

Board of Governors

Executive Community Advisory Committee

Meeting Minutes – October 09, 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> * Maria E. Nunez, <i>RCAC 6 Vice 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> Maria Angel Refugio, <i>RCAC 11 Vice Chair</i> Lluvia Salazar, <i>At-Large Member</i> Deaka McClain, <i>At Large Member</i></p> <p>* <i>Excused Absent</i> ** <i>Absent</i> *** <i>Via teleconference</i></p>	<p>Demetria Saffore, <i>RCAC 1</i> Wilma Ballew, <i>RCAC 2</i> Elizabeth Cooper, <i>RCAC 2</i> Lidia Parra, <i>RCAC 3</i> Silvia Quezada, <i>RCAC 4</i> Guadalupe Reynoso, <i>RCAC 5</i> Ley Ding, <i>RCAC 6</i> Norma Angelica Alvarez, <i>RCAC 7</i> Ana Batun, <i>RCAC 8</i> Dorothy Lowery, <i>RCAC 8</i> Sheila Thach, <i>RCAC 9</i> Janner Gavidia, <i>RCAC 10</i> Ruben Gavidia, <i>RCAC 10</i> Fresia Paz, <i>RCAC 10</i> Marlene Paz, <i>RCAC 10</i> Johnny Chu, <i>RCAC 11</i> Christofer Arroyo, <i>Public State Council on Development Disabilities</i> Mary Jackson, <i>Public</i></p> <p>Eduardo Kogan, <i>Interpreter</i> Isaac Ibarluceas, <i>Interpreter</i> Sina New, <i>Interpreter</i> Samedy Chhum, <i>Interpreter</i></p>	<p>Hilda Pérez, <i>Member, Board of Governors</i> Layla Gonzalez, <i>Member Advocate, Board of Governors</i> Kristina Chung, <i>Community Outreach Field Specialist, CO&E</i> Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i> Auleria Eakins, <i>EdD, Manager, CO&E</i> Hilda Herrera, <i>Community Outreach Liaison CO&E</i> Sylvia Gochuico, <i>Member Advocate, Customer Solution Center</i> LisaMarie Golden, <i>Director, Customer Solutions Center, Appeals and Grievances</i> Dania Jacob, <i>Department Assistant, CO&E</i> Rudy Martinez, <i>Safety and Security Specialist, Facilities Services</i> Frank Meza, <i>Community Outreach Field Specialist, CO&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&E</i> Jose Ricardo Rivas, <i>Community Outreach Field Specialist, CO&E</i> Victor Rodriguez, <i>Board Specialist, Board Services</i> Maria Rodriquez-Camarena, <i>Member Advocate, Customer Solution Center</i> Martin Vicente, <i>Community Outreach Field Specialist, CO&E</i></p>

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
CALL TO ORDER	Fatima Vazquez, <i>RCAC 7 Chair</i> , called the meeting to order at 10:02 a.m. She reviewed the ECAC meeting rules.	

<p>APPROVE MEETING AGENDA</p>	<p>Ms. Vazquez noted that John Baackes, <i>Chief Executive Officer</i>, will not attend the meeting.</p> <p>The Agenda for today’s meeting was approved as amended.</p>	<p>Approved unanimously. 10 AYES (Byrd, Conteas-Wood, Hernandez de Cordero, Lara, Mahler, McClain, Nunez, Refugio, Salazar and Vazquez)</p>
<p>APPROVE MEETING MINUTES</p>	<p>Estela Lara, <i>RCAC 2 Chair</i>, noted that on page 3, last paragraph, second sentence, where it reads “State” it should read “Federal Government”.</p> <p>Ms. Lara noted that on page 3, last paragraph, third sentence, where it reads she asked for “funding to...” it should read “funding for...”.</p> <p>The meeting minutes for the September 11, 2019 ECAC meeting were approved, noting the above corrections.</p>	<p>Approved unanimously. 10 AYES</p>
<p>STANDING ITEMS</p>		
<p>ECAC CHAIR REPORT</p>	<p>Ms. Vazquez presented the following motion for approval:</p> <p>To recommend the approval of Guadalupe Yepiz RCAC 7, Juan R. Alfaro RCAC 7 and Elizabeth Mitchell RCAC 9 as members of the Regional Community Advisory Committee (RCAC).</p> <p>To recommend the approval of Maria Angel Refugio RCAC 11 Vice Chair as RCAC 11 Chair. (<i>The RCAC 11 Chair position was vacated by Elda Sevilla.</i>)</p> <p>Ms. Lara asked if ECAC will be voting on a new ECAC Vice Chair, considering that Elda Sevilla will also be vacating the ECAC Vice Chair position.</p> <p>Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i>, responded that ECAC will not vote for a replacement and will hold elections for both ECAC Chair and ECAC Vice Chair in December.</p>	<p>Approved unanimously. 10 AYES</p> <p>Approved unanimously. 10 AYES</p>
<p>UPDATE FROM CHIEF EXECUTIVE OFFICER</p>	<p>This agenda item was not discussed.</p>	
<p>UPDATE FROM APPEALS AND GRIEVANCES DEPARTMENT</p> <p>LisaMarie Golden</p>	<p>LisaMarie Golden, <i>Director, Customer Solutions Center, Appeals & Grievances</i>, provided updates on L.A. Care’s Quarter 1 2019 Trend Analysis (<i>a copy of the presentation can be obtained from CO&E</i>).</p> <p>Russell Mahler, <i>RCAC 1 Chair</i>, asked if L.A. Care reaches out to doctors when they are accused of misconduct. Ms. Golden responded that each case is reviewed and</p>	

	<p>investigated. L.A. Care will ask for a written response. The case can be forwarded to the Quality Committee for review if necessary.</p> <p>Cynthia Contreas-Wood, <i>RCAC 3 Chair</i>, asked about concise key points so the ECAC members can provide this information to RCAC members.</p> <p>Layla Gonzalez, <i>Member Advocate, Board of Governors</i>, asked if they have this data broken down by RCAC region. Ms. Golden responded that she will provide this information by RCAC region at a future ECAC meeting.</p> <p>Deaka McClain, <i>At-Large Member</i>, thanked Ms. Golden for her presentation. She noted that transportation was a part of the presentation and she asked how those issues are being addressed. Ms. Golden responded that leadership meets and discuss these matters. Corrective action takes place as needed.</p> <p><i>(Maria Sanchez, RCAC 5 Chair, joined the meeting.)</i></p>	
<p>COMMUNICATION AND COMMUNITY RELATIONS UPDATE</p> <p>Francisco Oaxaca</p>	<p>Francisco Oaxaca, <i>Senior Director, Communications and Community Relations</i>, provided the following updates:</p> <ul style="list-style-type: none"> • ECAC will have an emergency disaster training in January 2020. It will be led by Rudy Martinez, <i>Safety and Security Specialist, Facilities Services</i>. • Open enrollment for Covered California is from October 15-January 15. More information can be obtained by visiting http://www.lacarecovered.org • The Pomona Family Resource Center (FRC) will open on November 11. The grand opening is scheduled for November 6 and the grand opening for the community will be held on November 9. • The Family Focus Resource Center will hold a Special Needs Fair on October 20 at California State University Northridge, 18111 Nordhoff Street, Northridge, CA 91330. • The Antelope Valley Resource Fair will take place on October 26 at Poncitlan Square, 38315 9th Street E, Palmdale, CA 93550. • Care Harbor Clinic will take place November 15 to 17 at The Reef, 1933 South Broadway Los Angeles, CA 90007. <ul style="list-style-type: none"> ○ This will be the 11th Care Harbor LA free clinic, focused on health care prevention, information, education and an expanded array of social services. ○ The first day of the clinic (Friday) will be dedicated to providing services to homeless individuals. A separate outreach effort will be conducted to identify those individuals. In some cases, they will be provided with transportation. ○ Event organizers have not scheduled the distribution of wrist bands. This information will be shared with ECAC members as soon as available. 	

- Upcoming ECAC presentations:
 - Urgent Care Center Update is scheduled for November 13.
 - Quality Improvement Department presentation is scheduled for December 11.
 - Emergency Preparedness Drill is scheduled for January 8.
- Revisions to the Operating Rules will be presented to ECAC in November. References to CCI Councils will be removed. Providers who are members will now be classified as non-voting members. Language will be added to clarify the role of the At-Large member. ECAC will have an opportunity to review them and there will be an opportunity for the public to provide comments.

(Ana Romo, ECAC Chair, joined the meeting.)

Mr. Mahler asked Mr. Oaxaca if the RCAC Chairs will be volunteering at Care Harbor. Mr. Oaxaca responded that he is unsure if there will be an opportunity for RCAC Chairs to volunteer. He will provide more information when it becomes available. L.A. Care will be partnering with Blue Shield at Care Harbor.

Hilda Perez, *Member Representative, Board of Governors*, asked Mr. Oaxaca if he can share event information with the RCACs that are near the area where the events will take place. Ms. Oaxaca responded that he will give advance notice and provide a flyer to the RCACs when available.

Ms. Lara asked Mr. Oaxaca if he can provide a flyer for the Pomona FRC grand opening to the Committee. Mr. Oaxaca responded that the flyer is not available yet and it will be provided at a later time.

PUBLIC COMMENT

Elizabeth Cooper, *RCAC 2 Member*, stated that the podium should be moved closer towards the public. She stated that she has concerns due to the committee not allowing loaded questions. She then asked Mr. Oaxaca if he is focused on diversity of his staff. She stated that she does not see much diversity in his staff appointments.

Mr. Oaxaca responded that a discussion of the diversity of staff is not an appropriate topic for discussion by the ECAC.

Ms. Cooper responded that she will bring this issue up to the Board, because it is a concern that she has.

GLOBAL MEMBER ISSUES

Maria Nunez, *RCAC 6 Vice Chair*, stated that members of her community have concerns in regards to the Public Charge.

Ms. De La Torre responded that discussion on the changes to the Public Charge rules takes place on October 15. She stated that all RCACs will be having a discussion on the matter. She advised that they seek legal advice, because L.A. Care is not able to provide guidance. She noted that people who are applying for residency may be affected. Mr. Oaxaca stated that it is not appropriate for the Committee to have a discussion on the Public Charge, because staff is not fully equipped to provide legal advice.

Ms. Perez noted that Ms. Nunez’s concerns are the same as many people in the community. She reiterated Mr. Oaxaca’s suggestion to reach out to an organization that dedicates services to helping people who will be affected by the Public Charge. She stated she has a flyer that provides information (*a copy of the flyer can be obtained from CO&E*).

Community Link/Resource Platform

- Members requested that Farmers Markets be included in the Community Link platform. The Ecology Center is listed on the Community Link platform under a separate title, “Market Match.” Members can visit <https://marketmatch.org/about/how-it-works/> to find the closest farmer markets near them.
- In regards to accessibility for disabled persons, specifically visual impairments. Staff has verified that the Community Link meets industry standards for accessibility including for visual impairment. Staff would like ECAC to know that the platform has standards posted in the “Accessibility” section of the L.A. Care website. L.A. Care actively seeks feedback on its platform from disabled users and has tested every page. Should users have concerns with the accessibility they can contact Michael Brodsky, MD, *Medical Director, Behavioral Health and Social Services, Behavioral Health* at ext. 6771.

Update on ECAC Motions

Mr. Oaxaca provided an update in regards to the Health Access Motion presented by RCAC 7. According to L.A. Care’s records, *Clinica San Martin de Porres* located in the City of South Gate does not have a direct Independent Physician Associations (IPA)/Participating Physicians Groups (PPG) contract with L.A. Care. However, affiliated physicians are contracted with multiple L.A. Care contracted PPGs/IPAs. Staff is reviewing this and will let L.A. Care know if they can delegate this issue to the assigned account managers and Plan Partner representative to work with the affected PPGs/IPAs for resolution.

OLD BUSINESS		
<p>ECAC AD-HOC COMMITTEE - MEETING EFFECTIVENESS</p>	<p>Ms. De La Torre reported on the ECAC Ad-Hoc Committee on Meeting Effectiveness:</p> <p>Ad-Hoc Committee Purpose: To determine if the current Meeting Effectiveness Guidelines stay as written or needs to be revised.</p> <p>The Ad-Hoc Committee members came up with following recommendations:</p> <ul style="list-style-type: none"> • Name Change • Meeting Effectiveness Guidelines • Reduce items in Agenda and increase time • Stop Watch • Vice Chair role enhancement • Pilot recommendations for 2 ECAC meetings <p><u>Name Change</u> Change the document title to “Meeting Participation and Engagement” and include meeting ground rules.</p> <p><u>Meeting Effectiveness Guidelines</u> Continue to use the Meeting Effectiveness Guidelines as written but needs to be reinforced. Enforce only one comment or question per agenda item and once the comment or question is made, the time will end for the ECAC member or the public.</p> <p><u>Reduce Agenda Items and Increase time</u> Reduce the number of agenda items and increase time for each agenda item.</p> <p><u>Stop Watch</u> The stop watch will only be used for the Public Comment section of the agenda.</p> <p><u>ECAC Vice Chair Role Enhancement</u> The Vice-Chair role should be enhanced to assist with selecting meeting participants who raise their hand for questions. Priority will be given to those individuals who have not had an opportunity to ask a questions or make a comment.</p> <p><u>Recommendations</u> If the recommendations are approved by ECAC. The recommendations will be piloted for the next two ECAC meetings. Once a process has been determined, a training will be provided at the RCAC meetings so that consumer advisory committee members understand the meeting process when they attend as public. An educational sheet with the meeting process will be created and distributed to ECAC and the public.</p>	

	<p>Ms. De La Torre noted that index cards will continue to be used in case time runs out for questions or comments.</p> <p>Ms. Gonzalez stated that she does not want people that attend ECAC to feel censored. She would like to know if members who attend as public will still have the opportunity to submit comment cards. Ms. De La Torre responded that comment cards will still be used by the public.</p> <p>Ms. McClain asked if people with disabilities will be given additional time to speak if they require it. Ms. De La Torre confirmed that additional time will be provided, but it will only be for one question or one comment.</p> <p>Ms. Perez asked if people will still have two minutes to speak with the timer displayed. Ms. De La Torre responded that timer will only be used for the public comment section of the agenda.</p> <p>Ms. Contreas-Wood asked if ECAC finds that some of the guidelines are not being effective, can they be revisited. Ms. De La Torre responded that the guidelines will be revisited after they are piloted for two ECAC meetings.</p> <p><u>PUBLIC COMMENT</u></p> <p>Ms. Cooper stated that there should be a lawyer present to represent all RCAC members. She would like the Committee to know that she objects to the new rules. She will be going to Governance and Executive committees to voice her concerns.</p> <p>Wilma Ballew, <i>RCAC 2 member</i>, stated that she feels these discussions are redundant. She feels the Committee should vote on these meeting guidelines promptly. She noted that the Committee knows who will be speaking out of context and will not follow the rules.</p> <p>The Committee voted to implement the Meeting Participation and Engagement ground rules for the next two ECAC meetings.</p>	<p>Approved unanimously. 12 AYES (Byrd, Contreas-Wood, Hernandez de Cordero, Lara, Mahler, McClain, Nunez, Refugio, Romo, Salazar, Sanchez and Vazquez)</p>
<p>DISABILITY AWARENESS TRAINING</p>	<p>Auleria Eakins, <i>EdD, Manager, CO&E</i>, provided the following updates:</p> <ul style="list-style-type: none"> • October is Disability Awareness month. • An Ad-Hoc Committee was formed to encourage L.A. Care to look at how staff works with seniors and people with disabilities. • There will be a training for ECAC members on October 22. The training will focus on disability awareness and sensitivity. • The training is for ECAC Chairs and Vice Chairs. Staff will make phone calls to provide more details. 	

	Ms. Perez asked if this training will be provided to all RCAC members. Dr. Eakins responded that the focus is currently on leadership and staff. It will be considered in the future.	
2020 BOARD OF GOVERNORS ELECTION PROCESS	<p>Ms. De La Torre reported:</p> <ul style="list-style-type: none"> • The Board Member Representatives election will take place in July 2020. • The election process will be an agenda item on the November ECAC meeting. • All candidates will be verified through the Office of Inspector General. • Electronic voting process may be used. • Discussions will be held at all RCACs. <p><u>PUBLIC COMMENT</u></p> <p>Ms. Cooper stated that she hopes she is being a respectful RCAC member. She noted that she has advocated strongly for all RCAC members. She asked that all RCAC members respect one another.</p>	
FUTURE AGENDA ITEMS	Ms. Perez asked that RCAC membership should be placed on the agenda. She would like the Committee to discuss diversity and be more inclusive.	
PUBLIC COMMENTS	<p>Ms. Cooper stated she is proud of some of the things that were said by ECAC members and she has learned much. She noted that RCAC members should be united with the Board elections coming up. She stressed that all members be more active on issues that affect their communities.</p> <p>Chris Arroyo, <i>Manager, L.A. Office of State Council and Developmental Disabilities</i>, stated that his job is to improve systems for people with disabilities. He noted that his office also provides training in regards to grievances and appeals.</p>	
ADJOURNMENT	The meeting was adjourned at 12:40 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 _____

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Date 11/13/19