PUBLIC REQUEST TO ADDRESS
THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, CALIFORNIA

MEMBERS OF THE BOARD

HILDA L. SOLIS
HOLLY J. MITCHELL
LINDSEY P. HORVATH
JANICE HAHN
KATHRYN BARGER

Correspondence Received

			The following individuals submitted comments on agenda item:	
Agenda #	**Relate To**	**Position**	**Name**	**Comments**
19.		**Favor**	Amber Guerra	Venice Family Clinic is in strong support of Supervisor Horvath's motion to strengthen coordination between the Department of Public Social Services (DPSS) and community clinics. With H.R. 1 and related state actions, more people will face new eligibility rules and work requirements, more frequent renewals, and reduced retroactive coverage. Clinics are often the first place patients learn their health coverage or CalFresh benefits are at risk. Our staff help patients navigate this every day. Strengthening our partnership with DPSS is important now more than ever with the many changes coming in 2027. Regular meetings and a formal information-sharing and case-resolution process would let clinics escalate urgent cases and help patients complete renewals correctly. That means fewer duplicate submissions, less strain on County Eligibility Workers, and fewer people losing coverage for procedural reasons. We also hope to work together on solutions to make Medi-Cal case numbers and renewal date information more accessible for health enrollment navigators. Direct access would reduce the number of times we need to call into DPSS. Expanded communications and materials promoting BenefitsCal will help more people use self-service tools. Additionally, the 60-day report-back on implementation, call center wait times, and Eligibility Worker capacity will keep this work transparent and accountable. Venice Family Clinic is eager and ready to partner with DPSS on implementation. I urge you to approve this motion. Thank you.
			Andy Yam	
			Carlos A Vaquerano	On behalf of Clínica Monseñor Óscar A. Romero, a Federally Qualified Health Center serving Los Angeles County, we strongly support Supervisor Horvath's motion to strengthen coordination between DPSS and community clinics. The Medi-Cal and CalFresh eligibility changes from H.R. 1 and recent state actions are already confusing our patients and increasing the workload on our enrollment and outreach staff. Patients come to us with renewal notices they do not understand, missing documents, and paperwork that is difficult for them to navigate. Clinics are facing devastating impacts from these changes, and Clínica Romero has already lost thousands of patients. We urge the Board to approve this motion.

As of: 10/7/2026 9:00:11 AM

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			The following individuals submitted comments on agenda item:	
Agenda #	**Relate To**	**Position**	**Name**	**Comments**
19.		**Favor**	Joanne Preece	The Community Clinic Association of Los Angeles County (CCALAC), representing 68 nonprofit community health center organizations serving more than 2 million patients annually, strongly supports the motion by Supervisor Horvath to strengthen partnerships between the Department of Public Social Services (DPSS) and community clinics. Community health centers are critical partners in helping Los Angeles County residents maintain access to Medi-Cal and other essential benefits. As federal and state eligibility changes take effect, health centers are increasingly helping patients understand new requirements, complete renewals, navigate BenefitsCal, and resolve eligibility issues. Strong and consistent coordination with DPSS will be essential to helping eligible residents maintain coverage and minimizing avoidable coverage losses. CCALAC particularly supports establishing regular meetings and a formal information-sharing and case-resolution process between DPSS and community clinics. CCALAC has extensive expereice serving as a conduit and convener to support LA County clinics, and we look forward to collaborating with DPSS to establish efficient processes and structures between clinics and DPSS. Health center staff frequently encounter cases that cannot be resolved through self-service options and require direct assistance from DPSS. Clear escalation pathways and communication channels would allow clinics and DPSS to resolve these cases more efficiently, provide patients with timely and consistent information, and reduce administrative burdens on both clinic and County staff. CCALAC also supports efforts to improve benefits communications, expand effective self-service tools, and address call center wait times while preserving timely access to Eligibility Workers for residents who require individualized assistance. With significant eligibility and renewal changes ahead, close partnership between DPSS, CCALAC, and community clinics will be critical to protecting access to coverage and ensuring residents can successfully navigate an increasingly complex benefits landscape. CCALAC appreciates Supervisor Horvath's leadership and urges the Board to support this motion.

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19.		**Favor**	Karen M Lauterbach	On behalf of Valley Community Healthcare, I am writing to express our strong support for Supervisor Horvath's "Strengthening Partnerships Between DPSS" motion. Valley Community Healthcare (VCH) is a Federally Qualified Health Center (FQHC) and a trusted safety-net provider in the San Fernando Valley (SFV) for over 55 years. We serve more than 21,000 patients annually through two clinics in North Hollywood and North Hills with almost 90% of our patients covered by Medi-Cal. Medi-Cal is a lifeline for our patients and surrounding community. We have a dedicated team that works with our patients and community member to enroll, troubleshoot and assist with redeterminations in Medi-Cal. Collaboration with Department of Public Social Services (DPSS) is essential to serve the community. Simple services like requesting a case number can turn into a multi hour long process. Improving partnerships will help us all with our goal of ensuring the community has access to the Medi-Cal program. Again, we strongly support Supervisor Horvath's "Strengthening Partnerships Between DPSS" motion.
			Kerry Situ	Chinatown Service Center (CSC) supports the motion calling for stronger coordination between the Department of Public Social Services (DPSS) and community health centers to improve Medi-Cal and CalFresh renewal processes and help prevent avoidable coverage losses. As a community-based organization serving a large immigrant and underserved population, we regularly assist clients with Medi-Cal and CalFresh applications, renewals, eligibility questions, and case resolution. We see firsthand how challenging the process can be for individuals who face language barriers, limited digital access, transportation challenges, or difficulty understanding notices and documentation requirements. When community health centers and trusted community organizations are able to coordinate more effectively with DPSS, we can help clients respond to notices, submit needed information, and complete renewals more efficiently. However, when communication or case coordination is difficult, clients may experience delays, confusion, or loss of coverage even when they remain eligible. We encourage DPSS and community clinics to strengthen communication channels, establish more effective referral and case-resolution processes, and provide timely support for cases that require additional assistance. Stronger coordination will help ensure that eligible individuals maintain continuous access to health coverage and other essential benefits. Thank you for your consideration.
			Philip G Curtis	
		Oppose	Therese Mullaly	This sounds fishy to me.
		Item Total	**8**	

As of: 10/7/2026 9:00:11 AM

Grand Total			**8**	

As of: 10/7/2026 9:00:11 AM

APLA Health Comments – Board Motion to strengthen relations between DPSS and Community Health Centers

APLA Health fully supports strengthening relations between DPSS and Community Health Centers. As a result of H.R. 1, our patients now face surmounting obstacles to enrolling and maintaining coverage for both CalFresh and Medi-Cal. Some 70 percent of our 13,000 patients rely on Medi-Cal for their health coverage, including some 2,500 patients living with HIV. Twice annual renewals, work reporting requirements, documentation on ill-defined medical frailty and potential loss of benefits or reduction in benefits for patients with Unsatisfactory Immigration Status will increase the workload for our medical and benefits enrollers, and will require greater communication and flexibility at DPSS offices if we are going to ensure that community health center patients throughout Los Angeles County retain the health and nutritional benefits to which they are entitled. APLA Health would like to thank Supervisor Horvath for this motion and hopes that it will improve faster and easier access to DPSS for our enrollment staff and the vulnerable patients APLA Health serves.

AltaMed

October 5, 2026

The Honorable Board of Supervisors
County of Los Angeles
Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

RE: Letter of Support for Motion to Strengthen Partnerships Between DPSS and Community Clinics

Dear Supervisors:

On behalf of AltaMed Health Services (AltaMed), I am pleased to express our strong support for Supervisor Lindsey P. Horvath's motion, **"Strengthening Partnerships Between DPSS and Community Clinics."** As Medi-Cal changes take effect, we must strengthen our efforts to ensure that eligible Angelenos can maintain their coverage and avoid gaps in care. Strengthening coordination between the Los Angeles County Department of Public Social Services (DPSS) and community clinics will help residents navigate these changes, stay enrolled, remain connected to the health and social services they need.

For more than 57 years, AltaMed has proudly served Angelenos by providing high-quality, primary and preventive medical, dental, and behavioral health services. Today, AltaMed serves more than 530,000 patients at 77 locations throughout Los Angeles County. With 76.5% of our patients relying on Medi-Cal for their health coverage, AltaMed is a vital part of Los Angeles County's healthcare delivery system. In fact, 1 in 8 Medi-Cal beneficiaries in Los Angeles County receive care from AltaMed, underscoring our longstanding commitment to improving health outcomes and advancing health equity throughout the region.

According to analysis by the UCLA Center for Health Policy Research and the UC Berkeley Labor Center, about 1.1 million Angelenos could lose their Medi-Cal coverage by 2028 due to changes in federal H.R.1 and California's state budget. [1] Community clinics, like AltaMed, will play an important role in helping address potential gaps in coverage and ensuring patients continue to have access to care. As trusted health care providers and messengers in the communities we serve, clinics are often the first point of contact for patients seeking help understanding these changes, completing renewals, accessing BenefitsCal and resolving barriers to maintain coverage. That is

[1] Dietz, M., Kadiyala, S., Rak, A., Ho, S.-Y., Roby, D. H., & Lucia, L. (2026, February 18). *Projected reduction in Medi-Cal coverage due to federal H.R.1 and 2025–26 State Budget, by county, 2028*. UC Berkeley Labor Center.

AltaMed Health Services Corporation
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why we support this motion and its recognition of clinics as trusted advisors and partners in helping patients maintain coverage.

Even before upcoming federal and state Medi-Cal changes take effect, we are already seeing residents struggle to complete their renewals on time. Recent data from the California Department of Health Care Services (DHCS) shows that 7.42% of renewals in Los Angeles County were not completed within two months of the renewal month, while the average call wait time is 50 minutes and 59 seconds. [2] These challenges put many residents at risk of losing coverage or experiencing gaps in care and underscore the need for stronger coordination between the County, DPSS, and community clinics. Establishing a formal case-resolution and information-sharing process with community clinics would help identify renewal barriers, resolve outstanding cases, and connect residents with DPSS Eligibility Workers before they lose coverage.

We also recommend evaluating opportunities for data sharing and establishing appropriate data-sharing agreements between DPSS and community clinics. For example, sharing upcoming Medi-Cal renewal dates with clinics, where legally permissible and with appropriate privacy safeguards, could allow clinics to proactively remind and assist patients before their coverage is at risk. This type of coordinated, timely information sharing can help identify residents who need support, reduce missed renewals, and play an important role in keeping eligible Angelenos covered.

We strongly urge the Board to support Supervisor Lindsey P. Horvath's motion, **"Strengthening Partnerships Between DPSS and Community Clinics."** Thank you for your continued support of AltaMed and the patients we serve, especially as access to healthcare faces ongoing challenges. We value our partnership and look forward to continuing to work together to ensure patients in your district have access to the care they need.

Sincerely,

Berenice N. Constant

Berenice Nuñez Constant
Chief Government Relations Officer

[2] California Health and Human Services Agency. (n.d.). *County Medi-Cal call center data*. California Health and Human Services Open Data Portal. https://data.chhs.ca.gov/dataset/county-medi-cal-call-center-data

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