



Public Policy Committee  
Meeting Minutes  
June 4, 2025

CalViva Health  
7625 N. Palm Ave. #109  
Fresno, CA 93711

Committee Members		Community Base Organizations (Alternates)	
✓	Joe Neves, Chairman	✓	Jeff Garner, KCAO
✓	Miguel Rodriguez, Provider Representative	✓	Roberto Garcia, Self Help
✓	Martha Miranda, Kings County Representative		<b>Staff Members</b>
	Vacant, Fresno County Representative	✓	Courtney Shapiro, Director Community Relations & Marketing
✓	Kristi Hernandez, Fresno County Representative	✓	Cheryl Hurley, Commission Clerk / Director, HR /Office
✓	Maria Arreola, At-Large Representative	✓	Steven Si, Compliance Manager
✓	Norma Mendoza, Madera County Representative	✓	Patricia Gomez, Senior Compliance Analyst
		✓	Sia Xiong-Lopez, Equity Officer
		*	= late arrival
		•	= participation by teleconference

AGENDA ITEM / PRESENTER	DISCUSSIONS	RECOMMENDATION(S) / QUESTION(S) / COMMENT(S)	ACTION TAKEN
#1 Call to Order Joe Neves, Chair	The meeting was called to order at 11:31 am. Roll call was taken to establish a quorum.		
#2 Meeting Minutes from December 4, 2024  Action Joe Neves, Chair	The March 5, 2025, meeting minutes were reviewed and approved.		<b>Motion:</b> Approve March 5, 2025, Minutes 4-0-0-3 (Mendoza / Phillips)
#3 Committee Membership Update  Information Courtney Shapiro	Public Policy Committee membership has been updated as follows:  Renewals: Martha Miranda, Kings County, reinstated for a 3-year term.		

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	<p>Addition: Miguel Rodriguez has been appointed to the PPC as the new Provider Representative.</p> <p>Vacancy: Fresno County seat is currently vacant.</p> <p><i>Miguel Rodriguez arrived at 11:34 am</i> <i>Kristi Hernandez arrived at 11:36 am</i></p>		
<p><b>#4 DHCS Community Reinvestment(s)</b></p> <p><b>Action</b> Jeff Nkansah Courtney Shapiro</p>	<p>Courtney Shapiro presented the Department of Health Care Services Community Reinvestment Program Stakeholder Engagement and Feedback letter, representing the PPC members. This letter is required by the State and is to include the criteria that the State is requiring.</p> <p>The PPC was asked for their recommendations and feedback and was informed they would be voting to approve the letter at the end of the funding presentation.</p> <p>The categories within the DHCS Community Reinvestment Program are:</p> <ul style="list-style-type: none"> <li>• Cultivating Neighborhoods and Built Environment: Investments that create neighborhoods and environments that promote health, well-being, and safety. <ul style="list-style-type: none"> <li>○ Every Neighborhood Partnership Community Well-Being: ENP will use funding to expand programs that enhance community well-being, including Saturday Sports for safe physical activity and nutrition, Parent Coffee Hours for mental health support, the Community Land Use Academy for environmental advocacy, the Community Schools Initiative for family engagement, and neighborhood revitalization efforts through the Fresno Community and Economic Development Partnership. These programs directly address food insecurity, education, mental health, and environmental justice in Fresno's underserved communities.</li> <li>○ Generation Changers Southwest Fresno Youth Engagement: Generation Changers will use funding to strengthen community well-being in Southwest Fresno by hosting family-centered events, resource distributions, and youth engagement programs that create safer, more connected neighborhood environments. Through consistent outreach, leadership development, and wellness activities, the initiative addresses social drivers of health, reduces isolation and chronic stress, and supports long-term resilience for underserved families.</li> </ul> </li> </ul>		<p><b>Motion:</b> Approve the letter supporting for the Community Reinvestment Programs</p> <p>7-0-1-0 (R. Garcia / M Rodriguez)</p> <p><i>Jeff Garner abstained due to conflict of interest</i></p>

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	<ul style="list-style-type: none"> <li>○ Habitat for Humanity Firebaugh Housing: Habitat for Humanity will use CalViva Health funding to complete critical home repairs for ten low-income families in Firebaugh, addressing urgent issues like mold, faulty wiring, and plumbing hazards. This initiative improves health and safety by providing stable housing, reducing stress, and mitigating environmental risks for families living paycheck to paycheck in agricultural/rural communities.</li> <li>• Cultivating a Health Care Workforce: Investments that build the next generation of health care workers include addressing workforce shortages and creating pipelines for youth and young adults (e.g., Community Health Workers, Doulas). <ul style="list-style-type: none"> <li>○ Image Church: In partnership with Synergy Health Care Education, Image Church will use funding to run a cohort of Certified Nursing Assistants (CNAs) and Home Health Aides (CHHAs), addressing urgent elder care workforce shortages in Fresno and Kings Counties. The program emphasizes trauma-informed, culturally competent care and creates career pathways for youth and young adults from underserved communities, advancing health equity and economic opportunity.</li> <li>○ Exceptional Parents Unlimited Touchpoints Training: Exceptional Parents Unlimited seeks funding to expand its Touchpoints Training Center, increasing access to relationship-based training for health, behavioral health, and social service practitioners serving families with young children. The program builds capacity for early childhood professionals across Fresno, Kings, and Madera Counties, aligning with local health priorities by supporting mental health, child development, and caregiver engagement.</li> </ul> </li> <li>• Cultivating Well-Being for Priority Populations: Investments that address community-specific needs through supports and services not covered under the MCP Contract for groups such as foster youth, justice-involved individuals, or other ECM populations. <ul style="list-style-type: none"> <li>○ CASA Fresno and Madera Counties ACEs Trauma Curriculum: Funding will expand CASA's trauma-informed advocacy and mental health services for foster and justice-involved youth in Fresno and Madera Counties. Support will fund a licensed therapist, launch a new ACEs trauma curriculum for youth in the juvenile justice system, expand job readiness and workforce development programs, and open a dedicated food pantry tailored to foster youth needs. These initiatives address behavioral health</li> </ul> </li> </ul>		

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	<p>disparities, reduce food insecurity, and promote long-term stability and resilience for vulnerable youth.</p> <ul style="list-style-type: none"> <li>○ Kings County Action Organization: KCAO will use Community Reinvestment funding to support the development of the Food Bank Service Center campus and sustain operations at the Barbara Saville Shelter, serving individuals facing food insecurity, homelessness, and domestic violence in Kings County. The project includes a phased buildout of a low-barrier emergency shelter, centralized kitchen, housing navigation, and food distribution system, directly addressing upstream determinants of health and improving long-term outcomes for vulnerable populations.</li> <li>○ Marjaree Mason Center: The Marjaree Mason Center will use funding to expand trauma-informed mental health services, provide supervision and training for clinicians, and offer safe emergency shelter and comprehensive support for domestic violence survivors and their children in Fresno, Kings, and Madera Counties. Services will include counseling, legal advocacy, case management, and access to basic needs, all delivered through a culturally responsive, strength-based approach. The initiative addresses behavioral health needs, disrupts the generational cycle of trauma, and promotes long-term healing and stability. By providing immediate intervention and sustained support, the program also reduces homelessness and improves overall family well-being.</li> <li>○ Poverello House Naomi's House: Poverello House will use funding for Naomi's House, a low-barrier shelter providing 24/7 support, trauma-informed mental health services, meals, and case management for women experiencing homelessness in Fresno County. Naomi's House has helped over 2,500 women since 2002, focusing on ending homelessness through healing, empowerment, and permanent housing solutions. The initiative addresses critical health disparities by offering immediate safety and long-term stability to women facing trauma, poverty, and chronic homelessness.</li> <li>● Cultivating Local Communities: Investments that bolster the lives of individuals and the well-being of a community through education, employment, poverty reduction, or anti-isolation initiatives. <ul style="list-style-type: none"> <li>○ Big Brothers Big Sisters High School Bigs Program: Big Brothers Big Sisters is expanding its High School Bigs mentorship program. This program connects high school mentors with at-risk youth to build resilience, reduce social isolation, and promote emotional well-being through structured activities and one-on-one guidance. The initiative</li> </ul> </li> </ul>		

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	<p>supports youth in Fresno, Kings, and Madera Counties, addressing regional mental health and behavioral health goals through early intervention.</p> <ul style="list-style-type: none"> <li>○ Reading Heart Reading Matters Literacy Book Tour: Reading Heart will use funding to expand its youth-led Book Tour program, delivering free books and interactive literacy experiences to 12,000 students annually across Fresno and Madera Counties. By fostering a love of reading and addressing early literacy gaps in underserved areas, the program strengthens educational outcomes, promotes long-term health equity, and builds a foundation for lifelong learning and wellness.</li> <li>● Cultivating Improved Health: Investments targeted toward upstream root causes of poor health that address immediate and long-term health-related needs as defined by the community. <ul style="list-style-type: none"> <li>○ Tzu Chi See 2 Succeed Vision Program: The See 2 Succeed Program provides free vision screenings and prescription glasses to children in underserved Fresno County communities, removing barriers to academic success and long-term well-being. The program addresses health disparities by targeting low-income, foster, and at-risk youth, boosts student confidence, and fosters school engagement through early preventive care and strong school-community partnerships. 23 school districts across Fresno County.</li> <li>○ Fresno Cradle 2 Career: Fresno Cradle 2 Career's Early Matters Fresno program will use funding to coordinate systems and expand the Home Visitation Network, the maternal health workforce, and data-sharing infrastructure to support young children and families across Fresno County. This initiative focuses on upstream solutions, including cross-sector collaboration, maternal-child health, and early development outcomes. It aims to reach over 8,000 families and improve long-term health, education, and care coordination outcomes.</li> </ul> </li> </ul> <p>Feedback from the PPC was supporting the aged and/or elderly, transportation, mental health, pediatric, Black Infant Health, Black Wellness &amp; Prosperity Center, and In-home support services CPR/first aid training.</p>		
#5 Enrollment Dashboard	Patricia Gomez presented the enrollment dashboard through March 2025. Membership as of March 31, 2025, was 432,619. CalViva Health maintains a 66.75% market share.		No Motion

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Information Patricia Gomez			
#6 Health Education  Information Steven Si	<p>Steven Si presented the 2024 Summary Work Plan Evaluation and the 2025 Work Plan for Health Education.</p> <p>2024 year end evaluation accomplishments include:</p> <ul style="list-style-type: none"> <li>• Member Incentives – A total of 6,073 CalViva Health members participated in four-member incentive programs during Q1-Q4 2024. In total, \$151,825 worth of gift cards were distributed to members as awards. Out of the recipients, 64% were from Fresno County, 28% were from Madera, and 8% were from Kings. There was a 57% increase in the total member incentive awards given during Q1-Q4 2024.</li> <li>• Member Materials Management – A total of 25,560 pieces of member materials have been ordered for CalViva members. The pieces of member materials with the most orders were lead poisoning, diabetes, nutrition, and exercise. Providers are able to order materials using the online Health Education Material Order Form.</li> <li>• Health Education Information Line – A total of ten calls have been made to the Health Education Information Line. Two calls inquired about the weight loss program for families and kids. Two calls inquired about diabetic services, and six calls inquired about the health risk assessment form.</li> <li>• Promoted Kick It California tobacco cessation program in the member newsletter and at various meetings.</li> <li>• Completed the emergency room (ER) visit analysis in September 2024 for the Central California Asthma Collaborative (CCAC) asthma project. There were 59 ER visits (59/134) among program participants before the program began.</li> <li>• Awaiting DHCS approval of new Diabetes Prevention Program (DPP) with new DPP provider.</li> <li>• Developed 2-member outreach campaigns to promote new DPP once approved by DHCS.</li> <li>• Developed 1-provider outreach campaign to promote new DPP once approved by DHCS.</li> <li>• Received DHCS and DMHC approval for the myStrength Program transition to Teladoc Mental Health (Digital Program).</li> <li>• Completed a member material assessment and converted the material to Krames content.</li> <li>• The Plan promoted a newly developed digital resource which included QR codes and links to health education resources for members.</li> </ul>	<p><i>PPC member Miguel Rodriguez commented that UHC has begun looking at the Krames materials and asked if CVH has looked at partnering with provider offices to provide digital content in waiting rooms.</i></p> <p><i>Courtney Shapiro responded that CVH</i></p>	No Motion

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	<ul style="list-style-type: none"> <li>The Plan worked with Member Services to inform members of available health education materials and programs available to CalViva members.</li> <li>No changes to relevant All Plan Letters. All policies remain current.</li> </ul> <p>Health Initiatives for the 2025 Work Plan include:</p> <ul style="list-style-type: none"> <li>DHCS approval of new Diabetes Prevention Program Vendor (DPP) Diabetes Care Partners.</li> <li>Commencement of Teladoc Mental Health (Digital Program) which will replace MyStrength.</li> <li>The Plan will continue to promote digital resources which include QR codes and links to health education resources for members.</li> <li>The Plan will continue to work with the Member Services Department to inform members of available health education materials and programs available to CalViva members.</li> <li>Continue partnership and promotion of BCS and CCS screenings via Every Woman Counts.</li> <li>Continue promotion of Kick It California tobacco cessation program.</li> </ul>	<p><i>has looked at marketing (CVH commercials and such) in provider lobbies, but no educational content to date.</i></p>	
<p><b>#7 Appeals, Grievances and Complaints</b></p> <p><b>Information</b> Patricia Gomez</p>	<p>For Q1 2025 there were twenty five Coverage Disputes (Appeals), 126 Disputes Involving Medical Necessity (Appeals), 35 Quality of Care, 175 Access to Care, and 414 Quality of Service, for a total of 775 appeals and grievances for Q1. The majority of which are from Fresno County.</p> <p>There were 116 appeal cases for Fresno County, 9 for Kings County, and 30 for Madera County, for a total of 155 for the first quarter of 2025. There were 516 grievances cases for Fresno County, 44 for Kings County, and 60 for Madera County for a total of 620 for the first quarter of 2025.</p> <p>The turn-around time compliance for resolving appeal and grievance cases was met at 100% for all categories.</p> <p>There was a total of 598 Exempt Grievances received in Q1 2025.</p> <p>Of the total grievances and appeals received in Q1, the following were associated with Seniors and Persons with Disabilities (SPD):</p> <ul style="list-style-type: none"> <li>Grievances: 184</li> <li>Appeals: 51</li> <li>Exempt: 108</li> </ul>		<p><b>No Motion</b></p>

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	<p>The majority of appeals and grievances are from members in Fresno County which has the largest CalViva Health enrollment</p> <p>The majority of quality of service (QOS) grievance cases resolved were categorized as Access-Other, Administrative, and Balance Billing.</p> <p>The majority of quality of care (QOC) cases resolved were categorized as PCP Delay, PCP Care, and Other.</p> <p>The top categories of appeal cases resolved were related to Advanced Imaging, Surgery, and DME.</p> <p>The top categories for exempt grievances were Balance Billing, PCP Assignment/Transfer Health Plan Assignment Change Request, and Health Plan Materials-ID cards not received.</p>		
<p><b>#8 Health Equity</b></p> <ul style="list-style-type: none"> <li>• 2024 Summary &amp; Work Plan Evaluation</li> <li>• 2024 Summary &amp; Language Assistance Program</li> <li>• 2025 Summary &amp; Program Description</li> <li>• 2025 Summary &amp; Work Plan</li> </ul> <p><b>Information</b> Sia Xiong-Lopez Pao Houa Lee</p>	<p>For the 2024 Annual Evaluation of Cultural &amp; Linguistics (C&amp;L), all 2024 work plan activities were completed as follows:</p> <ul style="list-style-type: none"> <li>• Language Assistance Services <ul style="list-style-type: none"> <li>○ 202 staff completed a bilingual assessment/reassessment</li> <li>○ Distribute newsletter to members regarding our LAP services</li> </ul> </li> <li>• Compliance Monitoring <ul style="list-style-type: none"> <li>○ Investigated and completed follow up on 37 cultural and linguistic grievances and 5 interpreter complaints</li> <li>○ Conducted 2 findhelp trainings and added 966 overall new programs to findhelp</li> </ul> </li> <li>• Communication, Training and Education <ul style="list-style-type: none"> <li>○ Completed a coding and resolution training to A&amp;G Department</li> <li>○ Completed 6 trainings to new CCC hires, training includes HEQ Core areas, LAP program, writing in plain language</li> </ul> </li> <li>• Health Literacy <ul style="list-style-type: none"> <li>○ Completed 77 English Materials Reviews</li> <li>○ Revised Plan Language training and posted online</li> </ul> </li> <li>• Cultural Competency</li> </ul>		<p><b>No Motion</b></p>



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	<ul style="list-style-type: none"> <li>○ Completed 4 provider trainings to 164 providers. Training includes (1) Special Needs and Cultural Competency, (1) Language Assistant Program and Plain Language for Health Literacy, and (2) Community Connect.</li> <li>○ Completed 2 cultural competency trainings for staff; 2,448 staff completed the on-demand trainings. Trainings include Gender Neutral Language and Bridging Linguistic and Cultural Gaps for Equal Access to Health Care.</li> <li>• Health Equity <ul style="list-style-type: none"> <li>○ Successfully co-led and supported the completion of quality projects. Projects target measures: W30-6+ and SUD/MH</li> </ul> </li> </ul> <p>For the 2024 Health Equity Language Assistance Program (LAP) End of Year Summary:</p> <ul style="list-style-type: none"> <li>• A total of 7,840 interpreter requests were fulfilled for CalViva Health members, 6,294 (80%) of these requests were fulfilled utilizing telephonic interpreter services with 1,387 (18%) for in-person, 152 (2%) for sign language, and 7 (0.1%) video remote interpretation services.</li> <li>• Member Services Department representatives handled a total of 150,453 calls across all languages. Of these, 32,548 (22%) were handled in Spanish and Hmong.</li> <li>• Behavior Health (BH) Member Services Department representatives handled a total of 4,946 calls across all languages with 655 in Spanish, one in Hmong and 23 in other languages. No requests for an alternate format translation were received. For written translation requests, 180 were received and fulfilled by BH Services in 2024.</li> <li>• Behavior Health (BH) Member Services fulfilled 339 interpreter requests.</li> <li>• English material review was completed for a total of 77 CalViva Health documents/materials.</li> <li>• A total of 202 staff were assessed or re-assessed for their bilingual skills during this reporting period.</li> <li>• A total of 37 grievances were reviewed by the Health Equity Department. Of these cases, 19 were coded as culture perceived discrimination, 7 were coded as culture non-discriminatory, one was coded as linguistic perceived discrimination, and 10 were coded as linguistic non-discriminatory. Interventions were identified in 3 of the cases and delivered with support by the Provider Engagement Department.</li> </ul> <p>For the 2025 Health Equity Program Description, highlights of notable changes for 2025 include:</p> <ul style="list-style-type: none"> <li>• Demographic Data Collection for Members</li> </ul>		

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	<ul style="list-style-type: none"> <li>○ Added member's preferred pronouns as data we collect.</li> <li>• Monitoring for LAP Quality <ul style="list-style-type: none"> <li>○ Added Arabic as a threshold language.</li> </ul> </li> <li>• Cultural Competency Education for Providers <ul style="list-style-type: none"> <li>○ Listed training topics for providers: Advancing Health Equity: Cultural Humility, Diversity and Equity in Healthcare, Language Assistance Program/Services and Health Literacy, Gender Inclusive/Affirming Care, and Community Connect Program- Social Needs Support</li> </ul> </li> <li>• Health Equity Interventions <ul style="list-style-type: none"> <li>○ Edit and updated the Health Equity core levels <ol style="list-style-type: none"> <li>1. Community: Partnerships are formed to identify existing initiatives and leverage support of community feedback to design and implement interventions.</li> <li>2. Provider: Interventions targeting high volume, low performing groups and providers who have disparate outcomes.</li> <li>3. Member: Internal programs to improve disparities in identification, engagement and outcomes in Case Management and Disease Management.</li> </ol> </li> </ul> </li> </ul> <p>For the 2025 Health Equity Work Plan, the 2024 initiatives will continue in 2025 with the following enhancements:</p> <ul style="list-style-type: none"> <li>• Operational <ul style="list-style-type: none"> <li>○ Document emerging and threshold language for fiscal year and incorporation of languages into member materials when new languages meet threshold criteria.</li> <li>○ Change the role and add the type of support the Health Equity Department will have on the Population Needs Assessment (PNA) report.</li> <li>○ Include the Health Equity Department's support to the CAHPS Team from survey results.</li> </ul> </li> <li>• Member Communication <ul style="list-style-type: none"> <li>○ Elaborate on the types of article members will receive in our annual newsletter: LAP, Findhelp, Privacy, and other content as needed to assure Cultural and Linguistic appropriateness</li> </ul> </li> <li>• Access and Availability <ul style="list-style-type: none"> <li>○ Include action plans from results of PNA and Geo Access reports.</li> </ul> </li> <li>• Training and Support</li> </ul>		

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	<ul style="list-style-type: none"> <li>Expand support to ensure A&amp;G Department to ensure alignment with Section 1557 of the ACA.</li> <li>Provide additional support to providers with our Health Literacy Toolkit.</li> </ul>		
<b>#9 Annual Public Policy Committee Charter</b>  <b>Action</b> Courtney Shapiro	The PPC reviewed the Charter and approved the annual review to move forward to the Commission for approval without edits or revisions.		No Motion
<b>#10 Audit Updates</b> <ul style="list-style-type: none"> <li>2025 DMHC Follow-up Audit</li> <li>2023 DHCS Focused Audit</li> <li>2024 DHCS Audit CAP Closure</li> <li>2025 DHCS Audit</li> </ul> <b>Information</b> Steven Si	<ul style="list-style-type: none"> <li>2025 DMHC Follow-up Audit: Interviews were conducted 5/5/25, currently pending final report from DMHC.</li> <li>2023 DHCS Focused Audit: the Plan continues to provide DHCS with monthly updates, anticipating final update to be provided to DHCS week of 6/9/25.</li> <li>2024 DHCS Audit CAP Closure: DHCS has accepted the Plan's corrective actions and closed the CAP 5/14/25.</li> <li>2025 DHCS Audit: the Plan is currently undergoing the DHCS onsite/virtual audit; the last audit interview will be conducted 6/9/25.</li> </ul>		No Motion
<b>#11 Member Portal</b>  <b>Information</b> Jeffrey Nkansah	<p>Jeff Nkansah shared that the CVH member portal is live on the CalViva Health website. This allows members the ability to see if they are active, and to download a copy of their member ID card. To date, there are approximately 800 members already registered on the member portal, without promotion of this feature.</p> <p>Courtney Shapiro added that Telehealth is also available on the CVH website and can be found under Member Benefits.</p>		
<b>#12 Announcements / Final Comments from Committee Members and Staff</b>	<p>Maria Arreola shared recently completed events with the PPC members.</p> <p>Norman Mendoza shared information on the trainings the promotores have participated in and completed.</p> <p>Martha Miranda shared that the food pantry is doing well and serving a large number of families, and the Thursday markets have been having a good turnout.</p>		

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	<p>Jeff Garner thanked CVH for their continued support of Kings County and surrounding communities, and fund raising events. Kings County will also be launching their annual summer food program for children ages 0-18. KCAO was awarded a grant to help low income families struggling with housing to provide assistance to be housed.</p> <p>Roberto Garcia shared Self-Help Enterprises continues to develop and build single family and multi-family dwellings from Kern County to Modesto, most recently developed in Oakhurst. Their next ribbon cutting will be in Sanger.</p> <p>Miguel Rodriguez shared UHC is 22 days out from the transition downtown at Community Regional and will transition to UHC on 6/25/25. Urgent Care will be opening in Kerman soon. New sites opening in Delano, Southwest side of Fresno, and Shaw &amp; Marty in Fresno. Recruitment has gone well, and retention remains steady.</p>	<p><i>Martha Miranda asked if there are any summer programs for youth.</i></p> <p><i>Supervisor Neves shared there are Volun-teen programs.</i></p>	
#13 Announcements	Courtney Shapiro shared the PPC is currently recruiting for a new member for Fresno County.		
#14 Public Comment	None.		
#15 Adjourn	Meeting adjourned at 1:05 pm.		

NEXT MEETING September 3, 2025, in Fresno County  
11:30 am - 1:30 pm

Submitted This Day: September 3, 2025,

Submitted By: \_\_\_\_\_

Courtney Shapiro, Director Community Relations & Marketing

Approval Date: September 3, 2025

Approved By: \_\_\_\_\_

Joe Neves, Chairman