



# 2024 Health Equity Report

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CalOptima Health

CalOptima Health, A Public Agency



📷 Cover: CalOptima Health Community Resource Fair  
Top: CalOptima Health Street Medicine Team  
Bottom: Naloxone Distribution

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# Introduction

## Message From Michaela Silva Rose, DrPH, LCSW, Chief Health Equity Officer

Dear Members, Partners and Stakeholders,

CalOptima Health is on a mission to create a future where health equity is the standard, not the exception. The establishment of the Chief Health Equity Officer role for Managed Care Plans, a requirement by the California Department of Health Care Services as of January 1, 2024, underscores the importance of this mission.

As Chief Health Equity Officer, I have the privilege of leading efforts to design and implement strategies, programs, policies and procedures that prioritize health equity and address health disparities faced by our members. This work is about more than meeting requirements — it's about creating meaningful change.

Together, we have made significant strides over the past year, and I am proud of the progress we have achieved. However, the journey toward health equity continues, and our resolve remains strong. By focusing on impact, collaboration and innovation, we can continue to improve the lives of our members and communities.

We are committed to reducing health disparities and serving our members with the excellence, dignity and care they deserve. This commitment extends into the heart of the communities our members call home. By focusing on the social determinants of health, uncovering implicit biases and dismantling systemic barriers, we will improve the experience and health outcomes for every member — because it's the right thing to do.

Our vision for health equity remains bold and ambitious, centered on all our operational and strategic priorities. To keep us focused on impact, we have enhanced our health equity framework to include five focus areas:

- **Reducing Health Disparities:** Mitigate racial, ethnic, gender and socioeconomic disparities in health outcomes.
- **Leadership and Advocacy for Equity:** Drive health equity initiatives through advocacy, partnership and continuous quality improvement.
- **Member-Centered Care:** Provide equitable, culturally responsive and linguistically accessible care that focuses on prevention and aligns with member needs and preferences.
- **Community Engagement and Partnership:** Empower and collaborate with community stakeholders to co-create equitable health solutions that include prevention.
- **Empowering Change Through Data-Driven Strategies:** Leverage data to discover gaps, strengths and assets to co-design strategies that improve health outcomes with the community.

We invite you to learn more about our evolving health equity framework and to join our journey toward a healthier, more equitable future for all.



*Michaela Silva Rose*

**Michaela Silva Rose, DrPH, LCSW**  
Chief Health Equity Officer



# CalOptima Health Overview

CalOptima Health has had the privilege of caring for Orange County residents since 1995. We believe that all our members deserve access to quality care and service throughout the health care continuum. As a county organized health system, CalOptima Health works in collaboration with providers, community stakeholders and government agencies to achieve our mission and vision.

## Our Mission

To serve member health with excellence and dignity, respecting the value and needs of each person.

## Our Vision

By 2027, remove barriers to health care access for our members, implement same-day treatment authorizations and real-time claims payments for our providers, and annually assess members' social determinants of health.

## Our Values

CalOptima Health honors its "Better. Together." motto by working with members, providers and community stakeholders so we can make things better — for our members and community. We believe that to best serve the people of Orange County, we must continue to lead with **Collaboration**, **Accountability**, **Respect**, **Excellence** and **Stewardship**. These are our CARES values, which guide how we build and maintain trust as a public agency, as well as with our members and providers.



## Who We Serve

As a public agency and as Orange County's single largest health insurer, CalOptima Health offers health insurance coverage through three major programs:

- **Medi-Cal** — California's Medicaid Program for low-income children, adults, seniors and people with disabilities, offering comprehensive health care coverage.
- **OneCare (HMO D-SNP)** — Medicare Advantage Dual Eligible Special Needs Plan for seniors and people with disabilities who qualify for both Medicare and Medi-Cal.
- **Program of All-Inclusive Care for the Elderly (PACE)** — PACE for frail older adults, providing a full range of health and social services so seniors can remain living in the community.

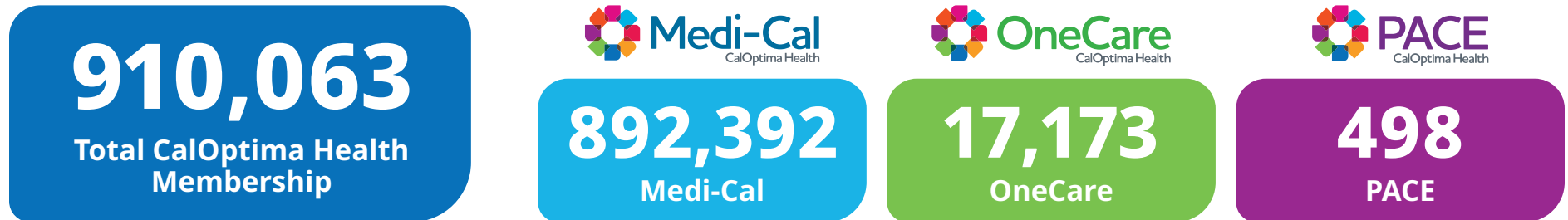




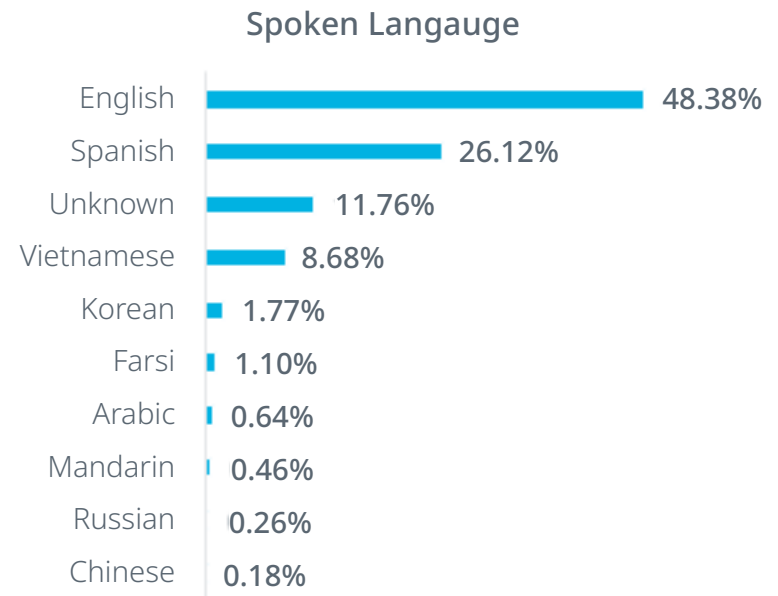
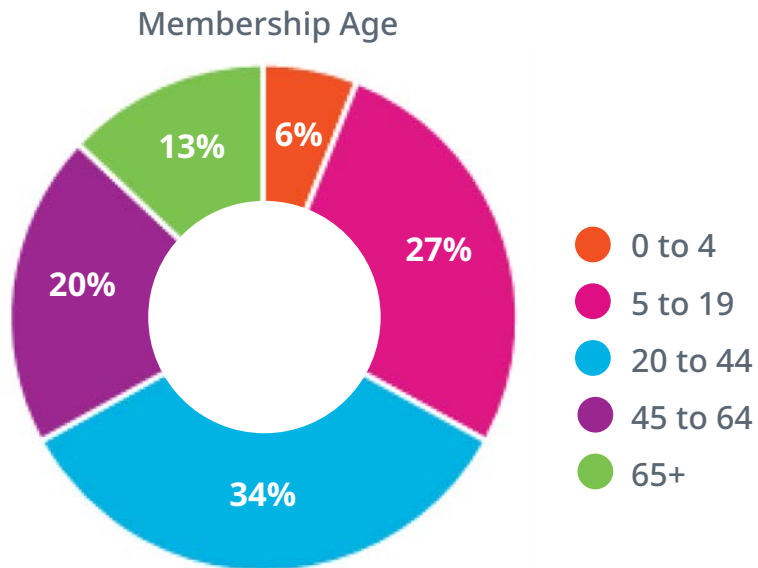
# CalOptima Health Profile

CalOptima Health serves about 1 in 3 Orange County residents, making us the single largest managed care plan in the county. As of October 31, 2024, our membership reached 910,063. The member profile below shows that CalOptima Health's membership is diverse, including residents of all ages and ethnicities and who speak various languages.

## Membership Data\* (as of October 31, 2024)



## Membership Demographics\*\*

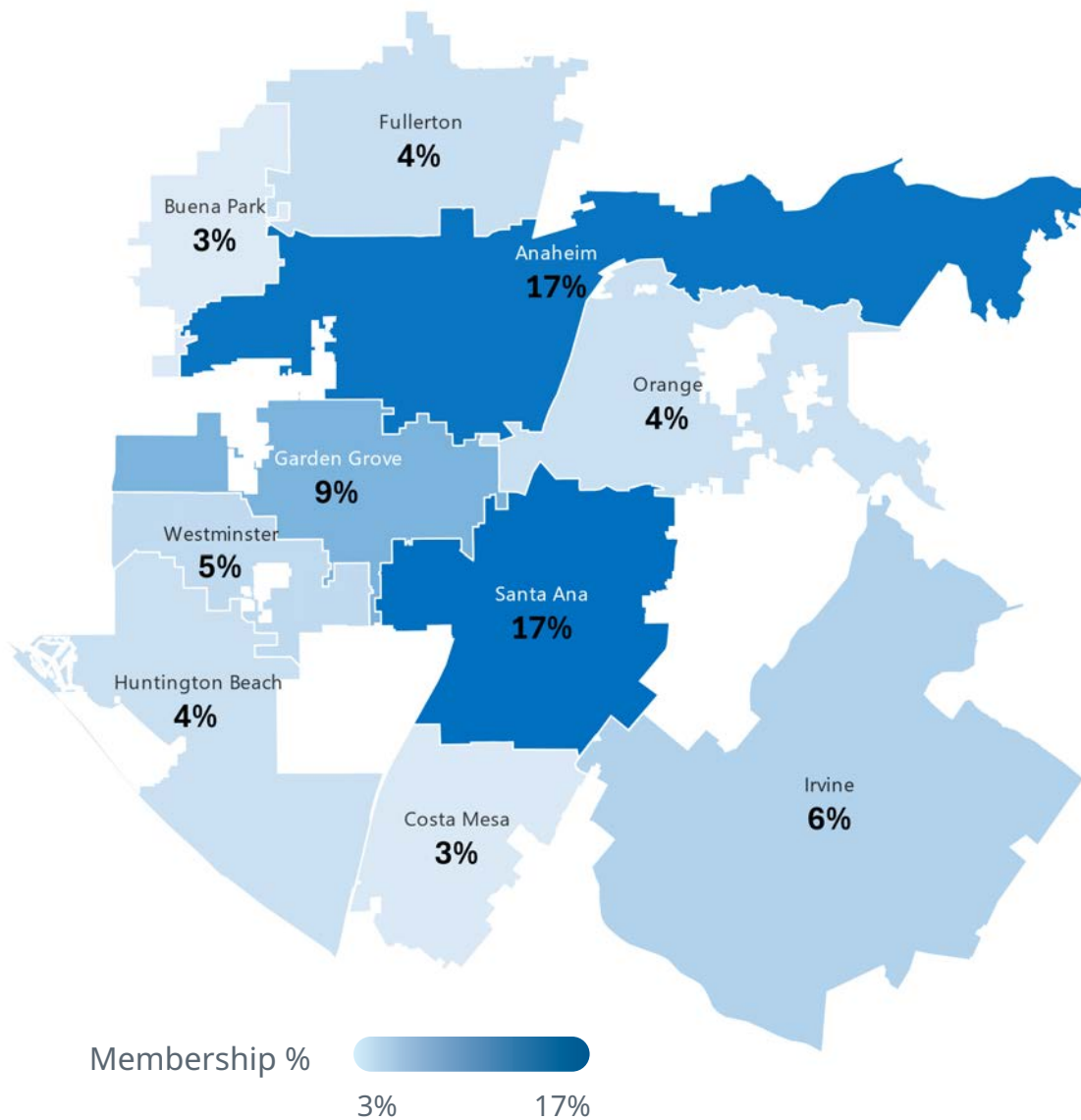


\*Data Source: CalOptima Health Fast Facts (released December 2024) - Based on unaudited financial report and includes prior period adjustments.

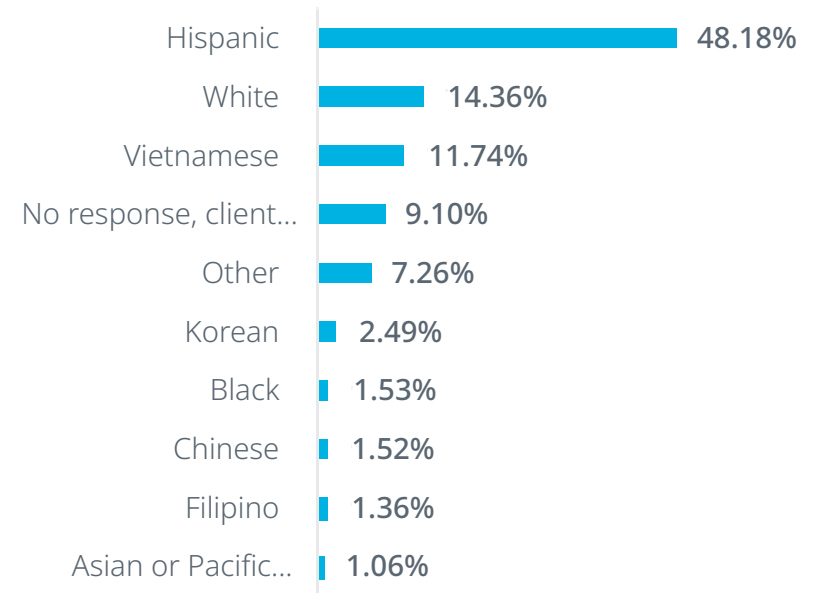
\*\*Data Sources: CalOptima Health Membership Tableau Dashboard, November 2024

# Membership Demographics\*\* (Continued)

## Membership by City



## Ethnicity



\*\*Data Sources: CalOptima Health Membership Tableau Dashboard, November 2024



# 2024 Select Accomplishments In Health Equity

## STAFF

Project / Initiative	Description	Progress and Accomplishments
<p><b>Health Literacy for Equity (HL4E) Certification and Training Program</b></p>	<p>CalOptima Health partnered with the Institute for Healthcare Advancement (IHA), County of Orange Social Services Agency, Orange County Health Care Agency (HCA), St. Jude Health Center and community residents as part of HCA's Equity in OC Initiative to improve organizational health literacy across systems in Orange County.</p>	<ul style="list-style-type: none"> <li>Health Literacy (HL) 101: Two educational videos were developed to introduce organizational health literacy (OHL). A total of 418 CalOptima Health staff completed the video training.</li> <li>Teach-Back Method Workshop: IHA facilitated a four-hour workshop for staff enrolled in the HL Specialist Certification Program to learn and practice the teach-back method. A total of 20 staff from different business units were trained and five staff participated in a train-the-trainer course to build expertise within the organization.</li> <li>The certificate program was a self-paced, exam-based curriculum with seven core modules. The program took an estimated 55–80 hours to complete, including exams. A total of 152 CalOptima Health staff enrolled in the certificate program. As of November 2024, 75% of the group completed the program and received their certification.</li> </ul> <p><i><b>The OHL Assessment progress is listed below the CalOptima Health Systems and Process on <a href="#">Page 18</a>.</b></i></p>
<p><b>CalOptima Health University Health Equity Training</b></p>	<p>CalOptima Health University training catalog was expanded to include various trainings on health equity.</p>	<p>CalOptima Health University offered 12 on-demand health equity webinars to staff and health network providers. The topics ranged from creating inclusive workspaces to cultivating racial equity in the workplace. CalOptima Health continues to expand its training catalog to include more health equity webinars and resources.</p>
<p><b>Cultural Competency: Diversity, Equity, Inclusion and Belonging (DEIB) and Health Equity eLearning Training Program</b></p>	<p>CalOptima Health created a robust training program to increase awareness of DEIB and health equity.</p>	<p>CalOptima Health's DEIB training program aims to help staff and health network providers create:</p> <ul style="list-style-type: none"> <li>Overall, better quality of care for our diverse membership.</li> <li>An inclusive environment within the organization and externally with network providers and contractors.</li> <li>Greater awareness of sensitivity, diversity, cultural competency, cultural humility and health equity.</li> </ul>

## STAFF *(Continued)*

Project / Initiative	Description	Progress and Accomplishments
<b>Health Equity Leadership</b>	<p>CalOptima Health created a Chief Health Equity Officer (CHEO) position to advance health equity efforts, address health disparities and ensure all CalOptima Health policies and procedures promote health equity.</p>	<p>Dr. Michael Rose joined CalOptima Health in September 2023, bringing more than 25 years of health care experience in executive leadership, advocacy, strategic planning, program development and cross-functional teamwork in the promotion of equity and improved health outcomes for underserved populations. Over the past year, Dr. Rose:</p> <ul style="list-style-type: none"> <li>• Led the agency’s health equity efforts, many of which are included in this report.</li> <li>• Co-chaired for the Quality Improvement Health Equity Committee.</li> <li>• Served on several community advisory committees, including HCA’s Community Suicide Prevention Coalition and HCA’s Population Health Steering Committee, OC Interagency Leadership Team, the Health Equity for African Americans League (HEAAL) collective, and United Way’s United for Financial Security Leadership Council.</li> <li>• Successfully fulfilled all the CHEO responsibilities as outlined in the 2024 Department of Health Care Services contract.</li> </ul>
<b>Medical Director Growth and Leadership in Advancing Health Equity</b>	<p>CalOptima Health’s Medical Director team was expanded to enhance physician oversight across programs and initiatives, sustain timely processing of treatment authorizations and ensure quality of care with a strong focus on addressing health inequities.</p>	<p>CalOptima Health’s team of 14 Medical Directors plays a vital role in reducing health disparities within the organization by:</p> <ul style="list-style-type: none"> <li>• Leading efforts to ensure that all members, regardless of background, receive fair and compassionate care.</li> <li>• Ensuring that optimal quality care is provided to all members.</li> <li>• Overseeing same-day authorizations to ensure timely and appropriate care for members.</li> <li>• Addressing grievances and appeals, ensuring fair resolution.</li> <li>• Spearheading the restructuring of our internal member risk assessment strategy.</li> <li>• Enhancing the ability to proactively identify and address potential health risks and care gaps.</li> </ul>
<b>Grievance and Appeals Resolution Services (GARS) Growth to Address Discrimination</b>	<p>CalOptima Health’s GARS team was expanded to enhance efforts to investigate grievances related to discrimination.</p>	<p>CalOptima Health’s GARS team grew to include a dedicated staff to identify and address discrimination grievances to ensure that all members feel respected and are treated with dignity, and to build trust in the health care system, which are essential elements in improving health outcomes.</p>



# MEMBERS

Project / Initiative	Description	Progress and Accomplishments
<p><b>CalFresh Benefits</b></p>	<p>CalOptima Health created a CalFresh outreach strategy to promote food security among members.</p>	<ul style="list-style-type: none"> <li>Partnered with County of Orange Social Services Agency to provide education and help connect members to CalFresh.</li> <li>Approximately 259,000 households of potentially eligible members were engaged through a multimedia marketing campaign and CalFresh enrollment events.</li> <li>As of June 2024, CalOptima Health hosted six community events that focused on CalFresh enrollment. More than 11,355 members were served, and 1,233 CalFresh applications were submitted.</li> </ul>
<p><b>Behavioral Health Telehealth Appointments</b></p>	<p>CalOptima Health launched the Behavioral Health Telehealth Appointment program, which offers members virtual access to outpatient behavioral health care.</p>	<p>The Behavioral Health Telehealth Appointments program enables members to request and schedule appointments with TeleMed2U, a CalOptima Health behavioral health providers. TeleMed2U offers various behavioral health services provided by a team of clinical experts along with after-hours services. From April 1–October 31, 2024, 9,717 appointments were scheduled through TeleMed2U, and 70.5% were completed.</p>
<p><b>Social Determinants of Health (SDOH) Assessment</b></p>	<p>CalOptima Health developed and implemented a SDOH tool to assess non-medical factors that influence members' health.</p>	<ul style="list-style-type: none"> <li>Developed and integrated an SDOH assessment within the Member Portal to help increase the documentation of SDOH needs. Through SDOH assessments, members are connected to community resources and support.</li> <li>The SDOH assessment was also built for CalOptima Health's health care enterprise management platform to facilitate the annual assessment of members, refer members to non-medical resources and services, and gather data to inform focused interventions.</li> </ul>
<p><b>Doula Benefits</b></p>	<p>CalOptima Health continues to offer Medi-Cal doula services to prevent prenatal complications and improve health outcomes for birthing parents and infants.</p>	<ul style="list-style-type: none"> <li>Provided training on the requirements to become a doula, the contracting process as well as the claims and billing aspect of providing doula services. A total of 26 participants attended, including 16 doulas, 9 health network representatives and 1 community organization representative.</li> <li>Conducted a satisfaction survey on all members who had a doula claim or encounter. One hundred percent of the members who participated in the survey indicated that they were satisfied with doula services.</li> <li>CalOptima Health Community Network contracted with 13 doulas who represent a wide range of ethnic and cultural backgrounds.</li> <li>Built partnerships with doulas who donate their time to provide education and help members enroll in doula services at CalOptima Health maternal health events.</li> </ul>

# MEMBERS *(Continued)*

Project / Initiative	Description	Progress and Accomplishments
<p><b>Community Health Worker (CHW) Services</b></p>	<p>CalOptima Health continues to offer CHW services to members and support capacity building and workforce development for CHW organizations.</p>	<ul style="list-style-type: none"> <li>• Provided \$2.1 million in grant funding for 21 organizations to participate in the CHW Academy. The CHW Academy is a six-month course of weekly training (one hour per week).</li> <li>• As of November 2024, a total of 213 CHWs and 21 contracted CHW supervising providers were contracted.</li> </ul>
<p><b>Blood Lead Screening Collaborative</b></p>	<p>CalOptima Health partnered with HCA and Kaiser Permanente to identify and address disparities in timely blood lead screenings among Orange County children.</p>	<p>The Blood Lead Screening Collaborative co-developed a shared goal that aims to identify and reduce disparities and gaps in timely blood lead screenings among children within Orange County. To reach this goal, the collaborative also co-designed five SMART objectives that focus on population data sharing, shared communication, information and education, and building awareness among trusted messengers.</p> <p><b><i>Details and progress on the goal and SMART objectives can be found in the <a href="#">Appendix</a>.</i></b></p>
<p><b>Maternal Mental Health Screening Collaborative</b></p>	<p>CalOptima Health partnered with HCA and First 5 Orange County to promote the completion of perinatal depression screenings and connect patients to follow-up care.</p>	<p>The Maternal Mental Health Collaborative co-developed a shared goal to promote prenatal and postpartum depression screenings by Orange County perinatal and pediatric providers and encourage providers to connect patients who screen positive for maternal depression to follow-up care within 30 days. To reach this goal, the collaborative also co-designed six SMART objectives that focus on data enhancement, shared communication and collaboration, and provider and community training.</p> <p><b><i>Details and progress on the goal and SMART objectives can be found in the <a href="#">Appendix</a>.</i></b></p>
<p><b>Equity and Community Health (ECH) Department</b></p>	<p>The former Population Health Management department was restructured to create a new Equity and Community Health (ECH) department, under the leadership of Dr. Michael Rose.</p>	<p>ECH’s mission is to engage and partner with members, providers and community stakeholders to advance health equity, drive prevention and improve access to optimal care for all CalOptima Health members.</p> <p>The ECH team supports members’ health by increasing access to care through the promotion of community-based programs, such as Maternal and Child Health programs, Wellness and Prevention programs, and Chronic Disease Management programs. These programs are developed and implemented to address health disparities and inequities. In addition, ECH created a new Community Impact Team to improve quality outcomes for all CalOptima Health members.</p> <p><b><i>Details on ECH’s Community Impact Team and strategies can be found in the <a href="#">Appendix</a>.</i></b></p>

# MEMBERS *(Continued)*

Project / Initiative	Description	Progress and Accomplishments
<p><b>Gender-Affirming Care</b></p>	<p>CalOptima Health’s Gender-Affirming Care program offers safe and effective pathways to achieving lasting personal comfort with members’ gendered selves.</p>	<p>CalOptima Health’s gender-affirming care workgroup facilitated education and training to staff in partnership with World Professional Association for Transgender Health (WPATH). A total of 78 staff completed the 15 hours of WPATH training.</p>
<p><b>Maternal Health and Breast-Feeding Event</b></p>	<p>CalOptima Health hosted our second annual Maternal Health and Breast-Feeding event to support expectant and postpartum members.</p>	<p>In August 2024, CalOptima Health partnered with Women, Infants, and Children (WIC) to host a Maternal Health and Breast-Feeding event. This event served 181 participants and helped them connect with 13 community organizations. Participants received fresh produce baskets, diapers, baby shoes, education and resources. WIC also hosted a nursing tent to provide a safe space for mothers to nurse infants.</p>
<p><b>Clinic Days – Maternal and Infant Wellness Pilot Events</b></p>	<p>CalOptima Health partnered with the University of California, Irvine (UCI) Family Health Centers to pilot two health and wellness events.</p>	<p>The Maternal and Infant Wellness pilot events created health care access for members who had gaps in care and needed recommended health and wellness screenings. Two separate pilot “clinic day” events occurred in Fall 2024, serving 48 pregnant and postpartum families. The members:</p> <ul style="list-style-type: none"> <li>• Received prenatal/postpartum care, cervical cancer screening, maternal depression screening, blood lead screening, topical fluoride and immunizations.</li> <li>• Obtained nutrition, breast feeding, safe sleep and car seat safety education as well as a wide range of resources and giveaways.</li> <li>• Completed SDOH, sexual orientation and gender identity (SOGI), PHQ-2 (Maternal Depression Screening) and PHQ-9 (High Risk Maternal Depression Screening, if needed) questionnaires.</li> </ul>



Thanksgiving Event



Back-To-School Health and Wellness Fair

## MEMBERS *(Continued)*

Project / Initiative	Description	Progress and Accomplishments
<p><b>Health Equity Well-Care Visit Call Campaign</b></p>	<p>CalOptima Health launched a process improvement project (PIP) to address health disparity gaps in well-care visits.</p>	<p>Through this PIP, CalOptima Health aims to reduce differences in health care between racial and ethnic groups and increase well-child visits in support of statewide health goals. Well-child visits are important for tracking key health indicators in the children. By improving access to these visits among Black and African American members, their overall health can be better supported.</p> <p>In May 2024, CalOptima Health launched a call campaign focusing on parents and guardians of Black and African American members ages 0–15 months. This campaign reached a total of 34 members and their families (40% success rate) to provide them with important information about well-child visits and offered support to schedule their next visit.</p>
<p><b>ECH Unengaged Member Two-Way Campaign</b></p>	<p>The ECH Unengaged Member Two-Way Campaign aims to increase participation in Annual Wellness Visits (AWVs) among unengaged members who have not connected with CalOptima Health or their primary care provider (PCP) in at least nine months.</p>	<p>In October 2024, CalOptima Health launched a two-way text message campaign in all seven threshold languages and 9,000 members were successfully engaged. Text messages included the member’s specific PCP details, resources and CalOptima Health Customer Service number. Members were also educated on the benefits of AWV.</p>
<p><b>Children and Families Recuperative Care Center</b></p>	<p>CalOptima Health’s \$3.5 million grant paved the way for a partnership with the Illumination Foundation to launch the nation’s first Children and Families Recuperative Care Center.</p>	<p>The Children and Families Recuperative Care Center serves unhoused children who need to heal and stabilize from illness or injury following release or referral from a hospital. The child stays with their family in the center, which can house up to six families. Illumination Foundation provides comprehensive case management, housing assistance and trauma-informed counseling to address the complex challenges of homelessness. CalOptima Health’s funding stems from California’s Housing and Homelessness Incentive Program and enabled the acquisition, renovation and expansion of the property. CalOptima Health also adjusted its reimbursement rate, policies and procedures to ensure sustainability for the center.</p>

# PROVIDERS

Project / Initiative	Description	Progress and Accomplishments
<b>CalOptima Health University Health Equity Trainings</b>	CalOptima Health University training catalog was expanded to include various trainings on health equity.	<p style="text-align: center;"><b><i>Progress and accomplishments are outlined under CalOptima Health staff section on <a href="#">Page 7</a>.</i></b></p>
<b>Cultural Competency: Diversity, Equity, Inclusion and Belonging (DEIB) and Health Equity eLearning</b>	CalOptima Health created robust training to increase awareness of DEIB and health equity.	
<b>Health Literacy Continuing Medical Education (CME)/ Continuing Education (CE)</b>	CalOptima Health hosted a CME/CE workshop for physicians and licensed health care professionals on Mastering the Teach-Back Method: Elevating Health Care Professionals' Communication Skills for Enhanced Patient Care.	<p>In January 2024, CalOptima Health partnered with the Institute for Health Care Advancement to offer an interactive provider workshop that highlighted the effective use of the teach-back method. A total of 101 providers and allied health professionals attended the virtual event. Workshop objectives were to:</p> <ul style="list-style-type: none"> <li>• Define the teach-back process.</li> <li>• Demonstrate at least one way to implement the teach-back method in various communication scenarios.</li> <li>• Identify four steps of the teach-back process.</li> <li>• Name two benefits of employing the teach-back techniques.</li> <li>• Describe at least one way to adapt the teach-back approach to meet the unique needs of diverse patient populations.</li> </ul>
<b>Quality Improvement Grant Program (QIGP)</b>	Through QIGP, CalOptima Health aims to address systemic challenges and disparities within health care delivery systems, fostering innovation, collaboration and sustainability in quality improvement efforts.	<p>In response to the ongoing need for enhanced health care quality and patient outcomes, particularly in underserved communities, CalOptima Health recognized the need to implement the QIGP.</p> <p>In July 2024, CalOptima Health released a notice of funding opportunity of \$4 million as part of the QIGP. Grant amounts range from \$50,000 to \$250,000 per measure/measure group and are intended to serve as catalysts of transformative change across various health care settings, ultimately improving the health and well-being of members.</p>

# PROVIDERS *(Continued)*

Project / Initiative	Description	Progress and Accomplishments
<p><b>Equity and Practice Transformation (EPT) Program</b></p>	<p>The EPT Program helps Medi-Cal providers improve care quality and promote health equity by investing in care models to improve the quality of care and timely access and build capacity for population health management.</p>	<p>CalOptima Health conducted efforts to ensure eligible providers successfully completed the application process and advanced to the next phase of participation. DHCS approved 14 practices that serve CalOptima Health members.</p> <ul style="list-style-type: none"> <li>• All practices submitted a 2024 Population Health Management Assessment and will receive payment in March 2025.</li> <li>• The CalOptima Health Board of Directors approved paying the practices early in November 2024 to support the work they have already begun to do.</li> <li>• CalOptima Health hired RecastHealth to coach the EPT practices to achieve and implement the program requirements.</li> <li>• All practices submitted their November deliverables, which included policies and data.</li> <li>• CalOptima Health is collaborating with the Coalition of Orange County Community Health Centers to improve efficiencies for the EPT program.</li> </ul>
<p><b>Maternal Mental Health Certification Training</b></p>	<p>CalOptima Health sponsored the Maternal Mental Health Certificate Training program for mental health and clinical professionals.</p>	<p>CalOptima Health’s Equity and Community Health department allocated \$150,000 to pilot a Maternal Mental Health Certificate Training program by Postpartum Support International for Medi-Cal mental health community partners and clinical professionals. This online training program includes eight live and/or recorded sessions, small group discussions, supplemental reading materials, 16 continuing education credits for qualifying specialists, and a certificate of completion. A total of 125 Medi-Cal providers and community partners registered to participate in the first cohort from September to December 2024. Through this training, CalOptima Health aims to build capacity for maternal mental health providers serving members.</p>



UCI SA event



UCI Anaheim leadership

# BROADER COMMUNITY

Project / Initiative	Description	Progress and Accomplishments
<p><b>Homeless Health Initiative</b></p>	<p>CalOptima Health’s Homeless Health Initiative (HHI) aims to increase access to medical services for members experiencing homelessness. HHI encompasses many projects, including the Street Medicine Program and the Homeless Clinic Access Program (HCAP).</p>	<p>The CalOptima Health Street Medicine Program combines health and social services to address the unique needs of the vulnerable, unhoused population. The program engages people experiencing homelessness where they are in the community, reducing barriers to care and increasing direct access to ongoing medical services.</p> <ul style="list-style-type: none"> <li>• In August 2024, CalOptima Health, in partnership with the City of Costa Mesa and Celebrating Life Community Health Center, launched the CalOptima Health Street Medicine Program in Costa Mesa.</li> <li>• In September 2024, CalOptima Health, in partnership with the City of Anaheim and Healthcare in Action, launched the Street Medicine Program in Anaheim.</li> </ul> <p>HCAP strives to provide accessible, reliable and quality medical care for individuals experiencing homelessness in Orange County by coordinating mobile clinics at shelter sites.</p> <ul style="list-style-type: none"> <li>• In 2024, CalOptima Health launched a \$3 million grant to support mobile clinic services delivered by Federally Qualified Health Centers (FQHCs) at shelters.</li> <li>• By August 31, 2024, grantees had provided services to 3,771 individuals experiencing homelessness.</li> </ul>
<p><b>Health Care Provider Workforce Development Initiative</b></p>	<p>CalOptima Health’s Provider Workforce Development Initiative aims to increase access to high-quality, equitable care for members by investing in strategies to close gaps in Orange County’s health care workforce.</p>	<ul style="list-style-type: none"> <li>• CalOptima Health launched a \$50 million Provider Workforce Development Initiative, the largest workforce investment ever planned by CalOptima Health.</li> <li>• In April 2024, \$24.6 million was awarded to seven institutions to support workforce education related to behavioral technician, medical assistant, registered nurse and physician assistant programs.</li> <li>• In November 2024, \$5.1 million was awarded to six organizations for training and development to increase the pipeline of behavioral health professionals.</li> </ul> <p><b><i>A list of grantees can be found in the <a href="#">Appendix</a>.</i></b></p>

## BROADER COMMUNITY *(Continued)*

Project / Initiative	Description	Progress and Accomplishments
<p><b>Community Enrollers for Medi-Cal</b></p>	<p>CalOptima Health collaborated with community-based organizations to support Medi-Cal enrollment and renewals, Medi-Cal Expansion, and CalFresh enrollment.</p>	<p>CalOptima Health awarded \$2.6 million in grant funds to 13 organizations. Grant funding will support these organizations to:</p> <ul style="list-style-type: none"> <li>• Provide services in all seven of CalOptima Health’s threshold languages.</li> <li>• Connect with and serve hard-to-reach communities.</li> <li>• Focus on adults ages 26 through 49 who qualify for Medi-Cal regardless of immigration status (Medi-Cal Expansion population).</li> </ul>
<p><b>Orange County Community Health Assessments (CHA)/ Community Health Improvement Plan (CHIP) Collaboration</b></p>	<p>Orange County’s CHA is a local public health analysis that identifies key needs and issues through the comprehensive review of data. The CHA is used to develop and carry out a CHIP, a long-term strategy to address community-identified priorities, health needs and issues.</p>	<p>CalOptima Health partnered with HCA and Kaiser Permanente to plan, develop and implement processes for the CHA and CHIP, which include:</p> <ul style="list-style-type: none"> <li>• Comprehensive review of CHA Report to provide recommendations for priority focus areas.</li> <li>• Sharing various data to support the identification of CHA priority areas and CHIP goals.</li> <li>• Participation in Steering Committee, monthly planning and implementation workgroup meetings.</li> <li>• Partnering with HCA to seek community input on CHIP priorities and goals from CalOptima Health Member Advisory Committee, Provider Advisory Committee, Population Health Management Committee, and Quality Improvement and Health Equity Committee.</li> </ul> <p>The 2024–26 CHIP priority areas include mental health, substance use, diabetes and obesity, housing and homelessness, care navigation and economic disparities.</p>



Health Equity for African American League Collective



## BROADER COMMUNITY (Continued)

Project / Initiative	Description	Progress and Accomplishments
<p><b>Comprehensive Community Cancer Screening and Support Program</b></p>	<p>The Comprehensive Community Cancer Screening and Support program was launched to lower late-stage breast, cervical, colorectal and lung cancer diagnoses in Orange County.</p>	<ul style="list-style-type: none"> <li>• Throughout 2024, text message campaigns in all seven threshold languages were launched to encourage members to obtain screening.</li> <li>• In March 2024, CalOptima Health hosted a lunch and learn event with CalOptima Health Community Network providers to share information on cancer screening guidelines and raise awareness about the importance of early detection for better health outcomes.</li> <li>• In August 2024, more than \$16.4 million in grant funds were awarded to 13 community organizations to deliver culturally tailored cancer screening services for CalOptima Health members. The awarded grants help to cover costs for capacity building, infrastructure and capital improvements, and care coordination.</li> <li>• In September 2024, CalOptima Health launched a multimedia comprehensive cancer prevention and screening marketing campaign in English, Spanish and Vietnamese. The goal of this campaign is to create awareness and encourage participation in screening.</li> </ul> <p><b><i>A list of grantees can be found in the <a href="#">Appendix</a>.</i></b></p>
<p><b>Chief Health Equity Officer's (CHEO) Engagement With Community Partners</b></p>	<p>CalOptima Health's CHEO actively collaborated with community partners to gather valuable feedback, strengthen relationships and gain a deeper understanding of the unique needs within our communities.</p>	<p>During 2024, Dr. Rose has:</p> <ul style="list-style-type: none"> <li>• Participated in 27 listening and learning sessions.</li> <li>• Engaged with community-based organizations, hospitals and community clinics.</li> <li>• Solicited valuable feedback and input from these groups to understand community needs.</li> <li>• Gained critical insights to guide efforts in advancing health equity and reducing disparities.</li> <li>• Strengthened partnerships to improve health care access and outcomes for all members.</li> </ul>
<p><b>Naloxone Distribution Events</b></p>	<p>CalOptima Health hosted naloxone distribution events to prevent fentanyl overdoses in Orange County.</p>	<ul style="list-style-type: none"> <li>• CalOptima Health partnered with community leaders, elected officials, health care providers and county officials to promote the distribution of naloxone to CalOptima Health members.</li> <li>• CalOptima Health purchased 250,000 doses of naloxone, a life-saving medication that reverses opioid overdoses.</li> <li>• In 2024, CalOptima Health distributed 187,500 boxes of naloxone (two doses per box) to the community, provider offices and hospitals.</li> </ul>

# SYSTEMS AND PROCESSES

Project / Initiative	Description	Progress and Accomplishments
<p><b>Health Equity as a Strategic Priority in CalOptima Health's Strategic Plan</b></p>	<p>CalOptima Health Board of Directors initiated process to develop the 2025–27 Strategic Plan, which continues to elevate overcoming health disparities as a strategic priority.</p>	<p>CalOptima Health has developed various tactical priorities focused on addressing health disparities and inequities to improve member health outcomes and remove barriers to care. Examples of these tactical priorities range from collaboration with external stakeholders to investing in technology for members and providers. Currently, CalOptima Health is gathering stakeholder input to finalize the 2025–27 strategic plan. Equity and Population Health remains a strategic priority area for the organization.</p>
<p><b>Organizational Health Literacy (OHL) Assessment</b></p>	<p>CalOptima Health participated in a comprehensive OHL assessment conducted by Institute of Healthcare Advancement (IHA). The aim of the assessment was to identify and prioritize improvement projects to increase OHL.</p>	<ul style="list-style-type: none"> <li>• A total of 420 employees participated in the survey with topics on workforce; integration of health literacy with quality improvement and equity; communication; written communication; access to health information, services and help with navigation; and leadership.</li> <li>• IHA staff and community members conducted one site visit to assess the ease of getting information and finding services.</li> <li>• Community members completed calls to CalOptima Health on different days and times (using standardized protocols) to assess the ease of accessing information.</li> <li>• IHA completed website reviews to gather data on the ease of finding information and taking action.</li> </ul>
<p><b>Population Health Management Committee (PHMC)</b></p>	<p>The PHMC was established in 2024 to provide direction for continuous process improvement and oversight of the Population Health Management (PHM) program. The committee ensures PHM activities are consistent with CalOptima Health's strategic goals and priorities, and monitor compliance with regulatory requirements.</p>	<ul style="list-style-type: none"> <li>• The committee met on a quarterly basis and reported to the Quality Improvement and Health Equity Committee.</li> <li>• PHMC brings together 11 internal executives and three external partners who represent community-based organizations that serve CalOptima Health members, health network providers contracted to serve CalOptima Health members and HCA.</li> </ul>

# SYSTEMS AND PROCESSES *(Continued)*

Project / Initiative	Description	Progress and Accomplishments
<p><b>Organizational Assessment for Equity Infrastructure</b></p>	<p>The Organizational Assessment for Equity Infrastructure is a comprehensive tool from the California Department of Public Health to support organizations' assessments of how well they integrate equity into their infrastructure and operations, identify disparities or gaps, and guide the development of strategies for improvement. The 12-question tool is divided into four domains:</p> <ol style="list-style-type: none"> <li>1. Workforce and Capacity</li> <li>2. Collaborative Partnerships</li> <li>3. Equity in Organizational Policies and Practices</li> <li>4. Planning and Shared Decision Making</li> </ol>	<p>The Chief Health Equity Officer administered the Organizational Assessment for Equity Infrastructure among CalOptima Health senior leadership.</p> <ul style="list-style-type: none"> <li>• 52 leaders completed the survey.</li> <li>• The organizational average for all domains was 2.77, which placed CalOptima Health in the “early” stages.</li> <li>• Areas of opportunity were identified and prioritized.</li> </ul>



DHCS Listening Session With The Cambodian Family

## The Cambodian Family Community Center

*Empowering Families and Building Community*



**(714) 571-1966**

1626 E. Main St.



# Health Equity Framework and Priority Areas

To strengthen our commitment to advancing health equity, we revised our prior health equity framework to integrate comprehensive stakeholder feedback, current research and best practices. Our new health equity framework prioritizes the identification and dismantling of systemic barriers to health access, ensures culturally competent service delivery and promotes active community engagement. Our goal is to create a more inclusive, responsive and sustainable approach that effectively addresses the diverse health needs of our members by concentrating on five areas of focus:

- **Reduce Health Disparities:** Mitigate racial, ethnic, gender and socioeconomic disparities in health outcomes.
- **Leadership and Advocacy for Equity:** Drive health equity initiatives through advocacy, partnership and continuous quality improvement.
- **Member-Centered Care:** Provide equitable, culturally responsive and linguistically accessible care that focuses on prevention and aligns with member needs and preferences.
- **Community Engagement and Partnership:** Empower and collaborate with community stakeholders to co-create equitable health solutions that include prevention.
- **Empowering Change Through Data-Driven Strategies:** Leverage data to discover gaps, strengths and assets to co-design strategies that improve health outcomes with the community.

## CalOptima Health Equity Framework



### Reduce Health Disparities:

- Assess member's social determinants of health to identify potential disparities
- Develop programs and initiatives aimed at addressing identified health needs
- Implement focused interventions to close health gaps and improve health outcomes



### Leadership and Advocacy for Equity:

- Promote leadership and collaboration for equity within the organization
- Build and maintain partnerships with community organizations to advance health equity
- Cultivate a culture of continuous improvement, accountability and transparency



### Member-Centered Care:

- Provide cultural humility training and resources for all staff
- Enhance interpreter and translation services to ensure language access
- Customize services to meet the diverse needs of communities
- Provide alternative modalities to member care (e.g., doula, food as medicine, etc.)



### Community Engagement and Partnership:

- Engage community partners in strategic planning and health equity initiatives
- Co-develop solutions with community input to address unique health needs
- Strengthen community capacity to lead equity-focused efforts



### Empowering Change Through Data-Driven Strategies:

- Strengthen data collection and regularly analyze health data to identify trends and disparities
- Utilize data to evaluate and adjust health equity strategies
- Communicate data insights and outcomes with the community stakeholders to promote transparency and collaboration



## Monitoring and Accountability

CalOptima Health understands that quality improvement plays a critical role in achieving equity in health and health care. Both equity and quality in health care are important for improving access to health care and health outcomes. Therefore, CalOptima Health's equity and quality teams work together to identify opportunities, address care issues, close gaps and advance health equity for all members. Together, our equity and quality teams co-create goals to meet the needs of our diverse members.

CalOptima Health continuously monitors progress. At least quarterly, dedicated ECH staff, in collaboration with multidisciplinary work teams throughout the organization, collect and track indicators and activities specific to health equity goals, outcomes and outputs. ECH staff prepares quarterly findings and identifies potential risks to share with CalOptima Health leadership at PHMC meetings. CalOptima Health's PHMC reviews, offers feedback and approves quarterly health equity monitoring reports. PHMC summarizes the health equity monitoring reports and shares them with CalOptima Health's QIHEC quarterly.



## Looking Ahead

### 2025 National Committee for Quality Assurance (NCQA) Health Equity Accreditation

In 2024, CalOptima Health launched an enterprise-wide project to obtain NCQA Health Equity Accreditation by 2025. Earning NCQA Health Equity Accreditation will reflect our organization's commitment to continuous quality improvement necessary to advance health equity and the importance of having an equitable health care system for our members. This accreditation is part of the overall California Advancing and Innovating Medi-Cal Population Health Management initiative and will distinguish CalOptima Health as a health plan focused on providing equitable care that does not vary in quality because of personal characteristics such as gender, race, socioeconomic status and geographic location.

### 2025 Health Equity Goals

In partnership with Quality Improvement, CalOptima Health's ECH leadership team has developed health equity goals to support organizational efforts to:

- Use technology and innovation to strengthen equity and PHM programs.
- Annually assess members' health and social needs and use data to develop targeted interventions.
- Increase access to preventive services for vulnerable populations in pursuit of health equity.
- Expand community involvement in the co-creation of solutions that best serve members.

Health equity goals will be integrated into the 2025 Quality Improvement Health Equity Transformation Program (QIHETP) Work Plan. The purpose of the QIHETP Work Plan is to establish objective methods for systematically evaluating and improving the quality of care provided to members. Through the QIHETP, and in collaboration with providers and community partners, CalOptima Health strives to continuously improve the structure, processes and outcomes of the health care delivery system to serve members. QIHETP aims to identify health inequities and to develop structures and processes to reduce disparities, ensuring that all members receive equitable and timely access to care.



# Appendix

## Orange County Blood Lead Screening Collaboration

As of November 2024, the Orange County Blood Lead Screening Collaboration is on track to meet all SMART objectives. Together the collaborative has:

- Developed and used a blood lead data dashboard to identify three priority neighborhoods in Santa Ana, Fullerton and San Juan Capistrano, and build asset maps. Priority neighborhoods identified include those with the highest concentration of members with the lowest rates of blood lead screenings and/or highest blood lead levels.
- Developed an information and education brief to recommend that the California Department of Social Services update the Physician’s Report—Child Care Centers to include documentation that blood lead screening has been conducted. The information was shared with CalOptima Health’s Government Affairs team to help identify and plan for next steps.



- Partnered with the California Department of Public Health and HCA to co-host a continuing medical education (CME)/ continuing education (CE) workshop titled: The Prevention of Childhood Lead Poisoning — Risk Factors, Anticipatory Guidance, Screening, Management and Public Health Surveillance. A total of 65 physicians and licensed health care professionals attended.

### Blood Lead Screening

**GOAL**

CalOptima Health, Kaiser Permanente and the Orange County Health Care Agency (HCA) will identify and reduce disparities and gaps in timely blood lead screenings among children within Orange County.

**Related Department of Health Care Services (DHCS) Bold Goal:** Ensure all health plans exceed the 50th percentile for all children’s preventive care measures.

**HEALTH AIMS**


1. Increase awareness of the importance of lead testing among high-risk populations in Orange County through partnership with key local stakeholders.
2. Advocate for inclusion of lead testing requirement for day care entry.

**SMART OBJECTIVES**


1. **Population data sharing**
  - By August 31, 2024, CalOptima Health and Kaiser Permanente will develop a data crosswalk using publicly available blood lead level data and enrolled provider blood lead testing rates to identify and map out the highest risk areas within Orange County.
2. **Develop shared communication**
  - By March 31, 2025, CalOptima Health, Kaiser Permanente and HCA will co-develop an educational communications toolkit on blood lead testing.
3. **Information and education**
  - By December 31, 2025, CalOptima Health and HCA will develop an informational and educational brief to recommend at least one policy or systems change to increase blood lead testing for children.
    - An example may include requesting that the California Department of Social Services update the [Physician’s Report – Child Care Centers](#) to include documentation that blood lead screening has been conducted.
4. **Building awareness among trusted messengers**
  - By October 31, 2025, CalOptima Health, Kaiser Permanente and HCA will provide at least two trainings to local community-based organizations to promote blood lead testing in Orange County, with a specific focus on reaching trusted messengers in the areas identified in the population data crosswalk.
  - By October 31, 2025, CalOptima Health, Kaiser Permanente and HCA will provide at least two trainings to local health care providers to promote blood lead testing in Orange County, with a specific focus on improving systems and workflows to better educate and screen patients.

**DELIVERABLES**


- Blood lead testing data crosswalk
- Blood lead testing toolkit
- Information and education brief
- Evidence of trainings (e.g., presentation, materials, assessments, participation logs, etc.)



ORANGE COUNTY  
HEALTH CARE AGENCY



KAISER  
PERMANENTE



CalOptima Health  
CalOptima Health, A Public Agency

Subject to change upon workgroup discussion and approval.

# Orange County Maternal Health Collaboration

As of November 2024, the Orange County Maternal Health Collaboration is on track to meet all SMART objectives. Together the collaborative has:

- Updated the Orange County Perinatal and Infant Mental Health and Substance Use Toolkit. (**Perinatal and Infant Mental Health and Substance Use Provider Toolkit - OC Health Care Agency**).
- Received survey responses from Medi-Cal perinatal providers/ provider practices in Orange County sharing their experience with maternal depression screening and patient follow-up care.
- Launched the first Maternal Mental Health Certification Training cohort by providing scholarships to an 8-session, online certification program offered by the Postpartum Support International and Policy Center. A total of 137 contracted providers and community partners who serve perinatal CalOptima Health members completed the training.



Maternal Mental Health

GOAL

CalOptima Health and the Orange County Health Care Agency (HCA) will collaboratively promote the completion of prenatal and postpartum depression screenings by Orange County perinatal and pediatric providers and encourage providers to connect patients who screen positive for maternal depression to follow-up care within 30 days.

**Related Department of Health Care Services (DHCS) Bold Goal:** (1) Close maternity care disparity for Black and Native American persons by 50% by 2025 and (2) Improve maternal depression screening by 50% as determined by DHCS/Healthcare Effectiveness Data and Information Set (HEDIS) metrics.

HEALTH AIMS

- Increase awareness among Orange County perinatal and pediatric providers of the importance of maternal depression screening and documenting completed screenings at least once during both the prenatal AND postpartum timeframes.
- Enhance and promote pathways to ensure that pregnant and postpartum people in Orange County who screen positive for maternal depression receive follow-up care within 30 days.

SMART OBJECTIVES

- Data enhancement**
  - By August 31, 2024, CalOptima Health will assess barriers to maternal depression screening and patient follow-up care among Medi-Cal perinatal care providers in Orange County.
  - By January 31, 2025, CalOptima Health and the HCA will collect direct feedback from at least 25 perinatal Medi-Cal members on their experiences related to maternal depression screening and follow-up care.
- Shared communication and collaboration**
  - By October 31, 2024, CalOptima Health and HCA will collaborate with First 5 to review and update the Orange County Perinatal and Infant Mental Health and Substance Use Toolkit and develop a provider reference guide to promote best practices for maternal depression screening and support.
  - By October 31, 2025, CalOptima Health and HCA will partner with at least one medical trade association in Orange County to disseminate the Orange County Perinatal and Infant Mental Health and Substance Use Toolkit to perinatal, pediatrician, behavioral health and/or other providers.
  - By October 31, 2025, CalOptima Health will implement a depression screening pilot program with at least one perinatal or pediatric provider office to promote utilization of best practice toolkits and/or reference guides.
- Provider and community trainings**
  - By December 31, 2024, CalOptima Health and HCA will provide at least one training to medical professionals to promote maternal depression screening and follow-up care, with a specific focus on high-volume perinatal, pediatric and behavioral health providers.

(Continue to back page)

CalOptima Health, A Public Agency

Maternal Mental Health

SMART OBJECTIVES

- By December 31, 2025, CalOptima Health and HCA will provide at least one training to Orange County community- and faith-based organizations to promote maternal depression screening and follow-up care.
- By December 31, 2025, CalOptima Health will develop a workforce development grant to fund maternal health certificate training for medical professionals who offer or support maternal health services in Orange County.

- Care coordination**
  - By January 30, 2025, CalOptima Health and HCA will develop and implement a care coordination and closed-loop referral process that connects pregnant or postpartum Medi-Cal patients who screen positive for depression to a behavioral health provider for timely follow-up care (30 days or less) within the scope of the Health Insurance Portability and Accountability Act (HIPAA) and privacy allowance.

DELIVERABLES

- Perinatal provider assessment of barriers to maternal depression screening and follow-up care (survey tool and results)
- Medi-Cal pregnant and/or postpartum feedback (e.g., scripts and results)
- Updated Perinatal and Infant Mental Health and Substance Use Toolkit and provider reference guide for maternal depression screening and follow-up care
- Number of Perinatal and Infant Mental Health and Substance Use Toolkits links distributed to perinatal, pediatric or behavioral health providers
- Training materials, evaluations and participation logs
- Process flowchart of care coordination and closed-loop referral process to maternal depression providers

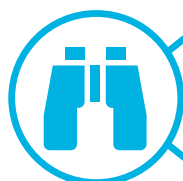
CalOptima Health, A Public Agency

## Equity and Community Health Department: Creating a Community Impact Team



### Department Mission

Engage and partner with members, providers and community stakeholders to advance health equity, drive prevention and improve access to optimal care for all CalOptima Health members.



### Department Vision

To be a trusted partner in the community and co-create equitable, responsive and participatory wellness and prevention programs to empower CalOptima Health members to live healthier lives.



### Approach

Through low, moderate and high impact interventions, the Community Impact team will promote meaningful, data-driven engagement and outreach interactions that support a continuous member journey towards good health.

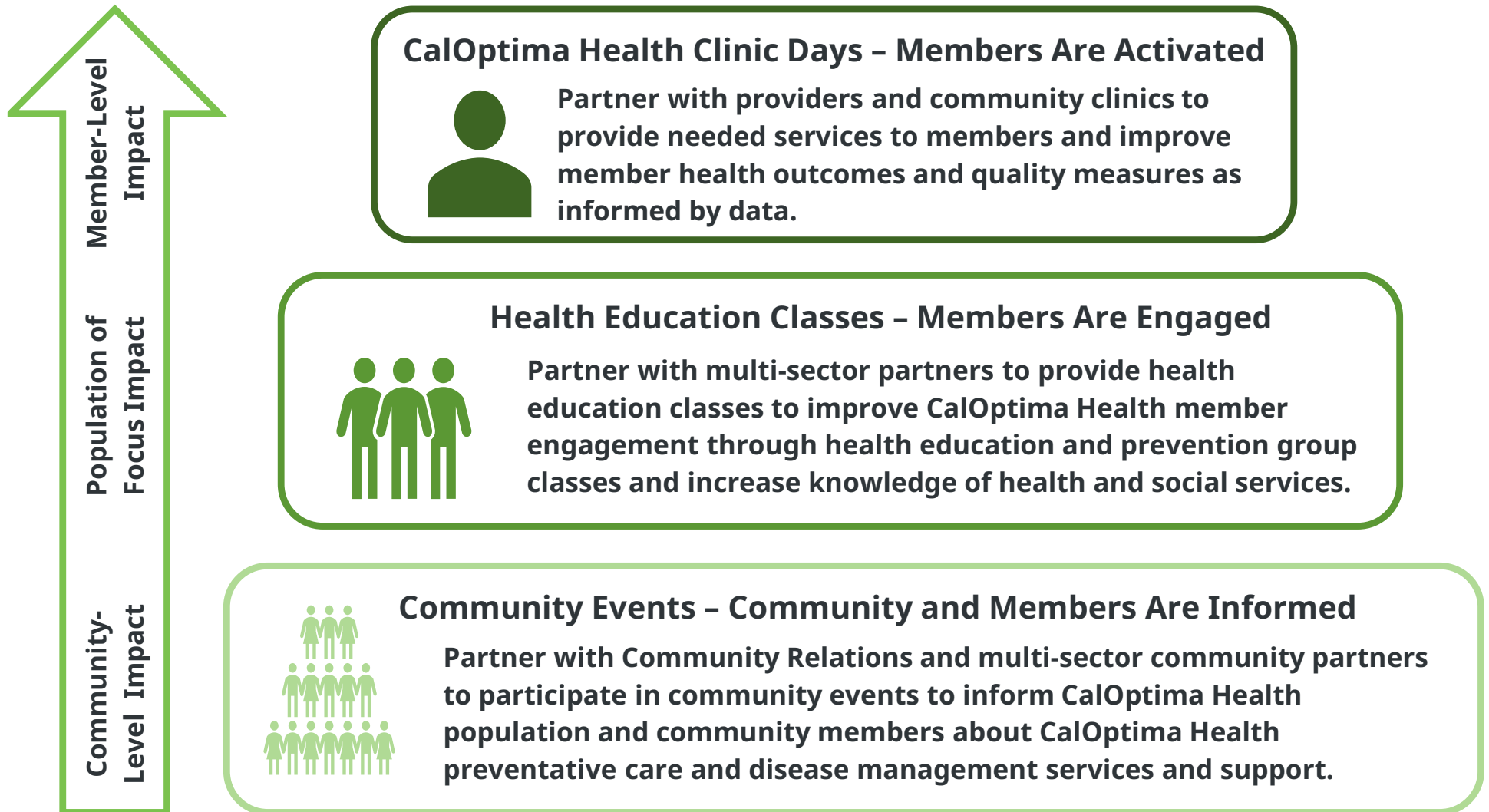


### Strategies

- Community-Level Impact (inform)
- Population of Focus-Level Impact (engage)
- Member-Level Impact (activate)




## Community Impact Team: Strategies by Impact Level



# Tactics, Objectives, Metrics and Activities Plan

CalOptima Health ECH staff will promote meaningful, data-driven engagement and co-created outreach interactions that support a continuous member journey towards good health.



Member-Level Impact: Members are Activated			
TACTIC	OBJECTIVE	METRIC	EXAMPLE ACTIVITIES
<b>CalOptima Health Days at Clinics</b>	Improve member health outcomes and quality measures by co-creating opportunities with providers, clinics or community-based agencies.	Plan and coordinate at least <b>one</b> CalOptima Health Clinic Day <b>per quarter</b> in <b>clinics</b> with the highest concentrations of members due for screenings resulting in at least 20% of members who attend the event completing at least one HEDIS screening.	<ul style="list-style-type: none"> <li>• Maternal health clinic</li> <li>• Wellness and screening events</li> <li>• Mobile cancer screenings</li> </ul>
Population of Focus Impact: Members are Engaged			
TACTIC	OBJECTIVE	METRIC	EXAMPLE ACTIVITIES
<b>Health Education and Coaching</b>	<p>Engage CalOptima Health members with individual health coaching and group interventions to increase the proportion of members who are in good health.</p> <p>Provide health education on prevention options so members can make informed decisions on self-care to reduce long-term health costs.</p>	<p>Provide a minimum of 4 group classes in areas with the highest density for childhood obesity per quarter.</p> <p>Lead a minimum of 6 group sessions on preventive care for women’s health or chronic condition self-maintenance.</p> <p>Partner quarterly with at least 1 new community-based organization, school or provider to offer health education.</p>	<ul style="list-style-type: none"> <li>• Community group classes (in-person &amp; virtual)</li> <li>• CalOptima Health Office Hours at community-based organizations</li> <li>• Stroller walks</li> </ul>
Community-Level Impact: Community and Members are Informed			
TACTIC	OBJECTIVE	METRIC	EXAMPLE ACTIVITIES
<b>Community Events</b>	Inform CalOptima Health members and the broader community about CalOptima Health services for preventative care and disease management.	Participate in at least <b>one</b> event <b>per month</b> that promotes screening or health education in <b>communities</b> with the highest concentrations of members facing health disparities	<ul style="list-style-type: none"> <li>• Distribute contact/class information, service flyers, promotional/education information and health rewards information.</li> <li>• Provide opportunities for members to complete the Social Determinants of Health Assessment via the member portal.</li> <li>• Participate in coalitions focused on addressing health outcomes.</li> <li>• Create and maintain a calendar of events</li> </ul>

# Comprehensive Community Cancer Screening and Support Grant Recipients



## CalOptima Health Comprehensive Community Cancer Screening and Support Community Grants – Grant Recipients and Funding Recommendation

Applications that scored 80 points and above through the competitive scoring process are recommended for a grant award.

Organization	Proposal Description	Funding Amount
Korean Community Services (KCS)	Incorporate medical providers from KCS and Southland Integrated Services alongside patient navigators from Orange County Asian Pacific Islander Community Alliance, The Cambodian Family, and Vietnamese American Cancer Foundation, to facilitate direct pathways from outreach to clinical service.	\$ 3,000,000
AltaMed Health Services Corporation (App. # 1)	Increase the effectiveness and efficiency of AltaMed's cancer screening programs in Orange County by: 1) Optimizing navigation support services for patients who are screened for cervical and lung cancer; and 2) Launching a pilot program for lung cancer screening that will support quality of care, follow-up, treatment and direct patient navigation.	\$1,499,992
Celebrating Life Community Health Center (App. #2)	Develop and implement a communication campaign to reach all target demographics; provide community-oriented outreach incorporating lived experience and/or topic expertise; incorporate cancer risk assessments; and strengthen workforce to increase access to equitable and culturally-competent health care services.	\$1,290,575
mPulse	Improve general awareness of cancer prevention, increase breast, cervical, colorectal, and lung cancer screening rates, and support members facing cancer through equitable and targeted two-way SMS programs. This program will be designed to identify health action barriers at the individual level and provide tailored/actionable information.	\$1,197,625
UCI Family Health Center	In partnership with American Cancer Society and UCI Chao Cancer Institute, improve the rates of breast, cervical, and colorectal cancer screenings and strengthen relationships with imaging and cancer centers to ensure timely screening and follow up; hire additional staff to support expansion of services; and leverage technology to provide timely reminders and linkages to screenings.	\$1,500,000
Hurtt Family Health Clinic	Expand patient navigation services, implement a comprehensive outreach strategy, standardized workflows and protocols for Universal Screening, and establish data-driven clinical workflows to optimize patient care and outcomes related to cancer screening and treatment.	\$ 1,018,600

Laguna Beach Community Health Center	Conduct outreach and education to increase cancer screening among CalOptima Health Members. In addition, LBCC will provide patient navigation and resource support to promote treatment compliance.	\$116,000
AltaMed Health Services Corporation (App. # 2)	Provide outreach and education, encourage timely screening, and provide care navigation support to patients from screening through diagnosis and treatment. In addition, AltaMed plans to enhance electronic health record to improve systems and workflow from screening through diagnosis and treatment.	\$752,349
Friends of Family Health Center (App. # 1)	Expand its Women's Health Program by incorporating on-site mammography services. FOFHC plans to recruit and hire, trained and certified staff to oversee and operate the mammography services offered.	\$554,875
Share Ourselves	Recruit Manager of Population Health and Quality Improvement and Population Health Coordinator to strengthen their breast, cervical, and colorectal cancer screening program. This program will focus on cancer screening, outreach, education, care coordination, and patients access to social support and health services.	\$362,500
Families Together of Orange County (App. # 2)	Provide comprehensive screening services to detect early signs of breast, cervical, and colorectal cancer by: 1) Recruiting members for the patient advisory committee and to help identify strategies to educate and increase cancer screenings; 2) Partnering with at least two organizations serving communities of focus to increase access to cancer screening; 3) Conducting community outreach campaigns, increasing social media/marketing efforts and providing educational workshops to raise awareness of services and screening programs.	\$1,500,000
Celebrating Life Community Health Center (App. # 1)	Identify a team-based approach using providers and health information technology to increase awareness, conduct a risk assessment, and complete preventative cancer screenings. This approach also includes the implementation of IT solutions to improve population health, data integration, and ease reporting.	\$329,428
Latino Health Access	Expand Community Health Worker services by recruiting and training a group of promotores to provide breast, cervical, colorectal and lung cancer screening education, navigation, and peer support services and expand partnerships to address barriers to screening access and treatment.	\$1,500,000
The G.R.E.E.N Foundation	Bolster cancer prevention education, early detection, treatment, and social support for African American and Black Medi-Cal members. Through tailored approaches, addressing members' concerns and raise their confidence in CalOptima Health's commitment to equitable care to help foster stronger relationships with primary care efforts.	\$295,100
American Cancer Society, Inc.	Increase community outreach, education, and patient service offerings in Orange County and to amplify work with OC health systems to improve enduring adherence to cancer screening guidelines and provide optimal cancer care.	\$1,500,000

# Workforce Development Grant and Grant Recipients



## CalOptima Health Workforce Development Grant – Grant Recipients and Funding Recommendation

### Round One

Organization	Proposal Description	Funding Amount
Coast Community College District	Expanding registered nurse pipeline at Golden West College by 40 students per year and develop a pathway to the radiologic technology certificate program at Orange Coast College for 30 students per year.	\$2,040,000
Santiago Canyon College	Increasing the behavioral technician program from 25-50 to 50-100 students annually; medical assistant program from 50 to 175 students annually; and develop a licensed vocational nursing curriculum/attain program accreditation to produce 60+ licensed graduates annually.	\$1,200,000
Sue & Bill Gross School of Nursing, University of California Irvine	Creating a program to provide a 1-year externship to 120 prelicensure nursing students and a 1-year residency for 8 family nurse practitioners and 4 psychiatric mental health nurse practitioners graduates to address Orange County's shortage of registered nurses and primary and behavioral healthcare providers.	\$5,000,000
Chapman University	Providing full tuition physician assistant scholarships (10 for first year and 10 for second year students), training, and local practice physician assistant education for academically qualified, low-income students.	\$5,000,000
CSU Fullerton Auxiliary Services Corporation	Providing full tuition physician assistant scholarships (10 for first year and 10 for second year students), training, and local practice physician assistant education for academically qualified, low-income students.	\$5,000,000
Orange County United Way	Expanding the UpSkill program, focusing on gaps within the healthcare workforce, and providing career coaching, connections to paid training and certification programs, and job placements in the healthcare industry to serve an additional 25 clients each year.	\$1,356,300
Concordia University, Irvine	Increasing the accelerated bachelor of science in nursing (ABSN) program and providing scholarships to 10 pre-nursing students per year and 20 ABSN students per year.	\$5,000,000

### Round Two

Organization	Proposal Description	Funding Amount
CHOC - Children's Hospital of Orange County	Pediatric Behavioral Health Field Training Expansion: A program to train an additional 92-96 social work and psychology students over a four-year program period.	\$994,824
Child Guidance Center, Inc.	Help the Helper - Strengthening Orange County's Behavioral Health Workforce: A program to train 35 graduate students pursuing master's and doctoral degrees in mental health (master's degree in social work, master's degree in marriage & family therapy, master's degree in counseling psychology) over a three-year period.	\$766,920
Western Youth Services	Western Youth Services Workforce Development Program: A program to increase the supply of behavioral health professionals through financial incentives for student interns, behavioral health specialists, care managers, mental health workers, therapeutic behavioral coaches, and peer support specialists. The program will provide tuition reimbursement for 55 staff, licensure fee reimbursement for 80 staff, stipends for 35 master's level interns over a five-year period, and 380 continuing education units for staff.	\$1,000,000
Special Service for Groups, Inc.	Professional Providers Pathway (Px3) Program: A paid internship opportunity for 25 graduate students over a five year period pursuing behavioral health degrees with a focus on service provision.	\$535,566
John Henry Foundation	Intern Psychologist Workforce Development Program: A program to train 25 PhD and PsyD candidates over a five year period with the skills to treat severe mental health conditions.	\$847,302
Seneca Family of Agencies	Behavioral Health Clinical Internship Program: A program to train 18 master's level graduate students in mental health focused programs (master's degree in social work, master's degree in marriage & family therapy, master's degree in counseling psychology) over a three-year period.	\$996,130



## Feedback

# We would love to hear from you!

Scan the QR Code below to complete a survey to share your thoughts on the report.



# CalOptima Health