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BOARD OF GOVERNORS  
Retreat Meeting Minutes  
Friday, January 26<sup>th</sup>, 2024  
10:00 a.m. – 3:30 p.m.

Video Conference Call and

Garré Winery  
7986 Tesla Road  
Livermore, CA 94550

## 1. MEET AND GREET – LIGHT BREAKFAST

## 2. CALL TO ORDER

**Board of Governors Present:** Rebecca Gebhart (Chair), Dr. Noha Aboelata (Vice-Chair), Aarondeep Basraj, Colleen Chawla, Dr. Rollington Ferguson, Andrea Ford (arrived at 11:28 a.m.) Byron Lopez, Dr. Marty Lynch, Andie Martinez Patterson, Dr. Kelley Meade, Yeon Park, Andrea Schwab-Galindo, Dr. Evan Seevak, Supervisor Lena Tam

**Board of Governors Remote:** None

**Board of Governors Excused:** James Jackson, Dr. Michael Marchiano, Jody Moore, Natalie Williams

**Alliance Staff Present:** Matthew Woodruff, Tiffany Cheang, Richard Golfin III, Sasi Karaiyan, Dr. Steve O'Brien, Gil Riojas, Anastacia Swift, Lao Paul Vang, Ruth Watson

The Board retreat was called to order at 10:00 a.m.

## 3. ROLL CALL

Roll call was taken, and a quorum was established.

## 4. WELCOME AND INTRODUCTIONS

There were no modifications to the agenda.

## 5. MEDICARE

Betsy Seals, CEO and founder of Rebellis, and Jeff Fox, operating partner with Chicago Pacific Founders, provided a presentation on the operational effects of Medicare that included a discussion on CMS Industry Overview, Overview of Current D-SNP in California, Board Brilliance, and Alliance readiness.

Informational Item only.

## **6. FINANCE TRAINING**

Gil Riojas, Chief Financial Officer, gave a presentation on how the board members can effectively monitor The Plan's finances. The presentation covered the following topics:

- Understanding the different components of the financial statements
- The most important financial concepts/metrics to be aware of
- Interpreting the financial metrics to gauge our performance
- Analyzing Tangible Net Equity (TNE) as an important metric
- Comparing our financial reserves with those of other plans

Informational Item only.

## **7. LUNCH**

## **8. HEALTH EQUITY AND QUALITY**

A presentation that included key information on changes and the current state of the Single Plan Model, Quality Focus, and Rise of Equity Focus was provided.

Informational Item only.

## **9. BREAKOUT SESSIONS**

During the breakout sessions, the board members and the leadership team divided themselves into three small groups. They engaged in 25-minute in-depth discussions and brainstorming sessions to explore and develop ideas related to the following topics:

### Behavioral Health/Applied Behavioral Analytics:

- Community College Training
  - ABA Workforce Development
- Other Trainings paraprofessionals can do
- ABA goes to homes more often?
  - Can we incentivize
- In Service's to the Board of Governors
  - Regional Center
  - Include County Agencies
  - First 5

## Mental Health

- ED follow up
  - Improvement
  - Use of technology
- ACBH Role
  - Data
  - Providers
  - Contacts

## Autism Spectrum

- What else can we do with
  - LEA's
- Superintendent
  - Include in the process
- Board Seat
  - Do we create one in the future?

## Older Adult Services

- Transportation – Appointments/Ability to Drive
- Members do not know about the benefit
  - Cannot pick up prescription
  - Easy to arrange for providers
- Caregivers – quality for IHSS but cannot get quality caregivers
  - Training – Caregivers/Family
  - Specific areas
    - Understand dementia – cannot take it personal
    - Prescription management
- Network Adequacy – specialty referrals
  - Ortho
  - Rheumatologist
  - Can we make it easier for outside providers to get a pipeline into AHS or Highland
  - How do we access other systems for Spec.
    - UCSF
- Care Coordination
  - What is available – members and providers
- Cultural Competency – impacts older adults
  - How do they access services
  - Language – different experience – how to figure out the system
  - A higher percentage do not understand the system
- Improve the quality of caretakers in the Registry
  - Members cannot express that name
  - Family members cannot get paid as IHSS providers
    - Undocumented family (legislative pending)
    - Current Regs pending

- Case Management and coordination of all Benefits
  - Medical/Behavioral Health/CS/etc.
  - Not sure we do enough case management to close the gaps
- AAH creates a portal – the member is not a part of AHS.
  - Can docs get into Highland
    - Community access
    - Long wait times for appointments
- Loneliness/Isolation – (12 hours/day alone) depression
- Access to technology
  - YouTube videos, etc.
  - Facebook/Games
- Adequate Behavioral Health – any type of Providers
  - Access problems
- DSNP – successfully – Network/Prescriptions/Special Payment/Risk sharing
- Deprescribing – Prescription management in general
- Medication reconciliation
  - The patient is unaware of the medication they are taking.
- Mail Delivery of prescription – for key meds
- Member satisfaction now vs with DSNP (Baseline)
- End-of-life care – Hospice
- Palliative care
  - Is the benefit used?
- The Members are unaware of their benefits
  - How to navigate
  - IHSS training or family
- Related Services – Legal/Housing/LTSS/Food (options)
  - Ethnically appropriate

## Pediatric Services

### Priority Focus

- Access – member outreach
  - Public marketing campaign
- Outreach to non/under utilizers
  - Focus on getting kids in
  - Question PYP for non-utilizers
  - Texting via providers
- Quality
  - POC lead testing (consider expert consultation)
  - Connect providers to quality
- First 5 (leverage their expertise)
- School partnerships
- Question model
  - Question partnerships

- Set priorities of what to focus on first
- Look at other models
  - Consortium center that does multiple screening tasks

## **10. COMPLIANCE DISCUSSION**

Due to time constraints, the Compliance presentation was postponed to the March 8th board meeting.

**Motion:** A motion was made by Dr. Marty Lynch and seconded by Yeon Park to move the Compliance training to the March 8<sup>th</sup> Board meeting.

**Vote:** The motion was passed unanimously.

**Ayes:** Aarondeep Basrai, Colleen Chawla, Dr. Rollington Ferguson, Andrea Ford, Byron Lopez, Dr. Marty Lynch, Andie Martinez Patterson, Dr. Kelley Meade, Yeon Park, Andrea Schwab Galindo, Dr. Evan Seevak, Supervisor Lena Tam, Vice Chair Dr. Noha Aboelata, Chair Rebecca Gebhart.

No opposition or abstentions.

## **11. ANNOUNCEMENTS**

There were no staff updates.

## **12. PUBLIC COMMENT (NON-AGENDA ITEMS)**

There were no public comments for non-agenda items.

## **13. ADJOURNMENT**

The Board retreat was adjourned at 3:28 p.m.