

Board of Governors, Member Representatives

Layla Gonzalez-Delgado  
L.A. Care Health Plan, Member Advocate

Hilda Perez  
L.A. Care Health Plan, Member Representative



**Board of Governors  
Executive Community Advisory Committee (ECAC)**

L.A. Care Health Plan  
Conference Rooms 1018 and 1019  
1055 West 7<sup>th</sup> Street, 10<sup>th</sup> Floor  
Los Angeles, CA 90017  
Wednesday, March 14, 2018  
10:00 a.m. - 1:00 p.m.  
Call-in number: 1-844-907-7272 access code 992 717 833

**Goals for Today's Meeting**

1. Identify community issues affecting members by region
2. Receive an update from L.A. Care's Chief Executive Officer
3. Receive and update on the strategies L.A. Care is working on to address Urgent Care Center issues.
4. Receive information on the Americans with Disabilities Act (ADA)

**Meeting Agenda**

Time	Agenda Item	Agenda Lead	Goal/Result
10:00 a.m.	<b>I. Call to Order</b> (5 minutes)	Cristina Deh-Lee, <i>Chairperson</i>	Call meeting to order.
10:05 a.m. - 10:10 a.m.	<b>II. Approve Agenda for March 14, 2018</b> (5 minutes)	Chairperson	Approve today's meeting agenda.
10:10 a.m. - 10:15 a.m.	<b>III. Approve meeting minutes for February 14, 2018 meeting</b> (5 minutes)	Chairperson	Approve the meeting minutes for the February 14, 2018 ECAC meeting.
10:15 a.m. - 11:20 a.m.	<b>IV. Standing Items</b> (65 minutes)  <b>A.</b> ECAC Chairperson Report (10:15 a.m. to 10:20 a.m.)  <b>B.</b> Update from Chief Executive Officer (10:20 a.m. to 10:40 a.m.)	Chairperson  John Baackes, <i>Chief Executive Officer</i>	Chair will provide a report if applicable.  Receive an update from L.A. Care's Chief Executive Officer.

	<p><b>C. Communication and Community Relations Update</b> (10:40 a.m. to 11:00 a.m.)</p> <p><b>D. Global Member Issues</b> (11:00 a.m. to 11:20 a.m.)</p> <ul style="list-style-type: none"> <li>Update on ECAC Motions</li> </ul>	<p>Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i></p> <p>Group</p>	<p>Receive an update on L.A Care’s Communications and Community Relations Department.</p> <p>Report global member issues discussed during the RCAC/CCI meetings and receive an update on ECAC approved motions.</p>
11:20 a.m. - 11:35 a .m.	<b>V. Get Up &amp; Move</b> (15 min.)	Group	An opportunity to stretch and move.
11:35 a.m. - 12:20 p.m.	<p><b>VI. Old Business</b> (45 min.)</p> <p><b>A. Urgent Care Centers</b> (11:35 a.m. to 12:00 p.m.)</p> <p><b>B. CAC Fall Conferences “Members in Focus” - Outcomes</b> (12:00 p.m. to 12:20 p.m.)</p>	<p>Hanan Obeidi, <i>Senior Director, Medi-Cal Administration</i></p> <p>Auleria Eakins, <i>Manager, CO&amp;E</i></p>	<p>Receive and update on the strategies L.A. Care is working on to address Urgent Care Center issues.</p> <p>Provide outcomes of the CAC Fall Conference “Members in Focus”.</p>
12:20 p.m. - 12:40 p.m.	<p><b>VII. New Business</b> (20 min.)</p> <p><b>A. Americans with Disabilities Act (ADA)</b> (12:20 p.m. to 12:40 p.m.)</p>	<p>Layla Gonzalez-Delgado, <i>L.A. Care Health Plan, Member Advocate</i></p>	<p>Provide information on the Americans with Disabilities Act (ADA).</p>
12:40 p.m. - 12:50 p.m.	<b>VIII. Future Agenda Items</b> (10 min.)	Group	Decide on agenda items that may be added to a future ECAC meeting.
12:50 p.m. - 1:00 p.m.	<b>IX. Public Comments</b> (10 min.)	Group	Each public member is given 2 minutes to share a comment with the ECAC.
1:00 p.m.	<p><b>X. Adjournment</b></p> <p><b>A. Next Meeting Date:</b> Wednesday, April 11, 2018</p>	Chairperson	

**\*\*\*\*\* PLEASE BE ON TIME \*\*\*\*\***

**Note: Members, your absence will be considered unexcused if you do not call Victor Rodriguez at (213) 694-1250, Ext. 5214 prior to 10:00 am the day of the meeting to inform him that you will not be attending.**

**Community Outreach & Engagement  
Toll Free Line 1-888-522-2732**

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