

Board of Governors

Temporary Transitional Executive Community Advisory Committee (TTECAC)

Meeting Minutes – June 12, 2024

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



L.A. Care
HEALTH PLAN

ECAC Members	RCAC Members/Public	L.A. Care Board of Governors/Senior Staff
Roger Rabaja, <i>RCAC 1 Chair</i> Ana Rodriguez, <i>TTECAC Chair and RCAC 2 Chair</i> Lidia Parra, <i>RCAC 3 Chair *</i> Silvia Poz, <i>RCAC 4 Chair</i> Maria Sanchez, <i>RCAC 5 Chair *</i> Joyce Sales, <i>RCAC 6 Chair</i> Martiza Lebron, <i>RCAC 7 Chair</i> Ana Romo, <i>RCAC 8 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>TTECAC Vice-Chair and At Large Member</i> * <i>Excused Absent</i> ** <i>Absent</i> *** <i>Via teleconference</i>	Izmir Coello, <i>Interpreter</i> Henry Cordero, <i>Interpreter</i> Sonia Hernandez, <i>Interpreter</i> Isaac Ibarlucea, <i>Interpreter</i> Eduardo Kogan, <i>Interpreter</i> Katelynn Mory, <i>Captioner</i> Andrew Yates, <i>Interpreter</i> Estela Lara, <i>Public</i> Russel Mahler, <i>Public</i> Kimberly Martinez, <i>Public</i> Maria Mayoral, <i>Public ***</i> Andrea McFerson, <i>Public</i> Maria Rabaja, <i>Public</i> Demetria Saffore, <i>Public</i>	Layla Gonzalez, <i>Advocate, Board of Governors</i> Fatima Vazquez, <i>Member, Board of Governors</i> Sameer Amin, MD, <i>Chief Medical Officer, L.A. Care</i> Francisco Oaxaca, <i>Chief of Communication and Community Relations</i> Tyonna Baker, <i>Community Outreach Field Specialist, CO&E</i> Malou Balones, <i>Board Specialist, Board Services ***</i> Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i> Auleria Eakins, <i>Manager, CO&E</i> Ramon Garcia, <i>Community Outreach Field Specialist, CO&E</i> Christopher Maghar, <i>Community Outreach Field Specialist, CO&E</i> Frank Meza, <i>Community Outreach Field Specialist, CO&E</i> Alfredo Mora, <i>Staff Augmentation, Facilities Services</i> Victor Rodriguez, <i>Board Specialist, Board Services</i> Prity Thanki, <i>Local Government Advisor, Government Affairs ***</i> Martin Vicente, <i>Community Outreach Field Specialist, CO&E</i>

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
CALL TO ORDER	Ana Rodriguez, <i>TTECAC Chairperson</i> , explained the meeting rules guidelines and 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. Chairperson	

	<p>Rodriguez 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>Chairperson Rodriguez called the meeting to order at 10:02 A.M.</p>	
STANDING ITEM		
<p>APPROVE MEETING AGENDA</p>	<p>Chairperson Rodriguez stated that there will be a change in the order of agenda items. Ms. De La Torre stated that Ms. Thanki will give her update after the approval of the meeting minutes.</p> <p><u>PUBLIC COMMENT</u> <i>Andria McFerson started by thanking the Chair for the opportunity to speak, and expressed her honor in representing her community. She noted the importance of the advisory committee in providing information to L.A. Care, which makes significant decisions about their healthcare. Ms. McFerson then stated that the meeting agenda should include discussions from RCAC meetings, with Chairs representing their communities by bringing up member issues. She insisted that the agenda should cover both positive and negative topics affecting everyone they represent. She mentioned that the agenda needs to reflect these discussions and suggested transitioning from a temporary committee to a regular ECAC. Ms. McFerson stressed the responsibility of Chairs to speak up and follow motions to maintain regular meetings. She stated that comments should be made after the introduction and discussion of agenda items, that's how it was done before. This way, members can understand the items fully before commenting. She concluded by thanking the Chair again.</i></p> <p>The Agenda for today's meeting was approved.</p>	<p>Approved Unanimously. 11 AYES (Byrd, Cordero, Lebron, McClain, Poz, Rabaja, Refugio, Rodriguez, Romo, Salazar, and Sales)</p>
<p>APPROVE MEETING MINUTES</p>	<p>Member Salazar stated that her comments on page seven are incorrect. She meant that she reapplied for Medi-Cal, it was a new application, no redetermination. She said that her wait time was over an hour. It took 30 minutes for the agent to help her apply for Medi-Cal. She also mentioned that her documents can be uploaded on the application.</p> <p>Member Lebron stated that one of her comments has “inaudible” in it. She asked that people speak up if they are unable to hear her.</p> <p>The May 14, 2024 Meeting minutes were approved as submitted.</p>	<p>Approved Unanimously. 11 AYES</p>
STANDING ITEM		
<p>GOVERNMENT AFFAIRS</p>	<p>Prity Thanki, <i>Local Government Advisor, Government Affairs Department</i>, gave a Government Affairs Department Update (<i>a copy of the written report can be obtained from CO&E</i>).</p>	

**DEPARTMENT
UPDATE**

PUBLIC COMMENT

Andria McFerson made a comment concerning the 2022 health trigger investments, specifically pointing out that they do not include share of cost reform. She noted the necessity of adjusting the income threshold for certain individuals, specifically those whose incomes are between 122% and 138% of the federal poverty level. She illustrated her point with the example of her neighbor's mother, a retired nurse. Despite having retirement benefits, this woman struggles to afford her monthly rent due to rising costs. Often, she has to resort to payday loans to cover her rent. Ms. McFerson argued that increasing the income threshold would help individuals like her neighbor's mother afford their prescriptions. Ms. McFerson noted that her neighbor's mother has some coverage from her previous job but still needs a subsidy to manage her expenses.

Ms. Thanki responded that she does not have the answer to that question since it is related to Medi-Cal and whether or not this individual receives benefits and how they receive benefits. She recommend that Ms. McFerson contact DPSS. She noted that this was included in the May Revise and it is not final.

Member Poz thanked the chair and vice chair, and expressed gratitude to Ms. Prity for her report. She acknowledged that the budget details are not final and mentioned that revisions are expected by June 15. Member Poz then asked if there were any ways to advocate against certain triggers being implemented. She inquired if there was any advice on how to contact legislators or if there were specific letters that could be sent to prevent these measures from taking effect. Ms. Prity Thanki responded by affirming that advocacy is possible and encouraged Ms. Poz to contact her legislator. She mentioned that many advocacy groups are already addressing the issue. Prity noted that with the June 15 deadline approaching, time was limited, but still advised contacting legislators. She explained that ongoing negotiations between the Governor and the legislators have been happening since May. Member Poz asked of the names of the backup programs. Ms. Thanki stated that she did not have the names on hand and can obtain them for her. Ms. Gonzalez stated that she has the name available. The name of the program is the backup provider system, which is from the state. The program in danger of being eliminated is the backup attendant program, which is from the county. The difference is money, where it comes from and who qualifies.

Member Sales said good morning to everyone. She asked Ms. Thanki if these pending revisions and June 15 will be the date that decisions will be made or is it further out? Ms. Thanki responded that what happens next is that the legislature has until June 15. So what they'll do is around May 15, she thinks it was May 12, when the governor released this

	<p>proposal and then the legislature has been working back and forth negotiating with them. So they are going to give him their revised proposal and that is what they'll send over to him. And then the governor has until June 30 to sign that proposal. Member Sales stated that on June 30 will be a final. Ms. Thanki confirmed. Member Sales noted that based on these, what is it, 122 and 138 income percentages. Ms. Thanki responded that she does not know. She does not have the number in front of her. She will obtain that information and forward to CO&E for distribution.</p>	
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OLD BUSINESS		
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<p>REVIEW THE REDLINED VERSION OF THE OPERATING RULES FOR THE CONSUMER ADVISORY COMMITTEES OF L.A. CARE HEALTH PLAN</p>	<p>Francisco Oaxaca, <i>MBA, Chief, Communication and Community Relations</i>, presented the redlined version of the Operating Rules for the Consumer Advisory Committees of L.A. Care Health Plan (<i>a copy of the revised operating rules can be obtained from CO&E</i>).</p> <p><u>PUBLIC COMMENT</u></p> <p><i>Andria McFerson thanked the chair for allowing her to speak. She explained that she attended a Board meeting where a proposal by John Baackes, Chief Executive Officer, was unanimously approved. The Board believed that the TTECAC had also approved this proposal. Ms. McFerson pointed out that there was a mix-up. The March RCACs heard one proposal, while the April RCACs heard a different one. This meant that the TTECAC members did not vote on the same proposal, making the vote seem invalid. Because of this, when the Board representatives voted in favor, it didn't truly count. Ms. McFerson noted the importance of discussing the structure of their meetings. She mentioned that an ECAC meeting was coming up, where they would discuss the RCACs' structure. She urged everyone to contact ECAC members to ensure their voices are heard, noting that there are currently no L.A. Care members on the ECAC.</i></p> <p><i>Estela Lara greeted the Committee and shared that she misses the meetings and being part of the RCAC as Chair, although she is now a regular committee member. She emphasized the importance of the operating rules and questioned whether they include an annual review. She suggested that revising the rules annually is important, even if sometimes it might seem unnecessary or redundant. She mentioned that she noticed highlights mentioned by Mr. Oaxaca but felt they were reviewed quickly. She stated that she needs to go back and examine the details to understand what changes or additions have been made. She admitted that, at the moment, she doesn't fully understand what is being agreed upon because she is not on the committee and hasn't seen all the changes. She stressed that reviewing the document every year is crucial to ensure clarity and awareness of any updates.</i></p>	
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Member Mahler noted that Mr. Oaxaca mentioned term limits for the RCACs, but that never affect them because term limits only affects the Board. That should not be admitted into this agenda. They are a RCAC member and they do not have term limits.

Member Poz said she was confused because the last time they approved something, it was only about four important points. Now, there are many more things being shown, which might be causing the confusion. She also asked about the 25 members. She wanted to know what would happen to the members moving in from other RCACs and how new members would be brought in if there are already a few from the RCAC. Mr. Oaxaca explained that there are currently about 140 active members who will be moved to their new RCACs automatically. There is also a waiting list of around 90 people interested in joining RCACs. The selection committee will review their applications to fill about 60 open spots across all RCACs. Some RCACs have anywhere from 8 to over 30 members. The RCACs with over 30 members will stay as they are, and new members will be added to the RCACs that haven't yet reached 25 members. The goal is to have a total of 200 members.

Member Salazar asked if it matters when a member receives an excused or unexcused absence. She asked if they both count the same. Mr. Oaxaca confirmed that they both count as an absence. Member Salazar stated that she does not agree and did not see this on any of the changes they spoke about last time. She said if a member has a medical emergency and absence can't be avoided. There is much in the operating rules that they did not agree on. Mr. Oaxaca responded that the absence policy has never been implemented before. Most members that leave the RCACs resign or leave the county. Member Salazar stated that two absences will not work for RCAC members. Mr. Oaxaca clarified that it's up to three absences. He noted that the RCACs only meet six times a year and three absences is half of the year.

Member McClain commented on the confusion expressed by Member Silvia Poz and Member Lluvia Salazar. She suggested adding a discussion about revising procedures more frequently to future agenda items. Member McClain emphasized the importance of reviewing these procedures annually to ensure they are up-to-date. She then raised a question about term limits in elections, noting that the current rules allow for 8 years of service. Member McClain wondered if someone could return after their term limit ends or if they would need to take a break first. Mr. Oaxaca responded that the term limits are similar to the Board's. Member McClain asked if these Operating Rules were presented last month. Mr. Oaxaca responded that they were presented with the changes from the DHCS contract. Some of those changes were covered by the operating rules and others were not. Today he

	<p>is presenting the changes that were not covered in the Operating Rules. He stated that the Board will vote on these.</p>	
<p>2024-2025 BOARD OF GOVERNORS ELECTIONS</p>	<p>Auleria Eakins, <i>Ed.D, MPA, Manager, Community Outreach & Engagement Department</i>, presented the following motion (<i>a copy of the materials can be obtained from Board Services</i>):</p> <p>To approve the proposed timeline, application, and rules for the election of nominees to the two consumer Board Seats.</p> <p><u>PUBLIC COMMENT</u></p> <p><i>Andria McFerson, from RCAC 5, thanked the chair and co-chair and raised several concerns. She questioned the wording of a motion that allows ECAC chairs to remain until the BOG election, noting it doesn't specify their roles. She also asked when RCACs would start and why the timeline is so long. Andria suggested that if RCACs begin, there shouldn't be a need for a year-long timeline to replace BOG seats. She also raised objections about a provision requiring TTECAC membership to run for Layla's position on the BOG. Ms. McFerson wanted clarification on whether current incumbents like Layla and Fatima meet the qualifications and represent organizations. She noted the importance of not restricting the Member Advocate position to TTECAC members and urged the chairs to consider amendments before approving the motion.</i></p> <p>Ms. Gonzalez responded to Ms. McFerson's concerns by clarifying the requirements outlined in the motion. She pointed out that the position of ECAC consumer advocate requires candidates to be nominated by a consumer member of L.A. Care. Additionally, the consumer advocate must either be a member of L.A. Care Health Plan or be employed by a community-based organization that represents the population served by L.A. Care. Ms. Gonzalez emphasized that the motion does not specify that the person must be a member of L.A. Care or the RCAC, focusing instead on their role in advocating for the community served by L.A. Care.</p> <p>Ms. Poz asked if the current member representatives will stay in their seat until 2025, with the exception of Ms. Gonzalez until they find a replacement. Dr. Eakins responded that they are being asked to consider keeping them on until the next election. Ms. Poz asked if there is no way they can find someone in the RCACs to take their place. Dr. Eakins stated that L.A. Care have a large partner based organizations and have been working very hard to find a replacement. Ms. Idalia De La Torre discussed the timeline for extending Ms. Vazquez and Ms. Gonzalez's roles until next year. She clarified that while the current motion suggests June 2024, they would need to formally decide on the extension by July or September at the latest. This decision would be made by the ECAC, considering that</p>	

	<p>RCACs reconvene in August, providing more clarity on positions and eligibility for elections. Ms. Poz stated that they should conduct a vote again and start fresh. Ms. De La Torre explained that once the RCACs reconvene, they will decide on the Chairs and vice Chairs, who will then represent the committee at the ECAC. She noted that the transition from TTECAC back to ECAC will occur at this point. Ms. De La Torre emphasized the importance of continuity in committee rules during this transition period. She supported the proposal for Layla and Fatima to potentially extend their roles for another year while finalizing logistical details for the committee and RCACs.</p> <p>Member Salazar asked if they are voting to start over again or either they'll do another term. Ms. De La Torre clarified that the committee will vote on the timeline. Member Salazar asked what the timeline is for. Dr. Eakins clarified that the timeline presented serves as a structured plan moving forward, detailing steps and decisions to be made. It outlines approvals and allows for adjustments as needed during the process. The timeline helps manage time effectively, ensuring tasks are completed according to schedule each month. This response addresses the structure and purpose of the timeline in managing proceedings and decision-making within the committee.</p> <p><u>MOTION</u> To approve the proposed timeline, application, and rules for the election of nominees to the two consumer Board Seats.</p>	<p>Approved. 6 AYES (Cordero, Lebron, Rabaja, Refugio, Rodriguez, and Salazar)</p> <p>2 Nay (Poz and Romo)</p> <p>3 Abstentions (Sales, Byrd, and McClain)</p>
STANDING ITEMS		
BOARD MEMBERS REPORT	<p>Ms. Gonzalez and Ms. Vazquez gave the following Board Member report:</p> <p>The Board of Governors met on June 6. 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.</p> <ul style="list-style-type: none"> • The list of motions approved at that Board meeting can be obtained from CO&E. • Thank you to the RCAC members that joined the Board meeting in person or virtually. We were happy to see members there and we 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: <ol style="list-style-type: none"> 1. Roger Rabaja (R1) 2. Ana Rodriguez (R2) 3. Silvia Poz (R4) 4. Joyce Sales (R6) 5. Maritza Lebron (R7) 	

	<p>6. Ana Romo (R8) 7. Deaka McClain (R9) 8. Andria McFerson (R5)</p> <ul style="list-style-type: none"> • Approval of motion TTECA 100 and motion TTECA 101 will be considered at the July 25 Board meeting. • Mr. Baackes gave a Chief Executive Officer report. As part of his report Mr. Baackes gave an update about and shared a picture of graduated Elevating the Safety Net Scholars and Phinney Ahn gave an update on L.A. Care’s Medi-Cal Membership. • Dr. Amin gave a Chief Medical Officer report, he will give an update later today. • Mr. Baackes presented motion Board 104, to Delegate authority to the Executive Committee of the Board of Governors to approve the revisions to the Operating Rules of the Consumer Advisory Committees (CAC) and Executive Community Advisory Committee (ECAC) <p><u>PUBLIC COMMENT</u> <i>Andria McFerson spoke about the importance of community members attending the ECAC meeting to provide their own feedback on decisions affecting low-income individuals, seniors, and the disabled. She highlighted that current BOG seats are not part of the ECAC or executive committee, stressing that no L.A. Care members will be involved in decisions regarding the new structure of RCACs and ECAC. Andria encouraged everyone to participate in the upcoming ECAC meeting to ensure community voices are heard.</i></p> <p>Member McClain asked for clarification on whether the structure changes they voted on were going to the Executive Committee of the Board instead of the full Board. She felt this was not previously communicated and asked if they could attend the executive committee meeting to voice their concerns. Member McClain also explained her previous comments about accessibility issues, emphasizing that the building's doors, though ADA-compliant, lack push buttons that would benefit everyone, including those without disabilities. She intends to raise these points again at the executive committee meeting. Ms. De La Torre responded that the executive committee meeting is a public meeting, and attendees are welcome to make comments during the public comment session. She explained that sometimes decisions are pushed to the executive committee if there are no scheduled meetings in the upcoming months to ensure timely decisions.</p>	
MEMBER ISSUES	<p><u>PUBLIC COMMENT</u> <i>Demetra Saffore from RCAC 4 reported that her provider can't see her due to a shortage of providers at her clinic, and she hasn't seen her provider in over a</i></p>	

	<p><i>year. She thinks the provider network for L.A. Care is too small and wants to know what L.A. Care is doing to expand it to avoid these issues.</i></p> <p>Ms. Gonzalez explained that L.A. Care is trying to address the provider shortage by hiring directly, offering scholarships to medical students to encourage them to stay in Los Angeles, and working to maintain the MCO tax for additional funding. She mentioned efforts to improve doctor retention and recruitment, noting that these changes take time. Despite the slow progress, she reassured that members' concerns are being heard and efforts are ongoing.</p> <p><i>Ms. McFerson from RCAC 5 spoke about issues faced by L.A. Care low-income members. She mentioned that they often get dropped by their doctors, lack preventive care, and face under diagnosis or misdiagnosis. Many cannot afford post-care treatments or prescriptions, which is problematic. She suggested that L.A. Care doctors should undergo empathy training and meet certain qualifications. Additionally, she highlighted the importance of L.A. Care working with community-based organizations for outreach and mental health support, sharing a specific case of a person in mental distress needing integrated care and resources to avoid homelessness.</i></p> <p>Member McClain responded that she and Ms. Vazquez sit on the Equity Steering Committee and will bring this issue up.</p> <p>Member McClain shared a concern from a senior with a disability who had trouble getting on the doctor's exam table from her wheelchair. The doctor's staff wouldn't help due to liability issues, and when the senior switched doctors, she found they didn't have the necessary lift equipment, or the staff wasn't trained to use it. This caused her to miss appointments and endure repeated bus trips. Member McClain suggested putting this issue, along with the need for proper exam tables and training, on the agenda for the next meeting and informed the senior about L.A. Care's transportation services.</p>	
<p>UPDATE FROM CHIEF EXECUTIVE OFFICER</p>	<p>Sameer Amin, MD, <i>Chief Medical Officer</i>, gave a Chief Executive Officer Update on behalf of John Baackes, <i>Chief Executive Officer</i> (a copy of the report can be obtained from CO&E).</p> <p><u>PUBLIC COMMENT</u></p> <p><i>Andria McFerson expressed appreciation for L.A. Care's progress in addressing homelessness, noting that she had previously been told homelessness was unrelated to healthcare. She recommended including psychological evaluations in programs for the homeless, based on her own experience. She emphasized that staff should be empathetic and understand the specific needs of individuals, such as domestic violence victims or those with developmental delays.</i></p>	

Dr. Amin responded that he agrees with her and the Crocker Street campus will embed those resources in there and so will the street medicine providers who are going out into the street. It's actually the reason why he came on L.A. Care about a year and a half ago, we formulated a new department specifically to deal and coordinate the services to deal with and coordinate the services that she is referring to. Initiatives and community support programs and they are so intricately tied together that they are part of the same department and the clinical leader of that department is actually a psychiatrist.

Estela Lara expressed pride and excitement about L.A. Care's new collaboration, hoping it will become a national model. She expressed her willingness to support the initiative and highlighted its overdue necessity. She shared a personal anecdote about her niece getting food for a homeless person, demonstrating the importance of the program's mission.

Dr. Sameer Amin noted the need for a cultural shift towards creating significant, tangible change in the community through large-scale, transformative processes. He spoke about ongoing initiatives like the field medicine program and efforts in Skid Row, aiming to impact L.A. Care members tangibly. Dr. Amin expressed his commitment to helping all 50,000 L.A. Care members find permanent housing, ensuring the broader community sees the positive outcomes. He also mentioned collaboration with Health Net to support an additional 20,000 individuals, fostering a cohesive healthcare ecosystem.

Member Salazar expressed concern about the focus on referrals for homelessness support. She emphasized the need for preventive measures for those at risk of becoming homeless, such as individuals unable to pay rent or feed their children. She questioned how to utilize the support before reaching the point of homelessness, rather than seeking help after becoming homeless. Dr. Amin acknowledged Member Salazar's concerns and noted that while the current \$1.2 billion investment is targeted towards those who are unhoused, there are also preventive care initiatives and intensive case management programs in place. He clarified that the funds discussed in the meeting are specifically allocated and restricted for addressing homelessness, but assured that there are other resources and programs within L.A. Care aimed at providing support and services to prevent homelessness as well. Member Salazar noted the need for preventive measures rather than reactive ones. She expressed concern about imminent homelessness due to financial instability and the challenges of affording basic necessities like rent and food for her family. Member Salazar stressed the importance of accessing support before reaching a crisis point, seeking guidance on how to utilize services proactively to prevent homelessness. Dr. Amin acknowledged Member Salazar's concerns and spoke about ongoing efforts to address homelessness. He appreciated her passion and reiterated that while their current funding and programs are focused on those currently unhoused, there are also community support programs and

	<p>preventive care initiatives in place. He clarified that the \$1.2 billion investment discussed is specifically targeted for homelessness-related services, and while it may not directly cover all preventive aspects mentioned, there are existing intensive case management programs and other services available. He expressed openness to further discussions and presentations on their various case management programs.</p> <p>Chairperson Rodriguez thanked Dr. Amin for this report and noted that she was once homeless. She said when homeless people hear about this project it gives them encouragement, but it also reminds her about the obstacles she has overcome.</p> <p>Dr. Amin addressed two main points in his comments. He acknowledged the enormity of the homelessness problem and stressed that despite efforts from experienced partners, the issue persists not due to lack of effort but due to its complexity. He emphasized the importance of starting somewhere, even if progress is incremental, and building upon it over time. He highlighted the need for continuous improvement and adjustment in their programs and investments to effectively tackle the issue. Regarding the process of getting individuals into their system, Dr. Amin discussed ongoing efforts to train providers, community-based organizations, and local services on how to refer people effectively. He mentioned collaborations with county and city services to facilitate easy access to community health services. He noted that their outreach efforts have been deliberate, engaging with various communities such as Montebello and El Monte, as well as areas like Skid Row, to connect with individuals who need assistance.</p> <p>Member Refugio expressed appreciation for L.A. Care's efforts in assisting homeless people and suggested creating a program to prevent individuals and families from becoming homeless due to current living difficulties, where parents are struggling despite working. Member Refugio requested an update on the number of individuals benefiting from L.A. Care's homeless assistance program. She asked for clarity on the duration of assistance provided to these individuals. She also suggested collaboration with mayors and councils to address homelessness more broadly and questioned L.A. Care's goals regarding the complete elimination of homelessness and related issues. Dr. Amin noted L.A. Care's commitment to preventing homelessness. He mentioned existing programs aimed at assisting individuals on the verge of homelessness, such as enhanced care management programs. Dr. Amin expressed willingness to discuss these initiatives further during future engagements.</p>	
FUTURE AGENDA ITEM SUGGESTIONS		
	Ms. Gonzalez asked for a presentation about the Call The Car application.	

	<p>Member Salazar asked if the presentation from Call The Car can be moved up, because she uses the service and sometime is not able to get a hold of the driver. She normally has to wait until the call center calls her.</p> <p>Member Lebron noted the need to sleep slow so that the interpreters can properly interpret. suggested making the meeting time longer so they can take advantage of speaking to L.A. Care leadership.</p> <p><u>PUBLIC COMMENT</u> <i>Andria McFerson from RCAC 5 proposed future agenda items. She emphasized the need for Dr. Amin to regularly update the committee on L.A. Care's homeless services progress. She suggested implementing surveys for homeless individuals receiving services to ensure accountability and ethics, including feedback on services provided by subcontractors like doctors or shelters. McFerson also advocated for empathy training based on peer-to-peer insights from those experiencing homelessness to better support their needs.</i></p>	
PUBLIC COMMENTS		
	There were no public comments.	
ADJOURNMENT		
ADJOURNMENT	The meeting was adjourned at 1:21 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*

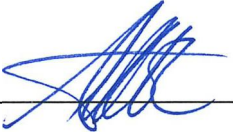
APPROVED BY

Ana Rodriguez, TTECAC Chair _____

Date _____

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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 7/10/2024