Board of Governors
Executive Community Advisory Committee
Meeting Minutes – April 9, 2014

L.A. Care Health Plan, 1055 West 7th Street, Los Angeles, CA 90017

ECAC Members	RCAC Members/Public	L.A. Care Board of Governors/Staff
Maria Adela Guadarrama, *RCAC 1 Chair,*	Maricruz Álvarez, *RCAC 2*	Hilda Pérez, *Consumer Member, Board of Governors*
Carlos Aguirre, *RCAC 2 Chair*	Lidia Parra, *RCAC 3*	Ozzie López, *Consumer Advocate, Board of Governors*
Roberto Santos, *RCAC 3 Vice Chair*	María Casarrubias, *RCAC 4*	Gertrude S. Carter, *Chief Medical Officer*
Hercilia Salvatierra, *RCAC 4 Chair*	Alicia Henríquez, *RCAC 5*	Barbara Cook, *Chief of Human & Community Resources*
María Guadalupe Méndez, *RCAC 5 Chair*	Celia M. Hernández, *RCAC 6*	John Wallace, *Chief Operating Officer*
Mary Romero, *RCAC 6 Chair*	María Toscano, *RCAC 7*	Gerardo Alejandre, *Lead Member Relations Navigator, Member Services*
Dalia Cadena, *RCAC 7 Chair*	Olga Puentes, *RCAC 8*	Jim Banks, *Senior Director, Quality Improvement*
Ana Romo, *RCAC 8 Chair*	Arun Tes Yang, *RCAC 9*	Idalia Chitica, *Community Outreach Lead Field Specialist CO& E*
Cristina Deh- Lee, *RCAC 9 Chair*	Blanca Villagrán, *RCAC 10*	Christina Delgado, *Administrative Manager, Family Resource Centers*
Aida Aguilar, *RCAC 10 Chair , ECAC Chair*	María Ángel Refugio, *RCAC 11*	Auleria Eakins, *Community Outreach Manager CO& E*
Elda Sevilla, *RCAC 11 Chair*		Laura Garcia, *Health Promoter Liaison CO& E*
Silvia Poz, *At Large Member, ECAC Vice Chair*	Marika Pena, *Public*	Felicia Gray, *Community Outreach Liaison CO& E*
Demetria Saffore, *At Large Member*	Tzeli Triantafillon, *Public*	Hilda Herrera, *Community Outreach Liaison CO& E*
		Devina Kuo, *Health Promoter Program Manager CO& E*
* *Excused Absent* ** *Absent*	Eduardo Kogan, *Spanish*	Linda Merkens, *Manager, Board Services*
*** *Via teleconference*	*Interpreter*	Cheyenne Pierce, *CCI Field Specialist*
		Peter Prampetch, *Community Outreach Analyst CO& E*
		Cynthia Rios, *Community Outreach Events Coordinator CO& E*
		Jose Ricardo Rivas, *Community Outreach Liaison CO& E*
		Laura Rodriguez, *CCI Liaison*
		Hilda Stuart, *Committee Liaison, Board Services*
		Prity Thanki, *Local Government Advisor, Government Affairs*
		Martin Vicente, *Community Outreach Field Specialist CO& E*

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
CALL TO ORDER	Aida Aguilar, *ECAC Chair*, called the meeting to order at 10:07 a.m.	
APPROVAL OF MEETING AGENDA	Chairperson Aguilar announced that RCAC 4 Member Services Department under item IV of today's Agenda will not be discussed. The Agenda was approved unanimously as amended.	Approved unanimously as amended. 13 AYES (Aguilar, Aguirre, Cadena, Deh-Lee, Guadarrama,

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		Méndez, Poz, Romero, Romo, Saffore, Santos, Salvatierra, and Sevilla.
APPROVAL OF MEETING MINUTES	The March 12, 2014 meeting minutes were approved as presented. Hercilia Salvatierra, *RCAC 4 Chair*, and Mary Romero, *RCAC 6 Chair*, noted that the meeting materials were delivered too late to review prior to the meeting. Idalia Chitica, *Lead Field Specialist*, informed the Committee that there were delays in preparing the materials. Ozzie López, *Board Member Advocate*, noted that transmitting electronic meeting materials is more timely and efficient. Ms. Chitica responded that materials are sent by U.S Mail and can be transmitted by e-mail to ECAC members who have provided L.A. Care with an e-mail address. Board Member López asked if Committee members can be trained to use e-mail so they can receive electronic materials. Auleria Eakins, *Manager, CO& E* polled Committee members about their access to e-mail, and the majority answered positively. CO&E staff will send materials electronically to those who provide an email address.	Approved unanimously as presented. 13 AYES
STANDING ITEMS		
ECAC Chairperson Report Aida Aguilar, *Chair*	Chairperson Aguilar presented the following motions: **Motion ECA 100.0514** **To approve the following candidate(s) to the Regional Community Advisory Committees (RCAC) as reviewed by the Executive Community Advisory Committee (ECAC) during the April 9, 2014 ECAC meetings, as attached.** • Anna Ochoa, RCAC 3, Advocate, Lake Avenue Community Foundation • Celestina Gomez, RCAC 5, Consumer, Medi-Cal L.A. Care, Care 1st • Sofia Sulca, RCAC 5, Consumer, Medi-Cal L.A. Care, Care 1st • Yolanda Rivera, RCAC 7, Consumer, SNP, L.A. Care • Viridiana Don Juan, RCAC 8, Consumer, Medi-Cal L.A. Care, Care 1st • Sandra Coatney, RCAC 9, Consumer, Medi-Cal L.A. Care, MCLA • Rosa Marquez, RCAC 10, Advocate, Garfield High School Parent Center • Ana Gonzalez, RCAC 11, Advocate, Sacred Heart Church • Gladys R. Alvarez, RCAC 11, Consumer, Medi-Cal L.A. Care, Blue Cross **Motion ECA-A.0414** **To form an ad hoc Committee reporting to the Executive Community Advisory Committee**	Motions ECA 100 and ECA-A were Approved unanimously. 13 AYES

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	to discuss the Coordinated Care Initiative (CCI) Councils and to approve amendments to the ECAC/RCAC Operating Guidelines to describe the role and responsibilities of the ECAC At-Large member in representing the four Councils.	
Board Member Report	Hilda Pérez, *Consumer Board member*, reported that the Board of Governors met on April 3. • The Board approved motions (*A list of the motions approved can be requested from the Board Services Department*). Board member Pérez encouraged Committee members to share this information with their RCACs. • Maria Jaime was approved as a RCAC 5 Consumer member. • Gertrude S. Carter, MD, *Chief Medical Officer*, spoke about the incentive programs designed to promote quality improvement for L.A. Care's plan partners, participating provider groups (PPG), physicians, and members. Member incentive programs are planned to start this summer; more details will be available as the programs are developed. • At its March meeting, the Governance Committee elected Alexander Li, MD, as the 2014 Chairperson. The Committee heard a report on the RCAC Ambassador program and development of Coordinated Care Initiative Councils for CCI beneficiaries. • Howard A. Kahn, *Chief Executive Officer*, reported that L.A. Care is reviewing the purpose and goals of the Technical Advisory Committee (TAC). For the last few years TAC has focused primarily on health information technology. A proposal for updating TAC's role will be presented to the Governance Committee this summer. • The Children's Health Advisory Committee (CHCAC) will be setting aside time at its regular bi-monthly meetings for focused discussion in three small groups. Areas for the subcommittee discussions are: HEDIS/Member Experience, Health Policy, and Care Delivery System/ Operations. CHCAC members approved adding a consumer member to the Committee. Details on the member appointment will be available soon. Board Member López urged Committee members to share the list of motions approved by the Board of Governors with RCAC members and stressed the importance of the actions taken by the Board of Governors and how those actions impact L.A. Care members. Board Member López reminded Committee members that he and Board Member Pérez want to help make sure that L.A. Care members have access to the highest quality care. He noted the importance of voicing member concerns so that he and Board member Pérez can look for opportunities to bring issues to the Board, particularly if there is anything that keeps members from connecting to needed care. Last month CO&E Staff presented information about resolving member issues. That same information has been shared with members at the RCAC meetings. Board Member López reminded	

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	Committee members of the importance of talking to L.A. Care members about issues such as getting appointments and referrals to specialists in a timely manner, pharmacy, interpretation services, urgent care, member services communications, and any other matter that he and Board Member Pérez can help with. Board Member López asked ECAC to motivate members to bring issues, ask questions or share concerns using the member issue process. Board Member López asked Committee members to identify and communicate any barriers they encounter so that improvements can be made. Chairperson Aguilar asked for clarification on recently approved Board Motions BOG 100 and FIN 104. Board member Pérez informed the Committee that Motion BOG 100 approved delegated authority to Board Chairperson Horowitz and Mr. Kahn to execute contracts related to the selection of a firm to recruit a Chief Executive Officer. In regard to motion FIN 104, Board member Pérez noted that L.A. Care staff requested additional funds to extend the lease of the Inglewood Family Resource Center (FRC) until 2019.	
L.A. Care Senior Staff Report	John Wallace, *Chief Operating Officer*, reported: **Membership** Enrollment increased by 6,144 members in Medi-Cal, for a total membership of 1,340,807. L.A. Care's Medi-Cal direct line of business (MCLA)enrollment increased by 9,468. Mr. Wallace noted that the growth is mostly due to people choosing MCLA rather than Care 1st or Blue Cross. Enrollment in L.A. Care Covered is over 31,000 members, with 7,500 members in the Dual Eligible Special Needs Plan (D-SNP). **Cal MediConnect (CMC)/ Coordinated Care Initiative(CCI)** The CMC program started on April 1. L.A. Care does not currently have any membership in this program, but three people voluntarily enrolled to become members as of May 1, 2014. **Centers for Medicare and Medicaid Services (CMS) Audit** L.A. Care recently concluded an audit by CMS and is working on corrective action plans for problems identified by the auditors. Mr. Wallace noted that L.A. Care agreed with auditors on the deficiencies that were identified, and staff is making improvements. **L.A. Care Family Resource Centers (FRCs)** Mr. Wallace noted that L.A. Care's new FRC in The Wellness is on the ground floor of the old LAC+USC hospital and has a lot of shared space. Mr. Wallace suggested that RCAC meetings could be held at The Wellness Center. Ana Romo, *RCAC 8 Vice Chair*, asked if the enrollment deadline for Covered California applies to those who did not start their application prior to March 31. Mr. Wallace noted that the extension is	

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	for people who had already started the application process by March 31, and he encouraged enrollment by April 15. Board Member Pérez asked Mr. Wallace to summarize Board motions FIN 100 Contract Amendment with Ansafone Communications, and FIN 101 for FlexTech. Mr. Wallace informed the Committee that Ansafone is L.A. Care's after hour call center vendor. Calls received after 7:00 p.m. during the week and on weekends are routed to Ansafone. Ansafone staff has been trained and can verify members' eligibility, doctor assignment information, and can ensure that a follow up call is made by an L.A. Care Member Services Representative on the next business day. Mr. Wallace indicated that the Flextech motion approves work for enhancements needed for the L.A. Care Information Technology (IT) infrastructure so that L.A. Care can pay provider claims more efficiently. Mr. Wallace noted that the Board also approved a motion for a contract with Zones, to purchase computers for the new staff. Board member Pérez asked about the old equipment, and noted that in the past, she asked whether CO&E staff could use laptops or IPADs to help them work in the field, and suggested donating old equipment to safety net clinics in need. Mr. Wallace responded that L.A. Care has a vendor that purchases the old equipment. He also told the Committee that L.A. Care is reviewing its practices in disposing of used equipment and staff will report to the Board on this issue. Chairperson Aguilar asked if L. A Care would have to amend motions if the funds are not used by the date in the motion. Mr. Wallace noted that the amounts and dates on the motions are based on L.A. Care's plans and projections, but if a change is needed to extend the timeframe or add funds to the contracts, the Board will consider those changes.	
Health Services Report	Dr. Carter presented *(a copy of the presentation can be requested through the CO& E Department)*: **CMS Audit** Audit findings will help the organization improve and alerts L.A. Care staff on where it should focus resources. Dr. Carter commended the CMS auditors' concern about members and the care they receive, as well as their efforts to find opportunities for L.A. Care to improve the systems that may have an impact on how members receive their care. Dr. Carter noted that auditors asked L.A. Care to do an impact analysis when an error or problem was found to determine the members affected. Dr. Carter noted that auditors were particularly interested in learning if members encountered problems with prescription medication due to misspelled names and other small errors. Auditors advised L.A. Care to establish different ways to identify the member, so that the pharmacy could verify and dispense the medication as needed without delay. Auditors also stressed the importance of notifying members in their language when a prescription medication is not covered and the reason for the denial.	

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	Dr. Carter informed the Committee that L.A. Care will continue to use the skills learned from the audit, and noted that staff is working closely with the Board of Governors and CMS to ensure that L.A. Care provides timely and quality care to its members.	

eConsult Program and Blue Button Pilot

* eConsult is a web based system which allows primary care providers (PCPs) to communicate electronically with a specialist on behalf of members.
* PCPs and specialists can communicate via e-mail, getting a response within 48 hours. By using eConsult, specialists can provide recommendations and help the PCP decide if he can treat a patient or should submit an urgent referral to a specialist, according to the patient's symptoms.
* eConsult was created to increase access to care and do all the necessary pre-tests prior to referring a member to a specialist, and to help the specialist quickly identify patients that really need specialty care and it helps members prepare for specialist appointments.
* There are about 2,000 PCPs and 195 clinics in L.A. County using eConsult, serving approximately 500,000 patients. Approximately 20 specialties participate in the system.
* eConsult continues to grow and L.A. Care has made a commitment to offer the e-Consult system to community physician offices and to community clinics.

Blue Button Pilot

* It is a federal demonstration pilot, created initially for Medicare.
* L.A. Care was offered the opportunity to be one of the first Medicaid plans in the country to participate in the pilot through the University of California at Davis.
* Blue Button is a computer-based application which provides member access to their personal 12-month prescription history. When members register, they can review the list of medications they have been prescribed, a list of their doctors, and information about each medication. Members need to register personal information in order to access the list.
* Blue Button is a member-only service; providers and health plans do not have access to the information. The purpose of the Blue Button is to provide information to members and encourage active engagement in their health care.
* There is discussion about providing equipment in provider offices so that members who may not have access to a computer at home can access the information while waiting for an appointment.
* Blue Button adoption strategy criterion is to engage members who have multiple prescriptions written by multiple providers, high volume L.A. Care providers already on electronic health records (EHRs).
* Blue Button is on the L.A. Care website and even thought the program hasn't started, more than 60 people have visited that page.

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	• Dr. Carter will bring more information about Blue Button to the next meeting. Board member Pérez asked if Blue Button will be available on smart phones. Dr. Carter noted that a primary goal of the Blue Button pilot program is to find out if members will use it and will find value in it. A phone application may become available in the future. Chairperson Aguilar asked if all L.A. Care members could access the Blue Button application regardless of the region where they reside, and why is it so difficult for some providers to authorize medication when a pharmacy calls to request it on behalf of a member. Dr. Carter responded affirmatively to the first question. She noted that providers sometimes cannot authorize medication when a patient does not have an established relationship with the provider or the pharmacy. She also noted there are rules for prescribing some medications, and a doctor must have supporting information when prescribing those medications. Staff is working on making pharmacy rules easier for members and providers. Ms. Eakins asked if participation in eConsult is voluntary or mandatory for federally qualified health care centers (FQHCs) and Department of Health Services (DHS) providers. Dr. Carter responded that it is currently mandatory for FQHC and DHS primary care providers to participate in eConsult. Ms. Romo asked if mental health services have increased recently due to families being separated by deportation and asked about ways in which L.A. Care is supporting the mental health needs of these families. Dr. Carter informed the Committee that L.A. Care does not have any information related to deportation. Behavioral health benefits are provided to L.A. Care members. Members can call L.A. Care's toll free number and request an evaluation. Cristina Deh-Lee, *RCAC 9 Chair*, asked if L.A. Care' s nurse advise line has the capability to receive pictures by phone in order to help the patient with a medical condition and to asses if it there is a need for immediate care. Dr. Carter informed the Committee that L.A. Care's after hour vendor does not currently have that capability. L.A. Care staff is planning to look for an after hour service vendor that has those capabilities in the future. Demetria Saffore, *At-Large Member*, asked if L.A. Care is monitoring if the Seniors and People with Disabilities (SPD) members are getting the services they need and if L.A. Care is finding cost effective ways to deliver quality care to this population. Dr. Carter informed the Committee that L.A. Care is putting a lot of effort into care coordination for SPDs. Dr. Carter noted that L.A. Care continues to work on quality and access to services for all populations, and is also working to improve the specialized needs of SPDs. Chairperson Aguilar requested a copy of the presentation. Dr. Carter will update the presentation and forward to CO&E staff for distribution.	

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Legislative Update	Prity Thanki, *Local Government Advisor*, reported *(a copy of the report can be requested through CO& E)*: • Governor Brown recently signed a continuity of care bill (AB369) to protect people whose prior individual health policies were cancelled between December 1, 2013 and March 31, 2014 to comply with the Affordable Care Act. The law requires health plans to allow patients with certain specific medical conditions such as pregnancy or a terminal illness to continue to see their existing doctor until their treatment is completed. The new law is effective on March 20, 2014. • Open enrollment for people to buy health insurance from Covered California formally ended on March 31, 2014. According to Covered California representatives, over 32,000 individuals selected L.A. Care Covered. Last month, Covered California announced that people who started the enrollment application process by 11:59 p.m. on March 31 have until April 15 to complete the process and select a health insurance plan. • People who missed the March 31 deadline for health coverage will pay a tax penalty of $95 or 1 percent of their annual income above the tax-filing threshold of $10,150, whichever is higher. • The next enrollment period is November 15, 2014 for coverage starting in 2015. • Enrollment for Medi-Cal is open throughout the year. People who missed the deadline for individual coverage can get insurance later in the year if they qualify for a "special enrollment period" due to a qualifying life event (marriage, moving, birth of a baby or adoption of a child, loss of their current coverage or a change in income that affects eligibility for financial assistance). Ms. Eakins asked for the date and length of the next open enrollment period. Ms. Thanki responded that Covered California open enrollment is expected to begin on November 15, 2014 and the enrollment period is expected to last about two months.	
Quality Improvement Department Update	Jim Banks, *Senior Director, Quality Improvement*, reported: • The QI department is reorganizing; and its emphasis continues to be on improving the overall quality of care of the members. Mr. Banks noted that the QI department needs input from RCAC members on development of new incentives and programs that will impact L.A. Care members. Mr. Banks added that he would like to hear ideas on what this Committee thinks would work, and about the priorities in each RCAC. • L.A. Care has new incentive programs directed to providers and members. The focus is to develop a work plan for 2014 based on areas for which L.A. Care feels an incentive would help the member get required care. According to HEDIS data from last year, L.A. Care identified the following areas of focus: Well child care (ages 3-6), childhood immunization, cervical cancer screening, diabetes care, prenatal and postpartum care. • The QI department is currently developing incentive programs to address these areas, and Mr. Banks will bring the proposed incentives to this Committee to gather feedback.	

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	Chairperson Aguilar asked if L.A. Care will get feedback from the clinics for development of the work plan. Mr. Banks indicated that L.A. Care would like input from ECAC, individual providers, provider groups, and plan partners. Mr. Banks further noted the importance of obtaining feedback from all stakeholders for the design and implementation of effective incentive programs. Chairperson Aguilar urged Committee members to bring their feedback at a future meeting. Board member Pérez noted that the ratings for the focus areas have been historically low, and asked if there have been incentive programs addressing these areas. Mr. Banks informed the Committee that there have been incentive programs in some of those areas in the past. L. A. Care will apply lessons learned from past incentive programs.	

Health Promoters/Promotora Update	Devina Kuo, *Health Promoters Program Manager*, reported:
	• Health Promoters (HPs) met on March 7, 2014 to receive CCI & Access to Health Care updates. On March 28, 2014 they participated in one of three sessions about motivational interviewing. On April 4, 2014 they received training on Access to Health Care in preparation for presentations to the RCACs, and a review of A Network for a Healthy California's "Rethink Your Drink, Be Sugar Savvy" curriculum for the Active Steps Program (ASP).
	• HPs will meet again on April 11 and April 25 for the last two sessions of motivational interviews.
	• HPs completed presentations on health care fraud and abuse, which included a review of the Everyone On-Board Campaign "Don't Be A Victim of Fraud" brochure with RCAC members. Some HPs included a puppet show in the presentations.
	• In April and May RCAC meetings, HPs will teach members about preventive, urgent, and emergency care. This topic was chosen based on RCAC member requests about the difference between the levels of care and when each should be used.
	• HPs continue to help in the ASP with data collection, body measurements, surveys, one-on-one phone calls, and reporting. This year, HPs will be teaching three of the sixteen classes on
	  1) a personal goal setting to help participants make SMART (specific, measureable, attainable, reachable, and time bound) goals, or have "ACTION STEPS" to reach their overall goal,
	  2) MyPlate Nutrition curriculum, to help participants eat balanced meals, and
	  3) ReThink Your Drink curriculum from A Network for a Healthy California to emphasize the importance of healthy drinks and alternatives.
	• HPs continue weekly one-on-one sessions on the motivational interviewing technique to motivate participants to take action steps toward reaching their goals.
	• HPs continue providing health topic presentations in the community. Recent events included attending local church events and health fairs to conduct Covered California enrollment.
	• The application period for the 2014 HPP training group is closed. About 30 applications from members of several RCACs were received. Applicants have a variety of ethnic backgrounds. The committee will review applications and schedule interviews later this month. The first	

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	orientation meeting will be held on May 6.	
At-Large Member Update (Member Recruitment/CCI)	Silvia Poz, and Demetira Saffore, *At-Large Members*, reported: • L.A. Care hired staff to coordinate CCI Councils. Staff is reviewing data on L.A. Care's membership. Additional updates on CCI Councils will be provided. • Ms. Poz reported that nine RCAC member candidates have been sent to ECAC this month for approval in Motion ECA 100. Ms. Eakins thanked the At-Large members for the report, and she introduced Laura Rodriguez, *CCI Liaison*, and Cheyenne Pierce, *CCI Field Specialist*. Ms. Eakins reported that additional staff will be hired in mid-April. Ms. Eakins asked Committee members to support these new staff members to help ensure a successful effort engaging SPDs in the L.A. Care stakeholder advisory process.	
Member Issues	Staff from the Member Services Department was available at the end of the meeting to assist with member issues.	
Community Engagement ECAC members	• Board member Pérez informed the Committee that a representative from Global Energy Services can provide presentations and useful tips on how to save money and energy. Board member Pérez encouraged other ECAC chairs to invite this organization to their RCACs. Elda Sevilla, *RCAC 11 Chair*, or Board member Pérez can provide contact information to those that are interested. • Ms. Deh-Lee informed the Committee about recycle bank, a website that offers animated lessons on how to reduce trash. Recycle bank rewards users with points for watching the animated lessons. The points can be redeemed for magazine subscriptions and retail discounts. • Ms. Sevilla informed the Committee about the 12th Annual Cesar Chavez Pilgrimage and Celebration in Pomona on April 12. Information was distributed to the Committee. • Ms. Poz informed the Committee about the Los Angeles OIC Computer Training Center Program which offers low cost computers to low income families. Additional information was distributed to the Committee.	
NEW BUSINESS		

Clarification of roles-Group activity	• Ms. Eakins introduced a group activity to gain a better understanding, strengthen and improve the member issue process. Small group discussions were held to identify the role of the RCAC, ECAC and BOG in addressing and helping to resolve member issues.
	• Committee members and members of the public participated in the activity and shared the following feedback:
	   ○ <u>Role of the RCAC</u>
	      ▪ Talk among RCAC members to find relevant member issues- Get member feedback	

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	- Communicate issues to RCAC Chair and L.A. Care staff - Forward issues to ECAC (through RCAC Chair or staff) if necessary - Provide the toll free L.A. Care member services telephone number - Focus on community issues o Role of the ECAC - Hold discussions to identify global issues that need to be forwarded to the Board of Governors and forward identified issues to the Board - File, support and forward motions to the Board of Governors - Educate and inform the RCACs - Forward RCAC issues to ECAC if not resolved at the RCAC level o Board of Governors - Advocate for members' concerns and needs, to improve quality of health care services - Listen to ECACs' concerns, make recommendations, and report back to the Board of Governors if necessary - Provide regular updates concerning motions related to member issues as presented at ECAC meetings - Forward issues to ECAC to request feedback - Visit the RCACs* Ms. Eakins asked Committee members to discuss the purpose of Board members visiting RCAC meetings. Chairperson Aguilar noted that it is important for Board member representatives to hear the RCAC members' discussion on issues within the community (for example: an overcrowded community clinic, where members have to wait long hours to be seen). Chairperson Aguilar noted that Board members can help L.A. Care determine resolutions. RCAC members must first reach consensus on the issue to be forwarded to ECAC or to the Board of Govenrors. Barbara Cook, *Chief of Human & Community Resources*, reminded the Committee that it is important for RCAC members to research an issue and recommend solutions. Ms. Cook invited Committee members to work closely with Board and RCAC members to attain greater achievements. Board Member Pérez noted that she attends as many RCAC meetings as possible because it is important to be in contact with people and get direct input. Board member Pérez also noted the importance of helping members identify and deal with issues and submit their recommendations to the Board.	
OLD BUSINESS		
RCAC Member Recruitment	This Agenda item was not discussed.	
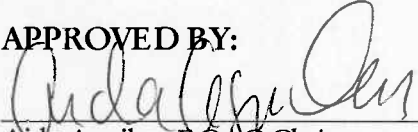
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Family Resource Center(FRC)- Pacoima	Ms. Delgado reported: **L.A. Care FRC/The Wellness Center** • The grand opening of the L.A. Care Boyle Heights FRC in The Wellness Center at the historic LAC+USC Medical Center took place on March 15. The Wellness Center is a collaborative effort among 16 organizations, • The address is 1200 N. State Street, Los Angeles, CA 90033. The telephone number is 213-294-2833. • There is free parking in lot 10, with a free shuttle to take visitors to the entrance of the center. • The FRC is open from 8:00 a.m. to 5:00 p.m. The Wellness Center is open from 8:00 a.m. to 9:00 p.m. • The FRC will offer classes on disease management, diabetes, asthma, obesity, nutrition, fitness and body sculpturing, self-esteem, zumba for seniors and people with disabilities, health education, yoga, pilates, and has member services support for any inquiries that members may have. Domestic violence support groups will meet at the FRC. • Jovita Murillo is the site Administrator and Irene Rivas is the Member Service representative. A community representative will be hired soon. Board member Pérez asked if the FRC will offer physical activity classes for children. Ms. Delgado responded affirmatively, and noted that the FRC will be open for everyone in the community. Classes will be offered depending on need and in partnership with other organizations at The Wellness Center that provides services. Ms. Delgado noted that the organizations can't compete for nor duplicate services. The center has a YMCA that provides childcare while parents attend classes. Ms. Chitica asked if there is a calendar available for the FRC. Ms. Delgado responded affirmatively but noted that a calendar will available once it is approved by Supervisor Gloria Molina's office, The Wellness Center staff, and LAC/USC hospital before it can be finalized and distributed to the community. Board member Pérez noted the lack of community members present at the grand opening event, and expressed her concern and disappointment about the lack of advertisement. Board member Pérez asked about quality control measures for the classes taught at the FRC, and asked for clarification on the recently approved Board motion to extend the lease of the Inglewood FRC. Ms. Delgado acknowledged the lack of community members at the grand opening event. The goal was to have a soft grand opening and open the doors to the community. Ms. Delgado informed the Committee that sometimes the FRCs collaborate in community events and must allow the collaboration partner to lead the marketing efforts. Chairperson Aguilar asked if staff keeps a log of participants visiting the FRC, and if L.A. Care has a	

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	visible sign. Ms. Delgado noted that the FRC documents visitors and the Wellness Center registers all visitors and refers them to services provided by the tenants. She noted that there is a sign outside by the main entrance of The Wellness Center. The Wellness Center staff is requesting approval for more signage outside the building and in the parking lot to guide visitors to The Wellness Center. Ms. Delgado informed the Committee that the FRC is open to the community although some IT glitches have delayed full operation. L.A. Care IT staff is aware of the glitches and will fix them. **Pacoima FRC** Dora Evans was introduced as the Site Administrator of the Pacoima FRC. Ms. Evans was hired prior to opening of the site so she can fully engage in the community, attend community meetings, foster collaboration and avoid preventable issues. The Pacoima FRC is expected to open by October 1, 2014 and will be located at 10807 San Fernando Road, Pacoima, CA 91331. A phone line will be available when construction is complete. Ms. Delgado invited Committee members to call her or her staff if they have ideas, questions or concerns.	
PUBLIC COMMENTS		
	• Ms. Saffore informed the Committee that she has noticed that Interpreters do not show up to member appointments when needed. Ms. Eakins will forward the concern to Member Services and Culture and Linguistics departments for follow up. • Chairperson Aguilar asked Committee members to complete the meeting survey.	
ADJOURNMENT		
	Chairperson Aguilar adjourned the meeting at 1:05 p.m.	

RESPECTFULLY SUBMITTED BY:

Hilda Stuart, *Committee Liaison, Board Services*
Linda Merkens, *Manager, Board Services*

APPROVED BY:

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Aida Aguilar, *ECAC Chair*
Date _____5/14/14_____