

# COMMUNITY HEALTH PLAN OF IMPERIAL VALLEY



## COMMUNITY ADVISORY COMMITTEE

<b>Date/Time</b>	Tuesday, December 09, 2025,   12:00 pm-2:00 pm	
	<a href="#">Microsoft Teams meeting</a> ID: 280 403 015 089 1 Passcode: nL7Up2xxby	
<b>CHPIV Members</b>	<div><div><input checked="" type="checkbox"/> Daniel O’Campo; Chief of Staff <input checked="" type="checkbox"/> Amanda Delgado; Project Specialist <input checked="" type="checkbox"/> Julia Hutchins, Chief Operating Officer, <input checked="" type="checkbox"/> Donna Ponce; Executive Assistant <input checked="" type="checkbox"/> Denise Pasillas, Community Liaison <input checked="" type="checkbox"/> Jessica Espinoza <input checked="" type="checkbox"/> Kahndis Shepherd <input checked="" type="checkbox"/> Luis Gutiérrez <input checked="" type="checkbox"/> Priscilla Carpio <input checked="" type="checkbox"/> Susie Ponce <input checked="" type="checkbox"/> Abelina Tinajero <input checked="" type="checkbox"/> Anabel Araujo <input checked="" type="checkbox"/> Patricia Rico <input checked="" type="checkbox"/> Irma Mendoza <input checked="" type="checkbox"/> María Mendoza <input checked="" type="checkbox"/> María Alonzo <input checked="" type="checkbox"/> María Valadez <input checked="" type="checkbox"/> Rebecca Gómez</div><div><input checked="" type="checkbox"/> Arturo Jiménez <input checked="" type="checkbox"/> Maria Gutierrez <input checked="" type="checkbox"/> Laura Martinez <input checked="" type="checkbox"/> Jesus Perez <input checked="" type="checkbox"/> Lizeth Zaragoza <input checked="" type="checkbox"/> Yocelyn Moreno <input checked="" type="checkbox"/> Janice Alvarado <input checked="" type="checkbox"/> Arturo Alvarado <input checked="" type="checkbox"/> Lourdes Sarabia</div></div>	

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AGENDA			
Topic	Presenter	Topic	Action
Agenda Introduction/ Roll Call	Denise Pasillas	Denise Pasillas, Community Liaison, opened the meeting with Community Health Plan of Imperial Valley members.  Mrs. Pasillas officially commenced the Community Advisory Committee meeting at 12:00 pm.	
Review and approve CAC. Meeting Minutes	Daniel O'Campo	The minutes from the September 16, 2025, meeting were reviewed and unanimously approved by the members.	Approved by the members
Imperial CHA/CHIP	Alba Pioquinto-Special Project Coordinator	Alba Pioquinto, Special Project Coordinator, delivered an overview of the Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP) for Imperial County. Key focus areas included: <ul style="list-style-type: none"> <li>• Access to Preventive Care</li> <li>• Access to Care</li> <li>• Health and Safe Living</li> <li>• Behavioral Health</li> </ul> CHPIV's involvement was highlighted, specifically its leadership in Priority Area 1: Access to High Quality Healthcare, participation in monthly steering committees, and engagement in priority area meetings (Preventive Health Care, Workforce Development, CHIP Data Team, Behavioral Health	

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Population Needs Assessment NCQA Requirements CPHE (CalAIM, Population Health, Health Equity)	Daniel O'Campo	<p>Daniel O'Campo presented the Population Needs Assessment, emphasizing the demographic profile of CHPIV membership (92.80% Hispanic and Spanish-speaking). Key health needs were identified for various subpopulations:</p> <ul style="list-style-type: none"> <li>• <u>Adults</u>: Pregnancy/Birth, Cardiovascular, Diabetes</li> <li>• <u>Children/Adolescents</u>: Pulmonary (Asthma), Appendicitis, Behavioral Health</li> <li>• <u>Members with Disabilities</u>: Pulmonary, Cardiovascular, Diabetes</li> <li>• <u>Members with SMI/SED</u>: Anxiety, Mood Disorders, Schizophrenia</li> </ul> <p>Disease prevalence among Medi-Cal members in Imperial County for 2025 was reported as follows:</p> <ul style="list-style-type: none"> <li>• Hypertension: 17,753 members</li> <li>• Diabetes: 12,342 members</li> <li>• Musculoskeletal: 9,282 members</li> </ul> <p>Social Determinants of Health (SDoH) resource utilization and CHPIV services were also discussed.</p>	
Community Connect	Denise Pasillas	<p>Denise Pasillas introduced Community Connect Findhelp, a nationwide database of free and reduced-cost direct services. Members were instructed on how to navigate the site (<a href="https://findhelpchpiv.com">https://findhelpchpiv.com</a>) and encouraged to leverage support staff for assistance, reinforcing CHPIV's commitment to resource accessibility and member support.</p>	
2025 Trainings for Diverse Populations	Denise Pasillas	<p>CHPIV's commitment to Cultural Competency Training was outlined, with training provided by DHCS and DMHC. Objectives include:</p> <ul style="list-style-type: none"> <li>• Value all members equally, providing fair and just care opportunities</li> <li>• Improve the quality of care through culturally competent doctors and staff</li> <li>• Promote respect for differing beliefs and values in healthcare</li> </ul>	

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Imperial County Area Agency on Aging	Karla Flores- Long Term Care Ombudsman	<p>Karla Flores commenced the session by introducing herself and colleague Monica Beliz. She engaged the members by asking if they were familiar with the term LTC or its purpose. The majority indicated they were not aware of it or its associated services.</p> <p>Ms. Flores explained that LTC refers to services designed for individuals aged 65 and older that provide the necessary care and support. She also reviewed the Information and Assistance program.</p> <p>Further, Ms. Flores emphasized their commitment to advocating for individuals' rights to reside in facilities, noting that these facilities are considered the residents' homes. She clarified that reports of concerns can be made anonymously, requiring only the facility's name and a</p>	
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		<p>Description of the issue.</p> <p>In response to a member’s inquiry regarding the phone number reporting, Ms. Flores provided the appropriate contact information.</p> <p>She then shared details about caregiver support services, explaining that caregivers can request temporary relief by calling the provided number, which gives them time to manage personal errands.</p> <p>Ms. Flores also highlighted the Nutrition Program, which includes access to a nutritionist who can help create meal plans tailored to individual health needs.</p> <p>Additionally, she outlined the benefits of the Legal Assistance Program and explained how members can access these resources. Transportation assistance options were also discussed.</p> <p>During the session, a member asked whether support could be provided for a parent with dementia who struggles with eating and requires restroom assistance. Ms. Flores clarified that their agency does not offer these services but noted that other agencies can assist. She inquired about the individual’s Medi-Cal coverage and explained that most services are covered under Medi-Cal, whereas private insurance may incur charges.</p>	
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	Denise Pasillas	<p>Mrs. Pasillas provided an overview of C&amp;I's services.</p> <p>Mrs. Pasillas encouraged members to complete the survey that had been mailed to them. She emphasized that the survey results have helped identify key insights, such as that most members are English- and Spanish-speaking, instances in which members have received balances, and areas where the plan can improve.</p> <p>Additionally, she noted that the packet provided included space for members to write down any suggestions they may have.</p> <p>For the <i>Member Feedback Questions</i>, Mrs. Pasillas reviewed each question with the members to ensure clarity and proper understanding. Members then began asking individual questions, which Mrs. Pasillas addressed accordingly.</p> <p>Mr. O'Campo concluded by stating that if members had any topics they would like addressed, they should communicate them as soon as possible, as preparations for the meeting begin two months in advance.</p>	

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Adjournment	Denise Pasillas	Next Meeting: March 17, 2026, at 12 pm.	
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