



**Coordinated Care Initiative (CCI) Consumer Council Meeting
Area 1 – Antelope Valley - Committee Summary**

Palmdale Family Resource Center
2072 E. Palmdale Blvd
Palmdale, CA 93350
Tuesday, January 23, 2018
10:00AM - 12:30PM

<u>MEMBERS</u>	<u>ATTENDANCE</u>	<u>STAFF</u>	
Demetria Saffore, <i>Chair</i>	(P)	Mariah Walton, <i>Coordinated Care Initiative Field Specialist</i>	Erika Estrada, Supervisor
Beverly Caples, <i>Vice Chair</i>	(E)	Nancy Molina, <i>Coordinated Care Initiative Liaison</i>	Denise Colome, Sr. <i>Communication Specialist</i>
Nicole Fitzgerald	(P)	Alfredo Flores, <i>Member Navigator</i>	
Ernesto Sarmiento	(U)		
Marcia Ramos	(P)		
Mandie Henry	(E)		
Dennis Moore	(P)	<u>PUBLIC/GUEST</u>	
		Wilma Ballew	

**Attendance: Members (4), Advocates (0), Providers (0), Public (1), Staff (5)
(P) present, (E) excused absence, (U) unexcused absence**

	<u>AGENDA ITEM</u>	<u>SUMMARY OF DISCUSSION AND FOLLOW-UP</u>
I.	WELCOME & INTRODUCTIONS <i>Demetria Saffore, Chair</i>	<p>At the start of the meeting, the following took place:</p> <ul style="list-style-type: none"> • Demetria Saffore, Chair, called the meeting to order at 10:00 am • The members, staff, and guests introduced themselves • Meeting Ground Rules were reviewed • L.A. Care’s Mission Statement was shared

<p>II. BUSINESS <i>Demetria Saffore, Chair</i></p> <p><i>Demetria Saffore, Chair</i></p> <p><i>Mariah Walton, CCI Council Field Specialist</i></p>	<p><u>Approval of Agenda and Meeting Summary</u></p> <ul style="list-style-type: none"> The agenda for January 23, 2018 was reviewed and approved. A motion to approve the agenda was introduced by Marcia Ramos and seconded by Nicole Fitzgerald, without changes. The meeting summary from the November 14, 2017 CCI Council Area 1 meeting was reviewed and approved. A motion to approve the meeting summary was introduced by Marcia Ramos and seconded by Nicole Fitzgerald, with changes. <p><u>ECAC Report</u></p> <ul style="list-style-type: none"> Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i>, reported on the following: <ul style="list-style-type: none"> Revisions to Operating Rules <ul style="list-style-type: none"> The revisions to the Operating Rules which were approved last month will be on the Board of Governors’ February meeting agenda. This will start the 30-day public comment posting period. They will be in effect once the 30-days are complete, which will be in March, 2018, then we will update the CAC Member Handbook. There were some minor revisions to the 2018 Member Acknowledgment Form that was reviewed during the Fall Conference on December 15, 2017. All members are expected to sign a copy. ECAC had their Chair and Vice-Chair Elections. The following individuals were selected as Chair and Vice Chair of ECAC: <ul style="list-style-type: none"> Cristina Deh-Lee (RCAC 9 Chair) = ECAC Chair Ana Rodriguez (RCAC 2 Chair) = ECAC Vice-Chair <p><u>L.A. Care Updates</u></p> <ul style="list-style-type: none"> An update regarding the adaptable medical equipment was provided to inform members that grant funds have been disbursed to grant awardees. Equipment installation details will be provided in the future. L.A. Care’s Cal MediConnect product line has been accredited by the National Committee for Quality Assurance (NCQA), an independent, non-profit organization which ensures excellence in health care across the nation. This certification assesses clinical measures and consumer experiences. Denti-Cal continues to have a cap of \$1,800 for covered services per year, although some services do not count towards the \$1,800 cap and additional services can be covered if shown to be medically necessary. Adults with full-scope Medi-Cal can expect to receive a letter in the mail notifying them of these new benefits.
<p>III. CCI COUNCIL COMMUNITY PARTNERSHIP WORK PROJECT <i>Mariah Walton</i></p>	<ul style="list-style-type: none"> CCI Council Members received information about the 2017-2018 Community Partnership Work Project. The topic selection this year was based on L.A. Care Healthcare Effectiveness Data and Information Set (HEDIS) scores. HEDIS scores are a standard measure used by health plans to measure whether members are getting the right care.

		<ul style="list-style-type: none"> • HEDIS results allow L.A. Care to identify areas in which we have the most opportunity for improvement. To that end, L.A. Care identified some HEDIS measures as a first step to improving care: <ul style="list-style-type: none"> • Managing Diabetes • Women’s Health • The CCI Council members voted on Diabetes Prevention and Management as their 2017-2018 CCI Council Community Partnership Work Project theme. • There were four CCI Council members present at the meeting, three of the four members voted for Diabetes Prevention and Management. <p>Member Acknowledgement Form</p> <ul style="list-style-type: none"> • The Field Specialist reviewed the 2018 Consumer Advisory Committee Member Acknowledgement Form with the group. Members were informed that they may not have more than two excused or unexcused absences, and one medically excused absence from CAC-related meetings within one fiscal year. • Members who did not sign the acknowledgement form at the December 15, 2017 conference were asked to sign it by the end of the meeting.
IV.	REGIONAL ISSUES Group	<p><u>Member Issues</u></p> <ul style="list-style-type: none"> • Alfredo Flores, Member Navigator, was introduced to the members; he will be handling individual member issues during meeting breaks and after meetings. In the event that Alfredo or another Member Navigator are not present at a meeting, members will be able to call Member Services at 1-888-839-9909 with individual member concerns. • Council members revised a previous motion to address access to care-related concerns, as follows: <ul style="list-style-type: none"> ○ The council request that L.A. Care staff investigate and report back their findings on how Antelope Valley Hospital and Palmdale Regional Medical Center may increase their capacity to perform pediatric care to avoid families being referred out of the Antelope Valley for care. ○ The Chair will work with the Field Specialist to present this motion at the upcoming February ECAC committee. <p><u>Concerns from the last CCI Council Meeting</u></p> <ul style="list-style-type: none"> • The previous motion submitted to ECAC by this council was forwarded to internal departments for investigation.
V.	GET UP AND MOVE	<u>10 minute break</u>
VI.	COMMUNITY AFFAIRS <i>Nancy Molina</i>	<ul style="list-style-type: none"> ○ Nancy Molina presented on the health topic of asthma management, and provided information on the CCI Consumer Council Transportation Guidelines.
VII.	HEALTH EDUCATION <i>Mariah Walton</i>	<ul style="list-style-type: none"> ○ Members received an overview on Social Determinants, and were given an opportunity to provide feedback on the social determinants of most concern within their community. Members were asked, “What non-health related Social Determinants do you think are most important for L.A. Care to know about in your region?” Responses were as follows:

		<ol style="list-style-type: none"> 1. Over population in schools/poor education 2. Community safety/violence 3. Food desert 4. Lack of transportation 5. Lack of affordable housing 6. Drug abuse 7. Human trafficking 8. Broken healthcare system 9. Lack of jobs 10. Discrimination in employment 11. Institutionalized inequality 12. Lack of community information
VIII.	CCI COUNCIL MEMBER ANNOUNCEMENTS <i>Group</i>	<ul style="list-style-type: none"> ○ Bartz-Altadonna Community Health Center: Free community health fair on January 27th, 2018 from 8 AM – 4 PM at 43322 Gingham, Lancaster, CA 93535. Services offered are: Dental, medical, and vision services, as well as haircuts. ○ The City of Palmdale hosts “Season of Service” events such as: <ul style="list-style-type: none"> • Saturday, April 14, 2018 Community Volunteer Resource Fair, from 11AM – 3PM at the Antelope Valley Mall, 1233 Rancho Vista Blvd., Palmdale, CA 93551. Local agencies will provide information about volunteering, donating, and other engagement opportunities. • Saturday, May 12, 2018 Stamp Out Hunger partners with United States Postal Service at SAVES, 1002 East Avenue Q-12, Palmdale, CA. Varied event times.
IX.	PUBLIC COMMENTS	<ul style="list-style-type: none"> • Public stated the meeting was effective and ran seamlessly.
X.	ADJOURNMENT <i>Demetria Saffore, Chair</i>	<p><u>The following members will be attending the upcoming ECAC/BOG meeting:</u></p> <ul style="list-style-type: none"> • Nicole Fitzgerald will attend the BOG meeting on February 8, 2018 • Marcia Ramos will attend the BOG meeting on March 1, 2018 • Dennis Moore will attend the ECAC meeting on February 14, 2018 • Marcia Ramos will attend the ECAC meeting on March 12, 18 <p>The meeting was adjourned at 12:30 p.m. The next scheduled CCI Council meeting for Area 1, Antelope Valley is on March 27, 2018 from 10:00 AM - 12:30 PM at the L.A. Care Palmdale Family Resource Center, located at 2072 E. Palmdale Blvd., Palmdale, CA 93350.</p>

Respectfully Submitted by: _____

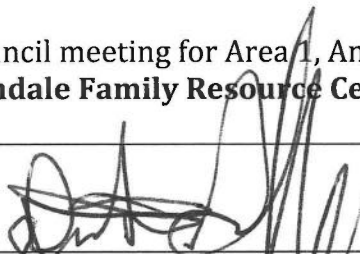
Mariah Walton, CCI Field Specialist

Approved by: _____

Demetria Saffore, CCI Council Area 1 Chair

		<ol style="list-style-type: none"> 1. Over population in schools/poor education 2. Community safety/violence 3. Food desert 4. Lack of transportation 5. Lack of affordable housing 6. Drug abuse 7. Human trafficking 8. Broken healthcare system 9. Lack of jobs 10. Discrimination in employment 11. Institutionalized inequality 12. Lack of community information
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