

Q1 2025 Kern County CW MOU - MCP Quarterly MOU Meeting

Date & Time 3/25/25 3:00-4:00 PM
Frequency Quarterly
Location Virtual
Meeting Leader Kaiser Permanente/Kern County DHS CW

Attendees

Organization	Name & Title	Attended
Kern County DHS - CW	Cindy Uetz (Retiring)	<input type="checkbox"/>
	Vanessa Frando (To fill Cindy's role)	
	Maria Bermudez –	<input type="checkbox"/>
	Susan Lawol – Program Specialist	<input checked="" type="checkbox"/>
	Jennifer Meyer –	<input type="checkbox"/>
Anthem	Monica Knotts –	<input type="checkbox"/>
	Denise Ornelas – Program Manager	<input checked="" type="checkbox"/>
Kaiser Permanente	Janet Paine – Director	<input type="checkbox"/>
	Love Melnichuk – Contract Manager	<input checked="" type="checkbox"/>
	Ola Ajibola-Stott – Child Welfare Liaison	<input checked="" type="checkbox"/>
	Timothy Thai – MOU Coordinator	<input checked="" type="checkbox"/>
Kern Health Systems	Melissa Gonzalez – Local Engagement Lead	<input type="checkbox"/>
	Jessica Jaime – Program Liaison	<input checked="" type="checkbox"/>
	Loni Hill-Pirtle –	<input type="checkbox"/>
	Russell Hasting –	<input type="checkbox"/>
	Tiffany Chatman – Manager of Wellness & Prevention Partnerships	<input checked="" type="checkbox"/>
	Hope Youngblood – Child Welfare Liaison	<input checked="" type="checkbox"/>

Agenda

Topics	Presenters
I. Welcome & Introductions (New/updates to the team) <ol style="list-style-type: none"> 1) Kaiser Permanente <ul style="list-style-type: none"> • Timothy Thai – MOU Coordinator 2) Kern Health Systems <ul style="list-style-type: none"> • Hope Youngblood – Child Welfare Liaison 3) Kern DHS <ul style="list-style-type: none"> • Cindy Uetz to retire • Vanessa Frando to fill Cindy's role 	All
II. MOU Updates <ol style="list-style-type: none"> 1) MOU Status and Redlines <ul style="list-style-type: none"> • CWDA released a new MOU template 	MCPs

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<ul style="list-style-type: none"> ○ Different from the previous template that all parties worked on ○ Structure is the same, but there were a few items that CWDA had in the initial version that was struck in the updated template. ● The County prefers to move the language/pieces that were previously agreed upon into the new MOU. <ul style="list-style-type: none"> ○ Once complete, we can review as a group. ● Action Item: KHS to resend latest MOU redlines from October 2024 and March 2025 (COMPLETE) <ul style="list-style-type: none"> ○ Action Item: Love (KP) to incorporate redlines and comments from both templates and resend to all parties. (COMPLETE) 	
<p>III. Care Coordination Updates</p> <p>Gaps to consider</p> <p>Key Questions for MCPs (From Susan, Kern County DHS)</p> <ol style="list-style-type: none"> 1. Referral Processing <ul style="list-style-type: none"> ○ What happens when you receive a CalAIM referral? ○ Who reviews and triages the referral? 2. Timeline Expectations <ul style="list-style-type: none"> ○ How soon should services be initiated after referral receipt? ○ Do you have internal benchmarks (e.g., contact within 3 days, services within 10)? 3. Family Contact & Engagement <ul style="list-style-type: none"> ○ How many engagement attempts are made? ○ At what point is the referral considered “unengaged,” and are we notified? 4. Status Updates to County <ul style="list-style-type: none"> ○ When/how do you notify CWS if a referral was successful or not? ○ Do you provide monthly updates or tracking logs? 5. ECM Provider Role <ul style="list-style-type: none"> ○ Who is the lead ECM care manager for each case? ○ Can they participate in CFTMs with family consent? ○ Would you support ECM contact info being included in the CFTM referral process? 6. Closed-Loop Communication 	All

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<ul style="list-style-type: none"> ○ How can we ensure mutual visibility from referral → service delivery → outcomes? ○ Can we co-develop a feedback protocol or dashboard? <p>Susan hoping all MCPs can participate to share their process, etc.</p> <p>Ola (KP) offered to present roadshows related to ECM services.</p> <ul style="list-style-type: none"> ○ Issues identified related to CW population ○ Kern DHS has not participated in roadshows, but there have been trainings where their questions were not answered <ul style="list-style-type: none"> ○ Looking for specific pieces carved out, based on County processes, etc. ○ KP partners with Full Circle Network, who we can invite to speak to the processes. 	
<p>IV. DHS CW Updates</p> <p>1) DHS will have 3 trainings scheduled for staff. Topics to include:</p> <ul style="list-style-type: none"> • How to process referrals • Educate families on self-referrals <ul style="list-style-type: none"> ○ Issues related to CLR: Staff will guide members on self-referrals, but how will County know if the referral went through? With current service providers, County uses ROI, but want to move away from this process. 	Kern DHS CW
<p>V. Health Plan Updates</p>	MCPs
<p>VI. Future Topics to Add Post-MOU Execution</p> <ol style="list-style-type: none"> 1) Referrals 2) Care Coordination 3) Strategies to Address Duplication of Services 4) Disputes and Dispute Resolutions/Outcomes 5) Collaboration Between Parties 6) Member Engagement Challenges and Successes 	All
<p>VII. Open Discussion</p> <p>1) Referral Pathways</p> <ul style="list-style-type: none"> • Per Kern DHS, some referrals are being made in person with individuals walking into the office <ul style="list-style-type: none"> ○ Looking to streamline referral process ○ Issues like housing <ol style="list-style-type: none"> a. County being advised that there is no housing available b. Action Item: KP to review housing services 	All

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2) Susan requesting CalAIM Service providers for Anthem and Kaiser <ul style="list-style-type: none"> • Action Item: Anthem and Kaiser to provide list of providers in Kern 	
VIII. Action Items <ol style="list-style-type: none"> 1. KHS to resend latest MOU redlines from October 2024 and March 2025 (COMPLETE) 2. Love (KP) to incorporate redlines and comments from both templates and resend to all parties. (COMPLETE) 3. KP to review housing support services 4. Anthem and Kaiser to provide list of providers in Kern 	All
IX. Next Meeting Tuesday June 24, 2025 @ 3:00-4:00pm	All