

# Board of Governors

## Temporary Transitional Executive Community Advisory Committee (TTECAC)

### Meeting Minutes – October 9, 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                      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>Izmir Coello, Interpreter                      Rebekah Coster, Closed Captioner                      Sonia Hernandez, Interpreter                      Isaac Ibarlucea, Interpreter                      Eduardo Kogan, Interpreter                      Erin Lafarque, Interpreter                      Sina New, Interpreter                      Andrew Yates, Interpreter</p> <p>Diane Chaves, Public                      Scott Clapson, Public                      Elizabeth Cooper, Public                      Gloria Hernandez Munoz, Public ***                      Estela Lara, Public                      Sambour Lay, Public                      Russel Mahler, Public                      Andrea McFerson, Public                      Elmano Osorio, Public                      Fresia Paz, Public                      Marlene Paz, Public                      Maria Teresa Rabaja, Public                      Ana Reyes, Public                      Demetria Saffore, Public                      Julia Wong, Public</p>	<p>Layla Gonzalez, Advocate, Board of Governors                      Fatima Vazquez, Member, Board of Governors                      Francisco Oaxaca, Chief of Communication and Community Relations ***                      Tyonna Baker, 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                      Melissa Jones, Strategic Planning Specialist, Strategic Planning ***                      Christopher Maghar, Community Outreach Field Specialist, CO&amp;E                      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                      Victor Rodriguez, Board Specialist, Board Services                      Wendy Schiffer, Senior Director, Strategic Planning                      Farid Seyed, Lead Unified Communication Mobility Engineer, IT Operations &amp; Infrastructure</p>
<p>* Excused Absent    ** Absent                      *** Via teleconference</p>		

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<p><b>CALL TO ORDER</b></p>	<p>Mr. Baackes before the meeting was called to order Mr. Baackes spoke about Proposition 35, to increase Medi-Cal reimbursement for providers. He explained the implications of a ballot proposition related to an existing tax on health insurance plans. This tax has been collected for years, raising approximately \$30 billion over nine years, most of which was directed to the state’s general fund. The proposition now proposes to use these funds specifically to increase reimbursement for doctors and hospitals participating in Medi-Cal. Mr. Baackes highlighted that Medi-Cal reimbursement rates are significantly lower than for Medicare or commercial insurance, with Medi-Cal rates approximately 60-70% of Medicare rates and about half of commercial insurance rates.</p> <p>The funding adjustment aims to encourage more doctors to participate in Medi-Cal, improving patient access to care and alleviating overcrowding in emergency rooms, where individuals often go when they cannot secure primary care. Safety-net hospitals, which serve primarily Medi-Cal patients, would especially benefit from this change. Mr. Baackes noted that consumers would not see a tax increase. He clarified that L.A. Care, due to its public funding, is limited in its effort to promote the proposition but has prepared informational materials in English and Spanish to raise awareness. He mentioned that 350 organizations support the proposition, with only a few opposing it, signaling broad approval of the initiative aimed at ensuring Medi-Cal providers receive adequate compensation. He concluded by offering to answer questions about Proposition 35.</p> <p><b><u>PUBLIC COMMENT</u></b></p> <p><i>Elizabeth Cooper expressed appreciation for the information shared and mentioned that she had read about the proposition and seen television advertisements on the topic. She voiced her concern that there should be more educational resources available, like presentations from the League of Women Voters, to ensure clear, nonpartisan information on ballot propositions. As a long-time member, Ms. Cooper emphasized the importance of educating the public about propositions in a balanced manner. She noted her support for Proposition 35 as a registered voter but expressed disappointment over the lack of adequate education on these issues. She concluded by asking for further clarification on this matter.</i></p> <p>Mr. Baackes acknowledged Ms. Cooper’s suggestion, recalling that the League of Women Voters had previously participated in educational activities at L.A. Care and expressing openness to reintroducing such initiatives. He explained that he had wanted to do more to promote Proposition 35 but is limited by legal constraints, though he personally supports Proposition 35 and plans to vote for it. He highlighted that Proposition 35 is uniquely impactful for Medi-Cal recipients, addressing a critical need for better funding in Medi-Cal.</p>	

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	<p>Mr. Baackes said that while Proposition 35 won't fully resolve funding issues, it represents a significant step toward reducing health disparities by improving access and equity for Medi-Cal beneficiaries.</p> <p>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 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 10:12 A.M.</p>	
<p><b>APPROVE MEETING AGENDA</b></p>	<p>Vice Chair McClain asked the public to make sure their comments are related to the agenda item. Special accommodations will be made based on time available.</p> <p><b><u>PUBLIC COMMENT</u></b></p> <p><i>Elizabeth Cooper voiced her objection to the way ECAC members are directed in meetings, contrasting it with her experience at a recent Board of Governors meeting, where an ECAC member was allowed ample time to discuss an issue. She emphasized her right to speak freely under the U.S. Constitution and affirmed that ECAC members are there to provide constructive public comment, not to create disruption. She requested that her comments be formally noted.</i></p> <p><i>Andria McFerson stated that the meeting agenda did not reflect prior discussions, particularly regarding community outreach and budget topics. She emphasized the importance of respecting the role of the Regional Community Advisory Committee (RCAC) and requested that staff consider the committee's input when creating the agenda. McFerson suggested that RCAC members should review and vote on Board of Governors items first, allowing their chairs to represent them effectively. She underscored the responsibility of committee members to represent their community.</i></p> <p>The Agenda for today's meeting was approved.</p>	<p>Approved. 9 AYES (Byrd, Cordero, McClain, Poz, Rabaja, Rodriguez, Salazar, Lebron, and Romo)</p>

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APPROVE MEETING MINUTES	The September 11, 2024 Meeting minutes were approved.	Approved. 9 AYES (Byrd, Cordero, McClain, Poz, Rabaja, Rodriguez, Salazar, Lebron, and Romo)
<b>STANDING ITEM</b>		
BOARD MEMBERS REPORT	<p>Board Members Gonzalez and Vazquez presented the October 2024 Board Member Report <i>(a copy of the report can be obtained from CO&amp;E).</i></p> <p>The Board of Governors met on October 3. 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"> <li>• The list of motions approved at that Board meeting can be obtained from CO&amp;E.</li> <li>• 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: <ul style="list-style-type: none"> <li>- Roger Rabaja</li> <li>- Silvia Poz</li> <li>- Joyce Sales</li> <li>- Maritza Lebron</li> <li>- Ana Romo</li> <li>- Damares O Hernandez de Cordero</li> <li>- Tanya Lopez</li> <li>- Alicia Flores</li> <li>- Nereyda Ibarra</li> <li>- Elizabeth Cooper</li> <li>- Estela Lara</li> <li>- Myrra Bolla</li> <li>- Diana Camacho</li> <li>- Maria Montes</li> <li>- Lottie Cleveland</li> </ul> </li> </ul>	

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	<ul style="list-style-type: none"> <li>• Chairperson Ballesteros expressed gratitude for the recognition Supervisor Hilda Solis has given to L.A. Care for the community resource centers (CRCs). He congratulated Mr. Baackes and Mr. Oaxaca and he spoke about the invaluable contribution CRCs have made to the community. He highlighted the upcoming ribbon-cutting ceremony for the new South L.A. location on October 11.</li> <li>• Mr. Baackes announced that L.A. Care has settled enforcement actions with the California Department of Managed Healthcare and the Department of Healthcare Services, following a \$55 million fine for violations related to unresolved grievances and a new utilization management system. L.A. Care self-reported the issues. The settlement is a fine of \$27 million and \$28 million designated for community investments over three years, focusing on quality, health equity, and behavioral health integration. Additionally, a consultant will monitor the areas affected by the enforcement action and report to the departments quarterly for two years.</li> <li>• Mr. Baackes reported on Government Affairs on behalf of Ms. Compartore. He reported that the recent legislative session concluded with the Governor signing a significant bill that reduces the payment period for claims from 45 to 30 days, effective in 2026, changing the terminology from "clean claims" to "complete claims." He mentioned that LA Care has been proactive in implementing business transformation projects, including upgrades to their claims payment system, which should help with the upcoming changes. On the federal level, bi-partisan legislation was introduced which will extend enhanced premium tax credits for individuals enrolled in the health benefit exchange, called Covered California in our state.</li> <li>• Ms. Webber-Christmas gave a Community Benefits Community Health Investment Fund (CHIF) Summary. The 2022-2023 Summary Report, highlights \$29.3 million invested in 167 active grants. Key outcomes included hiring over 400 clinical professionals who impacted more than 23,000 patients, and initiatives addressing social determinants of health that benefited nearly 100,000 lives. She said that investments in African American infant and maternal health programs resulted in 100 out of 116 live births to Black families surviving. This reflects the positive impact of L.A. Care's community initiatives.</li> <li>• Ms. Smart and Mr. Ng discussed the collaboration between L.A. Care and the LA County Fire Department's Advanced Provider Response Units (APRU), which aims to reduce unnecessary emergency room visits by providing care for low-acuity health issues in the community. This partnership allows APRU teams, which include firefighters and medical professionals, to assess and treat patients in their homes, improving access to healthcare services while alleviating pressure on emergency departments. They shared a</li> </ul>	

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	<p>success story of a frequent 911 caller who, through coordinated efforts between L.A. Care's Enhanced Care Management and APRU, received comprehensive support for his healthcare needs, demonstrating the effectiveness of their collaborative approach.</p> <p><b><u>PUBLIC COMMENT</u></b>  <i>Elizabeth Cooper stated she was concerned that input from RCAC members is not being effectively communicated to the Board of Governors, despite the original legislative intent of the Consumer Advisory Committee. She noted that RCAC issues and motions are rarely addressed at board meetings and urged board members to gather and present RCAC input, as this connection gives them their authority. While respectful of the board members, she emphasized her objection to the lack of visible RCAC representation.</i></p> <p><i>Andria McFerson urged the Board members to take RCAC members seriously, emphasizing that RCAC meetings address real community health disparities and concerns. She requested that board representatives, Ms. Gonzalez and Ms. Vazquez, present RCAC motions and input accurately to the Board of Governors. McFerson also expressed concern over budget transparency, citing an email indicating \$300,000 in spending and calling for a clear, scheduled budget report for current and future fiscal years to ensure accountability.</i></p>	
<p>ECAC CHAIRPERSON'S REPORT</p> <ul style="list-style-type: none"> <li>Motion</li> </ul>	<p>Chairperson Rodriguez presented the following motion <i>(A copy of the list of RCAC members can be obtained from CO&amp;E.)</i>:</p> <p><b><u>ECA 100</u></b>  <b>Motion to recommend approval of the following candidate (s) for RCAC membership (see attachment).</b></p> <p><b><u>PUBLIC COMMENT</u></b>  <i>Elizabeth Cooper welcomed the new RCAC members but expressed concern over the lack of diversity within some RCACs, noting that in her own RCAC she is the only African American member. She urged L.A. Care staff to ensure greater diversity in representation, emphasizing the importance of reflecting the diverse communities served by this state-mandated program.</i></p> <p><i>Andria McFerson echoed concerns about the lack of diversity among RCAC members, as previously mentioned by Ms. Cooper, and noted that there is no community outreach focused on recruiting diverse new members. She</i></p>	<p>Approved. 9 AYES (Byrd, Cordero, McClain, Poz, Rabaja, Rodriguez, Salazar, Lebron, and Romo)</p>

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	<p><i>questioned the rationale of having limited representation from different racial groups within each RCAC and called for a structured outreach plan to ensure more comprehensive diversity across all races in the committee.</i></p>	
<p><b>COMMUNICATIONS AND COMMUNITY RELATIONS UPDATE</b></p> <p><b>Community Resource Center Update</b></p>	<p>Francisco Oaxaca, MBA, Chief, Communication and Community Relations, gave a Communications and Community Relations Update <i>(a copy of the written update can be obtained from CO&amp;E)</i>.</p> <p>Mr. Oaxaca provided updates on several initiatives. He announced the upcoming ribbon-cutting for the South LA Community Resource Center and shared that the fourteenth CRC is expected to open in February next year in Lincoln Heights. A new five-year agreement with Blue Shield's Promise Health Plan to jointly operate the centers will begin in January. Additionally, LA Care plans to extend operating hours across centers, including reintroducing Saturday hours by March. Centers will have flexibility in adjusting hours to best serve their communities. He also noted that an update on the Health Promoters Program would be provided at a future meeting. He addressed efforts to enhance diversity within RCAC and ECAC, emphasizing ongoing work with community organizations to recruit diverse members that reflect LA County's population.</p> <p><b><u>PUBLIC COMMENT</u></b></p> <p><i>Elizabeth Cooper expressed concern regarding the RCACs' role in recruitment and funding, noting that only staff are involved in recruitment, not committee members. She praised the Resource Centers' efforts but questioned why RCACs are not mentioned in funding discussions, warning that future RCAC sustainability may be at risk. She urged ECAC members to recognize that their roles exist due to past advocacy and emphasized the need for continued funding for RCACs.</i></p> <p><i>Andria McFerson emphasized the importance of RCAC members making decisions about community outreach and activities at Resource Centers, asserting that only RCAC members should have this authority. She suggested including a community outreach section on RCAC agendas to address regional needs effectively. McFerson proposed a process where RCACs plan and vote on outreach initiatives, allowing chairs to represent these plans to L.A. Care, ensuring that RCACs can execute and report on these activities independently.</i></p>	

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	<p>Mr. Oaxaca responded to a request for information about the South LA location grand opening event, scheduled this Friday at 10 A.M. He shared that the site located in Lincoln Heights is expected to be completed by mid-February of next year.</p> <p>Ms. Gonzalez thanked Mr. Oaxaca for his report and asked if the new five-year plan with Blue Shield Promise would include having clinicians or nurses available at the centers to administer vaccines or address minor healthcare needs. Mr. Oaxaca said that there have been discussions to bring clinical services to CRCs, but it is not yet finalized.</p> <p>Ms. Salazar asked that the TTECAC members be invited to the South L.A. opening. She has not been invited to the opening, and other members are having the same issue. She said that not everyone can make it to the classes that are offered due to their schedules and asked about extended hours. Mr. Oaxaca responded by explaining that extended hours and Saturday openings are being implemented to increase access, particularly for those unable to attend classes during the week. He mentioned that they will assess which classes are most needed during these extended hours, with popular options like CPR likely to be included. He also noted he would verify ECAC members' scheduling concerns after the meeting.</p> <p>Member Refugio asked if there will be a vaccine event at all community resource centers. Mr. Oaxaca responded that there will be a series of vaccination events.</p> <p>Member Lebron said she has not received an invitation for the grand opening. Mr. Oaxaca responded that staff will look into providing transportation to the event.</p>	
<b>MEMBER ISSUES</b>	<p><b><u>PUBLIC COMMENT</u></b></p> <p><i>Elizabeth Cooper expressed concern about the perceived unfair treatment of the public at community meetings, emphasizing her commitment to advocating for the RCACs. She highlighted the importance of ensuring RCAC longevity, funding, and active participation, urging board representatives to speak up on behalf of RCAC members. She reminded the committee that past efforts made RCAC and ECAC participation possible and stressed the need to prioritize RCAC sustainability and community representation.</i></p> <p><i>Demetra Saffore stated that she continuously has issues with her referrals. She has been approved to see providers that are no longer contracted with L.A. Care. She said that the doctor is blamed, but does not agree because they do not approve referrals.</i></p>	



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	<p><b><i>Andria McFerson shared her experience with inadequate medical care, describing how she was misdiagnosed and mistreated at a hospital while dealing with severe symptoms, including muscle spasms and a kidney infection. She explained that, as a disabled child of a disabled veteran with epilepsy and kidney issues, she faced significant challenges and discrimination due to her low-income status and L.A. Care coverage. She emphasized the need for hospitals and staff to treat low-income patients with respect and called for immediate action to address this issue.</i></b></p> <p>Member Salazar advised Ms. Saffore to contact her insurance provider directly during an emergency to ensure coverage approval. She shared that he has taken this extra step before, as doctors and insurance providers may not automatically coordinate, and said that while it requires additional effort, it can be done.</p> <p>Member Cordero reported that during a recent RCAC 10 meeting in East LA, several members experienced issues with the L.A. Care phone service, including disrespectful treatment and incorrect responses from representatives. She noted that five individuals specifically complained about mistreatment. While she personally has had courteous interactions, Member Cordero spoke about the recurring concerns shared by other members.</p> <p>Board Member Gonzalez thanked members for sharing their concerns and suggested bringing these issues to the Board of Governors for potential brainstorming. She emphasized the importance of filing complaints with L.A. Care to ensure documentation, as this data is reviewed and reported to the Board. She encouraged members to document complaints and to share ideas on possible solutions, which could then be presented to the Board of Governors.</p>	
<b>NEW BUSINESS</b>		
<p><b>STRATEGIC VISION 2024/2025 – 2026/2027</b></p>	<p>Wendy Schiffer MSPH, Senior Director, Strategic Planning gave a presentation about L.A. Care’s Strategic Vision (<i>a copy of the presentation can be obtained from CO&amp;E</i>).</p> <p>Ms. Schiffer presented LA Care’s three-year strategic plan, developed through analysis of healthcare trends and internal feedback. The plan focuses on four priorities: improving operational efficiency, expanding the provider and partner network, enhancing member experience, and establishing L.A. Care as a national advocate for health equity. Key initiatives include extending CRC hours, expanding community and clinical services, enhancing support for dual-eligible members, and improving customer service responsiveness. The plan also prioritizes creating a diverse workforce, promoting equitable</p>	

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	<p>funding, and careful use of AI. Progress reports will be provided quarterly to the Board, using a new template to track measurable outcomes.</p> <p><b><u>PUBLIC COMMENT</u></b></p> <p><i>Elizabeth Cooper thanked Ms. Schiffer for the strategic plan presentation and inquired about the plan's provisions for RCAC funding, involvement, and support. She emphasized the importance of RCACs and ECACs in representing regional consumer interests and asked how they would be included and supported within L.A. Care's strategic initiatives.</i></p> <p>Ms. Schiffer explained that while not specifically mentioned in the strategic plan, the RCACs remain a foundational part of L.A. Care's structure. The plan focuses on new initiatives rather than existing structures like the RCACs. She assured Ms. Cooper that community input was integral to the plan's development, and priorities from RCAC meeting minutes were reviewed. Schiffer emphasized that the strategic plan aims to promote collaboration across departments and align efforts with RCACs to achieve L.A. Care's goals for improved access to care in L.A. County.</p> <p><i>Ms. McFerson expressed appreciation for the strategic plan overview and requested that each RCAC receive detailed information on how the new initiatives will affect them. She suggested that RCACs collaborate closely with L.A. Care to support initiatives, particularly in areas like partnerships with shelters and addressing homelessness. She recommended that staff engage RCACs for regional insights and community event planning, making L.A. Care's resources more accessible to the public. Additionally, Ms. McFerson proposed discussing how RCAC members could actively participate in these initiatives, including budget considerations for stipends, to support cultural equity and diversity efforts across L.A. Care's programs.</i></p> <p>Ms. Schiffer noted that the feedback from RCAC and ECAC members is foundational to L.A. Care's planning process. She assured that they intentionally consider input from these groups to inform strategic decisions. Additionally, she welcomed the idea of focused outreach efforts for seniors, disabled individuals, and those with learning disabilities, especially regarding AI initiatives. Schiffer and her team offered to attend RCAC meetings whenever needed to maintain open communication and engagement.</p>	
<b>OLD BUSINESS</b>		

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<p><b>L.A. CARE BOARD OF GOVERNORS ELECTIONS UPDATE</b></p>	<p>Linda Merkens, Senior <i>Manager, Board Services</i>, provided information on the L.A. Care Board of Governors elections (<i>a copy of the report can be obtained from CO&amp;E</i>).</p> <p><b><u>PUBLIC COMMENT</u></b></p> <p><i>Elizabeth Cooper expressed concern about the election process for ECAC representatives, questioning if it was conducted fairly and suggesting that a one-year term might be too long. She emphasized the importance of representatives actively engaging with RCAC members to gather input before making comments at Board meetings. Cooper urged the representatives to be more proactive in understanding and addressing RCAC members' concerns, especially on issues of diversity and member participation, and stressed the importance of fair and inclusive representation.</i></p> <p><i>Andria McFerson objected to the motion, criticizing the lack of a fair, democratic process in recent ECAC leadership decisions. She recounted a previous situation where she nominated herself for a chair position, but the decision seemed predetermined, with no formal voting process. McFerson argued that RCAC members were excluded from this process and should have been consulted. She cited a similar experience in her RCAC where staff encouraged others to replace her as chair despite limited interest, highlighting concerns about representation and fairness. McFerson urged for a more transparent and inclusive approach moving forward.</i></p> <p>Member Salazar asked about the changes on the application, marked in red. Ms. Merkens responded that they indicate the wording added from the last election. Member Salazar asked if it will be reviewed before they vote. Ms. Merkens stated that is it not a final approval of the election rules but directs staff to review the proposed rules at RCAC meetings. This is the third time TTECAC is asked to review proposed election rules, and the proposed election rules have not changed since June. Member Salazar expressed concern about the voting process and the need for clarity on application corrections. She emphasized the importance of reviewing and understanding any corrections as a group before voting or sending it to the RCAC. She noted that the application had been revised multiple times but wanted assurance of its accuracy before proceeding. Ms. Merkens stated that it has not changed since it was presented in June, where it was scheduled to be reviewed in the fall to direct the staff to take it to the RCACs for review.</p>	<p><b>Approved. 6 AYES (Byrd, McClain, Rabaja,</b></p>

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	<p><b><u>MOTION ECA 101</u></b>  Ask the two consumer representatives, Layla Gonzalez and Fatima Vazquez, to continue to serve until the 2025 election of new representatives is complete, and request a review by RCAC members of the application and rules for the election of nominees to the two consumer Board Seats, with feedback provided to ECAC by February 2025.</p>	<p>Refugio, Rodriguez, and Romo)</p> <p>3 ABSTENTIONS (Cordero, Lebron, and Salazar)</p>
FUTURE AGENDA ITEM SUGGESTIONS		
	<p>Member Refugio would like to learn more about L.A. Care Covered, and she requested a presentation at a future meeting.</p> <p>Member Cordero would like to know more about the Health Promoters program and requested a presentation on the topic at a future meeting.</p> <p>Board Member Gonzalez would like training for members to be better advocates. Ms. De La Torre clarified is she is requesting training for ECAC leadership.</p> <p>Board Member Vazquez stated that she would like to know what the requirements are for electric wheelchairs and standard chairs and how they are obtained.</p>	
PUBLIC COMMENTS		
	<p><b><u>PUBLIC COMMENT</u></b>  <i>Elizabeth Cooper requested legal guidance on election procedures, emphasizing her commitment to ensuring fairness and legality in the process. She expressed her determination to advocate for proper election practices.</i></p> <p><i>Andria McFerson spoke about the importance of unity and family within the group, highlighting that their shared mission is to improve healthcare and save lives. She advocated for adding RCAC events to the agenda to promote peer-to-peer engagement, community outreach, and awareness of Proposition 35. McFerson also suggested including guidance on member rights, including Roberts Rules of Order and the Brown Act, to ensure that staff does not dominate RCAC meetings, supporting fair and effective advocacy for the community.</i></p> <p><i>Frezia Paz asked if there will be Health Promoter positions opening up.</i></p>	

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	<p><i>Diane Chaves raised concerns about transportation services, noting that some contracted drivers display hostile nonverbal cues, likely due to dissatisfaction with compensation. She worried that this could impact timely arrivals, especially for vulnerable individuals relying on these services for essential appointments. She suggested ensuring that third-party transportation providers, such as Uber or Lyft, address these issues to maintain a supportive and punctual service for consumers.</i></p>	
<b>ADJOURNMENT</b>		
<b>ADJOURNMENT</b>	The meeting was adjourned at 12: 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 \_\_\_\_\_

	<p><i>Andria McFerson spoke about the importance of unity and family within the group, highlighting that their shared mission is to improve healthcare and save lives. She advocated for adding RCAC events to the agenda to promote peer-to-peer engagement, community outreach, and awareness of Proposition 35. McFerson also suggested including guidance on member rights, including Roberts Rules of Order and the Brown Act, to ensure that staff does not dominate RCAC meetings, supporting fair and effective advocacy for the community.</i></p> <p><i>Frezia Paz asked if there will be Health Promoter positions opening up.</i></p> <p><i>Diane Chaves raised concerns about transportation services, noting that some contracted drivers display hostile nonverbal cues, likely due to dissatisfaction with compensation. She worried that this could impact timely arrivals, especially for vulnerable individuals relying on these services for essential appointments. She suggested ensuring that third-party transportation providers, such as Uber or Lyft, address these issues to maintain a supportive and punctual service for consumers.</i></p>	
<b>ADJOURNMENT</b>		
<b>ADJOURNMENT</b>	The meeting was adjourned at 12: 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 11/13/24