

# Board of Governors

## Executive Community Advisory Committee

### Meeting Minutes – December 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 Hernández de Cordero, <i>RCAC 10 Chair</i>                      Maria Angel Refugio, <i>RCAC 11 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>Antonia Rodas, <i>RCAC 1</i>                      Janet Henderson, <i>RCAC 2</i>                      Wilma Ballew, <i>RCAC 2</i>                      Elizabeth Cooper, <i>RCAC 2</i>                      Adan Fernandez, <i>RCAC 3</i>                      Maria Cassarubias, <i>RCAC 4</i>                      Maria Lourdes Servin, <i>RCAC 5</i>                      Celia Hernandez, <i>RCAC 6</i>                      Norma Angelica Alvarez, <i>RCAC 7</i>                      Maritza Lebron, <i>RCAC 7</i>                      Rosario Moreno, <i>RCAC 8</i>                      Dorothy Lowery, <i>RCAC 8</i>                      Bunly Buth, <i>RCAC 9</i>                      Fresia Paz, <i>RCAC 10</i>                      Marlene Paz, <i>RCAC 10</i>                      Maribel Vizcarra, <i>RCAC 11</i>                      Courtney Hoffman, <i>Public</i>                      Mary Jackson, <i>Public</i></p> <p>Eduardo Kogan, <i>Interpreter</i>                      Isaac Ibarluceas, <i>Interpreter</i>                      Sina New, <i>Interpreter</i>                      Bo Uce, <i>Interpreter</i></p>	<p>Stephanie Booth, <i>Member, Board of Governors</i>                      Layla Delgado, <i>Member Advocate, Board of Governors</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>                      Dania Jacob, <i>Department Assistant, CO&amp;E</i>                      Keren Mahgerefteh, <i>MPP, Quality Improvement Project Manager II</i>                      Rudy Martinez, <i>Safety and Security Specialist, Facilities Services</i>                      Linda Merkens, <i>Senior Manager, Board Services</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></p>

(The meeting recorder experienced technical difficulties during the meeting.)

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<b>CALL TO ORDER</b>	Russel Mahler, <i>RCAC 2 Chair</i> , called the meeting to order at 10:02 a.m. He reviewed the ECAC meeting rules.	

<p><b>APPROVE MEETING AGENDA</b></p>	<p>Mr. Mahler stated that John Baackes, <i>CEO</i>, will be available to speak at 12:30 P.M.</p> <p>Silvia Poz, <i>RCAC 4 Chair</i>, asked if the meeting packets are still being mailed out. Idalia De La Torre, <i>Field Specialist Supervisor, CO&amp;E</i>, responded that they are being mailed.</p> <p>Andria McFerson, <i>RCAC 6 Chair</i>, asked that her RCAC 6 motion be tabled for the next meeting. It has been a year since it was passed at RCAC 6 and she would like to speak to her RCAC before ECAC votes on it. She motioned to have the agenda item placed on the January 2020 agenda.</p> <p><i>(The RCAC 6 motion to increase the stipend amount was approved at RCAC 6 at the April 2019 Meeting.)</i></p> <p><b>The Agenda for today’s meeting was approved as amended.</b></p>	<p><b>Approved unanimously. 10 AYES (Byrd, Contreas-Wood, Hernandez de Cordero, Lara, McFerson, Mahler, McClain, Poz, Refugio and Vazquez)</b></p> <p><b>Approved unanimously. 10 AYES</b></p>
<p><b>APPROVE MEETING MINUTES</b></p>	<p><i>(Luvia Salazar joined the meeting.)</i></p> <p>Cynthia Contreas-Wood, <i>RCAC 3 Chair</i>, stated that on Page 3 the word “harm” should not be plural.</p> <p><b>The November 13, 2019 meeting minutes are approved with the above changes.</b></p>	<p><b>Approved unanimously. 11 AYES (Byrd, Contreas-Wood, Hernandez de Cordero, Lara, McFerson, Mahler, McClain, Poz, Refugio, Salazar and Vazquez)</b></p>
<b>STANDING ITEMS</b>		
<p><b>ECAC CHAIR REPORT</b></p>	<p>Mr. Mahler presented motions for consideration:</p> <p><b>To recommend the approval of Martha Pedroza RCAC 7, Martha Gasca-Landin RCAC 8, and Hong Sok Pham RCAC 9 as members of the Regional Community Advisory Committee (RCAC).</b></p> <p><b>To recommend the approval of Gladis Álvarez as Vice Chair of RCAC 11.</b></p>	<p><b>Approved unanimously. 11 AYES</b></p> <p><b>Approved unanimously. 11 AYES</b></p>
<p><b>BOARD MEMBER REPORT</b></p>	<p><i>(Hilda Perez, Member Representative, Board of Governors, joined the meeting via teleconference.)</i></p> <p>The Board met on December 5.</p> <p>Ms. Perez and Layla Delgado, <i>Member Advocate, Board of Governors</i>, provided updates on items at L.A. Care’s Board of Governors meeting:</p> <p>Ms. Perez was unable to attend the meeting as she was participating in training at City of Hope. She thanked all the RCAC members for their hard work in 2019. She noted that</p>	

	<p>some Health Promoters were hired by L.A. Care as Community Health Workers and congratulated them on their success.</p> <p>Ms. Delgado thanked all the RCAC members in attendance. She asked that all RCAC members take notes so they can report back to their RCACs. She noted that many motions approved by the Board will affect L.A. Care and its members in the future. She asked members to refer to their packet for a list of Board approved motions. She noted that L.A. Care approved the 2020 State and Federal Policy Agenda and the Annual Employee Incentive Plan. L.A. Care approved the allocation of up to \$10 million from the Community Health Investment Fund for programs to support safety net infrastructure and social determinants of health, of which \$4 million will be used for housing homeless individuals. Mr. Baackes gave a report on the L.A. Homeless Health Summit. He also reported that he would attend graduations for the California Long Term Care Education Center. She noted that she previously attended one of these graduations. The graduates went through a 10-week course. Dino Kasdagly, <i>Chief Operating Officer</i>, reported that the number of medical transportation rides increased from 100,000 to 160,000 rides. Richard Seidman, MD, <i>Chief Medical Officer</i>, stated that the Dean of Charles Drew Medical School would be visiting L.A. Care to discuss the process they are using to select the L.A. Care scholars. There were over 3000 members enrolled in the Homes 4Health program in under six months. He reported on how L.A. Care is addressing the rise of vaping and the health issues related to this lifestyle, such as directing members to the Department of Public Health, providing articles in newsletter and education materials at the Community Resource Centers. He stressed the importance of annual flu shots. He stated that L.A. Care has maintained the Accredited status for the Cal-MediConnect product line. He reported on the interventions L.A. Care is conducting, such as well-child visits, breast cancer screening, comprehensive diabetes care and controlling blood pressure. Ms. Delgado also noted that she attended the grand opening at the Pomona Community Resource Center. She attended the RCAC 9 meeting and received a presentation on emergency preparedness. Members of RCAC 9 confirm that they were receiving calls from L.A. Care to remind them of the importance of breast cancer screening.</p>	
<p><b>UPDATE FROM CHIEF EXECUTIVE OFFICER</b></p>	<p>John Baackes, <i>CEO</i>, wished everyone Happy Holidays.</p> <p>He noted that L.A. Care’s financial and quality performance goals were met this year, as were the National Committee for Quality Assurance (NCQA) goals. NCQA accreditation climbed to 82 points and L.A. Care is now considered “Commendable”. It is very important that L.A. Care meets this accreditation standard because the State of California is requiring that all health plans meet commendable status. He stated that Medi-Cal applicants can choose between L.A. Care and Health Net. He noted that 40%</p>	

	<p>of applicants do not choose a health plan when they enroll so they are auto-assigned. The plans with the best quality scores get a larger share of those auto-assignments. L.A. Care’s goal is to achieve an excellent rating, which L.A. Care reached in 2010. This will increase L.A. Care’s auto-assignment proportion.</p> <p>California Department of Health Care Services (DHCS) provides an annual rate schedule to L.A. Care based on cost reports and utilization reports. DHCS is changing the rate year to a calendar year. To do this, there will be an eighteen-month period with no rate changes. Starting July 2019, L.A. Care will have the same rates through December 2020. There could be substantial swings in utilization of services that may affect health plan expenses.</p> <p>Ms. McFerson asked Mr. Baackes if there will be a survey for the RCAC members so information can be provided to L.A. Care. Mr. Baackes stated he will touch bases with staff and follow up with her.</p> <p>Ms. Poz asked Mr. Baackes if he can provide his report in writing to ECAC.</p> <p>Mr Baackes stated that he will forward a memo to staff for RCAC member distribution.</p>	
<p><b>COMMUNICATION AND COMMUNITY RELATIONS UPDATE</b></p> <p>Francisco Oaxaca</p>	<p>Francisco Oaxaca, <i>Senior Director, Communications and Community Relations</i>, provided a Communications and Community Relations update (<i>A copy of the written report can be obtained from CO&amp;E.</i>).</p> <p><u>RCAC Recruitment</u></p> <p>He thanked the Committee for their concerns in regard to RCAC member recruitment. He is pleased to share an ongoing recruitment effort through the quarterly member newsletter. They rely on a member referral system.</p> <p><u>Care Harbor update</u></p> <p>An estimated 2,500 patients/clients attended the three-day Care Harbor event, including approximately 750 homeless persons on the first day. They were guided, helped and treated by over 1,900 professional and general volunteers. More than 40 public health, social service, prevention and advocacy organizations provided resources to the attendees. L.A. Care and Blue Shield Promise were recognized as presenting sponsors in the first co-sponsor endeavor, spotlighting the new Pomona Community Resource Center. Attendees were provided branded workout bands, first aid kits, water bottles and more.</p> <p>Estela Lara, <i>RCAC 2 Chair</i>, stated that she attended Care Harbor. She noted that the event served many people. She stated that Mark Ridley Thomas is a very strong advocate for the event.</p>	

	<p><u>Transportation Issues</u> L.A. Care has received some complaints in the last 90 days, but can't confirm any relation to issues mentioned at the last ECAC meeting. L.A. Care is working to arrange a presentation at an upcoming ECAC meeting by AJ Lopez, <i>Director, Provider Contracts and Relationship Management, Provider Network Management</i>, who oversees the provider contracts for transportation.</p> <p><u>Homeless Resources</u> A list of homeless resources will be provided to each RCAC.</p> <p><u>FRC Update</u> Pomona opened on December 2 and already has members of the local community coming for classes and resources.</p> <p><u>Upcoming Presentations to ECAC</u> January ECAC- Emergency Preparedness Drill, Grievance and Appeals Presentation</p> <p><u>PUBLIC COMMENT</u> Rachael Luckey, RCAC 4 Member, stated that she is in a possession of a letter that was addressed to Demetria Saffore, RCAC 2 Member, in regards to a Taser that was pointed at her. She asked if Francisco Oaxaca conducted the investigation. Mr. Oaxaca responded that he didn't conduct the investigation. Mr. Oaxaca also shared that he is not able to have a public discussion about a private personnel matter. He encouraged Ms. Luckey to contact the Chief Compliance Officer to get more information in regards to the investigation.</p> <p>Ms. McFerson stated that people should be allotted more time to speak. She does not feel the rules are fair.</p> <p>Idalia De La Torre, <i>Field Specialist Supervisor, CO&amp;E</i>, responded that the Committee voted to approve to pilot the meeting rules for the November and December ECAC meetings. She asked that they write down their comments on their meeting evaluations.</p> <p>Deaka McClain, <i>Member At-Large</i>, stated that people with disability are allowed more time if they state that they have a disability. Ms. McFerson stated that declaring your disability is similar to declaring that one was raped.</p>	
<p><b>GLOBAL MEMBER ISSUES</b></p> <p><b>Update on ECAC Motions</b></p>	<p>Ms. McFerson stated that her RCAC would like to discuss the RCAC 6 motion. She will have something available at the January 2020 ECAC.</p> <p>Fatima Vazquez, <i>RCAC 7 Chair</i>, stated that in November 2019 RCAC 7 approved a motion to investigate Clinica San Martin De Porras, because they were charging L.A.</p>	

	Care members for getting services on the weekend. She thanked L.A. Care for launching the investigation.	
<b>OLD BUSINESS</b>		
<b>2020 BOARD OF GOVERNORS ELECTION</b>	<p>Linda Merkens, <i>Senior Manager, Board Services</i>, presented the following motion in regards to the 2020 Board of Governors Election Process:</p> <ul style="list-style-type: none"> <li><b><i>To approve the attached written process for the 2020 election by L.A. Care consumers of a consumer representative and a consumer advocate representative to the Board of Governors.</i></b></li> </ul> <p>Ms. Contreas-Wood asked if it is possible to create a booklet for the people that are trying to run for a seat.</p> <p>Ms. Merkens responded that the application packet has that information. She noted that staff will attend the RCACs to go over the election packet. Ms. Merkens stated that all information pertaining to the election will be distributed to the RCACs by staff.</p> <p>Ms. Lara asked when will the candidates visit the RCACs. Ms. Merkens responded that the candidates will visit the RCAC February 2020 to July 2020.</p> <p>Ms. Poz asked if the person needs to have a certain amount of knowledge or experience. Ms. Merkens responded that there are no experience requirements.</p> <p>Ms. Contreas-Wood asked the people running need to be RCAC members. Ms. Merkens responded that the candidate must be a RCAC member and it is stated in the rules.</p> <p>Ms. Poz stated that in November she was only able to touch bases on the election process, but she did not have a full discussion on the election process. Ms. De La Torre stated that the RCACs were already given the document and had an opportunity to review it.</p> <p>Ms. Contreas-Wood asked for the previous election packet to have an example available for her RCAC. Ms. De La Torre responded that CO&amp;E will work with Board Services to confirm if it is available.</p>	<p>Approved unanimously. 11 AYES</p>
<b>ECAC CHAIR AND VICE-CHAIR NOMINATIONS/ ELECTIONS</b>	<p>Idalia De La Torre, <i>Field Specialist Supervisor, CO&amp;E</i> conducted the ECAC Chair and Vice-Chair elections (<i>a copy of the presentation can be obtained from CO&amp;E.</i>). She reviewed the process for the election. She stated letters were sent to all ECAC members with the names of members who are eligible to run for ECAC Chair and Vice-Chair. Nominations could have been made through mail, in person, phone call, or fax.</p>	

### **ECAC Chair Elections**

- Staff received 3 nominations for the ECAC Chair position: Russel Mahler, Andria McFerson, and Fatima Vazquez.
- The 11 ECAC members present can vote.
- The nominee must receive seven votes to be elected as Chair.
- Candidates will have one minute to introduce themselves and state why they are running.
- Ms. McFerson stated that she will would like to remove herself from the voting.

Statements from Chair nominees:

- Mr. Mahler stated that he would like to gain more experience and also to know what goes behind the scenes at ECAC. He stated that although he is just filling in for Ana Romo, *ECAC Chair*, he is comfortable running the meeting. He wished his opponent luck.
- Ms. Vazquez stated that she has been a RCAC member since 2011. She believes in L.A. Cares vision. She noted that being a part of a RCAC has given her the opportunity to become more aware of her children's health care. She believes strongly in teamwork. She regularly takes the bus to be able to speak to the people in her community.

#### **Result of first round of Voting:**

Fatima Vazquez – 6

Russel Mahler – 5

#### **Result of second round of Voting:**

Fatima Vazquez – 7

Russel Mahler – 4

**Fatima Vazquez received 9 votes and was elected as Chair.**

### **ECAC Vice-Chair Elections**

- A candidate must receive at least seven votes to be elected Vice Chair.
- Staff received six nominations for the Vice-Chair position: Tonya Byrd, Cynthia Contreas-Wood, Damares O Hernandez de Cordero, Russel Mahler, and Deaka McClain.
- Andria McFerson, *RCAC 6 Chair*, removed herself from the ballot and stated she will not run due to health reasons.

Statements from Vice-Chair nominees:

- Tanya Byrd, *RCAC 9 Chair*, stated that she will be fair and unbiased. She will work to ensure the process is fair for everyone.
- Cynthia Conteas-Wood, *RCAC 3 Chair*, stated she has been involved with L.A. Care for many years. She is a nurse and has seen both sides of the spectrum. She will be supported of the Chair whenever possible.
- Damares O Hernandez de Cordero, *RCAC 11 Chair*, stated she will work to be efficient and on time. She is very involved in her community and her church. She would like to be able to support the Ms. Vazquez.
- Russel Mahler, *RCAC 1 Chair*, stated he would like to be able to support Ms. Vazquez. He is learning how to be an effective Chair and would like opportunity to support the Chair.
- Deaka McClain, *Member At-Large*, stated that the purpose of the ECAC Vice Chair is to make it easier on the Chair. She noted that she advocates for people with disabilities and she advocates for people who don't have a voice. She stated that there is no "I" in team and everyone should work together.

Result of first round of Voting:

Tonya Byrd – 2  
 Cynthia Conteas-Wood – 3  
 Damares O Hernández De Cordero – 3  
 Russel Mahler – 2  
 Deaka McClain – 1

Tanya Byrd removed her name from the ballot.

Result of second round of Voting:

Cynthia Conteas-Wood – 5  
 Damares O Hernández De Cordero – 3  
 Russel Mahler – 2  
 Deaka McClain – 1

Deaka McClain removed her name from the ballot.

Result of third round of Voting:

Cynthia Conteas-Wood – 6  
 Damares O Hernández De Cordero – 3  
 Russel Mahler – 2

Result of fourth round of Voting:

Cynthia Conteas-Wood – 6  
 Damares O Hernández De Cordero – 4



	<p>Russel Mahler – 1</p> <p>Russel Mahler removed his name from the ballot.</p> <p><u>Result of fifth round of Voting:</u>  Cynthia- Conteas-Wood – 7  Damares O Hernández De Cordero – 4</p> <p><b>Cynthia Conteas-Wood received 7 votes and was elected as Vice Chair.</b></p>	
<b>NEW BUSINESS</b>		
<p><b>FLUORIDE VARNISH APPLICATIONS PRESENTATION</b></p> <p><b>Keren Mahgerefteh</b></p>	<p>Keren Mahgerefteh, <i>MPP, Quality Improvement, Project Manager II</i>, presented information about the Quality Improvement Department on “Fluoride Varnish Applications” (<i>a copy of the presentation can be obtained from CO&amp;E.</i>).</p> <p>Ms. Byrd asked what is the proper age to conduct this procedure. Ms. Mahgerefteh responded that L.A. Care uses Bright Futures’ periodic table. Every Pediatrician has it in their office. They must receive the treatment from the first tooth until their last tooth of their first set of teeth. She noted that many children have missed school because of cavities.</p>	
<b>RCAC 6 MOTION TO ECAC</b>	This Agenda item was tabled for the January 2020 ECAC meeting.	
<b>FUTURE AGENDA ITEMS</b>	<p>Ms. McClain motioned to get an update on the motion that was passed by ECAC in regards to Durable Medical Equipment issues. She requested that it be placed on the agenda for January 2020 so ECAC can receive an update. Ms. Lara stated that Mr. Oaxaca already provided updates in regards to that motion. Ms. McClain responded that it was a motion passed by CCI Council Area 2. She noted that ECAC was first advised that staff would conduct research. Ms. Delgado stated that there was never a motion on the floor for Durable Medical Equipment. Auleria Eakins, <i>Manager, CO&amp;E</i>, asked for more clarification. Ms. McClain responded that it was in regard to members waiting a long time for electric wheel chair repairs.</p>	<b>Approved unanimously. 11 AYES</b>
<b>PUBLIC COMMENT</b>	<p>Rachel Luckey, <i>RCAC 4 Vice Chair</i>, stated that she will present a resolution to RCAC 4. She passed a document to the Committee. She will ask the Committee to add the agenda item to a future agenda (<i>A copy of the document can be obtained from CO&amp;E.</i>).</p> <p>Ms. Conteas-Wood stated that Young and Healthy will hold a mobile dental clinic from February 14 to February 21. Parents must commit to a week worth of visits in case</p>	

	<p>there is a serious issue with their teeth. Services will be available for ages 5-18 years if age.</p> <p>Ms. Poz stated that if there are any comments on the meeting rules to please write it down on the evaluation. She also noted that the Dream Center will be having a Christmas Toy giveaway and they will have a show for children.</p> <p>Ms. McFerson responded that the meeting rules are not working out and encouraged members to add it to their evaluations. Lluvia Salazar, <i>Member At-Large</i>, stated that one minutes is not enough time to speak. She stated if people do not agree with the meeting rules to please make it known.</p>	
<b>ADJOURNMENT</b>	The meeting was adjourned at 1:06 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 \_\_\_\_\_

	<p>there is a serious issue with their teeth. Services will be available for ages 5-18 years if age.</p> <p>Ms. Poz stated that if there are any comments on the meeting rules to please write it down on the evaluation. She also noted that the Dream Center will be having a Christmas Toy giveaway and they will have a show for children.</p> <p>Ms. McFerson responded that the meeting rules are not working out and encouraged members to add it to their evaluations. Lluvia Salazar, <i>Member At-Large</i>, stated that one minutes is not enough time to speak. She stated if people do not agree with the meeting rules to please make it known.</p>	
<b>ADJOURNMENT</b>	The meeting was adjourned at 1:06 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**

FATIMA VAZQUEZ  
~~Ana Romo~~, *ECAC Chair*  
 Date \_\_\_\_\_

  
 2/12/2020