



Medi-Cal Peer Certification Stakeholder Advisory Council

Date: November 18, 2022

Time: 1:00-2:00p

Zoom link: <https://us02web.zoom.us/j/84361414645> or Dial In: 1-669-900-9128

Webinar ID: 843 6141 4645

Participants	
Name	County
Min Suh	Orange County
David Bain	Sacramento County
Maria Arteaga	Santa Barbara
Carrie Manning	Contra Costa County
Kristen Mungcal	San Bernardino County
Martha Contreras	LA county
Clarene White	Fresno County
Angela Brand	Placer County



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Topic	Notes
Roll Call	We asked the Stakeholder Advisory Council members to type in their name and county in the Zoom chat to indicate their attendance.
Housekeeping	We reviewed the ways to raise your hand once called on, how to mute/un-mute yourself when dialed in by phone. We also provided information regarding Spanish interpretation and live transcripts. Also, we reminded everyone to use the Q&A feature so that their questions will be recording in the notes. We also gave everyone the reminder to speak for a maximum of one minute during public comment to ensure everyone has a chance to speak.
Meeting Agreements	As a group, we reviewed the meeting agreements that have been previously established – no changes were made.
Program Updates	<p>CaIMHSA provided the following updates:</p> <ul style="list-style-type: none"> • CaIMHSA continues to process applications for scholarship administration • November 30th Scholarship names from counties deadline • December 31st Candidate applications due for scholarship deadline • December 31st Grandparenting Application Deadline • Applications are approved for 12 months from issuance to complete certification • Exam available in mid-December, online and in-person testing centers throughout California



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<p>Website Updates</p>	<p>CaIMHSA has made the following updates to the website:</p> <ul style="list-style-type: none"> • Spanish page is ready • New vendor page <p>Upcoming updates:</p> <ul style="list-style-type: none"> • Consolidating information on website • Resource Library (how to's) • Updated FAQ
<p>Specializations Updates</p>	<p>CaIMHSA is developing four specializations:</p> <ul style="list-style-type: none"> • Parent, Caregiver, Family member • Unhoused • Crisis • Justice Involved <p>The stakeholder advisory council members were concerned about the subject matter experts that were used to obtain feedback. The stakeholder members were concerned about the Peer voice being present and the landscapes not being too clinical. The stakeholders are concerned about the Peer voice getting lost as the specializations continue to be developed. The stakeholders requested to see information regarding the subject matter experts that were used, such as, demographic, lived experience, race, and region of representation.</p> <p>The stakeholders also raised concern for the understanding of poverty and how to navigate the Unhoused Community. Stakeholders also raised concern for police involvement in the Peer world, as this can harm more than help a Peer and often times leads to more issues.</p>



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Customer Service Trends	<p>Frequently asked questions:</p> <ul style="list-style-type: none"> • Where are my exam results • Why is my application still pending • What's my scholarship applications status – deadline approaching • When will you process applications without a scholarship status • When can I take the exam • Technical assistance with application process <p>CaIMHSA will continue to update the Stakeholders on all customer service trends.</p>
CAMHPRO	<p>CAMHPRO shared their findings of the Early Test Takers in the Peer Community. CAMHPRO surveyed five county regions to obtain feedback, a total of 471 peers with the following identities: Peer/consumer, parent, family member, peer support specialist of other provider, clinical service provider, non-clinical service provider, manager/supervisor. CAMHPRO shared the difficulty that the online proctoring places on Peers and the extra stress and test anxiety it creates for the Peers taking the test.</p> <p>CAMHPRO shared the frustration the Peer community feels by only being able to complete the exam online. A stakeholder expressed concern about a peer having to purchase a laptop to be able to take the exam. CAMHPRO advocated for in-person test sites and the exam to be in different languages once the exam is ready for distribution.</p>
Public Comment	<p>The public continued to advocate for in person test sites. The public raised concern about the early test takers and additional</p>



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	<p>anxiety that online proctoring places on Peers.</p> <p>The public also commented on the importance of the subject matter experts that were used for the landscape analysis for the specializations that CalMHSA is developing.</p> <p>The public raised concerned for CAMHPRO’s involvement in the focus groups and the lack of outreach to the Peer community in the development of the specialization landscape analysis. The public also raised concern for the lived experience of the subject matter experts that provided feedback for the focus groups.</p> <p>The public expressed frustration at only being able to participate during public comment and via chat.</p>
Upcoming General Meetings	<p>Meeting Dates starting at 1:00p -2:00p:</p> <ul style="list-style-type: none"> • Friday, December 16th
Adjourn	Thank you for your continued participation & advocacy.