## Board of Governors
### Executive Community Advisory Committee
### Meeting Minutes – July 13, 2022

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

<table>
<thead>
<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>Philippe Chamy, Interpreter</td>
<td>Hilda Pérez, Member, Board of Governors</td>
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<td>Estela Lara, RCAC 2 Chair</td>
<td>Rebekah Coster, Closed Captioner</td>
<td>Layla Gonzalez, Advocate, Board of Governors</td>
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<td>Cynthia Conteas-Wood, RCAC 3 Chair, ECAC Vice-Chair</td>
<td>Nathalie Coupet, Interpreter</td>
<td>John Baackes, Chief Executive Office, L.A. Care</td>
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<td>Silvia Poz, RCAC 4 Chair</td>
<td>Pablo De La Puente, Interpreter</td>
<td>James Kyle, MD, M.Div., Chief of Equity and Quality Medical Director, L.A. Care</td>
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<tr>
<td>Maria Sanchez, RCAC 5 Chair</td>
<td>Isaac Ibarlucea, Interpreter</td>
<td>Richard Seidman, M.D, Chief Medical Officer, L.A. Care</td>
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<tr>
<td>Andria McFerson, RCAC 6 Chair</td>
<td>Eduardo Kogan, Interpreter</td>
<td>Miriam Admasu, Department Assistant, CO&amp;E</td>
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<td>Fátima Vázquez, RCAC 7 Chair, ECAC Chair</td>
<td>Ruth Nuno, Interpreter</td>
<td>Idalia De La Torre, Field Specialist Supervisor, CO&amp;E</td>
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<tr>
<td>Ana Romo, RCAC 8 Chair</td>
<td>Carrie Broadus, Public</td>
<td>Felicia Gray, Quality Improvement Project Specialist, Quality Improvement Department</td>
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<tr>
<td>Tonya Byrd, RCAC 9 Chair</td>
<td>Yolanda Gomez, Public</td>
<td>Hilda Herrera, Community Outreach Field Specialist, CO&amp;E</td>
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<td>Damares O Hernández de Cordero, RCAC 10 Chair</td>
<td>Rachel Rose Luckey, RCAC 4, Public</td>
<td>Thomas Mapp, Chief Compliance Officer, Compliance</td>
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<td>Maria Angel Refugio, RCAC 11 Chair</td>
<td>JoAnn Cannon, RCAC 6, Public</td>
<td>Rachel Martinez, Quality Management Nurse Specialist, Quality Improvement Department</td>
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<td>Lluvia Salazar, At-Large Member</td>
<td>Richard Hernandez, RCAC 9, Public</td>
<td>Linda Merkens, Senior Manager, Board Services</td>
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<td>Deaka McClain, At Large Member</td>
<td>Elizabeth Mitchell, RCAC 9, Public</td>
<td>Frank Meza, Community Outreach Field Specialist, CO&amp;E</td>
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* Excused Absent  ** Absent  *** Via teleconference with technical issues

Nicole Moussa, Manager, Technical Information, Pharmacy & Formulary
Francisco Oaxaca, Chief, Communication and Community Relations
Cindy Pozos, Community Outreach Field Specialist, CO&E
Jose Ricardo Rivas, Community Outreach Field Specialist, CO&E
Abraham Rivera, Transportation Experience Manager, Provider Network Management
Victor Rodriguez, Board Specialist, Board Services
Prity Thanki, Local Government Advisor, Government Affairs
Victoria Troung, Provider Network Account Manager, Provider Network Management
Martin Vicente, Community Outreach Field Specialist, CO&E
**AGENDA ITEM/PRESENTER**  | **MOTIONS / MAJOR DISCUSSIONS**  | **ACTION TAKEN**
--- | --- | ---
**CALL TO ORDER**  | Chairperson Fatima Vazquez advised the public to please recheck these directions for updates prior to the start of the meeting. She announced that this meeting will be conducted in accordance with the provisions of the Ralph M. Brown Act, allowing members of the Executive Community Advisory Committee, members of the public and staff to participate via teleconference, because State and Local officials are recommending measures to promote social distancing. Accordingly, members of the public should join this meeting via teleconference as follows: [https://us06web.zoom.us/j/85424294774](https://us06web.zoom.us/j/85424294774)  
Teleconference Call – In information/Site  
Call-in number: 1-415-655-0002 Participants Access Code: 2509 939 6406 (English)  
Call-in number: 1-415-655-0002 Participants Access Code: 2485 451 1362 (Spanish)  
Members of the Executive Community Advisory Committee or staff may also participate in this 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 (213) 798-0148. Attendees who log on using the URL above will be able to use “chat” during the meeting for public comment. Attendees must be logged into Zoom to use the “chat” feature. The log in information is at the top of the meeting Agenda. This is a new function during the meeting so public comments can be made live and direct.  
1. The “chat” will be available during the public comment periods before each item.  
2. To use the “chat” during public comment periods, look at the bottom of the screen for the icon that has the word, “chat” on it.  
3. Click on the chat icon. It will open a window.  
5. Type the public comment in the box.  
6. After hitting the enter key, the message is sent and everyone can see it.  
7. The chat message, text, voicemail, or email must indicate if the submitter wishes to be identified or remain anonymous, and must also include the name of the item to which the comment relates.  
8. L.A. Care staff will read the chat messages for up to three minutes during public comment so people who are on the phone can hear the comment.  
Your comments can also be sent by text, voicemail, or email. If we receive your comments by 10:00 a.m. on July 13, 2022, it will be provided to the members of the Executive Committee.**
Community Advisory Committee at the beginning of the meeting. The chat message, 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 VIII Public Comments on the Agenda.

Once the meeting has started public comments should be submitted prior to the time the Chair announces public comments for each agenda item and staff will read those comments for up to three minutes. Chat messages submitted during the public comment period for each agenda item will be read for up to three minutes. If your public comment agenda is not related to any of the agenda item topics, your public comment will be read for up to 3 minutes at item VIII Public Comments on the agenda.

These are extraordinary circumstances, and the process for public comment is evolving and may change at future meetings. We thank you for your patience.

Please note that there may be delay in the digital transmittal of emails, texts and voicemail. The Chair will announce when public comment period is over for each item. If your public comments are not received on time for the specific agenda item you want to address, your public comments will be read at the public comment section of the agenda.

The purpose of public comment is that it is an opportunity for members of the public to inform the governing body about their views. The Executive Community Advisory Committee appreciates hearing the input as it considers the business on the Agenda.

All votes in a teleconferenced 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 (213) 798-0148 or by email to COEpubliccomments@lacare.org.

Goals for today’s meeting:

1. Receive an update from L.A. Care’s Chief Medical Officer.
2. Receive an update from L.A. Care’s Chief Executive Officer.
3. Receive an update from L.A. Care’s Equity Council Steering Committee.
4. Receive recommendations from the ECAC ad-hoc committee – Hispanic Heritage Month.
5. Receive a demonstration on the Call the Car App.
6. Receive a presentation on the preventive health guidelines.
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Idalia De La Torre, Field Specialist Supervisor, CO&E, confirmed attendance by roll call.

Chairperson Vazquez read the ECAC Meeting Ground Rules and Meeting Guidelines.

Meeting Ground Rules
- We treat each other with respect
- We raise our virtual hand icon and wait to be called on
- We lower our virtual hand icon when done speaking
- Only one member speaks at a time
- We speak up when something is wrong or not working: we confront issues not people
- We do not personally attack each other

Meeting Guidelines
- ECAC Members will have three (3) minutes to speak on each agenda item
- The ECAC Chair can reduce the time to two (2) minutes if time is limited
- The three (3) or two (2) minutes allotment will be consecutive and may include questions, comments, and/or anecdotes as long as they fall within the time limit
- If time is limited and ECAC members are unable to make a comment or ask a question, the member/s will be asked to forward their comment or question to CO&E staff for follow-up
- The response will be recorded in the ECAC meeting minutes for that meeting
- The L.A. Care staff schedule to provide an update or present during the ECAC meeting will be timed to ensure they stay within their allotted time.

Chairperson Vazquez called the meeting to order at 10:15 a.m.

APPROVE MEETING AGENDA

Member Andria McFerson, RCAC 6 Chair, stated that they should have more time to speak for each agenda item so they can delegate. Chairperson Vazquez responded that they must follow the agenda with the allotted times. She noted that the June 2022 meeting went past the meeting time.

The Agenda for today’s meeting was approved.

APPROVE MEETING MINUTES

Member McFerson stated that her comments on page 19 and 20 of the meeting minutes are contextualized and the verbiage may change that, but she doesn’t think it explains what she
was trying to say properly. Where it reads, “Some people who have ADHD, who have memory issues like her” is incorrect. She does not have ADHD and has memory issues, because of her brain surgery. She made a public comment on behalf of Ms. Cooper. The second part of her comment was about her not Ms. Cooper. She would like for it to specify that one comment was made by Ms. Cooper and the second comment was her comment.

The June 8, 2022 meeting minutes were approved with the corrections noted above.

STANDING ITEMS

<table>
<thead>
<tr>
<th>UPDATE FROM CHIEF MEDICAL OFFICER</th>
<th>Richard Seidman, MD, MPH, <em>Chief Medical Officer</em>, reported:</th>
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<td>COVID-19 Update</td>
<td>He stated that the COVID-19 case rate is not going in the right direction. A significant part of the population seems to be behaving as if the pandemic is over. There has been an overall increase in cases. In some parts of the world the case rate is decreasing and other parts it is increasing. While the case rate in the Americas region at large is decreasing, hospitalizations and deaths are increasing in the United States and locally in Los Angeles County.</td>
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<td>The pandemic is now nearing 550 million cases worldwide and over 6.3 million deaths. The omicron variant emerged and is now the predominant sub-variant globally, including in the United States. COVID-19 is the name of the infectious disease caused by the SARS-CoV-2 virus. All viruses mutate, and those are called variants. When variants are substantially different from one another, they are assigned a name. Omicron has had several notable sub-variants such as BA.1, and BA.2. There are sub-variants of BA.2. BA.3 was skipped and people started to learn about BA.4 and BA.5. He stated that BA.5 is wreaking havoc, because it is more contagious than the other variants. Among L.A. Care members, there were 2,000 cases in the last week, 150 hospitalizations and 13 deaths. Another significant thing that has happened in the past month is that the Food and Drug Administration issued an emergency use authorization for both the Pfizer and Moderna vaccines for children ages 6 months and up. Moderna requires two doses and Pfizer requires three doses. Both vaccines are safe and effective. He recommends getting the first available vaccine. The oral antivirals can be taken within the first five days of the onset of symptoms of COVID-19. These medications could be lifesaving although utilization remains low. He noted that pharmacists can prescribe the medications. People should always call their doctor first. People can use telehealth providers, and Los Angeles County has published a phone number that people can call if need be, doctors are available on that line who can prescribe antivirals and direct them to a pharmacy to get the medication.</td>
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Monkey Pox
He reported that Monkey Pox is in California and in Los Angeles County. It is mostly contracted, but not exclusively, by men who have sex with men. There is treatment for it, but it is in limited supply. If people have any concerns about monkey pox information is available on the L.A. Care or the Los Angeles County Department of Public Health websites.

He encouraged everyone to continue to use masks in indoor public settings, and to get vaccinated and boosted when eligible.

PUBLIC COMMENTS
Submitted by Elizabeth Cooper, RCAC 2 Member.
Good morning members of the ECAC, Staff, and Public. Dr. Seidman, first thank you for your presentation you will be giving us today. I’d like an update on the COVID-19 new vaccination that is supposed to be available in a few months.
I also read in my daily paper, that LA County is considering mandating the mask again; could you please explain more on this. What are some of the parameters - will this apply to all venues or just specific ones.
In regards to medication for Covid-19...How effective is the new oral medication against COVID-19? Is this new medicine free to the public?

Submitted by Yolanda Gomez via chat:
Can you discuss the rebound symptoms after taking the antiviral medication?

Dr. Seidman responded the new vaccine is exciting news on the horizon, but it has not yet been approved. Data has been very promising. The new vaccine includes protection against the omicron variant.

The BA.5 variant can infect people even when they are vaccinated and boosted. The new vaccines have been developed more specifically to develop immunity protection against the omicron variants, and will be available in the fall. He advised people to stay tuned to the vaccine news, but don’t wait to be vaccinated. He recommended if you are eligible for a booster, get it now. We will see what comes with the recommendations we anticipate this fall. The masking mandate that is being talked about is county-wide. If the county moves in the current medium community level to the high community level, there may be a mask mandate implemented. He encouraged members not to wait and to begin putting masks on when they’re in indoor public places. He noted that it is an incredibly effective and easy thing that people can do to help protect themselves, their family and the community. The
oral medications that Ms. Cooper is referring to were approved in December, and they are highly effective at reducing the risk of hospitalization with up to 90% reduced risk.

Layla Gonzalez, Member Advocate, Board of Governors, asked Dr. Seidman if Monkey Pox can be transmitted any other way aside from sexual transmission. Dr. Seidman responded that most of the rashes have been in the genital area, so most of the transmission has been associated with sexual contact, but infection is through close physical contact of the skin where there is rash present. So it is most commonly seen in men who have sex with men, but not exclusively. It can be spread among any sexual partners, regardless of gender, if there is rash and close contact.

Member McFerson welcomed Dr. Seidman and thanked him for his report. She asked if Monkey Pox was curable. She would also like to show people the at-home test kit. It is very beneficial; she was diagnosed by a doctor in an urgent care clinic but since then she has been testing herself at home. She said luckily the pharmacist didn’t even ask questions, they approved her preapproved at home test. She had six at-home tests. She has been testing herself and the severity changed. It has gotten lighter from when she was first testing so it is a great opportunity to show the progress of your virus. She asked who is more likely to have the virus in the County of Los Angeles, and who is more likely to die. She asked who has the highest mortality rate? Dr. Seidman responded that the highest COVID-19 mortality rates would be in the lowest income groups. The data is very clear. He noted that the oral antiviral medication can be taken once a person is diagnosed with COVID-19, and are recommended at the first onset of symptoms for people age 50 and above and those with high risk conditions, such as obesity, diabetes, lung disease, cancer. It is different from antibiotics which is an important distinction.

Member Cynthia Conteas-Wood, RCAC 3 Chair, stated that the last couple of days, the Center for Disease Control (CDC) is looking at opening up boosters to adults over 18, but not with any kind of preexisting condition. She him for his thoughts on this. Dr. Seidman responded that he hasn’t read the recommendation in detail, because it hasn't come out yet. He said that the CDC is looking at expanding their recommendation for who should get booster shots. So far, the second booster has been recommended for people ages 50 and above, or people with high risk conditions. Because the omicron variant has been escaping immunity, they are looking at expanding the booster recommendation to a broader age group.

UPDATE FROM CHIEF EXECUTIVE OFFICER

John C. Baackes, Chief Executive Officer, gave the following update:

In July, L.A. Care had its largest single month enrollment, with 93,000 new members. Most of that was driven by the undocumented immigrants age 50 and older newly eligible for Medi-Cal on May 1. Between May and July, L.A. Care added a total of 141,000 new
members, 82,000 of those are undocumented members over age 50. He was surprised by the numbers, because the estimate was about 129,000 in the county that would be eligible, and there are actually more. He noted that the economy is improving, although unemployment is at pre-pandemic lows and there seem to be more jobs than people looking for work. There will be a roller coaster in enrollment numbers for the next 18 months.

In January 2024, Kaiser Permanente will have a direct contract with the state and will no longer be an L.A. Care plan partner. Also on January 1, 2024, income-eligible undocumented residents between the ages of 26 and 49 years will become eligible for Medi-Cal. There are a couple of hundred thousand residents of Los Angeles County that will be newly eligible.

The date of the end of the public health emergency, which is scheduled to expire July 15, is not known. Since the Center for Medicare and Medicaid Services did not announce the end of the public health emergency, L.A. Care expects that it will be extended at least until October 15, and there is some speculation that it will be extended into the new year. In October, it will have been 2.5 years since Medi-Cal enrollees have gone through the eligibility redetermination process. Once redetermination starts, it is expected people will become ineligible, because they may have moved or their income may have gone up and they are no longer eligible.

He reminded the committee that he previously discussed ambassadors for the Department of Health Services program. He assumes that once the public health emergency ends, those who volunteered will be contacted with information to help educate people about the process to successfully complete the Medi-Cal eligibility redetermination.

At the June meeting, the Board of Governors passed a resolution that L.A. Care would be a community leader in advocating that gun violence be treated as a public health issue and not a second amendment rights argument. L.A. Care has three goals: the elimination of assault weapons and high capacity magazines, raising the age to purchase weapons to 21, with stiffer background checks, more funding for mental health resources and work force development in mental health. Staff is working with the Los Angeles County Department of Public Health in advocacy. Mr. Baackes presented a copy of the resolution to the Attorney General, who is sponsoring additional rules in California, where gun laws are already among the strictest in the nation.

At the July Board meeting, staff will be presenting a resolution to the Board, placing L.A. Care as a community leader in advocating for reproductive rights for women, which disproportionately negatively affect women of color in low income neighborhoods. California is ahead of the rest of the nation in terms of guaranteeing reproductive rights for women, but L.A. Care wants its support to be on record. L.A. Care is advocating at the
national level for the reestablishment of reproductive rights at the state level if it can’t be accomplished at the federal level. As L.A. Care gets deeper into these issues his plan is to get RCAC members more involved in advocacy. Staff will keep members informed in future meetings with more on those two particular issues.

Member Estela Lara, *RCAC 2 Chair*, thanked L.A. Care for taking a leading position on all of these issues affecting women and low income families. She said that the RCACs need to be mobilized by writing letters or by other means. She said that L.A. Care needs to make sure that all RCAC members are included to voice their support of the leadership role that L.A. Care is taking. RCAC members need to play a central role in advocating for these causes. Mr. Baackes responded that he met the Attorney General last night. L.A. Care is the voice of over 2.7 million people in L.A. County and he asked what L.A. Care can do to support legislation. L.A. Care wants to make sure that members’ voices are heard. Much of member involvement will be at the federal level. He remembers in the 1970s there were over 40 thousand deaths due to automobile accidents and the government passed legislation to make seat belts mandatory, and deaths went down. The United States is experiencing 45,000 deaths a year from guns. It is not all because of mass shooting incidents. There are millions of guns in the country now, unlike any of the first world nations. He believes it is appalling. He is passionate about the subject and passionate about promoting reproductive rights for women, because it affects families.

Member McFerson said that she is glad that he gave information that the committee needs in order to give it out to the community. People know the progress that L.A. Care is making in the community and she really appreciates him taking the time out. She would like to advocate for everyone that does not have a voice. She thinks L.A. Care needs to address police brutality as a black disparity, because it affects the African American community. They need to address things like that with the EBT tables at the food events.

She suggested having a table right next to the EBT table at the free food events that we have already done and already been there. Making sure people can sign up for health care for medical including the undocumented that are low income and need to know the information. Mr. Baackes responded that he feels strongly that L.A. Care has to be more than just a health plan. The people are discriminated against, because of the income status and color of the skin, education, or language. It is important that L.A. Care is an advocate for members. He noted that COVID-19 is a life or death matter for the community. He said that people are dying in the streets. In Los Angeles County they found three homeless people a day dead in the streets. That is appalling and shameful for not figuring out something to do about it. As long as he is here, he will use L.A. Care using this to advance the causes.
**UPDATE FROM L.A. CARE’S EQUITY STEERING COMMITTEE**

James Kyle, MD, MDiv, Chief of Equity and Quality Medical Director, Quality Improvement, gave an update on L.A. Care’s Equity Steering Committee (a copy of the report can be obtained from CO&E.).

Health Equity Strategic Planning
- Strengthen the current equity foundation throughout the organization, making it part of L.A. Care’s DNA
  - Research best practices and develop a process to review/update policies to add “equity lens” language and strategies
- Achieve National Committee for Quality Assurance (NCQA) Health Equity Accreditation and meet other equity regulatory requirements
- Educate on the importance of collection of gender identity, pronouns and sexual orientation information for member-focused health care and LGBTQ+ health disparities
- Prioritize social determinants of health collection by providers and internally through collaboration, communication and trainings
- Continue to focus on improving health disparities including chronic conditions (diabetes, cardiovascular disease), Black maternal and infant health, mental health and COVID-19
- Address member concerns: Gun safety, environmental health, economic development

Dr. Kyle announced his departure from L.A. Care. He said that whoever replaces him will be reporting on the committee’s progress to ECAC.

Mr. Baackes stated that Dr. Kyle is irreplaceable in the sense that he established the first equity effort here. He noted that he led the Steering Committee and is known throughout the state for the work he has done at L.A. Care. It is a credit to L.A. Care. He wished Dr. Kyle good luck in Arizona.

PUBLIC COMMENT

Submitted by Rachel Rose, RCAC 4 Vice-Chair, via chat:
*I want to thank LA Care staff and Dr. Kyle for having me participate as a member of the Health Equity Council. I believe we did some great work and I look forward to seeing what the next cohort on the council starting in the few months. It was my honor to serve :~)

*Oops correction: seeing that the next cohort will come up with*

Member McFerson thanked Dr. Kyle for his positive impact at L.A. Care and the community. She appreciates his efforts to do so. She said it can contribute to an empathy training for staff or politicians. Not everyone knows how to communicate with seniors and
people with disabilities. She noted that he mentioned better education, there are educational options for people with disabilities. When someone is speaking to someone with a disability, she doesn't know if they are in the health equity council, but sometimes they understand better in a brief scenario. Like he explained. That is the reason she says that, because empathy training is for everybody. Dr. Kyle thanked Member McFerson for her suggestions.

Member Deaka McClain, Member At-Large, wished Dr. Kyle well and thanked him for always being available when she reached out pertaining to seniors and people with disabilities. Dr. Kyle thanked Member McClain for her comments.

Francisco Oaxaca, Chief, Communications and Community Relations, gave the Communications and Community Relations update (a copy of the report can be obtained from CO&E). 11.32.02 – 11.38.46

Community Resource Centers (CRC) Update
(He shared the schedule of events at L.A. Care CRCs. A copy of the schedule can be obtained from CO&E or found at www.lacare.org)

CRC’s currently offer a wealth of wellness, health education, parenting, nutrition, exercise, assistance with Medi-Cal benefits and more. Feel free to go on line or call for more information on monthly offerings. He said Food Security continues to be CRCs focus!

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<td>Friday, July 15</td>
<td>Lynwood</td>
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<td>Saturday, July 16</td>
<td>Boyle Heights</td>
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<td>Friday, July 22</td>
<td>Palmdale</td>
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<td>Saturday, July 23</td>
<td>Pacoima</td>
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<td>Metro L.A.</td>
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<td>Friday, August 5</td>
<td>Inglewood</td>
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<td>Saturday, August 6</td>
<td>Norwalk</td>
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<td>Saturday, August 13</td>
<td>Wilmington</td>
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He reminded to reach out to their nearest CRC for a calendar of events and classes.
The CRC Norwalk location is now staffed and open.
El Monte CRC location is also now staffed and open.
Long Beach CRC location is still under construction and on track to be completed by late July.
Westside location is also under construction and expected to be completed by October.

Programs and Projects Update

Human I-T Partnership
- Staff have agreed to work collaboratively with the County of Los Angeles “Delete the Divide” initiative and Human I-T to address digital gaps within low-income communities.
- We invite our ECAC chairs to assist us to identify community based organizations within your regions who can connect us to individuals or families who may benefit from receiving a free computer, computer literacy classes and or access to low cost Wi-Fi.
- ECAC chairs are asked to provide the names of organizations and contact persons to their Field Specialist no later than Friday, August 12, 2022 cob.

ECAC Budget
- ECAC Chairs were asked to provide input on programs and projects that they would like to see 2022-2023 fiscal year.
- During our August leadership meeting we will review input and discuss next steps and our planning efforts.

He noted that Auleria Eakins, Ed.D., Manager, CO&E, has been chosen to represent L.A. Care on an important expert technical advisory group that the state has formed. This technical advisory group is made up of individuals who have significant experience in working directly with health plan consumers. They will be providing input and guidance to the department of the health care services on the formation of a new state wide medical consumer advisory committee. L.A. Care is very excited to have Dr. Eakins be part of the conversations. Dr. Eakins will be clearly drawing on experience with L.A. Care and working with RCACs and ECAC over the years to provide the input on what we learned and what best practices are for advisory committees.

Latino Heritage Month
- An update on the ad-hocs recommendation will be provided by Rachael Luckey, RCAC 4 Vice Chair. Staff will keep ECAC up to date as it continues with its planning efforts for September.

Suicide prevention
• In lieu of a webinar presentation on Suicide Prevention, CO&E will request L.A. Care’s Behavioral Health Department to provide an in-service with resources on the topic by the end of this year.

ECAC Planning Meeting
• CO&E will host an Advisory Planning Meeting (ECAC members and RCAC Vice-Chairs) will be on Wednesday, August 10, 2022 from 10:00 a.m. to 12:00 p.m.

COVID-19 Update
• The next COVID-19 Talk with Dr. Seidman will reconvene in August.

Member McFerson thanked Mr. Oaxaca for the grand opening, she is excited and ready for it to open. She’s happy to attend and for RCAC 6 members to also be there. She asked if human IT may be a sort of video to people who may not be able to understand words because of different ways of learning. Mr. Oaxaca responded that he will pass that along to the appropriate staff to ensure that the rules are included on the agenda.

MEMBER ISSUES

PUBLIC COMMENT
Submitted by Elizabeth Cooper, RCAC 2 Member:
The following comment is directed to the ECAC Chair and ECAC members - I would recommend and suggest to the ECAC members, to please take into consideration to be more culturally sensitive to LA Care family members that represent those consumer members with special needs - please make sure that their issues and concerns are being considered and addressed (i.e., DME, health issues, health policies, transportation etc.) Thank you.

Member McClain stated that she is the Member At-Large representing seniors and people with disabilities. Today she will be reporting about a conversation she has recently. She had a meeting with staff about issues she and others have had with Call the Car. She reached out to two other seniors and people with disabilities to be part of the meeting. She said that the person on the phone gave her the wrong information. She reported that her case is being reviewed by staff. She asked staff to provide details during the Call the Car presentation.

Chairperson Vazquez reported that a member spoke to her about an issue she had. The member was having stomach pains and was turned away by her primary care doctor, because they have a policy of not seeing patients that are sick. They were directed to the emergency room. The member went and waited nine hours in the emergency room. The member said that she doesn’t like going to the doctor’s office because she waits too long. Ms. De La Torre recommended that the member reach out to member services for assistance.
OLD BUSINESS

ECAC AD HOC COMMITTEE – HISPANIC HERITAGE MONTH

Rachael Rose Luckey, RCAC 4 Vice Chair, gave the following report:

Ad-Hoc Committee Purpose: To make recommendations to ECAC on education programs for Hispanic Heritage Month scheduled for every Thursday starting September 15, 2022 through October 15, 2022.

The Ad-Hoc Committee members met and recommend the following topics for inclusion during Hispanic Heritage Month 2022:

- Lived Experience “Accessing care as a Latino”
- Live Cooking Demonstration
  - Mexican Plant based inspired dish
  - Recipes will be shared with the audience prior to the live cooking demonstration so that viewing participants can cook along with the chef.
- Health Disparities among the Hispanic community- Diabetes
  - Cultural Traditions and the impact on diabetes
  - Living with diabetes invitation to hear from a person living with diabetes and the importance of prevention and adherence from their perspective.
- Health Disparities amongst the Hispanic community – Health Access
  - What to do when you are having issues accessing health care services?
  - Knowing your rights when accessing health care services?
  - Medi-Cal Expansion for the undocumented
- Event Outreach recommendations
  - Begin advertising the event one month prior.
  - Mail flyers and or save the date to all RCAC members
  - Use Social Media to advertise the events

Chairperson Vazquez asked if there are any comments from the committee.

Member McFerson thanked Ms. Luckey for her comments and presenting this information. She thinks this is a positive impact in the community and there needs to be more outreach with the Latino comment.

Ms. Luckey said that it was the recommendation from the committee to have ECAC take a vote on accepting the recommendations. She invited the ECAC members to make a motion to adopt, second it and take a vote.

Approved by roll call.
12 AYES (Byrd, Conteas-Wood,
Member Silvia Poz, RCAC 4 Member, asked if someone can repeat what the committee is voting for. She was having technical issues and was not able to hear. Ms. De La Torre read the ad hoc committee’s recommendations.

The committee voted to approve the recommendations.

### CALL THE CAR APPLICATION

Abraham Rivera, Transportation Service Manager, Call the Car, and Victoria Truong, MSHCM, Provider Network Account Manager III, Provider Network Management, gave an overview about the Call the Car Application *(A copy of the guide can be obtained from CO&E.)*

### PUBLIC COMMENT

**Submitted by Elizabeth Cooper, RCAC 2 Member.**

*When an LA Care member has an emergency and is taken by ambulance to the hospital, a lot times those people are discharged on the same day. Then they do not have transportation to get back home. What can Call the Car do to address this issue with ECAC’s input?*

(0r. Rivera’s responses to comments were provided after the meeting via email and are included in the meeting minutes below.)

Mr. Rivera responded: “When being discharged it is recommended to have the CM or staff from the discharging facility assist in scheduling transportation. Discharges and transfers are auto approved meaning they can be created the same day. This benefit is available for MCLA and CMC member, for PASC and LACC the benefit is only accessible when NEMT level of service is required for discharge and transfer.”

**Submitted by Yolanda Gomez via chat box at 12:29 PM:**

*Do you provide transportation from a hospital to home? Does transportation Cross county lines? Can a case manager call and schedule transportation from hospital to home on behalf of the consumer?*

Mr. Rivera responded: “Transportation from Hospital to home is covered by CTC, if the member requires to go out of county a written authorization must be obtained from LAC. Yes, the Case Manager can and should be the one scheduling the discharge for the member.”

**Submitted by Cindy Pozos, Liaison, CO&E, via chat box at 12:32 PM:**

*Hi Abraham, Does the app give you options to select if the person has a wheelchair or Walker to help accommodate the member and provide the appropriate car and/or van?*

Mr. Rivera responded: “Call the Car application makes it easy for members to arrange transportation..."
for the appropriate level of service. Through a series of questions the app will determine which vehicle is needed to safely transport the member.”

Submitted by Ms. Luckey via chat box at 12:33 PM:

*Question to the presenter:* Knowing that as much as 40% of low-income folks to not have reliable access to the internet, what other ways to access this service are there?

Mr. Rivera responded: “The CTC-Go app is just another tool that can be used. However, members can always call in to schedule reservation.

Below are the phone numbers:

- Medi-Cal 1-888-839-9909 (TTY 711)
- L.A. Care CoveredTM and L.A. Care Covered Direct 1-855-270-2327 (TTY 711)
- PASC-SEIU Plan 1-844-854-7272 (TTY 711)
- Cal MediConnect 1-888-522-1298 (TTY 711)”

Submitted by Ms. Perez via chat box at 12:45 PM:

CALL THE CAR. @ Abraham & Victoria. How has the Call the Car App availability being communicated to our members? How do members know about this benefit? Have you thought about posting short videos or reels on Instagram and Facebook Social Media LA Care Platforms to let our members know about this benefit in order to be more utilized?

Mr. Rivera responded: “On CTC’s end when members call there is a message that alerts member on the availability of the App.”

Submitted by Chairperson Vazquez via chat box at 12:57 PM

I frequently use the services for my visual appointments, usually it is to the same address, the last time I requested the services they asked me for all my information because they told me that they were updating all the data and they did not have any information about my previous data, for the application the information must also be updated from time to time, and how often?

Mr. Rivera responded: “I apologize for the inconvenience not sure why this occurred but we don’t typically schedule maintenance during high volume operation hours. From what is being described might have been that the agent had issues with our system.”

Member Poz asked for clarification. She would like to know how to obtain transportation from the hospital. Mr. Rivera responded that members can call the number on the back of their member ID cards. The hospital is able to assist with requesting transportation when they are being discharged.
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<th>NEW BUSINESS</th>
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<td><strong>PREVENTIVE HEALTH GUIDELINES</strong></td>
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<td>Rachel Martinez, RN, <em>Quality Management Nurse Specialist, Quality Improvement Department</em>, presented information about Preventive Health Guidelines (<em>a copy of the presentation can be obtained from CO&amp;E</em>).</td>
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Board Member Gonzalez thanked Ms. Martinez for her presentation and thought it was great. She particularly liked the schedule that she printed, it makes it easier for people to understand and know when they need to get their child well visits. That is really helpful. She would like to see on the brochure for the pictures, at least visually, the members the majority of the members are people of color. She feels like the pictures representing the members are not well represented. Maybe she needs to change the people on the brochure to fully represent the membership so no one feels like anybody is discriminated and they have more people of color. She also suggested for her to add the phone number for translation services. Ms. Martinez thanked Board Member Gonzalez for her comments, her feedback is appreciated. She will make note about the pictures, she wants to be sure staff is addressing that L.A. Care is a diverse membership and group. Staff is working on this and that is a goal theirs. It is a challenge, because L.A. Care does not have a certain location where it is able to get photos from.

Member McFerson thanked Ms. Martinez for her report and for asking for feedback. She asked if all the information will be made available to the public. Some people with two or more kids or disabled people, seniors, may not be able to read that in totality. She is thinking maybe a question before each slide if they want to see it. They can click it and read it, because all of the information may not be relative to their particular situation. She suggested adding a list of bullet points that title each page and you can click on which page is relevant to the situation. She also suggested positivity just different things like this, activities or statements of encouragement with happy faces all around. Ms. Martinez thanked her for her comments and said it is her pleasure to get ECAC’s feedback.

Submitted by Ms. Perez via chat box at 01:04 PM:
@ Rachel Martinez. This is a lot of information! Even when we had the time to check the presentation prior to the meeting. Do you have the finalized posters or flyers/brochures (informational) to take a look at them?

Ms. Martinez responded: “Hello Hilda, thank you for your questions. We are in the process of finalizing these brochures. We will provide to Idalia and her team a copy of the brochure to send out to the ECAC members for review.”

Ms. Perez via chat box: “Could our members participate on what images are used to effectively reach out to our membership with this important topics?”

Ms. Martinez responded: “Again thank you Hilda for your question, we are limited in the photos we are able to use. We are looking into attaining more diverse photos in the future.”
Ms. Perez via chat box: “Do you have an utilization scale on how effective have the prior flyers and brochures been?” Ms. Martinez responded: “At this time we do not have a utilization scale on how effective these brochures have been. There are provider offices who order them for their office and these brochures are online for viewing by both members and providers.”

Ms. Perez via chat box: Could you be back and bring them to this committee for feedback purposes?” Ms. Martinez responded: “I am open to coming back with the new brochures after you all have reviewed them for feedback if the Idalia and her team have availability.”

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<th>FUTURE AGENDA ITEMS</th>
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<td>Member McFerson stated that they have been updated about COVID-19 and other topics. She said they need to address the fight for the rights of women, women’s bodies, and different things like that. She would like to know what L.A. Care is doing and how it affects the community’s health. They should be able to update people on the severity of how the COVID-19 virus has affected people and the community.</td>
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<td>Chairperson Vazquez would like to discuss the frequency that the plans associated with L.A. Care do assessments of how they work, she noted that there are several plans that go hand in hand with L.A. care. She would like to speak about what the expectations are of their services.</td>
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<th>PUBLIC COMMENTS</th>
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| **PUBLIC COMMENT** Submitted by Elizabeth Cooper, *RCAC 2 Member*.

*Members of the ECAC and public and staff, as a member the public I would first want to bring to your attention the importance of voting. The issues that we are being addressed at the ECAC have a lot with who gets selected. Your rights and your concerns, will be impacted by your participation in the election this year.*

*So for those that are eligible, please join me, and get involved - register to vote, and encourage other to participate in local, state and federal elections. Thank you.*

Member McFerson said that she believes that as a public, as a RCAC member, she believes that they need to have a general group that fights for the rights of women and their own bodies having a choice. As a woman, many could have gone through different situations like rape and a child too for that matter. There was a ten-year old child that was denied an abortion option. She had been raped because it was after the six weeks. She does not want that to change in the state of California, where their rights are being taken away as well.
| **They need to have the group discuss all of things women go through and the reasons why they need specific choices like abortions. She asked everyone to please be safe and their families be safe.** |

| **ADJOURNMENT** | Chairperson Vazquez thanked the interpreters, L.A. Care staff, and the public for attending. The meeting was adjourned at 1:18 p.m. |

| **RESPECTFULLY SUBMITTED BY:** | **APPROVED BY** |
| Victor Rodriguez, *Board Specialist II, Board Services* | Fatima Vasquez *(due to public health orders the document will be signed when it is possible)* |
| Malou Balones, *Board Specialist III, Board Services* | Fatima Vasquez, *ECAC Chair* |
| Linda Merkens, *Senior Manager, Board Services* | Date 9/14/22 |