

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, October 25, 2017

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

<u>MEMBERS</u>			<u>GUESTS/PUBLIC</u>	<u>STAFF</u>
Joann Cannon	()		Deaka McClain CCI Council At-Large Member	Alfredo Flores, Member Navigator
Robert G. Harvey Dixon	()		Joseph Ario, Public	Erika Estrada, Supervisor, Community Relations
Charles Keddie	(U)		Louise McCarthy, L.A. Care Board Member, Chairperson	Nancy Molina, Coordinated Care Initiative Liaison
Brenda White, <i>Chair</i>	()		Wilma Ballew, CCI Council Chair, Area 2 San Fernando	Susan Ma, Coordinated Care Initiative Field Specialist
Marilyn Streeter	()		Joe Airo, Public attendee	
Jo Lynn Horton	()			


Attendance: Members (5), Advocates (0), Providers (0), Public (4), Staff (4)
 () present, (E) excused absence, (U) unexcused absence


	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
I	<p>WELCOME & INTRODUCTION <i>Robert G. Harvey</i> <i>Dixon</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"> • Brenda White, CCI Council Chair, called the meeting to order at 10:02 am.
II	<p>BUSINESS <i>Robert G. Harvey</i> <i>Dixon</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 October 25, 2017 meeting agenda was reviewed. It was approved by Marilyn Streeter and seconded by Jo Lynn Horton. • The August 30, 2017 meeting summary was reviewed. It was approved by Marilyn Streeter and seconded by Robert Harvey Dixon. <p>ECAC Report</p> <ul style="list-style-type: none"> • Brenda White, CCI Council Chair, shared the experience of attending the October BOG meeting. Brenda stated that she enjoyed meeting Mr. Baackes. • Robert Harvey Dixon, CCI Council Vice Chair, stated that BOG and ECAC meetings are a very good way to get to know people from other Consumer Advisory Councils. • The CCI Council Chair and Vice Chair will be on a rotation schedule to attend the Board of Governors meeting. CCI Council Chair, Brenda White, will be attending the BOG on December 7, 2017. CCI Council member Jo Lynn Horton signed up to attend the November ECAC meeting, and prospective member Joe Airo will be attending the December ECAC meeting. CCI Council member Joanne Cannon 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.

		<ul style="list-style-type: none"> • CCI Council Chair, Brenda White and Vice Chair, Robert Harvey Dixon, shared their experience of attending the ECAC Leadership Training. Brenda said what they learned in the meeting was helpful. Robert Harvey Dixon added that he always enjoys going to L.A. Care meetings. <p>Review of the Redlined Operating Rules</p> <ul style="list-style-type: none"> • Erika Estrada, Supervisor of Community Relations, reviewed the Consumer Council Redlined Operating Rules. • Council members proposed the following motion: <i>The council moves that the Redlined Operating Rules be approved at the December 13, 2017 ECAC meeting, with the condition that L.A. Care provide an explanation as to why an exception for dual membership in a RCAC and CCI Council has been made for a member.</i> • CCI Council members want to know why an exception has been made for dual membership. • All the CCI Council member voted “yes,” to approve the Redlined Operating Rules “as is,” and agreed with the proposed motion, with no abstentions. <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 AND MOVE</p>	<p>Break</p>
<p>III.</p>	<p>CCI COUNCIL COMMUNITY PARTNERSHIP WORK PROJECT <i>Susan Ma</i></p>	<ul style="list-style-type: none"> • CCI Council members enjoyed the event at South Central Family Health Center's Vernon Medical Clinic on August 17th. The work project report indicated the following: <ul style="list-style-type: none"> • Event Attendance: 245 • Dental screenings: 37 • Referrals to other community organizations: 30 • Scheduled follow-up appointments: 66 • Educational sessions hosted: 5 • Participants in educational sessions: 242 • Facebook post about the event: 4 • Post review: 2,365 • CCI Council members were very happy with the results and indicated that they would like to continue to getting involved in the community.

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IV. REGIONAL ISSUES <i>Group</i>	<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 member shared that he was able to access hearing aid services without any problems. He shared the process was very smooth. He told his Primary Care Physician about the need of hearing aid, the PCP called L.A. Care's hearing vendor, the service was approved within weeks.There was a discussion about the transportation concerns that were brought up at the September ECAC meeting. One member shared that she has had a good experience using transportation services for her medical appointments.One CCI Council member from another council reported an issue accessing replacement batteries for her electric scooter—the Field Specialist asked the members in this council if they have experienced the same issue, and they stated that they have not had trouble with that issue, nor with accessing DME benefits.
VI. CCI COUNCIL MEMBER ANNOUNCEMENTS <i>Group</i>	<ul style="list-style-type: none">No announcements were made.
VII. MEETING EVALUATIONS <i>Group</i>	<ul style="list-style-type: none">Members had the opportunity to complete their meeting evaluation forms.
VIII. PUBLIC COMMENTS <i>Group</i>	<ul style="list-style-type: none">Wilma Ballew said that she enjoyed attending the meeting.Deaka McClain said 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, December 20, 2017, 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