Board of Governors

Executive Community Advisory Committee

Meeting Minutes – May 10, 2017

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
María Adela Guadarrama, *RCAC 1 Chair*	Russel Mahler, *RCAC 1*	Hilda Pérez, *Member, Board of Governors*
Ana Rodriguez, *RCAC 2 Chair*	Elizabeth Cooper, *RCAC 2/CCI Area 2*	Layla Delgado-Gonzalez, *Member Advocate, Board of Governors*
Cynthia Conteas-Wood, *RCAC 3 Chair, ECAC Vice-Chair*	Estela Lara, *RCAC 2*	John Baackes, *Chief Executive Officer*
Michael Shelton, *RCAC 4 Chair*	Esther Rivas, RCAC *4*	Malou Balones, *Committee Liaison, Board Services*
Maria Sanchez, *RCAC 5 Chair*	Martha Rodriguez, *RCAC 5*	Stefany Almaden, *Senior Director, Clinical Member Services, Care Management*
Andria McFerson, *RCAC 6 Chair*	Mary Smith, *RCAC 6*	Malou Balones, *Committee Liaison, Board Services*
Fátima Vásquez, *RCAC 7 Chair*	Judith Lemaroy, *RCAC 8*	Idalia Chitica, *Field Specialist Supervisor, CO&E*
Maria Montes, *RCAC 8 Chair*	Vandy Chin, *RCAC 9*	Kristina Chung, *Community Outreach Field Specialist, CO&E*
Cristina Deh- Lee, *RCAC 9 Chair, ECAC Chair*	Janner Gavida, *RCAC 10*	Auleria Eakins, *Community Outreach Manager, CO&E*
Leticia Navarro, *RCAC 10 Chair*	Maria Refugio Angel, *RCAC 11*	Alfredo Flores, *CMC Health Navigator, Even MORE Outreach & Services*
Lluvia Salazar, *RCAC 11 Chair*	Marilen Menor, *CCI Area 1*	Felicia Gray, *Community Outreach Liaison, CO&E*
Elda Sevilla, *At Large Member*	Abelardo Menor, *CCI Area 1*	Laura Garcia, *Health Promoter Liaison CO&E*
Deaka McClain, *At Large Member*	Robert Harvey-Dixon, *CCI Area 3*	Hilda Herrera, *Community Outreach Liaison CO&E*
Demetria Saffore, *CCI Area 1 Chair*	Eduardo Kogan, *Interpreter*	Judy Hsieh Bigman, *Senior Communication Specialist, Communication and Community Relations*
Wilma Ballew, *CCI Area 2 Chair*	Paula Alvira, *Interpreter*Sina New, *Interpreter*	Devina Kuo Fan, *Health Promoter Program Manager, CO&E*
Brenda White, *CCI Area 3 Chair*	Bo Uce, *Interpreter*	Linda Merkens, *Manager, Board Services*
Nesima Istrefi, *CCI Area 4 Chair*		Frank Meza, *Community Outreach Field Specialist, CO&E*
		Nancy Molina, *CCI Liaison, Communications and Community Relations*
* *Excused Absent* ** *Absent*		Courtney Nicholas, *Community Outreach Field Specialist, CO&E*
*** *Via teleconference*		Francisco Oaxaca, *Senior Director, Communication & Community Relations*
		Hanan Obeidi, *Director, Medi-Cal Administration*
		Jose Ricardo Rivas, *Community Outreach Liaison CO&E*
		Victor Rodriquez, *Community Outreach Liaison CO&E*
		Prity Thanki, *Local Government Advisor, Government Affairs*
		Martin Vicente, *Community Outreach Field Specialist, CO&E*
		Mariah Walton, *CCI Field Specialist, Communications and Community Relations*

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
CALL TO ORDER	Cristina Deh- Lee, *ECAC Chair*, called the meeting to order at 10:00 a.m.	
APPROVE MEETING AGENDA	**The Agenda for today's meeting was approved as submitted.** Chair Deh-Lee informed the Committee that John Baackes, *Chief Executive Officer*, will be joining the meeting to provide an update.	**Approved unanimously. 17 AYES, (Ballew, Conteas-Wood, Deh-Lee, Guadarrama, Istrefi, McClain, McFerson, Montes, Navarro, Rodriguez, Saffore, Salazar, Sanchez, Sevilla, Shelton, Vásquez and White).**
APPROVE MEETING MINUTES	Cynthia Conteas-Wood, *RCAC 3 Chair*, noted that there was a typo on page five; the word redetermination has a zero in the middle. In addition, there was no exact number provided in response to the question from RCAC 3 concerning Mr. Baackes' annual salary. Deaka McClain, *At Large Member*, noted that she was absent at the last ECAC meeting but there is no asterisk next to her name. Elda Sevilla, *At Large Member*, noted that in the Spanish version in page 13 it states that L.A. Care opened their first Family Resource Center (FRC) in Lynwood in 2017, which is incorrect. **The April 12, 2017 meeting minutes approved as amended.**	**Approved unanimously. 16 AYES (Ballew, Conteas-Wood, Deh-Lee, Guadarrama, Istrefi, McFerson, Montes, Navarro, Rodriguez, Saffore, Salazar, Sanchez, Sevilla, Shelton, Vásquez and White).** **1 ABSTENTION (McClain).**
STANDING ITEMS		
ECAC CHAIR PERSON REPORT	**<u>Motion ECA 100.0617</u>** **To approve the following candidate(s) as members of the Regional Community Advisory Committees (RCAC) and Coordinated Care Initiative Councils (CCI), as reviewed by the Executive Community Advisory Committee (ECAC) during the May 10, 2017 ECAC meeting.**	**Approved unanimously. 17 AYES (Ballew, Conteas-Wood, Deh-Lee,**

	<table><tr><th>Name</th><th>RCAC/CCI #</th><th>Type of Member (Agency, if applicable)</th></tr><tr><td>Celia Juarez</td><td>RCAC 6</td><td>Consumer</td></tr></table>	**Guadarrama, Istrefi, McClain, McFerson, Montes, Navarro, Rodriguez, Saffore, Salazar, Sanchez, Sevilla, Shelton, Vásquez and White).**
BOARD MEMBER REPORT	Layla Delgado-Gonzalez, *Member Advocate, Board of Governors,* acknowledged and thanked members in attendance and the members who attended the May 4 Board of Governors meeting. She referred members to a list of five motions that were approved at the Board meeting. Andria McFerson, *RCAC 6 Chair,* asked if the people on the list of attendees at the Board meeting receive a stipend. Idalia Chitica, *Field Specialist Supervisor, CO&E,* responded that ECAC Vice Chairs will be given the opportunity to attend two ECAC meetings per year. They will work with the Chair to facilitate the June or July RCAC or CCI Council meetings. For the Board of Governors meeting, each Advisory Committee can select two members to attend the Board meeting. One of the members can be a Consumer member and the other will be the Chair or the Vice Chair. The Chair and Vice Chair will rotate every month. That will allow representation by two members from each Advisory Committee. Those individuals will receive a stipend. Francisco Oaxaca, *Senior Director, Communication & Community Relations,* added that RCAC and CCI members can sign in to be acknowledged at the meeting. Only the members selected by the advisory committee to attend the meeting will receive a stipend. Member Delgado-Gonzalez continued her report, Dr. Roybal was elected Secretary of the Board of Governors. She thanked those who made public comments during the meeting. Hilda Pérez, *Consumer Member, Board of Governors,* noted that she invited Dr. Seidman, who is L.A. Care's new Chief Medical Officer, to attend future ECAC meetings. There was an event at the Martin Luther King Hospital to celebrate L.A. Care's 20th anniversary. A grant of $20 million was announced to help serve the homeless population and to support the Los Angeles County homelessness services initiative. She thanked Ms. McFerson for her advocacy for the homeless population. Ms. McFerson added that in the past she did not receive the help she needed from Brilliant Corners. She wants to make sure that the funds are used to assist the homeless population. Member Perez encouraged all advisory committee Chairs to ask the members of their RCACs and CCI Councils to get involved in holding Brilliant Corners accountable. Chair Deh-Lee suggested that staff from Brilliant Corners come to a future ECAC meeting to provide information on how they plan on using the funds to help the homeless.	

Leticia Navarro, *RCAC 10 Chair,* noted that she sometimes questions where all the funds provided to these organizations like Brilliant Corners go because she sees more and more homeless people.

Ms. McClain suggested forming an ad-hoc committee after the Brilliant Corners present their plan to suggest ways to monitor their work to ensure the funds are being used as promised.

Mr. Oaxaca will reach out to L.A. Care's Safety Net Initiatives staff, who are in contact with Brilliant Corners, to ask for a presentation at a future ECAC meeting. He noted that L.A. Care is a grant maker and is not involved in deciding how the funds will be used. LA County is the lead agency that is responsible for making sure the program is implemented correctly, and is working on ways to get public input about how the funds are spent.

Mr. Baackes reported that the US House of Representatives passed a health care bill last week. The bill will now be considered by the Senate. There are several areas of the bill that concern L.A. Care because of the potential effect on Medicaid beneficiaries:

- Changes in federal portion of funding will cause significant increases in cost to states that over time will result in reduction of benefits or enrollment. California estimates that by 2020, there will be about $700 million less coming in from the Federal Government
- Increased frequency of eligibility redetermination and new rules about continued coverage will also decrease federal funding.
- Cut to In Home Support Service (IHSS) workers for $400 million.
- Elimination of the health care mandate and not including taxes that have been used to support premium subsidy will weaken the health benefit exchanges.

L.A. Care continues to be vigilant and proactive through trade associations and will lobby to preserve coverage for its members.

Member Perez asked about L.A. Care's lobbying efforts, and Mr. Baackes responded that L.A. Care is a member of state and national trade associations that provide a voice in Washington D.C., and that he will participate in media opportunities to get the word out.

Ms. McFerson noted that she participated in a radio show about this issue. She asked for a breakdown of votes for the Senate to pass the bill. Mr. Baackes responded that they need 50 votes. If there is no bill, the Secretary of Health and Human Services may be able to make changes to the Affordable Care Act (ACA). The Secretary is referenced 1,442 times in the ACA bill as being authorized to issue regulations that can affect the ACA.

Nesima Istrefi, *CCI Area 4 Chair,* asked what changes can be expected for IHSS services. Mr. Baackes noted that IHSS workers are paid through managed care. The bill proposes returning to a prior funding arrangement through the counties. It is expected that counties will object to the change in funding, as it will negatively impact county budgets. The proposed new funding formula could cost Los Angeles County about $200 million or more the first year. It does not

	change a member's access to the IHSS services; it changes the way IHSS workers are paid, and puts a greater financial burden on the counties. Maria Montes, *RCAC 8 Chair,* shared that she agreed about removing the individual health insurance mandate. She thinks it should be law that large companies provide their employees with health insurance like they do in Mexico. Some community members have to choose between paying for health insurance and paying their rent. She encourages all members to share their problems and experiences. Mr. Baackes noted that he believes everyone should have health care coverage. If the bill becomes law it will repeal the taxes that support the premium subsidies. There will be 24 million uninsured people. He encouraged all to keep on advocating and making their voice heard. Elizabeth Cooper, *RCAC 2,* asked if staff can provide a list of the legislators to the members so they know who their elected officials are. She thanked Mr. Baackes for doing a fantastic job. She encouraged staff to remind all RCAC and CCI Council members to be involved and to vote. Mr. Baackes asked Mr. Oaxaca to distribute to each RCAC and CCI Council member a list of the representatives for their region at the U.S. Congress, the State Assembly, the State Senate and the United States Senators so they can be in contact with them. He noted before the 2018 election L.A. Care will look into ways to be more involved in encouraging voting registration. Estela Lara, *RCAC 2*, thanked Mr. Baackes for providing an update. She asked if the Congressional Budget Office (CBO) analyzed and reported the effects of this bill. Mr. Baackes responded that they scored the first house bill. The second version of the bill with amendments did not get scored by the CBO because they did not have time. CBO will score it so that the Senate has the information. The CBO scoring is advisory only. Ms. Lara added that the changes to the IHSS program will lead to more unemployment and to a drastic reduction of services to our vulnerable population. She added that Secretary Price was on Meet the Press and he mentioned that the replacement plan will allow coverage for preexisting conditions, however, states will be able to opt out. This will make people go to the emergency rooms for additional services. This is encouraging people to advocate more and she encourages all members to be informed and get out to make their voice heard. Mr. Baackes noted that attending meetings in your district could have a great impact. Russel Mahler, *RCAC 1,* asked if this will affect the CCI population. Mr. Baackes responded the legislation in the house does not mention the CCI population. The only change is that it reduces the amount of money that the federal government will pay for benefits under Medicaid. Mr. Mahler asked if the CCI Councils will continue their meetings as usual. Mr. Baackes responded that the RCACs and CCI Councils will continue to meet regardless of the outcome of proposed bills.	

GOVERNMENT AFFAIRS UPDATE	Mr. Oaxaca reported that Governor Brown will release changes to the January proposed budget this week, which is known as the "May Revise". Both the State Assembly and the Senate will hold hearings and propose changes to the May Revise through several budget bills. It is anticipated that the Legislature will approve the 2017-18 State Budget by the constitutional deadline of June 15, 2017. L.A. Care's Government Affairs Department will provide a review of the May Revise at the next ECAC meeting. Senator Ricardo Lara (D-Bell Gardens) and Senator Toni G. Atkins (D-San Diego) proposed a single-payer health care bill which made it through the Senate Health Committee on April 26, 2017. The Healthy California Act (SB 562) would guarantee coverage for all California residents, regardless of immigration status, with no premiums, co-payments or other out-of-pocket costs. While this bill has cleared its first test, the chance of a single-payer system in California is still a long shot, because there is no funding identified. Also, Governor Brown has said that he would veto it, even if the Legislature passed it.	
COMMUNICATION AND COMMUNITY RELATIONS UPDATE	Mr. Oaxaca reported that selected members will attend meetings at legislative offices to advocate for the Medi-Cal vision benefit bill in early June. Government Affairs staff prepared talking points and will provide training for the legislative visits.	
GLOBAL MEMBER ISSUES	Chair Deh-Lee asked that ECAC members come to the next meeting prepared to present health access issues that were discussed at RCAC/CCI Council meetings. Health Navigators from the Member Services Department will be available at the end of the meeting to address individual member issues. Mr. Oaxaca provided an update on the motion presented by RCAC 9 about long wait times for appointments at the Children's Clinics in Long Beach. L.A. Care's Provider Network Management team has been informed. Health Care L.A. is the contracted provider group that oversees the operation of these clinics, and staff met with them yesterday to discuss the issue. A further update will be provided to the Committee about plans to resolve this issue. Mr. Oaxaca added that Judy Hsieh Bigman, Senior Communications Specialist, Communications and Community Relations, has played a major role in resolving the issues presented in the motions. He noted that grievances filed by members assist staff in resolving issues with clinics, as they provide a detailed report with the time and date of incidents. Members had filed four grievances about the Children's Clinics in Long Beach, but three out of the four cases were not completed because members did not respond to phone calls or letters to follow up on the grievance. When staff cannot reach the member, the case is closed. For the fourth case, more than six months went by before the member filed the grievance. This was beyond the 180-day limit to file a grievance. Mr. Oaxaca encouraged Chairs to remind their RCAC and CCI Council members about the importance of filing a grievance and responding to L.A. Care's questions in a timely manner. At a future ECAC meeting information will be presented about the process of filling a grievance.	

Staff have reviewed the issue about urgent care clinics. Legislation (SB 137) passed last year has added requirements for all health plans to ensure that there are provider directories to provide information about providers. The directories should be maintained as accurately as possible. Providers self-report the information to the health plans. There is a team in L.A. Care that is working on provider information accuracy. Ms. Bigman and Mr. Oaxaca will monitor the team and in a future meeting will provide an update on progress. Mr. Oaxaca asked every member to call the medical group listed on the membership card to ask for urgent care information. He recommended that members call at different hours of the day, after hours and on weekends to be sure there is someone to answer their questions. At the next ECAC meeting the results of those calls will be discussed.

Mr. Oaxaca reminded the Committee that child care is provided to committee members and encouraged members to use the child care benefit so they can fully participate in the meetings. He asked members who have children in the room the meetings to help ensure that the meeting can be conducted in an orderly fashion.

Member Perez asked for an update on the clinics in Palmdale and in Wilmington. Mr. Oaxaca noted that he had previously provided updates on those clinics. The performance updates that we receive are provided every six months, so no new updates are currently available.

Demetria Saffore, *CCI Area 1 Chair,* was informed by a community relations employee of the Antelope Valley Community Clinic that they will open another clinic in Palmdale, will expand the Lancaster clinic and hire more doctors to accommodate the patients at both clinics.

Brenda White, *CCI Area 3 Chair,* thanked Mr. Baackes and Mr. Oaxaca for following up on the issue she brought forward during the last ECAC about the seniors that live in her building who lost health coverage. The county sent a representative to help them reenroll and everyone who had L.A. Care were able to get on the plan again.

Ms. Saffore reported that in CCI Area 1 meeting they brought up issues about long wait times for appointments, as well as long wait times at the doctor's office. She wants to know if other CCI Areas are experiencing long wait times.

Maria Sanchez, *RCAC 5 Chair,* reported that seniors from RCAC 5 have expressed that they have problems with transportation. They thought they only had transportation available to go to and from their doctor appointments. Recently they found out that transportation is also available to go to the laboratory. It is important for all members to know the difference between Access and the transportation benefit they receive through L.A. Care. Members would like to receive information about the transportation benefit.

Ms. Istrefi reported that in CCI Area 4 members are going to urgent care because they are not able to get appointments with their doctors in a timely manner. There is a member that has gone to see

	different doctors and they all give her different medications which can cause a health reaction. Ms. McClain noted that the member is also having a problem in scheduling appointments with her doctor. Ms. McFerson reported that she invited three organizations to her RCAC meeting so they can speak about ways to reach out to people in the community. She suggested a competition among RCAC members to bring the most organization information to the meetings. The members of the winning RCAC could win an extra food card. Whichever member brings the most information will win an extra food card. Chair Deh-Lee suggested that the prize should be L.A. Care branded items. Mr. Oaxaca noted that staff will research the idea and report back with a proposal on the best way to approach Ms. McFerson's suggestion. Idalia Chitica, *Field Specialist Supervisor, CO&E,* reminded Chairs to review the issues discussed during this agenda item to their RCACs and CCI Council members to find out if the community members are experiencing the same issues. Hanan Obeidi, *Director Product Administration SPD/CCI, Executive Director Administration,* presented an update on planning for improvements about accessible examination equipment for L.A. Care providers and developing a legislative advocacy plan to increase availability of accessible examination equipment. A gap analysis revealed availability of accessible exam equipment. Plans have been made for training for providers, to provide information to members and to call center staff which help the members. Funds will be made available to help providers assess their facility for accessibility. Also as part of the new CMS regulations, benefits for non-emergency transportation will be added. The Los Angeles County Facility Site Review Collaborative is helping to identify data which will be incorporated into the provider directory. She noted that if a member needs transportation to go see a provider that has accessible examination equipment, all they have to do is call Member Services to arrange transportation. Ms. McClain thanked Ms. Obeidi for her presentation and asked when the members will be able to be involved in the advocacy component and working on the County and State level to make this a part of the Americans with Disabilities Act. Ms. Obeidi responded that advocacy part is a long term strategy, and we will be working with State legislators to bring this issue to their attention. Member Perez asked if members could be part of the legislator visits to advocate for accessible examination equipment. Mr. Oaxaca responded that staff will be planning a legislative visit to Sacramento next year. Ms. McClain thanked Mr. Oaxaca. Ms. Obeidi shared that she will continue to update ECAC about the work group activities.	
OLD BUSINESS		
CONSUMER ADVISORY	Auleria Eakins, *Community Outreach Manager, CO&E,* asked for feedback about the Spring Conference.	

COMMITTEE SPRING CONFERENCE "ACCESSING CARE IN A TIME OF CHANGE" – REFLECTION Auleria Eakins	Member Perez shared that this was one of the best conferences she has attended. She liked the encouragement the Louise McCarthy gave to all members about contacting legislators to advocate. She suggested having games or time for members to be able to participate more. Ms. McClain shared that this was her first time attending a member conference with L.A. Care. She noted that there was an incident that occurred with a speaker that caused some discomfort. She reminded members to be respectful and to keep in mind that we represent L.A. Care during meeting and when out in the community. Ms. McFerson expressed that at past conferences members were more engaged because they had activities that allowed member participation. These is a need for more group participation. Ms. Cooper thanked Ms. Eakins and staff who coordinated the event. She suggested that at the next conference staff to be more engaged. She also suggested to hire a comedian to make the conference more fun. Ms. Eakins thanked them for their feedback and input. There were 178 members in attendance; 151 completed an evaluation. The evaluation results indicated that over 70 percent of the members liked the topics that were discussed. Member Perez noted that there was only one person collecting the evaluations which may have resulted in some members not submitting them. Ms. Eakins continued to review the results: the get up and move activity and the resource tables had high scores. Members suggested that snacks be provided on the table during the meeting. Staff is looking into ways to address that suggestion. There was a table for members with wheelchairs that was not used. María Adela Guadarrama, *RCAC 1 Chair,* suggested that the materials handed out at the conference be stapled together. Ms. White shared that someone took a baby to the conference and the baby was crying through the conference which was distracting. She noted that L.A. Care offers child care and staff should remind members of that benefit. Ms. Montes agreed with Ms. White about the baby. She noted that the individual was not a member. She added that staff cannot make all members happy with the food selection. She encouraged all members to remember the reason why they are and not focus on the small things. Ms. McClain noted that she was not aware of the table for members with wheelchairs and suggested a visible reminder. She shared that she asked for assistance to get her food during the conference and the staff member informed her that staff no longer help her. She added that Ms. Eakins ended up helping her but she wants to know if staff are no longer able to assist members. Ms. Eakins apologized for the inconvenience.	

	Ms. Conteas-Wood asked about snacks for the conference, and Ms. Eakins responded that the venue does not allow outside food. Wilma Ballew, *CCI Area 2 Chair,* noted that if an individual is breast feeding a baby by law they are allowed to go to any meeting. She did agree that if the child is weaned, they should not be at the meeting. She asked about a information for members to feel comfortable when calling their legislative representative, and for an advocacy letter that a member can just sign their name and send it to their representative. She noted other organizations provide those materials, which give members confidence to advocate. Ms. Eakins staff will review the request. Mr. Oaxaca noted that legislators are more responsive to personal and immediate electronic communication.	

ECAC AD-HOC COMMITTEE on VISION BENEFITS	Wilma Ballew, *CCI Area 2 Chair,* reported that the ad-hoc committee on Vision Benefits met on April 29. In addition to herself, members present were Deaka McClain, Demetria Saffore, Andria McFerson. Unable to attend was Ana Rodriguez. Members of the public present were Russel Mahler and Estela Lara. The ad-hoc committee members agreed that the recommendations made will be for Medi-Cal consumers 18-64 years of age who have minimal vision coverage.
	
	• The Ad-Hoc Committee members were asked to come up with short and long term advocacy and community engagement recommendations.
	  o Short term advocacy:
	  ▪ Work with Government Affairs Department to organize legislative office visits and create talking points to continue supporting AB 1092.
	  ▪ Participate in community events to speak about the vision issues and educate the community on its impact.
	  ▪ Add regular updates on AB 1092 status to advisory committee members.
	  o Long term advocacy:
	  ▪ Petition to the Board of Governors to host an eye clinic event similar to Care Harbor for the underserved population of L.A. County.
	  o Short Term Community Engagement
	  ▪ There were no recommendation for short term community engagement.
	  o Long Term Community Engagement
	  ▪ Make a recommendation to the Board of Governors to approve a grant funding program for vision providers.
	
	Chair Deh-Lee suggested that L.A. Care partner with an organization that has a mobile eye clinic.
		By consensus, ECAC members agreed to move forward with the recommendations brought forward by the ad-hoc committee on vision benefits

ECAC AD-HOC COMMITTEE – MEETING EFFECTIVENESS	Idalia Chitica, *Field Specialist Supervisor, CO&E,* announced that the ad-hoc committee for meeting effectiveness will meet May 15 from 9:30 am – 11:30 am at L.A. Care headquarters. Staff will contact members of the ad-hoc committee.	

TRANSPORTATION POLICY UPDATE	Ms. Eakins reported that transportation is a benefit for members to attend meetings and for those who have medical reasons for transportation. Over time transportation can be taken for granted. The purpose this update is to inform members about the guidelines for use of L.A. Care's transportation service for the Community Advisory Committee (CAC) members who attend approved RCAC/ECAC/BOG and/or CAC meetings and L.A. Care sponsored events: • For RCAC members, taxi service will not be available to attend RCAC meetings, unless a RCAC member needs special accommodation for health related issues and/or other special circumstances. L.A Care will offer transportation for CAC meetings/events. L.A Care staff may request a physician's statement indicating the need for special consideration. Such request will be reviewed by L.A. Care staff and granted if appropriate. • Eligible CAC members may lose access to transportation services for their failure to cancel prior to the meeting date. Access to transportation services may be restored only upon review and approval by L.A. Care Staff. • CAC members must cancel the use of taxi service no later than 24 hours prior to the meeting by calling the assigned Liaison or Field Specialist. • CAC members must request taxi services at least 48 hours in advance of the RCAC, ECAC and BOG meetings or approved L.A. Care sponsored event. The request is made through the Community Outreach staff who can be reached at 1-888-522-2732. • CAC members must confirm use of transportation prior to a meeting. If transportation is not confirmed, transportation will not be scheduled (cancelled). All transportation must be confirmed 24-48 hours in advance of a scheduled meeting. • Progressive steps for not informing staff about transportation are: o Written notice after the first incident will be considered a warning. o Transportation services will be temporarily suspended after the second incident. o After the third incident the CAC member may lose the privilege of transportation services. This will affect attendance guidelines and L.A Care will not provide a stipend or reimburse any expenses related to not attending the meeting or event. • CAC members may not directly order or cancel a taxi. All orders and changes must come from an L.A. Care staff member. • CAC members may not use L.A. Care account information to request a taxi for personal use.	

	Ms. Eakins encouraged ECAC members to share these guidelines with their advisory committee members. Mr. Oaxaca noted that these guidelines apply to only the ECAC members. Ms. Ballew reminded the Committee to be respectful to each other's time when they have a share ride transportation arrangement. She suggested that to be part of the guidelines as well. Member Perez, shared that for the conference she decided to drive in and not use the transportation offered, however some of her friends asked her if they could drive back with her even though they had already arranged their transportation with their field specialist. She reminded everyone that the transportation is a benefit that others do not have and members should respect it. She added that there are occasions that the transportation arrives late for a pickup which in return delays all the other pickups. She encouraged members to do their part and be there on time. Ms. Cooper expressed that a member or a member's child could have an emergency less than 24 hours before a meeting to which transportation had been scheduled. She asked if the field specialists will answer the phone after hours. She suggested that the guidelines be reasonable and respect the ADA requirements.	
PUBLIC COMMENT	Ms. Cooper thanked the Chair, ECAC and staff on behalf of her and her son. She wished all mothers a Happy Mother's Day. Ms. Guadarrama shared that Palmdale will have a community event, Coffee with Assemblyman Tom Lackey, on Saturday, May 13 from 10:00 am to 11:00 am. Senator Scott Wilk will attend. For more information call (661) 267-7635 Ms. McFerson shared that she attended a conference, UCLA Peers for Preschoolers. They had information for parents of children with Autism about social skills and how to communicate with each other. They have a program to train individuals on how to communicate with children with Autism. For more information contact (310) 267-3377 Member Delgado-Gonzalez suggested that at future conferences the wheelchair spaces be spread at tables throughout the room so members can sit within their own advisory committees. Ms. McClain suggested removing one chair from each table to allow members with wheelchairs to join any table. Ms. Eakins noted that positive suggestions like these are the reason why member feedback is so important. She thanked all for their comments and feedback. Member Delgado-Gonzalez suggested the conference have an early end time to allow members to pick up children from school. She added that the event in Palmdale Ms. Guadarrama shared involves two representatives that voted for the repeal and replacement of the ACA. She encouraged members in that area to attend the event to share their concerns. Ms. Lara shared that she did the assignment Mr. Oaxaca asked members to do and she called Mid-Valley Comprehensive Health Center and asked for the urgent care closest to her residence. The	

	representative provided her with the name and address but was not able to give her their operating hours. Ms. Rodriguez noted that Olive View has three urgent care facilities in that area; two of them are private and patients have to pay in cash. Mr. Oaxaca noted that the urgent care clinic network is operated by medical providers and contracted independent clinics. Urgent care clinics that are not contracted with L.A. Care may require L.A. Care members to pay out of pocket for services. Ms. McClain shared that on June 14 she miss the ECAC meeting as she will be in Sacramento. She wanted ECAC to know the reason why she will not be at the next meeting. Ms. Montes shared that she received a letter in Spanish with information about her medical condition in English. She wants to only receive her correspondence in Spanish. Member Perez wished all a Happy Mother's Day.	
ADJOURNMENT		
	Chair Deh-Lee adjourned the meeting at 1:08 pm.	

RESPECTFULLY SUBMITTED BY:

Jennifer Carabali, *Committee Liaison, Board Services*
Malou Balones, *Board Liaison, Board Services*
Linda Merkens, *Manager, Board Services*

APPROVED BY

~~Christina Deh-Lee, ECAC Chair~~ CYNTHIA CONTRAS-WOOD, ECAC VICE-CHAIR
Date 6/14/17