



## Board of Governors Executive Community Advisory Committee (ECAC)

L.A. Care Health Plan  
Conference Room 100  
1055 West 7<sup>th</sup> Street, 1st Floor  
Los Angeles, CA 90017  
Wednesday, October 9, 2019  
10:00 a.m. - 1:00 p.m.  
Call-in number: 1-844-907-7272 access code 997 017 739

### Goals for Today's Meeting

1. Identify community issues affecting members by region.
2. Receive an update from the Chief Executive Officer of L.A. Care Health Plan.
3. Report on the outcomes of the ECAC Ad-hoc Committee – Meeting Effectiveness.

### Meeting Agenda

Time	Agenda Item	Agenda Lead	Goal/Result
10:00 a.m.	<b>I. Call to Order</b> (5 minutes)	Ana Romo, <i>ECAC Chairperson</i>	Call meeting to order.
10:05 a.m. - 10:10 a.m.	<b>II. Approve Agenda for October 9, 2019</b> (5 minutes)	Ana Romo, <i>ECAC Chairperson</i>	Approve today's meeting agenda.
10:10 a.m. - 10:15 a.m.	<b>III. Approve meeting minutes for September 11, 2019 meeting</b> (5 minutes)	Ana Romo, <i>ECAC Chairperson</i>	Approve the meeting minutes for the September 11, 2019 ECAC meeting.
10:15 a.m. - 11:40 a.m.	<b>IV. Standing Items</b> (85 minutes)  <b>A. ECAC Chair Report</b> (10:15 a.m. to 10:20 a.m.)  • <b>Motion to recommend approval of the following candidate (s) for RCAC membership (see attachment.)</b>	Ana Romo, <i>ECAC Chairperson</i>	Approval of new candidates for RCAC.

	<ul style="list-style-type: none"> <li>• <b>Motion to recommend approval of the following candidate for RCAC Chair position (see attachment).</b></li> </ul> <p><b>B.</b> Update from Chief Executive Officer (10:20 a.m. to 10:40 a.m.)</p> <p><b>C.</b> Update from Appeals and Grievances Department (10:40 a.m. to 11:00 a.m.)</p> <p><b>D.</b> Update from Communication and Community Relations Department (11:00 a.m. to 11:20 a.m.)</p> <p><b>E.</b> Global Member Issues (11:20 a.m. to 11:40 a.m.)</p> <ul style="list-style-type: none"> <li>• SPD Member issues</li> <li>• Update on ECAC Motions</li> </ul>	<p>John Baackes, <i>Chief Executive Officer</i></p> <p>LisaMarie Golden, <i>Director Customer Solutions Center, Appeals and Grievances</i></p> <p>Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i></p> <p>Group</p>	<p>Approval of candidate for RCAC Chair position for 2018-2020</p> <p>Receive an update from L.A. Care’s Chief Executive Officer.</p> <p>Receive and update on L.A. Care’s Grievance and Appeals Department</p> <p>Receive an update on L.A Care’s Communications and Community Relations Department.</p> <p>Report global member issues discussed during the RCAC meetings.</p>
11:40 a.m. - 11:55 a.m.	<b>V. Get Up &amp; Move</b> (15 min.)	Group	An opportunity to stretch and move.
11:55 a.m. - 12:40 p.m.	<b>VI. Old Business</b> (45 min.)		
	<p><b>A.</b> ECAC Ad-hoc Committee – Meeting Effectiveness (11:55 a.m. to 12:20 p.m.)</p> <p><b>B.</b> Disability Awareness Training (12:20 p.m. to 12:30 p.m.)</p> <p><b>C.</b> 2020 Board of Governors Election Process (12:30 p.m. to 12:40 p.m.)</p>	<p>Idalia De La Torre, <i>CO&amp;E</i></p> <p>Auleria Eakins, <i>Manager, CO&amp;E</i></p> <p>Idalia De La Torre, <i>CO&amp;E</i></p>	<p>Report on the outcomes of the ECAC Ad-hoc Committee – Meeting Effectiveness.</p> <p>Provide an update on the Disability Awareness Training for ECAC Leadership.</p> <p>Discuss the process for approving the election process</p>

			for the 2020 Board of Governors Elections.
12:40 p.m. - 12:50 p.m.	<b>VII. Future Agenda Items</b> (10 min.)	Group	Decide on agenda items that may be added to a future ECAC meeting.
12:50 p.m. - 1:00 p.m.	<b>VIII. Public Comments</b> (10 min.)	Group	Each public member is given 1 or 2 minutes to share a comment with the ECAC.
1:00 p.m.	<b>IX. Adjournment</b> <b>A. Next Meeting Date:</b> Wednesday, November 13, 2019	Ana Romo, <i>ECAC Chairperson</i>	

**\*\*\*\*\* PLEASE BE ON TIME \*\*\*\*\***

**Note: Members, your absence will be considered unexcused if you do not call Cindy Pozos at (213) 694-1250 ext. 5197 prior to 10:00 am the day of the meeting to inform her that you will not be attending.**

**Community Outreach & Engagement  
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