

Board of Governors

Executive Community Advisory Committee

Meeting Minutes – April 13, 2022

1055 W. 7th Street, Los Angeles, CA 90017



L.A. Care
HEALTH PLAN

ECAC Members	RCAC Members/Public	L.A. Care Board of Governors/Senior Staff
<p>Russell Mahler, <i>RCAC 1 Chair</i> *</p> <p>Estela Lara, <i>RCAC 2 Chair</i> *</p> <p>Cynthia Contreas-Wood, <i>RCAC 3 Chair, ECAC Vice-Chair</i> ***</p> <p>Silvia Poz, <i>RCAC 4 Chair</i> ***</p> <p>Maria Sanchez, <i>RCAC 5 Chair</i> ***</p> <p>Andria McFerson, <i>RCAC 6 Chair</i> ***</p> <p>Fátima Vázquez, <i>RCAC 7 Chair, ECAC Chair</i> ***</p> <p>Ana Romo, <i>RCAC 8 Chair</i> ***</p> <p>Tonya Byrd, <i>RCAC 9 Chair</i> ***</p> <p>Dameres O Hernández de Cordero, <i>RCAC 10 Chair</i> ***</p> <p>Maria Angel Refugio, <i>RCAC 11 Chair</i> ***</p> <p>Lluvia Salazar, <i>At-Large Member</i> ***</p> <p>Deaka McClain, <i>At Large Member</i> ***</p> <p>* <i>Excused Absent</i> ** <i>Absent</i> *** <i>Via teleconference</i> **** <i>Via teleconference (with technical issues)</i></p>	<p>Nathalie Coupet, <i>Interpreter</i> ***</p> <p>Pablo De La Puente, <i>Interpreter</i> ***</p> <p>Isaac Ibarlucea, <i>Interpreter</i> ***</p> <p>Eduardo Kogan, <i>Interpreter</i> ***</p> <p>Alex Mendez, <i>Interpreter</i> ***</p> <p>Ruth Nuno, <i>Interpreter</i> ***</p> <p>Sheri Smargon, <i>Closed Captioner</i> ***</p> <p>Carrie Broadus, <i>Public</i></p> <p>Ana Rodriguez, <i>RCAC 2, Public</i></p> <p>Silvia Quezada, <i>RCAC 4, Public</i></p> <p>Hercilia Salvatierra, <i>RCAC 4, Public</i></p> <p>Michael Shelton, <i>RCAC 4, public</i></p> <p>Maria Álvarez, <i>RCAC 8, public</i></p> <p>Maria Montes, <i>RCAC 8, public</i></p> <p>Elizabeth Mitchell, <i>RCAC 9, Public</i></p>	<p>Hilda Pérez, <i>Member, Board of Governors</i> ***</p> <p>Layla Gonzalez, <i>Advocate, Board of Governors</i> ***</p> <p>John Baackes, <i>Chief Executive Office, L.A. Care</i> ***</p> <p>James Kyle, MD, M.Div., <i>Chief of Equity and Quality Medical Director, L.A. Care</i> ***</p> <p>Thomas Mapp, <i>Chief Compliance Officer, Compliance</i> ***</p> <p>Richard Seidman, M.D, <i>Chief Medical Officer, L.A. Care</i> ***</p> <p>Miriam Admasu, <i>Department Assistant, CO&E</i> ***</p> <p>Phinney Ahn, <i>Executive Director, Medical</i> ***</p> <p>Malou Balones, <i>Board Specialist, Board Services</i> ***</p> <p>Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i> ***</p> <p>Auleria Eakins, <i>Manager, CO&E</i> ***</p> <p>Hilda Herrera, <i>Community Outreach Field Specialist, CO&E</i> ***</p> <p>Lynne Kemp, <i>Health Education Program Manager II, Health Education</i> ***</p> <p>Thomas Mapp, <i>Chief Compliance Officer, Compliance</i> ***</p> <p>Linda Merkens, <i>Senior Manager, Board Services</i> ***</p> <p>Frank Meza, <i>Community Outreach Field Specialist, CO&E</i> ***</p> <p>Nicole Moussa, <i>Manager, Technical Information, Pharmacy & Formulary</i> ***</p> <p>Cindy Pozos, <i>Community Outreach Field Specialist, CO&E</i> ***</p> <p>Jose Ricardo Rivas, <i>Community Outreach Field Specialist, CO&E</i> ***</p> <p>Victor Rodriquez, <i>Board Specialist, Board Services</i> ***</p> <p>Naoko Yamashita, <i>Manager, Cultural & Linguistic Services</i> ***</p>

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
CALL TO ORDER	<p>Idalia De La Torre, <i>Field Specialist Supervisor, CO&E</i> called the roll. Member Andria McFerson, <i>RCAC 6 Chair</i>, stated that Russel Mahler, <i>RCAC 1 Chair</i>, will be calling in. Ms. De La Torre responded that he will be considered absent until he has joined the meeting.</p> <p>Chairperson Vazquez called the meeting to order at 10:12 a.m. She read the ECAC Meeting Guidelines.</p>	
APPROVE MEETING AGENDA	<p>Member McFerson, <i>RCAC 6 Chair</i>, stated that reintroducing the motion that she proposed at the last meeting will not be beneficial, because it actually been approved and the motion can be removed from the agenda.</p> <p>The Agenda for today’s meeting was approved with the requested changes.</p>	<p>Approved by roll call. 10 AYES (Byrd, Conteas-Wood, McClain, McFerson, Poz, Romo, Salazar, Sanchez, Refugio, Vazquez)</p>
APPROVE MEETING MINUTES	<p><i>(Damares Hernandez De Cordero, RCAC 10 Chair, joined the meeting.)</i></p> <p>Linda Merkens, <i>Senior Manager, Board Services</i>, stated that the draft March 9, 2022 minutes will be revised to reflect that there were 11 members present and the motion introduced at the meeting by Member McFerson was approved with 6 Ayes (Byrd, Hernandez De Cordero, Mahler, McFerson, Romo, Salazar), 3 Nays (Conteas-Wood, Refugio, Vazquez) and 2 Abstentions (Poz and McClain).</p> <p>Member McFerson said some comments are missing and she will vote no on the approval of the minutes. There was a member that asked “Why is the motion still on the floor?” and different things like that.</p> <p>The March 9, 2022 meeting minutes were approved with the changes noted above.</p>	<p>Approved by roll call. 10 AYES (Byrd, Conteas-Wood, Hernandez de Cordero, McClain, Poz, Romo, Salazar, Sanchez, Refugio, Vazquez)</p> <p>1 Abstention McFerson</p>
STANDING ITEMS		
UPDATE FROM CHIEF MEDICAL OFFICER	<p>Richard Seidman, <i>MD, MPH, Chief Medical Officer</i>, reported:</p> <p>Overall there is good news about COVID-19, but still significant concerns remain that people must be aware of going forward. All parts of the world are reporting declines in cases and deaths due to the pandemic. There were seven million new cases reported in the past week and 26,000 deaths. The data still indicates some very high levels of disease activity even though it is better than has been seen in the past. The United States saw as high as 800,000 cases in a single day. For the last couple of weeks, it has been below 30,000 cases per day across the country, but that number is now increasing in more than half of the</p>	

states throughout the United States. California is fortunate that cases are coming down, but in Los Angeles County, cases are beginning to creep upwards again. One of the contributors is the BA2 sub variant of Omicron. He noted that viruses mutate and change over time. Thankfully this sub variant doesn't cause severe disease as often as the Delta variant. All of the same precautions that have been used in the past, including masking, social distancing, and getting vaccinated and getting boosted when eligible, are all still indicated. He noted that Passover and Easter Holidays are both coming up and the safest place for a gathering is with people that are fully vaccinated. Those are the kinds of accommodations people should consider including even though the county has removed the masking mandate in indoor public places. Dr. Seidman mentioned that a second booster had previously been recommended and approved for people that are immunocompromised. Now, it is also approved for everyone 50 years of age or older.

There are medications that can be taken by mouth called oral antivirals that can help combat the coronavirus. He pointed out that President Biden spoke about the Test to Treat Program during the State of the Union Address. The good news is the medications are now increasingly available and sites are posted on the county's website, on the department of public health website, and L.A. Care's website. There is a list of 50 locations people can go to throughout the county, where people that have symptoms consistent with COVID-19 can be tested. If people can't get to one of the 50 locations around the county, there is also a phone number listed on the website for a licensed clinician that can help walk them through their test result.

Member McFerson thanked Dr. Seidman for his update. With respect to age, income levels, and race. (*Inaudible*) She would like to know how to access the numbers of deaths of each of those groups and also how it affects the people that are not vaccinated. She asked what race has been least vaccinated. There are opportunities, but people do not know how. She would like to know how people not being vaccinated relates to death rates. She asked about the incentives help, because people are reluctant to get vaccinated. She said that there could be an incentive and Mental Health Awareness Month is approaching. L.A. Care can introduce different things in person and eye to eye, in a sort of comfortable environment with music, introducing information and letting people know that there are options for them. There can be a booth showing different locations and different organizations accordingly, because it is Asian and Pacific Islander Awareness Month and they need to feel comfortable. There is also Latino Awareness Month. She doesn't know how to describe she has absolutely no idea, but she has respect. She would like to have an ad hoc so they can reach out to the community as well. Latino Awareness Month is from September 15 to October 15. Suicide Prevention Day is September 10. Everyone ages 10 to 65 are impacted by this.

	<p>Dr. Seidman responded that he would be happy to provide more detailed data. He will share some data with the staff that they can forward to the members of the committee. It breaks down some of the information about different demographic groups, by race and ethnic groups, have been impacted by the pandemic. In terms of vaccination and deaths, the message is still the same as it has been since the vaccine was first made available, is the protective effect of the vaccinations is miraculous. There is a decrease in the rates of infections, hospitalizations and deaths among the vaccinated, plus or minus boosters, compared to the unvaccinated. One specific data point that he read this morning is that people who are unvaccinated at the end of March of this year had a five times greater risk of being hospitalized and increased risk of dying from COVID compared to those who are vaccinated plus or minus boosters. In terms of race and ethnicity, the data showed that the group with the lowest overall vaccination rates, this was in everybody 12 years of age and older, was among African-Americans. During our efforts to increase vaccination rates, L.A. Care actually made the greatest improvement among African-Americans but, unfortunately, the overall rate still remained low compared to other race and ethnic groups, despite an increased effort to address vaccine hesitancy issues and increase vaccination rates. L.A. Care had offered incentives for L.A. Care members to get vaccinated. Between November 1 of last year and the end of February this year over 200,000 members were vaccinated and were eligible to receive a \$50 gift card.</p> <p>Member Cynthia Contreas-Wood, <i>RCAC 3 Chair</i>, asked for clarification about the Test to Treat Program, she noted that age wasn't mention and she wondered if it is based on a patient's diagnosis. Dr. Seidman responded that it may be age 50 and over, and he will clarify that.</p> <p>Hilda Perez, <i>Member Advocate, Board of Governors</i>, said that she advocates for L.A. Care social media to improve and reach out to more people. During the pandemic, social media has been a very important way to reach out to the community. Many people do not have a computer at home or they might not have access to the internet. She noted that Board Member Ilan Shapiro, <i>MD, FAAP</i>, has been the face of communications for his organization. Every Thursday he conducts a one-hour live broadcast. He covers many of the same topics related to COVID-19 and the vaccines, in Spanish. She noted that it's important to have bilingual social media postings. Dr. Seidman responded that he will forward her suggestions to the Communications team for consideration.</p>	
<p>UPDATE FROM CHIEF EXECUTIVE OFFICER</p>	<p>John C. Baackes, <i>Chief Executive Officer</i>, gave the following update:</p> <p>He thanked ECAC Members for inviting him to the meeting. He noted that the Federal Government issued a public health emergency in February 2020 and the current order that was to expire on April 15 has been extended until July 15. He expects it to be the last extension. During the public health emergency, no Medi-Cal eligibility redeterminations</p>	

have been done for 30 months. L.A. Care's enrollment has risen and enrollment has also risen across the State. When the redeterminations begin there is a concern that many members will no longer qualify for Medi-Cal because circumstances changed during the public health emergency. Many may have gotten jobs or moved out of California. He encouraged everyone to fill out their paperwork for eligibility redetermination. L.A. Care does not want members to lose coverage because they did not fill out the paperwork. The redetermination packets will start being mailed in August, 2022, with an effective date of October. The State has one year to complete redeterminations for everyone. L.A. Care plans to offer help at Community Resource Centers for people to complete the redetermination paperwork. The State of California has announced a program called, DHC Ambassadors Program. L.A. Care proposes that each RCAC Chair become an ambassador in that program. That will help get the word out, because the Ambassadors will have additional information and tool kits. He asked Phinney Ahn, *Executive Director, Medi-Cal*, to join him this morning to provide more details about the program. Ms. Ahn said that she feels this is a great opportunity for the organization and the Stakeholders to help people continue to receive Medi-Cal benefits. L.A. Care would like to partner with ECAC to get key messages out to the community. The key messages are: keep contact information up to date with the Department of Public Social Services (DPSS) and complete paperwork and submit it to DPSS by the deadline. If members are no longer eligible they can contact L.A. Care or Covered California to find out about other health care coverage options. She can work with CO&E to provide the information to anyone that would like to volunteer. The State is making resources and tool kits available for volunteers so the messaging is consistent. Mr. Baackes stated that any RCAC members that would also like to volunteer can participate and reach out to CO&E for more information.

Volunteers:

Andria McFerson
Hilda Perez
Silvia Poz
Cynthia Contreas-Wood
Fatima Vazquez
Lluvia Salazar
Maria Sanchez
Maria Angel Refugio

Ms. Perez asked Ms. Ahn who L.A. Care members can reach out to get assistance related to eligibility or redetermination. She asked what number or what department they should reach out to. She asked for information about different ways in which they can reach out to their eligibility worker. Ms. Ahn responded that the information that is available for some of the items such as updating contact information, L.A. Care members can most definitely

	<p>call member services, and L.A. Care will convey some of that information to DPSS. All Medi-Cal beneficiaries can call DPSS or log on to the website.</p> <p>Member Silvia Poz asked if the ambassador program is the same program that is being offered at through the school district. Ms. Ahn responded that this program was announced last week, but may have similar goals.</p> <p>Member Tonya Byrd asked how the ambassadors program would be implemented or measured. She asked if there would be virtual meetings, because of the COVID-19 situation. She noted that it's still not that safe to not handle this properly. She understands that there will be website access. Most RCAC 9 members are Cambodian, that's an extra concern for her. How will the ambassador program be able to reach that group of people? She is a little bit concerned about how they're going to use the platform adequately. Ms. Ahn responded that the program is primarily a communications program. Once people sign up using an email address the State provides information via a tool kit and fliers. She does not believe there will be meetings. The tool kit has a lot of information in it that ambassadors can use to be able to provide information to their communities. L.A. Care will note her concerns and will try to address all barriers.</p> <p>Member McFerson congratulated Ketanji Brown Jackson for being the first African American woman on the U.S. Supreme Court. We are progressing. Black people and colored people are highest with chronic illness and have the highest mortality rate. This will open the door to getting their voice heard. She noted that there are different events coming up such as Mental Health Awareness Month in May. She wanted to know if the RCAC or ECAC can be a part of getting the word out on how to resubmit information for redetermination. She would like to know if the RCAC can help get the word out about the Inglewood Family Resource Center grand opening. Latino Heritage Month is coming up September 15 to October 15. She would like ECAC and the RCACs to be part of suicide prevention month. They can get the word out.</p> <p>Mr. Baackes responded that the Inglewood Family Resource Center will be opening soon and he would like her to be there, cutting the ribbon. He would like RCAC involvement as well. He noted that the CRCs will be available to help people fill out the redetermination paperwork. Ms. Ahn will be coordinating the facilitation of the ambassador's program. He will speak to the Behavioral Health team to see what outreach can be done by RCAC members.</p>	
<p>UPDATE FROM L.A. CARE'S EQUITY COUNCIL STEERING COMMITTEE</p>	<p>James Kyle, MD, M.Div., <i>Chief of Equity and Quality Medical Director, Quality Improvement</i>, reported <i>(a copy of his presentation can be obtained from Board Services.):</i> Team Equity Council Wins</p> <ul style="list-style-type: none"> • Implemented new employee signature block to include pronouns 	

- Launched MOSAIC book club
- Supported DEI training for all staff – discussed how to ensure training was effective, previewed training, and provided feedback
- Launched internal feedback “suggestion box” for ideas to improve equity for staff
- Ensure L.A. Care position descriptions do not include gendered language (i.e. she/him)

Member Equity Council Wins

- Highlights of last year Member Equity Council goals
 - Food security: Served approximately 110,000 individuals
 - 72% of Community Health Investment Funds (CHIF) grants executed were with CBOs led by and serving BIPOC & other marginalized communities
 - 93% of L.A. Care sponsorships were provided to organizations or events focused on health equity. Health equity includes but isn’t limited to access to care, social determinants of health, and social justice issues
- Internally synergized health disparities efforts among departments
 - e.g. Black/African American pregnancy health outcomes
- Established Consumer Health Equity Council
 - Council made up of members
 - Sought and received member feedback
- New goals set for this year focus on:
 - Component 1: Member Voice, Component 2: SDoH Collection
 - Component 3: Health Plan as a Community Partner, Component 4: Systemic Change, and Component 5: Equitable Health

Provider Equity Council Wins

Goals:

- Vendors / Suppliers
 - ensure that when possible our contracting efforts provide opportunities for minorities, women, and disabled veteran-owned businesses to participate in our procurement (RFI & RFP) process
- Provider Network
 - reflective of the language & ethnicity of the community they serve and offer member options and choices based on their preferences

Three-Pronged Approach:

- Procurement Policy Review, Infrastructure, and Outreach - Small Business
 - Outline “certified diverse” criteria for procurement process

	<ul style="list-style-type: none"> - Revamped Procurement webpages on lacare.org to include new Vendor Diversity page, RFP opportunities, certification resources, and intake form to collect small business information for future opportunities - Outreach for small businesses on RFP process and sponsorships to support local small businesses <ul style="list-style-type: none"> ➤ Collaborated with and leveraged existing resources from L.A. Chamber and L.A. County Consumer & Business Affairs ➤ Conducted ‘Small Business Day’ and ‘Doing Business with L.A. Care’ events • Baseline Provider Data - Provider Concordance <ul style="list-style-type: none"> - Review existing concordance - Enhance Provider Directory to provide members options and choices based on their preferences • Explicit Bias Training (Cultural Competency) - Provider Training <ul style="list-style-type: none"> - Offer providers Diversity, Equity and Inclusion resources to promote bias free care <p>Member McFerson said that his bullet points are very beneficial. She noted that his verbiage was very educated and recommend that he break it down in laymen’s terms so that disabled people, seniors, and people with chronic mental illnesses can understand. She said his presentation was kind of fast, that's the reason why the slides need to be distributed at RCAC meetings for future reference. She asked him if he thinks mental health awareness month should have anything to do with equity and if it does, please explain.</p> <p>Dr. Kyle replied that he is available to attend RCAC meetings and take suggestions from members. He is looking to collaborate with Dr. Eakins and her team for any celebration, be it mental health, black history or Hispanic history month, and he will try to provide knowledgeable information to the community. L.A. Care is also working to provide information about the teenage suicide rate, because it's tremendously high. L.A. Care wants to make an impact not only inside the organization, but in the community. L.A. Care feels the best way to do that is partner with other entities doing similar work especially those closest to the ground where the work needs to be done. Doing so can stabilize the youngsters in the community. He will be happy to provide an outdate as those programs begin to roll out later in the year.</p>	
<p>BOARD MEMBER REPORT</p>	<p>Hilda Perez, <i>Member Representative, Board of Governors</i>, and Layla Gonzalez, <i>Member Advocate, Board of Governors</i>, gave the Board member report (<i>a copy of the report can be obtained from CO&E</i>).</p> <p>The Board of Governors met virtually on April 7. Meeting materials are available on L.A. Care’s website.</p>	

	<ul style="list-style-type: none"> • Ms. Perez thanked all of the RCAC members that joined this Board meeting and all the past ECAC and BOG meetings. • In the event that members need assistance with virtual meetings, please reach out to CO&E staff. • She thanked Mr. Baackes and Dr. Seidman for their reports today. • Cherie Compartore, <i>Senior Director, Government Affairs, Government Affairs</i>, reported on the following in her Government Affairs Update at the Board Meeting: <ul style="list-style-type: none"> - Ketanji Brown Jackson was confirmed to the U.S. Supreme Court. She is the first African American woman to be confirmed on the U.S. Supreme Court. - Governor Newsom’s Proposal for California’s 2022-23 State Budget - Kaiser Permanente and Governor Newsom are working out a deal that would allow Kaiser to directly contract with Medi-Cal in many of the counties of California. • The list of motions approved at the board and committee meetings is available from CO&E or Board Services. <p>The next Board meeting is scheduled on May 5.</p> <p>Member Poz asked for more information regarding Kaiser. Ms. Perez responded that currently L.A. County operates under a two plan model. Kaiser will now be directly contracted with Medi-Cal, only for current Kaiser members. It will not be open enrollment.</p> <p>Member McFerson asked that the Board not exclude the senior community due to this virtual world that they’re living in and how they distribute information directly to emails and different things like that, instead of direct person-to-person or phone calls for that matter. People with mental disabilities seem to be having an issue with the virtual world. She has spoken to people with disabilities and they feel left out. She suggested having some sort of program showing them an easy way to create emails and different things that they can take advantage of, because they already know how to do it and they don't do it.</p> <p>Ms. Perez stated that in past ECAC meetings, Board Services and CO&E provided information in regard to the status of the election process. L.A. Care has plans to start with RCAC meetings. During this process of reconvening, Board Services and CO&E will keep members updated in regards to the Board nomination. As of right now there's no exact date for the election.</p>	
<p>COMMUNICATION AND COMMUNITY RELATIONS DEPARTMENT UPDATE</p>	<p>Auleria Eakins, <i>Ed.D, Manager, CO&E</i>, gave the Communications and Community Relations update (<i>a copy of the report can be obtained from CO&E</i>):</p> <p>Inglewood CRC Wellness Nutrition Group</p>	

A Registered Dietitian will conduct group classes on specific topics related to health disparities and nutritional education. There will be 1-hour in-person sessions every Wednesday starting April 6 at 10:00 a.m., 11:00 a.m. and 12:00 p.m. Members must register in person.

Lynwood CRC

On-site Food Pantry on April 22 from 10:00 a.m. to 1:00 p.m. She encouraged members to attend get some fresh food.

East LA CRC

Monthly Food Pantry

She asked members to join staff as they partner with God’s Pantry to distribute free bags of assorted groceries. The event will take place on April 22 from 11am - 3pm.

Wilmington CRC

C.H.A.T. Class

“Creando Habilidades y Actitudes en Ti”, is a workshop focused on empowering and strengthening self-esteem, managing stress, communication and emotions. This will take place every Thursday starting April 21 from 3:00 p.m. to 5:00 p.m.

Pomona CRC

Circuit Training for Adults. This event will be live streamed. Members can work out in the comfort of their home with these gentle and modified exercises that are perfect for exercising your body. Every Tuesday and Thursday from 11:00 a.m. to 12:00 p.m.

- Norwalk CRC is now staffed and open. Grand opening event will be held with date to be determined.
- El Monte CRC is also now staffed and open. Grand opening event tentatively planned for early May.
- Long Beach CRC is still under construction and on track to be completed by late June/early July.
- Westside CRC is also under construction and expected to be completed by October.

RCAC Spring Reconvening

- By now members should have received information on the RCAC Connection meetings for April-assigned RCACs. These meeting will be informal and are planned to ensure that we can start meetings with maximum participation of RCAC members. For April the following RCACs will meet with their Field Specialist: RCAC 1, RCAC 2, RCAC 3, RCAC 5, RCAC 6, and RCAC 10

- If members have not received information due to staff not being able to connect with them, she asked that RCAC members please reach out to their assigned Field specialist for additional information and next steps
- To maximize access and participation of members and the public we will utilize the Zoom platform and call in features

RCAC CHECK-IN ATTENDANCE REPORT BY RCAC					
RCAC	RCAC 4	RCAC 7	RCAC 8	RCAC 9	RCAC 11
RCAC MEMBERSHIP	14	12	17	20	11
TOTAL MEMBERS WHO ATTENDED THE CHECK IN PER RCAC	6	12	6	8	11
PERCENTAGE OF MEMBERS WHO ATTENDED PER RCAC	42%	100%	35%	40%	100%

RCAC CHECK-IN ATTENDANCE REPORT OVER ALL	
TOTAL MEMBERS	74
TOTAL MEMBERS WHO ATTENDED	43
PERCENTAGE OF MEMBERS WHO ATTENDED	58%

SUMMARY

- Three RCACs had low attendance, below 50%
- Two RCACs had 100% attendance, all members participated
- Overall attendance was more than 50%

Mental Health Awareness Month

Mental Health Awareness Day is May 19, 2022. CO&E will host an education webinar via Zoom from 10:00 a.m. to 12:00 p.m. Michael Brodsky, MD, *Medical Director, Behavioral Health and Social Services*, will be the moderator. Guest panelist will discuss issues of mental health and homelessness, Adverse Childhood Experiences and Stigmas associated with mental health support.

2022 RCAC Community Partnership

This year’s focus will be on Tech Justice and will align with L.A. County’s Internal Departments Service community program “Delete the Divide”. Staff is working with other key departments and will be working with ECAC members over the coming months to discuss how to engage community based organizations and community members in this effort.

Member Poz stated that she was unable to hear Dr. Eakins, report and asked for a copy. Dr. Eakins responded that she would provide her report to her.

Member McFerson said she appreciates the information that was presented, it is very important. She believes they need to be able to communicate properly to the public and different things like that, and to confirm who is speaking during meetings for future reference. The clock needs to be condensed and the screen should display panelists. As she mentioned before, the whole process of the RCACs and joining the virtual world that they’re going to have with the meetings for the future, it would be great to be able to have some sort of initiation through a class that teaches them how to use the virtual tools. People may be more willing to participate if they have some sort of training class first which is not virtual. She suggested that staff reach out to members to do this. Dr. Eakins responded that members can choose to change the settings to view the speaker and not the clock. She has instructed all staff to reach out to their members and identify any challenges that the members may have so that staff can help the person prior to the RCAC Connection event. RCAC Connections are an opportunity for staff to ascertain who can participate and who cannot participate, and then from there, figure out the next best steps.

There may be some additional training that is needed in terms of technical assistance to help members. Cindy Pozos, *Liaison, CO&E*, has been working closely with members who have identified that they need this additional assistance. Once we have a full picture we will decide next steps.

Ms. Perez said that members expressed lack of communication about events that were mentioned today. She encouraged members to visit the L.A. Care website to get this information. She said that members can also check out L.A. Care’s social media platforms to get information about L.A. Care events. She noted that some members feel disconnected because the RCACs have not met. She asked staff to reach out to members to provide the information. Dr. Eakins thanked Ms. Perez for being solution-oriented, and she will connect with Ms. Perez offline to hear her suggestions.

Chairperson Vazquez thanked Dr. Eakins for giving RCAC 7 the opportunity to meet. The meeting was successful. Ms. Pozos and staff were all very helpful. Dr. Eakins responded that she appreciates the feedback.

<p>MEMBER ISSUES</p>	<p>Member McClain stated that Elizabeth Cooper, <i>RCAC 2 member</i>, reached out to her via email. She said Ms. Cooper would like the customer solution center staff to assist members with obtaining wheelchairs. She also suggested that staff provide more information to consumer members on how to obtain this time of medical equipment and would like someone to attend ECAC to present information about the process to obtain a wheelchair. There should be someone to represent people with disabilities on the Board and it should be culturally diverse. Member Eakins stated that Ms. Cooper has mentioned this before to the Board. Member McClain asked how can she place a motion on the floor. Dr. Eakins asked that she send an email so staff can properly respond.</p> <p>Member McFerson thanked Member McClain for her request. She hopes that she can solidify something with staff in regards to the Board Seat Election. She noted that low income people receive improper treatment at their doctor offices. They are rejected and are not diagnosed properly. They are not receiving proper tests. It escalates to other illnesses because they are not diagnosed properly or receiving proper treatment. In order to do that doctors must be able to converse with their patients to determine what their medical issues are.</p> <p>Member Poz stated that a previous RCAC 4 member was trying to see a doctor and they were asked to pay cash for services. She advised the member that she was a Medi-Cal recipient. Appointments were not available until September for people with her insurance. The member has already called member services and submitted a grievance. She asked if this was going on in other RCAC communities. She would like to know if L.A. Care is aware of these types of issues. In regards to Ms. Cooper's comment, she noted that Blue Shield Promise has a communal program that assists disabled members with the process of obtaining wheelchairs and medical equipment.</p>	
<p>NEW BUSINESS</p>		
<p>POPULATION NEEDS ASSESSMENT</p>	<p>Lynne Kemp, Health <i>Education Program Manager II, Health Education</i>, gave a presentation on Population Needs Assessment (<i>a copy of the presentation can be obtained from Board Services.</i>).</p> <ul style="list-style-type: none"> • Purpose of the Population Needs Assessment (PNA) <ul style="list-style-type: none"> - Identify member health needs and health disparities - Identify gaps in health education, Cultural & Linguistics, and Quality Improvement programs - Address identified health needs, health disparities or gaps • Member Input <p>L.A. Care would like to hear from Members.</p> <p>Health Education</p>	

- 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)

Cultural and Linguistic (C&L) Program

Supports culturally and linguistically appropriate health care and services through the language assistance services and cultural competency training.

FY20-21 C&L Program Evaluation Summary

L.A. Care Bilingual Staff

- 345 qualified bilingual staff in 10 languages.

Interpreting Services

- In-person: 4,366 requests in 40 languages. 90% of members were satisfied.
- Telephonic: 193,764 calls in 82 languages. 95% of members were satisfied.

Translation Services

- 2,851 documents processed.

Cultural Competency Training

- A total of 2,675 L.A. Care staff and 1,221 providers completed cultural competency related trainings.

PUBLIC COMMENT

Submitted by Carrie Broadus on April 13, 2022 via chat:

I don't see Legislative Discussion under Standing Items or New Business. Currently there are 117 State bills. Where is ECAC in the discussion and advocacy?

Member McFerson said that giving successful suggestions sometimes gets taken back by the African-American community. Sometimes it is a double edged sword, almost as if you're being confrontational, then also it hurts, it makes people look bad. They need to have more communication with the African-American community because they are reluctant to actually give information. They are reluctant to see their doctor. African Americans aren't treated fairly at their doctor's office and are followed around at the store. It affects high blood pressure. Different things like that, is what needs to be discussed in the African-American community and we can do so by taking surveys after a doctor appointment. It could be anonymous calls, computers. That would make them feel more comfortable with expressing themselves so they are not put in front of people. As far as the data, they can

	<p>receive more data from the LGBTQ community and how the social determinants affect their health as well. She noted that LGBTQ Pride month is coming up in June. She suggested that members get involved in that as well. Ms. Kemp thanked Member McFerson for her suggestions.</p> <p>Member Poz asked if they can be helped through the process of getting children or family members tested for conditions or disabilities. She said it would be great to learn to do that. Ms. Kemp thanked Ms. Poz for her suggestions.</p> <p>Member McClain thanked Ms. Kemp for attending ECAC. She is the Member At-Large at ECAC and represents seniors and people with disabilities. She is concerned that training is being conducted by professionals and not by people that are disabled. She thinks it would be helpful to reach out to someone that is disabled to give the training.</p> <p>Ms. Perez said she is a member of RCAC 6 and is also the Member Representative on the Board of Governors. She suggested that adult education be more accessible to everyone. She goes to a community clinic which has different videos playing in the waiting room. She asked Ms. Kemp if L.A. Care has anything like this. She asked if a health educator could be at community clinics to reach out to members, and to people that aren't L.A. Care members as well. Ms. Kemp thanked Ms. Perez for her comments. She said that L.A. Care has a number of videos on the L.A. Care public-facing website and the member portal. There are many resources online. There are number of resources at the community resource centers for people that do not know how to access a computer. She noted that the resource centers closed due to the pandemic, but are beginning to reopen. There will also be L.A. Care dietitians in the resource centers, although the details are still being worked out.</p>	
FUTURE AGENDA ITEMS		
	<p>Member Poz would like to add a motion to the agenda asking to clarify the removal of RCAC members due to absences and lack of participation. She would also like to discuss opening up space for new members.</p> <p>Member McFerson would like a focus group or an ad hoc for Latino Heritage Month. She noted that Latino Heritage Month is from September 15 to October 15. Suicide Prevention Day is September 10. She would like to make sure there is an update. She would like to know the history of Asian Pacific Islander Awareness Month and how it relates to what they do.</p>	
PUBLIC COMMENTS		
PUBLIC COMMENT	<p>Member McFerson noted that next month is Mental Health Awareness month. Since they are at the meeting to discuss different things about the community it is important that she tells this story. She has family members that have a daughter that is developmentally delayed and has chronic mental illness. She has been threatening to kill herself. That is the</p>	

	<p>reason why she is speaking about Mental Health Awareness Month, it is a personal thing for her as well. She asked her family members if their daughter is taking her medication properly and they automatically assume that she is. She mentioned that she may need to get a calendar with a face or something funny that she can relate to. Maybe Justin Bieber. And they give her a dollar every day she takes her medication so she can buy herself something at the end of the month like nachos. Once she reaches \$150 dollars she can come and visit from Indiana. Building an incentive for people having mental issues can help them take their medication. ECAC definitely needs to discuss this. She knows someone that is post-incarceration, there are certain instances where people go back to jail because they can't find a job. It is important to provide options for these people to find a job so they can pay their rent.</p>	
ADJOURNMENT	The meeting was adjourned at 1:14 p.m.	

RESPECTFULLY SUBMITTED BY:

Victor Rodriguez, *Board Specialist II, Board Services*
Malou Balones, *Board Specialist III, Board Services*
Linda Merkens, *Senior Manager, Board Services*

APPROVED BY

Fatima Vasquez (due to public health orders the document will be signed when it is possible)
Fatima Vasquez, *ECAC Chair* _____
Date 5/11/2022