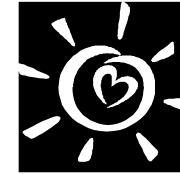


# Board of Governors

## Temporary Transitional Executive Community Advisory Committee (TTECAC)

### Meeting Minutes – April 10, 2024

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/Senior Staff
<p>Roger Rabaja, RCAC 1 Chair                      Ana Rodriguez, TTECAC Chair and RCAC 2 Chair                      Lidia Parra, RCAC 3 Chair                      Silvia Poz, RCAC 4 Chair **                      Maria Sanchez, RCAC 5 Chair                      Joyce Sales, RCAC 6 Chair                      Martiza Lebron, RCAC 7 Chair *                      Ana Romo, RCAC 8 Chair                      Tonya Byrd, RCAC 9 Chair                      Damares O Hernández de Cordero, RCAC 10 Chair                      Maria Angel Refugio, RCAC 11 Chair                      Lluvia Salazar, At-Large Member                      Deaka McClain, TTECAC Vice-Chair and At Large Member</p> <p>* Excused Absent    ** Absent                      *** Via teleconference</p>	<p>Izmir Coello, Interpreter                      Henry Cordero, Interpreter                      Isaac Ibarlucea, Interpreter                      Eduardo Kogan, Interpreter                      Alex Martinez, Interpreter                      Katelynn Mory, Captioner                      Andrew Yates, Interpreter</p> <p>Eugene Beatly, Public                      Elizabeth Cooper, Public                      Nereyda Ibarra, Public                      Russel Mahler, Public                      Silvia Quezada, Public                      Demetria Saffore, Public</p>	<p>Layla Gonzalez, Advocate, Board of Governors                      Nina Vaccaro, Board Member, Board of Governors                      Fatima Vazquez, Member, Board of Governors                      John Baackes, Chief Executive Officer, L.A. Care                      Francisco Oaxaca, Chief of Communication and Community Relations                      Tyonna Baker, Community Outreach Field Specialist, CO&amp;E                      Malou Balones, Board Specialist, Board Services ***                      Demetra Crandall, Director, Customer Solution Center Appeals &amp; Grievances                      Kristina Chung, Community Outreach Field Specialist, CO&amp;E                      Idalia De La Torre, Field Specialist Supervisor, CO&amp;E                      Auleria Eakins, Manager, CO&amp;E                      Ramon Garcia, Community Outreach Field Specialist, CO&amp;E                      Hilda Herrera, Community Outreach Field Specialist, CO&amp;E                      Christopher Maghar, Community Outreach Field Specialist, CO&amp;E                      Rudy Martinez, Safety &amp; Security Program Manager III, Facilities Services                      Linda Merkens, Senior Manager, Board Services ***                      Frank Meza, Community Outreach Field Specialist, CO&amp;E                      Alfredo Mora, Staff Augmentation, Facilities Services                      Cindy Pozos, Community Outreach Field Specialist, CO&amp;E                      Prity Thanki, Local Government Advisor, Government Affairs                      ***                      Martin Vicente, Community Outreach Field Specialist, CO&amp;E</p>

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<p><b>CALL TO ORDER</b></p>	<p>Ana Rodriguez, <i>TTECAC Chairperson</i>, explained the process for making public comments via Zoom chat and a toll-free line for WebEx bridge line listeners. She also mentioned that public members could submit comment cards and that they would be allowed time to speak during the appropriate agenda items. Ms. De La Torre welcomed L.A. Care staff and the public to the meeting and encouraged L.A. Care members with healthcare issues to contact the Member Services Department.</p> <p>Members of the Temporary Transitional Executive Community Advisory Committee (TTECAC), L.A. Care staff, and the public can attend the meeting in-person at the address listed above. Public comment can be made live and in-person at the meeting. A form will be available to submit public comments.</p> <p>Accordingly, members of the public should join this meeting via teleconference as follows:  <a href="https://us06web.zoom.us/j/89529530289">https://us06web.zoom.us/j/89529530289</a></p> <p>Teleconference Call –In information/Site Call-in number:  1-415-655-0002 Participants Access Code: 2490 218 5899 (English)  Call-in number: 1-415-655-0002 Participants Access Code: 2491 007 0262 (Spanish)</p> <p>For those not attending the meeting in person, public comments on Agenda items can be submitted in writing by email to <a href="mailto:COEpubliccomments@lacare.org">COEpubliccomments@lacare.org</a> or by calling the CO&amp;E toll- free line at 1-888-522-2732 and leaving a voicemail.</p> <p>Attendees who log on to <a href="https://lacare.zoom.us">lacare.zoom</a> using the URL above will be able to use “chat” during the meeting for public comment. You must be logged into Zoom to use the “chat” feature. The log in information is at the top of the meeting Agenda. This is a new function during the meeting so public comments can be made live and direct.</p> <ol style="list-style-type: none"> <li>1. The “chat” will be available during the public comment periods before each item.</li> <li>2. To use the “chat” during public comment periods, look at the bottom of your screen for the icon that has the word, “chat” on it.</li> <li>3. Click on the chat icon. It will open a window.</li> <li>4. Select “Everyone” in the to: window.</li> <li>5. Type your public comment in the box.</li> <li>6. When you hit the enter key, your message is sent and everyone can see it.</li> <li>7. The chat message, text, voicemail, or email must indicate if you wish to be identified or remain anonymous, and must also include the name of the item to which your comment relates.</li> <li>8. L.A. Care staff will read the chat messages for up to three minutes during public comment so people who are on the phone can hear the comment.</li> </ol>	

Your comments can also be sent by voicemail or email. If we receive your comments by 10:00 a.m. on April 10, 2024, it will be provided to the members of the Temporary Transitional Executive Community Advisory Committee at the beginning of the meeting. The chat message, voicemail, or email must indicate if you wish to be identified or remain anonymous, and must also include the name of the item to which your comment relates. Once the meeting has started, public comments should be submitted prior to the time the Chair announces public comments for each agenda item and staff will read those public comments for up to three (3) minutes. Chat messages submitted during the public comment period for each agenda item will be read for up to three (3) minutes. If your public comment agenda is not related to any of the agenda item topics, your public comment will be read for up to three (3) minutes at item IX Public Comments on the agenda.

Please note that there may be a delay in the digital transmittal of emails and voicemails. The Chair will announce when the public comment period is over for each item. If your public comments are not received on time for the specific agenda item you want to address, your public comments will be read at the public comment section of the agenda.

The purpose of public comment is that it is an opportunity for members of the public to inform the governing body about their views. The Temporary Transitional Executive Community Advisory Committee appreciates hearing the input as it considers the business on the Agenda.

The process for public comment is evolving and may change at future meetings. We thank you for your patience.

All votes in a teleconferenced meeting shall be conducted by roll call.

If you are an individual with a disability and need a reasonable modification or accommodation pursuant to the Americans with Disabilities Act please contact the Community Outreach & Engagement staff prior to the meeting for assistance by calling our toll-free line at 1-888-522-2732 or by email to COEpubliccomments@lacare.org.

SB 1100 was signed by Governor in August 2022, and added a short section to the Brown Act as Govt Code Section 54957.95 to supplement language already part of the Brown Act :

(a) In addition to authority exercised pursuant to Sections 54954.3 and 54957.9, the presiding member of the legislative body conducting a meeting may remove an individual for disrupting the meeting.

(b) As used in this section, “disrupting” means engaging in behavior during a meeting of a legislative body that actually disrupts, disturbs, impedes, or renders infeasible the orderly conduct of the meeting and includes, but is not limited to, both of the following:

(1) A failure to comply with reasonable and lawful regulations adopted by a legislative body pursuant to Section 54954.3 or 54957.9 or any other law.

	<p>(2) Engaging in behavior that includes use of force or true threats of force. (54954.3 contains provisions related to public comment time restrictions, and 54957.9 allows the presider to clear the room if the meeting can't continue.)</p> <p>AGENDA and PRINTED MEETING MATERIALS ARE AVAILABLE FOR INSPECTION BEFORE THE MEETING AT L.A. Care's Offices at 1055 W. 7th Street, Los Angeles, CA 90017 through the Reception Area in the Building Lobby.</p> <p>Chairperson Rodriguez called the meeting to order at 10:00 A.M.</p>	
<b>APPROVE MEETING AGENDA</b>	<p>The Agenda for today's meeting was approved.</p>	<p>Approved Unanimously. 10 AYES (Cordero, McClain, Parra, Rabaja, Refugio, Rodriguez, Romo, Sales, Salazar, and Sanchez)</p>
<b>APPROVE MEETING MINUTES</b>	<p>(Tonya Byrd, RCAC 9 Chair, arrived at 10:15 A.M.)</p> <p>The March 13, 2024 Meeting minutes were approved as submitted.</p>	<p>Approved Unanimously. 11 AYES (Byrd, Cordero, McClain, Parra, Rabaja, Refugio, Rodriguez, Romo, Sales, Salazar, and Sanchez)</p>
<b>STANDING ITEMS</b>		
<b>UPDATE FROM CHIEF EXECUTIVE OFFICER</b>	<p>John Baackes, <i>Chief Executive Officer</i>, gave the following update:</p> <p>Mr. Baackes provided an update on the redeterminations for Medi-Cal eligibility at L.A. Care. The redetermination process has been ongoing since June 2023, with approximately 11 months already completed. There was one month left for individuals with a June reenrollment anniversary date, totaling about 170,000 L.A. Care members waiting. Mr. Baackes emphasized that the total number of Medi-Cal members at L.A. Care had decreased from 2,450,000 to 2,340,000, a 4.6% decrease, primarily due to members being deemed ineligible or failing to respond. Approximately 650,000 individuals were not processed for redetermination due to either exceeding income limits or not responding to communications. The number of people redetermined automatically had increased due to waivers from the federal</p>	

government, with over 60% now undergoing this process. L.A. Care had added 511,000 new Medi-Cal members since the start of the process, including 165,000 individuals under the expansion of Medi-Cal to undocumented residents aged 26 to 49. Mr. Baackes expressed confidence that more members in the last cohort would remain with L.A. Care due to increased enrollment efforts. Those exceeding income limits had been automatically enrolled in the silver plan in Covered California, with about 22% choosing to continue with L.A. Care. The significant increase in Covered California enrollment made L.A. Care the largest health plan in Los Angeles County.

Mr. Baackes provided updates on the regional community advisory committee meetings, explaining proposed changes to meet new state contract requirements. He stressed the importance of allowing adequate time for review and input from committee members.

Mr. Baackes introduced the L.A. Care Community Impact Report, detailing investments totaling \$509 million into the Los Angeles community since 2001, emphasizing the organization's commitment to community welfare over profit.

#### PUBLIC COMMENT

*Elizabeth Cooper expressed gratitude for the leadership of the Chair and raised concerns about the representation of developmental disabled individuals within L.A. Care. She emphasized the importance of public involvement and expressed dissatisfaction with the level of representation provided to the community, particularly for those with disabilities. Ms. Cooper urged Mr. Baackes to ensure that committee members understand their role in representing the public and advocated for increased outreach to the community. She stressed that the committee's purpose is to serve the people and emphasized the need for effective representation and communication with the public.*

Mr. Baackes thanked her for her comment.

Member Sales pointed out to Mr. Baackes that he mentioned he would be visiting four RCACs and would like to know which RCACs. Idalia De La Torre, *Field Specialist Supervisor, CO&E* will provide that information to her.

Board Member Gonzalez asked Mr. Baackes to expand a little bit about the new proposal. She asked “what is it? Bill that they want to pass? SB 4 regarding the expansion of Covered California?” Mr. Baackes explained that SB 4 aims to extend coverage for undocumented residents to enroll in Covered California, using solely state funding for premium subsidies, as the federal government currently does not recognize undocumented residents as eligible for subsidies. Mr. Baackes expressed support for this bill and emphasized L.A. Care's

	<p>advocacy efforts for its passage, indicating that it could address some of the issues raised by Ms. Gonzalez regarding access to health insurance for certain individuals.</p>	
<p><b>BOARD MEMBERS REPORT</b></p>	<p>Board Members Vazquez and Gonzalez gave the following Board Members Report:</p> <p>The Board of Governors met on April 4. Approved meeting minutes for previous Board meetings can be obtained by contacting Board Services and meeting materials are available on L.A. Care’s website. The list of motions approved at that Board meeting can be obtained from CO&amp;E. They thanked all the RCAC members that joined the Board meeting in person or virtually. They were happy to see members there and appreciated hearing their public comments. Public comment gives Board Members the opportunity to hear from members and helps improve services for members. These members attended the Board Meeting in person:</p> <ol style="list-style-type: none"> <li>1. Roger Rabaja (R1)</li> <li>2. Ana Rodriguez (R2)</li> <li>3. Joyce Sales (R6)</li> <li>4. Maritza Lebron (R7)</li> <li>5. Deaka McClain (R9)</li> <li>6. Damares O Hernandez de Cordero (R10)</li> </ol> <p>Mr. Baackes gave a Chief Executive Officer report, he gave an update earlier today.</p> <p>Dr. Amin gave a Chief Medical Officer Report. Dr. Amin provided an update on the responses to the 2022-2023 Department of Healthcare Services (DHCS) Medical Audit and the 2021 Department of Managed Health Care (DMHC) Routine Survey, focusing on Utilization Management, Care Management, and Quality Improvement findings. The reports highlighted specific corrective actions taken, such as creating strategic roadmaps, implementing new policies and processes, conducting training, and collaborating with regulatory bodies and consultants. He noted delays in implementing a Provider Portal due to vendor issues.</p> <p><u>PUBLIC COMMENT</u></p> <p><i>Ms. Cooper expressed her desire for more transparency and involvement of members in decision-making processes, urging board members to actively seek input from the TTECAC regarding community concerns through motions. She emphasized the importance of representative government and urged board members to reach out to the community to better understand their needs and concerns. Additionally, she highlighted the lack of attention to issues concerning developmental disabilities and advocated for increased representation and consideration of such matters.</i></p>	
<p><b>COMMUNICATIONS AND COMMUNITY</b></p>	<p>Francisco Oaxaca, <i>Chief, Communications and Community Relations</i>, gave a Communications and Community Relations Update.</p>	

**RELATIONS  
DEPARTMENT  
UPDATE**

Mr. Oaxaca provided updates on upcoming RCAC meetings and grand opening events for community resource centers (CRCs). He detailed the dates, times, and locations of the RCAC meetings in April. He noted that Mr. Baackes and Dr. Amin will attend some of these meetings. He mentioned the grand opening events for the West LA CRC on April 26 and the Panorama City CRC in May, with invitations being sent out accordingly. Mr. Oaxaca also mentioned the ongoing construction of Lincoln Heights and South L.A. CRCs, projecting their completion in late summer and late fall respectively, which will mark the completion of the CRC network expansion.

PUBLIC COMMENT

*Elizabeth Cooper expressed her concerns regarding the allocation of funds towards family resource centers compared to the RCACs. She noted the importance of RCACs and their role in providing public input, expressing disappointment in the perceived lack of support and communication surrounding RCAC activities. Ms. Cooper requested transparency regarding the budget allocation and the accomplishments of RCACs over the past fiscal years, emphasizing the need for RCAC members to have input in decision-making processes.*

Mr. Oaxaca thanked Mr. Cooper for comment and said that staff will consider her request.

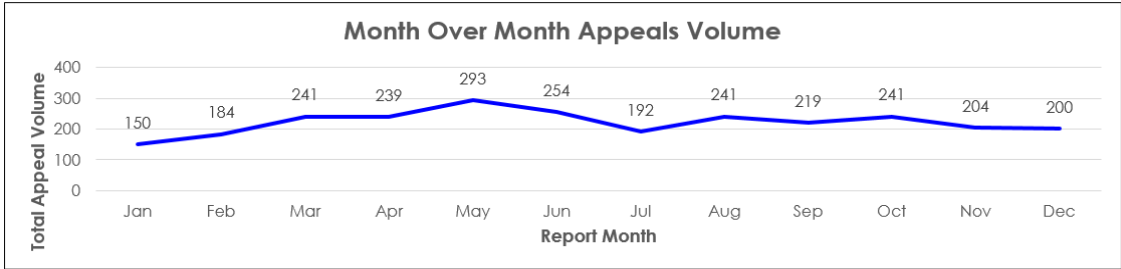
Member Sales inquired about the location of the upcoming RCAC 6 center and she questioned its impact on the current RCAC 6 location at Crenshaw and Imperial. Mr. Oaxaca stated that he did not have the address readily available but assured he would provide it shortly. Member Sales asked about the potential combining of the RCAC 6 locations and how it would affect members based on the L.A. County Service Planning Area (SPA) 6 District breakdown. They discussed the geographical boundaries of SPA 6 and the consideration for maintaining both RCACs due to the district's extensive area. Mr. Oaxaca clarified that maintaining both RCACs was not part of the current proposal. He provided the address of the South L.A. location as 5710 South Crenshaw.

Member Sanchez initiated the discussion by confirming with Mr. Oaxaca their upcoming meeting in May to discuss matters related to the RCACs. She sought clarification regarding the format of the meeting, whether it would be a separate session or part of the ECAC meeting. Mr. Oaxaca clarified that the discussion would take place during the TTECAC meeting and emphasized that it would be the final presentation before seeking endorsement from the TTECAC and subsequent consideration by the Board. Member Sanchez then inquired about the allocation of sufficient time during the ECAC agenda to allow for comments on RCAC-related topics.

	<p>Member Byrd expressed her concern about the lack of engagement and involvement for TTECAC members, particularly in relation to the resource centers. She questioned the process for TTECAC members to engage with the CRCs and suggested that it feels distant and disconnected. She mentioned the predominance of Hispanic heritage among the staff at the Long Beach office and noted a perceived lack of diversity in activities and engagement efforts. She shared her efforts to promote the CRCs to her neighbors but expressed disappointment in the perceived lack of community unity in these places, including among TTECAC members. She proposed ideas such as organizing parties, cooking sessions, or starting a garden as ways to enhance community involvement and unity. Mr. Oaxaca thanked her for her comments.</p>	
<p><b>MEMBER ISSUES</b></p>	<p><u>PUBLIC COMMENT</u>  <i>Elizabeth Cooper expressed her discontent with how she felt unfairly treated during the meeting, specifically citing an incident where she felt her question regarding resource centers was not adequately addressed. She mentioned her intention to file a grievance against Mr. Oaxaca and expressed her dissatisfaction with what she perceived as differential treatment towards other members compared to herself. Ms. Cooper emphasized that her objection was not about personal longevity but rather about fairness and equal treatment for all members. She stated her intention to escalate the issue to higher authorities if necessary, including the Board of Governors and relevant government departments. Ms. Cooper underscored her commitment to addressing injustice and urged other members to take notice of her concerns. She concluded by requesting that her objections be duly noted in the records of the meeting.</i></p>	
<p><b>OLD BUSINESS</b></p>		
<p><b>UPDATE FROM APPEALS AND GRIEVANCES DEPARTMENT</b></p>	<p>Demetra Crandall, <i>Director, Customer Solution Center Appeals and Grievances, CSC Appeals &amp; Grievances</i>, gave an Appeals &amp; Grievances Department Update (<i>a copy of the report can be obtained from CO&amp;E</i>).</p> <p>Appeals Received by Month for 2023</p>	

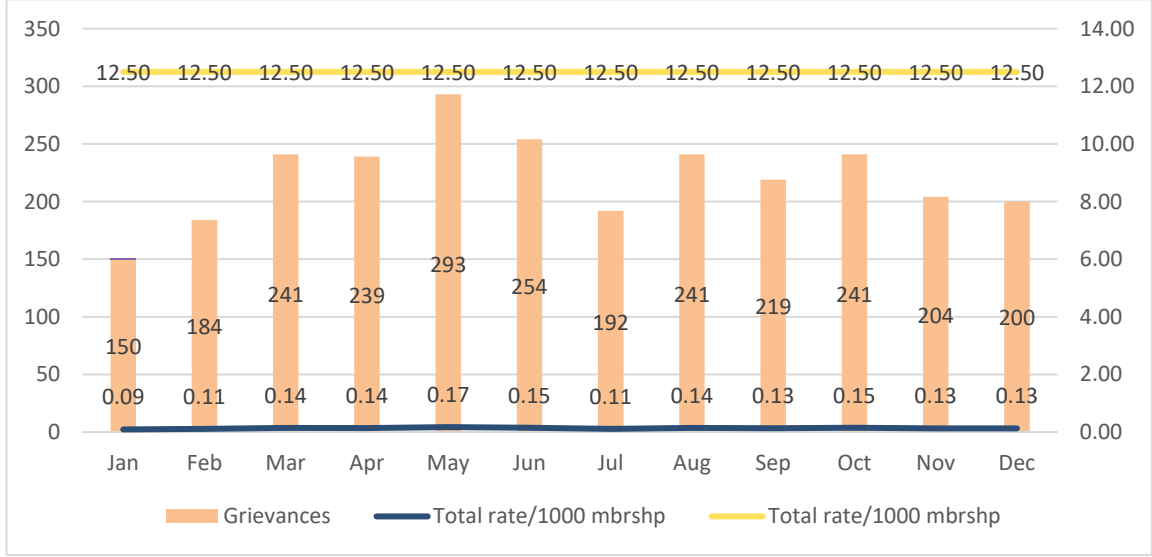


**Monthly Appeals Report: Detailed Appeals Data**  
 Reporting Period: 2023  
 Note: Cells highlighted green indicate highest volume Appeals categories/subcategories for the report month.



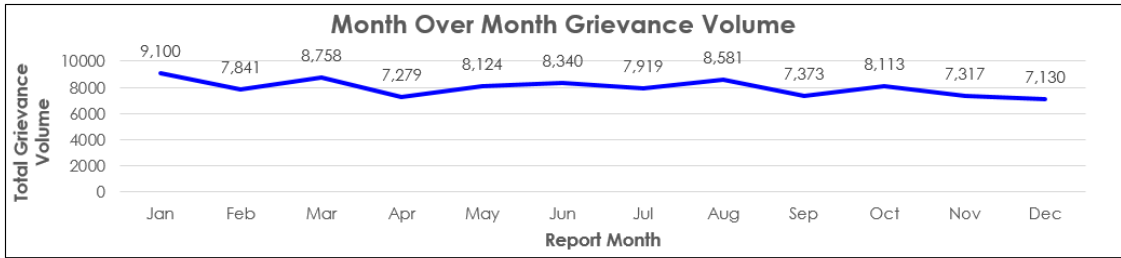
Appeals Category	Report Month											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Access	139	176	232	235	283	230	186	222	210	229	196	164
Billing and Financial Issues	8	8	8	4	8	21	5	16	8	7	7	33
Quality of Care	3	0	1	0	2	3	1	3	1	5	1	3
<b>Total</b>	<b>150</b>	<b>184</b>	<b>241</b>	<b>239</b>	<b>293</b>	<b>254</b>	<b>192</b>	<b>241</b>	<b>219</b>	<b>241</b>	<b>204</b>	<b>200</b>

Monthly Appeal Rate per 1000 members for 2023



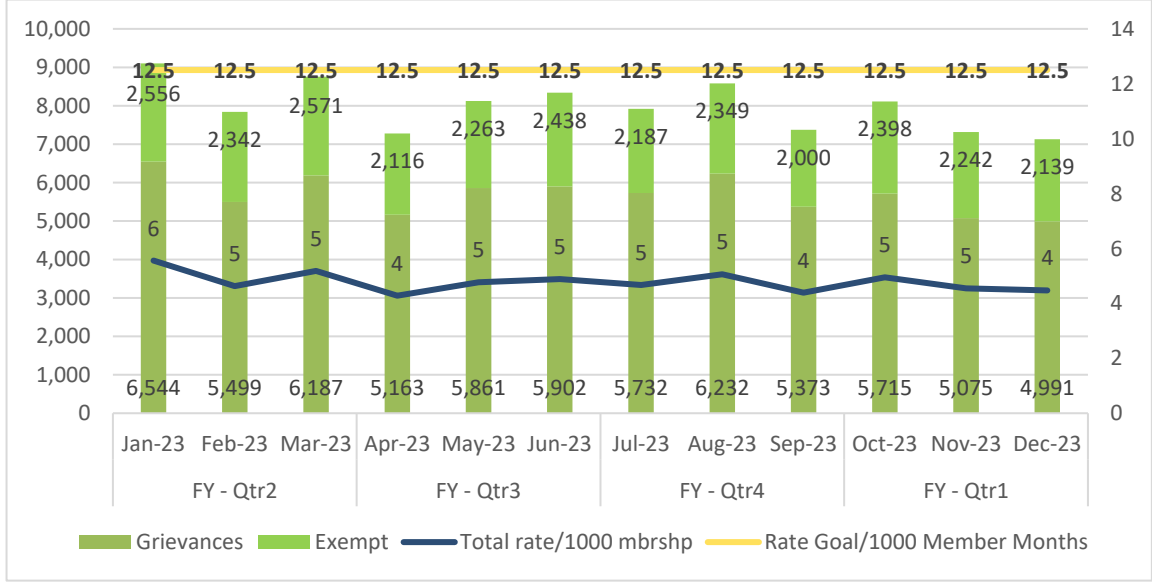
Grievances Received by Month for 2023

**Monthly Grievances Report: Detailed Grievances Data**  
 Reporting Period: 2023  
 Note: Cells highlighted green indicate top 3 highest volume grievance categories/subcategories for the report month.



Grievance Category	Report Month											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Access	2,868	2,588	2,752	2,273	2,467	2,686	2,565	2,693	2,324	2,592	2,297	2,285
Attitude and Service	2,326	2,136	2,481	2,061	2,334	2,301	2,413	2,399	2,154	2,340	2,260	2,165
Billing and Financial Issues	3,509	2,788	3,130	2,598	2,895	2,879	2,495	2,933	2,391	2,716	2,417	2,369
Quality of Care	379	320	389	335	418	463	431	540	494	447	335	306
Quality of Practitioner Office Site	18	9	6	12	10	11	15	16	10	18	8	5
<b>Total</b>	<b>9,100</b>	<b>7,841</b>	<b>8,758</b>	<b>7,279</b>	<b>8,124</b>	<b>8,340</b>	<b>7,919</b>	<b>8,581</b>	<b>7,373</b>	<b>8,113</b>	<b>7,317</b>	<b>7,130</b>

Monthly Grievance Rate per 1000 members for 2023



**Know Your Rights**  
 How can a member submit a grievance or appeal? How does L.A. Care communicate with the member during both the grievance and appeal process?

- There are several options available when filing a grievance or an appeal. It can be sent via mail, online at LACare.org, fax, or by calling the call center or a provider's office. The member, member representative, or their doctor (appeal only) can contact our Plan to file.
- If a member is not happy, has problems, or has questions about the service or care they received, they can let their doctor or LA Care know. Their doctor may be able to help answer questions. If the member is still not happy, they may report their problem—or file a grievance—with L.A. Care.
- If you believe that L.A. Care has wrongly denied, changed, or delayed a health care service because it was found not medically necessary, you have the right to file an appeal.
- Once a grievance or appeal is filed, an acknowledgment letter and L.A. Care will send a letter to explain the resolution, which will be sent by U.S. mail. Additionally, communication by phone is also available.

To file a grievance or an appeal

Write, visit, or call L.A. Care.

Member Services Department

1055 W. 7th Street, 10th Floor

Los Angeles, CA 90017

Call us: at [1-888-839-9909](tel:1-888-839-9909), fax 213-438-5748 or fill out a grievance form at [LACare.org](http://LACare.org).

#### Improving Processes

To ensure a smooth and satisfactory experience for our members, A&G will implement an interdictory call to members. This process will help us validate that we have all the information needed to fully address the member's concerns. A&G will ensure that the member(s) are able to access the authorized service(s) approved during the appeal or grievance process. This will enable us to improve the member experience and identify any challenges that the member's maybe experiencing related to access. This step could lead to a possible reduction of grievances. The A&G Team will continue to work with our internal and external business partners, sharing feedback with them to identify areas where we can improve our services to better assist the member. By following these processes and working collaboratively with our business partners, we can ensure that our members receive the best possible experience and services.

#### PUBLIC COMMENT

*Elizabeth Cooper raised several procedural questions regarding the process for filing a grievance. She inquired whether the grievance would be reviewed by the grievance committee or the Board of Governors. She requested clarification on the timeline for filing a complaint, the expected response time, and how her concerns would be addressed. Cooper emphasized the importance of including issues related to member*

*and public treatment in her complaint. She also requested a recording of the current meeting for reference in her appeal and complaint. Overall, Cooper sought clarity on the grievance process and expressed her intent to ensure that her concerns were properly documented and addressed.*

Ms. Crandall acknowledged Elizabeth Cooper's concern and assured her that it had been documented. She explained that grievances against staff are handled by the appeals and grievances team, and suggested contacting the customer service department or writing to the provided address to initiate the process. She indicated that someone would reach out to Ms. Cooper to assist with filing her grievance. Ms. Crandall clarified that there is no specific time limit to file a grievance and that the standard response time is 30 days, unless the grievance involves impediments to care or financial issues, which may require longer processing times. She emphasized that Ms. Cooper would receive a written response within the specified timeframe, and encouraged her to ask any further questions when contacted by a representative.

*Demetra Saffore asked Ms. Crandall if L.A. Care has thought about managing it's Yelp page, because people leave reviews and are very specific about the issues they are having as far as health care is considered.*

Ms. Crandall responded that she does not monitor the Yelp page, but L.A. Care does have a Sales and Marketing Department and it's her assumption that they review the page.

Ms. Gonzalez asked Ms. Crandall if there have been complaints from people with disabilities about access to services and non-emergency transportation. She also asked about the timeline in filing an appeal. Ms. Crandall responded to that people with disabilities have the right to file a grievance. She explained that specific categories capture information related to access for individuals with disabilities to receive services. She mentioned Dr. Li's involvement in ensuring appropriate access throughout the organization for members with disabilities. She affirmed that information related to transportation, including non-emergency transportation, is included in grievances. Ms. Crandall mentioned ongoing meetings with the transportation vendor and sharing grievance information between the organization and the vendors. Regarding the timeline for appeal, she initially indicated uncertainty about the timeframe but later stated that it is typically 60 days, as specified on the denial letter that members receive, promising to confirm this detail and provide further information.

Member Byrd shared her experience of feeling uncomfortable during a conversation with a customer service representative who asked her invasive sexual orientation questions. She expressed concern about the appropriateness of such questions and felt uneasy about being

	<p>bombarded with them despite already providing accurate information. Ms. Crandall responded, acknowledging the use of Sexual Orientation and Gender Identity (SOGI) questions to retain member information and apologized for any discomfort she felt. She acknowledged that such questions can seem invasive and assured that grievances related to SOGI questions are tracked to address member concerns about privacy and sensitivity. Ms. Crandall recognized the need to ensure data accuracy while acknowledging the potential discomfort associated with such inquiries.</p>	
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**NEW BUSINESS**

<p><b>MOTION TO TTECAC</b></p>	<p>Member McClain presented the following motion to TTECAC:</p> <p><b>MOTION: For the TTECAC to place a motion to the Board of Governors agenda to consider the placement of push door buttons in restrooms and public accessible meeting rooms at the L.A Care Garland building located at 1200 West 7th Street. This action will greatly support seniors and persons with disabilities who utilize restrooms and access the building for public.</b></p> <p><u>PUBLIC COMMENT</u></p> <p><i>Elizabeth Cooper stated that she would like this motion to be inclusive to wherever L.A. Care holds meeting, whether it be the RCAC meetings and would like to add a friendly recommendation to this motion because it's not just at this physical building. She would like this to also apply to persons with disabilities, wheel walkers, too.</i></p> <p>Ms. Gonzalez suggested a modification to a motion, proposing to alter the wording regarding public accessible meeting rooms at the L.A. Care building located at 1200 West 7th Street. She proposed modifying it to include any door accessible by the public, such as front doors or meeting doors. She clarified that she was not a member of the committee but offered the suggestion for consideration by the members.</p> <p>Member McClain expressed agreement with Ms. Gonzalez's suggestion to modify the motion to include any door accessible by the public, acknowledging the importance of ensuring accessibility. She also highlighted her previous advocacy efforts and experiences regarding ADA regulations, noting that while the ADA may not require accessibility features at every door, it's crucial to advocate for higher standards. She emphasized the importance of aiming high in advocacy efforts, even if the ultimate outcome falls short of the initial goal. Member McClain asked if this is the appropriate time to make the change to the motion. Ms. De La Torre responded a committee member must amend the motion.</p> <p><i>The motion was amended to include making all doors accessible to the public by using push buttons to open doors at all L.A. Care facilities.</i></p>	
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	<p><b>MOTION:</b> Include push-door buttons in the design of all L.A. Care facilities where appropriate for persons with disabilities is essential for ensuring accessibility and independence. These buttons allow individuals with mobility impairments to easily enter and exit buildings without assistance, promoting inclusivity and equal access to public spaces. Additionally, push-door buttons can also benefit those with temporary disabilities, parents with strollers, and individuals carrying heavy loads, making them a practical and inclusive design feature for all.</p>	<p>Approved Unanimously.  <b>10 AYES</b>  <b>(Byrd, Cordero, McClain, Parra, Rabaja, Refugio, Rodriguez, Sales, Salazar, and Sanchez)</b></p> <p><i>(Member Romo left the meeting and did not cast a vote)</i></p>
<p><b>MOTION TO TTECAC</b></p>	<p>Member Joyce Sales presented a motion to TTECAC.</p> <p><b>MOTION:</b> TTECAC to consider placing a motion on the Board of Governor’s meeting agenda that beginning June 2024 and moving forward, the BOG’s meetings return to monthly, first Thursday 1P – 4P BOG “public” session meetings which would cause the BOG ‘closed’ sessions to begin before or after the “public” session meetings designated hours.</p> <p><u>PUBLIC COMMENT</u></p> <p><i>Ms. Cooper expressed her thoughts on a motion regarding the TTECAC, noting that while she sees its value, she wished it had also considered motions for RCAC and ECAC meetings. She highlighted the importance of transparency and expressed a desire for future motions to encompass all relevant committees. She acknowledged the authority of the board in setting agendas but emphasized the need to consider input from all members.</i></p> <p>Ms. Gonzalez stated that the reason why the closed session was moved up in front of the regular meeting was because the Board was losing quorum towards the end of the meeting and were not able to vote on business items and make decisions that are important to L.A. Care. She suggested asking the Board to begin the Board meeting at 12:00 P.M. opposed to placing the closed session at the end of the meeting.</p> <p>Member Refugio suggested making the meeting go back to its original start time of 2:00 P.M. and let the members leave at 4:00 P.M. and then the Board can go into closed session.</p> <p>Member Sales raised concerns about the timing and scheduling of meetings, noting a discrepancy in the meeting start times and the inconvenience it poses for attendees, especially those with childcare needs or reliance on public transportation. She suggested</p>	

	<p>aligning meeting times to minimize disruptions and inconveniences for members. Additionally, she highlighted challenges with shared transportation services and emphasized the importance of prioritizing the convenience of the community over the preferences of the Board of Governors.</p> <p>Ms. De La Torre stated that this motion is a recommendation to the Board. They will automatically at the end, determine if the same schedule they're in will stay. Member Joyce's motion says that the Board will determine if they would like to implement this recommendation, the Board will determine if they take the hours from 1:00P.M. to 4:00P.M. The Board will determine if they want to meet before the 1:00P.M. to 4:00P.M. business or after the 1:00P.M. to 4:00P.M. business on closed sessions. That is what the motion states.</p> <p><b>MOTION: Consumer input to L.A. Care’s Board of Governors is essential to decisions affecting L.A. Care Medicaid members. For the last three Board meetings in 2024, closed session have been at the beginning of the Board meeting making it difficult for consumer members, who want to attend and provide public comment. Consumer members now have to wait to speak. TTECAC is asking the Board of Governors to consider returning the “public” session to start at the beginning of monthly BOG meetings and “closed” session to occur before or after the “public” session. This will greatly increase participation of community advisory members as well as other public members who desire to express concerns to L.A. Care’s Board of Governors.</b></p>	<p>Approved Unanimously. 10 AYES (Byrd, Cordero, McClain, Parra, Rabaja, Refugio, Rodriguez, Sales, Salazar, and Sanchez)</p>
<p><b>MAY 2024 TTECAC MEETING</b></p>	<p>Ms. De La Torre announced that the May 2024 TTECAC meeting has been rescheduled to Tuesday, May 14, 2024 at 10:00 A.M.</p>	
<p><b>FUTURE AGENDA ITEM SUGGESTIONS</b></p>		
	<p>Ms. Vazquez asked for report from Call The Car. She noted that some members have mentioned that they have been having issues such as dropped calls from their call center and no shows. She would also like an agenda item regarding services offered to seniors. She stated that she constantly sees unaccompanied seniors standing at bus stops.</p> <p>Member Refugio would like a presentation about A&amp;G follow up to member grievances. She noted that Ms. Saffore files grievances and her access to care issues persist.</p>	
<p><b>PUBLIC COMMENTS</b></p>		
	<p><i>Elizabeth Cooper expressed disappointment with the treatment of public comments during the meeting, feeling unheard and questioning the lack of proactive courage in addressing certain issues. She noted the importance of public input and requested that the Department of Managed Care observe the meetings before making recommendations. She expressed respect and appreciation for the Board members and staff.</i></p>	

	Chairperson thanked Ms. Cooper for her comments.	
<b>ADJOURNMENT</b>		
<b>ADJOURNMENT</b>	The meeting was adjourned at 1:13 P.M.	

**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 Rodriguez, TTECAC Chair \_\_\_\_\_

Date \_\_\_\_\_



	Chairperson thanked Ms. Cooper for her comments.	
<b>ADJOURNMENT</b>		
<b>ADJOURNMENT</b>	The meeting was adjourned at 1:13 P.M.	

**RESPECTFULLY SUBMITTED BY:**

Victor Rodriguez, *Board Specialist II, Board Services*  
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**APPROVED BY**

Ana Rodriguez, TTECAC Chair \_\_\_\_\_



Date 5/14/24