



REPORT SUMMARY TO COMMITTEE

TO: CalViva Health QI/UM Committee

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COMMITTEE DATE: May 15, 2025

SUBJECT: Health Equity 2024 Work Plan End of Year Evaluation – Executive Summary

Summary:

This report provides information on the Health Equity Department work plan activities, which are based on providing cultural and linguistic services support and maintaining compliance with regulatory and contractual requirements. The Health Equity Work Plan is broken down into the following four sections: 1) Language Assistance Services (LAP), 2) Compliance Monitoring, 3) Communication, Training and Education, and 4) Health Literacy, Cultural Competency, and Health Equity. As of December 31, 2024, all work plan activities have been completed.

Purpose of Activity:

To provide a summary report of the Health Equity Work Plan End of Year Evaluation. CalViva Health (CVH) has delegated all language services to Health Net's Health Equity Department.

Data/Results (include applicable benchmarks/thresholds):

Below is a high-level summary of the activities completed during 2024. For a complete report and details per activity, please refer to the attached 2024 Health Equity Work Plan End of Year Evaluation Report.

1) Language Assistance Services

- a. Completed a behavior health and health equity audit in Q1 & Q2.
- b. Updated / amended contracts with 4 vendors. Amendments included new rates and additional services.
- c. A newsletter informing members on how to access language services completed and disseminated.
- d. Two hundred and two staff completed their bilingual assessment / re-assessment.
- e. Completed annual report of the LAP assessment results for the Timely Access Reporting.
- f. Updated Non-Discrimination Notice (NDN) to include additional protective groups.
- g. Thirty-six translation reviews were completed in 2024.

2) Compliance Monitoring

- a. HEQ reviewed 5 interpreter complaints and 37 grievance cases with 3 interventions identified.
- b. 2023 grievance trending report was completed in Q3.

- c. 2024 Mid-Year Work Plan was approved by committee.
- d. Attended QI/UM Workgroup, weekly and Public Policy Committee (PPC) meetings, quarterly.
- e. Two findhelp trainings were completed with 966 overall new programs added to the platform.
- f. All HEQ Policy & Procedures reviewed and updated.

3) Communication, Training and Education

- a. One A&G training was completed on coding and resolution of grievances.
- b. Six call center trainings conducted to 85 new staff; training decks updated.
- c. Providers were updated on cultural practices, LAP services, health literacy, and on-line cultural competency/Office of Minority Health (OMH) training.
- d. Language identification poster for provider office was remediated and posted in provider library.

4) Health Literacy, Cultural Competency and Health Equity

- a. English material review completed for a total of 77 materials.
- b. Revised Plain Language training; posted updated version online.
- c. Completed 4 provider trainings for 164 providers. Training includes (1) Special Needs and Cultural Competency, (1) Language Assistant Program and Plain Language for Health Literacy, and (2) Community Connect.
- d. Conducted annual Heritage/CLAS Month with 2,060 staff who attended the event.
- e. 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.
- f. Successfully co-lead and supported the completion of quality projects. Projects target measures: W30-6+ and SUD/MH.
- g. Supported work plan development, updated, and extended the Scope of Work for community partners.

Analysis/Findings/Outcomes:

All work plan activities in 2024 were completed.

Next Steps:

Obtain approval on the 2024 End of Year Work Plan evaluation report and proceed to implement the 2025 Work Plan upon committee approval.