

Joint Meeting
Medi-Cal Member Advisory Committee
and
Medi-Cal Voices And Vision Council

Wednesday, September 24, 2025
5:30 – 7:30 p.m.

Welcome



Agenda

05:35 – 07:00	Kick off the Medi-Cal Member Advisory Committee (MMAC) and Medi-Cal Voices and Vision Council
07:00 – 07:15	Breakout Rooms: Review Bylaws, Chair Elections, and Reflections
07:15 – 07:25	Member Comments
07:25 – 07:30	Closing Remarks

Things to Know Before We Begin

Language Justice

- » Bilingual participation
- » One person speaks at a time
- » Speak slowly and clearly
- » Pause (if needed) when asked by meeting facilitators
- » Avoid acronyms

*We provided slides in Spanish to committee members before the meeting.

Community Norms

- » Attack the problem, not the person – no blame game.
- » Be intrigued by the differences you hear.
- » Check egos and titles at the door.
- » Ask for what you need to feel good about being here.
- » Support each other and learn together as we go.
- » Stay on task; no side conversations.
- » What happens here, stays here. What's learned here, leaves here.
- » Identify pending issues and agreements at the end of the meeting.
- » Identify actions that result from decisions.
- » Embrace an honest, brave, and kind space.
- » Choose collaboration.
- » Everyone participates and no one dominates.
- » Acknowledge and respect differing views, opinions, and experiences.
- » Practice active listening. Don't interrupt or assume; ask for clarification.
- » There are no "stupid questions." We all have different levels of understanding and different perspectives.
- » Speak your truth, without blame or judgement.

Disclose Conflict of Interest

» What is a conflict of interest?

- When someone has a personal, professional, or financial interest that makes it hard to participate in a fair way.

Let's Get to Know Each Other

Introduce yourself:

- » Your name.
- » Please also share the organization you work for if you are here in a professional capacity — or, if you're a Medi-Cal member or here as a caregiver, feel free to share that instead.
- » Where you live (City or County).
- » The committee you are serving on.
- » A word, image, or hope that you want to bring into today's meeting.

Vision and Purpose

MMAC and Medi-Cal Voices and Vision Council

- » These two committees give people who use Medi-Cal, and those who support them, a way to share their ideas and real-life experiences with leaders from DHCS.
- » Your feedback will help improve Medi-Cal programs, services, and policies so they work better for everyone.

Your Role in the Group

MMAC and
Medi-Cal
Voices and
Vision Council

- » Participate in all four meetings each year.
- » Share your thoughts and experiences with DHCS and other members.
- » Share ideas on important topics like getting care, service quality, fairness, and how easy it is to use Medi-Cal.
- » Join planning calls and help get ready for meetings.
- » Read the meeting materials before each meeting.

Agenda Creation

Collaborate on Agenda Topics

WHO'S INVOLVED:

- » MMAC Members
- » Medi-Cal Voices and Vision Council Members
- » Team DHCS

Review & Determine Agenda Topics

WHO'S INVOLVED:

- » Team DHCS
- » Committee Chairpersons

Set Meeting Agendas

Relationship Between Groups

- » Each quarter, both committees will discuss the same topic, the Medi-Cal Voices and Vision Council discussion will be informed by the MMAC meeting.
- » MMAC members will meet first and share ideas through open conversations and small group discussions.
- » Medi-Cal Voices and Vision Council will be provided the MMAC insights to inform the meeting discussion.
- » DHCS leadership will participate in both meetings.

Tracking Feedback

- » DHCS will be keeping a feedback tracker.
- » DHCS will add recommendations from both the MMAC and the Medi-Cal Voices and Vision Council discussions to a public-facing issue tracker.
- » Each entry will include a short description and progress status to help committee members stay updated on what is happening.
- » The tracker will be used to help inform the annual report—the first report is due July 9, 2026.

Breakout Rooms: Review Bylaws, Chair Elections, and Share Reflections



Directions for the Breakout Rooms

MMAC

Includes:

- » Facilitators, a note taker, and a reporter.
- » MMAC members.
- » Interpreters will be present to support bilingual participation.

Medi-Cal Voices and Vision Council

Includes:

- » Facilitators, a note taker, and a reporter.
- » Medi-Cal Voices and Vision Council members.
- » MMAC members who serve on both the MMAC and the Medi-Cal Voices and Vision Council.

* DHCS leadership will be in both rooms

Breakout Group Discussion



Bylaws:

DHCS will go over the bylaws with committee members.



Elections:

DHCS will review the chairperson election process.



Reflections:

Committee members will share a few words of reflection.
What do you hope these meetings will do?

Member Comments



Closing Remarks



Upcoming Meeting Dates

MMAC:

- » Wednesday, December 3, 2025, from 5:30 - 7:30 p.m.
- » Virtual via Teams

Medi-Cal Voices and Vision Council:

- » Wednesday, December 17, 2025, from 5:30 - 7:30 p.m.
- » Virtual via Teams

Thank you!

