

# Board of Governors

## Executive Community Advisory Committee

### Meeting Minutes – September 11, 2019

1055 W. 7<sup>th</sup> 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, ECAC 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, ECAC Vice-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></p> <p>* <i>Excused Absent</i>    ** <i>Absent</i>                      *** <i>Via teleconference</i></p>	<p>Mandie Henry, <i>RCAC 1</i>                      Ana Rodriguez, <i>RCAC 2</i>                      Fung Ha Leung, <i>RCAC 3</i>                      Theodora Parlanti, <i>RCAC 4</i>                      Martha Rodriguez, <i>RCAC 5</i>                      Jo Ann Cannon, <i>RCAC 6</i>                      Dalia Cadena, <i>RCAC 7</i>                      Maria Montes, <i>RCAC 8</i>                      Dorothy Lowery, <i>RCAC 8</i>                      Dioselina Garcia, <i>RCAC 8</i>                      Ravy Morrath, <i>RCAC 9</i>                      Janner Gavidia, <i>RCAC 10</i></p> <p>Eduardo Kogan, <i>Interpreter</i>                      Annette Mendez, <i>Interpreter</i>                      Sina New, <i>Interpreter</i>                      Vesna Loek, <i>Interpreter</i>                      Henry Tung, <i>Interpreter</i>                      Ivan Ho, <i>Interpreter</i></p>	<p>Hilda Pérez, <i>Member, Board of Governors</i>                      Layla Gonzalez, <i>Member Advocate, Board of Governors</i>                      Michael Brodsky, MD, <i>Medical Director, Behavioral Health and Social Services, Behavioral Health</i>                      John Baackes, <i>Chief Executive Officer, L.A. Care Health Plan</i>                      Kristina Chung, <i>Community Outreach Field Specialist, CO&amp;E</i>                      Idalia De La Torre, <i>Field Specialist Supervisor, CO&amp;E</i>                      Auleria Eakins, <i>Manager, CO&amp;E</i>                      Hilda Herrera, <i>Community Outreach Liaison CO&amp;E</i>                      Sylvia Gochuico, <i>Member Advocate, Customer Solution Center</i>                      Maribel Gonzalez, <i>Member Advocate, Customer Solution Center</i>                      Dania Jacob, <i>Department Assistant, CO&amp;E</i>                      Rudy Martinez, <i>Safety and Security Specialist, Facilities Services</i>                      Kristin Mendoza, <i>Manager, Health Homes Program</i>                      Frank Meza, <i>Community Outreach Field Specialist, CO&amp;E</i>                      Francisco Oaxaca, <i>Senior Director, Communications and Community Relations</i>                      Candace Nafissi, <i>Communications and Community Relations Specialist III, Communications Department</i>                      Cindy Pozos, <i>Community Outreach Liaison, CO&amp;E</i>                      Jose Ricardo Rivas, <i>Community Outreach Field Specialist, CO&amp;E</i>                      Victor Rodriguez, <i>Board Specialist, Board Services</i>                      Martin Vicente, <i>Community Outreach Field Specialist, CO&amp;E</i>                      Mary Zavala, <i>Director, Health Homes Program</i></p>

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<b>CALL TO ORDER</b>	Elda Sevilla, <i>ECAC Vice Chair</i> , called the meeting to order at 10:06 a.m. She reviewed the ECAC meeting rules.	

<p><b>APPROVE MEETING AGENDA</b></p>	<p>Andria McFerson, <i>RCAC 6 Chair</i>, stated that she has been trying to put a discussion of raising the stipend for RCAC members on the agenda since the July 2019 ECAC meeting and it has not been placed on the agenda.</p> <p><b>The Agenda for today’s meeting was approved as submitted.</b></p>	<p><b>Approved unanimously.</b>  <b>11 AYES</b>  <b>(Ballew, Conteas-Wood, Hernandez de Cordero, Lara, Mahler, Poz, Romo, Saffore, Salazar, Sevilla, and Vazquez)</b>  <b>1 Nay (McFerson)</b></p>
<p><b>APPROVE MEETING MINUTES</b></p>	<p><i>(Ana Romo joined the meeting.)</i></p> <p>Lluvia Salazar, <i>RCAC At-Large Member</i>, stated on Page 9, her comments were not noted correctly. It should read, “We had an emergency with an L.A. Care member at the ECAC meeting”.</p> <p>Ms. McFerson, noted on page 9 she requested to have on the agenda a discussion of increasing the stipend.</p> <p>Deaka McClain, <i>CCI At-Large Member</i>, stated she was still reviewing the minutes and was not able to cast a vote.</p> <p><b>The meeting minutes for the July 10, 2019 ECAC meeting were approved, noting the above corrections.</b></p>	<p><b>Approved unanimously.</b>  <b>13 AYES</b> (Ballew, Conteas-Wood, Hernandez de Cordero, Lara, Mahler, McFerson, Poz, Romo, Saffore, Salazar, Sevilla, and Vazquez)  <b>1 Abstention (McClain)</b></p>
<p><b>STANDING ITEMS</b></p>		
<p><b>ECAC CHAIR REPORT</b></p>	<p>Ana Romo, <i>ECAC Chair</i>, presented the following motion for approval:</p> <p><b>To recommend the approval of Arcelia Sandoval RCAC 7 and Maritza Lebron RCAC 7 as members of the Regional Community Advisory Committee (RCAC).</b></p>	<p><b>Approved unanimously.</b>  <b>14 AYES</b> (Ballew, Conteas-Wood, Hernandez de Cordero, Lara, Mahler, McClain, McFerson, Poz, Romo, Saffore, Salazar, Sevilla, and Vazquez)</p>
<p><b>BOARD MEMBER REPORT</b></p> <p>Hilda Perez</p> <p>Layla Delgado</p>	<p>Hilda Perez, <i>Member Representative, Board of Governors</i>, thanked all RCAC members that are in attendance at this meeting and reported:</p> <ul style="list-style-type: none"> <li>• The Board of Governors met on September 5 for an all-day retreat at the Joan Palevsky Center at the California Community Foundation and she thanked all the RCAC members who were in attendance at that meeting.</li> </ul>	

- The Board received presentations from guest speakers: Dr. Mark Ghaly, *Secretary for Health and Human Services Agency*, John Russell, *Principal at Denton’s Public Policy and Regulation*, and James Gross, *Nielsen Merksamer Parrinello Group, LLC*.
- Dr. Ghaly spoke about addressing aspects of health care for Californians, creating a partnership between government departments and health coverage entities, and designing programs for the most vulnerable populations, which, in their implementation, will lift outcomes for everyone.
- Mr. Russell and Mr. Gross spoke about the cases attempting to dismantle the Affordable Care Act (ACA), rule changes involving the public charge and work requirements for people on the Supplemental Nutrition Assistance Program (SNAP). California is moving forward to create a viable state health system despite the possibility that there will be no federal support.
- L.A. Care and Blue Shield Promise Health Plan have joined forces to build more Community Resource Centers in Los Angeles County. The plan is to open a resource center in each RCAC region. The Pomona Community Resource Center will open next.
- Richard Siedman, *Chief Medical Officer*, reported that the Health Effectiveness Data and Information Set (HEDIS) scores have been received, and anticipates that L.A. Care will receive a “Commendable” status. He noted that 249 people have enrolled in the Health Homes program with the possibility of enrolling up to 500 people by the end of September.
- Layla Gonzalez, *Member Advocate, Board of Governors*, attended meetings of RCAC 2, 3 and 10. The RCACs received training on emergency preparedness. Each RCAC announced the community partners that they selected to receive the sponsorship money for this fiscal year’s work plan projects.
- RCAC Members submitted tally sheets documenting the number of people they reached with information about colorectal cancer. Ms. Perez thanked RCAC members for their efforts in getting the message out.

*(Ms. Gonzalez joined the meeting.)*

Ms. McClain asked to provide information on Dr. Seidman’s report on L.A. Care’s new partnership with CVS Pharmacies. Ms. Gonzalez responded that members can go and get urgent care services, vaccinations, and also get prescriptions modified at selected CVS Pharmacy.

Estela Lara, *RCAC 2 Chair*, stated that it is important to note that Dr. Mark Ghaly was present. He is a very important federal government official. She asked for funding to family care givers. She stated caregivers are undervalued.

**UPDATE FROM CHIEF EXECUTIVE OFFICER**

John Baackes

Michael Brodsky, MD.

John Baackes, *Chief Executive Officer*, provided the following updates:

New ruling regarding Public Charge

Members will be receiving a letter and a fact sheet from L.A. Care regarding the new ruling on Public Charge. The new rule adds a list of programs that would count against people who are seeking citizenship or permanent residency in the United States. Previously only cash assistance and government funded long term care services would count against people applying. Now Medicaid, SNAP, CalFresh and housing assistance services will also count against an application. With this rule change, L.A. Care is trying to clarify exactly what files will be shared with other agencies. The files that the Center for Medicare and Medicaid Services (CMS) holds are firewalled from other government agencies, but this may be subject to change by an Executive Order.

We learned at the retreat that when one applies for Medi-Cal, immigration status is checked. The information is protected but there will be record of the application in those data bases. There is a chance that it may impact citizenship application.

Community Resource Platform

Mr. Baackes introduced Michael Brodsky, MD, *Medical Director, Behavioral Health and Social Services, Behavioral Health* to provide a demonstration on L.A. Care's new Community Resource Platform. The Community Resource Platform can be accessed by using the following link: <https://communitylink.lacare.org/>

Ms. McClain stated that she visited the website, but accessed it through a different path. She was looking for farmer's markets that will allow her to use her food stamps and was not able to find the exact resources she was looking for.

Cynthia Contreas-Wood, *RCAC 3 Chair*, asked if there is a presentation that she can use to provide this information to RCAC 3.

Dr. Brodsky stated there is a presentation that will be available in a couple of months that can be distributed to members.

Ms. McFerson handed out a copy of a presentation to Committee members.

Francisco Oaxaca, *Senior Director, Communications and Community Relations*, noted that Dr. Brodsky's presentation is an agenda item and it is inappropriate for Ms. McFerson to distribute new material during his presentation.

Ms. McFerson responded that Mr. Oaxaca is not allowed to tell her what is appropriate and asked him to stop speaking.

Wilma Ballew, *ECAC member*, stated that Ms. McFerson should step out. Ms. McFerson responded that Ms. Ballew should step out.

	<p><i>(Committee member called Point of Order; there was no statement of a violation of rules.)</i></p> <p>Mr. Oaxaca stated that Ms. McFerson’s presentation must be placed on the written agenda before discussion.</p> <p>Chairperson Romo asked Ms. McFerson to please respect Mr. Oaxaca’s comments <i>(in response to call for Point of Order)</i>.</p> <p>Idalia De La Torre, <i>Field Specialist Supervisor, Community Outreach and Engagement</i>, stated that this is the opportunity for Committee members to ask questions pertaining to Dr. Brodsky’s presentation and the Community Resource Platform.</p> <p>Ms. McFerson responded that her comments are in regard to Dr. Brodsky’s presentation.</p> <p>Ms. De La Torre called on Ms. Lara to ask a question and Ms. McFerson called Point of Order. Ms. McFerson stated that neither the Committee members nor staff know what she would like to say and she was not given an opportunity to make her statement. She commented that the website is not accessible for people who do not know how to use computers.</p> <p>Ms. Perez asked if L.A. Care will make the Community Resource Platform available to everyone who visits the Community Resource Centers. Dr. Brodsky responded that it will, and he confirmed that this type of link is being used by other health plans in Los Angeles County.</p> <p>Ms. Gonzalez shared information about meetings that will be held at the Alhambra Library in San Gabriel Valley about the public charge. There will be two sessions, one will be held tonight at 5:30 P.M and one on September 28 at 1:00 P.M. Translation and legal services will be available.</p>	
<p><b>COMMUNICATION AND COMMUNITY RELATIONS UPDATE</b></p> <p>Francisco Oaxaca</p>	<p>Mr. Oaxaca provided the following updates:</p> <p><u>Red Cross Presentations</u>  Red Cross is currently presenting information to each RCAC about disaster preparedness for seniors and people with disabilities. CO&amp;E Field Specialists will advise about the schedule for each RCAC. RCAC Members can contact Candace Nafissi, <i>Communications and Community Relations Specialist III, Communications Department</i>, if they have questions.</p> <p><u>Local Legislative Office visits</u>  He thanked all who attended the legislative office visits. L.A. Care members visited about 25 legislators to inform them of CalFresh changes. The offices were receptive</p>	

and thanked L.A. Care for the information about the changes. Many of them did not know about the changes and they will now begin spreading the word.

#### CCI Restructure

At the last meeting, members wanted to confirm that the Executive Committee heard their feedback on the CCI Council transition. Mr. Baackes presented all public comments and responses pertaining to the restructure at the April 22 Executive Committee meeting; all ECAC members and CCI Council members were invited to attend and were offered roundtrip transportation and a stipend. Prior to the meeting, Executive Committee members received copies of all public comments and responses regarding the restructure. A copy of the document was also made available during the meeting.

#### Safety Net Initiative Event

L.A. Care's \$31 million initiative to address the growing physician shortage entered its second year by announcing a Residency Support Program. The initiative was launched last year with three programs – a physician recruitment program, a physician loan repayment program, and a medical school scholarship program. During a luncheon in July, L.A. Care announced the fourth program – a \$5.2 million commitment to establish 14 new residency positions at five medical facilities in Los Angeles County. Some of that funding will also go to new faculty positions. The luncheon also gave us the opportunity to introduce the eight 2019 L.A. Care medical school scholarship recipients. Since the initiative launched, 72 recruitment grants have been awarded, and 52 physicians have been hired. Eighteen of the new physicians have received loan repayment grants, and L.A. Care are now paying tuition for 16 medical school students, a very diverse group who are committed to supporting the safety net.

#### Blue Shield Partnership & FRC's Renamed

L.A. Care's Board of Governors approved a new partnership with Blue Shield of California Promise Health Plan. Together they invest a combined \$146 million to expand Community Resource Centers across Los Angeles County. This unique collaboration will offer a wide range of health related classes, personalized services and social support to help improve health outcomes for members of the two health plans and the community-at-large. Improved health outcomes will also reduce health care costs over time. Over the next five years L.A. Care and Blue Shield Promise will jointly open seven new resource centers, remodel four existing centers and relocate three other existing centers to larger locations. In total they will jointly operate 14 resource centers in Los Angeles County. Each center will serve approximately 72,000 people per year when services and staff are fully built out, serving more than one million Los Angeles County residents annually.



	<p>Ms. Byrd stated that she always has an issue arriving on time to all meetings when coming from Long Beach. Mr. Oaxaca responded that Citywide is using a new software to help understand these cases better and avoid them in the future.</p> <p><u>PUBLIC COMMENT</u></p> <p>Dorothy Lowery, <i>RCAC 8 member</i>, stated she does not understand why she has to fight with her doctor to find the cause of her illness. She speaks to doctors in regards to the case and they become upset with her.</p>	
<b>OLD BUSINESS</b>		
<b>ECAC AD-HOC COMMITTEE - MEETING EFFECTIVENESS</b>	<p>Ms. Saffore provided update on ECAC Ad-Hoc Committee on Meeting Effectiveness. The purpose is to determine if the current Meeting Effectiveness Guidelines stay as written or should be revised.</p> <p>The Ad-Hoc Committee members came up with following recommendations:</p> <ul style="list-style-type: none"> <li>• Name Change</li> <li>• Meeting Effectiveness Guidelines</li> <li>• Reduce items in agenda and increase time for discussion</li> <li>• Use Stop Watch</li> <li>• Vice Chair role enhancement</li> <li>• Pilot recommendations for 2 ECAC meetings</li> </ul> <p>Ms. Perez asked for clarification on using the stop watch for public comments section of the agenda. Ms. De La Torre responded that the rule will now be enforced. People making public comments will only be able to make one comment or ask one question.</p> <p>Ms. McFerson asked if a question is misunderstood or the person is disabled will they be allotted more time.</p> <p>Ms. De La Torre responded that accommodations will be made.</p> <p>Ms. Lara asked that if the issue is enforcing the rules, how can the Committee effectively enforce the rules. Ms. De La Torre responded that they will work with the ECAC Chair, and the Committee members will need to respect the Chair’s authority.</p> <p>Ms. Byrd asked if the Committee can receive the Guidelines before they vote on them. Ms. De La Torre responded that voting will be postponed until the October ECAC meeting to give ECAC members time to review the guidelines.</p>	
<b>ECAC AD-HOC COMMITTEE –</b>	<p>Ms. Sevilla provided updates:</p> <p>The purpose is to plan disability awareness opportunities for ECAC Leadership.</p>	



<p><b>DISABILITY AWARENESS MONTH</b></p>	<p>The Ad-Hoc Committee members came up with following recommendation:</p> <ul style="list-style-type: none"> <li>• Theme for the training “A Day of Dialogue: Disability Awareness and Inclusion”.</li> <li>• A pre-session survey on empathy</li> <li>• Pre and Post-test for participants</li> <li>• Incorporation of disability video or vignettes</li> <li>• Disability fact sheet</li> <li>• Disability 101 inclusive of basic facts, terms, visible and invisible</li> <li>• How can we be inclusive?</li> <li>• Any type of “walk in my shoes” activities</li> <li>• Resources</li> </ul> <p>Mr. Mahler asked if these guidelines will be presented to all the RCACs.</p> <p>Ms. De La Torre responded that these guidelines only apply to ECAC.</p> <p>Ms. Gonzalez thanked Ms. Sevilla for her presentation and recommended that the Committee integrate the recommendations of the Ad-Hoc Committee into everything that L.A. Care is doing for members.</p> <p>Ms. Sevilla responded that these are great recommendations and will be taken into consideration.</p> <p>Ms. Perez stated that she believes this training should be given to everyone working with RCAC Members.</p> <p>Ms. Sevilla asked that the Committee move forward with the Ad-Hoc Committee’s recommendations.</p>	
<p><b>NEW BUSINESS</b></p>		
<p><b>HEALTH HOMES PROGRAM BENEFIT</b></p>	<p>Mary Zavala, <i>Director, Health Homes Program.</i> and Kristin Mendoza, <i>Manager, Health Homes Program,</i> provided information on L.A. Care’s Health Homes Program Benefit. <i>(A copy of the presentation can be obtained from CO&amp;E.)</i></p> <p>Ms. Contreas-Wood thanked staff for their presentation and asked if members who are too ill to improve are excluded from receiving this service.</p> <p>Ms. Zavala responded that if members meet the eligibility criteria, even if they check off multiple boxes, they can enroll into the program.</p> <p>Ms. Gonzalez asked if members that are both Medicare and Medi-Cal recipients can also qualify for this service. Ms. Zavala responded that Medi Medi members that have Medi-Cal Managed Care will be eligible.</p>	

<b>2020 BOARD OF GOVERNORS CONSUMER AND CONSUMER ADVOCATE REPRESENTATIVES ELECTION PROCESS</b>	<p>Auleria Eakins, Ed.D, <i>Manager, CO&amp;E</i>, reported that the draft rules for the consumer and consumer advocate election process will be distributed during the October and November RCAC meeting cycles. They will be reviewed and finalized in December. The draft rules will serve as a guide as to how members can nominate. She asked that they consider candidates that will contribute. If members are interested she asks that they review the draft rules once distributed.</p> <p>Ms. Perez stated that staff should be aware throughout the entire process. During the last election, she noted that RCAC Members were being pressured into voting for certain candidates. She recommended that they vote for someone with a humble heart to serve the community.</p>	
<b>FUTURE AGENDA ITEMS</b>	<p>Ms. McFerson asked that the motion that was passed by RCAC 6 be placed on the agenda.</p> <p>Russel Mahler, <i>RCAC 1 Chair</i>, asked that the topic of holding a health fair for the homeless be placed on the agenda.</p> <p>Ms. McClain asked that there be an emergency evacuation drill during ECAC so members know what to do in case of an emergency.</p>	
<b>PUBLIC COMMENTS</b>	<p>Ms. Lowery stated that a motion was passed at RCAC 8 to get doctors to have a protocol in place to ensure they find the root cause of certain illness and not just use members to get more money. There should be a standard procedure in place for diagnosing patients.</p> <p>Ms. Salazar stated that two weeks ago her daughter suffered an emergency and was sent to an urgent care that was far from her home. She went to an urgent care closer to her home and was treated very quickly and received great service. The urgent care is called Orthopedic for Children.</p>	
<b>ADJOURNMENT</b>	<p>The meeting was adjourned at 1:07 pm.</p>	

**RESPECTFULLY SUBMITTED BY:**

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

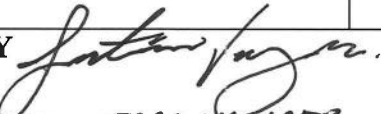

**APPROVED BY**

Ana Romo, *ECAC Chair*

Date \_\_\_\_\_

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

**APPROVED BY**   
**FATIMA VASQUEZ, ECAC MEMBER**  
Ana Romo, *ECAC Chair*  
Date  10/9/19