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February 9, 2018

NOTICE OF PROPOSED AMENDMENTS TO THE OPERATING RULES FOR THE CONSUMER ADVISORY COMMITTEES OF L.A. CARE HEALTH PLAN

The Board of Governors of the Local Initiative Health Authority of Los Angeles County, dba L.A. Care Health Plan is scheduled to consider amendments to the following attached documents at its regular meeting on April 5, 2018:

- Operating Rules for the Consumer Advisory Committees of L.A. Care Health Plan.



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OPERATING RULES FOR THE
~~REGIONAL COMMUNITY CONSUMER~~ ADVISORY COMMITTEES
AND
~~EXECUTIVE COMMUNITY ADVISORY COMMITTEE~~
OF L.A. CARE HEALTH PLAN
(Revised on September 6, 2012 through Motion GOV 100.0912)

I. Authority and Purpose

The ~~Regional Community Consumer~~ Advisory Committees (~~RCACs~~CACs), which include the ~~Executive Community Advisory Committee (ECAC)~~, the ~~Regional Community Advisory Committees (RCACs)~~ and the ~~Coordinated Care Initiative Councils (CCI Councils)~~(collectively referred to as ~~Consumer Advisory Committees or CACs~~) of L.A. Care Health Plan (L.A. Care) were established to ensure community involvement in implementation of Medi-Cal managed care in Los Angeles County, as mandated by California Welfare and Institutions Code §14087.966, and as clarified in the Medi-Cal Managed Care Division Policy Letter 99-01 of April 2, 1999 from the California State Department of Health Services, *et seq.* Rules for the ~~RCACs~~CACs are subject to the Bylaws of the Board of Governors of L.A. Care.

The purposes of the ~~Regional Community Consumer~~ -Advisory Committees are to:

1. Provide a vehicle for L.A. Care's member population to be represented ~~by product line~~ in its actual geographic, ethnic, linguistic and disability diversity, with a special focus on those who are monolingual and/or disabled;
2. Provide advice and guidance to the Board of Governors and management regarding the direction, approach and response of L.A. Care to regional and cultural issues that have implications on member satisfaction, new product lines, health promotion and education efforts, marketing, and outreach;
3. Inform and empower L.A. Care members to become advocates for themselves and their communities through leadership in responding to pertinent issues raised among members and in the community by partnering with L.A. Care to implement ~~RCAC~~CAC-initiated projects, policy initiatives, programs supporting L.A. Care strategic health initiatives and legislative campaigns;
4. Provide information on regional community health issues that impact large numbers of L.A. Care members or the community at large to the Board of Governors through the Executive Community Advisory Committee, (ECAC), where joint planning and development of policy recommendations for the Board of Governors should occur, and
5. Create, promote and sustain positive and cooperative relationships among health plan members, providers, and advocates who serve the L.A. Care population.

II. Function and Role

~~RCACs~~CACs shall serve in an advisory capacity and may be given opportunities by the Board of Governors and/or the management of L.A. Care to have input into and evaluate the operation of Medical managed care and other L.A. Care product lines in Los Angeles County. Areas where community and especially L.A. Care member input may be requested include:

1. improving member satisfaction with L.A. Care's provision of services;
2. improving access to care;
3. ensuring the provision of culturally and linguistically appropriate services and programs;
4. identifying emerging needs in the community and establish programmatic responses;
5. determining and prioritize health education and outreach programs; and
6. addressing community health concerns collaboratively.

To ensure community involvement, L.A. Care staff from various departments and functions will periodically attend meetings of the ~~RCAC~~CACs to create a meaningful and productive dialogue with ~~RCAC~~CAC members and provide educational information. Such dialogues will seek feedback and input from the ~~RCAC~~CAC members as well as input from the public in each region through the public comment portions of each ~~RCAC~~CAC meeting.

The ~~RCACs~~CACs also have a responsibility to support the gathering of information about issues and concerns that are pertinent to the health and well-being of L.A. Care members in the region. This information will be used by the ~~RCACs~~CACs, the ECAC, and L.A. Care staff to plan, implement, and evaluate activities to address identified concerns.

Each ~~RCAC~~CAC brings together L.A. Care members, and in the case of the Regional Community Advisory Committees (RCACs) and ECAC, community-based member advocates and health care providers from the regions that have been approved to serve on a ~~RCAC~~CAC by the Board of Governors. The committee format should assure equal participation by all ~~RCAC~~CAC members as they discuss relevant health, managed care and access to care issues. The Chairperson of each ~~RCAC~~CAC shall represent the region on the ECAC and shall carry issues between the ~~RCAC~~CAC and ECAC.

When the ECAC reaches consensus on specific items appropriate for action by the Board of Governors, it shall make recommendations to the Board in the form of motions and report on its activities to the

OPERATING RULES FOR THE ~~REGIONAL COMMUNITY~~CONSUMER ADVISORY COMMITTEES AND EXECUTIVE COMMUNITY ADVISORY COMMITTEE OF L.A. CARE HEALTH PLAN

(Revised on September 6, 2012 through Motion GOV 100.0912)

governing body, and shall be able to place matters on the governing body's agenda for consideration. In addition, the L.A. Care consumer members of the RCACsCACs are responsible for electing the Consumer Member and Member Advocate representatives to the L.A. Care Board of Governors.

Within a standard meeting framework for all RCACsCACs as described below, each RCAC shall establish its meeting agenda. ECAC can place items on each RCAC' agenda if the ECAC determines that the issue needs to be addressed by all the RCACsCACs.

RCAC activities are based on an annual work plan developed by the membership of each RCAC and approved by L.A. Care management. The work plan identifies key projects, timelines, and evaluation measures. At the beginning of each fiscal year, ECAC will establish a common theme for each RCACsCACs' work plans.

III. Membership

Composition of the RCAC and criteria for membership shall be approved by the Board of Governors of L.A. Care, and shall be in accordance with applicable law, regulations, and L.A. Care Bylaws.

A. RCAC Membership Voluntary Status and Member Categories

All participants in the RCACsCACs serve on a voluntary basis, regardless of category. RCAC membership is not a form of employment with L.A. Care, nor is any permanent relationship or right to serve implied or established by such membership.

1. RCAC Member Categories

1.a. **Consumer Member**

A "Member" as defined by these Rules is an L.A. Care member; or a parent, legal guardian or conservator of a L.A. Care member. L.A. Care membership is determined by reviewing L.A. Care's member records. Proof of legal guardian or conservator status will be requested, when applicable.

2. **b. Provider**

A "Provider" as defined by these Rules is a person or a representative of an entity contracted with either L.A. Care or its plan partners to offer health care services to L.A. Care members. L.A. Care's Provider Network Operations Department may assist in confirming a provider applicant's contractual status. Providers contracted with both L.A. Care and Health Net are permitted to serve as RCAC members in this category.

3c. Member Advocate

A “Member Advocate” as defined by these Rules must comply with at least one of the following criteria:

- ~~i.~~ A person who, while employed by a community-based organization¹, represents the interests and brings forward the issues and concerns of the population served by L.A. Care; or
- ~~ii.~~ A volunteer of a community-based organization who is recommended by that organization as its representative to L.A. Care’s ~~RCACs~~CACs.

2. CCI Councils

a. All of the membership of the CCI Councils shall consist of consumer members enrolled in L.A. Care’s Cal MediConnect Plan, or meet the criteria set by the California Department of Health Care Services for being a senior and/or a person with a disability and be receiving health insurance through L.A. Care. A “consumer member” as defined by these Rules is an L.A. Care member; or a parent, legal guardian or conservator of a L.A. Care member. L.A. Care membership is determined by reviewing L.A. Care’s member records. Proof of legal guardian or conservator status will be requested, when applicable.

B. Committee Composition

A person can only be a member of one L.A. Care Consumer Advisory Committee at any given time. As such, a person cannot be a RCAC member and a CCI Council member at the same time. If a person is eligible for more than one Consumer Advisory Committee, he or she must choose one Consumer Advisory Committee for application. If a person is eligible to represent both themselves and another individual, he or she must only choose one Consumer Advisory Committee for application.

RCACs

- ~~1.~~ Each RCAC shall have at least eight and no more than 35 members with a target membership of 20, and at least one-third of who shall be Members, as defined above.
- ~~2.~~ One-third of the membership of each RCAC shall consist of Consumer Members; however, a RCAC may also include both Providers and Member Advocates in its membership. To maintain the one-third Member composition, new Provider or Member Advocate applicants may be placed on a waiting list and ranked according to the date their applications were verified. Waiting list applicants shall be added to the RCAC membership according to their ranking as new Provider or Members Advocates.

¹A “community-based organization” as defined by these Rules is a non-profit corporation, a public benefit agency or other public entity.

OPERATING RULES FOR THE ~~REGIONAL COMMUNITY~~CONSUMER ADVISORY COMMITTEES AND EXECUTIVE COMMUNITY ADVISORY COMMITTEE OF L.A. CARE HEALTH PLAN

(Revised on September 6, 2012 through Motion GOV 100.0912)

~~3.~~ The membership of each RCAC may include up to one-third Provider members; however, a RCAC need not have any Provider members.

~~4.~~ If a RCAC falls below the minimum membership of eight persons, the RCAC must shift its energies to recruitment to achieve the minimum number of members. The RCAC must refrain from implementing any Work Plan activities until the minimum membership number is met.

~~5.~~ The RCACs' membership shall seek to be representative of ethnic, cultural, linguistic, age, sexual orientation, disability and special medical needs of the Member population in the designated region. Diversity is a desired goal for recruitment of Members to be approved by the Board of Governors and shall not dictate any specific membership approval decision.

CCI Councils

Each CCI Council shall have at least 5 members and no more than 11 members with a target membership of 10. Every Council should work to maintain its regular membership at a minimum of 8 members. If a CCI Council falls below the minimum membership of 5 persons, the CCI Council must shift its energies to recruitment to achieve the minimum number of members. The CCI Council must refrain from implementing any Work Plan activities, or selecting a chair or vice-chair, until the minimum membership number is met.

C. Application for ~~RCAC~~CAC Membership

~~1.~~ Applications for ~~RCAC~~CAC membership are accepted by the Community Outreach and ~~Education~~Engagement (CO&E) Department and the CCI Unit at any time. A ~~RCAC~~CAC candidate's application, and for RCACs category of eligibility (Consumer Member, Provider or Member Advocate, as applicable), shall be verified by L.A. Care staff. Applicants will be subject to an initial eligibility check and debarment check with the federal Office of the Inspector General (OIG) and the General Services Administration (GSA). If the submitted information cannot be verified or the applicant appears on the debarment list, the applicant shall not be eligible for consideration. Once the application has been verified by L.A. Care staff, a sub-committee will be established to review the new ~~RCAC~~CAC member application. The sub-committee will consist of the Chair, Vice-Chair of the ~~RCAC~~CAC for which member application is submitted and L.A. Care Staff. The sub-committee will schedule a meeting with the new applicant. If the new applicant does not show-up to the scheduled meeting this will automatically forfeit the applicant's application. Once the sub-committee has met with the new applicant, their application will be submitted to ECAC for review and consent to forward ~~the applicants name~~ to the Board of Governors for ~~their~~ approval. ~~The new RCAC member will enter the RCACs as a "Provisional Member" for a period of one year, with all the rights of a non-provisional member, which~~

OPERATING RULES FOR THE REGIONAL COMMUNITY CONSUMER ADVISORY COMMITTEES AND EXECUTIVE COMMUNITY ADVISORY COMMITTEE OF L.A. CARE HEALTH PLAN

(Revised on September 6, 2012 through Motion GOV 100.0912)

~~includes being allowed to vote, receive a RCAC stipend and eligibility to receive reimbursements, so long as other provisions of the Rules with respect to stipend and reimbursement are complied with.~~

~~“Provisional Members” will be assessed based on attendance and participation at RCAC meetings, Work Plan events, Community Health Improvement Project (CHIP) outreach efforts, and following L.A. Care’s Code of Conduct and the RCAC Standards of Behavior. After successful completion of one year, the “Provisional Member” will automatically become an “Active Member”. There is an expectation that the “Active Member” is expected to and must comply with the Rules, Standards of Behavior, abide by L.A. Care’s Code of Conduct, participate in and attend meetings. If a member does not meet these expectations, this will constitute the right of ECAC to review membership in compliance with RCAC and ECAC Operating Rules.~~

Upon approval by the Board of Governors, a new Committee member will serve as a “Provisional” member for a period of six (6) months. Provisional members are not eligible to receive a meeting stipend until completion of the six (6) month but are able to receive reimbursements for eligible and approved transportation and child care expenses incurred to attend Committee meetings and other required activities as of the date of their approval as a Committee member. The stipend is not retroactive to time of Board of Governors membership approval. They are eligible to vote on Committee actions and recommendations but not to run for election as a Committee Chairperson or Vice-Chairperson. To achieve full Committee member status, the Provisional member must complete the following during the six (6) month provisional membership period:

1. Successfully complete a new member orientation within Ninety (90) days of approval of provisional membership
2. Attendance at one ECAC or BOG meeting
3. Attend all his or her regularly scheduled RCAC or CCI Council meetings and work plan activities.

At the end of the six (6) month provisional membership period, L.A. Care staff will evaluate the member’s status and recommend full CAC membership or removal of the member based on a failure to fulfill the provisional membership requirements. Staff may extend the member’s provisional status in extenuating circumstance a maximum three (3) additional months.

2- Any applicant who disagrees with a decision concerning their application may appeal to CO&E or CCI Unit management, if the applicant disagrees with CO&E’s decision the applicant may then appeal to the Governance Committee if applicant disagrees with the Governance Committee they may appeal

within sixty (60) calendar days to the Executive Committee of the Board of Governors. The decision of the Executive Committee is final in all cases.

D. Re-certification

~~RCACCAC~~ member recertification by L.A. Care staff shall occur ~~bi-monthly~~annually, typically in the ~~month of September and always prior to the election of the RCAC Chairpersons and Vice Chairpersons.~~ The purpose of recertification shall be to confirm that ~~RCACCAC~~ members remain eligible to continue participating in the ~~RCACCAC~~. Recertification consists of confirming that the individual is receiving health care coverage under one of L.A. Care's product lines, or is a legal guardian or conservator of an individual receiving health care coverage under one of L.A. Care's product lines; and a monthly eligibility and debarment check with the federal Office of the Inspector General (OIG) and the General Services Administration (GSA). If the above cannot be verified or the individual appears on the debarment list, the individual's CAC membership will be terminated immediately.

E. ~~RCACCAC~~ Member Term

Since ~~RCACCAC~~ member applications are received on an on-going basis, a ~~RCACCAC~~ member's term of eligible service extends between the dates of his or her application until the next recertification period. ~~A RCAC member whose term has been less than six months will not have to complete the recertification process until the following year's recertification period. Bi -monthly recertification checks and monthly eligibility and debarment checks with the federal Office of the Inspector General (OIG) and the General Services Administration (GSA) will be conducted throughout the member's term, including the initial provisional membership period.~~

~~1. A Consumer Member's membership on a RCACCAC will end if she/he loses eligibility for L.A. Care's benefits program. The Consumer Member may be removed within two months of the within thirty (30) days from the date of loss of eligibility unless L.A. Care membership eligibility has been re-established and/or debarment by the federal OIG and/or GSA is rescinded. During the time the member is not eligible all of his or her CAC membership rights are suspended and he or she shall not receive a stipend for meeting attendance, nor will the stipend be provided retroactively once the member has re-establish his or her eligibility.~~

~~2. No more than two persons age eighteen (18) or older from the same immediate familyhousehold may serve on a RCACCAC at the same time in the same region.~~

~~3. For RCACs Only one Provider or Member Advocate member employed by or volunteering with a particular community based organization (CBO) or provider agency may serve on a given RCAC.~~

OPERATING RULES FOR THE ~~REGIONAL COMMUNITY~~CONSUMER ADVISORY COMMITTEES AND EXECUTIVE COMMUNITY ADVISORY COMMITTEE OF L.A. CARE HEALTH PLAN

(Revised on September 6, 2012 through Motion GOV 100.0912)

In cases where the CBO or provider agency is supporting multiple programs or projects in a specific RCAC region or in multiple RCAC regions, an exception may be made to allow for more than one CBO or provider agency representative to participate in the RCAC(s).

~~4.~~ For RCACs, Providers or Member Advocates must retain their respective eligibility status during their term on the RCAC. If the Provider or Member Advocate member is no longer associated with an L.A. Care provider or community based organization, a new representative must be assigned by the respective entity.

~~5.~~ If a RCAC Consumer Member moves to another region, he or she can become a member of the RCAC of their new residence. The Consumer Member shall either be added to the new RCAC's roster, or be placed on the waiting list if the new RCAC's membership is at the maximum of thirty-five (35) for a RCAC and eleven (11) for a CCI Council.

~~6.~~ A Consumer Member's membership in a RCAC, or any of the privileges associated with membership, is non-transferable. Each Member of the RCAC is chosen, in part, for his or her unique ability to bring valuable input to the group's discussions, deliberations and decisions. Therefore, substitute representatives may not vote and may not participate in discussion, except as a member of the public.

~~7.~~ New RCAC members must complete a formal new member orientation as provided by L.A. Care staff within Ninety (90) days of being approved as a RCAC member by the Board of Governors. Such orientations may occur during regularly scheduled RCAC meetings, or at other designated times and locations.

F. Resignation and Removal

~~1.~~ Resignation: A member may resign from the RCAC upon giving written notice to the RCAC Chairperson and/or the assigned CO&E or CCI Unit staff person. A resignation is effective immediately, unless stated otherwise in the letter of resignation.

~~2.~~ Removal:

a. Absences

~~1.)~~ Consistent with the Public-Consumer Advisory Committee Operating Rules, an absence is excused when a member notifies the RCAC Chairperson or assigned CO&E or CCI Unit staff person of his or her impending absence prior to the meeting or event. Notice must be in the form of a written, verbal, telephonic or electronic communication and received within no less than two business days prior to the scheduled meeting.

OPERATING RULES FOR THE ~~REGIONAL COMMUNITY CONSUMER~~ ADVISORY COMMITTEES AND EXECUTIVE COMMUNITY ADVISORY COMMITTEE OF L.A. CARE HEALTH PLAN

(Revised on September 6, 2012 through Motion GOV 100.0912)

2) ~~RCACCAC~~ members who have two absences (excused or unexcused) and one medically excused absence (with doctor's note) from ~~RCACCAC~~ meetings, ~~RCACCAC~~ work plan events, or other L.A. Care sponsored events in a fiscal year, will be considered having voluntarily resigned from the ~~RCACCAC~~, effective the date of the last meeting or event missed.

3) If a ~~RCACCAC~~ member is deemed to have voluntarily resigned due to absences as described above, he or she will be ineligible to re-apply to the ~~RCACCAC~~ for a period of one (1) calendar year from the loss of ~~RCACCAC~~ membership eligibility. Members who leave the ~~RCACCAC~~ because of personal reasons that are communicated to CO&E or CCI Unit staff are excluded from the one (1) calendar year ineligibility period. These members will be allowed to reapply and will follow the new member application process.

b. Non-Compliance with the Code of Conduct or ~~RCACCAC~~ Member Standards of Behavior

4) A ~~RCACCAC~~ member shall be removed from the ~~RCACCAC~~ if the member substantially violates L.A. Care's Code of Conduct or the ~~RCACCAC~~ Member Standards of Behavior. ~~RCACCAC~~ members shall receive annual training on the Code of Conduct and Standards of Behavior and are required to sign an acknowledgement stating that the member has read and understood both the Code of Conduct and the ~~RCACCAC~~ Member Standards of Behavior. Failure to sign the acknowledgement of receipt and understanding of the Code of Conduct and the CAC Member Standards of Behavior upon sixty (60) days of receipt may lead to termination of CAC membership.

2) The removal process shall consist of a petition from L.A. Care staff or a motion recommending removal "for cause" by a majority of ~~RCACCAC~~ members, which will be reviewed by the Legal Services Department and forwarded to the Governance Committee of the Board of Governors for a disposition.

3) A member removed as a result of an action by the Governance Committee may appeal to the Executive Committee² of the Board of Governors, within 60 calendar days of the Governance Committee action, whose decision shall be final in all cases.

4) Any ~~RCACCAC~~ member removed for substantial violation of the Code of Conduct or ~~RCACCAC~~ Member Standards of Behavior shall be ineligible to reapply for ~~RCACCAC~~ membership. The following, while not intended to be an exhaustive list are examples of the kind of conduct which are not permitted and which will subject any ~~RCACCAC~~ member to termination from ~~Regional Community Consumer~~-Advisory Committee membership:

- Unlawful sexual harassment or other unlawful harassment, whether verbal, physical or visual.

² Members serving jointly on the Executive and Governance Committee and who participated in the initial proceedings shall recuse themselves from consideration of a subsequent removal appeal.

OPERATING RULES FOR THE ~~REGIONAL COMMUNITY~~CONSUMER ADVISORY COMMITTEES AND EXECUTIVE COMMUNITY ADVISORY COMMITTEE OF L.A. CARE HEALTH PLAN

(Revised on September 6, 2012 through Motion GOV 100.0912)

- Actual or threatened violence.
- Falsifying or making material omission on ~~RCAC~~CAC applications, request for stipend and reimbursement forms.
- Misusing, destroying or damaging property belonging to L.A. Care, a L.A. Care employee, a member or visitor.
- Fighting on L.A. Care property or at L.A. Care sponsored events.
- Gross misconduct (including, but not limited to stealing, conflict of interest and other forms of misrepresentation)

No disciplinary or retaliatory actions will be taken against anyone who reports potential fraud or abuse in good faith.

IV. Role and Term of ~~RCAC~~CAC Chairperson and Vice-Chairperson

A. ~~RCAC~~CAC Leadership

The elected leadership of each ~~RCAC~~CAC shall be a Chairperson and a Vice-Chairperson. At any time, the ~~RCAC~~CAC Chairperson and Vice-Chairperson may not be related by blood, marriage or belong to the same “household” as defined in the ~~RCAC~~Consumer Advisory Member Handbook and Guidelines and Procedures.

B. Duties of ~~RCAC~~CAC Chairpersons

1. The Chairperson shall preside at all meetings of his or her ~~RCAC~~CAC. In the absence of the Chairperson, the Vice-Chairperson shall preside.
2. In partnership with the assigned CO&E or CCI Unit staff person, the Chairperson shall develop ~~RCAC~~CAC meeting agendas, moderate business meetings and other discussions, provide guidance and oversight for ~~RCAC~~CAC work plan projects, maintain a respectful and productive environment during meetings for discussion, and ensure inclusion of all ~~RCAC~~CAC members in ~~RCAC~~CAC events and activities.
3. The Chairperson of each ~~RCAC~~CAC shall be the official representative of that ~~RCAC~~CAC to the ECAC. In the absence of the Chairperson, the ~~RCAC~~CAC’s Vice-Chairperson will represent the ~~RCAC~~CAC at ECAC.
4. The ~~RCAC~~CAC Chairperson is responsible for reporting to ECAC the issues presented by his or her ~~RCAC~~CAC and to share information gathered at ECAC with his or her ~~RCAC~~CAC members.

C. ~~RCAC~~CAC Chairperson Term and Election

1. The ~~RCAC~~CAC Chairperson's and Vice-Chairperson's term shall be two years. The Chairperson or Vice-Chairperson may be re-elected for one additional two year term for a maximum of four consecutive years.
2. ~~RCAC~~CAC Chairperson and Vice-Chairperson regular elections shall be held in September. Only Consumer Members and Member Advocates are eligible to be Chairpersons or Vice-Chairpersons.
3. If a ~~RCAC~~CAC is unable to elect a Chairperson and/or a Vice-Chairperson in September, the current Chairperson and/or Vice-Chairperson in good standing may retain their position beyond the conclusion of their current term for a maximum of three additional months or until a Chairperson and/or a Vice-Chairperson is elected, whichever is shorter. After three months, the Chairperson and/or the Vice-Chairperson positions will automatically become vacant and remain so until a new Chairperson and/or Vice-Chairperson is elected.
4. The outgoing Chairperson will be encouraged to mentor the incoming Chairperson for two months following the Chairperson election.
5. The Vice-Chairperson replacing a ~~RCAC~~CAC Chairperson who was removed or resigned prior to end of their elected term, will complete the remaining term of the departing Chairperson with all the rights and privileges of the Chairperson as described in the L.A. Care Bylaws, PAC Operating Rules and these ~~RCAC~~CAC Operating Rules. The ~~RCAC~~CAC shall have the ability to have a Vice-Chairperson election to fill the vacancy left by former Vice-Chairperson.
6. ~~RCAC~~CAC Chairpersons or Vice-Chairpersons may resign by giving written notice to the assigned CO&E staff person responsible for that region.
7. A ~~RCAC~~CAC Chairperson or Vice-Chairperson can be removed for any one of the following reasons:
 - a.) ~~For consumer members, if~~ he or she no longer resides ~~or is employed~~ in the ~~CAC~~ geographic area;
 - ~~a)b.)~~ ~~For advocate members, as applicable, if he or she is no longer employed in the CAC~~ geographic area;
 - ~~b)~~ ~~c.)~~ he or she has been convicted of a crime involving corruption, fraud or any felony;
 - ~~e)~~ ~~d.)~~ he or she fails to follow L.A. Care's Code of Conduct or ~~RCAC~~CAC Member Standards of Behaviors;
 - ~~d)~~ ~~e.)~~ he or she has two absences (excused or unexcused) and one medically excused absence (with doctor's note) from ~~RCAC~~CAC or ECAC meetings, ~~RCAC~~CAC Work Plan events, ECAC Leadership Trainings or other L.A. Care-sponsored events; or has failed to attend a majority of ~~RCAC~~CAC or

OPERATING RULES FOR THE ~~REGIONAL COMMUNITY~~CONSUMER ADVISORY COMMITTEES AND EXECUTIVE COMMUNITY ADVISORY COMMITTEE OF L.A. CARE HEALTH PLAN

(Revised on September 6, 2012 through Motion GOV 100.0912)

ECAC meetings, ~~RCACCAC~~ Work Plan events, ECAC Leadership Trainings or other L.A. Care-sponsored events in a fiscal year, will be considered having voluntarily resigned from the ~~RCACCAC~~, effective the date of the last meeting, training or event missed.

e) ~~f.)~~ a request for removal has been voted on by ~~RCACCAC~~ members at a scheduled meeting and submitted by the ~~RCACCAC~~ to L.A. Care for disposition.

f) ~~g.)~~ a request for removal has been voted by the ECAC members at a scheduled meeting and submitted by the ECAC for L.A. Care disposition.

~~g)~~ ~~h.)~~ a request for removal has been submitted by L.A. Care staff to the L.A. Care Board of Governors, and it is approved by the Governance Committee where a quorum is present.

8. ~~8.~~ The ~~RCACs~~~~CACs~~ shall have the ability to have a ~~RCACCAC~~ Chairperson and/or Vice-Chairperson election at least once every two years, or as needed when:

a) A Chairperson or Vice-Chairperson resigns;

b) The ~~RCACCAC~~ calls for the removal of a Chairperson or a Vice-Chairperson;

c) Other circumstances considered appropriate by the ECAC.

V. Role and Term of ECAC Leadership

The elected leadership of ECAC shall be a Chairperson and a Vice-Chairperson. At any time, the ECAC Chairperson and Vice-Chairperson may not be related by blood, marriage or belong to the same “household” as define in the ~~RCACC~~Consumer Advisory Member Handbook and Guidelines and Procedures.

A. ECAC Chairperson and Vice Chairperson Terms

1. The Chairperson and Vice Chairperson for ECAC will be elected by the members of ECAC, in November of each year, to complete a one year term with the possibility of re-election for a second one year term.

2. In order to be eligible for election to Chairperson or Vice Chairperson of ECAC, the individual must have served on the ECAC for at least one year and have actively participated in leadership development training during their tenure on the ECAC.

3. ECAC Chairpersons or Vice-Chairpersons may resign by giving written notice to the assigned CO&E or CCI Unit staff person responsible for that region.

4. A Chairperson or Vice-Chairperson can be removed for any one of the following reasons:

a.) For consumer members, if he or she no longer resides in the CAC geographic area;

OPERATING RULES FOR THE ~~REGIONAL COMMUNITY~~CONSUMER ADVISORY COMMITTEES AND EXECUTIVE COMMUNITY ADVISORY COMMITTEE OF L.A. CARE HEALTH PLAN

(Revised on September 6, 2012 through Motion GOV 100.0912)

- ~~a.)~~ b.) For advocate members, as applicable, if he or she is no longer employed in the CAC geographic area he or she no longer resides or is employed in the geographic area;
- ~~b.)~~ c.) he or she has been convicted of a crime involving corruption, fraud or any felony;
- ~~c.)~~ d.) he or she fails to follow L.A. Care's Code of Conduct or ~~RCAC~~Consumer Advisory Member Standards of Behaviors;
- ~~d.)~~ e.) he or she has two absences (excused or unexcused) and one medically excused absence (with doctor's note) three from RCAC, Coordinated Care Initiative (CCI) or ECAC meetings, RCAC/CCI Council Work Plan events, ECAC Leadership Trainings or other L.A. Care-sponsored events; in a fiscal year, will be considered having voluntarily resigned from the ECAC, effective the date of the last meeting, training or event missed.
- ~~e.)~~ f.) a request for removal has been voted on by RCAC or/ CCI Council members, as applicable, at a scheduled meeting and submitted by the RCAC/CCI Council to L.A. Care for disposition.
- ~~f.)~~ g.) a request for removal has been voted by the ECAC members at a scheduled meeting and submitted by the ECAC for L.A. Care disposition.
- ~~g.)~~ h.) a request for removal has been submitted by L.A. Care staff to the L.A. Care Board of Governors, and it is approved by the Governance Committee where a quorum is present.

B. ECAC At-Large Member Terms

- ~~1.~~ The two ECAC At-Large Members, one At large member will represent the RCACs and the other At-Large Member will represent the CCI Councils, will be selected by the members of ECAC, in November of each year, to complete a two year term with the possibility of re-selection to a second two year term.
- ~~2.~~ Only RCAC/CCI Consumer Members or Member Advocates in good standings are eligible for selection for the two At-Large Members to the ECAC.
- ~~3.~~ In addition to the ~~RCAC~~CCAC Chairpersons, the two At-Large Members shall comprise the ECAC.
- ~~4.~~ At-Large Members may resign by giving written notice to the assigned CO&E or CCI Unit staff person responsible.
- ~~5.~~ At-Large Members can be removed for any one of the following reasons:
 - ~~a.)~~ For consumer members, if he or she no longer resides in the CAC geographic area;
 - ~~a.)~~ b.) For advocate members, as applicable, if he or she is no longer employed in the CAC geographic area he or she no longer resides or is employed in the geographic area;
 - ~~b.)~~ c.) he or she has been convicted of a crime involving corruption, or any felony;

OPERATING RULES FOR THE ~~REGIONAL COMMUNITY~~CONSUMER ADVISORY COMMITTEES AND EXECUTIVE COMMUNITY ADVISORY COMMITTEE OF L.A. CARE HEALTH PLAN

(Revised on September 6, 2012 through Motion GOV 100.0912)

- e) he or she fails to follow L.A. Care’s Code of Conduct or ~~RCAC~~Consumer Advisory Committee Member Standards of Behaviors;
- f) he or she has two absences (excused or unexcused) and one medically excused absence (with doctor’s note) three from RCAC, CCI Council or ECAC meetings, RCAC/CCI Council Work Plan events, ECAC Leadership Trainings or other L.A. Care-sponsored events, in a fiscal year, will be considered having voluntarily resigned from the ECAC, effective the date of the last meeting, training or event missed.
- e) a request for removal has been voted on by RCAC/CCI Council members at a scheduled meeting and submitted by the RCAC/CCI Council to ECAC for disposition.
- f) a request for removal has been voted on by the ECAC members at a scheduled meeting and submitted by the ECAC for L.A. Care disposition.
- g) a request for removal has been submitted by L.A. Care staff to the L.A. Care Board of Governors, and it is approved by the Governance Committee where a quorum is present.
- 6. Guidelines and procedures for role and responsibility for the ECAC and At-Large Members can be found in the ~~RCAC~~Consumer Advisory Member Handbook and Guidelines and Procedures.

VI. Code of Conduct

L.A. Care’s Code of Conduct and the ~~RCAC~~Consumer Advisory-Member Standards of Behavior shall govern the behavior of ~~RCAC~~CAC members when they are acting on behalf of L.A. Care. As part of L.A. Care’s Public Advisory Committee structure, each ~~RCAC~~CAC member shall receive; review and acknowledge receipt of copy of the Code of Conduct and ~~RCAC~~CAC Member Standards of Behavior annually. Failure to sign the acknowledgement of receipt and understanding of the L.A. Care Code of Conduct and CAC Member Standard of Behavior upon sixty (60) days of receipt may lead to termination of CAC membership.

VII. ~~RCAC~~CAC Meetings

A. Public Meeting

Notice of ~~RCAC~~CAC meetings is posted seventy-two (72) hours in advance of the meeting or in accordance with the “Ralph M. Brown Act.” All ~~RCAC~~CAC meetings are open to the public.

B. Meeting Schedule and Location

OPERATING RULES FOR THE ~~REGIONAL COMMUNITY~~CONSUMER ADVISORY COMMITTEES AND EXECUTIVE COMMUNITY ADVISORY COMMITTEE OF L.A. CARE HEALTH PLAN

(Revised on September 6, 2012 through Motion GOV 100.0912)

~~RCACs~~CACs will meet every other month on a schedule and location to be determined jointly by L.A. Care staff and the ~~RCAC~~CAC members. With guidance from the assigned CO&E or CCI Unit staff person, ~~RCAC~~CAC members shall set the date and time of each meeting. ~~RCACs~~CACs shall meet at a convenient location within its regional boundaries with appropriate meeting facilities and access to public transportation and/or parking.

C. Quorum and Voting

A majority of that month's official ~~RCAC~~CAC membership must be present in person to have an official ~~RCAC~~CAC meeting. All official acts of the ~~RCAC~~CAC require a majority vote of the members present. No vote or election shall be by secret ballot.

D. Additional Meeting Guidelines

~~1.~~ 1. ~~RCAC~~CAC meetings will be conducted as informal discussion forums, in such a way that all members have input and the opportunity to reach consensus on issues. Use of formal communications systems such as parliamentary procedures based on the most recent edition of "Robert's Rules of Order Newly Revised" may be used to supplement the informal conversation and provide structure, especially to the disposition of motions from the members.

~~2.~~ 2. All official ~~RCAC~~CAC business (i.e., votes, consensus items, election of Chairperson and Vice-Chairperson, recommendations to the ECAC, ~~RCAC~~CAC Work Plan project, etc.) shall occur at a designated time and location every other month and entered into the public record through the meeting summary written by the assigned CO&E or CCI Unit staff person and then reviewed and approved at a subsequent ~~RCAC~~CAC meeting.

~~3.~~ 3. Decisions concerning work plans, events and other issues will be made by the ~~RCAC~~CAC as a whole. Reports from the work groups shall be a regular part of the ~~RCAC~~CAC meeting structure and shall include recommendations for consideration by the ~~RCAC~~CAC as a whole.

~~4.~~ 4. The ~~RCAC~~CAC meeting will be conducted in accordance with the official meeting agenda. ~~RCAC~~CAC members will be mailed the agenda by L.A. Care at least seven days prior to the meeting or as soon as practical thereafter. The Chairperson of the ~~RCAC~~CAC with the assistance of the assigned CO&E or CCI Unit staff person will prepare the agenda for each general meeting based on the input of the ~~RCAC~~CAC as a whole. Agendas will be reviewed and approved by the ~~RCAC~~CAC members at the beginning of every meeting.

~~5.~~ 5. Only ~~RCAC~~CAC members may participate in votes on an issue and the election of a Chairperson and Vice-Chairperson. L.A. Care staff and the public may participate in discussion when recognized by

OPERATING RULES FOR THE ~~REGIONAL COMMUNITY~~CONSUMER ADVISORY COMMITTEES AND EXECUTIVE COMMUNITY ADVISORY COMMITTEE OF L.A. CARE HEALTH PLAN

(Revised on September 6, 2012 through Motion GOV 100.0912)

the RCAC/CAC Chairperson. The public shall be encouraged to share its comments during the public comment portions of the meeting.

6. RCAC/CAC requests for information and materials should be made through the RCAC/CAC Chairperson to the assigned CO&E or CCI Unit staff person, who will forward the request(s) to any appropriate departments. L.A. Care staff will make every effort to respond to these requests in a timely manner. Copies of L.A. Care's public documents are available to individuals by request through L.A. Care's Board Services or Legal Departments.

7. Any written communication(s) the RCAC/CAC decides to send or distribute outside of L.A. Care must first be reviewed and approved by the Senior Director of Communications and the Community Relations-Outreach and Education (or his or her designate) ~~and when appropriate, management in the Marketing Department~~. Certain outreach materials intended for wide distribution (brochures, posters, etc.) may also require approval from the California Department of Health Services.

8. Funding for support of the RCACs/CACs and ECAC is determined by the Board of Governors each year in the annual L.A. Care budget. Completed project plan and budget request forms shall be submitted and reviewed by the Community Outreach and ~~Education~~Engagement or CCI Unit staff prior to expenditure of funds. Unspent RCAC/CAC Work Plan funds cannot be donated or carried over into the next fiscal year. Unused Work Plan funds will be returned to L.A. Care's general fund.

9. RCAC/CAC approved recommendations may be forwarded to the ECAC by the RCAC/CAC Chairperson. In addition, the ECAC may request the RCACs/CACs to review and comment on issues ECAC identifies.

10. The RCAC/CAC Chairperson is responsible for ensuring that all issues or concerns carried to the ECAC for discussion and consideration reflect a true RCAC/CAC consensus and diversity of opinion.

VIII. Regional Boundaries

1. RCACs/CACs shall be established within each of the regional areas as defined by L.A. Care's Board of Governors.

2. RCAC/CAC members are assigned to a specific RCAC/CAC based on their zip code of residence (Consumer Members), area of community service (Member Advocates), or place of work (Providers). Regional boundaries are for RCAC/CAC purposes only and do not affect a L.A. Care member's ability to access care in different regions.

IX. RCAC/CAC and ECAC Member Stipends and Reimbursement

OPERATING RULES FOR THE ~~REGIONAL COMMUNITY CONSUMER~~ ADVISORY COMMITTEES AND EXECUTIVE COMMUNITY ADVISORY COMMITTEE OF L.A. CARE HEALTH PLAN

(Revised on September 6, 2012 through Motion GOV 100.0912)

1. ~~RCAC~~ members serve as volunteers and shall not be compensated for their services or reimbursed for their out-of-pocket expenses except as provided by L.A. Care's Policy AFS-004 (Expense Reimbursement) or as indicated below, subject to approval by L.A. Care's Board of Governors.
 2. Eligible ~~RCAC~~ Consumer Members who attend at least 80% of their scheduled ~~RCAC~~ meetings or CO&E/~~CCI Unit~~ staff approved L.A. Care, ECAC or ~~RCAC~~ special meetings or events may receive a cash stipend or grocery gift card for participating in the meeting. The stipend amount is determined by the Governance Committee of the Board of Governors.
 3. Eligible ~~RCAC~~ and ECAC members may receive a cash stipend or grocery gift card for participating in CO&E/~~CCI Unit~~ staff approved L.A. Care, ECAC or ~~RCAC~~ special meetings or events.
 4. ECAC Chairpersons or Vice Chairpersons assuming the leadership role at the ECAC monthly meeting may be eligible to receive a cash stipend or grocery gift card for leading the ECAC meeting.
 5. ~~RCAC~~ Chairpersons or Vice-Chairpersons assuming the leadership role at their ~~RCAC~~ Meeting may be eligible to receive a cash stipend or grocery gift card, for leading their ~~RCAC~~ meeting.
 6. At-Large Members assuming the work of the ECAC may be eligible to receive a cash stipend or grocery gift card.
 7. Details specific to ~~RCAC~~ and ECAC member eligibility and for determining which meetings, events or special functions are eligible for possible receipt of a cash stipend or grocery gift card and amount of the stipend can be found in the ~~RCAC~~ Member Handbook and Guidelines and Procedures.
- Only ~~C~~consumer ~~M~~members are eligible to receive a cash stipend (or grocery gift card) ~~with the exception of ECAC members.~~
8. ~~Both consumer members and consumer advocate ECAC members who serve as a CAC chair are eligible to receive a cash stipend for conducting their CAC meetings and ECAC attendance. Vice-Chairs are eligible to receive a cash stipend, if they conduct their CAC meeting or represent their CAC at the ECAC meeting in the absence of their chair. Advocate members invited to attend an ECAC meeting are eligible to receive a mileage reimbursement.~~
 9. In all cases, stipends paid shall be deemed taxable income and reported to the relevant tax authorities in accordance with applicable law and regulations.
 10. ~~RCAC~~ Consumer and ~~RCAC~~ Advocate members may be eligible for certain reimbursements to attend other approved L.A. Care, ECAC or ~~RCAC~~ special meetings or events.

OPERATING RULES FOR THE ~~REGIONAL COMMUNITY~~CONSUMER ADVISORY COMMITTEES AND EXECUTIVE COMMUNITY ADVISORY COMMITTEE OF L.A. CARE HEALTH PLAN

(Revised on September 6, 2012 through Motion GOV 100.0912)

~~11.~~ In addition, in order to be eligible to receive a stipend and/or reimbursement, each ~~RCAC~~CAC member or ECAC member must successfully complete ~~RCAC~~New Member Orientation and ~~AB-1234~~an ethics training provided by ~~CO&E/CCI Unit staff~~L.A. Care ~~once every two years~~.

X. Election of Member and Member Advocate to the Board of Governors

The Board approved Consumer Members in each ~~RCAC~~CAC shall vote for one Member and one Member Advocate to represent the interest of Members on the Board of Governors. The two representatives' names shall be forwarded to the Los Angeles County Board of Supervisors, the official appointing body for the Board of Governors of L.A. Care.

XI. Amendments to the ~~RCAC~~CAC and ECAC Operating Rules

These ~~RCAC~~CAC and ECAC Operating Rules are duly adopted by L.A. Care's Board of Governors and may be amended by the Board of Governors according to L.A. Care Bylaws Article XI. The ~~RCAC~~CAC and ECAC Operating Rules were revised on ~~September 6~~XXXX, 2012XX through Motion GOV XXX100.XXX0912.

ATTESTED BY:

Secretary, Board of Governors

Date Signed: _____