



**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, June 5, 2018  
10:00AM - 12:30PM

<b>MEMBERS</b>	<b>ATTENDANCE</b>	<b>STAFF</b>	
Demetria Saffore, <i>Chair</i>	(P)	Mariah Walton, <i>CCI Field Specialist</i>	Erika Estrada, Supervisor
Nicole Fitzgerald	(P)	Nancy Molina, <i>CCI Liaison</i>	Denise Colomé, Senior Communication Specialist
Marcia Ramos	(P)	Alfredo Flores, <i>Member Navigator</i>	
Mandie Henry	(P)	<b><u>PUBLIC/GUEST</u></b>	
Dennis Moore	(P)	Ruby Ocampo (speaker)	Mario Rosales
		Silvia Salamon	Maria Rabaja
		Damaris Aguime	Roger Rabaja
		Russell Decker	

**Attendance: Members (5), Advocates (0), Providers (0), Public (7), Staff (5)  
(P) Present, (E) excused absence, (U) unexcused absence**

	<b>AGENDA ITEM</b>	<b>SUMMARY OF DISCUSSION AND FOLLOW-UP</b>
<b>I.</b>	<b>WELCOME &amp; INTRODUCTIONS</b> Demetria Saffore, <i>Chair</i>	At the start of the meeting, the following took place: <ul style="list-style-type: none"> <li>• Demetria Saffore, Chair, called the meeting to order at 10:00 am</li> <li>• The members, staff, and guests introduced themselves</li> <li>• Meeting Ground Rules were reviewed</li> <li>• L.A. Care’s Mission Statement was shared</li> </ul>
<b>II.</b>	<b>BUSINESS</b> Demetria Saffore, <i>Chair</i>	<b><u>Approval of Agenda and Meeting Summary</u></b> <ul style="list-style-type: none"> <li>• The agenda for June 5, 2018 was reviewed and approved. A motion to approve the agenda was introduced by Marcia Ramos and seconded by Nicole Fitzgerald, without changes.</li> </ul>

		<ul style="list-style-type: none"> <li>• The meeting summary from the March 27, 2018 CCI Council Area 1 meeting was reviewed and approved. A motion to approve the meeting summary was introduced by Nicole Fitzgerald and seconded by Marcia Ramos, without changes.</li> </ul> <p><b><u>ECAC Report</u></b></p> <ul style="list-style-type: none"> <li>• The Consumer Advisory Committee Operating Rules became effective at the Board meeting on April 5<sup>th</sup>.</li> <li>• L.A. Care Health Plan has allocated \$25,000 to the L.A. Pride Festival in West Hollywood and additional \$10,000 for promotional materials that will be given away to those who attend the event.</li> <li>• L.A. Care continues to work on the Housing 4 Health program and with Brilliant Corners to provide housing for L.A. Care members. The program has now placed six L.A. Care members in housing and efforts continue to identify and place members in housing as appropriate. L.A. Care has funding for this program for 150 L.A. Care members.</li> <li>• L.A. Care continues its effort to improve member experience through improvements in the call center operations. The member experience includes not only interactions with L.A. Care, but also with all providers.</li> <li>• Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i>, reported on the following: <ul style="list-style-type: none"> <li>○ Advocacy Day <ul style="list-style-type: none"> <li>▪ The second training for Advocacy Day in Sacramento was scheduled for Wednesday, May 16, 2018 from 8:30 a.m. to 2:30 p.m. at the Los Angeles Area Chamber of Commerce.</li> <li>▪ Sacramento Day was scheduled for Tuesday, May 22, 2018; a total of 24 CAC members representing all of our RCAC/CCI committees were scheduled to attend.</li> </ul> </li> </ul> </li> </ul>
<p><b>III.</b></p>	<p><b>CCI COUNCIL COMMUNITY PARTNERSHIP WORK PLAN PRESENTATIONS</b> Bartz-Altadonna Community Health Center &amp; Antelope Valley Community Clinic</p>	<ul style="list-style-type: none"> <li>• Bartz-Altadonna Community Health Center and Antelope Valley Community Clinic presented unique proposed work plan events to provide each member an idea of how they intend to address diabetes within the community and how the partnership between L.A. Care Health Plan and the selected awardee would benefit residents.</li> <li>• Members voted to partner with the Antelope Valley Community Clinic for the FY 2017-2018 CCI Council Community Work Plan Project. The event date is to be determined.</li> </ul>
<p><b>IV.</b></p>	<p><b>DIABETES 101 PRESENTATION</b> Jesse Navarro, <i>Health Educator</i></p>	<ul style="list-style-type: none"> <li>• Members had the opportunity to learn about the basics of diabetes. <ol style="list-style-type: none"> <li>1) What is Diabetes?</li> <li>2) Signs and symptoms of Diabetes</li> <li>3) Risk factors for Diabetes</li> <li>4) How to prevent Diabetes</li> <li>5) How to manage Diabetes</li> </ol> </li> </ul>


V.	<b>GET UP AND MOVE</b>	<b><u>10 minute break</u></b>
VI.	<b>CHAIR/VICE CHAIR NOMINATION</b> Group	<ul style="list-style-type: none"> <li>Members participated in electing a Chair and Vice Chair for the upcoming fiscal year to represent their community.</li> <li>Members were reminded of the roles and responsibilities of each leadership position before opening up the nominations. Each member interested in running for the Chair or Vice Chair position was given an opportunity to share a brief statement as to why they would be a fit to represent the council.</li> <li>The Council elected Demetria Saffore as Chair and the Mandie Henry as Vice Chair. The Chair and Vice Chair will start their term on October 1, 2018.</li> </ul>
VII.	<b>REGIONAL ISSUES</b> Group	<p><b><u>Member Issues</u></b></p> <ul style="list-style-type: none"> <li>Alfredo Flores, Member Navigator, was introduced to the members; he handles individual member issues during meeting breaks and after meetings. In the event that Alfredo or another Member Navigator id not present at a meeting, members will be able to call Member Services at 1-888-839-9909, regarding individual member concerns.</li> <li>Some members mentioned they were experiencing issues with imaging providing the wrong diagnostics and x-ray reports, oftentimes with another patient information instead of their own. Members recalled reporting this error to their physicians and L.A. Care’s Member Services Department. Members were given an opportunity to file a grievance with the Member Navigator. Staff will communicate this issue internally to ensure it is investigated.</li> </ul> <p><b><u>Concerns from the last CCI Council Meeting</u></b></p> <ul style="list-style-type: none"> <li>○ N/A</li> </ul>
VIII.	<b>PUBLIC COMMENTS</b>	<ul style="list-style-type: none"> <li>Staff shared an opportunity with members to participate in a community engagement session.</li> </ul>
IX.	<b>ADJOURNMENT</b> <i>Demetria Saffore, Chair</i>	<p><b><u>The following members will be attending the upcoming ECAC/BOG meeting:</u></b></p> <ul style="list-style-type: none"> <li>Marcia Ramos will attend the BOG meeting on July 26, 2018</li> <li>Nicole Fitzgerald will attend the ECAC meeting on August 8, 2018</li> </ul> <p>The meeting was adjourned at 12:30 p.m. The next scheduled CCI Council meeting for Area 1, Antelope Valley is on <b>July 24, 2018 from 10:00 AM - 12:30 PM</b> at the <b>L.A. Care Palmdale Family Resource Center</b>, located at <b>2072 E. Palmdale Blvd., Palmdale, CA 93350.</b></p>

Respectfully Submitted by: \_\_\_\_\_  
*Mariah Walton, CCI Field Specialist*

Approved by: \_\_\_\_\_  
*Demetria Saffore, CCI Council Area 1 Chair*

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 Mariah Walton, CCI Field Specialist

Approved by:   
 Demetria Saffore, CCI Council Area 1 Chair