



California Children's Services Monitoring and Oversight Workgroup Meeting

March 28, 2022

Meeting Information

The slide features a decorative graphic consisting of several overlapping, wavy, horizontal bands in various shades of purple, ranging from a deep magenta to a light lavender. These bands are positioned below the main title and extend across the width of the slide.

Housekeeping

1. Presentation is being recorded for summary notes.
2. All meeting attendees will be on mute.
 - If you are calling in and not asking a question or providing a comment, please keep your phones on mute and do not place the call on hold as this often leads to hold music.
 - Workgroup members are made panelist so they can turn on their cameras and unmute their audio to participate in the discussion. Workgroup members will be called once they “raise their hands” to ask questions or provide comments.
3. Members of the public may provide feedback and comments to their represented workgroup member, directly to the County Compliance Unit at CCSMonitoring@dhcs.ca.gov, to DHCS and the panelist via the chat box, or during the public comment portion of this meeting.

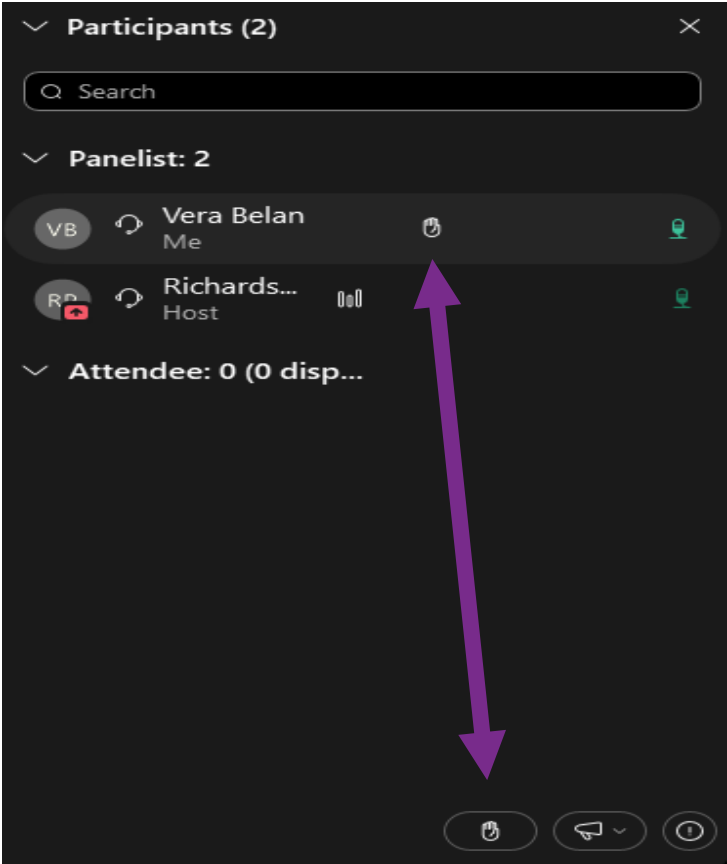
How to Raise Your Hand

» How to navigate to Webex raise hand 

Step 1: Select Participants



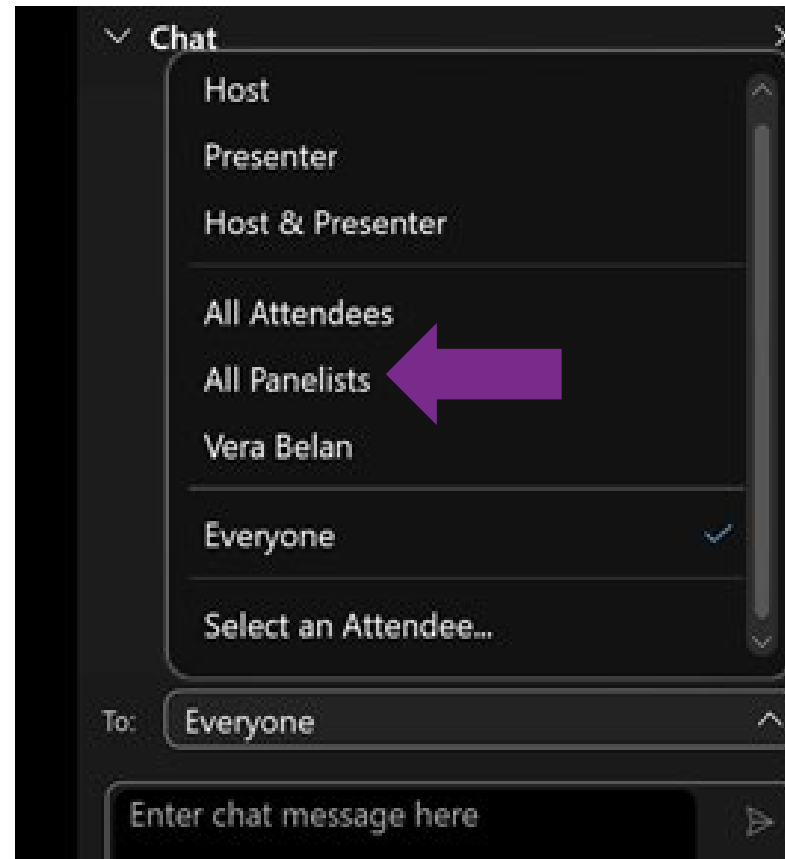
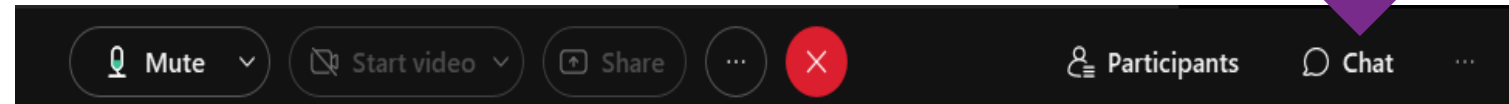
Step 2: Select Raise Hand



Navigating the WebEx Chat Box

» How to navigate to WebEx Chat

Step 1: Select Chat



Step 2: Select All Panelists

Agenda

1. Meeting Information	12:00 – 12:05
2. Roll Call and Introductions	12:05 – 12:25
3. Status Updates and Meeting Goals	12:25 – 12:35
4. Compliance and Oversight Framework	12:35 – 1:05
5. Numbered Letters (NL) to be Used for Monitoring	1:05 – 2:15
6. Break	2:15 – 2:30
7. Information Notices (IN) to be Used for Monitoring	2:30 – 3:30
8. Public Comment	3:30 – 3:50
9. Next Steps	3:50 – 3:55
10. PHE Unwind Communications	3:55 – 4:00

Roll Call and Introductions

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Attendance

Workgroup Members

Alicia Emanuel
Anna Leach-Proffer
Beverly Eldridge
Eileen Christine McSorley
Farrah McDaid Ting
Francis Chan, MD
Guillermina (Mina) Andres
Hannah Awai, MD
Heidi Merchen
Holly Henry
Janet Peck
Jody Martin
Katherine Barresi
Kathryn A. Smith
Katie Schlageter
Lori Gardner
Lorri McKey
Mary L. Doyle, MD
Meredith Wolfe
Michelle Gibbons
Michelle Laba, MD
Mike Odeh
Nancy H. Netherland
Norma Williams
Pip Marks
Porchia Rich, MD*
Richard Chinnock, MD
Susan Skotzke
Tanesha Castaneda
Teresa Jurado

DHCS Staff

Ami Lovato
Annette Lee
Barbara Sasaki
Blia Vang
Cheryl Walker, MD
Danielle Mori
Gemma Behlow
Jill Abramson, MD
Joe Billingsley
Katie Ramsey
Maria Romero-Mora
Megan Sharpe
Michael Luu
Paris Richardson
Richard Nelson
Sabrina Atoyebi
Susan Philip
Trevor Marshall
Vera Belan

* Delegate for Kristen Dimou

Sellers Dorsey

- » Sellers Dorsey, a national health care consulting firm, has been obtained to assist DHCS' development and implementation of the CCS Monitoring and Oversight program. This includes helping DHCS with the development and support of:
 - » Facilitation of CCS Monitoring and Oversight Workgroup
 - » A Compliance and Monitoring Framework
 - » The Compliance Metrics and Standards
 - » A Process for Reviewing and Updating Metrics and Standards
 - » A DHCS/County Implementation Workplan
 - » MOU Templates
 - » Information Notices to Operationalize MOUs

Status Updates

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January Summary

- » Materials reviewed in the last meeting:
 - » Workgroup Charter
 - » Overview of the CCS program
 - » Initiatives for County Monitoring and Oversight
 - » Meeting Topics and Timelines
 - » MOU scope of work

Status Updates from Previous Meeting

- » Workgroup request: Can all workgroup members be panelists for each meeting?
 - » DHCS update: All workgroup members will be panelists for each meeting
- » Workgroup request: Share a list of recommended NLs with the workgroup
 - » DHCS update: DHCS will be sharing a preliminary list of NLs for discussion during this meeting and will follow up with stakeholders in subsequent discussions

Status Updates from Previous Meeting (continued)

- » Workgroup request: Share meeting materials in advance of each meeting so members may review before meeting
 - » DHCS update: We will post meeting materials in advance of each meeting
- » Workgroup request: Can we allow the call-in attendees to unmute and ask questions during the public comment section?
 - » DHCS update: Call-in attendees will be able to unmute during the public comment section for all workgroup meetings

This Meeting's Goals

- » Review county compliance and monitoring framework
- » Review DHCS recommended NLs and INs, for monitoring county compliance

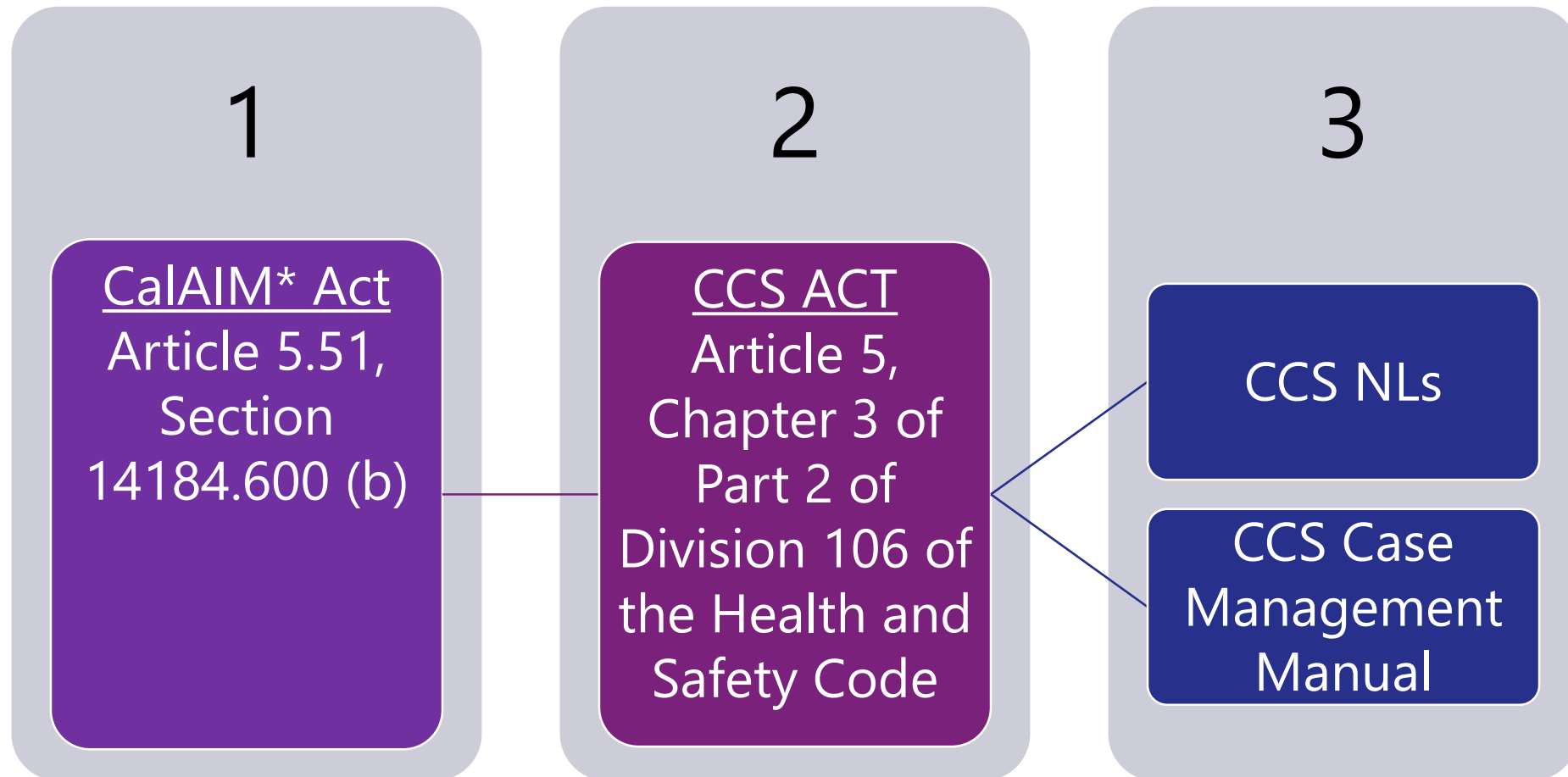
Compliance and Oversight Framework

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Numbered Letters to be Used for Monitoring

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Scope of the Numbered Letters



* California Advancing and Innovating Medi-Cal

Break

Information Notices

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Public Comment

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Next Steps

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Next Steps

» Meeting Summary

Items to Discuss for the Next Meeting

- » Continue workgroup discussion on NLs and INs
- » CCS Program Administrative Case Management Manual
- » Performance Measures

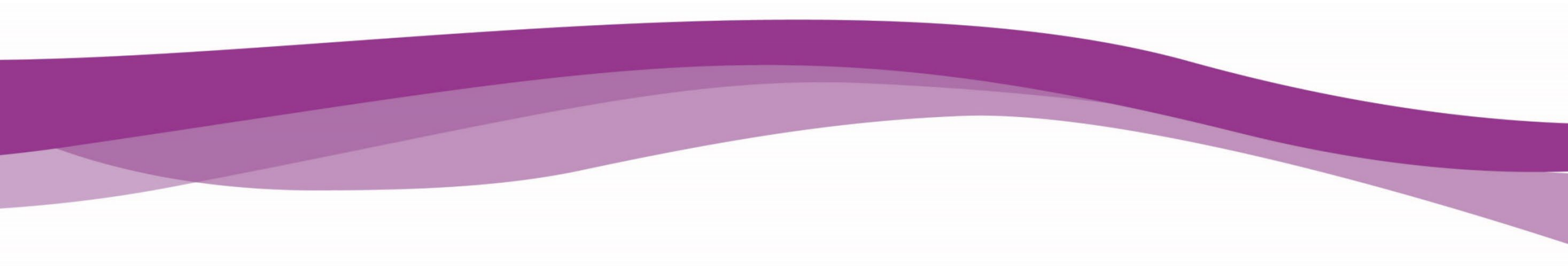
Workgroup Meeting Logistics

- All meetings to be held on Mondays from 12-4pm.
- Meeting notices and materials to be posted on the [DHCS webpage](#)

2022-2023 Workgroup Meeting Dates

- | | | |
|--------------|---------------|----------------|
| » April 25 | » May 23 | » June 27 |
| » July 25 | » August 22 | » September 26 |
| » October 24 | » November 21 | » December 19 |
| » January 23 | | |

Public Health Emergency Unwind



Public Health Emergency (PHE) Unwinding

- » **The COVID-19 PHE will end soon and millions of Medi-Cal beneficiaries may lose their coverage.**
- » **Top Goal of DHCS:** Minimize beneficiary burden and promote continuity of coverage for our beneficiaries.
- » **How you can help:**
 - » Become a **DHCS Coverage Ambassador**
 - » Download the Outreach Toolkit on the [DHCS Coverage Ambassador webpage](#)
 - » [Join the DHCS Coverage Ambassador mailing list](#) to receive updated toolkits as they become available

DHCS PHE Unwind Communications Strategy

- **Phase One: Encourage Beneficiaries to Update Contact Information**
 - **Launch immediately**
 - Multi-channel communication campaign to encourage beneficiaries to update contact information with county offices.
 - » Flyers in provider/clinic offices, social media, call scripts, website banners
- **Phase Two: Watch for Renewal Packets in the mail. Remember to update your contact information!**
 - **Launch 60 days prior to COVID-19 PHE termination.**
 - Remind beneficiaries to watch for renewal packets in the mail and update contact information with county office if they have not done so yet.

Please email us at
CCSMonitoring@dhcs.ca.gov if you have
any questions!

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The background of the slide is a purple-tinted image featuring a stethoscope on the right side and a line graph on the left. The graph has a vertical axis with numerical markers at 3, 6, 9, 12, and 15. The text "Thank you!" is centered in a large, white, sans-serif font.

Thank you!