



## Medi-Cal Managed Care Quarterly Meeting Minutes

<b>Date:</b>	Wednesday, August 14 <sup>th</sup> , 2024		<b>Time:</b>	11:30AM to 1:00PM
<b>Meeting:</b>	<b>Medi-Cal Managed Care Quarterly Meeting</b> <b>Microsoft Teams</b> <a href="#">Need help?</a> <a href="#">Join the meeting now</a> Meeting ID: 259 635 672 302 Passcode: Af43a3		<b>Location:</b>	Online meeting / Microsoft Teams
	<b>Dial-in by phone</b> <a href="tel:+13234882458">+1 323-488-2458,498668859#</a> United States, Los Angeles <a href="#">Find a local number</a> Phone conference ID: 498 668 859# For organizers: <a href="#">Meeting options</a>   <a href="#">Reset dial-in PIN</a>			
<b>In attendance for Public Health:</b>	Emily Baldwin, Sara Bosse, Diego Casillas, Elsa Estrada, Jasmine Gallegos, Lori Gardner, Sandra Hishida, Emily Hudak, Christopher Jones, Richard Kaz, Correena Lipira, Melanie Magalued, Tiara Munoz, Minh Nguyen, Alma Rutherford, Brenda Saldana, Natalie Stein, Melody Viscara-Kellar.			
<b>In attendance for Anthem Blue Cross, CalViva Health, Kaiser Permanente:</b>	<b>Anthem Blue Cross:</b> Kimberly Kruse, Cheryl Laundry, Lali Witrago.  <b>CalViva Health:</b> Virginia M Lo, Rosa M Urueta.  <b>Kaiser Permanente:</b> Emely Arienza, Giselle Fernandez, Melissa J Gonzalez, Kelly Ann Hoeft, Andrea Martinez, Emily Sindon.			
<b>11:35 AM</b>	<b>WELCOME</b> <ul style="list-style-type: none"> <li>Lori welcomed everyone, and all participants introduced themselves. Anthem was recognized for providing lunch.</li> </ul>		<b>Lead Person:</b>	Lali/Lori
<b>11:35 AM</b>	<b>PROGRAM UPDATES</b> <b>Administration – Sara B.</b> <ul style="list-style-type: none"> <li>In the process of reviewing MOUs with the MCPs.</li> <li>Currently in the early stages of moving forward with ECM for CCS. The process is in the stage of figuring out MOU needs and the best contact for MOU negotiations.</li> <li>A facility lease is now in place for the relocation of some of PH’s programs, due to the building remodel. Clinical services (immunizations, HIV/STD), Vitals, and WIC will be temporarily relocated to: 324 Gateway Dr, Madera.</li> </ul>		<b>All</b>	



The facility was once occupied by a physician and should be easily accessible for any resident of Madera. The new location will be active by the end of September or the beginning of October; possibly earlier. All partners, MCPs, and the community will be notified once the location is ready to go live.

**CCS (California Children Services) – Emily B., Lori**

- **Emily B.** – Caseload, as of August 1<sup>st</sup>: 1,758.
- Working with 1 full-time nurse and 1 part-time nurse, though the part-time nurse is currently on maternity leave.
- Requests are currently one week behind.
- Continuing to receive and work new referrals from Cal-Viva, Anthem, Kaiser, and other medical providers.
- **Lori** – MTU caseload: 155.
- Still in need of an Occupational Therapist for MTU.
- Getting ready to review budgets for the next fiscal year.

**Vitals – Minh**

- April certificates: 1 birth, 201 death, and 0 fetal.
- May certificates: 2 birth, 312 death, and 0 fetal.
- June certificates: 5 birth, 173 death, and 0 fetal.
- There appeared to be a small decrease in certificates, from the last quarter.
- An increase in death certificates is expected to go up with the hospital’s reopening. No changes are expected for birth certificates, as the reopening will not include a maternity ward.

**CD/HIV – Minh**

- Planning for the relocation of HIV services, once the building remodel begins. Services include HIV PrEP and treatment management.
- The “Take Me Home” program has now been in effect for a couple of months [sponsored by the State (CDPH)]. The program consists of a home collection STI/HIV test kit provided to all Madera residents, 18 years or older, who have not had a recent STI/HIV test. The client collects the specimen and mails it back in, with the option to check the results online. The program is expected to be sponsored through December of this year. 20 kits have been ordered so far.
- There is currently a “Let’s Get Checked” program that consists of an STI/HIV test kit that is being distributed by a community-based organization that we worked for. The program is specifically focused on unhoused LGBTQ individuals, individuals with substance abuse disorders, and African-American/black women of childbearing age. Over 260 kits were distributed in the last fiscal year.



**PUBLIC HEALTH**

- Continuing to wait on contracting for HIV PrEP-AP.
- Still looking to onboard Camarena and Valley Children’s Hospital (VCH) to the CDC National Syndromic Surveillance program. Camarena is currently in the data validation stage, while VCH is in the initial stage of onboarding.

**EPI – Minh**

- A CA Epidemiologic Service Fellow is currently assisting with a large part of the data projects.
- For the Healthcare Continuum Project for District 5 of Madera County (mostly focused on the mountain community), there's been some engagement with Kaiser and Anthem, regarding some of the secondary data for things like health care system capability, health care access, utilizations, and delivery.
- Another meeting will be taking place with Anthem's Provider Performance Management manager, to see if we can obtain some of the data that is being collected by Anthem. Data from Cal-Viva would also be great, but a point of contact for Cal-Viva will be needed.
- Currently in the process of collecting primary data for the Community Health Assessment (CHA). Data collection will be occurring between August and September. A minor revision to the current CHA may be made.

**CHDP (Child Health and Disability Prevention) – Lori**

- The program officially ended on July 1<sup>st</sup>, 2024. The new program has already transitioned over to the MCPs.
- All pending provider office reviews have been completed.
- A meeting with the MCPs did take place, to seek out any needs during/after the transition. No needs or issues were expressed.

**Clinic – Melody**

- Clinical services are now available at the new Oakhurst Government Center site, though only on the 3rd Tuesday and Thursday of every month, and only by appointment.
- The Madera site continues to accept walk-ins and appointments. Appointments can be made online, via the PH clinic kiosk, or in person at the reception window.
- A new RN has joined the clinic.
- Still in need of a Program Manager/Supervising Public Health Nurse for the clinic. Melody has been providing oversight for clinical events such as the Back-to-School Vaccination clinics.
- The Back-to-School Vaccination event saw many vaccinations, as well as many TB tests.

**Fiscal – Richard**



- Regarding the Intergovernmental Transfer program (IGT), it is going to the board on August 20th for an agreement with the State to participate in the program. MOUs with the MCPs are probably going to the board on October 1st. Kaiser will be included in next year's submissions, as the submissions go back one year. (I.E.: submissions for this year cover January 2023 - 2026; since Kaiser became effective in January of 2024, they will be included in next year's submissions, which will be for any providers that became effective in 2024).
- The ECM and Local Health Jurisdiction MOUs are under review with PH, with no time frame available for their approval.
- The WIC MOU was approved by the Board and has now been sent to the State for approval.
- Clarification on Targeted Case Management (TCM) services: Madera County is no longer offering those services as of June, 2024. The Probation department shifted to Medi-Cal Administrative Activities (MAA) billing as of July 1st, 2024.

**Community Wellness - Tiara**

- **DPP (Diabetes Prevention Program)**
  - Specifically targeting the Medi-Cal population, as part of the lifestyle changing program. There is no cost to the individual joining.
  - A new cohort will be starting at the end of this month, with an in-person orientation on Thursday, August 22nd, from 5pm - 6pm, at PH. There will also be an online orientation for those that cannot make it in person. That will take place via Zoom on Friday, August 23rd, from 5pm-6pm.
  - Eligibility for participation includes: 18+ years of age; have active Medi-Cal; meet the CDC's pre-diabetes risk assessment qualifying fasting glucose score.
  - Virtual flyers for the program will be posted on our social media page(s), while paper flyers will be available at most of the One-Stop events, or wherever the PH Mobile Team is located.
- **Oral Health**
  - A system change with the Madera Unified School District has been adopted, in which all TK and kindergarten students are mandated to complete an "Oral Health Assessment" form. The form would have to be completed prior to starting school. The form requirement has been added to Peachjar (school app) and on all other vaccination forms, and is red-flagged as any other required vaccination would be.
  - Currently working with a Registered Dental Hygienist of Alternative Practice (RDHAP) to conduct dental day events where the students will receive dental screenings, fluoride, and referrals to dental



providers for urgent care. Schools are being sought out to host some of the events.

- Working on building a relationship with an organization called Game Well, who will be attending some of our upcoming meetings, and will provide more Medi-Cal and dental information and how we can better partner with them.
- Currently collecting data for the Oral Health Needs Assessment, which is an assessment of the oral health needs within Madera County. A flyer for the assessment has been put out, which contains the QR code with a link to the assessment. The survey may be shared with any resident of Madera County.



Oral Health Survey  
2024.pdf

• **CFHL (CalFresh Healthy Living)**

- The first "Street Smart Kids" event was held on July 29th, in partnership with the Parks and Recreation department. Information regarding traffic and pedestrian safety for youths was provided, as well as having held a raffle whose prizes included bicycle helmets and an actual bicycle.
- Continuing to provide nutrition education to low-income families, most of who are Snap-Ed eligible and/or Medi-Cal recipients. The focus is usually on foster care youth, foster care parents, and other Department of Social Service (DSS) clients.
- As of August 20th, in collaboration with DSS, a new program called "SSTEP" will act as a youth enrichment program for teenagers aged 16-18, and their families (who are current recipients of Cal-Works). During the year-long enrollment, CalFresh will provide nutrition education, physical activity education, and cooking demonstrations.

• **Tobacco Prevention**

- On July 3rd, the youth coalition of Students Working Against Tobacco (SWAT) gave a presentation on smoke-free multi-unit housing to the Madera City Council. SWAT was invited to return and present again, closer to the Council's voting day (no date provided).
- SWAT will also be giving presentations at three middle schools over the next week or two. They'll be educating all the Madera Unified School District middle school youth on the risks of tobacco, vaping, and cannabis. The school district has asked that the presentation be made an annual item for all middle schools.
- Continuing to work on finding more effective ways to connect with providers regarding tobacco cessation, and continuing to ensure that the hotline number for the California Smokers Helpline is



being shared, as well as any other cessation service information that may be available.

- **PREP (Personal Responsibility Education Program)**
  - A plan to install a condom dispenser at the new Oakhurst location is in place, to provide that community with more equitable access to barrier methods of protection and helping them prevent infections and unplanned pregnancies.
- **Collaborative Meeting**
  - A collaborative meeting will be taking place on August 20<sup>th</sup>, to discuss updates and new information related to all of Community Wellness' sections, rather than holding separate meetings for each section. All participants in today's meeting are invited to attend.

**CLPPP (Childhood Lead Poisoning Prevention Program) – Elsa**

- Current caseload: 7 full State, 1 potential, and 100 basics. Basic cases are received about every 2 weeks. Cases that do not meet State requirements are being closed.
- CLPPP Report #2 has been submitted to the State.
- Working with 1 full-time nurse and 1 part-time nurse. The part-time nurse is handling all basic cases, while Elsa and the full-time nurse work on documentation and collaboration with other agencies/partners.
- Still in need of an Environmental Health Specialist (EHS). For the time being, the State has been providing one on an "as needed" basis for investigations. Otherwise, Elsa has been assisting with modified EHS activities.
- The Mobile Health Team is now officially a partner. Collaboration with all other partners has been going very well.
- A training will be held with/for the local Housing Authority, mostly to educate on what families' biggest concerns are regarding lead and housing. A training will also be held with/for CAP-MC.
- For cases that are not active, a proactive modified visit can still take place. The visit will consist of a visual assessment and the possible testing of some items.
- Planning for more presentations in both English and Spanish.

**MCAH (Maternal, Child, and Adolescent Health) – Natalie**

- Currently in the process of completing the "5-Year Needs Assessment." Working with the PH epidemiologist to complete the final report. Once finalized, it will be made available to all partners.
- Staffing has been stable and consistent.
- There are currently 13 home visitors; those programs are almost at their capacity. As families are graduated or drop out, more referrals are received to replace them.



- The Public Health Nurse is providing cribs for kids, which is part of the SIDS program. Referrals can also be made for families that need a safe space for infants. Pack-and-plays are available for those families via contact with the MCAH program.
- Referrals for the home visitation program, or any other MCAH resource, can be completed online. Only basic information is needed to complete the referral. MCAH staff will reach out as the referrals are received, be it in English or Spanish.
- Will be working on accreditation soon, for Healthy Families America (home visitation program). A site visit will be taking place in July of next year, so all necessary documentation will need to be collected by then (reports, policies and procedures, etc.). Once reviewed and approved, the accreditation will be renewed for 5 years.

**Operations – Christopher**

- **I.T.**
  - Currently in the process of finalizing the updated Information Security policy.
  - Working on developing and implementing new systems and safeguard measures for our Information Security and streamlining our tracking involving compliance standards.
  - Working on building out the new PH intranet that released in May and trying to increase internal collaboration.
- **Mobile Health**
  - Continuing to host monthly "One-Stop Shop" events. May's event was held in North Fork; 56 patients were seen. At Chowchilla's event, 200 patients were seen. 260 patients were seen between May and July. The next event may be held in Fairmead.
  - Five "Back-to-School" events were held: 3 in Madera, 1 in Chowchilla, and 1 in Oakhurst. A total of 79 vaccinations were administered.
  - The mobile sanitation unit has been received, which is equipped with 2 ADA-compliant stall bathrooms and a shower.
- **Informatics**
  - **Paperless Project:**
    - Continuing to move a lot of PH programs to EFax. Currently working with WIC staff to convert paper documents to electronic. Any updated fax numbers will be communicated to all partners upon finishing the transition.
    - WIC is also working on building out their referral project, which will involve the streamlining of referrals through the EHR systems to DSS, Behavioral Health, CAP-MC, and Camarena. Further expansion will take place after that first group of partners is onboarded.



- Due to the upcoming tenant project (building remodel), more and more programs will need to be moved into paperless workflows and so there is a focus on that, especially with more departments going remote and/or changing locations.
- **Billing:**
  - The application for the Diabetes Prevention Program was approved and is now awaiting the new cohort to attempt billing. A contracted biller has been onboarded to help, as far as streamlining the process and scrubbing claims. Protocols and procedures will be set up on how to work with them.
  - Working with ERAs for Health Net, and on moving everything to electronic rather than paper, including electronic EFT deposits.
  - Looking to expand electronic services in HIV and clinic, which includes any workflows that haven't already been moved to an EHR.
- **Capital Projects**
  - A lease on a temporary site for some of the PH programs has been secured. There is currently a 60-day tenant improvement plan for that site, in order ensure a floor plan that meets the community's needs as well as the PH programs' needs. It is the expectation that by the end of those 60 days the leased location improvements will be completed, while at the same time the PH building remodel commencing.
  - Continuing to keep an eye on the new Oakhurst clinic, to ensure that all goes smoothly during the initiation of services there.
  - Currently in the planning stage with Behavioral Health and an architect for the new "Center for Hope" building.

**WIC (Women, Infants & Children) – Alma**






- Participation is currently over 100%. In April there were 7,770 participants, while now there are 7,960.
- The Farmers' Market event is being held again this year, every Thursday. It is open from 4pm-7pm, though WIC participates from 3:30pm-6pm. 600 booklets have been issued, each with a \$30 value, for use at the event.
- A community baby shower was held on August 6th, to promote and encourage breastfeeding. The event was sponsored by Anthem Blue Cross and saw the participation of 30 pregnant women. Breastfeeding education was also provided.
- The move from the old building in Oakhurst to the new government center has been completed.








**PUBLIC HEALTH**

	<ul style="list-style-type: none"> <li>The eFax setup has been completed, and a new number has been assigned.</li> </ul> <p><b>APS (Adult Protective Services) – Melanie</b></p> <ul style="list-style-type: none"> <li>Working with 3 part-time nurses, with 1 of those nurses out on maternity leave.</li> <li>Due to the retirement of an APS supervisor in July, there is now only one supervisor.</li> <li>2 social workers were moved from APS into other programs, and so are now down to 5 social workers.</li> <li>Referrals have been stable over the past few months, as summer months tend to be harder on elders, due to heat sensitivity.</li> </ul> <p><b>Foster Care – Emily H</b></p> <ul style="list-style-type: none"> <li>With the sunseting of CHDP, Foster Care will now be a standalone program. The budgets are currently being re-worked for the change.</li> <li>A new program manual has come out for review. Over the next 6 months, FC will be working on re-writing the policies and procedures (for different job duties) to reflect now being a standalone program.</li> <li>Working with DSS to try to improve the physical and dental examination statistics. There are difficulties in getting documentation of foster youth having received their regular exams (usually yearly), and so trying to come up with a solution to get that resolved, with DSS' collaboration.</li> <li>Working on resolving delays with FC youth who are having difficulty with getting timely health care services because of the overwhelmed health care system in the county.</li> <li>The caseload has been consistent. The summer months saw a slow-down in referrals, but that was expected, due to the kids being out of school and therefore having less mandated reporters in their presence (such as teachers).</li> </ul>	
<p><b>12:30 PM</b></p>	<p><b>HEALTH PLAN UPDATES</b></p> <p><b>Anthem Blue Cross</b></p> <ul style="list-style-type: none"> <li><b>MOU Updates</b> <ul style="list-style-type: none"> <li>LHJ MOU Template released by DHCS under review by MCDPH.</li> <li>WIC MOU draft reviewed and currently with Madera County Fiscal Department to coordinate County Counsel review.</li> <li>TCM MOU Template under review by MCDPH Administration and Program Staff.</li> <li>New MOUs will supersede existing MOU, once executed.</li> <li>Richard reported that the TCM MOU has transitioned to the Probation department. Lali asked if he would provide a contact. Richard will provide contact to Probation.</li> </ul> </li> </ul>	<p>Lead Person: Lali Witrago</p>

	<ul style="list-style-type: none"> <li>• <b>Updates</b> <ul style="list-style-type: none"> <li>○ Healthy Rewards – Member Flyer in English and Spanish. Healthy Rewards is a no-cost, optional program for Anthem Blue Cross Medi-Cal members. It encourages members to complete healthy activities and screenings, e.g., breast cancer screening, prenatal/postpartum visits, well child/care visits, blood lead screening, etc. Refer to flyer for complete details.           <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">               12292504              1057170CAMSPABC           </div> <div style="text-align: center;">               12292504              1057170CAMENABC           </div> </div> </li> <li>○ Value Added Benefits (VAB) – Member Flyer in English and Spanish. VAB offer extras like transportation assistance, spending allowances, and baby essentials like car seat, diapers, etc. Other benefits include help with GED and internet services. Refer to flyer for complete details. Also visit this link for additional information: <a href="https://mss.anthem.com/california-medicaid/benefits/medi-cal-plan-benefits/value-added-benefits.html">https://mss.anthem.com/california-medicaid/benefits/medi-cal-plan-benefits/value-added-benefits.html</a> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">               7516674              1049017CACSPABC           </div> <div style="text-align: center;">               7516674              1049017CACENABC           </div> </div> </li> <li>○ CalAIM referrals for Enhanced Care Management and Community Supports through Findhelp at <a href="https://anthembc.findhelp.com/">https://anthembc.findhelp.com/</a>. This allows an organization to create a profile to be able to submit and track referrals status from beginning to end.</li> </ul> </li> <li>• <b>Madera County Q3 2024 Report</b> <ul style="list-style-type: none"> <li>○ Membership, Transportation, and LiveHealth Online. Ready-Set-Renew, and CalAIM Enhanced Care Management, Community Supports, Doula and Community Health Worker resources and information. Anthem Data Report Madera County DPH – Q3 2024.           <div style="text-align: center; margin-top: 10px;">               Anthem Data Report              Madera County DPH_1           </div> </li> </ul> </li> </ul>	
<p><b>12:40 PM</b></p>	<p><b>CalViva Health</b></p> <ul style="list-style-type: none"> <li>• <b>MOUs</b> <ul style="list-style-type: none"> <li>○ New MOU Templates released by DHCS and under review by MCDPH.</li> <li>○ LHJ MOU Template released by DHCS is under review by MCDPH</li> <li>○ WIC MOU Template: Madera County Fiscal Department is coordinating to send the MOU to County Counsel.</li> <li>○ TCM MOU Template under review by MC PH Administration and Program Staff</li> <li>○ New MOUs will supersede existing MOU, once executed.</li> </ul> </li> <li>• <b>Updates</b></li> </ul>	<p><b>Lead Person:</b> Rosa M Urueta</p>



	<ul style="list-style-type: none"> <li>○ ModivCare App Transportation Flyer – The App makes it easy to book a ride for a doctor visit right from your smartphone or tablet. With this App you can: 1) book and change rides 2) See where your driver is in real time 3) manage current rides and text or call your driver to make sure your ride is on time. Also, members can book a trip up to 30 days.</li> </ul> <div style="text-align: center;">         Modivcare App Transportation Flyer.p     </div> <ul style="list-style-type: none"> <li>● <b>Madera County Q3 2024 Data Sheet</b> <ul style="list-style-type: none"> <li>○ Enrollment Numbers &amp; Transportation Utilization Data. See CalViva Health Data Report - Madera County PH MOU.</li> </ul> </li> </ul> <div style="text-align: center;">         Q3 2024 PH Data Sheet - Madera Count     </div> <ul style="list-style-type: none"> <li>○ Virginia reported they continue to send out letters to members schedule to age out of the CCS program.</li> </ul>	
<p>12:50 PM</p>	<p><b>Kaiser Permanente – Kelly, Melissa</b></p> <ul style="list-style-type: none"> <li>● <b>Community Supports – Kelly</b> <ul style="list-style-type: none"> <li>○ A “Recuperative Care Symposium” will be taking place in September, in Sacramento. This symposium will be the first of its kind in the nation.</li> <li>○ A free "Complex Care Certificate" training is being offered that is worth 13 CEUs. The training is being recommended to those in community health work, such as nonprofit workers, nurses, social workers, care managers, and others in health care.</li> </ul> </li> </ul> <div style="text-align: center;">         8-2024 Fresno, Madera, Kings PATH C     </div> <ul style="list-style-type: none"> <li>● <b>ECM – Kelly</b> <ul style="list-style-type: none"> <li>○ Currently applying the "no wrong door approach" policy, which allows KP to accept referrals from any source, including other MCPs. Referrals can be submitted electronically or via phone.</li> <li>○ An “ECM Provider List” was shared via a slide presentation. The list is updated monthly with new providers highlighted in blue text. A "Community Supports" list was also shared.</li> <li>○ KP is currently a Network Lead Entity, and currently partners with the Full Circle Health Network (for Madera County).</li> <li>○ A list of "Helpful Links and Contacts" for KP was shared.</li> <li>○ Informational flyers are currently being shared with the community. There is one focused on general Medi-Cal health</li> </ul> </li> </ul>	<p>Lead Person: Melissa Gonzalez</p>



**PUBLIC HEALTH**

**DEPARTMENT OF PUBLIC HEALTH**

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SARA BOSSE  
Public Health Director

SIMON PAUL, M.D.  
Health Officer

	<p>information, one focused on housing, and another focused on “Children and You.”</p> <ul style="list-style-type: none"> <li>• <b>Updates – Melissa</b> <ul style="list-style-type: none"> <li>○ There are currently 1,056 KP members in Madera County.</li> <li>○ Transportation services for non-medical and non-emergency medical transportation are available to KP members. Members are provided with instructions on where to call and how to set up those services. Mileage reimbursement is also available to those who choose to provide their own transportation.</li> </ul> </li> </ul>	
<p><b>12:55 PM</b></p>	<p><b>Follow-Up items:</b></p> <ul style="list-style-type: none"> <li>• MOU for Medi-Cal Managed Care Plans and WIC released. Lali to send MOU draft and schedule meeting with WIC staff to review. <i>Q3 update: Lali provided redline of WIC MOU to Ilse and Alma and meeting held.</i></li> <li>• Lori inquired regarding which MCP is to provide lunch during the Q4 meeting. <i>KP will provide lunch for the November meeting.</i></li> </ul>	<p>All</p>
<p><b>1:00 PM</b></p>	<p><b>Meeting Dates:</b></p> <ul style="list-style-type: none"> <li>• Wednesday, November 13, 2024 (virtual)</li> </ul>	<p>All</p>