

Board of Governors

Executive Community Advisory Committee

Meeting Minutes – July 10, 2019

1055 W. 7th Street, Los Angeles, CA 90017



L.A. Care
HEALTH PLAN

ECAC Members	RCAC Members/Public	L.A. Care Board of Governors/Staff
<p>Russell Mahler, <i>RCAC 1 Chair</i> Estela Lara, <i>RCAC 2 Chair</i> Cynthia Contreas-Wood, <i>RCAC 3 Chair</i> Silvia Poz, <i>RCAC 4 Chair</i> Maria Sanchez, <i>RCAC 5 Chair</i> Andria McFerson, <i>RCAC 6 Chair</i> Fátima Vázquez, <i>RCAC 7 Chair</i> Ana Romo, <i>RCAC 8 Chair</i> Tonya Byrd, <i>RCAC 9 Chair</i> Damares O Hernandez de Cordero, <i>RCAC 10 Chair</i> Elda Sevilla, <i>RCAC 11 Chair</i> Lluvia Salazar, <i>At-Large Member</i> Deaka McClain, <i>At Large Member</i> Demetria Saffore, <i>CCI Area 1 Chair</i> Wilma Ballew, <i>CCI Area 2 Chair</i> Nesima Istrefi, <i>CCI Area 4 Chair</i></p> <p><i>* Excused Absent ** Absent</i> <i>*** Via teleconference</i></p>	<p>Laura Gonzalez, <i>RCAC 1</i> Roger Rabaja, <i>RCAC 1</i> Carolyn Ruano, <i>RCAC 1</i> Valarie Small, <i>RCAC 1</i> Maria Ramos, <i>RCAC 2</i> Rachel Rose Luckey, <i>RCAC 4</i> Alfonso Noriega, <i>RCAC 4</i> Guadalupe Reynosa, <i>RCAC 5</i> Evencio Vargas, <i>RCAC 7</i> Maria Montes, <i>RCAC 8</i> Arun Tes Yang, <i>RCAC 9</i> Vuthny Hor, <i>RCAC 9</i> Maria Alvarado, <i>RCAC 10</i> Reina Orallana, <i>RCAC 11</i></p> <p>Eduardo Kogan, <i>Interpreter</i> Ruth Nuno, <i>Interpreter</i> Bo Uce, <i>Interpreter</i> Sina New, <i>Interpreter</i></p>	<p>Hilda Pérez, <i>Member Representative, Board of Governors</i> Layla Gonzalez-Delgado, <i>Member Advocate, Board of Governors</i> John Baackes, <i>Chief Executive Officer</i> Prity Thanki, <i>Government Affairs</i> Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i> Auleria Eakins, <i>EdD, Manager, CO&E</i> Felicia Gray, <i>Community Outreach Liaison, CO&E</i> Frank Meza, <i>Community Outreach Field Specialist, CO&E</i> Francisco Oaxaca, <i>Senior Director, Communications, Community Education and Outreach</i> Jose Ricardo Rivas, <i>Community Outreach Field Specialist, CO&E</i> Victor Rodriguez, <i>Board Specialist, Board Services</i> Gracia Rojas, <i>Member Advocate, Customer Solution Center</i> Sylvia Gochuico, <i>Member Advocate, Customer Solution Center</i> Martin Vicente, <i>Community Outreach Field Specialist, CO&E</i> Manuel Vizcarra, <i>Community Outreach Liaison CO&E</i> Rudy Martinez, <i>Safety and Security Specialist, Facilities Services</i> Malou Balones, <i>Senior Board Specialist, Board Services</i> Cindy Pozos, <i>Community Outreach Liaison CO&E</i> Dania Jacobo, <i>Department Assistant, CO&E</i> Carolina Coleman, <i>MPP, Senior Program Manager, Quality Improvement Department</i> Candace Nafissi, <i>Communications and Community Relations Specialist III, Communications</i></p>

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<p>CALL TO ORDER</p> <p>Ana Romo</p>	<p>Ana Romo, <i>ECAC Chairperson</i>, called the meeting to order at 10:00 a.m. She reviewed the ECAC meeting guidelines.</p> <p>Wilma Ballew, <i>CCI Area 2 Chair</i>, asked that the meeting guidelines be applied throughout the entire meeting.</p>	

<p>APPROVE MEETING AGENDA</p> <p>Ana Romo</p>	<p>Ms. Romo stated that the order of the agenda will be changed to allow John Baackes, <i>Chief Executive Officer</i>, to present at 11:00 a.m.</p> <p>Andria McFerson, <i>RCAC 6 Chair</i>, stated that everyone has the right to speak during all agenda items. She does not feel there is enough time allotted for Global Member Issues.</p> <p>The Agenda for today’s meeting was approved as submitted.</p>	<p>Approved.</p> <p>15 AYES (Ballew, Byrd, Contreas-Wood, Hernandez de Cordero, Istrefi, Lara, Mahler, McClain, Poz, Romo, Saffore, Salazar, Sanchez, Sevilla, and Vazquez)</p> <p>1 NAY (McFerson)</p>
<p>APPROVE MEETING MINUTES</p> <p>Ana Romo</p>	<p>Deaka McClain, <i>CCI Member At-Large</i>, stated that her attendance at the June 2019 ECAC meeting should be an excused absence not an unexcused absence.</p> <p>Elda Sevilla, <i>RCAC 11 Chair</i>, stated on page 8 lists her as a RCAC 11 Member and not RCAC 11 Chair.</p> <p>Layla Gonzalez-Delgado, <i>Member Advocate, Board of Governors</i> sent the following corrections to the June 12, 2019 by email:</p> <ul style="list-style-type: none"> • On page 3, where it states “8 new scholarships have been provided to students at Charles Drew University”, it should read “4 from Charles Drew University and 4 from UCLA”. • On page 10, where it states “Ms. Martinez responded that the flu vaccine is the most popular vaccine” it should read, “Ms. Martinez replied that the meningitis shot was not necessary. Ms. Contreas-Wood interjected that it is recommended for students in school housing. Ms. Martinez stated that HPV was a series shot to be given to teenagers”. <p>The meeting minutes for the June 12, 2019 ECAC meeting were approved, noting the above corrections.</p>	<p>Approved.</p> <p>14 AYES (Ballew, Byrd, Contreas-Wood, Hernandez de Cordero, Istrefi, Lara, Mahler, Poz, Romo, Saffore, Salazar, Sanchez, Sevilla, and Vazquez)</p> <p>2 Abstentions (McFerson, McClain)</p>
STANDING ITEMS		
<p>ECAC CHAIR REPORT</p> <p>Ana Romo</p>	<p>Ms. Romo presented the following motion for approval:</p> <p>To recommend the approval of Ana Laura Navarro RCAC 3 and Rosa Fuentes RCAC 5 as members of the Regional Community Advisory Committee (RCAC).</p>	<p>Approved unanimously.</p> <p>16 AYES (Ballew, Byrd, Contreas-Wood, Hernandez de Cordero, Istrefi, Lara, Mahler, McClain, McFerson, Poz,</p>

		Romo, Saffore, Salazar, Sanchez, Sevilla, and Vazquez)
<p>UPDATE FROM CHIEF EXECUTIVE OFFICER</p> <p>John Baackes</p>	<p>Mr. Baackes provided the following updates:</p> <p><u>Health Homes Waiver Program</u></p> <p>The program was launched on July 1, 2019. All states can offer waiver programs applying through the Center for Medicare and Medicaid Services. This is not part of the Medicaid benefit structure. To get it approved the money must be offset by savings. The program will mainly identify people with multiple chronic conditions and deficiencies in activities of daily living. Social Determinants of Health (SDoH) will also play a role in selecting candidates. The program is similar to a different waiver program called Whole Person Care. Whole Person Care is offered through the county. The Health Homes Waiver Program will last 30 months. It will provide L.A. Care with additional funds to provide good care management to people with multiple chronic conditions and are being affected by SDoH. There are currently 14 people signed up for the program and there are thousands more who are eligible. With available funding, L.A. Care will be able to reach out to about 7,000 people. Mr. Baackes asked the RCAC members to notify their RCACs members about the flyer in case there are people there who may qualify and will benefit from the program.</p> <p>Cynthia Contreas-Wood, <i>RCAC 3 Chair</i>, asked if L.A. Care can produce a flyer for RCAC members to pass out. Mr. Baackes stated that the flyer will be given to RCAC members as soon as possible.</p> <p>Silvia Poz, <i>RCAC 4 Chair</i>, asked how members can apply for the health homes program. Mr. Baackes stated that they can call L.A. Care customer service for assistance.</p> <p>Ms. McFerson stated that she is very proud of the program. She has been thinking of ways that L.A. Care can have a “one stop shop” to it easier for everyone who needs these services to access them. Mr. Baackes stated that he hopes one day L.A. Care will be an agency that can represent other programs to make it easier for L.A. Care to get services like CalFresh to its members.</p> <p>Russel Mahler, <i>RCAC 1 Chair</i>, stated that while he was waiting to attend a class on diabetes and he noticed that they were providing homeless people with supplies that they need to survive. He asked if L.A. Care has ever thought about holding a health fair for the homeless. Mr. Baackes responded that he will consider that idea. Many homeless people now have coverage, but will not go in for care. Mr. Baackes added that he noticed that they do not go in because they do not have a safe place to leave their belongings. The</p>	

	<p>facility implemented a valet service for carts containing personal belongings and it is working. More people are going in for health care services.</p> <p><u>PUBLIC COMMENT</u></p> <p>Rachel Luckey, <i>RCAC 4 Vice Chair</i>, commented that in regard to the Health Homes Waiver Program, she believes that a great way to get the information out is by notifying all 99 Neighborhood Councils in L.A. County. Ms. Luckey suggested that Mr. Baackes visit the Department of Neighborhood Empowerment website or L.A. Care can contact them directly to get assistance in getting this information out. In regard to Clinics for the Homeless, she has brought up the idea of “Pop-up Clinics” at her RCAC and no one has followed up with her or offered assistance. She would like a partnership between her Neighborhood City Council, People Assisting the Homeless (PATH) and L.A. Care. There are approximately 50-60 homeless around her home that need assistance.</p> <p>Mr. Baackes notified ECAC of the new community resource platform that L.A. Care will be rolling out. There will be a presentation on the topic at a future ECAC meeting.</p> <p><i>(Ms. Gonzalez-Delgado joined the meeting.)</i></p>	
<p>UPDATE FROM GOVERNMENT AFFAIRS DEPARTMENT</p> <p>Prity Thanki</p>	<p>Prity Thanki, <i>Local Government Advisor, Government Affairs</i>, summarized her legislative report included in the meeting material provided. <i>(A copy of the presentation can be obtained from Community Outreach and Engagement.)</i></p> <p>Ms. McFerson stated that some people do not know how Speech Therapy applies to people. She asked Ms. Thanki if the individual mandate will affect people with Medi-Cal. Ms. Thanki confirmed that the mandate will affect people who receive Medi-Cal.</p> <p>Ms. Poz asked if people will have to provide proof of insurance starting in 2020. Ms. Thanki confirmed that proof of health insurance will need to be reported starting in 2020.</p> <p>Ms. Gonzalez-Delgado asked where L.A. Care stands on the issue of undocumented immigrants receiving public housing benefits. Ms. Thanki responded that she is not prepared to speak on that subject.</p> <p>Tanya Byrd, <i>RCAC 9 Chair</i>, asked what Covered California means. Ms. Thanki responded that it is the California health insurance exchange. People who do not have employer sponsored insurance or do not qualify for Medi-Cal can apply for insurance through the exchange. Some people are eligible for assistance in paying the insurance premium.</p> <p>Estela Lara, <i>RCAC 2 Chair</i>, thanked Ms. Thanki for the Advocacy training. She noted that the skit really helped her understand how to approach and speak to legislators during their legislative office visits.</p>	

	<p>Fatima Vazquez, <i>RCAC 7 Chair</i>, asked how other RCAC members can access Government Affairs updates. Ms. Thanki responded that the document can be obtained from CO&E.</p> <p>Ms. Gonzalez-Delgado clarified that Ms. Vazquez was inquiring how the public can obtain these updates. Ms. Thanki responded that the public can visit the California Legislator website or attend L.A. Care Board meetings.</p> <p>Ms. McClain asked if it is possible to provide a training to RCAC members that can show them how to access these websites, because not everyone knows how. Ms. Thanki responded that the topic will be included in a future training.</p>	
<p>COMMUNICATION AND COMMUNITY RELATIONS UPDATE</p> <p>Francisco Oaxaca</p>	<p>Francisco Oaxaca, <i>Senior Director, Communications and Community Relations</i>, reported:</p> <p><u>Emergency Contact Information</u> He reminded everyone to fill out an emergency card so that L.A. Care staff knows who to contact in case of an emergency. The plan is for staff at each RCAC meeting and the ECAC meeting to have an emergency binder that they can refer to.</p> <p><u>Red Cross at RCACs</u> L.A. Care is working with Red Cross to provide information at RCAC meetings on disaster preparedness for seniors and people with disabilities. Red Cross representatives are expected to present during August and September RCAC meetings.</p> <p><u>Cal MediConnect (CMC) Enrollee Advisory Committee</u> The new Cal MediConnect Enrollee Advisory Committee met in June. Committee members reviewed and provided feedback on the new CMC Member Enrollment Kit and billboard campaign.</p> <p><u>Local Legislative Office Visits</u> Local legislative office visits will be held throughout July and the meeting participants will attend based on their zip codes. Not all attendees of the training will attend the meetings at local legislative offices. Participants will share with legislators the changes to the enrollment in the CalFresh program. The final training for the visits will be on July 12.</p> <p><u>Sponsorship & Event Update</u> The L.A. PRIDE parade brought together more than 200,000 community members and agencies that provide support for LGBTQ residents in Los Angeles County. L.A. Care’s sponsorship allowed for the Pride parade to be televised for the first time in history. These opportunities allow L.A. Care to directly engage with community and the members. Pride themed L.A. Care promotional items such as headbands, flags, and stress balls were distributed.</p> <p><u>Back to School Events</u></p>	

Family Resource Centers (FRCs) will begin a series of back of school events on July 13. RCAC members can reach out to staff for more information.

Future Events that L.A. Care is sponsoring

- July 13 - Lotus Festival promoting access to care (RCAC 4)
- August 3 - Back to School Health & Wellness Fair at the Comprehensive Community Health Center in Sunland
- August 3 - Baby Expo Community Fair in Antelope Valley
- August 10 - Compton Health Fair

Ms. McClain thanked Mr. Oaxaca for his report and asked if there will be an FRC in Long Beach in the future. Mr. Oaxaca responded that he has been spending time in Long Beach and L.A. Care is currently in negotiations with a landlord to sign a lease for space at 2185 South Street, Long Beach.

Ms. McFerson asked why RCAC 6 members were not notified of the Juneteenth event in Leimert Park. She noted that this would have been a good way for them to give back to the community. She would like to know how they can be more involved in these events.

Hilda Perez, *Member Representative, Board of Governors*, asked if RCAC members can suggest organizations for sponsorships. She also asked if there is a schedule available for CMC Enrollee Advisory Committee meetings. Mr. Oaxaca responded that organizations are selected based on whether or not their goal or visions align with L.A. Care's vision. Mr. Oaxaca stated that the CMC Advisory Committee meetings are for the members of the committee to advise L.A. Care.

PUBLIC COMMENT

Ms. Luckey stated that Comprehensive Community Health Centers held a giveaway in Glendale. She noticed Chick-Fil-A provided sandwiches. Chick-Fil-A gives millions of dollars to Anti-LGBT organizations. She does not feel L.A. Care should align itself with organizations that are partnering with Chick-Fil-A.

<p>GLOBAL MEMBER ISSUES</p> <p>Ana Romo</p> <p>SPD Member issues</p> <p>Update on ECAC Motions</p>	<p>Ms. McFerson stated that a RCAC member notified her that she did not get the walker that she needs from L.A. Care. The walker has wheels that lock and a seat in case the person gets tired of walking and needs to take a rest. She would like to know if she can request the walker for her. She also asked if it is possible to get an attachment for a wheel chair.</p> <p>Auleria Eakins, <i>Edd, Manager, Community Outreach & Engagement</i>, advised Ms. McFerson to have the member speak to a Member Advocate. Candace Nafissi, <i>Communications and Community Relationship Specialist III, Communications</i>, asked if a grievance has been filed.</p> <p>Ms. McClain stated that she does not feel L.A. Care is doing enough to address these issues. She has been having issues with transportation to Committee meetings and training sessions and she has been hearing that other members are having issues with Call the Car.</p> <p>Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i>, responded that members must first file a grievance so the issues are documented and go through the grievance process to ensure that the issues are addressed properly. Ms. De La Torre added that RCAC members can also report issues to their respective RCAC Field Specialist or Liaison to get help with documentation and filing of a grievance.</p> <p>Demetria Saffore, <i>CCI 1 Chair</i>, stated that she continuously speaks to members in her area and she feels like their issues are not being addressed. Dr. Eakins stated that CO&E staff and L.A. Care is doing everything they can to address the concerns of members in the Antelope Valley. Ms. De La Torre also suggested that Ms. Saffore have those members call member services to file a grievance and properly document their concerns.</p> <p>Ms. Byrd stated that L.A. Care should be more involved with the homeless population. She noted that she has heard good things about Brilliant Corners and L.A. Care should do more to help the organization.</p> <p>Mr. Mahler agreed with Ms. Byrd and stated that Los Angeles need more organizations like Brilliant Corners, because they are doing a great job in the county.</p> <p>Ms. McFerson stated that L.A. Care can come up with more programs that can help the homeless population. Not all organizations that help the homeless provide mental health services.</p>	
<p>OLD BUSINESS</p>		
<p>L.A. CARE LOCAL ADVOCACY DAY UPDATE</p> <p>Auleria Eakins, EdD</p>	<p>Dr. Eakins provided an update about the upcoming legislative office visits.</p> <p>She reminded all the Chairs, Vice Chairs and I-Speak Advocacy training participants that July 12 will be the final training. People who did not attend the legislative office visits in Sacramento will have the opportunity to attend before those who did. The topic for the legislative office visits will be food security.</p>	

	<p>Ms. Poz stated that she got a call in regards to an I-Speak training and did not think she had to come in. So she did not attend. Dr. Eakins clarified that the I-Speak Advocacy training and Chair and Vice Chair trainings were integrated. She will make sure that the person calling is more clear when notifying of scheduled trainings.</p> <p>Ms. Perez thanked CO&E for inviting her and Ms. Gonzalez-Delgado to the I-Speak Advocacy trainings, and they had other proposals and ideas to bring up to the legislators. Dr. Eakins stated that CO&E will work with government affairs to survey members so they can help select a topic for the next round of legislative office visits.</p> <p>Ms. McClain asked when will they be notified about who will be participating in the office visits. Ms. De La Torre stated that not everyone who is a part of the training will participate in the office visits.</p> <p>Ms. McClain would like to know if they will be notified at the last training on July 12. Ms. De La Torre responded that they will be releasing a working list, but not everyone on the list may be able to go. If some people can't make it, the opportunity will go to someone else.</p> <p>Mr. Oaxaca stated that it is different than the Sacramento office visits, because they travel as a group. Local visit participants split up and go to different areas in Los Angeles County. The training is provided to make members better advocates.</p>	
NEW BUSINESS		
<p>IMPROVING THE EXPERIENCE OF L.A. CARE MEMBERS PRESENTATION</p> <p>Carolina Coleman</p>	<p>Carolina Coleman, MPP, <i>Senior Program Manager, Quality Improvement Department</i>, presented information on improving L.A. Care member experience (<i>A copy of the presentation can be obtained from CO&E</i>).</p> <p>Ms. McFerson thanked Ms. Coleman for her presentation and noted that she may benefit from receiving feedback from RCAC members who are seniors or disabled.</p> <p>Ms. Gonzalez-Delgado noted that some people suffer retaliation from providers who they file complaints against and she wants to know what staff recommends in those cases. Ms. Coleman responded that they should work with grievance specialists and notify the call center when this happens.</p> <p>Ms. Lara stated she has had a number of issues, and when filing a grievance, it is reported and there is no solution. These cases should be addressed immediately and resolutions may take up to a year. During the grievance process members and patients are suffering.</p> <p>Ms. Saffore stated that Ms. Luckey was not given a response when she brought up her concerns about partnering with organizations that support anti LGBT organizations.</p>	

	Mr. Oaxaca responded that he cannot address a letter that was addressed to Mr. Baackes until he has had a chance to respond.	
SAFETY AND SECURITY Rudy Martinez	Rudy Martinez, <i>Safety and Security Specialist</i> , gave a presentation on safety and security (<i>A copy of the presentation can be obtained from CO&E</i>). Mr. Mahler asked what will happen when an exit is blocked by debris. Mr. Martinez stated there are phones that can be used to call out to security to let them know. First responders will also be on the way to help. Ms. Contreas-Wood stated that they did cross training at her work site in case people get sick and people assigned certain tasks are not available. Mr. Martinez stated that LA Care staff does cross-train in case this happens. Lluvia Salazar, <i>At-Large Member</i> , stated there was an emergency here at L.A. Care with an L.A. Care member and no one knew how to respond except her and Frank Meza, <i>Field Specialist, Community Outreach and Engagement</i> . Ms. McClain stated that she brought up the need to have this safety and security presentation due to an incident that occurred at L.A. Care. She stated she fell before the meeting and thanked all the staff that helped her during the incident. <u>PUBLIC COMMENT</u> Ms. Luckey stated that she was asked to leave very rudely. She also noted that she has participated in emergency trainings in the past.	
FUTURE AGENDA ITEMS	Ms. Perez pointed that Clotill Cleo Ray, <i>RCAC 5 Member</i> , raised the concern about making RCAC 5 more diverse, because she is the only African American in RCAC 5. Ms. McFerson would like to add the motion that RCAC 6 brought up in regards to increasing the stipend. Ms. Mahler would like to add the topic of the CCI Restructure. He would like to know more about the Cal MediConnect Advisory Committee.	

PUBLIC COMMENTS	<p>Ms. Luckey spoke about a backpack give away event that partnered with Chick-Fil-A. She has brought up this issue many times to L.A. Care and event organizers. She suggests that RCAC members be given the opportunity to select the organization they want to partner with to avoid partnering with organizations that fund hate groups. She passed out a letter addressed to Mr. Baackes to all ECAC members. <i>(A copy of the letter can be obtained from CO&E.)</i></p> <p>Valerie Small, <i>RCAC 1 Member</i>, asked for more information on Silver sneakers. Her friend would like to know how to access those services. Mr. Oaxaca responded that they can speak to a health navigator to get assistance.</p> <p>Arun Tes Yang, <i>RCAC 9 Vice Chair</i>, stated that a senior center in her community would like to receive the colon cancer training that was provided by the Health Promoters. Mr. Oaxaca responded that Health Promoters will be conducting a new recruiting process next year. Khmer speakers will also be recruited.</p>	
ADJOURNMENT	The meeting was adjourned at 1:02 pm.	

RESPECTFULLY SUBMITTED BY:

Victor Rodriguez, *Board Specialist II, Board Services*
 Malou Balones, *Board Specialist III, Board Services*
 Linda Merkens, *Senior Manager, Board Services*

APPROVED BY

Ana Romo, *ECAC Chair*

Date _____

