



**Community Advisory Board (CAB) Meeting Minutes**  
**DRAFT**

**Date:** July 9, 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:**

Bonnie Ford, Member  
Christian Aguirre, Jr., Independent Living Resource Center  
Cynthia Guerrero, Member  
Dr. Christina Mendoza, Santa Barbara Neighborhood Clinics – Dental  
Eusebio Soto-Mesa, Member  
Graciela Valdovinos, Member  
Jane Hash, Member  
Jennifer Nitzel, San Luis Obispo County Department of Social Services (DSS)  
Jose Luis Valdovinos, Member  
Lindsay Walker, Santa Barbara Public Health Department (non-voting Member)  
Maria Avila Anguiano, Parent/Caretaker of a Child Member(s)  
Mary Ellen Rehse, Executive Director, Children and Family Resource Services; CAB Chair 2025  
Olga Mendoza De Bravo, Parent/Caretaker of an Adult Member  
Sara Macdonald, Board of Directors (BOD) Liaison / Member; CAB Vice-Chair  
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  
Yolanda Navarro, Member

**CAB Voting Members Excused:**

Carmin Garcia, Family Services Agency  
Elizabeth Merson, County Public Health Department San Luis Obispo  
Eustolia Garcia, Promotores Collaborative of San Luis Obispo  
Fernanda Lucas - CFS-Promotores Collaborative of San Luis Obispo County  
Jonathan Nibbio, Family Care Network  
Maria Jaurequi-Garcia, Community Health Centers of the Central Coast (CHCCC)  
Norma Alonso, Parent/Caretaker of an Adult Member  
Tamika Harris, Tri-Counties Regional Center  
Veronica Alvarez, Department of Social Services (DSS) Santa Barbara County

**CenCal Health Staff Present:**

Abigail Figan, Population Health Specialist  
Denise Filotas, Manager, Cultural and Linguistic Services  
Boa Xiong, Director of Program Development  
Diana Robles, Health Navigation Supervisor  
Dr. Van Do-Reynoso, MPH, PhD, Chief Customer Experience Officer, Chief Health Equity Officer (Virtual)  
Elia Rodriguez, Associate Director of Member Services  
Eric Buben, Sr. Member Experience & Services Director, CAB Coordinator  
Gaby Labraña, MPH, Health Promotion Supervisor  
Jack Mohr, Population Health Supervisor  
Teri Amador, Member Services Sr. Administrative Assistant

**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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. Announcements and Acknowledgements</b><br>Mary Ellen Rehse, CAB Chair<br><br><b>a. Rooted Language Justice</b><br>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.                                                                                                                                                                                                       |
| <b>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 (CAB).</b><br>All                                                                              | <p><b>Maria Avila</b> asked what would happen if renewals were not completed on time. She also asked when monthly payments would begin, whether there would be charges for individuals over 59 years of age, and if any benefits for members with UIS would expire on July 1. Additionally, she requested clarification on eligibility requirements.</p> <p><b>Jane Hash</b> commented that CenCal Health was not renewing its contract with Bento. As a result, individuals who rely on medically prescribed meals may be negatively impacted, as food banks are not accessible to everyone and may be unable to accommodate specialized dietary needs or specific food allergies.</p> <p><b>Mr. Buben</b> replied that we would take down these comments and follow up with you directly and/or have feedback at the next CAB meeting.</p> |
| <b>1. Acceptance of Minutes April 9, 2026 CAB Meeting – Action Item</b><br>M. Rehse, CAB Chair<br>E. Buben, Director of Member Services                                                                                                             | <b>Motion to approve the Minutes from April 9, 2026, meeting was made by Ms. Macdonald and seconded by Mr. Aguirre and <u>unanimously approved by the CAB.</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>4. 2026 CAB Selection Committee Approval of New CAB Member</b><br>M. Rehse, CAB Chair <ul style="list-style-type: none"> <li>Bonnie Ford, Member</li> </ul>                                                                                      | The CAB Selection Committee approved new CAB Member, Ms. Bonnie Ford, as a voting member, classification - member in SLO County. Ms. Rehse welcomed Ms. Ford as the newest CAB member.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>5. Culturally and Linguistically Appropriate Services (CLAS)</b><br>D. Filotas, Cultural and Linguistic Services Manager <ul style="list-style-type: none"> <li>2025 CLAS Work Plan Evaluation</li> <li>2026 CLAS Work Plan Additions</li> </ul> | <p>Ms. Filotas gave a PowerPoint presentation titled, Culturally and Linguistically Appropriate Services Program Evaluation – 2026 (presentation included in handout.)</p> <p><b>Culturally and Linguistically Appropriate Services Program Evaluation – 2026</b></p> <p><b><u>Program Scope</u></b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

**Purpose:** to improve access to quality health services and eliminate health disparities for individuals with:

- Limited English Proficiency (LEP)
- Diverse cultural and ethnic backgrounds
- Disabilities
- Health status
- Sexual orientation
- Gender identity

**Structure:** Grounded in the 15 CLAS Standards aligned with the HHS Action Plan to Reduce Racial & Ethnic Health Disparities

#### Guiding Principles

Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

- **Commitment to non-discrimination**
- **Compliance with ADA**
- **Focus on cultural awareness & sensitivity**
- **Ensure language access for LEP members**
  - ✓ Qualified Bilingual Staff
  - ✓ Qualified Medical Interpreters
  - ✓ Qualified translation services
  - ✓ Free of charge to members and providers
- **Analyze member demographic data**
- **Availability of written materials in AFS**
- **Development of staff and provider training**

#### 2025 CLAS Program Metrics

| METRIC                         |                              | 2024   | 2025   | CHANGE |
|--------------------------------|------------------------------|--------|--------|--------|
| Interpreter Encounters - Total |                              | 11,680 | 14,448 | 19%    |
| By Modality                    | Telephonic                   | 8,856  | 8,616  | 3%     |
|                                | Video                        | 2,308  | 5,234  | 127%   |
|                                | Face-to-Face                 | 516    | 681    | 32%    |
| Face-to-Face By Language       | American Sign Language (ASL) | 167    | 188    | 13%    |
|                                | Mixteco                      | 321    | 382    | 19%    |
|                                | Spanish                      | 28     | 28     | 0%     |
| Translation Requests - Total   |                              | 1,423  | 1,035  | 27%    |
| C&L Related Grievances/Appeals |                              | 2      | 0      | 100%   |

**2025 CLAS Program Metrics Cont.**

| Interpreter Services by Interaction Type & Overall Y/N?<br>Satisfaction Rating |    |     |                   |             |
|--------------------------------------------------------------------------------|----|-----|-------------------|-------------|
| Interaction Type                                                               | No | Yes | Total<br>Surveyed | % Satisfied |
| Member Experience during CenCal Health Encounter                               | 0  | 37  | 37                | 100%        |
| CenCal Health Staff Experience with Service                                    | 2  | 28  | 30                | 93%         |
| Member Experience during Health Care Encounter                                 | 2  | 35  | 37                | 95%         |
| Total                                                                          | 4  | 100 | 104               | 96%         |

**Action Taken in 2025**

1. Obtain Staff, Member and Provider Feedback
2. Maintain communication with PCPs and Specialists regarding language access
3. Continue to offer F2F Interpreter Queue for Mixteco Interpreter Requests
4. Offer Staff and Provider Education around Pre-Scheduling Mixteco Interpreters
5. Work 1:1 with Deaf members, ASL Interpreters and Providers to Schedule Appointments
6. Provide Spanish Interpretation at CAB Meetings
7. Collaborate with Provider Relations to ensure language access during appointments
8. Mail Large Print Member Handbooks and Health Survey Tools
9. Collect and incorporate CAB feedback regarding CLAS
10. Review and Evaluate interpreter access experience annually

**Opportunities for Improvements in 2026****2025 CLAS Program was effective in Meeting Cultural and Linguistic Needs**

- Continue effort to secure timely Mixteco interpreters with current vendors
- Explore Other Mixteco Language Services Vendors
- Increase provider education about pre-scheduling Mixteco interpreters
- Survey Staff and Members about Experiences with Language Services – Quarterly
- Continue to Collaborate with Deaf Members to Ensure Timely Access to Medical Services with ASL Interpreters
- Look for additional ASL and Spanish F2F interpreter resources

**Requested CAB Feedback**

1. Insights About Root Cause of Barriers
2. Possible Solutions to Barriers
3. Suggestions About Additional Metrics to Evaluate the Culturally and Linguistically Appropriate Services (CLAS) Program

- **Olga Mendoza de Bravo** – *Have you thought about text messages for interpreting? I also think that sending text message reminders that interpreters are available would be a great idea.* **Ms. Filotas** replied that there are rules about what we can send on text messages, since it is not a secure form of communication. Also, members must opt in to receive text messages, so we cannot send them to all our members. Members are notified in the EOC, in the Member newsletter, and with mailings about the availability of interpreter services.
- **Maria Avila** – *Suggested using the schools' services for interpreting.* **Ms. Filotas** responded the Santa Barbara School District has staff interpreters/translators, and they specialize in community interpretation, not medical. We are in contact with them and reach out to our contact at times to see if they have found a solution to a barrier we encounter.
- **Jane Hash** – *Mentioned an accessibility challenge for individuals who are non-ambulatory when transferring onto exam tables, particularly in OB/GYN offices. Jane suggested identifying providers that have Hoyer lifts available in at least some exam rooms to help patients with mobility limitations transfer safely onto exam tables.* **Ms. Filotas** thanked Ms. Hash for this recommendation and mentioned that accessibility information is included in the Provider Directory. She will pass the information on to that team.
- **Christian Aguirre** - *Suggested having some sort of tool for on-the-spot interpreting follow-up or somewhere that the member could send a written question and have the option of receiving a response. Mr. Aguirre mentioned the possibility of having a hot line of sorts to respond in a style the member would understand, like email or text messages.* **Ms. Filotas** replied the issue with email and text is that they are not secure so we cannot use them to communicate about PHI. We have TTY available so that Deaf and Hard of Hearing members can communicate with Member Services.
- **Lindsey Walter**- *Commented the demand for Mixteco interpretation has increased and that Santa Barbara Public Health Department has hired on-site face-to-face Mixteco interpreters. She says the face-to-face services have been critical and very effective.*  
  
**Bonnie Ford** - *Mentioned the availability of VRI and OPI for same day appointments.* **Ms. Filotas** commented that she did not explicitly discuss this in her presentation, but we offer free, qualified medical OPI and VRI services through a vendor. All in-network providers can access these services on demand at their offices when seeing a Limited English Proficient (LEP) member in their office. For less commonly used languages, services must be scheduled in advance and are therefore not available on demand.
- **Susan Liles** - *Asked if we are using AI to meet language access needs. She mentioned Pocketalk as an AI option they are exploring to address interpretation needs.* **Ms. Filotas** replied that we are not currently using AI for language access because AI continues to make mistakes (though it is improving for more commonly spoken languages like Spanish.) We are not yet comfortable using it for health-related

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|                                                                                                                                                                                                                                                                   | <p>encounters and errors in this setting could negatively affect health outcomes, so the risk is high. We are exploring ways to have humans collaborate with AI to make sure that the message is correctly rendered by AI.</p> <ul style="list-style-type: none"> <li>• <b>Maria Avila</b> – <i>I help out in the community and help several members with their renewal paperwork from Department of Social Services and members get letters that they were denied. I am not sure if this was due to the paperwork getting lost or a system issue with DSS.</i> <b>Ms. Rodriguez</b> replied that she would follow up with Ms. Avila directly to discuss the particulars of the situation.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p><b>6. Program Development Updates</b><br/>         Bao Xiong, Director of Program Development</p> <ul style="list-style-type: none"> <li>• Enrollee Advisory Committee (EAC) – 2<sup>nd</sup> Meeting Update</li> <li>• Community Reinvestment Plan</li> </ul> | <p>Ms. Xiong gave a PowerPoint presentation titled, Program Development Updates (presentation included in handout.)</p> <p><b><u>CenCal CareConnect Enrollee Advisory Committee</u></b></p> <ul style="list-style-type: none"> <li>• The <u>Enrollee Advisory Committee (EAC)</u> provides a forum for CenCal CareConnect members to discuss common issues of interest and importance; provide feedback on CenCal CareConnect coverage and benefits; identify barriers to high-quality, coordinated care; and ensure that the voices of members are heard and represented in decision-making.             <ul style="list-style-type: none"> <li>➢ Seeking eligible individuals residing in San Luis Obispo County to join the EAC                 <ul style="list-style-type: none"> <li>❖ Eligibility Criteria:                     <ul style="list-style-type: none"> <li>○ A current CenCal CareConnect member or</li> <li>○ A family member, representative, or caregiver of a CenCal CareConnect member or</li> <li>○ A consumer advocate</li> <li>○ At least 18 years of age</li> <li>○ Able to attend quarterly meetings in person or virtually</li> </ul> </li> </ul> </li> </ul> </li> <li>• To Apply:             <ul style="list-style-type: none"> <li>➢ Email <a href="mailto:CareConnectEAC@cencalhealth.org">CareConnectEAC@cencalhealth.org</a></li> <li>➢ Visit <a href="https://www.cencalhealth.org/explore-health/advisory-committees/">https://www.cencalhealth.org/explore-health/advisory-committees/</a></li> </ul> </li> </ul> |
| <p><b>7. Health Equity Updates</b><br/>         Dr. V. Do-Reynoso, MPH, PhD, Chief Customer Experience Officer, Chief Health Equity Officer</p> <ul style="list-style-type: none"> <li>• Member Navigation</li> </ul>                                             | <p><b>Dr. Do-Reynoso</b> gave a PowerPoint presentation titled, Health Equity Updates (presentation included in handout).</p> <p><b>Regional Member Navigation Hub – Santa Barbara and San Luis Obispo Counties</b></p> <p><b><u>Work Requirements: Interim Final Rule – Effective: January 1, 2027</u></b></p> <p><b><u>Changes to Medicaid:</u></b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

**House Resolution 1 (H.R.1)** introduces new Medi-Cal eligibility and renewal requirements that increase the risk of eligible members losing coverage due to confusion and added renewal burdens. Beginning January 1, 2027, Medi-Cal members ages 19 to 64 in the expansion population who do not qualify for an exemption will be required to:

- Renew their Medi-Cal every six months and
- Meet work or community engagement requirements. Impacted members must complete at least 80 hours per month of qualifying activities such as employment, job training, education, or community service, or earn at least \$580 per month from working. The law specifies mandatory exemptions, including individuals who are "medically frail." To qualify for the medical frailty exemption, an individual must have a qualifying physical, mental, or other behavioral health condition that significantly impairs their ability to consistently work or engage in qualifying activities.

**H.R. 1 - Local Impact at Stake:**

H.R. 1 poses a direct threat to coverage for tens of thousands of our neighbors in Santa Barbara and San Luis Obispo Counties. How these changes impact our communities:

- Current Medi-Cal disenrollment trends show that nearly two-thirds (66%) of members lose coverage for administrative reasons, such as incomplete renewal packets or outdated contact information – not because they are no longer eligible. These avoidable coverage disruptions can delay care and place added strain on providers and safety net systems.

**Regional Member Navigation Hub**

**What CenCal Health is Doing** to help our communities stay covered and connected to care, CenCal Health partnered with community-based organizations to launch a Regional Member Navigation Initiative. Through this initiative, CenCal Health is supporting member retention efforts by:

- Creating navigation and client support infrastructure to strengthen assistance through job centers, clinics, community health workers, and social service partners.
- Enhancing cross-sector partnerships to coordinate outreach and education.
- Fostering policy and systems alignment by working with counties and partners to clarify program requirements and streamline processes.
- Facilitating data-sharing and technology integration to improve information sharing with providers to support coordinated outreach and member assistance.

The Regional Navigation Hub is scheduled to go-live on October 1, 2026.

**Regional Member Navigation Hub: How it Works**

- Outreach & Education
- Cross-Sector Partnerships
- Volunteer Opportunity Network
- Navigation & Member Support

**For more information about the Regional Member Navigation Initiative, contact CenCal Health at [navigation@cencalhealth.org](mailto:navigation@cencalhealth.org)**

*Ms. Nitzel commented if you are already on Medi-Cal and on Disability Social Security you are exempt from work or community engagement requirements. If you are enrolled in Medi-Cal through Social Security Administration, you are exempt from work or community engagement requirements.*

*Ms. Nitzel encouraged anyone needing help with benefits to visit the BenefitsCal website at <https://BenefitsCal>.*

*Dr. Do-Reynoso informed the committee that they are compiling a list of frequently asked questions as a resource regarding changes to Medi-Cal. The committee was encouraged to email any questions to add to the list.*

*Ms. Hash asked what diagnostic tests the State uses to determine if an individual qualifies for Medi-Cal? Dr. Do-Reynoso replied that the State's determination process for exemptions for medically frail individuals in the 19–64 age group is still being finalized and will be provided at a later date. We are currently awaiting guidance from DHCS.*

**8. Health Promotion/  
Education Report**

G. Labraña, MPH Health  
Promotion Supervisor

- Population Needs Assessments (PNA)
- Health Promotion/Education Updates

**Ms. Labraña** gave a PowerPoint presentation to the committee titled, Health Promotion & Population Needs Assessment Update (presentation included in handout).

**Health Promotion & Population Needs Assessment Update**

**Executive Summary**

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 and 2026 Population Needs Assessments (PNA). It encompasses updates on the Wellness and Prevention Campaigns, member outreach materials including the member newsletter and patient education handouts, Local Planning efforts, and progress on the 2025 PNA gap findings. Additionally, it highlights that the department is on track to achieve all established requirements and goals.

**Background**

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), a requirement now referred to as Local Planning. This is required 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.

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.

#### **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 Q2 2026, as well as those that are planned for Q3 2026.

| April to June 2026 Wellness and Prevention Outreach |                                                                     |             |           |            |
|-----------------------------------------------------|---------------------------------------------------------------------|-------------|-----------|------------|
| Campaign                                            | Audience                                                            | April Total | May Total | June Total |
| Breathing Better                                    | Newly identified members diagnosed with asthma, all ages            |             |           |            |
| Stay Healthy Adults: PCP Check up                   | Adults who have not engaged with primary care in the past 12 months | 3,297       | 3,824     | 3,336      |
| Stay Healthy Kids: 0 months-12 years                | Parents of children overdue for preventive services                 | 6,236       | 9,645     | 13,953     |
| Stay Healthy Kids: 13-21 years                      | Parents of children overdue for preventive services                 | 3,463       | 9,349     | 9,803      |

Commented [RM1]: June is TBA

Commented [GL2R1]: We can use the Vendor Report numbers rather than the inbound file for June since they are close enough and we want to get the report in

|                                                 |                                                                                                                 |        |     |     |
|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|--------|-----|-----|
| Healthy Pregnancy                               | Newly identified members over age 18 who are at least 12 weeks pregnant                                         | 67     | 57  | 70  |
| Healthy Postpartum                              | Newly identified members who delivered within the past 12 months                                                | 55     | 66  | 64  |
| Healthy Diabetes                                | Newly identified members diagnosed with diabetes, all ages                                                      | 13,043 | 933 | 683 |
| Stay Healthy Adults: Cancer Screenings          | Adults member who are overdue for either Breast, Colorectal, and/or Cervical Cancer screenings.                 | 28,694 |     |     |
| Stay Healthy Adults: Controlling Blood Pressure | All members diagnosed with hypertension who have not engaged with PCP or had a BP reading in the past 12 months |        |     |     |
| Stay Healthy Kids: Immunizations                | Parents of children ages 0-13 who are missing one or more recommended vaccine doses                             | 2,646  | 686 | 697 |

| Planned Quarter 3 2026 Wellness and Prevention Outreach |                                    |                                    |
|---------------------------------------------------------|------------------------------------|------------------------------------|
|                                                         |                                    |                                    |
| July 2026                                               | August 2026                        | September 2026                     |
| Breathing Better                                        |                                    |                                    |
| Stay Healthy Adults: PCP Check up                       | Stay Healthy Adults: PCP Check up  | Stay Healthy Adults: PCP Check up  |
| Stay Healthy Kids: 0-12 years                           | Stay Healthy Kids: 0-12 years      | Stay Healthy Kids: 0-12 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 Adult:<br>Cancer Screenings          |                                     |                                     |
| Stay Healthy Adult:<br>Controlling Blood Pressure |                                     |                                     |
| Stay Healthy kids:<br>Immunizations               | Stay Healthy kids:<br>Immunizations | Stay Healthy kids:<br>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](mailto:healthed@cencalhealth.org).

#### *Member Newsletter*

CenCal Health staff regularly communicate with members through the bi-annual health education-focused member newsletter, *Health Matters/Temas de Salud*. In the newsletter, sent to member households January and July each year, members are educated on the importance of engaging in primary care, key quality and seasonal health topics, and areas identified as gaps in the Plan's most recent Population Needs Assessment. The July 2026 member newsletter includes educational articles on:

- Prevention/Management of COPD
- Prevention of STIs/HIV
- Member benefits and services for pregnant and postpartum members
- Preventive Health Guidelines
- Self-management tools
- Decision making aids

CAB members that are interested in providing input to member newsletter topics are welcome to reach out to the Health Promotion team during CAB meetings or anytime at [healthed@cencalhealth.org](mailto:healthed@cencalhealth.org).

#### *Cervical Cancer Screening Incentive*

The Quality Department previously implemented a Cervical Cancer screening incentive from October 2025 to March 2026, during which 15 incentives were distributed to members who completed and qualified for the incentive. An evaluation of this initial incentive period is currently underway.

A second round of incentives was mailed in late May 2026 to approximately 8,800 eligible Medi-Cal members, offering a \$25 gift card to support increased screening rates. The goal of this incentive is to increase the Cervical Cancer Screening (CCS-E) rate from a February 2026 baseline of 63.36% and 60.46% in Santa Barbara and San Luis Obispo Counties respectively, to the HEDIS 90th percentile of 64.21% by offering a \$25 gift card to a subpopulation of members

due for screening. Eligible members were notified through a focused mailing. Screening completion will be verified through claims data and members have until December 31, 2026, to complete their cervical cancer screening in order to earn the incentive.

#### *Local Planning*

Local Planning is the process through which CenCal Health fulfills the former DHCS Population Needs Assessment (PNA) requirement. It was formerly referred to as the Local Health Jurisdiction (LHJ) Collaboration. Under the DHCS Population Health Management (PHM) Program, CenCal Health actively participates in the LHJ Community Health Assessments (CHAs) and Community Health Improvement Plans (CHIPs).

The following is a summary of CenCal Health's participation in Local Health Jurisdiction (LHJ) Community Health [Needs] Assessments (CHA/CHNA) and Community Health Improvement Plans (CHIP).

#### *Santa Barbara County CHNA/CHIP Support:*

CenCal Health participated in the SB County CHNA Collaborative and all workgroups to support CHNA development efforts, led by Cottage Health. An MOU between CenCal Health and Cottage Health was signed to formalize this partnership. Currently, Cottage Health and the LHJ are working to finalize the CHNA report for distribution in Q3 2026. Results will be shared with the CAB when available and will be considered in CenCal Health's next annual update to the Population Health Management Strategy as well as the design of the Community Reinvestment program.

CenCal Health participates in all LHJ CHIP workgroup meetings, including Access to Care and Social Needs, Behavioral Health, and Maternal Health, providing relevant updates and participating in collaborative discussions. Most recently, CenCal Health provided data related to the SB County CHIP Data Collection effort, a comprehensive data collection exercise involving all CHIP partners to monitor progress toward objectives and activities. In addition to this initial data sharing for the CHIP Data Collection form, CenCal Health continues to provide follow-up and supplemental data to enhance conversations and analysis.

For the CAB's reference, all meeting minutes for CHIP workgroups can be found in this meeting notes dashboard:

<https://app.smartsheet.com/b/publish?EQBCT=355f4631f3324cd28cad88e6d436cc36>

#### *San Luis Obispo County CHA/CHIP Support:*

San Luis Obispo LHJ is not currently developing a CHA. Their next CHA is due in December 2028 and CenCal Health will participate in its development, as well as provide routine updates to the CAB, aligned with DHCS requirements.

CenCal Health participates in all SLO CHIP workgroup meetings, which reflect the CHIP priority areas of Healthy Neighborhoods, Access to Care, and Mental Health and Substance Use. Additionally, CenCal Health leaders participate in SLO Health Counts Steering Committee and Executive Committee on a regular basis to ensure participation in CHA/CHIP participation at all levels.

For the CAB's reference, please visit:  
<https://www.slohealthcounts.org/ourprogress> for detailed updates on workgroup activities and a comprehensive overview of the SLO CHIP progress.

**Population Needs Assessment Update**

*2025 Population Needs Assessment*

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](mailto:healthed@cencalhealth.org).

*Update on 2025 PNA 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                                                              | Status                     |
|--|----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|----------------------------|
|  | COPD: Condition management and/or prevention for young adults 18-44 years old          | Include educational presentation slides for Provider Collaborative meetings | Complete                   |
|  |                                                                                        | Include education in member newsletter                                      | Complete                   |
|  |                                                                                        | Create webpage for educational resources                                    | In progress                |
|  |                                                                                        | Provider bulletin article                                                   | Planned for December 2026  |
|  |                                                                                        | Create provider tip sheet resource                                          | Complete                   |
|  |                                                                                        | Create member handouts for provider distribution                            | Complete                   |
|  | STIs/HIV: Condition management and/or prevention for Hispanic/Spanish-speaking members | Include educational presentation slides for Provider Collaborative meetings | Complete                   |
|  |                                                                                        | Include education in Q3 2026 member newsletter                              | Complete                   |
|  |                                                                                        | Create member-facing webpage for educational resources                      | In progress                |
|  |                                                                                        | Provider bulletin article                                                   | Complete                   |
|  |                                                                                        | Create member educational handout                                           | Complete                   |
|  |                                                                                        | Create provider tip sheet resource                                          | Complete                   |
|  |                                                                                        | Promote Know More STIs Video – Spanish version                              | In Progress                |
|  |                                                                                        | Explore partnership with Planned Parenthood                                 | In Progress                |
|  |                                                                                        | Explore education distribution in local Spanish news/radio                  | Not started                |
|  | Childhood immunizations: member and provider education                                 | Offer virtual and in-person Vaccine Confidence training for providers       | In Progress                |
|  |                                                                                        | Implement CHW outreach program                                              | In Progress                |
|  |                                                                                        | Create provider tip sheet resource                                          | Complete                   |
|  |                                                                                        | Develop Know More: Missed Immunizations video                               | Planned for September 2026 |
|  | Alcohol abuse: members and providers prevention education                              | Include educational presentation slides for Provider Collaborative meetings | Complete                   |
|  |                                                                                        | Education in Q1 2026 member newsletter                                      | Complete                   |
|  |                                                                                        | Create webpage for educational resources                                    | In progress                |

|  |                                                                                                                                  |                                                                                       |                                                                           |
|--|----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
|  |                                                                                                                                  | Provider bulletin article                                                             | Complete                                                                  |
|  |                                                                                                                                  | Create member educational handout                                                     | In progress                                                               |
|  |                                                                                                                                  | Collaborate with local agencies and organizations focused on substance use prevention | In Progress                                                               |
|  | Use of Pregnancy and postpartum benefits                                                                                         | Include educational presentation slides for Provider Collaborative meetings           | Complete                                                                  |
|  |                                                                                                                                  | Include education in Q3 2026 member newsletter                                        | Complete                                                                  |
|  |                                                                                                                                  | Create webpage for educational resources                                              | Complete                                                                  |
|  |                                                                                                                                  | Two Provider bulletin articles                                                        | Complete                                                                  |
|  |                                                                                                                                  | Member educational handout                                                            | Complete                                                                  |
|  |                                                                                                                                  | Provider tip sheet resource on Doula Services and Maternal Health benefits            | Complete                                                                  |
|  |                                                                                                                                  | Provider webinar on Maternal Health benefits                                          | In progress, with focus on lactation. Scheduled for 08/2026               |
|  |                                                                                                                                  | Provider webinar on Doula Services                                                    | Complete                                                                  |
|  |                                                                                                                                  | Implement CHW outreach program                                                        | In Progress                                                               |
|  |                                                                                                                                  | Collaboration with Care Management on maternal health workgroup                       | In Progress                                                               |
|  | Reduce health disparities related to immunizations for English speaking children in Santa Barbara County                         | Include educational presentation slides for Provider Collaborative meetings           | Complete                                                                  |
|  |                                                                                                                                  | In person and virtual Vaccine Confidence trainings                                    | In progress, in collaboration with Sutter Health. Scheduled for July 2026 |
|  |                                                                                                                                  | Implement Wellness and Prevention Campaign                                            | Complete                                                                  |
|  |                                                                                                                                  | Listening sessions                                                                    | Complete                                                                  |
|  |                                                                                                                                  | Implement Know More: HPV program with high volume, low performing provider            | In Progress                                                               |
|  | 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           | Complete                                                                  |
|  |                                                                                                                                  | In person and/or virtual Vaccine Confidence trainings                                 | In progress, in collaboration with Sutter Health. Scheduled for July 2026 |
|  |                                                                                                                                  | Implement Wellness and Prevention Campaign                                            | Complete                                                                  |

|  |                                                                            |             |
|--|----------------------------------------------------------------------------|-------------|
|  | Listening sessions                                                         | Complete    |
|  | Implement Know More: HPV program with high volume, low performing provider | In Progress |

#### *Development of 2026 Population Needs Assessment*

The PNA assesses member needs and plan activities and resources for the following areas:

- Member Characteristics and Social Determinants of Health (SDOH)
- Child and Adolescent Members
- Needs of Members of Racial or Ethnic Groups
- Needs of Members with Limited English Proficiency
- Members with Disabilities
- Characteristics and needs of subpopulations
- Members with Serious Mental Illness or Serious Emotional Disturbance

Planned additions for the PNA this year will include data on dual eligible members and cancer prevalence.

The development timeline of CenCal Health's 2026 PNA is aligned with regulatory reporting requirements. An update on progress will be shared at the Q4 CAB meeting, ahead of submission to the Quality Improvement and Health Equity Committee (QIHEC) in October. CAB member feedback is welcome and will be incorporated as appropriate.

| Item                                                    | Target Completion Date  |
|---------------------------------------------------------|-------------------------|
| Kickoff                                                 | COMPLETE                |
| Hold External Stakeholder Input Session                 | COMPLETE                |
| Finalize Data Collection Plan                           | COMPLETE                |
| Data collection and analysis                            | COMPLETE                |
| Finish developing strategies to address identified gaps | 07/24/26<br>IN PROGRESS |
| Internal Review                                         | 07/27/26                |
| Cross-functional and County LHJ review                  | 8/31/26                 |
| Finalize Report                                         | 09/16/26                |
| Submit PNA to QIHEC                                     | 10/29/26                |

#### *Preliminary findings from 2026 PNA Development*

At the time of submission of this memo, the following represent high-level findings based on significant changes to PNA 2025 rates and/or findings. Additional updates will be provided verbally at the Q3 July 2026 CAB meeting that reflects data still being collected at the time of this memo submission.

- Disease prevalence: Rates stayed relatively the same among age groups, racial groups, and language groups.

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|                                                                                               | <ul style="list-style-type: none"> <li>• Social Determinants of Health: The Housing Instability category of diagnoses has been declining in the past few years, and in 2025 dropped another 13%. The Food Insecurity category went up by 12% in 2025, and the Problems Related to Psychosocial Circumstances category went up by 9% in 2025. In general, submitted SDOH codes from providers doubled in 2025 from the previous year.</li> <li>• ACES Screenings: The utilization of behavioral health services by members that screened as high-risk per their ACEs scores decreased significantly in 2025.</li> <li>• HEDIS Rate: As HEDIS data is not final at the time of this memo submission, high-level HEDIS rates will be shared verbally.</li> <li>• Health Disparities: As data was not final at the time of this memo submission, high-level health disparities findings will be shared verbally.</li> </ul> <p>CAB member input is encouraged on any of the preliminary findings, both listed above and provided verbally at the Q3 meeting, as CenCal Health prepares to develop plans to address findings, gaps, and disparities over the next Quarter. A comprehensive Plan to Address Gaps will be shared at the Q4 CAB meeting.</p> <p><b><u>Next Steps</u></b></p> <p><i>Health Promotion</i><br/>Updates regarding Wellness and Prevention Campaigns, Health Education activities, and Local Planning will continue to be shared with CAB at each quarterly meeting.</p> <p><i>Population Needs Assessment</i><br/>Plans to address the identified gaps will continue to be operationalized throughout 2026 and progress will be reported to CAB at each quarterly meeting. The 2026 PNA will be developed in accordance with the indicated timeline, and updates will be reported at the Q3 CAB meeting.</p> <p><b><u>Recommendation</u></b></p> <p>CenCal Health requests Community Advisory Board approval of the Health Promotion and Population Needs Assessment update for Quarter 3, 2026.</p> <p><b><u>Motion to approve the Health Education and Population Needs Assessment Update for Quarter 3, 2026, was made by Ms. Macdonald and seconded by Mr. Guerrero, and unanimously approved by the CAB.</u></b></p> |
| <p><b>9. Quality/Population Health Updates</b><br/>A. Figan, Population Health Specialist</p> | <p><b><u>Executive Summary</u></b></p> <p>In partnership with the California Department of Health Care Services (DHCS), the California Maternal Quality Care Collaborative (CMQCC) launched a Transitional Care Services (TCS) Collaborative to help health plans improve their support for pregnant and postpartum members. These updates are part of the Population Health Management (PHM) Policy Guide released in January 2026.</p> <p>CenCal Health has established a multidisciplinary internal team to prepare for these upcoming changes and is actively engaged in the statewide collaborative initiative. The revised policy is scheduled for full implementation by July 2026, with ongoing support and shared learning initiatives extending through September 2026.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

### Background

The updated state policy focuses on improving the continuity of perinatal care. This will be completed by identifying pregnant members earlier, ideally before the third trimester, and providing support based on each member's level of need.

The goal of these changes is to:

- Reach pregnant members earlier
- Improve coordination of care during and after pregnancy
- Connect members to needed medical and community services
- Support healthier outcomes for both parent and baby

These efforts align with the Community Advisory Board (CAB)'s role in providing feedback on programs that impact member care and health equity. Community input is especially important for understanding barriers pregnant and postpartum members may face when trying to access care.

### Transitional Care Services (TCS) Policy Updates

- 1. More Personalized Levels of Support:** Previously, all pregnant members were treated as high-risk. Starting July 2026,
  - Members will be grouped into either high-risk or moderate-risk, which will allow care teams to focus more intensive support on those with the greatest needs while still supporting all members
- 2. Standard Checklist for Pregnancy and Postpartum Support:** All pregnant and postpartum members will now receive support guided by a standardized checklist based on national medical recommendations. This will help ensure that:
  - Members receive recommended prenatal and postpartum care
  - Members are connected to services such as checkups, screenings, and community supports
  - Eliminate any duplication of services
- 3. Improved Care Coordination**
  - High-risk members will have a dedicated care manager as their main point of contact
  - Moderate-risk members will receive perinatal support coordination through their OB/GYN and/or other contracted entities, such as Community Health Workers
- 4. Clear Timeline for Support:** Support services will
  - Begin as early as possible once a member is identified
  - Start no later than the third trimester
  - Continue after pregnancy for at least:
    - 30 days after leaving the hospital, or
    - 60 days after pregnancy ends
    - The completion of the Birthing Support Checklist
  - Continue longer if additional support is needed

### Collaborative Efforts and Implementation

CenCal Health is working with DHCS and CMQCC, along with other health plans across California, to share ideas and develop best practices for implementing these updates.

CenCal Health is currently:

- Exploring ways to identify pregnant members earlier
- Building systems to determine the right level of support for each member
- Developing workflows to ensure services are delivered consistently

This work will continue over the coming months to support full implementation.

#### Next steps

CenCal Health will continue to build and refine its approach to meet these new requirements. Key next steps include:

- Developing tools to help identify pregnant members earlier
- Creating clear processes for assigning support levels
- Continuing to learn from state partners and other health plans
- Gathering feedback from CAB members

CAB members are encouraged to share:

- Barriers pregnant and postpartum members face in getting care
- Community resources or organizations that could help support members
- Suggestions to improve outreach and engagement

Your input will help shape how these services are designed and delivered.

#### 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. Liles** suggested that **Ms. Labraña** connect with Cottage and County of Santa Barbara Health Department about their findings from the recent Community Health Assessment (CHA) focus group listening tour on maternal health.

**Ms. Liles** commented that there might be duplication of services because of current OBGYN practices.

**Ms. Liles** commented that Santa Barbara Public Health Department Nutrition Services/Women, Infants & Children (WIC) Program were available to collaborate with the TCS update.

#### Roundtable

##### 10. Opportunity for CAB members to share relevant updates

**María Avila** – Had additional comments and questions around work requirements and the upcoming changes with Medi-Cal and all other services. She stated she would email her questions and comments.

**Olga Mendoza de Bravo** – Raised a question specifically about her son's situation and his Medi-Cal. **Ms. Rodriguez** informed her that we would look into her son's eligibility and referred her to the correct entity to further investigate and assist.

**Mr. Buben** encouraged anyone needing help with benefits to visit the BenefitsCal website at <https://BenefitsCal.com>. There, you can fill out an application, complete renewals, and update your address and phone number. It is important to keep your information current with the Department

|                                                                                                                                                                 |                                                                                                        |
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|                                                                                                                                                                 | of Social Services to ensure you receive important mailings regarding your benefits.                   |
| <b>11. Adjournment</b>                                                                                                                                          | Ms. Rehse adjourned the meeting at 2:05 p.m. and she thanked the CAB for their time and participation. |
| <b>Next meeting: October 29, 2026 (In-person Only)</b><br><b>Santa Barbara (CenCal Health Office-Hart Room Auditorium) and San Luis Obispo (Embassy Suites)</b> |                                                                                                        |

Respectfully submitted,

*(To be approved at the October 29, 2026, Meeting by CAB vote)*

Eric Buben  
Sr. Member Experience & Services Director, Community Advisory Board CAB Coordinator

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