Board of Governors

Executive Community Advisory Committee Meeting Minutes – September 12, 2018

L.A. Care Health Plan, 1055 West 7th Street, Los Angeles, CA 90017



ECAC Members	RCAC Members/Public	L.A. Care Board of Governors/Staff
María Adela Guadarrama, RCAC 1 Chair	Amanda Calzada, RCAC 1	Hilda Pérez, Member, Board of Governors
Ana Rodriguez, RCAC 2 Chair, ECAC	Estela Lara, RCAC 2	Layla Delgado-Gonzalez, Member Advocate, Board of Governors
Vice Chair	Rosa Arevalo Ramos, RCAC 3	John Baackes, Chief Executive Officer, L.A. Care Health Plan
Cynthia Conteas-Wood, RCAC 3 Chair	Gloria Camarillo, RCAC 5	Maricel Amurao, Member Retention Unit, Member Services Department
Michael Shelton, RCAC 4 Chair	Araceli Aragon, RCAC 6	Malou Balones, Committee Liaison, Board Services
Maria Sanchez, RCAC 5 Chair	Laura Lopez, RCAC 7	Jennifer Carabali-Cunningham, Committee Liaison, Board Services
Andria McFerson, RCAC 6 Chair	Dioselina Garcia, RCAC 8	Kristina Chung, Community Outreach Field Specialist, CO&E
Fátima Vázquez, RCAC 7 Chair	Petra Cruz, RCAC 9	Misty De Lamare, Director, Communications Department
Maria Montes, RCAC 8 Chair	Elizabeth Cooper, CCI Area 2	Idalia De La Torre, Field Specialist Supervisor, CO&E
Cristina Deh- Lee, RCAC 9 Chair, ECAC	JoAnn Cannon, CCI Area 3	Erika Estrada, Supervisor, Community Relations
Chair	Richard Hernandez, CCI Area 4	Felicia Gray, Community Outreach Liaison, CO&E
Lluvia Salazar, RCAC 11 Chair	Maurillia Bravo, <i>public</i>	Hilda Herrera, Community Outreach Liaison CO&E
Elda Sevilla, At Large Member		Susan Ma, CCI Field Specialist, Communication and Community
Deaka McClain, At Large Member	Eduardo Kogan, Interpreter	Relations
Demetria Saffore, CCI Area 1 Chair	Paula Alvira, Interpreter	Linda Merkens, Manager, Board Services
Wilma Ballew, CCI Area 2 Chair		Frank Meza, Community Outreach Field Specialist, CO&E
Brenda White, CCI Area 3 Chair		Nancy Molina, CCI Liaison, Communication and Community Relations
Nesima Istrefi, CCI Area 4 Chair		Candace Nafissi, Senior Communication Specialist, Communication and Community Relations
* Excused Absent ** Absent		Francisco Oaxaca, Senior Director, Communication & Community
*** Via teleconference		Relations
		Jose Ricardo Rivas, Community Outreach Field Specialist CO&E
		Victor Rodriquez, Community Outreach Liaison CO&E
		Prity Thanki, Local Government Advisor, Government Affairs
		Manuel Vizcarra, Community Outreach Liaison CO&E
		Martin Vicente, Community Outreach Field Specialist, CO&E
		Mariah Walton, CCI Field Specialist, Communication and Community
		Relations

AGENDA		ACTION TAKEN
ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	
CALL TO ORDER	Cristina Deh-Lee, ECAC Chairperson, called the meeting to order at 10:04 a.m.	

APPROVE MEETING AGENDA	Andria McFerson, RCAC 6 Chair, expressed that two minutes is too short of a time for ECAC members to speak. Idalia De La Torre, Field Specialist Supervisor, CO&E, noted that ECAC approved meeting guidelines that were created by an ECAC ad-hoc committee. Fátima Vázquez, RCAC 7 Chair, noted that there is a typo on the agenda. It should state August 8, 2018 meeting minutes. The Agenda for today's meeting was approved as amended.	Approved. 16 AYES (Ballew, Conteas-Wood, Deh- Lee, Guardarrama, Istrefi, McClain, McFerson, Montes, Rodriguez, Saffore, Salazar, Sanchez, Sevilla, Shelton, Vásquez and White).
APPROVE MEETING MINUTES	Hilda Pérez, <i>Member, Board of Governors,</i> noted that on page six of the Spanish version it should state, USPS mail. On page eight there is a typo, it should state, she. On page 11 it should state, her. Cynthia Conteas-Wood, <i>RCAC 3 Chair,</i> noted that page five should state, must pass. She suggested including an explanation why she arrived late to the meeting.	Approved unanimously 16 AYES
	The meeting minutes for August 8, 2018 were approved as amended.	
STANDING ITEMS		
ECAC CHAIR PERSON REPORT APPROVAL OF RCAC/CCI MEMBERSHIP	Chair Deh-Lee presented a motion to approve Irene Cuevas, Consumer, as RCAC 1 member, Daisy Torres Cruz, Consumer, as RCAC 1 member, Elian Torres, Consumer, as RCAC 1 member, Adrian Santana, Consumer, as RCAC 2 member and Jacqueline Session, Consumer, as RCAC 2 member.	Approved unanimously 16 AYES
BOARD MEMBER REPORT	 Layla Gonzalez-Delgado, Member Advocate, Board of Governors, reported that the Board of Governors met for the all-day annual retreat on September 6, at The California Endowment Center for Healthy Communities. Former Vermont Governor Howard Dean was a guest speaker. Dr. Dean is a former Democratic National Committee Chairman, presidential candidate, six-term Governor and physician, and currently works as an independent consultant focusing on health care, early childhood development, alternative energy and the expansion of grassroots politics around the nation. Dr. Dean described a trend of consolidation in medical industry. Hospitals merge with insurance companies to eliminate the administration and claims costs. This gives providers of care actuarial tools, reserves, and reinsurance. John Russell, Principal, Dentons' Public Policy practice, provided an overview of what is taking place before the midterm elections in the House and Senate. Americans will vote on November 6 to elect members for several House and Senate seats. Republicans 	

- are hoping to maintain a majority in both houses. Democrats need two seats in the Senate and 24 in the House to regain a majority.
- The Board approved delegated authority to John Baackes, Chief Executive Officer, to issue up to \$335,000 thru FY 2017-18 Community Health Investment Fund ad hoc funds to the Antelope Valley Community Clinic to support L.A. Care members' access to safety net providers.
- The Board approved L.A. Care's Operating and Capital Budget for FY 2018-2019.
- Member Gonzalez-Delgado shared that she attended a RCAC 5 meeting and was very impressed by the number of community events in which they were participating. She noted that Board Member Booth attended CCI Area 4 meeting.

Member Perez shared that the October 4 Board meeting will be the last meeting for three Board Members, Louise McCarthy, Mark Gamble and Michael Roybal. She added that they were all very member oriented and strongly advocated for better services for members.

Member Gonzalez-Delgado congratulated Member Perez for her election as Chairperson of the Governance Committee.

Francisco Oaxaca, Senior Director, Communication & Community Relations, noted that Dr. Seidman and Nai Kasick presented information about social determinants of health at the retreat. The presentation will be provided during a future ECAC meeting. He noted that the Board approved funds to support L.A. Care's Regional Community Advisory Committee meetings and programs in the amount of \$199,250 for FY 2018-19.

Ms. Conteas-Wood asked about the support for the Antelope Valley Community Clinic. Member Gonzalez-Delgado responded the funds will help the clinic stay open. Mr. Oaxaca noted that the funds will help them continue providing services to the community while they renegotiate rates and pursue a long term goal of expanding the clinic.

María Adela Guadarrama, *RCAC 1 Chair*, shared that she had heard good things about the services provided at the Antelope Valley Community Clinic. She appreciates L.A. Care supporting the clinic with funds to allow it to keep running.

Ms. McFerson expressed that ECAC is doing a great job working with social determinants of health and encouraged the organization to focus on homelessness.

Demetria Saffore, *CCI Area 1 Chair*, thanked L.A. Care for the funds provided to the Antelope Valley Community Clinic, and requested staff to look into reasons for long wait times for appointments at the clinic.

Elizabeth Cooper, RCAC 2 & CCI Area 2 member, shared that there was not an election for officers with CCI Area 2 advisory committee. Ms. De La Torre responded that during last month's meeting staff informed ECAC that CCI Area 2 will have an election next month.

Estela Lara, RCAC 2 member, shared that she enjoyed the presentation at the Board retreat by Dr. Dean. She added that Ms. McCarthy attended the RCAC 2 meeting last month. She thanked Ms. Perez for representing all members.

Nesima Istrefi, CCI Area 4 Chair, suggested that prior to helping homeless people with employment opportunities we should provide rehabilitation.

Deaka McClain, At Large Member, suggested that housing is accessible and inclusive as there are senior and disabled homeless members.

UPDATE FROM GOVERNMENT AFFAIRS

Prity Thanki, *Local Government Advisor*, reported that the California Legislature ended its 2018 legislative session at the end of August. The Legislature considered a number of budget proposals as well as legislation to expand Medi-Cal eligibility and improve affordability for individual coverage through state-funded subsidies and cost sharing support. None of the budget proposals made it in the final 2018-19 state budget that was approved in June.

The following bills did not make it out of Committee and are considered "dead".

- Assembly Bill (SB) 2965 (Arambula) and Senate Bill 974 (Lara) aimed to use state only funds to expand the Medi-Cal program to include undocumented adults who would otherwise be eligible for Medi-Cal benefits but are not currently eligible because of their immigration status.
- AB 2430 (Arambula) aimed to end the poverty trap for elderly Californians who have incomes only slightly higher than 123% of the federal poverty level and don't qualify for Medi-Cal.

The next Governor will start in 2019, and challenges remain with three million uninsured in California and in affordability of coverage for many families.

In November, California voters will consider an initiative to allow local governments to adopt rent control ordinances regulations that govern how much property owners can charge tenants for renting apartments and houses. Proposition 10 states that a local government's rent control ordinance shall not abridge a fair rate of return for landlords.

The Coalition for Affordable Housing is leading a campaign in support of Prop 10. The AIDS Healthcare Foundation (AHF) and Alliance of Californians for Community Empowerment Action organized the campaign. The coalition had raised \$2.54 million, with AHF providing \$2.43 million. AHF had spent \$48.1 million on backing ballot initiatives related to healthcare and housing in 2016 and 2017. The California Apartment

Association and the California Rental Housing Association oppose Proposition 10. Later this month Government Affairs will present a motion in support of Proposition 10 to the Executive Committee. If approved, it will be presented to the full Board in October. This will be considered L.A. Care's independent decision.

Ms. McClain asked, if this passes, will all cities be mandated to have rent control. Ms. Thanki responded no, all cities will have the option.

Ms. McFerson asked if the bill passes will it be retroactive to a specific year. Ms. Thanki responded that the information has not yet been provided.

Lluvia Salazar, RCAC 11 Chair, encouraged all CCI members to bring back AB 2965 as it affects all CCI members.

Ms. Cooper asked staff to provide members with L.A. County Supervisors names and contact information to allow members to contact them to advocate for Proposition 10.

Mr. Oaxaca shared that there has been a temporary rate freeze passed by the Board of Supervisors that applies only to the unincorporated areas of Los Angeles County.

Ms. Istrefi encouraged members to look at the quality of low-income housing, not just rent control.

Chair Deh-Lee shared that some property owners are planning to raise rents in case the rent control bill passes.

Member Gonzalez-Delgado encouraged all members to educate themselves about tenant rights. There are limits on rent increases.

COMMUNICATION AND COMMUNITY RELATIONS UPDATE

Mr. Oaxaca reported:

- The new site for the Lynwood Family Resource Center (FRC) new site is scheduled for occupancy in mid-October.
- The East L.A. FRC location is tentatively set for completion in late mid-December.
- An FRC site in Pomona (RCAC 11) has been identified and Staff is working on a Letter of Intent.
- Community Health Councils was recently selected by the city of Los Angeles to develop a property at 94th and Broadway to build a community hub to address food and income security in the community. When they submitted the proposal they asked if L.A. Care would potentially open an FRC at the site. As their proposal was selected, conversation around relocating the Inglewood FRC to that location have started. That location will allow the Inglewood FRC to expand to eight thousand square feet in size. Mr. Oaxaca shared that there have been conversations about demolishing the LA County USC Medical Center Women's and Children's Hospital and other buildings to

build a restorative care village that will include psychiatric and behavioral health service facilities. Mr. Oaxaca has shared L.A. Care's interest in relocating the Boyle Heights FRC to a larger space within their complex. Staff will be hosting input/engagement sessions on restructuring the CCI Councils with CCI Council chairs and vice-chairs. Staff is looking into disaster preparedness trainings for members. Staff is working on providing voter registration cards at each FRC, which was requested by ECAC members. Ms. McClain shared that Ms. Cooper brought to her attention that staff should provide a presentation on the ADA at ECAC and CACs. Ms. McFerson shared that RCAC 6 had to relocate their meeting from the Inglewood FRC due to the small size of the FRC. She shared her excitement about the possibility of relocating the Inglewood FRC to a larger facility. Member Perez asked about the list of sponsor events and wrap around services for Brilliant Corners. She also asked if members can suggest community organizations, they would like to work with. Mr. Oaxaca responded that quarterly updates will be provided to ECAC on Brilliant Corners. Staff is looking into upcoming events that members can participate in. The next large event will be Care Harbor LA Clinic, which will be a great opportunity for members to participate. Ms. Cooper thanked Ana Rodriguez, RCAC 2 Chair, ECAC Vice Chair, who has gone to events with her. She also thanked Member Gonzalez-Delgado and Mr. Oaxaca for all their work. Chair Deh-Lee shared that there is an Aedes mosquito epidemic in L.A. County. Suggested all to protect themselves and their families buy purchasing REPEL mosquito repellant. **OLD BUSINESS ELEVATING THE** John Baackes, Chief Executive Officer, reported that there is a growing physician shortage throughout the nation and California is especially vulnerable since it is the most populous SAFETY NET state. A UC San Francisco study revealed that California is expected to face a shortfall of **PROGRAM** nearly 9,000 primary care physicians by 2030. Martin Luther King, Jr. Community Hospital recently released a report showing there is a shortage of 500 primary care physicians and 700 specialists in the South Los Angeles region. L.A. Care Health Plan has set aside \$31 million of unassigned reserves to create a grant program to strengthen the safety net of providers in Los Angeles County. The funds will be used to:

- 1. Assist entities hire and retain safety net doctors who may treat L.A. Care members and other vulnerable populations.
- 2. Award medical school scholarships to create a physician pipeline for the future

The initiative is called Elevating the Safety Net, which ties into the L.A. Care brand campaign, Elevating HealthCare in L.A. County.

Initial programs will consist of:

- Physician Recruitment & Retention: Salary subsidies for newly recruited primary care physicians to L.A. County to serve L.A. Care members and other vulnerable populations. Grants will cover 50% of physician's salary up to \$125,000.
- Medical School Loan Repayment: Loans for primary care physicians for recruitment and retention in L.A. County to serve L.A. Care members and other vulnerable populations.
 - o Funding to be made as a grant to nonprofit administrator.
 - O Loan assistance of up to \$5,000 per month for three years
- Medical School Scholarships: Develop a pipeline for future primary care physicians serving L.A. Care members and other vulnerable populations with criteria that prioritize need and an interest in serving underserved communities in L.A. County.
 - O Partnership with two universities to offer four scholarships at each: Charles Drew University and UCLA. Scholarship recipients branded as L.A. Care Scholars.

Possible future elements are:

- Residency Support
- International Medical Graduate Investment
- Investment in Specialist and Midlevel Providers
- Retention Strategies
- STEM Education Grants

Ms. McFerson shared that this is a great idea. Suggested that the screening process is necessary and encouraged empathy training be part of screening process. Mr. Baackes responded that all physicians will go through L.A. Care's credentialing process.

Ms. Ballew shared that she would like to be invited to future events.

Member Perez noted that there is a video of the press event on the L.A. Care website.

Member Gonzalez-Delgado asked about the STEM Education Grants for High Schools. Mr. Baackes responded that staff will be looking into providing those type of grants in the future. One of the issues medical schools have is in getting enough students interested in a health care career, particularly for minority students, who are underrepresented in the

medical professions. Mr. Baackes noted that both Member Perez and Member Gonzalez-Delgado made this program possible by voting for it.

Member Perez shared that the medical schools did a great job selecting the recipients as they have different backgrounds. Some were the first to graduate in their families, others were immigrants.

Ms. Rodriguez shared that she attended the Elevating the Safety Net Program and spoke to five out of the eight scholars and all expressed their desire to serve the patients in the safety net after graduation.

Ms. Cooper asked about doctors that come from other countries that require a working visa. Cynthia Carmona, *Senior Director, Safety Net Initiatives,* responded that there are some meetings coming up with local institutions that do training and provide board certifications to overseas doctors and provide information about protecting those doctors.

Ms. McClain shared that she was asked to speak to UCLA students about people with disabilities. She suggested specific training be provided to future doctors who plan to serve people with disabilities. Mr. Baackes thanked Ms. McClain for the suggestion and added that more inclusiveness is important as well as integrating mental health.

GLOBAL MEMBER ISSUES

Ms. Conteas-Wood asked about reimbursement for hearing aid batteries. Candace Nafissi, *Senior Communication Specialist, Communication and Community Relations,* responded that Mr. Oaxaca will provide more information at a future ECAC meeting.

Ms. McFerson shared that members at the RCAC 6 meeting were very engaged when discussing an opportunity for a funeral insurance policy for low income individuals. They will continue the discussion around the topic and possibly file a motion in the future to bring this to the ECAC table.

Fátima Vázquez, RCAC 7 Chair, shared that Generaciones en Acción, a research foundation in East Los Angeles to which L.A. Care provided a \$5,000 grant, provided a presentation. The organization helps multi-generational immigrant families gain access to education, training and cultural activities that contribute to their personal well-being, professional development, leadership skills and community impact. Some members have shared that they will like palliative care training to be provided.

Ms. De La Torre reported that CCI Council 2 did not hold an election because they do not have the minimum required number of members. They will continue with the current Chair until membership increases. All CCI 2 members will get a letter explaining the process.

Ms. Saffore shared that a RCAC 1 member with cystic fibrosis was unhappy with services provided by USC. She changed her physician and reported that she is now receiving adequate services. She suggested that L.A. Care look into this matter. Ms. De La Torre reminded all members to contact Member Services to allow L.A. Care to track these types of grievances.

Ms. Istrefi shared that the cross walk timer changes to fast and it does not allow disabled individuals to cross the street safely.

Ms. Cooper shared that she cannot add nothing on the advisory committee meeting agenda. She reminded everyone to be fair and compassionate. Ms. McClain suggested that Ms. Cooper speak to her chair.

Mr. Oaxaca reported that during a past ECAC meeting, members requested staff to find out if the plan covers acupuncture. Mr. Oaxaca informed ECAC that acupuncture is a covered benefit for members of all ages. Members may receive two visits per month. Limited to treatment to prevent, modify or alleviate the perception of severe, persistent chronic pain resulting from a generally recognized medical condition; used with or without electric stimulation of the needles; used to treat a condition also covered by other modalities.

Members had asked if mandatory screening for sexually transmitted diseases (STD) is included in member benefits. Mr. Oaxaca reported that STD screening is not mandatory, but is covered. Hanan Obedi, *Senior Director, Medi-Cal, Executive Directors Administration*, will present further information at the October meeting.

Members had reported that the door into the member area on the first floor is too heavy. Staff is addressing this issue in several ways, the entrance is completely Americans with Disabilities Act (ADA) compliant, and reception area staff will watch for anyone who may need assistance with the doors. In addition, staff will wait for CAC members invited to L.A. Care, CO&E or CCI Council meetings to assist in checking in. The building management is reluctant to remove the surrounding granite veneer to install the automatic door mechanism.

Ms. McClain thanked Mr. Oaxaca for following up on member requests. She noted that he makes ECAC members feel that they are heard. Ms. Saffore also thanked Mr. Oaxaca.

Ms. Istrefi shared that Pacific Hospital in Long Beach is too old. Mr. Oaxaca responded that he will forward that information the Facility Site Review team so they may look further into the situation.

ECAC AT-LARGE MEMBER ELECTION	Ms. De La Torre reported that during the September and October CCI and RCAC meetings, field specialists will review at-large requirements. Members who share their interest will receive an application. They have to be present at the November meeting.
	Member Gonzalez-Delgado asked if both at-large members are eligible to run again. Ms. De La Torre responded that Ms. McClain is eligible. Ms. Sevilla was elected as RCAC 11 Chair so she will not be eligible for the at-large seat.
ACKNOWLEDGEMENT OF ECAC MEMBERS	Mr. Oaxaca recognized each ECAC member for his or her hard work and dedication.
FUTURE AGENDA ITEMS	Member Perez requested an Agenda item on strategies to improve new member recruitment.
PUBLIC COMMENT	Ms. Cooper shared that she is advocating for all but at times feels that her voice is not getting heard. She thanked all staff for their help.
	Ms. Guadarrama thanked all for the opportunity to be Chair. She asked for staff to send the Care Harbor flyers in a timely manner.
	Ms. Istrefi thanked all and reminded the Committee of the lives lost during the September 11 attacks. She asked for a moment of silence.
	Ms. Sevilla shared that Care Harbor will be on October 13-16 and asked for flyers to be distributed during CACs meetings this month.
	Ms. Salazar asked for an update on Brilliant Corners. Ms. Gonzalez-Delgado shared that the funds will support wrap around services and five-years' assistance for housing. It is an all-inclusive program.
	Ms. McFerson shared that Care Harbor will be a great opportunity for Health Promoters. She encouraged staff to provide education to members on what to do in instances when a member receives inadequate services.
	Chair Deh-Lee thanked all for the opportunity to Chair ECAC.
	Ms. De La Torre shared that the October ECAC meeting will be held at the RCAC 6 meeting site, South LA Sports Activity Center 702 S. Figueroa St, in Los Angeles. She added that both Chair and Vice Chair offices are up for election. A temporary ECAC Chair will be needed for the months of October, November and December.
ADJOURNMENT	The meeting adjourned at 1:04pm.

RESPECTFULLY SUBMITTED BY:

Malou Balones, Senior Board Specialist, Board Services Jennifer Carabali, Board Specialist, Board Services Linda Merkens, Senior Manager, Board Services

APPROVED BY

Andria McFerson,	ECAC Member
Date	

RESPECTFULLY SUBMITTED BY:

Malou Balones, Senior Board Specialist, Board Services Jennifer Carabali, Board Specialist, Board Services Linda Merkens, Senior Manager, Board Services

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Andria McFerson, ECAC Member Date /0/10/18

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