



**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, December 20, 2017
10:00 p.m. - 12:30 p.m.

<u>MEMBERS</u>				<u>GUESTS/PUBLIC</u>	<u>STAFF</u>
Joann Cannon	()	Joseph Airo	()	Maja Wolfe, ClearCaptions	Alfredo Flores, Member Navigator
Robert G. Harvey Dixon	()			Wilma Ballew, CCI Council Chair, Area 2 San Fernando	Erika Estrada, Supervisor, Community Relations
Charles Keddie	(U)				Nancy Molina, Coordinated Care Initiative Liaison
Brenda White, <i>Chair</i>	()				Susan Ma, Coordinated Care Initiative Field Specialist
Marilyn Streeter	()				
Jo Lynn Horton	()				

**Attendance: Members (6), Advocates (0), Providers (0), Public (2), Staff (4)
() present, (E) excused absence, (U) unexcused absence**

- The amendment will be presented to the Board at the Board of Governors meeting on February 8, 2018, along with the motion to approve all other changes to the Operating Rules.
- The next steps will be:
 - Forward it to the Board of Governors meeting that will take place on February 8, 2018.
 - If the Board directs staff to begin the public posting period immediately after the February 8th Board of Governors meeting, the 30-day public posting period will end on March 10th.
 - The public posting period allows the public to submit comments on the proposed motion.

I-Speak Advocacy (ISA) Education Series

- The ISA program seeks L.A. Care advisory members who desire to learn and advance advocacy for Medicaid and Medicare members.
- CAC members who are not currently appointed as Chair, Vice-Chair or At-Large Member of their Community Advisory Committee (RCAC or CCI) are eligible to participate.
- The commitment of the ISA program is that applicants must want to learn and help L.A. Care understand members' perspectives on health care.
- Applicants must be able to participate in six (6) trainings:
 - January 12, 2018
 - February 9, 2018
 - March 9, 2018
 - April 6, 2018
- Dates for two more trainings are to be determined.
- Applicants must be available for possible travel to Sacramento for legislative office visits.
- Able to complete a short application stating why he/she desires to participate in the program.
- The topics that will be covered as part of this education series are as follows:
 - Managed Care 101
 - The Basics of Health Data
 - Advocacy, Resources and Health Equity
 - Using Your Voice and Effective Communication
 - Technology and Health
 - Effective Outreach Strategies
- The application deadline is Wednesday, January 3, 2018, by mail or email, to be considered for the program.

L.A. Care Updates

- Members enjoyed the Tranquada Grant video on the ADA Equipment Fair held on October 3, 2017. All the clinics who were awarded L.A. Care grants were invited to talk to the vendors about the various ADA equipment available.

<p>III.</p>	<p>CCI COUNCIL COMMUNITY PARTNERSHIP WORK PROJECT <i>Susan Ma</i></p>	<ul style="list-style-type: none"> • The CCI Council Members received information about the 2017-2018 Community Partnership Work Project. • The topic selection this year was based on Healthcare Effectiveness Data and Information Set (HEDIS) scores. HEDIS scores are a standard measure used by health plans to measure whether members are getting the right care. • HEDIS results allow L.A. Care to identify areas in which we have the most opportunity for improvement. To that end, we have identified some HEDIS measures as a first step to improving care: <ul style="list-style-type: none"> • Managing Diabetes • Women’s Health • The CCI Council members selected Diabetes Prevention and Management as their 2017-2018 CCI Council Community Partnership Work Project theme. • There were six CCI Council members present at the meeting, all six of the members voted for Diabetes Prevention and Management. <p>Member Acknowledgement Form</p> <ul style="list-style-type: none"> • The Field Specialist reviewed the 2018 Consumer Advisory Committee Member Acknowledgement Form with the group. Members were informed that they may not have more than two excused or unexcused absences, and one medically excused absence from CAC related meetings within one fiscal year. • Members who did not sign the acknowledgement form at the December 15, 2017 conference will need to sign it.
<p>IV.</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"> • CCI Council member Joe Airo said that he would like to continue to bring awareness in his community regarding dental care services. He said that there are a lot of people in his community that do not know how to access the service. Joe knows that dental service is not part of Medi-Cal services provided by L.A. Care, but he thinks it is an important issue for the community. L.A. Care will provide a presentation on Denti-Cal benefits at an upcoming CCI Council meeting to address this concern.
<p>V.</p>	<p>GET UP & MOVE <i>Group</i></p>	<ul style="list-style-type: none"> • Break

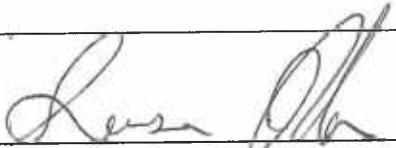
VI.	HEALTH NAVIGATION SERIES <i>Pearl Santos</i> <i>MLTSS Education Specialist</i> <i>Andre Bagramyan</i> <i>Program Director</i> <i>Morningside Adult Day Health</i>	<ul style="list-style-type: none"> • Members learned about Managed Long-Term Services and Supports (MTLSS) benefits, in part two of a two-part presentation series by Pearl Santos, MLTSS Education Specialist. The presentation covered the topics of: Long Term Care (LTC), Multipurpose Senior Services Program (MSSP) and Care Plan Options (CPO) benefits. • Andre Bagramyan, Program Director at Morningside Adult Day Health did a presentation about their Community Based Adult Day Services (CBAS) program, which is part of the MLTSS benefits. • Andre shared information about the services offered at the Morningside CBAS program, such as social services, nursing, physical/occupational therapy, interactive activities, etc. • Members also learned about the CBAS program eligibility and coverage. • Members enjoyed the presentations and asked questions about the CBAS program.
VII.	COMMUNITY AFFAIRS <i>Nancy Molina</i> <i>CCI Liaison</i>	<ul style="list-style-type: none"> • Nancy Molina, CCI Liaison, provided the group a flyer that contains information on asthma care, and reviewed the information with the group.
VIII.	CCI COUNCIL MEMBER ANNOUNCEMENTS <i>Group</i>	<ul style="list-style-type: none"> • None.
IX.	MEETING EVALUATIONS <i>Group</i>	<ul style="list-style-type: none"> • Members had the opportunity to complete their meeting evaluation forms.
X.	PUBLIC COMMENTS <i>Group</i>	<ul style="list-style-type: none"> • Maja Wolfe from ClearCaptions shared with the group that her agency provides a free phone captioning service that provides near real-time call captions of phone conversations for anyone hard-of-hearing or with any form of hearing loss. Members welcomed her and thanked her for the information.
XI.	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, February 28, 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.

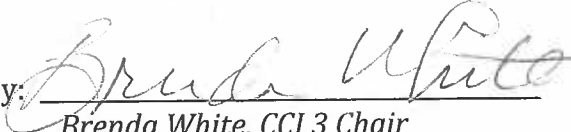
Respectfully Submitted by: _____
Susan Ma, CCI Field Specialist

Approved by: _____
Brenda White, CCI 3 Chair

APPROVED

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Respectfully Submitted by:  2/28/2018
Susan Ma, CCI Field Specialist

Approved by:  2/28/2018
Brenda White, CCI 3 Chair