



Q1-2026 Los Angeles County Community Advisory Committee

Wednesday, March 11, 2026

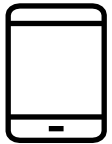


How to Choose a Language Using Zoom's Interpretation Feature



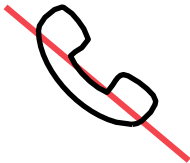
For Computer Users:

1. **Locate the icon:** Look for a **world icon** or a **"More"** icon (three dots) in your meeting's toolbar.
2. **Click the icon:** Click on the icon to open the interpretation menu.
3. **Select a language:** From the pop-up menu, choose the language you want to listen to.
4. **Adjust settings (optional):** You may see an option to "Mute Original Audio" to hear only the interpreter.



For Mobile App Users (Smartphone or Tablet):

1. **Tap the three dots:** In the meeting, tap the **"More"** icon (three dots) to open the menu.
2. **Find Language Interpretation:** Select "Language Interpretation" from the options.
3. **Choose your language:** Tap on the language you wish to hear.
4. **Apply:** Tap "Done" to apply your selection and hear the interpreter.



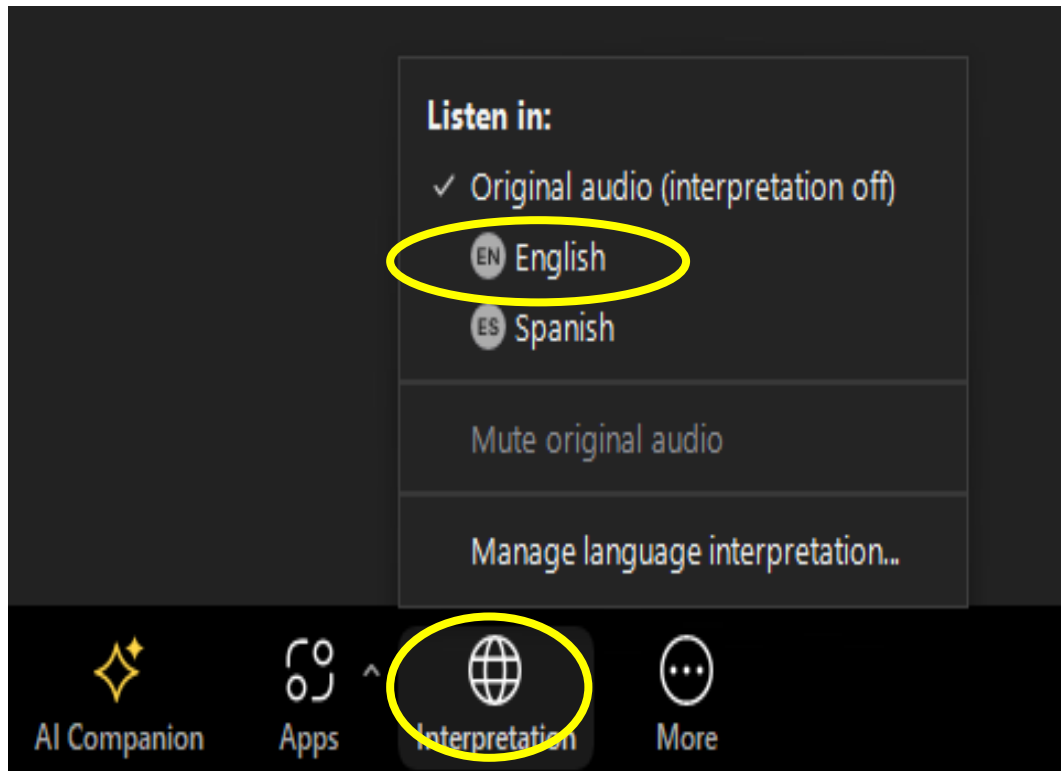
Important Notes:

- To participate, you must be connected to the audio via a computer or the mobile app, not by telephone.

Select your language | Selecciona tu idioma

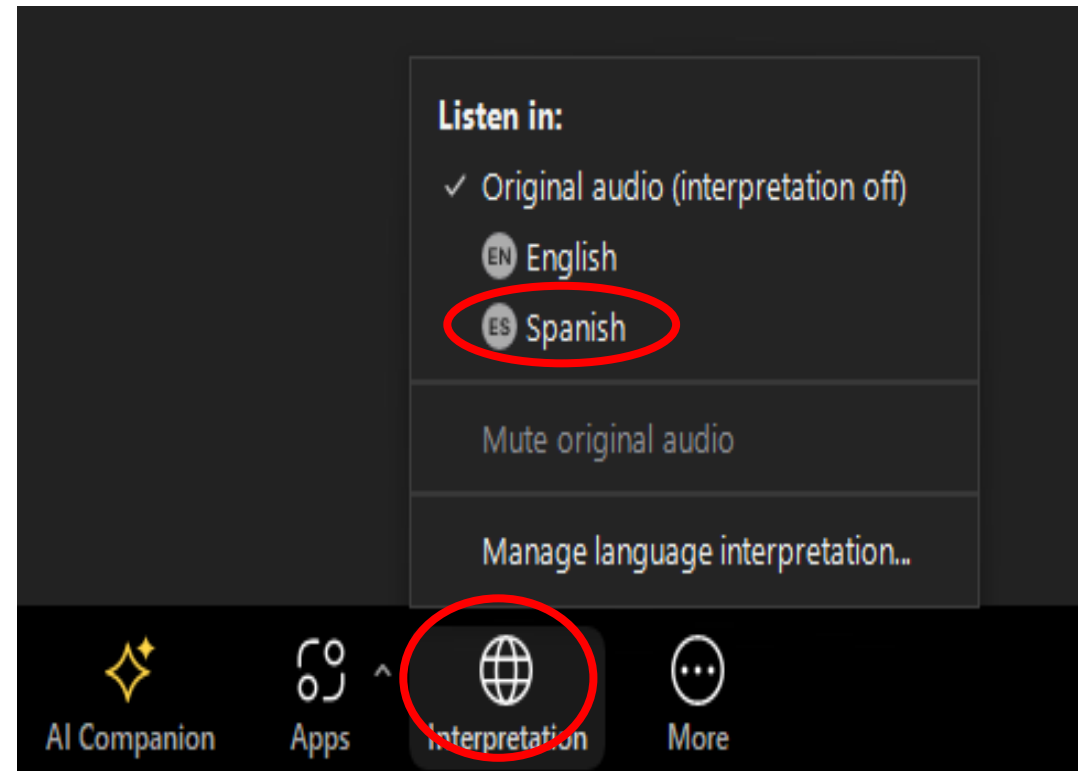
For English Only

- Click on the interpretation icon and select English



Solo para-Español

- Haz clic en el icono de interpretacion, selecciona Espanol y silencia el audio original.



Committee Members

Anwar Zoueihid Partners in Care Foundation	Member D
Connor Hannigan Neighborhood Legal Services/Ombudsman	Margie Harper LA South-Central Mental Health Non-Profit Org
Member A	Member E & Mother
Halina Fardin Worksite Wellness LA	Member F & Mother
Member B	Member G
Member C & Caregiver	Teri Morales Pathways LA
Kristine Choulakian Personal Assistance Council	

Agenda

Chief Medical Officer Updates

Recap of Q4-2025 Meeting

Member Portal

Community Reinvestment Plan

Open Discussion / Closing Remarks





Chief Medical Officer Updates

2025 – 2030 Dietary Guidelines for Americans



- Guidelines: <https://cdn.realfood.gov/DGA.pdf>
- Daily recommendations: <https://cdn.realfood.gov/Daily%20Serving%20Sizes.pdf>

1. Eat the right amount for you.
2. Prioritize protein foods at every meal.
3. Consume dairy.
4. Eat vegetables and fruits throughout the day.
5. Include healthy fats.
6. Focus on whole grains.
7. Limit:
 - Highly processed foods
 - Added sugars
 - Refined carbohydrates
8. Limit alcoholic beverages.

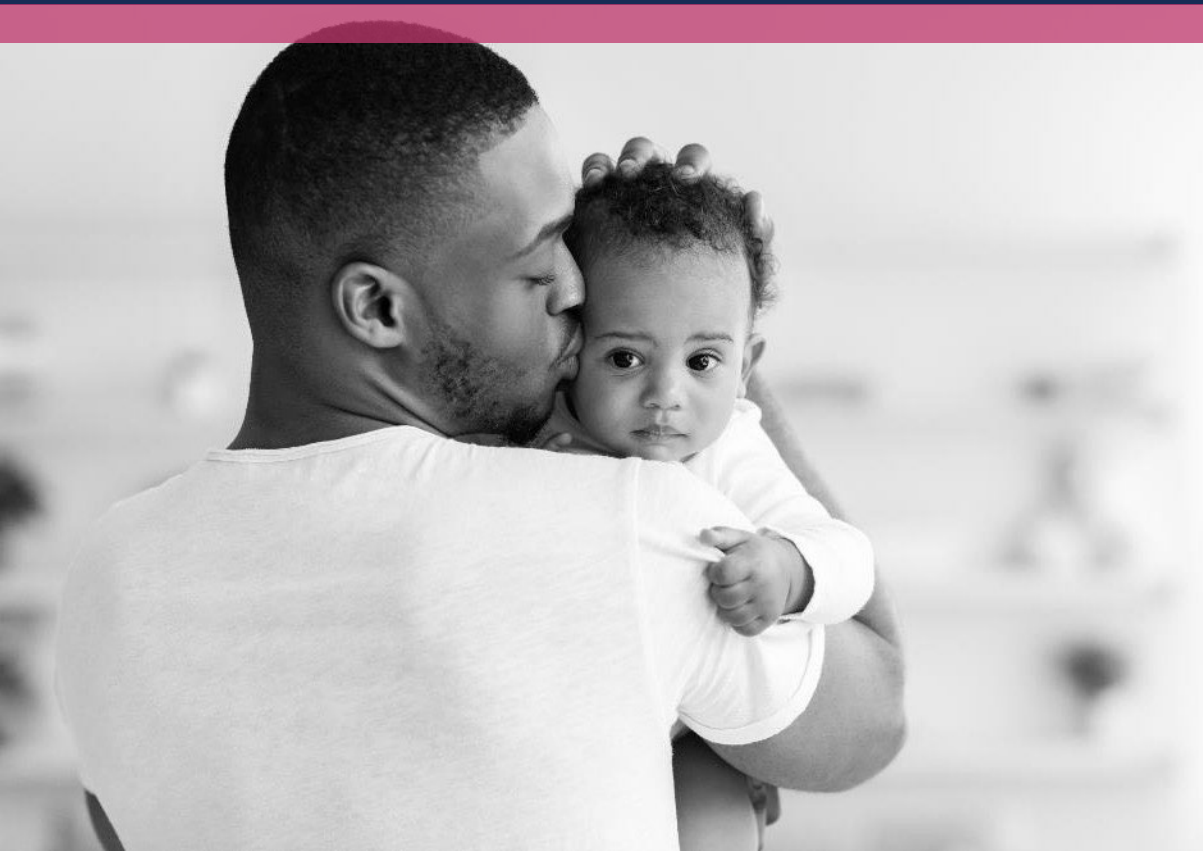
Includes sodium recommendations and sections for special populations.

What's New in the 2025 Dietary Guidelines?

- New advice clearly says to **avoid highly processed foods and sugary drinks**.
- People are now advised to eat **more protein** (about twice as much), with more focus on animal-based protein.
- **Full-fat dairy** is recommended instead of low-fat or non-fat dairy.
- **Children ages 5–10** should have **no added sugars** in their diet. This is a change from prior advice to avoid added sugars until age 2.



Measles in California (2026)



What we are seeing

- Most measles cases happened in **people under 20 years old**.
- Almost all cases were in people who were **not vaccinated**.
- A small number of people needed hospital care.
- **No deaths** were reported in California.

Why this matters

- Measles cases have increased over the past few years.
- Vaccination helps protect both individuals and communities.

- The MMR vaccine is very effective.
- Two doses protect about 97% of people.



Important facts

- People who are not vaccinated are at high risk.
- About 9 out of 10 unvaccinated people exposed to measles will get sick

Vaccine options for young children

Parents can choose:

- One combined shot (MMR and chickenpox), or
- Two separate shots (MMR and chickenpox separately)

Both options are safe and effective




Hepatitis B Facts



- The Hepatitis B vaccine helps protect babies from **hepatitis B**, a serious virus that can damage the liver and lead to liver cancer, or death.
- Doctors recommend giving the hepatitis B vaccine **at birth to give babies the best protection.**
- If a baby gets hepatitis B, **9 out of 10** will have the infection for life.
- Many people with hepatitis B **do not know they have it.**
- Babies can catch hepatitis B from **family members or caregivers**, not just during birth.
- The hepatitis B vaccine has been used safely since the **1990s** and has reduced infections in children by **almost 99%.**





Q4 2025 Recap and Updates on APL 24-016 Advancing Health Equity Training

Recap of Q4-2025

Medi-Cal Program Changes

- Jack Dailey, Director of Policy and Training at the Legal Aid Society of San Diego and long-time member of the San Diego Community Advisory Committee provided general information about Medi-Cal Program Changes. His presentation included updates on:
 - Eligibility changes
 - Reinstatement of the asset test
 - Elimination of eligibility of certain classes of immigrants
 - Work requirements for certain groups of adults
 - Reduced retroactive coverage
 - Elimination of dental benefits for adults aged 19+ with unsatisfactory immigration status

Community Reinvestment Plan

- The materials were distributed beforehand for discussion at the Q1- 2026 meeting.

Your Voice in Action: 2026 Advancing Health Equity Training Updates

Strengthening Cultural & Communication Awareness

- Shows how culture can change the way people get care
- Teaches clear and helpful communication
- Offers tools to share

"Effective communication between Provider and Patient."

"Would like to see topic on traditional home remedies expanded. What type of home remedies e.g., herbal medicine, vitamins, yoga, importance to encourage members to talk to their doctor about what they take."

Expanding Understanding of Traditional Home Remedies

- Provide examples of common remedies
- Why families may use them
- Promotes open and respectful conversations

"Would like to see gender affirming care services topic expanded, what it is? What the procedures are? More descriptive information on the process e.g., how to ask for it, get it, and how to go about it."

"More information accessible to Provider to understand patient better when it comes to traditional home remedies; elaborate more on the topic. Have more information available to Providers on the ready."

Enhancing Gender-Affirming Care Competency

- Explains gender-affirming care in a clear way
- Builds skills in trust and active listening
- Teaches respectful communication
- Uses up to date training resources

"Would like to see more information on American culture and impact; cultural background can create barriers e.g., issues with patient care, need diverse workforce."



Member Portal

Member Portal

What is it?

A place for Blue Shield Promise members to quickly find doctors, view claims, access plan benefits, and more.

How to access it?

Create an account with a username and password.

(available online or via the Blue Shield of California mobile app)

The screenshot shows the Blue Shield of California Member Portal dashboard. At the top, there is a navigation bar with the Blue Shield logo, a search bar, and links for 'Dashboard', 'Coverage & benefits', and 'Find a doctor'. A notification banner at the top center states: 'Beginning January 1, 2026, Blue Shield Behavioral Health will directly manage the behavioral health benefit for all of our members. [Get details](#) about this change and how it can impact you.' Below the notification, the user is greeted with 'Welcome, Meyerson' and their member information: 'Member ID: XEL705200359', 'Plan: Blue Shield Promise Medi-Cal', and 'Status: Active'. There are buttons for 'ID Card' and 'Messages'. The main content area is divided into several sections: 1. 'Health record' section with the heading 'Your medical information is here when you need it' and a 'Go to health record' button. 2. 'Quick care' section with a 'Request a consult' button. 3. 'Nurse advice line' section with text: 'Nurses are available who speak English and Spanish. We use interpreters for all other languages. Call anytime.' 4. 'Get care' section with text: 'Find doctors, urgent care, virtual visits, and other treatment when you need it. [Explore options >](#)' 5. 'YOUR PROVIDERS' section with text: 'No providers yet. After you see a provider, we'll add their details here. [Find your PCP](#)' 6. 'Quick links' section with links for 'Amazon Pharmacy home delivery' and 'Download forms'.

Discussion

1

What is your experience with the member portal?

2

What's helpful?
What's missing?

3

If you don't use the member portal, what would encourage you to give it try?





Community Reinvestment Plan

Community Reinvestment



The California Department of Health Care Services (DHCS) requires Medi-Cal managed care plans to demonstrate a commitment to the local communities in which they operate by contributing a minimum percentage of annual net income to those communities.



DHCS requires an additional investment by managed care plans that do not meet quality outcome metrics.



Through these requirements, managed care plans will address health-related social needs, which have a significant impact on health and wellbeing.



December to March 2026



April to June 2026



July to September 2026

- Engage stakeholders
- Draft investment plan

- Conduct final review with stakeholders
- Finalize investment plan

- Submit investment plan to DHCS
- Implement plan once approved

**The goal is to strengthen communities
which is foundational for a more equitable
and healthier future for all Californians**



Discussion roadmap

1

What is community
reinvestment?

2

What are the community
reinvestment categories?

3

What are your ideas for
community reinvestment?

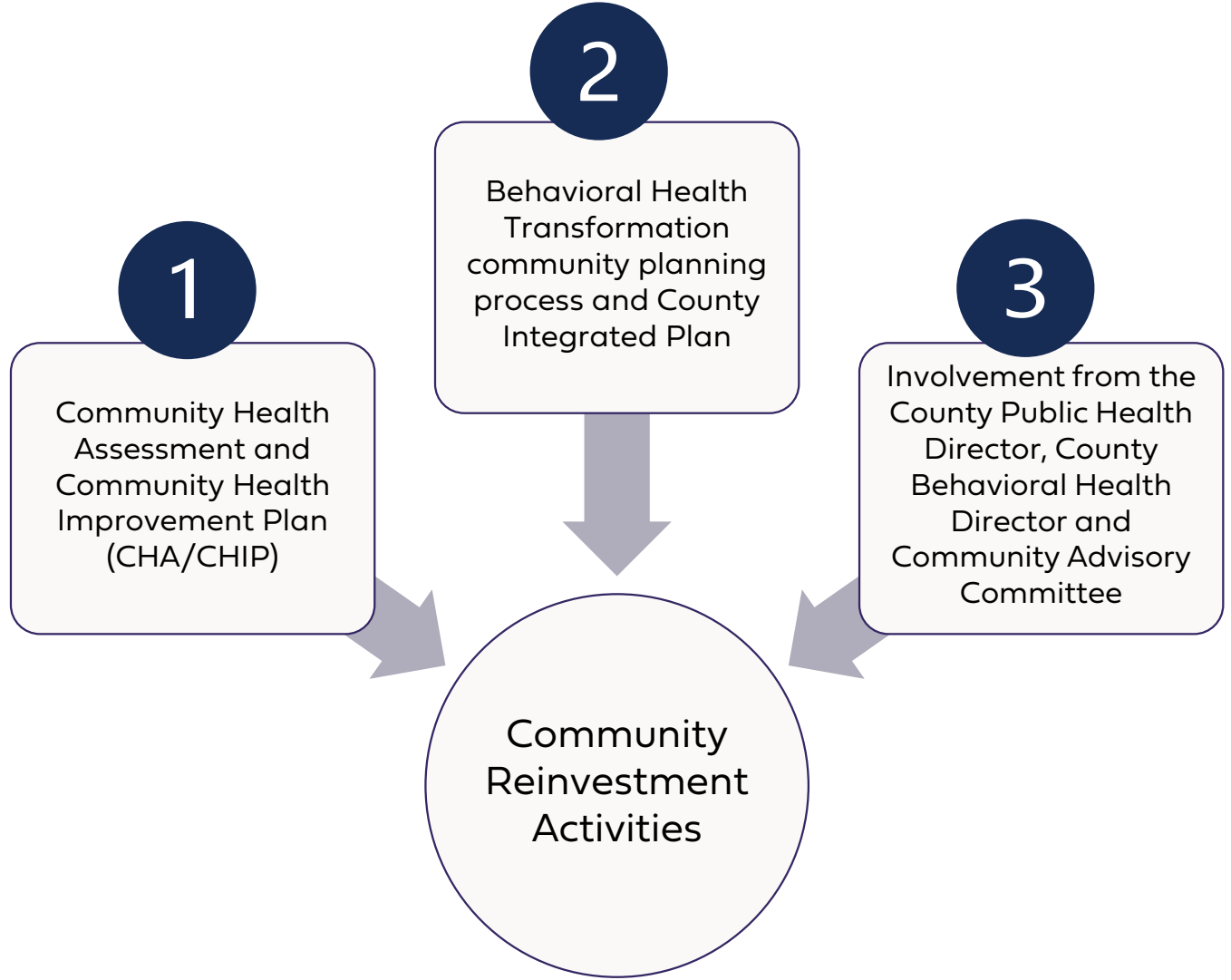




What is community
reinvestment?



Community reinvestment activities must reflect the needs identified by each county through ...

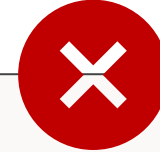




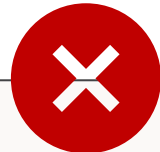
Community reinvestment obligations may NOT be met for ...



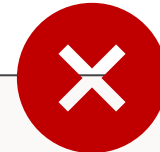
Services covered and reimbursed in the Medi-Cal program/contract



Programs that serve Blue Shield Promise members only



Blue Shield Promise Member incentives

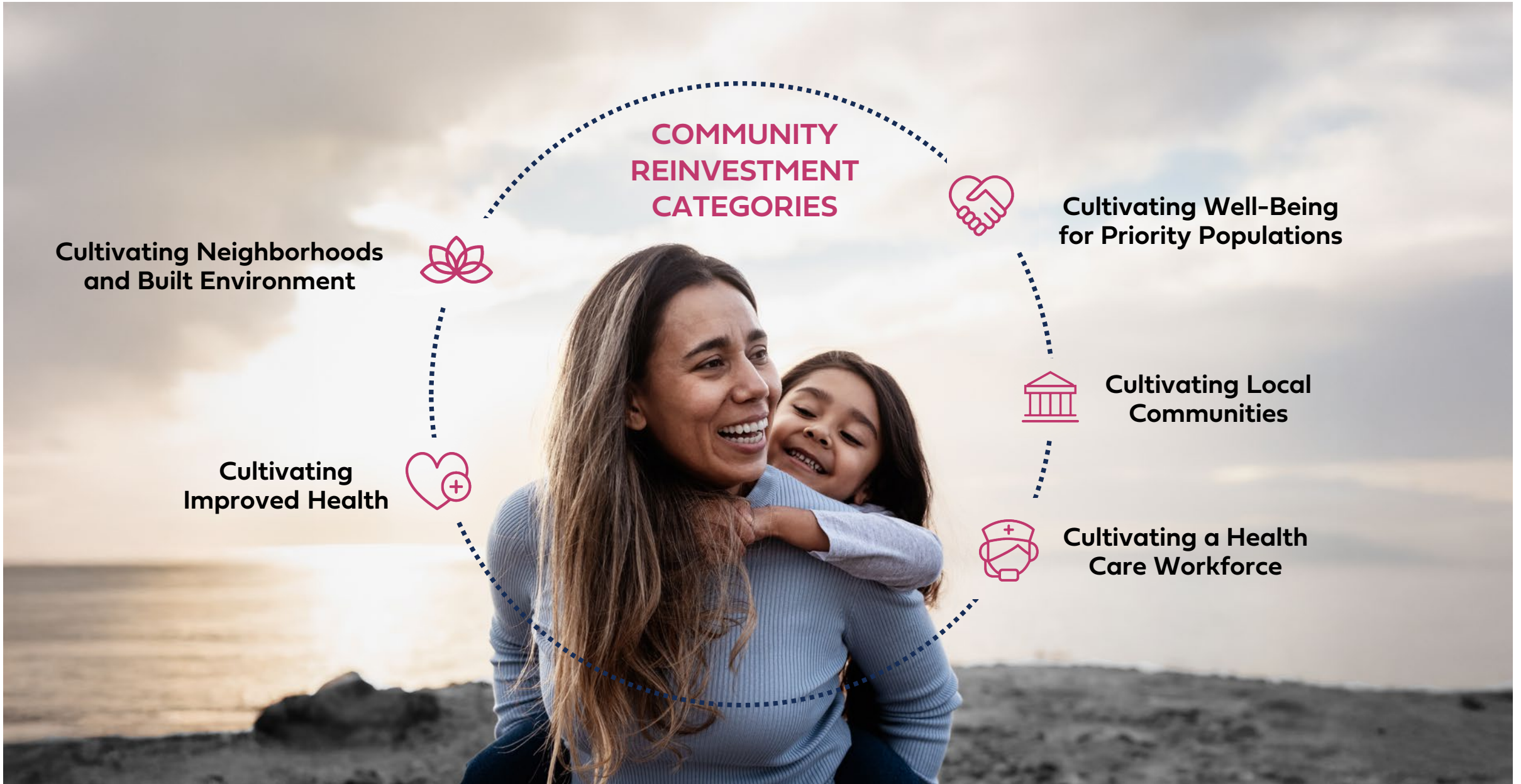


Administrative or procedural activities of Blue Shield Promise





What are the community
reinvestment categories?



**COMMUNITY
REINVESTMENT
CATEGORIES**

**Cultivating Neighborhoods
and Built Environment**



**Cultivating Well-Being
for Priority Populations**



**Cultivating Local
Communities**



**Cultivating
Improved Health**



**Cultivating a Health
Care Workforce**



Community Reinvestment Categories (continued)

<p>Neighborhoods and Built Environment</p>		<p>Investments that create neighborhoods and environments that promote health, well-being and safety.</p>
<p>Health Care Workforce</p>		<p>Investments that build the next generation of health care workers and address workforce shortages.</p>
<p>Well-Being for Priority Populations</p>		<p>Investments that address needs identified through the Community Health Assessment (CHA)/Community Health Improvement Plan (CHIP) and/or focus on children and youth receiving foster care, justice-involved populations, children and families.</p>
<p>Local Communities</p>		<p>Investments in education initiatives, employment and training programs, programs to eradicate poverty, and initiatives that address social isolation.</p>
<p>Improved Health</p>		<p>Investments targeted toward upstream root causes of poor health (e.g., structural racism and discrimination, institutional policies, neighborhood conditions, intergenerational trauma, social drivers of health)</p>



Thinking about the community you live in or serve, which of these investment categories resonates with you the most and why?



What are your ideas for
community reinvestment?

Los Angeles County – Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP)

Los Angeles County

- Black/African American infant and maternal mortality
- Sexually transmitted infections and congenital syphilis
- Environmental justice
- Violence prevention

City of Long Beach

- Better Health through Strong Neighborhoods
 - Safe places
 - Economic equity
 - Housing and preventing homelessness
- Wellness Across the Lifespan
 - Maternal and child health
 - Chronic diseases
 - Communicable diseases
 - Mental health

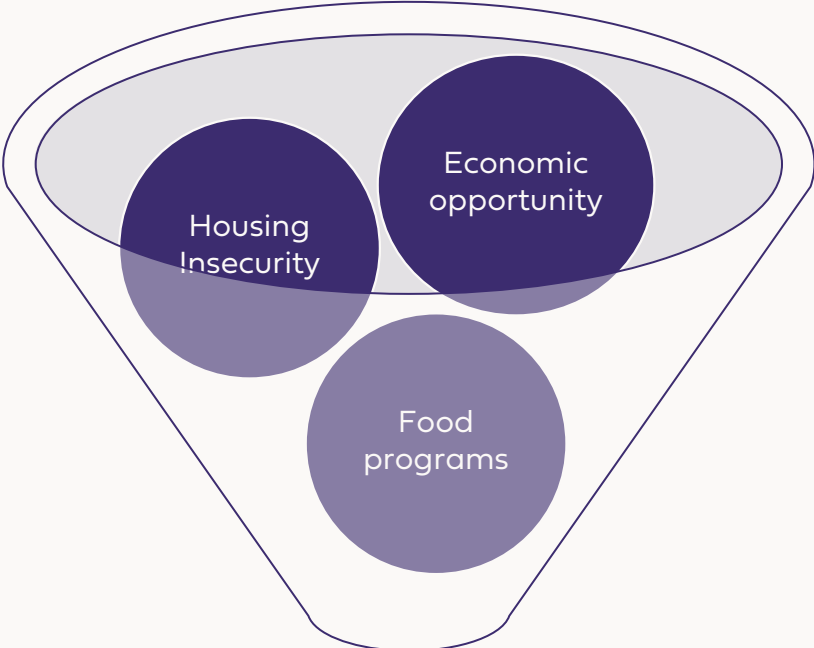
City of Pasadena

- Well-being and quality of life with a focus on health equity
- Environments and policies that support healthy eating and active living
- Reduce substance abuse
- Access to mental health services
- Housing and homeless services

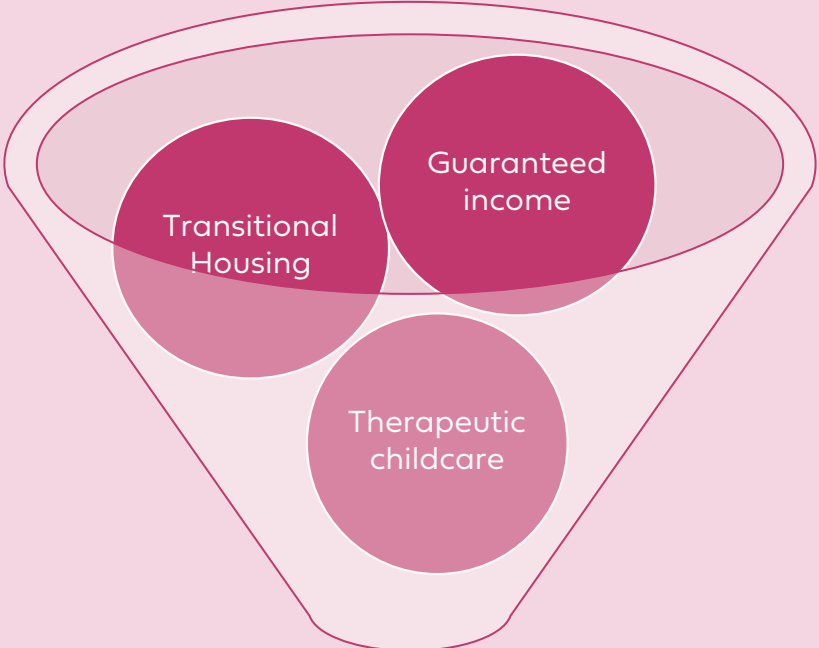


Thinking about the community you live in or serve, what issues or concerns matter most to you, your neighbors and/or your clients/patients?

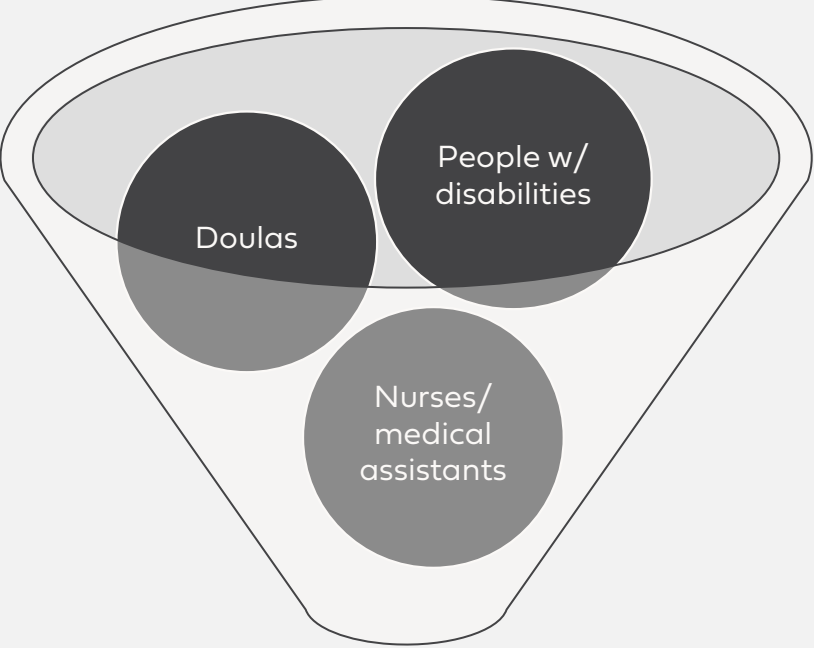
Emerging Ideas



Local Communities



Well-being for Priority Populations



Health Care Workforce

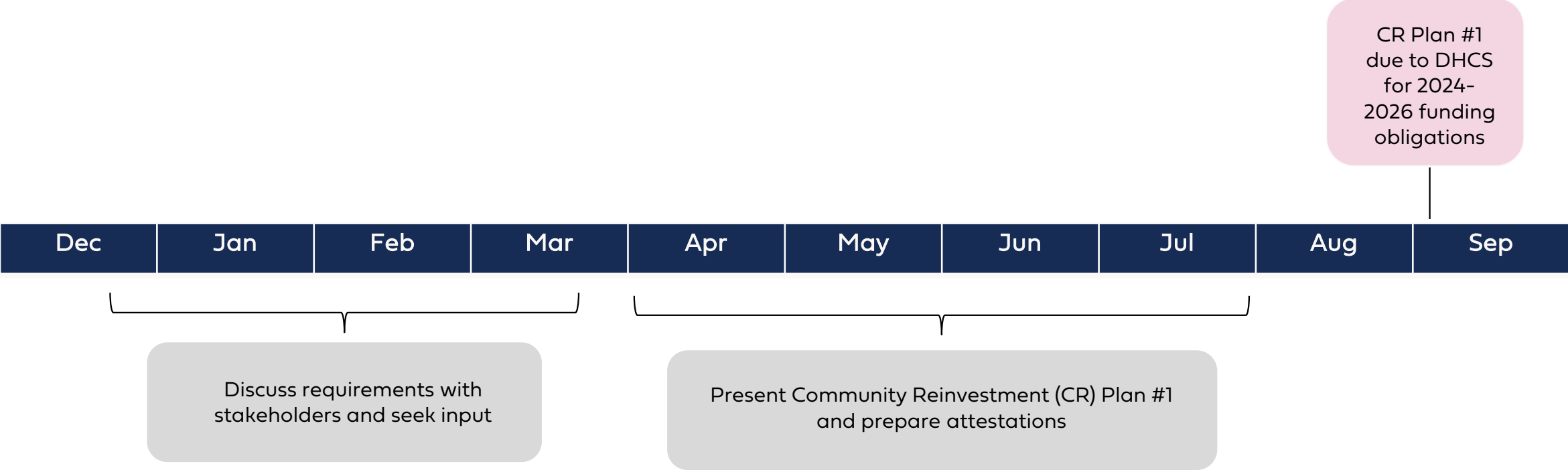


Which investment approach do you see as most effective and why:

1. One major investment
2. A few large investments
3. Several smaller investments



Stakeholder Engagement Timeline





Open Discussion /
Closing Remarks



Appendix A: Standing Reports

Standing Reports-Membership & Interpreter Services

Membership

Region	Membership
Los Angeles	346,475
San Diego	178,305
Total	524,780

Refresh Date = 3/1/2026

Telephonic Interpreter Services


Requested Languages- Q4 2025			
#	Language	Total	Percent of Calls
1	Spanish	16,711	61%
2	Haitian Creole	1,538	6%
3	Mandarin	1,403	5%
4	Russian	1,084	4%
5	Armenian	657	2%
6	Vietnamese	702	3%
7	Arabic	687	3%
8	Tagalog	478	2%
9	Korean	463	2%
10	Farsi	490	2%
11	Dari	607	2%
12	Cantonese	437	1%
13	Pashto	391	1%
14	Other languages	1804	6%
	Total	27,452	100%



Appendix B: Key Contacts

Blue Shield Promise Contacts

Topic Area	Name	Title	E-mail
Community Advisory Committee	Araceli Garcia	Program Manager, Consultant, Community Programs	Araceli.Garcia@blueshieldca.com
Blue Shield Promise Questions	Sandra Rose	Senior Director, Community Programs	Sandra.Rose@blueshieldca.com
Blue Shield Promise Questions	Jennifer Schirmer	Vice President, Medi-Cal Growth and Community Engagement	Jennifer.Schirmer@blueshieldca.com



Appendix C: Dietary Guidelines and Vaccine Resources

Resources

- Other trusted resources:
 - Academy of Nutrition and Dietetics: <https://www.eatrightpro.org/nutritionfactcheck>
 - American Diabetes Association: <https://diabetes.org/food-nutrition>
 - American Heart Association: <https://www.heart.org/en/healthy-living/healthy-eating/healthy-food-facts>
 - Harvard T.H. Chan School of Public Health- The Nutrition Source: <https://nutritionsource.hsph.harvard.edu/>
- Join our monthly family nutrition virtual class:
 - English: March 24, 5:00 p.m. – 6:30 p.m.
 - Spanish: March 26, 5:00 p.m. – 6:30 p.m.
 - For more information, please call **José Rodríguez at (562) 613-5118 (TTY: 711)**, Monday through Friday from 8:30 a.m. to 5:00 p.m.

Vaccine Recommendations in California

California follows vaccine guidance from:

- [The American Academy of Pediatrics](#)
- [The American College of Obstetricians and Gynecologists](#)
- [The American Academy of Family Physicians](#)

California also joined the [West Coast Health Alliance](#) with other West Coast states to keep health guidelines consistent.

Children and teens (under 18 years):

Follow the childhood vaccine schedule.

[American Academy of Pediatrics Child and Adolescent Immunization schedule \(PDF\)](#) (version January 26, 2026).

Adults (19 and older):

Follow the adult vaccine schedule.

[American Academy of Family Physicians immunization schedule \(PDF\)](#) (version December 5, 2025).



Thank you



Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association