

# Sacramento County Health Authority Commission Consumer Protection Committee Meeting

## Meeting Minutes

January 12, 2023, 11:00 AM – 1:00 PM

## Meeting Location

In compliance with County, State, and Centers for Disease Control and Prevention directives related to the COVID-19 public health emergency, this meeting was held remotely via webinar and conference call.

## Attendance

Name	Attendance	Name	Attendance
<b>SCHA Consumer Protection Committee Voting Members</b>			
Kyle Stefano, Chair	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent	Kim Williams	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
John Landefeld, MD, Vice-Chair	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent	Joann Alston	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent
Amber Kemp	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent	Darrell Lake	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
Edwin Kirby	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		
<b>County Staff to SCHA</b>			
Jenine Spotnitz	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		

Agenda Item	Time
<p><b>1. Welcome and Agenda Review – Kyle Stefano, Committee Chair</b></p> <p>Chair Kyle Stefano convened the meeting at 11:08 a.m.</p>	11:00 – 11:08 am
<p><b>2. Discussion and Action: Year 1 Implementation of Strategic Plan – Jenine Spotnitz, Sacramento County Department of Health Services</b></p> <p>Jenine Spotnitz noted that if the Consumer Protection Committee finalizes the plan today, the Vice-Chair Dr. Landefeld, will present the Committee's plan to the whole Commission, as Chair Kyle Stefano will not be present.</p> <p>Jenine Spotnitz asked if Managed Care Plans are a source of race/ethnicity, language, and SOGI data.</p> <p>Managed Care Plans will check with their teams to see if they have this data, but it does not exist at the County level. The Committee asked Commissioner Amber Kemp what the plans use, and Amber Kemp supplied the following link:  <a href="https://data.chhs.ca.gov/dataset/medi-cal-certified-eligibles-tables-by-county-from-2010-to-most-recent-reportable-month">https://data.chhs.ca.gov/dataset/medi-cal-certified-eligibles-tables-by-county-from-2010-to-most-recent-reportable-month</a>. This data is published once a month.</p>	11:08 - 12:30 pm

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Managed Care Plans report that their Consumer Advisory Committee participation stipends range from \$25 to \$50; for the Consumer Advisory Committee, it is \$100.

Commissioner Darrell Lake questioned whether the Department of Human Assistance could furnish the above demographic information since that data is requested during enrollment into Medi-Cal. Jenine Spotnitz noted that this information is closely protected and is usually only available to those conducting enrollment.

Regarding implementing Strategic Area 1C, Commissioner Eddie Kirby asked whether the Consumer Protection Committee would have the authority to decide whether members receive compensation for participating in the Committee and further asked about the funding source. Commissioner Darrell Lake questioned whether Medi-Cal members should be recused from this compensation conversation. These questions are to be brought before the Counsel.

For Strategic Area 1D, Commissioner Kim Williams questioned who would be completing the newsletters and flyers noted in the plan. Jenine Spotnitz noted that we discussed hiring a contractor to complete this work.

Commissioner Darrell Lake noted that flyers and newsletters were required to have a specific comprehension/literacy level on work for other committees. Commissioner Darrell Lake also noted the importance of adding materials that explain how to utilize Medi-Cal and navigate the system of care.

Jenine Spotnitz noted that, in talking with Counsel about Strategy 1G, meetings need to be held in a regular location so that the community can track them. Commissioner Eddie Kirby proposed that the Committee can hold separate, unofficial Ad Hoc Committees in other community locations throughout Sacramento to meet this plan step.

Commissioner Darrell Lake noted that for Strategic Area 2A, the Committee can utilize 211 to distribute relevant materials.

Commissioner Eddie Kirby noted that the Committee can use social media and other County channels to fulfill Strategic Priority 2, Area 2C, which involves disseminating the newsletter successfully and in novel ways.

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Commissioner Eddie Kirby noted that the Committee can specifically work to create a Facebook page for Sacramento Medi-Cal. Commissioner Darrell Lake noted the success of other County pages that have operated similarly with weekly updates. Committee Chair Kyle Stefano voiced her support for this suggestion. Jenine Spotnitz noted that the Committee wants to refrain from having a forum for people to submit specific individual complaints since that is not the scope of this Committee.

Commissioner Darrell Lake noted that Managed Care Plans have previously shared their struggles with member engagement. To fulfill Strategic Area 1A for Priority 3, he suggested that the Committee could establish its own Advisory Board for this purpose.

Commissioner Darrell Lake noted that for Strategic Priority 3, Area 2C, it would be beneficial to invite the Mental Health Advisory Committee/Board to present on mental health outcomes. Jenine Spotnitz suggested that the Committee could make this a separate activity, labeled as 2D.

Commissioner Darrell Lake noted that for Strategic Priority 4, Area 4C, the Committee could share the grievance process on the Facebook page should the Committee choose to proceed with that distribution process.

Jenine Spotnitz adjusted the implementation timeline to consider the hiring of a consultant. Commissioner Darrell Lake noted that once the Committee gets the specifics around compensation and funding, we can produce a more accurate timeline and metrics for success.

Commissioner Eddie Kirby made a motion to adopt the Strategic Priority Implementation Plan. Commissioner Darrell Lake seconded the motion. The motion carried.

Jenine Spotnitz called for public comment on the Strategic Priority Implementation Plan. Commissioner Amber Kemp shared additional details on Managed Care Plan data and noted that if there are any items that the Committee would like the plans to distribute on social media, that is an option as well.

Commissioner Amber Kemp also asked if the Commission could work with the Managed Care Plans before making data requests, to ensure they are informed of the process and timeline. Commissioner Amber Kemp's suggestion was noted in the Strategic Priority Implementation plan.

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<p>Commissioner Eddie Kirby made a new motion to approve the strategic implementation plan. Commissioner Kim Williams seconded the motion. The motion carried.</p>	
<p><b>3. Discussion and Action: Consumer Protection Committee Meeting Schedule - Jenine Spotnitz, Sacramento County Department of Health Services</b></p> <p>The Committee decided to postpone this agenda item until the next meeting.</p>	<p>12:30 – 12:45 pm</p>
<p><b>4. Public Comment – One comment per person, limited to two minutes.</b></p> <p>Chair Kyle Stefano called for public comment, and there was none.</p>	<p>12:45 – 12:55 pm</p>
<p><b>5. Next Steps and Adjournment – Kyle Stefano, Committee Chair</b></p> <p>Chair Kyle Stefano adjourned the meeting at 12:52 p.m.</p>	<p>12:55 – 1:00 pm</p>

Members of the public are encouraged to attend. Public comments are accepted during designated time. Electronic or hard copies of documents are available upon request. To request documents, or if you wish to attend and need to arrange for an interpreter or a reasonable accommodation, please contact Jenine Spotnitz at [SpotnitzJ@saccounty.gov](mailto:SpotnitzJ@saccounty.gov) or (916) 216-1782. Electronic copies of documents will be emailed upon request and hard copies of documents may be picked up at 7001-A East Parkway, Sacramento, CA 95823. For more information regarding the Sacramento County Health Authority Commission, please visit our website at [Sacramento County Health Authority](http://Sacramento County Health Authority).