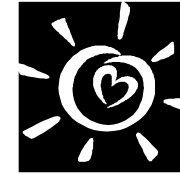


# Board of Governors

## Temporary Transitional Executive Community Advisory Committee (TTECAC)



**L.A. Care**  
HEALTH PLAN

### Meeting Minutes – February 12, 2025

1055 W. 7<sup>th</sup> Street, Los Angeles, CA 90017

ECAC Members	RCAC Members/Public	L.A. Care Board of Governors/Senior Staff
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  * Excused Absent    ** Absent *** Via teleconference	Shelly Hash, Interpreter Sonia Hernandez, Interpreter Isaac Ibarlucea, Interpreter Izmir Coello, Interpreter Jeannette Martinez, Interpreter Missy Smith, Closed Captioner Andrew Yates, Interpreter  Maria Alvarez, Public Laura Gonzalez, Public Nereyda Ibarra, Public Estela Lara, Public Dorothy Lowery, Public Russel Mahler, Public Andrea McFerson, Public Mary Romero, Public Ricardo Sanchez, Public Demetria Saffore, Public	Layla Gonzalez, Advocate, Board of Governors Fatima Vazquez, Member, Board of Governors Todd Gower, Chief Compliance Officer, L.A. Care Health Plan Tyonna Baker, Community Outreach Field Specialist, CO&E Malou Balones, Board Specialist, Board Services *** Kristina Chung, Community Outreach Field Specialist, CO&E Idalia De La Torre, Field Specialist Supervisor, CO&E Auleria Eakins, Manager, CO&E Aaron Garcia, Member Advocate, Member Relations Services, Even MORE Outreach & Service Ramon Garcia, Community Outreach Field Specialist, CO&E Hilda Herrera, Community Outreach Field Specialist, CO&E Linda Merkens, Senior Manager, Board Services *** Frank Meza, Community Outreach Field Specialist, CO&E Alfredo Mora, Staff Augmentation, Facilities Services Cindy Pozos, Community Outreach Field Specialist, CO&E Victor Rodriguez, Board Specialist, Board Services Martin Vicente, Community Outreach Field Specialist, CO&E

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<b>CALL TO ORDER</b>	Ana Rodriguez, <i>TTECAC Chairperson</i> , read 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.  Chairperson Rodriguez called the meeting to order at 10:05 A.M.	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<b>APPROVE MEETING AGENDA</b>	<p>The Agenda for today’s meeting was approved.</p>	<p>Approved Unanimously. 11 AYES ( Byrd, Cordero, McClain, Poz, Rabaja, Rodriguez, Salazar, Lebron, Refugio, and Romo)</p>
<b>APPROVE MEETING MINUTES</b>	<p>The December 11, 2024 Meeting minutes were approved.</p>	<p>Approved Unanimously. 11 AYES</p>
<b>STANDING ITEM</b>		
<b>BOARD MEMBERS REPORT</b>	<p>Board Members Layla Gonzalez and Fatima Vazquez presented the December 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 February 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> <p>The list of motions approved at that meeting can be obtained from CO&amp;E.</p> <p>Thank you to the RCAC members that joined the meeting in person or virtually. We 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. Ana Rodriguez</li> <li>2. Silvia Poz</li> <li>3. Joyce Sales</li> <li>4. Maritza Lebron</li> <li>5. Ana Romo</li> <li>6. Deaka McClain</li> <li>7. Damares O Hernandez de Cordero</li> <li>8. Marlene Paz</li> <li>9. Carmen Delgado</li> <li>10. Estela Lara</li> <li>11. Ana Rubio Lopez</li> <li>12. Reginald Fagan</li> </ol>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>13. Silvia Quezada</p> <p>14. Norma Angelica Alvarez</p> <p>Martha Santana-Chin, <i>Chief Executive Officer</i>, gave her first CEO report. Ms. Santana-Chin focused on strengthening L.A. Care’s operations, advocating for healthcare protections and ensuring uninterrupted care, especially during the recent wildfires. L.A. Care mobilized resources to support members, providers, and employees and the Board approved an allocation of \$10 million to support wildfire relief. She emphasized ongoing advocacy against policy changes that could impact healthcare access, particularly for low-income communities and immigrants. Internally, she engaged employees and community leaders. L.A. Care has invested in 14 community resource centers (CRCs), in children’s health initiatives, and improved healthcare accessibility, demonstrating its commitment to long-term support of health care in Los Angeles County.</p> <p>Cherie Compartore, <i>Senior Director, Government Affairs</i>, provided an update on the Presidents Executive Orders and on lawsuits relevant to L.A. Care’s strategic and operational interests. She highlighted two major directives: an Order attempting to end birthright citizenship, which has been temporarily blocked, and to freeze federal funds, which was blocked in court. A federal memo on the freeze of federal funds was rescinded but the executive order remains in effect. She noted that Executive Orders can be challenged successfully in court, and the administration continues to pursue policy changes through regulatory processes and legislative efforts. L.A. Care is actively monitoring and advocating against policies that negatively impact healthcare access, using real-time data and collaboration with trade associations.</p> <p>Terry Brown, <i>Chief Human Resource Officer</i>, provided an update on the installation of automatic doors at L.A. Care’s CRCs. Over the holidays, automatic doors were installed at the 8 CRCs. All new CRCs will have them as a standard feature. CRCs that have less than three years on the lease were excluded. He confirmed that automatic doors are in place at the 1200 building. This is the last update on the request.</p> <p>Sameer Amin, MD, <i>Chief Medical Officer</i>, provided an update on L.A. Care’s health services strategy, emphasizing a proactive, goal-driven approach for each department under his leadership. Key focus areas include operational efficiency, network management, quality of care, member experience, health equity, and community integration. Medical management is improving IT infrastructure and streamlining utilization management to enhance care access. The community health department is working on better coordination with county programs and developing an innovation platform for new community health initiatives. The pharmacy and quality improvement departments are focusing on improving clinical</p>	

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	<p>programs, provider engagement, analytics, and member experience to improve health outcomes for members.</p> <p>In the Chief Health Equity Officer’s report, Kathy Kwan, <i>Health Services Program Manager</i>, gave a presentation on L.A. Care’s Social Determinants of Health (SDOH) strategy, approach, and results. The initiative aligns with L.A. Care’s mission, health equity plan, and regulatory requirements by improving patient health through social service resources. Efforts include expanding the Community Link platform, adding 84 new community-based organizations, and launching two SDOH resource websites for members and providers. Key outreach efforts involved distributing materials at community resource centers, provider offices, and through digital channels to engage members and providers. The presentation highlighted data on user engagement with the Community Link app, showing increased exploration and connections to needed services.</p> <p><b><u>PUBLIC COMMENT</u></b></p> <p><i>Ms. McFerson commented on past and current budget concerns, highlighting that \$150,000 allocated to the Regional Community Advisory Committees (RCACs) remained unspent during the three years of COVID-19. She inquired about the current budget and emphasized the need for a yearly schedule aligned with the fiscal year. She also advocated for expanding the budget to allocate more funds for local events. Ms. McFerson urged the Board of Governors (BOG) Chairs to represent the RCACs’ interests, pointing out that while other organizations have flourished with resources, the RCACs have received limited financial support despite their long-standing presence. She called for a formal discussion with the BOG to establish a clear purpose and focus for the RCACs, citing a lack of communication. She also stressed the importance of supporting seniors, individuals with chronic illnesses, and those affected by crises. Additionally, she requested that RCAC members be encouraged to volunteer and receive a \$25 stipend for their efforts. Despite these challenges, she affirmed her commitment to continued advocacy.</i></p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<p><b>ECAC CHAIRPERSON'S REPORT</b></p>	<p>Chairperson Rodriguez presented Motion ECA A.0225 and Motion ECA B.0225 (<i>A copy of the motions can be obtained from CO&amp;E</i>).</p> <p><b><u>ECA A.0225</u></b> <i>Motion to recommend approval of new candidate (s) for RCAC membership.</i></p> <p><b><u>PUBLIC COMMENT</u></b> <i>Ms. McFerson spoke about the importance of diversity within the RCACs. She advocated for ensuring that each RCAC includes members who are disabled, seniors, individuals from various racial backgrounds, and those with low incomes to ensure true representation of the community. She noted that having diverse representatives would help identify and address health disparities, allowing the RCACs to take action or bring concerns to the Board of Governors for discussion. She stressed the need for open conversations about the healthcare services people receive, reinforcing the purpose of the RCACs in amplifying community voices.</i></p> <p>Member Tonya Byrd pointed out Ms. McFerson's comments on diversity to recent developments in Washington regarding Diversity, Equity, and Inclusion (DEI) policies. She asked whether these changes have had any impact on L.A. Care. While expressing reluctance to mention the current President by name, she referenced actions taken to eliminate DEI initiatives in various organizations and sought clarification on whether L.A. Care has been affected. Auleria Eakins Ed.D., MPA, Manager, Community Outreach &amp; Engagement, responded that it does not impact L.A. Care and will continue to fight for all of our members who represent, the diaspora of folks here in Los Angeles County.</p> <p>Member Lluvia Salazar said she would like to know if L.A. Care is currently working on recruiting diversity. Dr. Eakins responded that L.A. Care works towards recruiting diverse members and invited everyone to help with this goal.</p> <p>Vice Chair Deaka McClain shared her experience as part of the selection process for committee members. She described the process as both rewarding and challenging, emphasizing that L.A. Care ensures compliance with state diversity requirements. She acknowledged that some applicants could not be selected because they did not meet the established criteria. She reassured members that L.A. Care is committed to maintaining diversity and that the selection process is ongoing. She encouraged everyone to take an active role in recruiting applicants by spreading the word and urging qualified individuals to apply.</p>	<p><b>Approved.</b> <b>10 AYES (Byrd, Cordero, McClain, Poz, Rabaja, Rodriguez, Salazar, Lebron, Refugio, and Romo)</b></p> <p><b>1 ABSTENTION</b> <b>Sales</b></p>

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p><u>ECA 100</u> <i>Motion to recommend approval of new candidate (s) for RCAC membership.</i></p> <p><u>ECA 101</u> <i>Motion to approve the newly elected RCAC Chairs and RCAC Vice Chairs.</i></p> <p><u>PUBLIC COMMENT</u> <i>Ms. McFerson raised concerns about the legitimacy of the recent RCAC 5 election, stating that there was no true democratic process. She noted that the Chair had to step back from running the meeting in order to run for the position, which she questioned as a formal election procedure. She explained that RCAC 5 initially lacked a Chair, and when she volunteered as a temporary Chair, no one else raised their hand. However, after an L.A. Care employee emphasized the need for a selection process multiple times, others began to express interest. A temporary Chair was then appointed and later elected as the permanent Chair, but Ms. McFerson argued that the process was not properly conducted. She requested clarification from the Board Chair on whether a formal election took place and sought legal guidance on whether the process followed proper legal procedures. She expressed concerns that the elected Chair had not attended a Board of Governors meeting in the past four years, questioning their ability to effectively represent RCAC 5.</i></p> <p>Vice Chair McClain expressed concern about the election process mentioned in the public comment and sought clarification. Drawing from past experience, she noted that during elections, the Chair is supposed to step back and allow staff to oversee the process. She requested that staff review the situation to determine what happened and whether proper procedures were followed. Ms. Gonzalez responded to Vice Chair McClain by affirming that the election was conducted in a democratic manner, following the usual process for all RCACs. She explained that while there was no formal Chair at the time, the committee still had to vote for a new one as outlined in the bylaws. She clarified that during the Chair and Vice Chair election process, staff takes over that section of the agenda to ensure fairness. The Chair announces the election, but staff facilitate the process, including overseeing nominations and vote counting with the help of a staff member, a non-running member, and a public representative. Idalia De La Torre, <i>Field Specialist Supervisor, CO&amp;E</i>, reassured the Committee that the appropriate process was followed during the election.</p> <p><u>ECA 101</u> <i>Motion to approve the newly elected RCAC Chairs and RCAC Vice Chairs.</i></p>	<p><b>Approved Unanimously. 11 AYES ( Byrd, Cordero, McClain, Poz, Rabaja, Rodriguez, Salazar, Lebron, Refugio, and Romo)</b></p>

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<p><b>COMMUNITY OUTREACH &amp; ENGAGEMENT DEPARTMENT UPDATE</b></p>	<p>Dr. Eakins gave a Community Outreach &amp; Engagement Department Update. She noted the importance of staying grounded and supporting one another during challenging times, particularly regarding access to care and community well-being. She discussed L.A. Care’s response to recent wildfires, including allowing out-of-network services, early prescription refills, and relocating affected members without prior authorization. Community support efforts included distributing essential supplies to over 3,000 families, opening resource centers with extended hours, and providing N95 masks for air quality concerns. Dr. Eakins provided an update on the ongoing restructure process and encouraged patience and engagement as it evolves, with a commitment to addressing concerns and incorporating member feedback. In recognition of volunteer efforts, L.A. Care will celebrate TTECAC members in April for their contributions throughout the pandemic. She highlighted Black History Month initiatives, including a fireside chat on Black health equity and a screening of “No Address,” followed by discussions on housing as a social determinant of health.</p> <p><u>PUBLIC COMMENT</u></p> <p><i>Ms. McFerson expressed appreciation for the return of public comments after agenda items, noting it shows empathy. She emphasized the importance of RCACs having a strong purpose and urged L.A. Care to support community events, food donations, and other initiatives. She asserted that RCACs should have autonomy in decision-making regarding their funds and encouraged Chairs to make motions for additional support. She pointed out that LA Care has \$28 million allocated for organizations and suggested RCACs should be included. She advocated for better communication with the public and collaboration with providers to support those affected by resource cuts, stressing the need for immediate action.</i></p> <p>Member asked if there will be transportation provided for the event on 27th. Dr. Eakins responded “Yes.” Member Byrd will there be donations collected for the people that lost a lot during the fires. Dr. Eakins pointed out that there has been a strong community response and efforts to distribute collected items, noting that a gymnasium was filled for this purpose. She clarified that while groups can organize such efforts independently, L.A. Care itself lacks storage capacity at CRCs or other facilities. They had to partner with a community organization to collect and distribute items and emphasized that the CRCs simply do not have the space for additional goods and, while not outright rejecting the idea, stated that L.A. Care is currently at capacity in terms of supporting further collection and distribution efforts.</p>	

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	<p>Member Poz expressed her concern about undocumented individuals in the community being afraid to visit clinics due to fear of ICE. She suggested that the RAC members work with L.A. Care to launch a campaign, possibly sending letters to members reassuring them that they should not fear attending doctor’s appointments and that they are entitled to receive care. Dr. Eakins stated that while L.A. Care cannot dictate actions, it can provide information to help individuals make informed decisions. She assured that L.A. Care is attentive to the concerns of members. She suggested that Member Poz connect with field specialists after the meeting to learn more about available resources that could help address these concerns.</p> <p>Member Sales said she is concerned about the lack of community engagement opportunities for L.A. Care members, Chair and Vice Chairs. She asked when the program will be returned to them so they can participate in community events, recruit, and connect with resources. She requested solid answers from Francisco Oaxaca, <i>Chief, Communications and Community Relations</i>, or the relevant individual to begin involvement in L.A. Care's CO&amp;E program.</p> <p>Dr. Eakins responded by mentioning that L.A. Care is moving in the direction of addressing Member Sales' concerns, with changes set to take place next month. This includes starting a leadership coaching series, with negotiations underway with external vendors. Dr. Eakins noted that the process is evolving and that they are working to be intentional and innovative in their efforts to support leaders who represent members. Regarding the volunteer needs collection, Dr. Eakins clarified that it was primarily staff involved due to the quick turnaround, but the goal is to eventually engage the community more in the future.</p>	
<b>MEMBER ISSUES</b>	<p><u>PUBLIC COMMENT</u></p> <p><i>Ms. McFerson emphasized the importance of addressing member issues directly in the community, particularly for those facing hardships such as the recent fires. She suggested organizing an event to reach out to individuals affected by these disparities, including those who have lost everything or loved ones. Ms. McFerson stressed that the chairs should make decisions regarding funding and event organization, as they are the only ones able to motion for the use of allotted funds. She mentioned that her RCAC will discuss and present a motion to take action, focusing on giving back to the community and increasing accessibility to medical professionals for those afraid to seek help.</i></p> <p><i>Ms. Saffore shared that she had received her supplies and had met with a Board Member, Vice Chair McClain, and a doctor to discuss improving communication to ensure no future disruptions in receiving her supplies. She also expressed gratitude to</i></p>	



AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<i>Western Drug for their support, mentioning they donated a mask when she was not receiving her supplies.</i>	
<b>OLD BUSINESS</b>		
<b>L.A. Care Board of Governors Elections</b>	<p>Victor Rodriguez, <i>Board Specialist, Board Services</i>, presented Motion ECA A.0225 (<i>a copy of the motion can be obtained from CO&amp;E</i>).</p> <p><b><u>Motion ECA A.0225</u></b>  <i>Election timeline, application and rules have been reviewed at each RCAC meeting. ECAC approved the proposed timeline, application and rules for the election of nominees to the two consumer Board Seats.</i></p> <p><b><u>PUBLIC COMMENT</u></b>  <i>Ms. McFerson raised several questions regarding the election process and the involvement of members and the public. She inquired if everyone had the opportunity to run as an RCAC or ECAC member, the relevance of the new bylaws, and how nominations would work. She asked for clarity on how members could nominate themselves and the time allocated for community representatives to speak. She also questioned whether the public would be invited to meetings, have a chance to ask questions, and be properly represented, ensuring the democratic process is followed.</i></p> <p>Mr. Rodriguez clarified that to apply for a seat, individuals must first be an RCAC member. He mentioned that the rules and requirements for nominations are listed in the application and that any RCAC member can nominate someone or they can self-nominate. Campaigning will follow the same process as other elections, with time allotted on the agenda for candidates to campaign. He also confirmed that the public can attend any RCAC meeting and submit public comments, just like at other meetings such as the Board or TTECAC meetings.</p> <p>Member Salazar thanked Mr. Rodriguez for attending TTECAC and providing an update. She asked if there is a difference in this application and the application presented in October. Mr. Rodriguez responded that the only difference is that there is going to be a conference this year and it is listed on the motion, it was not listed in the previous motion.</p> <p>Member Poz asked if people need to submit the application by a deadline or if people will be able to nominate themselves at the election. Mr. Rodriguez thanked her for her question and responded that applications must be submitted 60 days prior to the election date. That date will be confirmed this week.</p>	

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	<p>Vice Chair McClain asked if the Application will be available at the March meeting. Mr. Rodriguez responded that the application can be made available once the motion is approved.</p> <p>Dr. Eakins asked the committee to amend the election rules to reflect that the election will take place in June to give staff more time to find a venue and the Committee more time to fill out and submit the application. This will move the deadline month from March to April.</p> <p><b><u>Motion ECA A.0225</u></b>  <b>Election timeline, application and rules have been reviewed at each RCAC meeting. ECAC approved the proposed timeline, application and rules for the election of nominees to the two consumer Board Seats.</b></p>	<p><b>Approved Unanimously.  11 AYES ( Byrd, Cordero, McClain, Poz, Rabaja, Rodriguez, Salazar, Lebron, Refugio, and Romo)</b></p>
<b>MOTION FROM RCAC 5</b>	<p>Member Maria Sanchez, <i>RCAC 5 Chair</i>, presented Motion ECA 102 (<i>a copy of the motion can be obtained from CO&amp;E</i>).</p> <p><b><u>ECA 102</u></b>  <b>At the December 19, 2024, RCAC 5 meeting, the committee members voted to send this motion to the February TTECAC meeting. The motion asks L.A. Care to consider the following recommendations:</b></p> <ul style="list-style-type: none"> <li>• <b>Provide a Report with Solutions by May 2025: Conduct a review of contracted PCPs, specialists, and urgent care facilities in Region 5, along with an analysis of L.A. Care’s travel time and distance to care standards based on member zip codes.</b></li> <li>• <b>Create Solutions to Address Long Wait Times with Member Services: Provide solutions to reduce wait times for members seeking assistance with PCP and specialist changes.</b></li> <li>• <b>Develop a Resource Guide of Urgent Care Facilities: Compile a list of urgent care facilities in Region 5 that currently accept L.A. Care and create a resource guide to be distributed to members, providers, and clinics.</b></li> <li>• <b>Call the Car Medical Transportation Services: Review current grievances related to poor customer service and late arrivals to medical appointments experienced by members using Call the Car and implement improvements to enhance the member experience and decrease late arrivals.</b></li> </ul> <p><b><u>PUBLIC COMMENT</u></b></p>	<p><b>Approved Unanimously.  11 AYES ( Byrd, Cordero, McClain, Poz, Rabaja, Rodriguez, Salazar, Lebron, Refugio, and Romo)</b></p>

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p><i>Ms. McFerson spoke about the mistreatment of low-income individuals with L.A. Care in Service Area 5, particularly in hospitals and emergency rooms. She shared her personal experience of being treated unfairly when seeking care for kidney and bladder issues. Despite experiencing severe muscle spasms, a nurse dismissed her symptoms, accused her of faking a seizure, and threatened to send her to psych. She emphasized that L.A. Care members deserve better care and should not be treated poorly or dismissed when seeking medical attention.</i></p>	
<p><b>MOTION FROM RCAC 6</b></p>	<p>Joyce Sales, RCAC 6 Interim Chair, presented Motion ECA 103 (a copy of the motion can be obtained from CO&amp;E).</p> <p><b><u>ECA 103</u></b></p> <p>At the December 18, 2024, RCAC 6 meeting, the committee members voted to send this motion to the February TTECAC meeting. The motion asks L.A. Care to consider the following recommendations:</p> <ul style="list-style-type: none"> <li>• <b>Provide a Report with Solutions by May 2025:</b> Conduct a review of contracted PCPs, specialists, and urgent care facilities in Region 6, along with an analysis of L.A. Care’s travel time and distance to care standards based on member zip codes.</li> <li>• <b>Create Health Access Education Materials:</b> Develop materials explaining the difference between urgent care and emergency care, compile a list of urgent care facilities in Region 6 that currently accept L.A. Care and create a resource guide to be distributed to members, providers, and clinics.</li> <li>• <b>Provide Additional Training for Member Services Representatives:</b> Offer training to enhance support for members needing assistance with provider changes or locating covered urgent care facilities.</li> </ul> <p><b><u>PUBLIC COMMENT</u></b></p> <p><i>Ms. McFerson thanked the staff for their teamwork and acknowledged feeling limited by the 60-second comment time. She expressed her support for the motion, agreeing that better services are needed for L.A. Care members and that their voices need to be heard. She concluded by expressing her appreciation for the motion.</i></p> <p>Ms. Gonzalez asked for clarification regarding materials related to urgent care. She mentioned that only the person needing the service could determine if it is an urgent matter, and she requested more details on what specific materials were being referred to.</p>	

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	<p>Member Sales emphasized the need for more information about urgent care facilities. They suggested creating a resource guide that specifies which facilities provide urgent care, along with contact details and the types of insurance they accept. Member Sales highlighted the importance of educating both patients and doctors to improve awareness and support for accessing appropriate care.</p> <p>Dr. Eakins stressed the importance of clarity in the process, noting that if there is confusion within the group, the board may also be unclear. He emphasized the need to resolve any uncertainties before drafting the motion to ensure it is clear and understandable. Dr. Eakins also mentioned that staff and field specialists should be involved in refining the clarity of the motion to ensure it is well understood.</p> <p>Ms. Gonzalez acknowledged that both RCAC 5 and RCAC 6 motions address similar issues, which could create confusion for the board. She suggested that instead of rescinding one motion, both should be incorporated together. She also inquired if the motions would be forwarded to the Board of Governors.</p> <p>Dr. Eakins suggested that the committee vote on RCAC 6 and allow staff to work on combining the motions from RCAC 5 and RCAC 6 into a single document for clarity. He emphasized that the committee should ensure both motions are aligned before moving forward. If both motions are approved, the final combined motion would be shared with the ECAC Chair and Vice-Chair, as they typically represent the motion at the Board of Governors meeting.</p>	<p><b>Approved Unanimously. 11 AYES ( Byrd, Cordero, McClain, Poz, Rabaja, Rodriguez, Salazar, Lebron, Refugio, and Romo)</b></p>
<b>FUTURE AGENDA ITEM SUGGESTIONS</b>		
	<p>Member Refugio requested a presentation from L.A. Care regarding the benefits available to members, particularly comparing those available to children, undocumented individuals, and those born in the U.S. They also suggested that the information be provided in multiple languages, as many members may not speak or read English, and asked how L.A. Care addresses this language barrier.</p> <p>Ms. De La Torre explained that due to time constraints, ECAC meetings often focus on motions, limiting the time for presentations. She suggested that if members are interested in specific topics, particularly those relevant to their RCAC, they should work with their field specialists to bring those topics to their RCAC meetings. She also noted that she had written down the request and would consider it for future discussions.</p>	
<b>PUBLIC COMMENTS</b>		
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AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<i>Ms. McFerson requested audio recordings of all RCAC meetings from the past four months and inquired about how to obtain them. She also called for a formal investigation into the elections to ensure fairness and equal opportunity for all candidates. She raised concerns about unclear bylaws and emphasized the importance of adhering to proper meeting procedures, including the Brown Act. Additionally, she advocated for a dedicated phone line to help members navigate dental coverage issues and understand their rights, a request she had previously made at the Board of Governors meeting.</i>	
<b>ADJOURNMENT</b>		
<b>ADJOURNMENT</b>	The meeting was adjourned at 1:03 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 3/12/2025