The group consists of key community stakeholders and will determine appropriate interventions to address the objectives within this priority area, including but not limited to, the shared SMART objective. Additionally, CenCal Health leaders participate in SLO Health Counts Steering Committee and Executive Committee on a regular basis, to ensure participation in CHNA/CHIP discussions at all levels.

Population Needs Assessment Update

The 2025 Population Needs Assessment (PNA) was completed as part of an annual National Committee for Quality Assurance (NCQA) required evaluation of CenCal Health's member population to guide CenCal Health's Population Health Management (PHM) Strategy. The PNA analyzed demographic and health data, identifies social determinants of health (SDOH), and evaluates performance across key subpopulations to determine whether current activities and resources are sufficient or if interventions are needed for gaps and disparities identified.

The 2025 PNA evaluated:

- Member Characteristics and SDOH
- Child and Adolescent Members
- Members of Racial or Ethnic Groups
- Members with Limited English Proficiency
- Members with Disabilities
- *(New in 2025)* Members with SMI, SED, and Alcohol Abuse
- Characteristics and Needs of Subpopulations

The 2025 PNA was presented to and approved by the Quality Improvement and Health Equity Committee (QIHEC) on August 28, 2025.

The complete 2025 Population Needs Assessment can be downloaded from https://www.cencalhealth.org/explore-cencal-health/population-needs-assessment/. To request a hardcopy, please call 1-800-421-2560 ext. 3126 or email healthed@cencalhealth.org.

Update on Identified Gaps

Based on the gaps identified in the PNA, CenCal Health staff are implementing activities and interventions to reconcile gaps and/or disparities. Below is a summary of identified gaps, planned actions (as described in the 2025 PNA and approved by QIHEC), Progress notes will be shared at subsequent CAB meetings.

Identified Gap	Planned Action
COPD: Condition management and/or prevention for young adults 18-44 years old	Include educational presentation slides for Provider Collaborative meetings
	Include education in member newsletter

		Create webpage for educational resources
		Provider bulletin article
		Create member handouts for provider distribution
	STIs/HIV: Condition management and/or prevention for Hispanic/ Spanish-speaking members	Include educational presentation slides for Provider Collaborative meetings
		Include education in Q3 2026 member newsletter
		Create webpage for educational resources
		Provider bulletin article
		Create member handouts for provider distribution
		Promote Know More STIs Video – Spanish version
		Create an Ad space in local Spanish newspaper/radio
	Childhood immunizations: member and provider education	Offer virtual and in-person Vaccine Confidence training for providers
		Implement CHW outreach program
		Internal collaboration with Provider Services to providers of priority to increase vaccination rates
		Promote Know More: Missed Immunizations video
	Alcohol abuse: members and providers prevention education	Include educational presentation slides for Provider Collaborative meetings
		Include education in Q1 2026 member newsletter
		Create webpage for educational resources
		Provider bulletin article
		Create member handouts for provider distribution
		Collaborate with local agencies and organizations focused on substance use prevention
	Use of Pregnancy and postpartum benefits	Include educational presentation slides for Provider Collaborative meetings
		Include education in Q3 2026 member newsletter
		Create webpage for educational resources
		Provider bulletin article

	Create member handouts for provider distribution
	Provider webinar on Maternal Health benefits with a handout
	Implement CHW outreach program
	Internal collaboration with Case Management on development of maternal health workgroup
Reduce health disparities related to immunizations for English speaking children in Santa Barbara County	Include educational presentation slides for Provider Collaborative meetings
	In person and virtual Vaccine Confidence trainings
	Implement Wellness and Prevention Campaign for white/English speaking members in both counties
	Listening sessions
	Implement Know More: HPV program with high volume, low performing provider
Reducing health disparities related to Immunizations for White and English-speaking adolescent members in San Luis Obispo County	Include educational presentation slides for Provider Collaborative meetings
	In person and virtual Vaccine Confidence trainings
	Implement Wellness and Prevention Campaign for white/English speaking members in both counties
	Listening sessions
	Implement Know More: HPV program with high volume, low performing provider

Next Steps

Health Promotion

Updates regarding Wellness and Prevention Campaigns, Health Promotion activities, and the LHJ Collaboration will continue to be shared with CAB at each quarterly meeting.

Population Needs Assessment

CenCal Health will work to implement the gap-closure plans and initiate cross-departmental implementation of targeted interventions with regular progress monitoring and reporting to CAB, Member Support Committee, and QIHEC.

Recommendation

CenCal Health requests Community Advisory Board approval of the Health Education and Population Needs Assessment update for Quarter 1, 2026.

Motion to approve the Health Education and Population Needs Assessment Update for Quarter 4, 2025, was made by Ms. Macdonald and seconded by Ms. Alonso, and unanimously approved by the CAB.

	Ms. McBurney asked the committee whether their agencies had any programs that could partner to support prevention efforts for pediatric and adult alcohol abuse and/or dependence. o *Elizabeth Merson – SLO County Friday Night Live – For Youth – This group focuses on drugs and substance abuse use for young adults.* o *Lindsey Walter – CADAA – Tony Navarro main contact – Behavioral Health Department Provider* o *Norma Alonso – I am a Promotora at an agency called Una Comunidad en Acción. It would be great if I could share the agency's contact information and maybe you could collaborate and offer some classes at the schools. We are seeing more children who are addicted to all sorts of drugs.*
8. Quality/Population Health Updates A. Figan, Population Health Specialist	Ms. Figan presented a PowerPoint presentation titled Population Health Update. **Executive Summary** CenCal Health's PHM program was created to guarantee that all members have access to inclusive, equitable health services across the continuum of care, including the community setting, based on individual needs and preferences through participation, engagement, and focused interventions for a defined population. CenCal Health integrates the PHM strategy across the organization through the coordination of multiple program and service offerings into one seamless system. In doing so, this creates efficiencies to improve health outcomes. To ensure a successful PHM strategy, the following critical components are incorporated: population identification, data integration, stratification, measurement, care delivery systems, and community resources. Consistent goals of promoting wellness and prevention, optimizing healthcare utilization, and identifying social drivers of health will continue into the new year with some new additions to address CenCal Health's CareConnect membership. The 2026 PHM Strategy welcomes the Dual Special Needs Plan (D-SNP) population with the goal to integrate care by aligning Medi-Cal and Medicare services, enhancing care coordination, and targeting high-risk members through data-driven interventions in accordance with CenCal Health's Model of Care. **Background** The National Committee of Quality Assurance (NCQA) and Department of Health Care Services (DHCS) require managed care plans to implement PHM programs within their framework to ensure members have access to a comprehensive set of services based on membership needs and preferences across the continuum of care. In accordance with this goal, CenCal Health initiates an annual Population Needs Assessment (PNA) and Impact Analysis (IA). The PNA is an evaluation of CenCal Health's member population, it analyzes demographic and health data, identifies social determinants of health (SDOH), and evaluates performance across key subpopulations to determine whether current activities and resources are sufficient or if interventions are needed for gaps and disparities identified. The Impact Analysis is an evaluation of the previous year's PHM to identify areas of need and health disparities within its member population. The outcome of the PNA and the Impact Analysis dictate what areas of focus the PHM will highlight for the following year to close gaps in care and address health equity across the board. Under the Community Advisory Board (CAB) Charter, the CAB provides community input on PHM programs, with a focus on advancing health equity. The PHM Strategy promotes the available programs including Basic Population Health

Management, Disease and Care Management, and Transitional Care Services and identifies areas of need within each of these programs for continual improvement.

PHM Strategy Areas of Focus

The health disparities and gaps in health resources identified through the PNA and Impact Analysis are categorized within the prescribed four areas of focus in alignment with NCQA PHM 1. The PHM describes the goals to address the identified disparities and close the gaps in care. These goals will continue throughout 2026 with predetermined strategies for improvement and intervention.

The 2026 PHM Strategy Areas of Focus are displayed below:

Programs aligned with NCQA Areas of Focus NCQA PHM 1, Element A, Factors 1 & 2	
Area of Focus	
Keeping members healthy	**Disparity Goal:** Increase the rate of childhood immunizations in the English-speaking population in Santa Barbara County by December 2026 from a MY2024 baseline of 25.52% to 26.80%, which is a 5% reduction in the disparity between English speaking members and Spanish speaking members (the highest performing age group at 51.18%). **Programs/Services/Interventions:** Utilize findings from the 2024-2025 root cause analysis for this measure, implement a wellness and prevention campaign for English-speaking members who are overdue for childhood immunizations; expand on root cause analysis by implementing member listening sessions to understand member beliefs, experiences, and barriers for childhood immunizations; collaborate with Provider Services to inform Provider Network about this priority
	Disparity Goal: Increase the rate of adolescent immunizations in the White population in San Luis Obispo County by December 2026 from a MY2024 baseline of 21.09% to 22.53%, which is a 5% reduction in the disparity between White members and members that are Some Other Race (the highest performing age group at 49.84%). **Programs/Services/Interventions**: Utilizing findings from the 2024-2025 root cause analysis for this measure, implement a wellness and prevention campaign for English-speaking members who are overdue for adolescent immunizations; expand on root cause analysis by implementing member listening sessions to understand member beliefs, experiences, and barriers for adolescent immunizations; Integrate disparity-related insights and actionable strategies into planned 2026 Provider Training sessions, emphasizing the identified barriers and providing tools to engage families in improving vaccination rates
	Disparity Goal: Increase the rate of adolescent immunizations in the English-speaking population in San Luis Obispo County by December 2026 from a MY2024 baseline of 29.25% to 30.72%, which is a 5% reduction in the disparity between English-speaking members and Spanish-speaking members (the highest performing age group at 58.68%).

		Programs/Services/Interventions: Utilizing findings from the 2024-2025 root cause analysis for this measure, implement a wellness and prevention campaign for English-speaking members who are overdue for childhood immunizations; expand on root cause analysis by implementing member listening sessions to understand member beliefs, experiences, and barriers for childhood immunizations; Integrate disparity-related insights and actionable strategies into planned 2026 Provider Training sessions, emphasizing the identified barriers and providing tools to engage families in improving vaccination rates.
		Goal: Increase the rate of childhood immunizations in San Luis Obispo County by December 2026 from a MY2024 baseline of 21.00% to 27.49%, which is the Minimum Performance Level for this measure. **Programs/Services/Interventions:** Create "opportunity reports" for Providers to proactively identify members due for immunizations. Work with clinic partners in San Luis Obispo to enhance appointment access, connect members to available resources and connect families with navigation services to target improvement for childhood adolescents.
	Keeping members healthy	**Goal:** Increase the percentage of pregnant and postpartum members who utilize maternal health support services including lactation education, chiropractic, doula support, and breast pumps from a CY2024 baseline of 18.33% to 23.33% by December 2026. **Programs/Services/Interventions:** Create and distribute additional member educational resources; Create and distribute provider educational resources, including newsletter articles and information for provider collaborative meetings; Collaborate with Santa Barbara County LHJ on Maternal Health CHIP action area; Collaborate with Provider Services on a maternal health panel, including for doula services information
	Keeping Members Healthy	**Goal:** Increase the percentage of provider notifications from 0% to 35% for members with substance use disorder (SUD) or serious mental illness (SMH) diagnoses following or within 7 days of an Emergency Department (ED) visit by August 2026 **Programs/Services/Interventions:** Non-clinical Performance Improvement Project (PIP) focused on members seen in the ED with a SUD and/or SMH diagnosis
	Managing members with emerging risk	**Goal:** Create three member and three provider educational resources on COPD prevention and management for distribution by Q3 2026. **Programs/Services/Interventions:** Create and distribute member educational resources; Create and distribute provider educational resources, including newsletter articles and information for provider collaborative meetings

Managing members with emerging risk	**Goal:** Create three member and three provider educational resources on STI/HIV prevention for distribution by Q3 2026 **Programs/Services/Interventions:** Create and distribute member educational resources; Create and distribute provider educational resources, including newsletter articles and information for provider collaborative meetings; Promote Know More: STIs educational video
Managing members with emerging risk	**Goal:** Create three member and three provider educational resources on alcohol abuse prevention for distribution by Q3 2026 **Programs/Services/Interventions:** Create and distribute member educational resources; Create and distribute provider educational resources, including newsletter articles and information for provider collaborative meetings; Collaborate with local agencies and organizations focused on substance use prevention
Patient Safety or outcomes across settings	**Goal:** 5% increase of follow up visits (within 30 days) for members 6+ years of age who visited an emergency department (ED) and received a principal diagnosis related to mental illness or intentional self-harm (FUM (30)). **Programs or services:** CenCal Health will create targeted communications related to follow ups through provider bulletins, and provider collaborative meetings and continue monitoring the targeted population's follow up rates within the Non-Clinical PIPs monthly oversight report for members specific to the FUM/SMH diagnosis.
Managing multiple chronic illnesses	**Goal:** 80% of members with multiple chronic conditions reporting improved self-management skills on Member Satisfaction Surveys within 12 months of enrollment. **Programs or services:** Disease management, health education

Next Steps
Under the Community Advisory Board (CAB) Charter, CAB provides community input on Population Health initiatives as appropriate. Quality invites CAB members to share feedback and explore ways to support current and future initiatives further.

- Implementing and promoting the above programs and services
- Quarterly progress updates to the QIHEC to identify effectiveness of program interventions

CAB's continued partnership is essential in encouraging members to prioritize preventive care.

Recommendation
The information in this memo is for informational purposes, to keep the Community Advisory Board members updated and informed. No action is needed at this time.

Further Quality updates will be shared at subsequent CAB meetings.

Ms. Walter *inquired about the increased rate of follow-up visits within 30 days for members aged 6+ years and older who visited the Emergency Department for a mental illness–related diagnosis or intentional self-harm, and whether outreach*

	attempts count toward meeting this measure. **Ms. Sabiron** acknowledged that members frequently cancel or do not show for appointments, which presents challenges; however, members must be seen in person for the measure to be satisfied.
9. CAB Topics of Interest • What topics would you like to hear/learn more about for future meetings?	Discussion brought by CAB Coordinator, **Mr. Buben**, to seek input from CAB members on what topics the CAB would like to hear more about or learn more about for future meetings. Ideas documented below. o ***Jonathan Nibbio*** – *"Find way to get the more current Federal requirements out to the community when there are changes to eligibility requirements."* **Dr. Do-Reynoso** replied that when partnering with CenCal Health, the Family Service Agency would be able to help ensure they are informed of that type of information. o ***Norma Alonso*** – *"I agree with Mr. Nibbio. I am a Promotora and before we were able to help our community members fill out renewal forms, but now the funding is gone. These community members do not know how to fill in the forms. It would be worthwhile finding agencies that could help members fill out the renewal of information packets."* o ***Maria Avila*** – *"There are many people who cannot read or write so they cannot fill out their applications. Especially the community from Oaxaca. They get frustrated because they do not know how to fill them out and there is no help available for filling them out or to explain what the written materials say."* o ***Cynthia Guerrero*** – *"We need to find a way to keep our neighborhoods, parks, and streets safe, especially after dark."* o ***Sara Macdonald*** – *"Offer self-defense classes to our members. With all that is happening in our communities, it would be good for our members to be able to defend themselves."* o ***Christian Aguirre, Jr.*** – *"Provide information regarding available support services for unhoused members experiencing substance use disorder."* o ***Eustolia Garcia*** – *"I also work with the Promotora's, and I agree with what Maria Alonso has said. I cannot give you specific examples, but the Hispanic people who speak Spanish and Mixteco need help filling out forms. We used to help people in the parks, and it would be great if we could help them again. I have cards available with contact information in case you can use our help. We are here and willing to collaborate in offering help filling out the forms."* o ***Elizabeth Merson*** – *"Could this committee serve as an administrative forum to review State and Federal guidelines and help understand new frameworks, particularly significant changes that may impact our members?"* **Dr. Van Do-Reynoso** shared that she was impressed not only by the committee's care for our members, but also by its attention to the environment and safety in which our members live. This truly reflects the committee's compassion and commitment to caring for the whole person.

	A summary of the CAB topics of interest received today will be emailed to the committee for the committee's review.
10. Roundtable Opportunity for CAB members to share relevant updates.	No items were shared.
11. Adjournment	Ms. Rehse adjourned the meeting at 1:30 p.m. and she thanked the CAB for their time and participation.
Next meeting: April 9, 2026 (In-person Only) **Santa Barbara (CenCal Health Office-Hart Room Auditorium) and San Luis Obispo (Embassy Suites)**	

Respectfully submitted,

Eric Buben April 9, 2026

Eric Buben
Director of Member Services, Community Advisory Board CAB Coordinator