

 PROMISE Quality Improvement and Health Equity Committee Workplan																		
Item No.	Regulatory Standard (e.g., CMS, DMHC, DHCS and NCQA, Office of Affordability)	Planned Activity	Responsible Person/Owner (s)	Speaker	Reporting Frequency	Goal	Objective	Action Item e.g., performance measure, measurable(s)	Initiation Date	Completion Date	Q1	Q2	Q3	Q4	Reporting Date(s)	Status	Risk	If an activity is at risk, what is the root cause and/or corrective
1	DHCS	Health Equity Office Policies and Procedures: - HEQ-001: Quality Improvement and Health Equity Transformation Program (QIHETP) Policy - HEQ-002: Quality Improvement Health Equity Committee (QIHEC) Policy - HEQ-003: Diversity, Equity, Inclusion (DEI) Training Program Requirements Policy	Valerie Martinez	Brigitte Lamberson	Annual	Build Sound Infrastructure and Operations	Submit Policies and Procedures for annual review and approval by 6/18/2026.	Annual Review and Approval	1/1/2026	6/18/2026		X			6/18/2026	Planned	Low	
2	DHCS, DMHC, NCQA	Culturally and Linguistically Appropriate Services (CLAS) Policies and Procedures: 70.15.10.0: Cultural and Linguistic Related Grievance 70.15.12.0: Cultural and Linguistic Program Evaluation 70.15.2.0: IPA/PMG and Provider Responsibilities in the Provision of Culturally and Linguistically Appropriate Services 70.15.3.0: Translation of Written Member-Informing Materials (vital documents) and Health Education Materials 70.15.3.1: Tracking of Written Member Informing Materials to Limited English Proficient (LEP) Members 70.15.4.0: Cultural Awareness and Sensitivity (Diversity, Equity, and Inclusion) Training for Plan Staff and Subcontractors 70.15.5.0: Proficiency of Interpreters 70.15.5.1: Language Proficiency Assessment and Use of Bilingual Staff 70.15.6.0: Access to Interpretation Services at Medical and Non-Medical Sites 70.15.7.0: Access to Interpreter Services for Deaf, Hard-of-Hearing and Members with a Speech Disability 70.15.9.0: Member Referral to Culturally and Linguistically Appropriate Services and Agencies	Rosa Hernandez	Rosa Hernandez	Annual	Build Sound Infrastructure and Operations	Submit Policies and Procedures for annual review and approval by 9/17/2026.	Annual Review and Approval	1/1/2026	9/17/2026			X		9/17/2026	Planned	Low	
3	DHCS	Quality Improvement and Health Equity Committee Charter	Valerie Martinez	Brigitte Lamberson	Annual	Build Sound Infrastructure and Operations	Submit the QIHEC Charter to voting members for review and approval by 3/27/2026.	Annual Review and Approval	1/1/2026	3/27/2026	X				3/27/2026	Planned	Low	
4	DHCS	Quality Improvement and Health Equity Transformation (QIHET) Program Description	Valerie Martinez	Brigitte Lamberson	Annual	Build Sound Infrastructure and Operations	Develop the written QIHET Program Description and submit to QIHEC for review and approval by 3/27/2026.	Annual Review and Approval	1/1/2026	3/27/2026	X				3/27/2026	Planned	Low	
5	DHCS	Quality Improvement and Health Equity Transformation Program Evaluation	Valerie Martinez	Brigitte Lamberson	Annual	Build Sound Infrastructure and Operations	Assess the QIHET Program Evaluation and submit to QIHEC for review and approval by 6/18/2026.	Annual Review and Approval	3/27/2026	6/18/2026		X			6/18/2026	Planned	Low	
6	DHCS, NCQA	Health Equity Advancement Resulting in Transformation (HEART) Measure Set Monitoring Report	Valerie Martinez	Various Promise Health Equity Office Leads	Quarterly	Embed Equity and Advance Information in Action	Submit the HEART Measure Set monitoring report to track and trend notable health disparities to QIHEC by 6/18/2026 and quarterly thereafter.	Analysis of quarterly reports to identify HE disparities.	6/18/2026	12/10/2026		X	X	X	6/18/2026 9/17/2026 12/10/2026	Ongoing	Low	

7	DHCS	Health Equity Spotlight Report - Health Equity Navigator Trainings - External partner spotlights	Various Functional Leads	Various Functional Leads	Quarterly	Embed Equity	Submit a Health Equity Spotlight Report to demonstrate health equity integration in everything we do by 3/27/2026 and quarterly thereafter.	Spotlight and report a health equity initiative.	1/1/2026	12/10/2026	X	X	X	X	3/27/2026 6/18/2026 9/17/2026 12/10/2026	Ongoing	Low	
8	DHCS	I have HEART Advocate Program and Updates	Valerie Martinez	Alexis Duke	Quarterly	Build Sound Infrastructure and Operations Cultivate a culture of Equity	Provide general updates of the I have HEART Advocate Program to QIHEC by 9/17/2026.	Informational and report out to QIHEC.	1/1/2026	9/17/2026			X		9/17/2026	Planned	Low	
9	DHCS, NCQA	APL 24-016: Diversity, Equity, and Inclusion Training Program Requirements and compliance (supersedes APL 23-025)	Valerie Martinez Rosa Hernandez Angelica Matsuno Melinda Kjer	Brigitte Lamberson	Quarterly	Embed Equity Build Sound Infrastructure and Operations Cultivate a Culture of Equity	Monitoring of DEI training program requirements by 3/27/2026, and quarterly thereafter.	DEI training program requirements updates for informational purposes and report out to QIHEC.	1/1/2026	12/10/2026	X	X	X	X	3/27/2026 6/18/2026 9/17/2026 12/10/2026	Ongoing	Low	
10	DHCS, NCQA	Senate Bill (SB) 923 Gender Affirming Care Training Requirements and Updates (Reference DHCS APL 24-017)	Rosa Hernandez	Rosa Hernandez	Quarterly	Embed Equity Build Sound Infrastructure and Operations Cultivate a Culture of Equity	Provide general updates to QIHEC by 3/27/2026, and quarterly thereafter.	Informational and report out to QIHEC.	1/1/2026	12/10/2026	X	X	X	X	3/27/2026 6/18/2026 9/17/2026 12/10/2026	Ongoing	Low	
11	DHCS, NCQA	Assembly Bill (AB) 133 REAL/SOGI data collection Requirements and Updates	Shannon Cosgrove Valerie Martinez	Shannon Cosgrove	Quarterly	Embed Equity Build Sound Infrastructure and Operations Cultivate a Culture of Equity	Provide general updates to QIHEC by 9/17/2026, and quarterly thereafter.	Informational and report out to QIHEC.	1/1/2026	9/17/2026			X		9/17/2026	Planned	Low	
12	NCQA	NCQA Health Outcomes Accreditation Updates	Danika Cunningham Valerie Martinez	Danika Cunningham	Quarterly	Embed Equity Build Sound Infrastructure and Operations Cultivate a Culture of Equity	Provide general updates to QIHEC by 6/18/2026, and quarterly thereafter.	Informational and report out to QIHEC.	1/1/2026	3/27/2026	X				3/27/2026	Planned	Low	
13	DHCS	BSP Bold Goals Strategic Plan Updates	Christine Nguyen	Amie Eng	Semiannual	Embed Equity Advance Information in Action Build Sound Infrastructure and Operations	Develop Quality Improvement Studies for Subpopulation(s) with disparities identified in Bold Goals (2) to reduce health disparities in given subpopulations.	Informational report out to QIHEC for discussion.	1/1/2026	9/17/2026			X		9/17/2026	Planned	Low	
14	DHCS	Health Equity Assessment Report (2) for example: - Cost of Healthcare Report - HEART Measure Set Written Monitoring Report - Bold Goals Report - CalAIM Report	Valerie Martinez	Various Functional Leads	Semiannual	Embed Equity Advance Information in Action Build Sound Infrastructure and Operations	Prepare Health Equity Assessment Reports that will include an in-depth assessment to understand specific areas looking at utilizations, services offered, member experience, outcomes, barriers and opportunities to improve.	Informational report out to QIHEC for discussion.	1/1/2026	3/27/2026 12/10/2026		X		X	3/27/2026 12/10/2026	Planned	Low	
15	NCQA, DHCS	Monitor Health Disparities Report: Opportunity for Improvement and Intervention Plan (Reference Health Disparities Report tab)	Christine Nguyen	Amie Eng	Quarterly	Embed Equity Advance Information in Action Build Sound Infrastructure and Operations	Monitor NCQA Health Disparities Report to demonstrate how the HEO is tracking and trending notable health disparities and advancing information in action by 12/10/2026.	Informational updates as presented within the QIHEC workplan (Reference Health Disparities Report tab).	1/1/2026	12/10/2026	X	X	X	X	3/27/2026 6/18/2026 9/17/2026 12/10/2026	Ongoing	Low	

16	NCQA, DHCS	Annual Health Disparities Report	Christine Nguyen	Amie Eng	Annual	Embed Equity Advance Information in Action Build Sound Infrastructure and Operations	Submit a Health Disparities Report to demonstrate how the HEO is tracking and trending notable health disparities and advancing information in action by 12/10/2026.	Annual Review and Approval	1/1/2026	12/10/2026					X	12/10/2026	Planned	Low	
17	DHCS	Health Equity Integration Plan Updates per functional area: - Health Education and Cultural and Linguistics - Growth, Community Engagement, and Marketing Network - Grievances and Appeals - Utilization Management - Medical Services: Case management; Population Health Management, Maternal Management, Health Education, and Quality - Behavioral Health	Various Functional Leads	Various Functional Leads	Quarterly	Embed Equity Build Sound Infrastructure and Operations Cultivate a Culture of Equity	Maintain and monitor Health Equity Integration Plans and provide updates on each functional area to QIHEC by 3/27/2026, and quarterly thereafter.	Informational report out to QIHEC for discussion.	1/1/2026	12/10/2026	X	X	X	X		3/27/2026 6/18/2026 9/17/2026 12/10/2026	Ongoing	Low	
18	DHCS	Health Equity Internal Engagement	Valerie Martinez	Promise Health Equity Office Leads	Quarterly	Embed Equity	Provide general updates to QIHEC by 3/27/2026, and quarterly thereafter.	Informational and report out to QIHEC.	1/1/2026	12/10/2026	X	X	X	X		3/27/2026 6/18/2026 9/17/2026 12/10/2026	Ongoing	Low	
19	DHCS	Health Equity External Engagement	Valerie Martinez	Promise Health Equity Office Leads	Quarterly	Embed Equity	Provide general updates to QIHEC by 3/27/2026, and quarterly thereafter.	Informational and report out to QIHEC.	1/1/2026	12/10/2026	X	X	X	X		3/27/2026 6/18/2026 9/17/2026 12/10/2026	Ongoing	Low	
20	DHCS, DMHC, NCQA	Culturally and Linguistically Appropriate Services (CLAS) Program Description	Rosa Hernandez	Rosa Hernandez	Annual	Embed Equity Advance Information in Action Build Sound Infrastructure and Operations	Develop the written CLAS Program Description and submit to QIHEC for review and approval by 6/18/2026.	Annual Review and Approval	1/1/2026	6/18/2026		X				6/18/2026	Planned	Low	
21	DHCS, DMHC, NCQA	Culturally and Linguistically Appropriate Services (CLAS) Workplan	Rosa Hernandez	Rosa Hernandez	Annual	Embed Equity Advance Information in Action Build Sound Infrastructure and Operations	Submit the CLAS Program Workplan to QIHEC for review and approval by 6/18/2026.	Annual Review and Approval	1/1/2026	6/18/2026		X				6/18/2026	Planned	Low	
22	DHCS, DMHC, NCQA	Culturally and Linguistically Appropriate Services (CLAS) Assessment and Evaluation Report(s)	Rosa Hernandez	Rosa Hernandez	Annual	Embed Equity Advance Information in Action Build Sound Infrastructure and Operations	Submit a CLAS Report to demonstrate how the organization continually improves its services to meet the needs of multicultural populations.	Annual Review and Approval	1/1/2026	12/10/2026					X	12/10/2026	Planned	Low	
23	DHCS, DMHC, NCQA	Monitor Culturally and Linguistically Appropriate Services (CLAS) Report: Opportunity for Improvement and Intervention Plan (Reference CLAS Report tab)	Rosa Hernandez	Rosa Hernandez	Quarterly	Embed Equity Advance Information in Action Build Sound Infrastructure and Operations	Monitor CLAS Report planned activities to demonstrate how the organization continually improves its services to meet the needs of multicultural populations by 12/10/2026.	Informational updates as presented within the QIHEC workplan (Reference CLAS Report tab).	1/1/2026	12/10/2026	X	X	X	X		3/27/2026 6/18/2026 9/17/2026 12/10/2026	Ongoing	Low	

24	DHCS	Member and Family Engagement Strategy	Sandra Rose	Araceli Garcia Nairi Varteressian	Quarterly	Embed Equity Advance Information in Action Build Sound Infrastructure and Operations	Provide general updates to QIHEC by 9/17/2026.	Informational report out to QIHEC for discussion.	1/1/2026	9/17/2026			X		9/17/2026	Planned	Low	
25	DHCS	Behavioral Health Equity Integration Plan	Jesse Brennan-Cooke	Mimi Nguyen	Annual	Embed Equity Build Sound Infrastructure and Operations Cultivate a Culture of Equity	Maintain and monitor the Behavioral Health Equity Integration Plan and provide updates to QIHEC by 6/18/2026.	Informational report out to QIHEC for discussion.	1/1/2026	6/18/2026		X				Planned	Low	
26	DHCS	CaAIM Spotlight Report	Dr. Jennifer Nuovo	Dr. Jennifer Nuovo	Annual	Embed Equity	Submit a CaAIM Health Equity Spotlight Report to demonstrate health equity integration in everything we do by 6/18/2026.	Spotlight and report a health equity initiative.	1/1/2026	6/18/2026		X				Planned	Low	
27	DHCS	Community Reinvestment Requirements (Reference APL 25-004)	Sandra Rose	Sandra Rose	Annual	Embed Equity	Provide general updates to QIHEC by 3/19/2026, and quarterly thereafter.	Informational and report out to QIHEC.	1/1/2026	3/19/2026	X					Planned	Low	
28	DHCS, NCQA	Maternal Equity Strategy (Outcomes)	Nicole AEvans	Nicole AEvans	Annual	Embed Equity Build Sound Infrastructure and Operations Cultivate a Culture of Equity	Assess the the Maternal Equity Strategy and provide outcomes report to QIHEC by 6/18/2026.	Informational and report out to QIHEC.	1/1/2026	6/18/2026		X				Planned	Low	
29	DHCS, NCQA	Population Health Management Updates, for example, Key Performance Indicators and/or the following: - Member social drivers of health data collection increases by 5% by 12/31/2026 - 85% of members with 1+ social driver will be addressed by 12/31/2026	Jennifer Miyamoto-Echeverria	Jennifer Miyamoto-Echeverria	Annual	Embed Equity Build Sound Infrastructure and Operations Cultivate a Culture of Equity	Provide pertinent updates to QIHEC by 9/17/2026, and quarterly thereafter.	Informational and report out to QIHEC.	1/1/2026	9/17/2026			X		9/17/2026	Planned	Low	
30	DHCS, DMHC, NCQA	Health Equity and Grievance Taskforce Workgroup Updates	Shahid Salam	Shahid Salam	Semiannual	Embed Equity Build Sound Infrastructure and Operations Cultivate a Culture of Equity	Monitor and review grievances related to discrimination, cultural and linguistics received by Blue Shield Promise to meet APL 24-016 regulatory compliance.	Informational and report out to QIHEC.	1/1/2026	6/18/2026 12/10/2026		X		X	6/18/2026 12/10/2026	Planned	Low	

Legend	
Status	Definition
Complete	Presented and Approved by Committee
Planned	Future Activity
Ongoing	Ongoing Monitoring (daily, monthly, annually)

Summary of Changes	
Status	Definition
MM/DD/YYYY	Briefly explains item changes
3/19/2026	Establishment of original document for Calendar Year (CY) 2026.
6/18/2026	
9/17/2026	
12/10/2026	

Health Disparities Report (MY2023/RY2024)									
Owner: Christine Nguyen and Valerie Martinez									
Driver: Amie Eng									
No.	Category	Findings	Recommendations	Action/Planned Intervention(s)	Date of Implemen- tation	Progress/Status	Responsible Departments	Goal	Improvements
1	HEDIS®: Glycemic Status Assessment for Patients with Diabetes >9%	We observed inequities by race/ethnicity for glycemic status assessment (>9%) for members in Los Angeles County, additionally target goals for San Diego were not achieved. Our intervention strategy will continue to focus on reducing inequities for Hispanic/Latino members in Los Angeles County and San Diego County as they accounted for a large proportion of the denominator (when stratifying rates by ethnicity) and had the highest number of members demonstrating glycemic status levels >9%.	Diet and food insecurity remain persistent challenges for this group. Offering MTM/MSM to members can connect members to a registered dietician for nutritional counseling, along with home delivered meals to support a healthy diet. Decreasing the number and percentage of members diagnosed with Diabetes with a glycemic index >9%, to improve the health of our members, with an emphasis on members who identified as Hispanic or Latino in Los Angeles County and San Diego County	Offering Medically Tailored Meals/Medically Supportive Meals (MTM/MSM) to members diagnosed with diabetes and demonstrating a glycemic index >9%.	10/1/2025	Not Started	Cross Departmental	MY2024 DHCS MPL 33.33%	Will be included in 2026 Health Disparities Report
2	HEDIS®: Glycemic Status Assessment for Patients with Diabetes >9%	We observed inequities by race/ethnicity for glycemic status assessment (>9%) for members in Los Angeles County, additionally target goals for San Diego were not achieved. Our intervention strategy will continue to focus on reducing inequities for Hispanic/Latino members in Los Angeles County and San Diego County as they accounted for a large proportion of the denominator (when stratifying rates by ethnicity) and had the highest number of members demonstrating glycemic status levels >9%.	Education and social support remain critical components to diabetes management. Through the healthy weight management program in Wellvolution, members will be connected to a guided coach to support sustained lifestyle and diet changes. Decreasing the number and percentage of members diagnosed with Diabetes with a glycemic index >9%, to improve the health of our members, with an emphasis on members who identified as Hispanic or Latino in Los Angeles County and San Diego County	Modifying outreach approaches to promote relevant programs through the Wellvolution platform.	10/1/2025	Not Started	Cross Departmental	MY2024 DHCS MPL 33.33%	Will be included in 2026 Health Disparities Report
3	HEDIS®: Prenatal and Postpartum Care	We observed inequities by race/ethnicity for Postpartum care among Promise members in Los Angeles County. Target goals for Los Angeles County were not achieved when stratifying performance by race. Our intervention strategy will focus on reducing inequities for Black/African American, members as these groups showed the highest preventive care visit gaps among Promise members.	In the focus groups across Los Angeles and San Diego, Medi-Cal consumers expressed an interest in employing a doula to support the birthing journey. Additionally, Medi-Cal consumers demonstrated a lack of awareness about this covered Medi-Cal benefit. Promoting and increasing the utilization of the doula benefit will connect more members to the long-term technical support members requested. Increase the number and percentage of members receiving prenatal and postpartum care, with emphasis on Black or African American members	Promoting and increasing the utilization of the doula benefit among birthing members	11/1/2025	Not Started	Cross Departmental	MY2024 DHCS MPL 80.23%	Will be included in 2026 Health Disparities Report
4	HEDIS®: Prenatal and Postpartum Care	We observed inequities by race/ethnicity for Postpartum care among Promise members in Los Angeles County. Target goals for Los Angeles County were not achieved when stratifying performance by race. Our intervention strategy will focus on reducing inequities for Black/African American, members as these groups showed the highest preventive care visit gaps among Promise members.	In the focus groups across Los Angeles and San Diego, Medi-Cal consumers expressed the need for resources and support throughout the birthing journey. Intervening earlier in the pregnancy provides the opportunity to build the relationship with the member, support the identification of a preferred provider that reflects their experience, and identify additional family members that are part of their birthing journey. Increase the number and percentage of members receiving prenatal and postpartum care, with emphasis on Black or African American members	Leveraging existing data tools to identify members earlier in their pregnancy, to offer maternity care-management, additional resources for the family, and provide support earlier in the birthing journey.	1/1/2026	Not Started	Cross Departmental	MY2024 DHCS MPL 80.23%	Will be included in 2026 Health Disparities Report

Culturally and Linguistically Appropriate Services (CLAS) Program Evaluation Report									
Owner: Rosa Hernandez and Valerie Martinez									
Driver(s):Rosa Hernandez and Jennifer Mazariegos									
No.	Category	Findings	Recommendations	Action/Planned Intervention(s)	Date of Implemen- tation	Progress/Status	Responsible Departments	Goal	Improvements
1	Provider Race and Ethnicity – Middle Eastern and North African	Blue Shield Promise does not meet the goal of having 1 Middle Eastern and North African practitioner for every 700 Middle Eastern and North African members, in either county. Blue Shield Promise does not meet the goal of 1 other race practitioner for every 700 other race members in San Diego County.	Improve Middle Eastern and North African provider capacity	Administrative facing: Blue Shield Promise is forming a cross departmental workgroup to examine provider data to determine the precise root cause and develop an action plan to ensure Middle Eastern and North African providers are adequately represented in the Blue Shield Promise network. Responsible: Provider Relations; Network Analytics; Provider Contracting	Quarter 3 2025	Not Started	Cross Departmental	Meet the goal of having 1 Middle Eastern and North African practitioner for every 700 Middle Eastern and North African members, in either county. Meet the goal of 1 other race practitioner for every 700 other race members in San Diego County.	Will be included in 2026 CLAS report
2	Provider Languages – Specialist	Blue Shield does not meet the 1:1200 ratio for the following specialty types in Los Angeles County: - Cardiology- Spanish - Gastroenterology- English, Spanish, Cantonese Blue Shield does not meet the 1:1200 ratio for the following specialty types in San Diego County: - Cardiology- English - Gastroenterology- English, Spanish, Vietnamese and Tagalog	Increase cardiologist and gastroenterologist capacity in Los Angeles and San Diego counties: - In Los Angeles County increase the number of Spanish-speaking cardiologist and English, Spanish and Cantonese gastroenterologist - In San Diego County increase the number of English-speaking cardiologist and Englis, Spanish, Vietnamese and Tagalog speaking gastroenterologist	Administrative facing: Cross-department workgroup to be formed to review all provider network language data that did not meet goal, examine current outreach activities, determine best practices approach to increase the network in these areas, and develop a timeline.	Quarter 1 2026	Not Started Initial conversations have occurred with Provider Network. Meetings with a formal workgroup will be scheduled.	Provider Relations Network Analytics Provider Contracting	Meet the 1:1200 ratio for the following specialty types in Los Angeles County: - Cardiology- Spanish - Gastroenterology- English, Spanish, Cantonese Meet the 1:1200 ratio for the following specialty types in San Diego County: - Cardiology- English - Gastroenterology- English, Spanish, Vietnamese and Tagalog	Will be included in 2026 CLAS report
3	Member Cultural and Linguistic Grievances	Blue Shield Promise does not currently maintain a formal target for member grievances; however, all grievances and identified gaps within the broader cultural and linguistic program are subject to thorough review and assessment.	Decrease grievances related to face-to-face interpreters.	Administrative facing intervention: A cross-department workgroup will be formed to review existing process of categorizing grievances and identify ways to streamline the reporting process to internal teams. This will allow for better tracking and review of grievance	Quarter 1 2025	In progress	Cultural and Linguistic, Appeals and Grievance, Health Equity	Review all cultural and linguistically related grievances.	Will be included in 2026 CLAS report
4	Member Cultural and Linguistic Grievances	Blue Shield Promise does not currently maintain a formal target for member grievances; however, all grievances and identified gaps within the broader cultural and linguistic program are subject to thorough review and assessment.	Decrease grievances related to face-to-face interpreters.	Member facing: 1. Explore the feasibility of a stand-along member flyer or short video on the availability of language services. 2. Transition interpreter satisfaction member survey from annual to quarterly.	Quarter 1 2026	Not started	Cultural and Linguistic	Review all cultural and linguistically related grievances.	Will be included in 2026 CLAS report
5	Member Self-reported Gender Identification and Sexual Orientation	Blue Shield Promise has not achieved 20% self-report gender identity and sexual orientation data capture.	Improve member self-reported gender identification and sexual orientation	Administrative facing intervention: Explore opportunities for Customer Service to collect self-reported demographics from members when they call Blue Shield Promise.	Quarter 2 2025	In progress	Customer Services Health Equity	Achieve 20% increase data capture of member sexual orientation and gender identity data.	Will be included in 2026 CLAS report

6	Utilization of Language Assistance Services- Bilingual Services	Blue Shield Promise does not have a centralized system to track the number of employees who have been assessed for their bilingual skills.	Increase tracking and reporting capabilities of staff bilingual assessments	Administrative facing intervention: Review current process with bilingual skills assessment vendor (Language Line) to explore the possibility of a reporting dashboard. Develop centralized tracking process whereby leaders of member-facing departments track bilingual assessments on a quarterly basis.	Quarter 4 2025	In progress	Cultural and Linguistic and all internal departments that have their employees assessed for their bilingual skills, including Customer Services, Population Health Management (Care Management, Children's Services, Social Services), Community Engagement and Member Retention, Appeals & Grievances	Develop a centralized system to track reporting capabilities of staff bilingual assessments.	Will be included in 2026 CLAS report
7	Member Experience with Interpreter Services During Healthcare Encounters and Health Plan Encounters	Blue Shield Promise has not achieved a 20% response rate for the interpreter member satisfaction surveys	Increase response rate for interpreter services satisfaction member survey	Administrative facing intervention: Implement a digital survey delivery system through e-mail and an online survey platform. Transition the survey cadence from annually to quarterly.	Quarter 4 2025	In progress	Cultural and Linguistic	Achieve 20% response rate for the interpreter member satisfaction surveys.	Will be included in 2026 CLAS report