

Approved



Coordinated Care Initiative (CCI) Consumer Council Meeting

Area 4- Long Beach

Mark Twain Branch Library
 1401 E. Anaheim Street
 Long Beach, CA 90813
 Tuesday, October 24, 2017
 1:00 p.m.-3:30 p.m.

| <u>Members</u> | | | <u>GUESTS/PUBLIC</u> | <u>STAFF</u> |
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| Bertha Poole | () | Steven Sample | () Layla Delgado, Board Member, L.A. Care Member Advocate | Erika Estrada, Supervisor, Community Relations |
| Carmencita B. Fernandez | () | Nancy Srey | (U) Wilma Ballew, CCI Council Chair, Area 2, San Fernando Valley | Nancy Molina, Coordinated Care Initiative Liaison |
| Claire McKay | () | | Tina Johnson, Public Guest | Susan Ma, Coordinated Care Initiative Field Specialist |
| Deaka McClain | () | | | Vanessa Bernal, CSC Member Navigator |
| Neisma Istrefi | () | | | |
| Richard Hernandez | () | | | |


Attendance: Members (7), Advocates (0), Providers (0), Public (3), Staff (4)
 () present, (E) excused absence, (U) unexcused absence

| SUMMARY OF DISCUSSION AND FOLLOW-UP | |
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| AGENDA ITEM | |
| <p>I.</p> <p>WELCOME & INTRODUCTIONS <i>Deaka McClain</i> <i>CCI Council Vice 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"> ● Nesima Istrefi, CCI Council Chair, called the meeting to order at 1:02 pm. She welcomed all members to the meeting and asked everyone to introduce themselves. <p>Approval of Agenda and Summary</p> <ul style="list-style-type: none"> ● The agenda for October 24, 2017 was reviewed. It was approved by Deaka McClain and seconded by Richard Hernandez. ● The August 22, 2017 meeting summary was reviewed. It was approved by Richard Hernandez and seconded by Claire McKay. <p>ECAC Report</p> <ul style="list-style-type: none"> ● Richard Hernandez, CCI Council member, shared the experience of attending the September BOG and October ECAC meetings, where he learned that although there is a lot of news about changes in the Affordable Act, L.A. Care services remain the same. He is going to share this information in his community. ● Carmencita Fernandez, CCI Council member, shared her experience of attending the September ECAC meeting. Carmencita enjoyed the meeting and said it was very informative. ● The CCI Council Chair and Vice Chair will be on a rotation schedule to attend the Board of Governors meeting. CCI Council Chair, Nesima Istrefi, will be attending the BOG on December 7, 2017. CCI Council member Steven Sample signed up to attend the November ECAC meeting, and Claire McKay will be attending the December ECAC meeting. CCI Council member Bertha Poole is scheduled to attend the December BOG meeting. ● Members were informed that L.A. Care hosted an on-site ADA equipment fair on October 3, 2017. A few of the CCI Council members attended the fair. All the clinics who were awarded L.A. Care grants were able to talk to equipment vendors about the various accessible equipment options available to grantees. ● Members received a “Save the Date” flyer for the upcoming CAC Conference on December 15, 2017. The topic of the conference is “Member in Focus.” It will be held at the St. Anne’s, located at 155 N. Occidental Blvd., Los Angeles, CA 90026. A few of the members signed up, others agreed to check their calendar. The Field Specialist will follow-up with members. |
| <p>II.</p> <p>BUSINESS <i>Deaka McClain</i></p> <p style="text-align: center;"><i>Susan Ma</i> <i>CCI Field Specialist</i></p> | |

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| | | <ul style="list-style-type: none"> CCI Council Chair, Nesima Istrefi and Vice Chair, Deaka McClain, shared their experience of attending the ECAC Leadership Training. Deaka and Nesima learned that member input is very important, and encouraged members to share their concerns during the member issues section on the agenda. <p>Review of the Redlined Operating Rules</p> <ul style="list-style-type: none"> CCI Council members proposed the following motion: <ul style="list-style-type: none"> The council moves to have the Redlined Operating Rules approved “as is.” All the CCI Council members voted “yes,” and agreed with the proposed motion, with no abstentions. Members provided feedback indicating that the way the vote on the Operating Rules was conducted at ECAC earlier this year was confusing, and that it was not clear if members were voting to extend the meeting or to approve the Operating Rules. CCI Council Chair, Nesima Istrefi will share the result how the motion was voted on at the December ECAC meeting. <p>L.A. Care Updates</p> <ul style="list-style-type: none"> Members learned about the process by which the CCI Council staff will respond to member requests for presentation topics. |
| <p>III</p> | <p>GET UP & MOVE <i>Group</i></p> | <p>Break</p> |
| <p>IV.</p> | <p>CCI COUNCIL COMMUNITY WORK PROJECT REPORT <i>Susan Ma</i></p> | <ul style="list-style-type: none"> CCI Council members provided positive feedback about the work project event they did on August 24, 2017 at the Wilmington Community Clinic. They enjoyed the opportunity to get involved in and help their community. Members were given a copy of the Certificate of Recognition which was presented at the work project event from the office of Assemblymember Mike Gipson, of the 64th District. The Certificate of Recognition was a way to thank L.A. Care and the CCI Council members for supporting dental events in the community. The work project report submitted by Wilmington Community Clinic reported the following about the event: <ul style="list-style-type: none"> Event Attendance: 15 Scheduled follow-up appointments: 45 Facebook post about the event: 3 Post Review: 25 CCI Council members were very happy with the results and indicated that they would like to continue getting involved in the community. |
| <p>V.</p> | <p>REGIONAL ISSUES <i>Group</i></p> | <ul style="list-style-type: none"> Members were reminded to speak with Member Navigator Vanessa Bernal, if they have experienced any issues related to their health care. Vanessa is the Member Navigator that regularly attends the CCI Council meetings to help members with individual member issues. In the event that Vanessa is not present at a meeting, members can call Member Services at 1-888-839-9909. |

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| | <p>Global Member Issues</p> <ul style="list-style-type: none"> • A member reported having a difficult time acquiring a replacement battery for her electric wheelchair. Members wanted to know if members in other councils have had the same problem—the Field Specialist will ask members in the South L.A. Council about this. • There was a discussion about the transportation concerns that were brought up at the September ECAC meeting. One member shared that transportation authorizations cover a period of 3 months. She stated that there have been times when she's called for transportation, and has been informed that the authorization has expired. She would like to receive a letter in advance of when the authorization ends. Another member shared that she once waited 45 minutes after a scheduled appointment for transportation to show up. • These two concerns will be shared at the November ECAC meeting for further discussion. • CCI Council Members informed the group that there will be a Disability Employment Awareness Month Celebration, presented by the Citizens' Advisory Commission on Disabilities, for the city of Long Beach. It will be on Thursday, October 26, 2017, from 1:00pm-3:00pm, at Veterans Park. |
| <p>VI. CCI COUNCIL MEMBER ANNOUNCEMENTS <i>Group</i></p> | <ul style="list-style-type: none"> • Members had the opportunity to complete their meeting evaluation forms. |
| <p>VII. MEETING EVALUATIONS <i>Group</i></p> | <ul style="list-style-type: none"> • Public attendee Wilma Ballew said that she enjoyed attending the meeting. |
| <p>VIII. PUBLIC COMMENTS <i>Group</i></p> | <ul style="list-style-type: none"> • The meeting was adjourned at 3:25 pm. The next scheduled meeting will be on Tuesday, December 19, 2017, from 1:00 pm to 3:30 pm, at Mark Twain Branch Library located at 1401 E. Anaheim Street, Long Beach, CA 90813. |
| <p>IX. ADJOURNMENT <i>Deaka McClain</i></p> | |


 Susan Ma, CCI Field Specialist

Approved by: 
 Nesha Ostref