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# **MEMBER ADVISORY COMMITTEE MINUTES FROM DECEMBER 4, 2024 MEETING**



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**Attendees:** [REDACTED]  
[REDACTED]

**Absent:** [REDACTED]

**SFHP Staff Present:** Valerie Huggins, Alana Troutt, Nina Maruyama, Jenn Moore, Gunilla Bergensten, Tanya Yared, Matthias Jaime, Priscilla Luong, and Veronica Nicholson.

**Translation Staff Present:** Weikuen Tang

## **1. Welcome and introductions**

The Member Advisory Committee (MAC) Members was called to order at 11:00 AM and opened with members sharing updates to the committee and SFHP staff.

## **2. Approval of the September 3, 2024, MAC Meeting Minutes**

Motion: [REDACTED]

Second: [REDACTED]

The motion passed unanimously.

## **3. Report on November 13<sup>th</sup> Governing Board Meeting (10 mins)**

Juthaporn Chaloeicheep, MAC Co-Chair presented highlights from the November 13, 2024, Governing Board meeting. Alana Troutt, SFHP Chief of Staff stated that the following members recommended by the MAC Selection Committee were officially appointed:



4. The Co-Chair introduced a proposal for a dress code for the MAC with several members expressing concerns. The motion for a dress code did not pass.

## **5. Report on the Quality Health Improvement & Health Equity Committee (QIHEC) Meeting (10 mins)**

[REDACTED] informed MAC that QIHEC was not held in November and the next QIHEC is scheduled for December 19, 2024.

## **6. What It Means to Brand Ambassador**

Gunilla Bergensten, Director of Marketing and Communications, provided best practices on how to become a brand ambassador for SFHP. She encouraged MAC Members to follow SFHP's social media accounts and presented members with mock-ups of information cards with SFHP related resources for them to distribute in the community. Ms. Bergensten stated the cards are available in several languages and asked MAC Members to complete a form requesting which languages they wanted and how many cards they wanted in each language.

One member suggested having a QR code sticker for the back of mobile devices for streamlined accessibility to the website. Members showed appreciation for the opportunity to receive SFHP branded items and become ambassadors for SFHP. MAC Members also expressed interest in learning more about the Service Center.

## **7. Mental Health Outreach**

Tanya Yared, Qualified Health Educator, presented follow-up information from a survey given to MAC Members in June. Members had requested information about programs such as: healthy weight management, diabetes care, high blood pressure management, stress relief, behavioral and mental health care services. Ms. Yared shared that SFHP was going to pilot a YMCA Gym program as a diabetes prevention program.

Ms. Chaloeicheep asked whether it is well known about the behavioral and mental health care SFHP provides. MAC members stated the importance of urgent care for mental health and asked about higher levels of care. Ms. Yared explained that services from Carelon do not require talking to PCP first and that Carelon and the County work together to find the most appropriate level of care.

## **8. 2025 MAC Meeting Schedule (20 mins)**

The committee discussed the 2025 schedule for MAC meetings with most members preferring six meetings per year. A survey will be sent by SFHP's Valerie Huggins to gauge preferences and availability. The 2025 meeting schedule for MAC will be presented at the next meeting.

## **9. Holiday Party Celebration (60 mins)**

After the MAC meeting, the Committee celebrated with their Holiday Party.

## **10. Adjournment**

The MAC Meeting was adjourned shortly after 1 PM.