

Approved



Coordinated Care Initiative (CCI) Consumer Council Meeting

Area 3 – South Los Angeles - Committee Summary

Inglewood Family Resource Center

3111 W Century Blvd., Suite 100

Inglewood, CA 90303

Wednesday, April 25, 2018

10:00 p.m. - 12:30 p.m.

| MEMBERS | | GUESTS/PUBLIC | STAFF | STAFF |
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| Joann Cannon | P | Alicia Vargas, Right to Health Organizer, St. John’s Well Child & Family Center | Alfredo Flores, Member Navigator | Nancy Molina, Coordinated Care Initiative Liaison |
| Robert G. Harvey Dixon, Vice Chair | P | Gladys Garcia, Development Assistant, South Central Health Care Center | Cynthia Rajendran, Marketing Specialist, Medicare and State Programs | Richard Navarrette, Marketing Supervisor, Design |
| Brenda White, Chair | P | Miguel Paredes, Director of Community Organizing, St. John’s Well Child & Family Center | Erika Estrada, Supervisor, Communications, Community Relations | Susan Ma, Coordinated Care Initiative Field Specialist |
| Marilyn Streeter | P | Victoria Gichohi, Right to Health Organizer, St. John’s Well Child & Family Center | Kenneth Kano, Marketing Material Specialist, Medicare and State Programs | |
| Jo Lynn Horton | P | Wilma Ballew, CCI Council Chair, Area 2 San Fernando | Linh Tran, Manager, Marketing State Programs and Medicare | |
| Joseph Airo | P | | Mariah Walton, Coordinated Care Initiative Field Specialist | |

Attendance: Members (6), Advocates (0), Providers (0), Public (5), Staff (9)
() present, (E) excused absence, (U) unexcused absence

| AGENDA ITEM | SUMMARY OF DISCUSSION AND FOLLOW-UP |
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| <p>I.</p> <p>WELCOME & INTRODUCTION <i>Brenda White</i> <i>CCI Council Chair</i></p> | <p>Prior to the start of the meeting, staff reviewed the following:</p> <ul style="list-style-type: none"> ● L.A. Care’s Mission Statement ● Meeting Ground Rules <p>Welcome & Introduction:</p> <ul style="list-style-type: none"> ● Brenda White, CCI Council Chair, called the meeting to order at 10:04 am. |
| <p>II.</p> <p>BUSINESS <i>Brenda White</i></p> <p><i>Susan Ma</i> <i>CCI Field Specialist</i></p> | <p>Approval of Agenda and Summary</p> <ul style="list-style-type: none"> ● The April 25, 2018 meeting agenda was reviewed. It was approved by Joann Cannon and seconded by Joe Airo. ● The February 28, 2018 meeting summary was reviewed. It was approved by Joseph Airo and seconded by Joann Cannon <p>Meeting Effectiveness</p> <ul style="list-style-type: none"> ● CCI Council Chair, Brenda White, informed the group about the meeting effectiveness guidelines that were implemented at ECAC for a few months, which have received a lot of positive feedback from participants. All CCI Councils are being given an opportunity to implement these guidelines too. A copy of the Meeting Effectiveness Guideline being used at ECAC was provided to CCI Council members. ● CCI Council Chair, Brenda White, introduced the motion, “To implement the Meeting Effectiveness Guidelines currently used at ECAC for the remainder of this meeting and at all future Area 3 CCI Council meetings,” for discussion by the council ● CCI Council member, Joe Airo, seconded the motion. ● Members discussed the motion and reviewed the Meeting Effectiveness guidelines. One member recommended to change them so that a member can make two comments or two question per agenda item, instead of just one. The other members agreed, to add this change to the motion. ● The motion was revised as follows: <ul style="list-style-type: none"> ● “To implement the Meeting Effectiveness Guidelines with one change; members can make two comments or two questions per agenda item, for the remainder of this meeting and at all future Area 3 CCI Council meetings.” ● Six of the seven members were in favor of the motion, and the motion was passed. <p>ECAC Report</p> <ul style="list-style-type: none"> ● CCI Council Member Joe Airo shared her experience of attending the April ECAC meeting, indicating the meeting was informative and that he enjoyed it. ● The CCI Council Chair and Vice Chair will be on a rotation schedule to attend the Board of Governors meeting. CCI Council Chair Brenda will be attending the May BOG meeting and Vice Chair Robert G. Harvey Dixon will be attending the June BOG meeting. |

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| | | <ul style="list-style-type: none"> • The June BOG meeting will not be at headquarter in downtown Los Angeles, it will be at an offsite location. Board Services staff does not know the location yet; CCI staff will contact member once the location is confirmed. • CCI Council member Joe Airo signed up to attend the May BOG meeting. CCI Council member Marilyn Streeter signed up to attend the May ECAC meeting, and Robert G. Harvey Dixon will be attending the June ECAC meeting. • Members were informed that the revisions to the Consumer Advisory Council Operating Rules were approved by the Board. |
| <p>III.</p> | <p>CCI COUNCIL COMMUNITY PARTNERSHIP WORK PROJECT Presentation <i>Gladys Garcia, Development Assistant, South Central Health Care Center</i></p> <p><i>Alicia Vargas, Right to Health Organizer;</i> <i>Miguel Paredes, Director of Community Organizing;</i> <i>Victoria Gichohi, Right to Health Organizer;</i> <i>St. John's Well Child & Family Center</i></p> | <p>Gladys Garcia, Development Assistant, at South Central Health Care presented the following information:</p> <ul style="list-style-type: none"> • Mission and Services • Why are Diabetic Services Critical? • Enhanced Diabetes Services at SCFHC • How Do We Raise Awareness? • National Health Center Week • Goals of the Event • Making a Difference in South L.A. <p>Alicia Vargas, Right to Health Organizer; Miguel Paredes, Director of Community Organizing; Victoria Gichohi, Right to Health Organizer, at St. John's Well Child & Family Center, presented the following information:</p> <ul style="list-style-type: none"> • Mission and Vision • SJWCFC Health Services • 6-Week Diabetes Wellness and Nutrition Program • Increasing Access to Our Event for the South LA Community • Raising Awareness in the Community • Multiple-Sector Engagement and Outreach Methods • Diabetes Prevention Health Fair at LATTC • Partnerships and Outreach for Diabetes Prevention • Proposed Community Partnership Work Project Event and Date: Women's Empowerment Health Summit, Diabetes Prevention Health Fair at LATTC on Saturday, August 18, 2018 <p>Members voted for the organization of their choice to partner with on the Community Partnership Work Project. St. John's Well Child & Family Center was the selected organization for the 2017-2018 Community Partnership Work Project.</p> |
| <p>IV.</p> | <p>GET UP & MOVE Group</p> | <ul style="list-style-type: none"> • Break |

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| <p>V.</p> | <p>ENGAGEMENT SESSION</p> | <ul style="list-style-type: none"> L.A. Care Marketing staff Linh Tran, Richard Navarrette, Kenneth Kano and Cynthia Rajendran facilitated an Engagement Session with members, collecting their feedback on a member mailer. |
| <p>VI.</p> | <p>CHAIR/VICE CHAIR ELECTION <i>Group</i></p> | <ul style="list-style-type: none"> The Field Specialist informed the Council that she received two nomination forms for the 2018-2020 Chair and Vice Chair Elections, both nominations were for Brenda White, for the CCI Council Chair position. Brenda accepted the nomination and her name was on the ballot for the Chair position. The Field Specialist also received two nomination forms for the Vice Chair position, both nominating Jo Lynn Horton. Jo Lynn accepted her nomination during the meeting. The floor was opened for any CCI Council members to nominate others or themselves to be a write-in candidate on the ballot for the election. Members reviewed Roles and Responsibilities of the Chair and Vice Chair. CCI Council member Joann Cannon decided to run for the Vice Chair position as a write-in candidate. The group voted on the Chair and Vice Chair positions. Results were as follows: Six out of six members at the meeting voted for Brenda White as the CCI Council Chair. Four out of the six members voted for Jo Ann Cannon as the CCI Council Vice Chair. |
| <p>VI.</p> | <p>REGIONAL ISSUES <i>Group</i></p> | <ul style="list-style-type: none"> Members were reminded to speak with Member Navigator, Alfredo Flores, if they have experienced any issues related to their health care. Alfredo is the Member Navigator that regularly attends the CCI Council meetings to help members with individual member issues. In the event that Alfredo is not present at a meeting, members can call Member Services at 1-888-839-9909. <p>Global Member Issues</p> <ul style="list-style-type: none"> One of the members said she does not understand the process to receive L.A. Care transportation for her medical appointments. Member Navigator, Alfredo Flores explained the process, the first step was to get a doctor's order from his/her doctor. The doctor must be a L.A Care contracted doctor, it can be a primary physician or any doctors the member see. The will need to fill out a form from the L.A. Care's website called the Physician Certification Statement. The doctor will then submit the form to L.A. Care's Utilization Management department for review. Once the service is approved, there are no limits on the amount of the trips for medical appointments. The approval length will be based on the amount of time the doctor recommend, the intervals are 30 days, 6 months and 12 months. Members will receive a letter indicating the start and end date of the service. Members will need to call 48 hours before the actual appointment time to make arrangements for their medical appointments. One member shared information about the Volunteer Driver Program. It is a program operated by the County of Los Angeles, through which people can sign up to be a driver for their family member and receive reimbursement for mileage of up 150 miles. |

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| III. | MEETING EVALUATIONS <i>Group</i> | <ul style="list-style-type: none">Members had the opportunity to complete their meeting evaluation forms. |
| IX. | PUBLIC COMMENTS <i>Group</i> | <ul style="list-style-type: none">A public attendee indicated that she enjoyed the meeting. |
| X. | ADJOURNMENT <i>Brenda White</i> | <ul style="list-style-type: none">The meeting was adjourned at 12:30pm. The next scheduled meeting will be on Wednesday, June 27, 2018, from 10:00 a.m. to 12:30 p.m., at the Inglewood Family Resource Center located at 3111 West Century Blvd #100, Century Blvd, Inglewood, CA 90303. |

Respectfully Submitted by:

Susan Ma, 6/27/2018

Susan Ma, CCI Field Specialist

Approved by:

Brenda White

Brenda White, CCI's Chair