<table>
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<tr>
<th>ECAC Members</th>
<th>RCAC Members/Public</th>
<th>L.A. Care Board of Governors/Senior Staff</th>
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<tbody>
<tr>
<td>Russell Mahler, RCAC 1 Chair ****</td>
<td>Pablo De La Puente, Interpreter ***</td>
<td>Hilda Pérez, Member, Board of Governors ***</td>
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<tr>
<td>Estela Lara, RCAC 2 Chair ***</td>
<td>Isaac Ibarlucea, Interpreter ***</td>
<td>Layla Delgado, Advocate, Board of Governors ***</td>
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<td>Cynthia Conteas-Wood, RCAC 3 Chair, ECAC Vice-Chair ***</td>
<td>Eduardo Kogan, Interpreter ***</td>
<td>John Baackes, Chief Executive Office, L.A. Care ***</td>
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<td>Silvia Poz, RCAC 4 Chair ***</td>
<td>Alex Mendez, Interpreter ***</td>
<td>Richard Seidman, MD, MPH, Chief Medical Officer, L.A. Care ***</td>
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<td>Maria Sanchez, RCAC 5 Chair ***</td>
<td>Ruth Nuno, Interpreter ***</td>
<td>Shavonne Caldwell, Community Outreach Liaison, CO&amp;E ***</td>
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<td>Andria McFerson, RCAC 6 Chair ***</td>
<td>Stephanie Webb, Interpreter ***</td>
<td>Kristina Chung, Community Outreach Field Specialist, CO&amp;E ***</td>
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<td>Fátima Vázquez, RCAC 7 Chair, ECAC Chair ***</td>
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<td>Idalia De La Torre, Field Specialist Supervisor, CO&amp;E ***</td>
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<td>Ana Romo, RCAC 8 Chair ***</td>
<td>** Absent</td>
<td>Auleria Eakins, Manager, CO&amp;E ***</td>
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<tr>
<td>Tonya Byrd, RCAC 9 Chair ***</td>
<td>Via teleconference</td>
<td>Joseph Gonzales, Unified Communication Mobility Engineer I, IT Operations &amp; Infrastructure ***</td>
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<tr>
<td>Damares O Hernández de Cordero, RCAC 10 Chair ***</td>
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<td>Nicole Justo, Community Outreach Liaison CO&amp;E ***</td>
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<td>Maria Angel Refugio, RCAC 11 Chair ***</td>
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<td>Lynne Kemp, Health Education Program Manager II, Health Education Department ***</td>
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<td>Lluvia Salazar, At-Large Member ***</td>
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<td>Linda Merkens, Senior Manager, Board Services ***</td>
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<tr>
<td>Deaka McClain, At Large Member ***</td>
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<td>Frank Meza, Community Outreach Field Specialist, CO&amp;E ***</td>
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* Excused Absent ** Absent
*** Via teleconference
**** Via teleconference (with technical issues)
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<tr>
<th>AGENDA ITEM/PRESENTER</th>
<th>MOTIONS / MAJOR DISCUSSIONS</th>
<th>ACTION TAKEN</th>
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| CALL TO ORDER        | Fatima Vazquez, ECAC Chair, called the meeting to order at 10:00 a.m. She read the instructions on today’s meeting agenda. California Governor issued Executive Order N-25-20 and N-29-20, which among other provisions amend the Ralph M. Brown Act. Accordingly, members of the public should now listen to this meeting via teleconference as follows:  

Teleconference Call – In information/Site  
Call-in number: 1-415-655-0002 Participants Access Code: 123 811 6402 (English)  
Call-in number: 1-415-655-0002 Participants Access Code: 123 490 2256 (Spanish)  
meeting via teleconference. The public is encouraged to submit public comments or comments on Agenda items in writing by email to COEpubliccomments@lacare.org or by sending a text or voicemail to (323) 541-7900.  
The text, voicemail, or email must indicate if you wish to be identified or remain anonymous, and must also include the name of the item to which your comment relates. If you do not indicate an Agenda item for your comment, your comment(s) will be read for up to 3 minutes at item IX Public Comment on the Agenda.  
Comments received by voicemail, email, or text by 10:00 a.m. on April 14, 2021 will be provided in writing to the members of the Executive Community Advisory Committee at the meeting. Once the meeting has started, emails and texts for public comments should be submitted before the item is called by the meeting Chair. If you wish to submit public comment on an item, you must submit it at any time prior to the time the Chair starts consideration of the item. The Chair will ask for public comment and will announce the item. The Chair will announce when public comment period is over. Public Comments will be read for up to 3 minutes at the meeting. All votes in a teleconference meeting shall be conducted by roll call.  
If you are an individual with a disability and need a reasonable modification or accommodation pursuant to the Americans with Disabilities Act please contact the Community Outreach & Engagement staff prior to the meeting for assistance by text (323) 541-7900 or by email to COEpubliccomments@lacare.org. |
| APPROVE MEETING AGENDA | Chairperson Vazquez asked any members having issues obtaining health care services to please reach out to L.A. Care Health Plan Member Services at 888-839-9909. She informed the committee of the changes to the order of agenda items.  

The approval of the March 10, 2021 meeting minutes will be discussed after Standing Items, section B, John Baackes, *Chief Executive Officer*, and section A, Richard Seidman, MD, MPH, *Chief Medical Officer*. Mr. Baackes will be giving his report Dr. Seidman.  

Estela Lara, *RCAC 2 Chair*, stated that there was something wrong with her connection and asked that the changes to the agenda be repeated.  

(Russel Mahler, *RCAC 1 Chair*, and Ms. Lara are having technical difficulties.)  

Andria McFerson, *RCAC 6 Chair*, stated that public comment should be read before each agenda item. She asked that an official list of Community Outreach and Engagement department budget be provided to see how much was received and how they are bringing it to the community on a positive level. Ms. McFerson asked that it be placed on the agenda. She has asked for it to be placed on the agenda before and it hasn’t been done. Ms. McFerson asked the chair go over the Zoom meeting instructions for each ECAC member, because two ECAC members are having technical difficulties.  

Ms. De La Torre stated that staff is working with Members Mahler and Lara to address connection issues.  

(Members Mahler and Lara were not able to cast a vote due to technical difficulties.)  

The Agenda for today’s meeting was approved. | Approved by roll call.  
9 AYES (Byrd, Conteas-Wood, Hernandez de Cordero, McClain, Poz, Refugio, Romo, Sanchez, and Vazquez)  
1 NAY  
McFerson  
1 Abstention  
Salazar |
| APPROVE MEETING MINUTES | Deaka McClain, *Member At-Large*, stated that on the bottom of page 10, where it says “unintelligible”, she unsure of what that means. She did not say that word.  

Member McFerson stated that she would like to let the chairs know that previously members could review the minutes for 5 minutes. Everyone does not have proper access and she did not have proper access. She thinks that’s important.  

Member Lara stated that there was an email sent out this morning with the meeting minutes. She would like to know if the minutes and agenda that were sent out this morning, have any changes from the documents emailed to members last week. Ms. Pozos responded there were no changes made to the agenda and the meeting minutes. Two additional documents were sent to members this morning: the Board Motion Log and the Board report.  

(Member Mahler was having technical difficulties and casted a vote via chat.) | Approved by roll call.  
10 AYES (Byrd, Hernandez de Cordero, Lara, Mahler, McClain, Poz, Refugio, Salazar, Sanchez, and Vazquez) |
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<th>STANDING ITEMS</th>
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<td><strong>UPDATE FROM CHIEF EXECUTIVE OFFICER</strong></td>
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<td>John Baackes</td>
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<td><strong>PUBLIC COMMENT</strong></td>
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| Public Comment submitted by Elizabeth Cooper, RCAC 2 Chair:  
*First I would like to acknowledge your retention from the Board of Governors to lead L.A. Care another year. I would also hope during your leadership that you always remember the members of the RCACs and the staff who serve the RCACs and that the services continue to those members who face many challenges. Your leadership would be most important during this time. Also, I would like you to address the issue that will be on the ballot regarding the recall of the Governor, please inform us where members can get more information on this issue because it will possibly impact health care and the services members receive. Finally, I hope that your office would be more respectful to members. Thank you Mr. Baackes.* |
| John Baackes, *Chief Executive Officer*, apologized for changing the order of items on the agenda to allow him and Dr. Seidman to give their updates first. Mr. Baackes gave the following report:  
There was a development about 48 hours ago in regards to the Johnson & Johnson vaccine. L.A. Care completed four vaccine clinics last week. The four upcoming vaccine clinics had to be postponed due to a pause announced by Centers for Disease Control (CDC) for the Johnson & Johnson vaccine. L.A. Care is waiting for guidance from public health agencies.  
**Mask Distribution**  
In two weeks, 50,000 masks will be mailed directly to high risk L.A. Care members that were identified based on data that L.A. Care obtained in house. Two weeks later, another 65,000 masks will be distributed. Twenty-thousand are being set aside for community members to be mailed by request. There is a form on the L.A. Care website. Ten-thousand masks will be distributed at Family Resource Centers and Community Resource Center event. Masks will continue to be distributed as available.  
**Medi-Cal Redeterminations**  
The process for redetermination of eligibility for Medi-Cal is suspended until the public health emergency is over. Some eligibility is renewed automatically. About 40% percent of Medi-Cal beneficiaries will need to fill out paperwork. L.A. Care is pushing to have
redeterminations be done moving forward and not retroactively. Payments to L.A. Care or to medical service providers will not be taken back.

Pharmacy Carve-Out
The Governor proposed a carve out of pharmacy benefits that has now been postponed indefinitely because of a conflict of interest with a contractor that was hired to run the program. That issue needs to be resolved before they can implement the new program. When the program changes there will be a separate pharmacy ID card for prescriptions.

2022 Enhanced Benefits
Benefits will be added to Medi-Cal to help address social determinants of health such as poverty, lack of food security, and language barriers. L.A. Care is currently planning the new program, and a report is due by July 1. This information will be shared with members later this year. He would love L.A. Care to be able to be the agency that can help members access resources that help address social determinants of health.

With regard to Ms. Cooper’s comments, he will ask Cherie Compartore, Senior Director, Government Affairs, Government Affairs, to create a report for a future ECAC meeting and for distribution to RCAC members.

Member McFerson stated that she is a public member and also a Chair. Member McFerson said, “As a public member I think it is important, if we’re going to be discussing social determinants of health and different things like that, that we have an ad hoc to discuss public opinion of what is important in the community. What is most prevalent. The Board or staff members may not be low income and may not have been through those dire situations. It would not be easy to reach out to the community if they do not have that information. It would affect the public, me, myself. If it is a new program, I would like to be a part of it.” She appreciates it, because she has been talking about for a long time.

Member McFerson stated that during the Board meeting she was being grouped with other comments. Many public comments were very straight forward and she kept it professional. She said she wanted an overall audit and did receive one, but it did not specify what was important in their department. She never stated anything about Mr. Baackes’ salary or his work ethic. She believes he is doing a good job. She hopes that the RCAC members will have more of a say when it comes to reading public comments after an agenda item. Mr. Baackes thanked Member McFerson for her comments and stated that he thinks she is doing a great job as RCAC Chair. He advised Member McFerson received an audit created for L.A. Care by Certified Public Accountants. That report will not have the level of detail she is looking for. He stated that a separate report can be developed that shows the funds spent on the RCACs and ECAC. It will show the budget and the spending for last year. He stated that he will speak to Ms. Eakins and Ms. De La Torre to schedule an informational session about social determinants of health.
Chairperson Vazquez thanked Mr. Baackes for the updates in his report. It is always a pleasure to hear him speak. She has heard about all of the work that L.A. Care is doing like the vaccine clinics. She uses public transportation and sees L.A. Care publications everywhere. She would L.A. Care to take into consideration the fact that some people do not have access to transportation and can’t participate at these events. She would like L.A. Care to help address this challenge so that community members can participate. Mr. Baackes responded that he is aware of the challenge and noted that L.A. Care provides about 100,000 rides a month for members to access medical care services, and he will definitely take that suggestion into consideration. The vaccine clinics are designed for people to drive up and walk up. He noted that that doesn’t do anything about getting people there, but it does give people without vehicles a chance to participate. The same thing is done at food pantries. Dr. Seidman will speak about vaccinations for homebound members during his updates.

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<th>UPDATE FROM CHIEF MEDICAL OFFICER</th>
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<td>Richard Seidman, MD, MPH</td>
<td>Public Comment submitted by Elizabeth Cooper, RCAC 2 Chair:</td>
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<td>Good morning Dr. Siedman my name is Elizabeth Cooper, Member of RCAC 2. On behalf of Jonathan Cooper (L.A. Care Member) both he and I have received the Covid-19 vaccine. Particularly I would like to acknowledge Kedren Community Health Clinic in East Los Angeles where he received his vaccine. The staff and volunteers were very compassionate event due to his special needs. It was a very culturally sensitive experience for Johnathan. I hope others who have special needs get the same treatment during their experience.</td>
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Ms. De La Torre announced that Member Mahler will use the chat feature due his technical difficulties. To comply with the Brown Act it will still be disabled for everyone else. Member McFerson stated that she would like the chat feature open to ECAC members so they can reach out to staff in case they have technical issues.

Deaka McClain, Member At Large, said that she is having technical difficulties and does not know who to reach out to. Cindy Pozos, Liaison, CO&E, responded that ECAC members can reach out to Ricardo Rivas, Field Specialist, CO&E, 213-719-7148 and Nicole Justo 213-500-8640.

Dr. Seidman gave the following COVID-19 update:

He thanked Ms. Cooper for her comments about Jonathan Cooper’s experience. He noted that South Los Angeles is doing a great job in getting people immunized. Over 100,000 vaccine doses have been administered. Transportation to L.A. Care vaccine events and other vaccine clinics throughout the county is an issue. L.A. Care has been advocating for
providers to give a walk-up option so that L.A. Care can provide transportation for its members. It is difficult to provide transportation for drive-thru events due to delays. Walk up members can be dropped off and then picked up after they are vaccinated.

L.A. Care is working with the Department of Public Health to provide vaccinations to home stricken members. L.A. Care is trying to leverage home health contracts that send nurses to members’ homes and provide a wide variety of other services, and they have the capability of administering vaccinations. They will have to first become COVID-19 vaccine providers or partner with organizations that have access to vaccines.

COVID-19 Update
Worldwide there are 135 million cases reported to date. Cases have been increasing for the last 7 weeks. Cases came down and are now going back up. Worldwide, there were 4.5 million new cases in the past week, and deaths have increased to 75,000 in the past week. The overall trend in the U.S. is increasing, up about 8% over the past week. There are three million new cases across the country and 72,000 deaths. The good news is that the Northeastern U.S. is getting better. The U.S. is making good advances in the nationwide vaccine effort, with over 1.5 million doses administered per day. About 37% of the adults in the U.S. have gotten at least one vaccine, and is working to get all adults vaccinated by late June. In L.A. County cases, hospitalizations, and deaths are going down. There is no sign of a significant increase. He encouraged everyone to do their part by continuing to socially distance and practice good hand hygiene. L.A. County is rated in the orange tier of California’s Blueprint for a Safer Economy. The county needs to get below 2 cases per 100,000 to get into the yellow tier, with lower restrictions. New guidance is expected shortly from public health agencies.

Johnson & Johnson COVID-19 Vaccine
Of the seven million doses administered, six cases were identified in which people suffered blood clots in the brain; a very rare condition. The CDC placed this vaccine on hold out of an abundance of caution. Health officials are unsure if the vaccine caused the blood clots. It may be that the blood clots were in the process of forming before they were vaccinated. The women were in the 18-48 age range. The complications took place 3 weeks after vaccination.

Current guidance is that if it has been more than a month after people got the vaccine, they shouldn’t have anything to worry about. Women that are younger than 50 years of age should be cautious. People that experience abdominal pain or drowsiness should seek medical attention. Planned L.A. Care vaccine events have been cancelled. The Advisory Committee of Immunization Practice is meeting today but it is not certain an announcement will be made after that meeting. He apologized to those that made appointments for the
vaccine. If people are eager to get vaccinated, he recommended that one looks for an appointment through other sources.

Member Lara thanked Dr. Seidman for taking time to attend ECAC, and she asked Dr. Seidman if he believes the vaccination card will become a requirement to go back to work as people become vaccinated. Dr. Seidman responded that the vaccine card that people get should be held on to. Many businesses are offering various forms of incentives for people that get vaccinated. He noted that people needing a vaccine card to get back to work is a controversial issue. He has seen the private sector and individual employers make these types of decisions. He has not seen any public agency or government make these decisions yet. Some Governors are looking at this for the states as well.

Member McFerson stated that due to city laws, people that walked up at some vaccine clinics had to be turned away. She noted that there were low income people, seniors and disabled people who did not have vehicles that had to be turned away. She will work with Mr. Rivas and RCAC 6 to make a general statement at town hall meetings to express how important it is to make these events accessible to everyone. She expressed her concerns and received a letter from the city of Lynwood stating that they host food programs for elderly and disabled people. Ms. McFerson noted that the colored and black community would be less reluctant to get vaccinated if they see publicity by people that are from the same community. She stated that this is important, because people like her are important as well. She said that she has spoken to some people that are reluctant to get vaccinated, because of the treatment they have received in the medical field or in society. Some medical treatments are being undiagnosed, misdiagnosed, and diagnosed late. This leads to a high amount of sickness and death. Whether or not it is a RCAC member advocating for people to get the vaccine, it should be people that are from the same community, and that is how you can reach the African American community. She stated that the yellow tier information that Dr. Seidman shared should be broken down into laymen’s terms. She asked that there be a PowerPoint presentation at the next meeting so that everyone can understand. Dr. Seidman responded that there is a state blueprint for a safer economy and fact sheets are available. Every two weeks in L.A. County there is a survey of Angelinos called the L.A. Barometer Survey from a survey team at USC. In the most recent survey results from 3 weeks ago, 70% of respondents said they were vaccinated or intended to get vaccinated. It was higher than the earlier results. One thing being learned during the pandemic is that people’s thinking can change and there is more open-mindedness and willingness to get vaccinated. The thinking evolves over time, including among African Americans. He said many people in Los Angeles are high at risk and more than 40% of vaccines administered have gone to those identified as most at-risk. California has been doing a great job of getting vaccines to the areas that are most infected and are most at risk of infection.
Member McFerson thanked Dr. Seidman for his comments and stated that she hopes ECAC can have information about the survey that was distributed at the L.A. Care vaccine events.

Tonya Byrd, RCAC 9 Member, stated that she is fully vaccinated even though she is not fond of shots. She is concerned about getting a booster shot. She asked Dr. Seidman whether or not they will need to be vaccinated again. Dr. Seidman responded that about 30% of adults don’t like shots. He is unsure about the potential need for booster, and it is too soon to worry about it. He does not know how long immunity lasts from a national infection and he doesn’t know how long immunity lasts from the vaccine. So far there have been good results. Dr. Seidman said that he also does not know how the vaccines work against variants. Currently the vaccines are working well, about 70% don’t get infected after 1st dose, 90% don’t get infected after second. There is no indication yet that boosters will be recommended and he does not know if there will be a need for an annual shot. He is happy that she was able to get vaccinated. The benefits of the vaccine far outweigh the potential side effects.

Chairperson Vazquez thanked Dr. Seidman for attending ECAC and answering member's questions.

BOARD MEMBER REPORT
Layla Gonzalez
Hilda Perez

PUBLISHER COMMENT
Public Comment submitted by Elizabeth Cooper, RCAC 2 Chair:
Thank you Hilda and Layla for your leadership. I do hope for the upcoming election for those two seats, whoever is elected, that they will remember to focus on the needs and concerns of their members who they represent in a culturally and linguistically sensitive way and to always keep in touch even as Board Members.

Layla Gonzalez, Member Advocate, Board of Governors, gave the following updates:

- The Board of Governors met virtually on April 1. She thanked all RCAC members that participated at the Board meeting and thanked them for their comments. She reminded everyone that they can text, voicemail, or email their public comments. For more information, they can reach out to CO&E staff.
- She sent gave her condolences to the families that have lost someone due to COVID-19. She advised people that are trying to make their appointments for the vaccine to not give up and reminded them that the Community Resource Centers will be having events for vaccines throughout the county in the coming weeks. A list has been distributed to ECAC members. She thanked the CO&E staff for contacting members.
- A copy of the agenda can be obtained from Board Services. Meeting minutes will be posted on the website after they are approved at the next Board meeting.
- Misty de Lamare, Director, Communications, gave a presentation on L.A. Care’s Vaccination Outreach Efforts.
- April is National Volunteer Month. She thanked the countless doctors, nurses and people that have helped with connecting people to getting tested for COVID-19, food distributions, taking calls during this crisis and now all of those people providing help for vaccination efforts. She thanked them for their service and efforts in keeping the community healthy and thriving.
- She wished everyone a Happy Earth Day. She asked not to forget to recycle when possible. As people do their spring cleaning she asked they remember to recycle and donate their used items.

Hilda Perez, Member Representative, Board of Governors, stated that the rest of the report is based on an issue that was raised at the Board of Governor’s meeting. The Cal MediConnect (CMC) product line is part of the Coordinated Care Initiative (CCI) program. This program will end at the end of calendar year 2022. She noted that as part of the CMC and CCI, L.A. Care has an Enrollee Committee. She wanted to ask this question while Mr. Baackes was still in the meeting, about what is going to happen to the committee. Mr. Perez said she would like L.A. Care to be as transparent as possible so that the members of the Enrollee Committee are informed. She has not seen any reports come out of this committee. She spoke to Mr. Baackes about it and he stated that he would be speaking more about this committee.

Member McFerson stated that these are trying times right now and there needs to be information about how the Asian Community is impacted. She would like the Board members to speak to ECAC about how the Asian Community is being impacted. She has spoken about this before. She made a suggestion about a COVID-19 at home test, for people who do not have a vehicle, and L.A. Care implemented it. She also suggested making recorded calls to members so that they are aware that they have access to services like the vaccine. The best way to reach people is person to person. The recorded calls have been implanted, but now they have person to person at the FRCs. The masks were approved and she thinks it is great, because it is a necessity. She thinks it is important to figure out how to get gloves and hand sanitizers approved as well. She knows it is a large amount of money, but they are in dire need. She asked Ms. Perez and Ms. Gonzalez to bring this up to the Board.

Ms. Perez thanked Ms. McFerson for all of her suggestions. She will follow up on these issues. Ms. Perez thanked Ms. McFerson for always bringing issues to the table and she will
make sure that her concerns are heard, to ensure a fair and transparent process. Every time they speak about the LatinX, Hispanic, and African American population they always say that L.A. Care is an inclusive organization and they should be open and proud to be able to speak on behalf of their communities.

Member Lara stated that she likes the fact that Ms. Perez brought up CMC, because she is unaware of what they are up to. For a long time, she has been pondering what is going on with them; she thought they didn’t exist anymore. She asked if they are doing things on their own, she thinks it’s great that they are still meeting and that there will be a report soon.

**PUBLIC COMMENT**

**Public Comment submitted by Elizabeth Cooper, RCAC 2 Chair:**

_Auleria Eakins please continue to help us be relevant under your leadership and please be aware that we are still the RCACs and there are issues that need to be addressed by you and your staff._

Auleria Eakins, EdD, Manager, CO&E, gave Community Outreach & Engagement updates (a copy of the written report can be obtained from CO&E).

**Community Resource Centers (CRC)**
CRCs remain closed until May 1. L.A. Care has updated its website to reflect the closure. She encouraged everyone to forward this update to members of their community.

**New CRC Openings**
Wilmington CRC is under construction with an open date of June 1.
El Monte and Norwalk CRCs are under construction.

**Upcoming Food Pantries**
A list was provided to ECAC members in the meeting packet. For more information on the upcoming food pantries members can contact their field specialist or go on the L.A. Care website: [https://www.lacare.org/events/food-pantry](https://www.lacare.org/events/food-pantry). She asked everyone to refer to the website to confirm location, time and date of the food pantries.

**Vaccine Efforts**
L.A. Care was honored to be invited by the nonprofit Ad Council to join its massive communications effort to help build confidence in the COVID-19 vaccines. This campaign is targeting Black, Latino and rural communities where vaccine hesitancy is a big problem. James Kyle, MD, Medical Director for Quality, Diversity, Equity and Inclusion, is among the trusted and credentialed medical experts from across the country who were asked to record a public service announcement offering a message that would encourage people to get a vaccine as soon as they are eligible.
Executive Community Advisory Committee
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RCAC Work Plans
Applications are due by close of business on May 7, and the organization suggested must be a Community-Based Organization or nonprofit that work in the area of food security or technology justice. One organization for Tech Justice called Human IT has been identified, and will be giving a presentation at a future ECAC meeting.

Upcoming ECAC Presentations
- May: Colorectal Cancer Screening
- June: Controlling Blood Pressure and an update on Urgent Care Service

(There were brief technical difficulties with the audio recording at this point.)

Ms. Eakins announced that there would be an informational session with Dr. Seidman with an update on the COVID-19 pandemic, and he will answer questions on April 20 at 2:00 pm (a copy of the flyer/invitation can be obtained from CO&E). She noted that the meeting is informational and will be a “COVID-19 discussion with Dr. Seidman.” It will be an opportunity for everyone to participate and ask questions. Questions must be submitted to the Field Specialist. Ms. De La Torre stated that staff will be conducting outreach calls to members starting tomorrow and she encouraged everyone to participate.

Ms. Perez gave a brief overview of colorectal cancer screening services. She thanked CO&E staff for reaching out to members and making the informational sessions more accessible to members. The fact that L.A. Care’s Liaisons and Field Specialists reach out to members is amazing. She thanked CO&E for having an event that gives members a chance to ask questions about COVID-19. She asked if the event was going to be via phone or will it also be accessible by videoconference? She has questions about the budget and would like to know when she can ask these questions. Ms. Eakins responded that the meeting will be accessible via WebEx. She asked that they give Human IT an opportunity to present. She feels it will be very insightful and is happy about the opportunity.

Member McFerson stated that there should be flyers for the food pantry events. Those flyers should be mailed out to them so they can go person to person. Many people don’t have a good memory or something to note down the information. Many people don’t take the information seriously, because some people need a piece of paper. She prefers to have paper flyers to be able to hand out. She asked if the May 19 Asian Dialogue meeting will allow public comment or will it just be a one-sided conversation. Ms. Eakins responded that she will see what can be done about paper flyers. She asked that RCAC members provide names of organizations for the RCAC Work Plans to their Field Specialist.

Member Lara asked about an update on the RCAC 2 motion to increase stipend. Ms. Eakins responded that she will need to look into where talks left off last and she will follow up.
Maria Angel Refugio, *RCAC 11 Chair*, stated that she would like to know about the food bank events. The schedule she saw stated that on April 7 there would be a food pantry event and she sent messages to RCAC 11 members. Members went to the site and no event was actually held. She asked if the event on May 15 at the same location was going to take place. She would like to know who she has to speak to. Ms. Eakins apologized for the mishap. She advised members to visit the website for the most up to date schedule.

Silvia Poz, *RCAC 4 Chair*, asked if people who have appointments for the Johnson & Johnson vaccine should still go. She noted that the appointments were made through L.A. Care. Ms. Eakins responded that as of right now vaccine clinics have been postponed, and more information will be provided as it becomes available. Ms. Poz asked that staff reach out to her as soon as possible, because she helped sign up people in her community.

### OLD BUSINESS

**ECAC AD HOC COMMITTEE – PUBLIC COMMENT**

Idalia De La Torre

**PUBLIC COMMENT**

*Public Comment submitted by Elizabeth Cooper, RCAC 2 Chair:*

*To the ad-hoc committee, remember the Brown Act and L.A. Care structure, and get the RCAC members input before you vote on this.*

Idalia De La Torre, *Field Specialist Supervisor, CO&E*, discussed creating an ECAC ad-hoc committee to discuss and make recommendations on the order of public comment for ECAC agenda items.

Member McFerson stated that she needs to be on the ad hoc, because she provided the motion.

Lluvia Salazar, *Member At-Large*, asked Ms. McClain if she would like to be part of the ad hoc committee. Ms. McClain asked Ms. Salazar to participate if she has time.

**Ad Hoc Committee for Public Comment**

Andria McFerson  
Ana Romo  
Lluvia Salazar  
Silvia Poz (Alternative)

Ms. De La Torre stated that staff will reach out to the ad hoc members to confirm a date and time. Member McFerson stated they need to come up with a general consensus on the times available for the ad hoc to meet. It is important that committee members agree on a time to meet. Ms. De La Torre responded that staff look at available dates and times that
the committee can meet and they will reach out to members. The most convenient date and time for all members will be selected.

Augustavia J. Haydel, *General Counsel*, hopes that everyone is doing well. At the March 10 ECAC meeting, a motion was presented regarding public comment during discussion of an agenda item. The motion was discussed and amended. The amended motion was stated and seconded by Ms. McFerson. There were no objections to the amended motion by members and that amended motion replaced the original motion. There was a vote on the amended motion. Member McFerson asked if a motion is put on the floor and the original motion is not voted against, but someone asked to amend the motion and is voted on, does the original motion still stay on the floor? She stated that the original motion was not voted on. Ms. Haydel clarified that vote was on the amended motion, which replaced the motion on the floor. If the committee was following formal Robert’s Rules of Order, there would be a vote to accept the amended motion. Since the committee is following informal rules, and there were no objections, the amended motion is accepted by consensus. The vote that occurred was to approve the amended motion.

Ms. Haydel also noted that the amended motion that was voted on looks like it may have had a typo. The motion states public comment allowed after the agenda item presentation, but before the ECAC comments and decisions. After she read the meeting minutes she thinks that the committee may have intended to have public comment after the agenda item presentation and ECAC comments, but before the decisions are made. Ms. McFerson stated that she agrees. Ms. Haydel reported that if the group decides to bring the motion back they may want to consider looking at the language to make sure that the position of public comment was written correctly. The vote taken was on the amended motion not just to accept the amendment. Ms. McFerson responded that she agrees and she brought it up, but it is not in the meeting minutes. She noted that this has happened before. Ms. Haydel stated that living in the COVID-19 era time is interesting, particularly with virtual meetings. She noted that she was having technical issues earlier in this meeting. Sometimes there are delays in the audio. It does not require a vote to accept an amendment if there is no objection or controversy. That’s her understanding of what happened with that motion.

Member McFerson stated that they need to follow Robert’s Rules of order. She asked that staff assist ECAC in ensuring that the rules are being followed. She asked if the motion is still on the floor, because they solved the issue by creating an ad hoc. She asked what the committee should do at this point. Ms. Haydel responded that the original motion was to create an ad hoc. The ad hoc committee was not in the final amended motion. Unless there was a vote taken at another time, the ECAC has not formally authorized an ad hoc. Ms. McFerson responded that ECAC has created an ad hoc and are working to set a date and time.
**NEW BUSINESS**

**POPULATION NEEDS ASSESSMENT**

<table>
<thead>
<tr>
<th>Naoko Yamashita</th>
<th>Lynne Kemp</th>
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<td><strong>Naoko Yamashita, Interim Manager C&amp;L, and Lynne Kemp, Health Education Program Manager,</strong> gave a presentation on Population Needs Assessment (<em>A copy of the presentation can be obtained from CO&amp;E.</em>).</td>
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**Purpose of the PNA**
- Identify member health needs and health disparities
- Identify gaps in health education, C&L, and QI programs
- Address identified health needs, health disparities or gaps

**Member Input**
- We want to hear from you!
- We will use what you tell us to help us better meet your needs.

**Health Education**
- Programs, services and resources to keep members healthy or manage health conditions.
- Individual telephone counseling
- Written materials
- Online tools and workshops
- Special programs (diabetes, asthma, pregnancy)

Ms. Kemp asked the committee if they had any suggestions to improve health education programs, services, or resources.

Ms. Gonzalez thanked her for her patience. She asked about the different plans that L.A. Care has. She noted that L.A. Care has different product lines with different services, she would like to know if these services are provided across the organizations or only specific populations. Ms. Kemp responded that health education services are standardized by the state. Regardless if they are L.A. Care direct members or plan partners. They delegate services to plan partners. They should be offering services as well. Direct line of business members can go directly to her department. She stated that she is hear to learn how they can improve their services. Sometimes they target specific populations through flyers or letters. They do try to tailor services, but always based on state standards.

Ms. McFerson stated that due to the fact that we are in the virtual world right now, there should be some sort of robo call, so they can get help get through the virtual world and follow up. In order to get everyone on the same page they need to inform their members that there are other options.
Ms. Kemp responded that this is a great opportunity for expansion. She noted that this is something that can be explored.

(The recording experienced technical issues.)

Ms. Yamashita presented the following information:

FY19-20 C&L Program Evaluation Summary
L.A. Care Bilingual Staff
- 398 qualified bilingual staff in 11 languages.

Interpreting Services
- In-person: 5,590 requests in 30 languages. 85% of members were satisfied.
- Telephonic: 200,275 calls in 89 languages. 95% of members were satisfied.

Translation Services
- 2,706 documents processed.

Cultural Competency Training
- 3,475 L.A. Care staff and 1,367 providers completed cultural competency related trainings.

Ms. Yamashita asked the committee if they had any suggestions to improve the C&L program.

Ms. McFerson said that she is very happy about the empathy training. This information is available for whoever needs it. They have education on what they go through and how they feel. She has spoken about this before and it happy that L.A. Care is following through. She asked how members can speak to doctors virtually and how to receive test results from L.A. Care. Ms. Yamashita responded that interpreter requests for virtual doctor appointments can be challenging sometimes. Interpreter services can also be obtained through the phone. It has been an interesting year and are looking at how providers can better serve members in this environment.

Ms. Gonzalez noted that members when they first sign up get a big packet of information. She is concerned that sometimes members get overwhelmed and push this useful information to the side. She asked if magnets that include this information can be sent out to members. Ms. Yamashita responded that the welcome packet is sent out and has a lot of information. There is a card in the packet called I-Speak, but would like to explore the idea of a magnet.
Misty de Lamare, *Director, Communications,* gave a presentation about L.A. Care’s Vaccine Communication & Outreach Efforts (*A copy of the presentation can be obtained from CO&E.*).

**Goals**
- Build trust in the safety of the COVID-19 vaccine by dispelling common myths and sharing facts about the vaccine’s safety and availability so that community members decide to — and know how and when to — get vaccinated.
- Assist eligible members in accessing the vaccine when it becomes available to them.
- Be true to L.A. Care’s mission as a public health plan, by supporting public health efforts to end the pandemic.

**Strategy**
- Position L.A. Care as a reliable source of truth about the COVID-19 vaccine by providing information while being respectful of the histories of the communities that we are serving, so that people can make an informed decision about getting vaccinated
- Messaging and tactics will roll out in phases in alignment with the state and county public health departments approved tiers and target populations that are identified by the COVID-19 vaccination program in Los Angeles County.

**Addressing Health Equity**
- Advocating for the equitable distribution of COVID-19 vaccines
- Multiple media publications
- Support letter: Site-based vaccination strategy for people experiencing homelessness (2/18/2021)
- Postcard and mask sent to high-risk Asian and Pacific Islander community
- Tranquada XII initiative
- $1.6 million for FQHC projects that increase the number of COVID-19 vaccine doses administered to low-income, racially and ethnically diverse populations disproportionally impacted by the pandemic.

**Sample Key Messages**
- L.A. Care and public health agencies recommend that everyone who is eligible get the COVID-19 vaccine. It is the best way to protect yourself and your loved ones and for us all to get back to a more normal life.
- All three of the vaccines authorized for emergency use by the FDA are highly effective in preventing hospitalization and death.
- The vaccines do not infect you with the COVID-19 virus.
- Side effects are generally mild and go away after a day or two, while the benefit of the vaccine remains.
- There is no cost to L.A. Care members to receive the vaccine.
- Vaccine supply at sites throughout L.A. County is increasing, but appointments at all locations will still be required. Local public health departments ask the public for patience and persistence when scheduling appointments. You can access vaccine appointment tools at lacare.org/vaccine.
- Even after you get the vaccine, good public health measures will still be required. Please continue to wear a mask, wash your hands, and watch your distance (Three Ws). You should also continue to follow local public health orders and avoid traveling or gathering with people outside of your household to the extent possible.

### Employee Outreach
- Weekly COVID-19 Q&A with chief medical officer
- Dedicated intranet page
  - Answers to FAQs
  - Links to blogs from L.A. Care doctors and staff
  - Staff polling
  - Educational videos (coming soon)
- Regular updates at Town Hall meetings
- Regular updates in CEO emails
- Selfie campaign (coming soon)

### Provider Outreach Examples
- Continuing Medical Education (CME) trainings
  - “COVID-19, Public Health and Practice Perspectives on Equity”
- Landing page on lacare.org to centralize COVID-19 vaccine-related provider resources
- Mass e-mail and mail reminders to providers to get vaccinated

### Member & Community Outreach Examples
- Targeted identification model for high-risk groups
- Partnering with other organizations to help give our members access to the COVID-19 vaccine
  - MLK Hospital
  - Dignity Health
  - Hollywood Presbyterian
- Robocalls and staff outreach
  - Informing members as they become eligible
- Community health worker training
- Transportation to walk-up vaccination appointments
Two-day requirement waived

CRC Vaccine Efforts
- 1,000 doses per clinic x 16 clinics
- 16,000 total doses
- Johnson & Johnson vaccine
- Targeted member outreach by zip code
- Staff calls to high-risk members
- Targeted social media campaign on standby
- Walk-up, drive-thru, and drop off options offered
- Members will be able to use their transportation benefit to get to their vaccine appointment

Community Advisory Council (CAC) Member Engagement
- Sharing general COVID-19 and COVID-19 vaccine information with our CAC members at conferences and meetings
- Member comments have directly influenced our messaging and materials
- Provided all CAC members with vaccine information fliers to share with friends, family, and neighbors
- Recruiting vaccine “ambassadors” from CACs to feature in messaging
- Exploring Tele Town Hall partnership to help bridge the information technology gap
- Individual outreach to all CAC members to pre-screen them for vaccine eligibility and, if eligible, to provide them with a vaccine appointment at a CRC vaccine clinic
- CAC Member Survey

Member Lara stated that the presentation was amazing and had much useful information. She thanked Ms. de Lamare for her time.

Member McFerson thanked Ms. de Lamare for her presentation. She noted that there needs to be more community involvement in the fight against COVID-19. There would be more people participating if there was an incentive such as food cards. Anything that can help members access food. Ms. de Lamare thanked her for her suggestions and advised that she will take this information back to the vaccine command center. She asked that members continue to send in their photos.

FUTURE AGENDA ITEMS
Member McFerson asked that an increase in stipends or providing a food card with the stipend be added to the agenda for the next meeting. She originally fought for a motion to possibly add a food card instead of raising the stipend. She would like an update on CO&E.
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budget and how it is positively impacting the community. She would also like to see demographic data from the L.A. Care vaccine events.

Member Lara stated that the agenda has too many items on the agenda and members do not have enough time to speak. They are not respecting every committee members’ time. That needs to be taken into consideration when the agenda is created. Lately the meetings have been running over by a great amount of time. She suggests removing agenda items to have more time to advocate for members.

**PUBLIC COMMENTS**

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<td>Public Comment submitted by Elizabeth Cooper, RCAC 2 Chair: Public Comment from Ms. Elizabeth Cooper, RCAC 2 Member, Madam Chair, Ms. Vazquez, and the members of the ECAC, and staff. I would like to share my deep concern to those who have lost family members, staff and others to Covid-19 on behalf of me and my son. Finally, I would like all of us as Americans and hope that we can express our concerns with the issues of violent incidents that have been happening to our fellow Americans.</td>
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(The following message was to be read during the Chief Executive Officer Report agenda item)

Public Comment submitted by Carolyn Navarro: I only recently realized a comment made at a board meeting that was published was a HIPAA violation, my child rights were violated in so many ways that it’s literally taken me years to sort out what you perpetrators did. I didn’t like the comment before but didn’t make the HIPAA connection, I have repeatedly asked LA Care for a copy of the record where my daughter’s case is mentioned by a board member publically and LA Care will not give it to me. I have also asked for copies of the repeated emails I sent to the assigned contact person trying to get assistance for my autistic daughter who ended up dying and LA Care will not give me copies! I saved the emails I sent, what is wrong with your agents ignoring emails from patients they are assigned as contacts to. I made state and federal HIPAA complaints, you people know perfectly well what I’m talking about.

Public Comment submitted by Carolyn Navarro: Stop using the special needs community to make yourselves look good! I have located special needs people who you have failed terribly including my daughter, when the families tried to alert you that Synermed who also contracted with LA Care using a front company which was THEM was violating their rights, you continue to do the same things Synermed did to enrollees, ignoring or undermining grievances, retaliating for grievances, delaying action taken on
grievances, enabling abuse against special needs enrollees, you’re a waste of tax dollars, a danger to the special needs community, not an asset! Your management and board does not represent the community you claim to serve, all your management does is cover up your lies to the public while you pay news stations to make you look good to sell more policies while you treat your existing members like shit and are not capable of providing service to them! Read your reviews online, all of them are true, except for the occasional fake looking review that look like an employee wrote them! You have no business serving autism spectrum enrollees, my dead daughter was autistic and you acted defensive about the fraud I discovered and alerted you to instead of helping her! Much of your management needs to be fired!

Public Comment submitted by Ismael Maldonado, RCAC 2 Member:
How are we going to work on getting people vaccinated in each RCAC Because of The new problem that came with the Johnson and Johnson vaccine because la care wanted me to go and get that vaccine thank heavens I did not

Public Comment submitted by Ismael Maldonado, RCAC 2 Member:
Is LA Care health plan working with doctor’s office that are contracted to due telemedicine call when patient don’t want to go out of home due to underlining health conditions

Public Comment submitted by Ismael Maldonado, RCAC 2 Member:
I have seen a problem with Walgreens is not accepting Anthem blue cross

Public Comment submitted by Ismael Maldonado, RCAC 2 Member:
Possible ADA violation blocking the chat box because title 5 of the American with disability act blocking alternative communication

Public Comment submitted by Ismael Maldonado, RCAC 2 Member:
The ECAC is in Violations of the Ralph M Brown Act from Public comment not being hear to ADA American with disability act all RCAC should be Consulted anything that goes on with ECAC thats why we are a body of LA CARE

Public Comment submitted by Maricruz Alavarez, RCAC 2 Member:
Last Monday, on April 5, a friend of mine got the vaccine - he felt really bad, but did not go to his doctor; and on Wednesday April 7, he died (around 5pm). In cases like this, is this considered a “natural death”, or is it considered “death of COVID”? Thank you, Maricruz Alavarez R2
Ms. Eakins announced that the May 15 Pomona CRC food pantry event has been moved to May 22.

Member McFerson stated that, once again, she wanted to reiterate that Johnson & Johnson have a hold on vaccinations and the public and participants at the L.A. Care vaccine events may not have that information. People that have appointments today and tomorrow may not be informed. She asked if staff can make robo calls or calls from staff about the cancellations. She will reiterate the fact that robo calls are very important.

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<th>ADJOURNMENT</th>
<th>The meeting was adjourned at 1:39 p.m.</th>
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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:
Fatima Vasquez (due to public health orders the document will be signed when it is possible)
Fatima Vasquez, *ECAC Chair*
Date: 5/12/2021