

Approved



**L.A. Care**  
HEALTH PLAN

**Coordinated Care Initiative (CCI) Consumer Council Meeting  
Area 2 – San Fernando - Committee Summary**

Pacoima Family Resource Center

10807 San Fernando Rd.

Pacoima, CA 91331

Wednesday, June 6, 2018

10:00AM - 12:30PM

<b>MEMBERS</b>	<b>ATTENDANCE</b>	<b>STAFF</b>	
Wilma Ballew, <i>Chair</i>	(E)	Mariah Walton, <i>CCI Field Specialist</i>	Erika Estrada, <i>Community Relations Supervisor</i>
Elizabeth Cooper	(P)	Nancy Molina, <i>CCI Liaison</i>	Vanessa Bernal, <i>Member Navigator</i>
Mary Jo Fernando	(P)	Denise Colomé, <i>Senior Communications Specialist</i>	
Gerald Robles	(P)	<b>Public Attendees</b>	
		Elliott Bailiff, <i>Prospective Committee Member</i>	

**Attendance: Members (3), Advocates (0), Providers (0), Public (1), Staff (5)**

**(P) Present, (E) excused absence, (U) unexcused absence (R) Remotely**

	<b>AGENDA ITEM</b>	<b>SUMMARY OF DISCUSSION AND FOLLOW-UP</b>
I.	<b>WELCOME &amp; INTRODUCTIONS</b> <i>MaryJo Fernando, Member</i>	The council voted to have MaryJo Fernando Chair the meeting in lieu of Wilma Ballew’s absence. MaryJo called the meeting to order at 10:00 am and proceeded with the following: <ul style="list-style-type: none"> <li>• Meeting attendee introductions</li> <li>• Review of meeting ground rules</li> <li>• Review of L.A. Care’s Mission Statement</li> </ul>

<p><b>II.</b></p>	<p><b>BUSINESS</b>  <i>MaryJo Fernando,</i>  <i>Member</i></p> <p><i>Mariah Walton, CCI</i>  <i>Council Field</i>  <i>Specialist</i></p>	<p><b><u>Approval of Agenda and Meeting Summary</u></b></p> <ul style="list-style-type: none"> <li>• The agenda for June 6, 2018 was reviewed and approved. A motion to approve the agenda was introduced by Elizabeth Cooper and seconded by Gerald Robles, without changes.</li> <li>• The meeting summary from the March 28, 2018 CCI Council Area 2 meeting was reviewed and approved. A motion to approve the meeting summary was introduced by Elizabeth Cooper and seconded by MaryJo Fernando, 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>○ Consumer Advisory Council Member 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 PROJECT  Group</b></p>	<ul style="list-style-type: none"> <li>• Partners in Care Foundation presented their proposed work plan event to the council members. They will conduct a Kitchen Divas cooking workshop this summer to educate the council members and the community on healthy cooking options to manage diabetes.</li> <li>• As an additional resource, council members will have the option to also participate in a Partners in Care 6-week Diabetes Management Program hosted at the L.A. Care Pacoima Family Resource Center.</li> </ul>
<p><b>VI.</b></p>	<p><b>GET UP &amp; MOVE</b></p>	<p><b><u>10 minute break.</u></b></p>
<p><b>V.</b></p>	<p><b>CLTCEC  PRESENTATION  Group</b></p>	<p>Members had the opportunity to learn about the California Long-Term Care Foundation Education Center partnership with L.A. Care Health to train and educate IHSS workers, and about eligibility for caregiver participation in the training.</p>

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<b>VI.</b>	<b>ENGAGEMENT SESSION</b> Group	L.A. Care Marketing staff facilitated an Engagement Session with members, collecting their feedback on a member mailer.
<b>VIII.</b>	<b>REGIONAL ISSUES</b> Group	<p><b><u>Member Issues</u></b></p> <ul style="list-style-type: none"> <li>• Vanessa Bernal, Member Navigator, was introduced to the members; she handles individual member issues during meeting breaks and after meetings. In the event that Vanessa or another Member Navigator is not present at a meeting, members may call Member Services at 1-888-839-9909 regarding their individual member concerns.</li> <li>• No new member issues were reported.</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>
<b>IX.</b>	<b>PUBLIC COMMENT</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>X.</b>	<b>ADJOURNMENT</b> <i>MaryJo Fernando</i>	<p><b><u>The following members will be attending the ECAC/BOG meeting:</u></b></p> <ul style="list-style-type: none"> <li>• MaryJo Fernando will attend the BOG meeting on July 26, 2018</li> <li>• Elizabeth Cooper will attend the BOG meeting on June 7, 2018</li> <li>• MaryJo Fernando will attend the ECAC meeting on June 13, 2018</li> <li>• Elizabeth Cooper 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 2, San Fernando is on <b>July 25, 2018</b> from <b>10:00 AM - 12:30 PM</b> at the <b>Pacoima Family Resource Center</b>, located at <b>10807 San Fernando Road, Pacoima, CA 91331</b>.</p>

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

Approved by: \_\_\_\_\_  
*Wilma Ballew, CCI Council Area 2 Chair*

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 Mariah Walton, CCI Field Specialist

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