

Board of Governors

Executive Community Advisory Committee (ECAC)

Meeting Minutes – March 12, 2025

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>Maria Mayoral, RCAC 1 Chair Ana Rodriguez, ECAC Chair and RCAC 2 Chair Gladis Alvarez, RCAC 3 Chair Estela Lara, RCAC 4 Chair Marco Galindo, RCAC 5 Chair * Hilda Perez, RCAC 6 Chair Maritza Lebron, RCAC 7 Chair Tonya Byrd, RCAC 8 Chair Lluvia Salazar, At-Large Member Deaka McClain, TTECAC Vice-Chair and At Large Member</p> <p>* Excused Absent ** Absent *** Via teleconference</p>	<p>Izmir Coello, Interpreter Rebekah Coster, Closed Captioner Shelly Hash, Interpreter Sonia Hernandez, Interpreter Isaac Ibarlucea, Interpreter Eduardo Kogan, Interpreter Andrew Yates, Interpreter</p> <p>Andrea Allen, Public *** Maricruz Alvarez, Public Maria Lourdes Ascencio, Public Evangalina Avila, Public Myra Bolla, Public Ana C. Batun, Public Avirl Jones Gabriel, Public *** Jazmine Garcia Delgadillo, Public *** Marina Garcia, Public Kala Hillary, Public Dorothy Lowery, Public Russel Mahler, Public Andrea McFerson, Public Demetria Saffore, Public Joyce Sales, Public Hercillia Salvatierris, Public Lessa Tori, Public *** Jayira Valdovinos, Public</p>	<p>Layla Gonzalez, Advocate, Board of Governors Fatima Vazquez, Member, Board of Governors Martha Santana-Chin, Chief Executive Officer, L.A. Care Health Plan Sameer Amin, MD, Chief Medical Officer, L.A. Care Health Plan Todd Gower, Chief Compliance Officer, L.A. Care Health Plan*** Acacia Reed, Chief Operating Officer, L.A. Care Health Plan Tyonna Baker, Community Outreach Field Specialist, CO&E Malou Balones, Board Specialist, Board Services *** Shenedra Brown, Community Outreach Project Specialist, CO&E Kristina Chung, Community Outreach Field Specialist, CO&E Idalia De La Torre, Field Specialist Supervisor, CO&E Auleria Eakins, Manager, CO&E Christin Gandarilla, Supervisor, CSC Member Relations, CSC Ramon Garcia, Community Outreach Field Specialist, CO&E Maribel Gonzalez, Member Advocate, Member Relations Services, Even MORE Outreach & Service Hilda Herrera, Community Outreach Field Specialist, CO&E Linda Merkens, Senior Manager, Board Services *** Frank Meza, Community Outreach Field Specialist, CO&E Alfredo Mora, Staff Augmentation, Facilities Services Jeanette Ortega, Manager, CSC Member Relations, CSC Cindy Pozos, Community Outreach Field Specialist, CO&E Christian Press, Help Desk Technician, Production Support and Health Desk Malissa Ramirez, Community Benefits Grants Program Manager, Community Benefits Department Victor Rodriguez, Board Specialist, Board Services</p>

		Marvin Thompson, Community Benefits Grants Manager II, Community Benefits Department *** Martin Vicente, Community Outreach Field Specialist, CO&E
--	--	--

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
CALL TO ORDER	<p>Ana Rodriguez, <i>TTECAC Chairperson</i>, read the meeting rules guidelines and process for making public comments via Zoom chat and a toll-free line for WebEx bridge line listeners. She also mentioned that public members could submit comment cards and that they would be allowed time to speak during the appropriate agenda items. Chairperson Rodriguez welcomed L.A. Care staff and the public to the meeting and encouraged L.A. Care members with healthcare issues to contact the Member Services Department.</p> <p>Chairperson Rodriguez called the meeting to order at 10:00 A.M.</p>	
APPROVE MEETING AGENDA	<p>The Agenda for today’s meeting was approved.</p>	<p>Approved Unanimously. 6 AYES (Byrd, Lara, Lebron Mayoral, McClain, and Rodriguez)</p>
APPROVE MEETING MINUTES	<p>Member Lebron stated that there are comments that were not recorded in the meeting minutes.</p> <p>The February 12, 2025, Meeting minutes were approved.</p>	<p>Approved Unanimously. 5 AYES (Byrd, Lara, Mayoral, McClain, and Rodriguez)</p> <p>1 Abstention Lebron</p>
STANDING ITEM		
CHIEF EXECUTIVE OFFICER UPDATE	<p><i>(Members Hilda Perez, Lluvia Salazar and Marco Galindo joined the meeting.)</i></p> <p>Committee Members introduced themselves to Martha Santana-Chin, <i>Chief Executive Officer</i>.</p> <p>Ms. Santana-Chin began by noting that she has been with L.A. Care for 66 days and has already experienced significant events, including the wildfires and changes at the federal level that affect Los Angeles County residents. The organization is deeply committed to listening to its members, with the entire senior leadership team prioritizing member voices</p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>in decision-making. Santana-Chin highlighted the contributions of key leaders, including the Acacia Reed, <i>Chief Operating Officer</i>, and Dr. Amin and his team, who are dedicated to ensuring quality clinical care and provider accountability. She also noted that L.A. Care is investing in strengthening the role of RCACs and ECAC, ensuring that member insights are effectively organized and acted upon.</p> <p>Ms. Santana-Chin then shifted her focus to the potential federal cuts to Medicaid, known as Medi-Cal in California, and the significant potential impacts on the community. California residents contribute \$83 billion more to the federal government than the state receives in funding, and Medicaid is primarily funded by federal, state, and local contributions. She noted that any reduction in funding could severely affect working families, children, seniors, and individuals with disabilities, and potentially could lead to job losses in healthcare. She urged attendees to stay informed and engaged, as L.A. Care is actively advocating for the protection of Medi-Cal and will continue to provide updates and information to help educate the public and policymakers.</p> <p><u>PUBLIC COMMENT</u></p> <p><i>Andria McFerson stated that more than half of the funding received from the government is a significant topic. She expressed appreciation for the information provided and emphasized that change can be achieved by allowing RCAC members to speak publicly during meetings. She highlighted the importance of members advocating together for improved Medi-Cal coverage.</i></p> <p><i>Joyce Sales stated that she is currently the RCAC 6 Chair. She noted that Ms. Santana-Chin mentioned there is \$83 Billion in funding and asked how is that funding distributed with Medi-Cal, what is the status of those of us who are 65+ and are there questions regarding Medicare.</i></p> <p>Ms. Santana-Chin responded that specific proposals from the federal administration may not be widely publicized but could have a significant impact. She explained that some proposals involve changes to what the government is willing to pay for services, whether in hospitals or outpatient settings. She also mentioned a proposed cut to the payments doctors receive for seeing Medicare members, which is still under negotiation. Ms. Santana-Chin added that individuals who are covered by both Medicare and Medi-Cal could be affected by changes to either program. For example, Medicare may cover facility costs, while Medi-Cal may cover services like hearing aids. Any changes to Medicare could impact those who rely on both Medicare and Medi-Cal for their healthcare needs.</p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p><i>Dorothy Lowery stated that she watches both Democratic and Republican actions because she believes Democrats do not always share all the information. She mentioned that Medi-Cal began under President Obama and is now being used by individuals who are not legally in the country, while programs like Medicare are not being affected. Ms. Lowery expressed frustration that undocumented individuals using Medi-Cal are tracked and treated differently, and that, as a legal citizen, she feels mistreated. She shared that Social Security deducts over \$200 from her monthly benefits, leaving her with less than \$300 to live on, and she feels there is no accountability for how she is treated. She said she has written letters to former President Trump and his team, hoping they will take action on what she feels is abuse. Ms. Lowery emphasized that she receives no help and feels discriminated against regardless of race or background. She encouraged others to research for themselves online to see that some programs, particularly the one started under Obama, allow widespread enrollment.</i></p> <p><i>Jayira Valdovnios stated that her question would be brief and referred to the importance of immigrant communities, regardless of legal status. She shared that she lives in the Valley and is familiar with this issue. In her community, there is concern about whether personal information shared with doctors is safe. She expressed hope that the information shared during the meeting confirms that patients' information will not be shared with immigration authorities. She added that she plans to return to her community and reassure them that the information provided to doctors is secure and confidential.</i></p> <p>Ms. Santana-Chin responded that community clinics, hospitals, providers, the L.A. County Medical Association, and others are working together to train healthcare professionals on how to appropriately handle interactions with immigration officials. She emphasized that providers are reminded of their legal obligations, particularly regarding the protection of patient data. Ms. Santana-Chin added that, based on what she has seen from healthcare leaders, there is a strong effort to ensure that people receive the care they need and deserve, especially given the current circumstances. She concluded by expressing that while she wishes she could fully reassure the public, there are still many factors outside of their control.</p> <p>Vice Chair McClain commented that, since there were new attendees present, she wanted to clarify a few points. She explained that during public comments, points of order do not apply, as those are reserved for committee members. Regarding ADA accommodations, she</p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>noted that the Chair had already addressed the matter, and accommodations are being provided. Attendees are asked to inform staff in advance so the Chair can be notified, especially since the meeting has a tight schedule. She added that if anyone has questions they are unable to ask during the meeting, they are welcome to write them down and give them to the staff. She thanked everyone and then turned the discussion back over to the committee members.</p> <p>Member Salazar noted that immigrants pay more taxes than citizens or residents. She reminded everyone that the members are part of L.A. Care, and they are to advocate for healthcare for all. Member Salazar commented that the corporate leadership staff don't know the members, who they are, where they come from, or what their needs and requirements are. She shared that she had sat with them at the table and found that they lacked this understanding. She expressed that it would be wonderful if they could attend a RCAC meeting, as it would provide a better sense of who the members are. While she acknowledged that ECAC is somewhat different, she emphasized that RCAC meetings offer a clearer view of the members' backgrounds and the diversity needed in the committees.</p> <p>Member Perez commented that she was grateful for the opportunity to be present and to get to know the individuals she was addressing. She shared that members consistently try to offer new ideas to improve the services they receive and those offered to people in their communities. She thanked the group for the information shared and expressed appreciation for the new initiatives aimed at working with members. She also brought up a recent announcement made on March 11 by the tax department, noting that over 1.8 million people may not have claimed tax refunds, which are only available for up to three years. She explained that unclaimed funds are returned to the U.S. Treasury and are used to support programs like Medi-Cal in California. She stressed the importance of being inclusive and ensuring that services are accessible to everyone. Member Perez recalled a past initiative where members participated in advocacy day visits to elected officials' offices around May to advocate for their rights. She asked whether there were any plans to continue that effort. Ms. Santana-Chin responded that efforts are currently underway to organize something similar to past advocacy trips. She explained that the goal is to find appropriate ways to involve members in engaging with elected officials and participating in those important discussions. In addition to in-person organizing, she shared that a series of videos is being recorded, featuring individuals from across the county and members of the health plan. The videos aim to highlight the real lives and stories of the people being served. Ms. Santana-Chin noted that while in-person advocacy is valuable, videos offer an easy way to share those stories broadly, including in other parts of the state and county.</p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>Member Byrd commented that she was present and listening, and expressed hope that the group could go to Sacramento if it would help make a difference. She shared her concern that the current administration does not seem to be listening to anyone and is making harmful cuts, treating people unfairly. Member Byrd emphasized the importance of taking collective action to try to prevent further harm and urged the group to come together and do something about the situation. She thanked everyone.</p> <p>Member Lebron commented that she appreciated the initiative to ensure quorums are met and recognized the importance of the knowledge and contributions of members. She acknowledged that staff are doing their best, even when communication may be challenging. She shared that in her conversations with the community, she hears many things—some of which may be upsetting or untrue—she tries to avoid misinformation. She emphasized the importance of clear and truthful communication, noting how it can have a domino effect on how things function. Member Lebron also expressed that many people want the opportunity to speak and understand what is happening in different RCACs, but the current agendas are too short and lack sufficient time for discussion. She suggested that if members are committed to attending and engaging with the community, meetings should be structured to allow everyone to share ideas. She recommended extending the agendas and providing more time for each section to ensure a better understanding, the ability to make informed decisions, and the opportunity to approve motions thoughtfully.</p> <p>Ms. Santana-Chin responded that she appreciated the comments and acknowledged how difficult it can be to endure challenging moments. She said the energy and passion expressed were inspiring, especially in calling everyone to unite and act in the best interest of the community. She thanked Member Lebron for her thoughtful remarks and emphasized her own commitment to listening, learning, and offering guidance. Ms. Santana-Chin noted that the suggestion to reformat meetings to allow for deeper discussions was a powerful piece of advice. She acknowledged the tension and the willingness behind the comment and stated that she would take that suggestion with her as something to consider moving forward.</p> <p>Member Lara commented that uncertainty is one of the most impactful challenges the community faces, uncertainty about what will happen next and how the federal government operates. She noted the potential for furloughs and the elimination of programs or personnel in the coming week or fiscal year, which adds to the instability. She expressed that this kind of ongoing uncertainty, particularly around issues like maternal health, creates a sense of being stuck or unsure of how to move forward. Member Lara emphasized that L.A. Care Health Plan represents more than just healthcare, it touches on broader issues like housing and overall well-being. She questioned how to respond both individually and collectively, suggesting that efforts should go beyond basic services and focus on expanding</p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>the space and energy available to advocate and push back against these broader systemic challenges. Ms. Santana-Chin responded that it was important to pause and take a moment to reflect. She explained that much of what is currently happening at the federal level is part of long-expected negotiations, rooted in the country’s system of checks and balances. She noted that while many of the proposals being discussed may seem alarming, they are still in the negotiation phase. She noted that L.A. Care is working diligently to advocate against harmful decisions during this process. She clarified that no immediate changes are taking place, as changes only occur once contracts are officially modified at the federal or state level. Until then, L.A. Care continues to operate under its existing contracts. Ms. Santana-Chin assured members that, by law, L.A. Care and the state must provide formal notice before any changes affecting members take place. While there is concern about what may result if negotiations don’t shift in a positive direction, she reiterated that nothing has changed yet, and final decisions may not be known until late summer. Ms. Santana-Chin also highlighted the importance of civic engagement, sharing that L.A. Care is exploring partnerships with organizations to help educate members about their rights and options. She pointed out that people across the country, including in other states like Arizona and Texas, are experiencing similar concerns, and the issues being discussed are not unique to California. She encouraged members to stay informed and share accurate information with their communities and families, as spreading factual knowledge can make a meaningful difference. Ms. Santana-Chin further explained that these proposals impact both Republican and Democratic states, and many rural hospitals, citizens, and program participants nationwide are actively reaching out to their representatives to express the potential consequences. She said that large coalitions, such as the Modern Medicaid Alliance, the American Academy of Pediatrics, senior advocacy groups, disability rights organizations, hospitals, and health plans, are joining forces to raise awareness and fight to protect essential programs.</p> <p>Vice Chair McClain commented by first thanking everyone for their participation and then expressing appreciation for the acknowledgment of people with disabilities and seniors in the report. She shared that, as a community advocate, it meant a great deal to hear these populations mentioned at the beginning rather than as an afterthought—something that often happens in organizational conversations. She thanked the CEO for showing genuine care and recognition for these communities, emphasizing that they truly matter.</p> <p>Vice Chair McClain expressed gratitude for the openness to feedback, particularly regarding the suggestion to adjust meeting agendas to allow more time for roundtable discussions and member input. She asked whether the group is prepared to advocate at both the state and federal levels, specifically, if they are ready to go to Sacramento or Washington, D.C., and</p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>encouraged a confident “yes” in response. She asked whether there is a backup plan in place in case cuts or changes to services do occur. She suggested that partnering with other organizations to provide free services could be a potential solution. She closed by noting that she was speaking quickly but hoped her message was clear. Ms. Santana-Chin responded that she understood Vice Chair McClain’s comments and acknowledged the passion and urgency behind them. She explained that because L.A. Care is a public entity, there are certain legal limitations on how it can engage with elected officials, especially when it comes to organizing advocacy efforts. She shared that, personally, she is a fighter and would love to take direct action, like renting a bus and heading to Washington, D.C., but she must also be mindful of public sector rules and responsibilities, which she is still learning as someone who came from the private sector. She assured members that while there are restrictions, L.A. Care is actively exploring what can be done either directly or through partnerships. She committed to coming back soon with clear information on what actions are possible and how members can organize within those boundaries. Addressing concerns about meeting formats, Ms. Santana-Chin acknowledged that the structure could feel rigid or limiting. She said this was something she noticed early on and promised to work with the team responsible for setting up the meetings to better understand the existing rules and explore where adjustments could be made. She expressed deep appreciation for the members’ dedication, noting that while she is paid to do this work, the members volunteer their time and energy. She acknowledged the emotional and personal investment required to show up, speak out, and represent one’s community. Ms. Santana-Chin emphasized that disagreement is natural, but all perspectives are valid and rooted in individual experiences. She closed by affirming her commitment to working alongside the members with the understanding that, at the core, everyone is striving for the same goals: stability, safety, security, and being seen and heard.</p>	
<p>BOARD MEMBERS REPORT</p>	<p>Board Members Layla Gonzalez and Fatima Vazquez presented the December 2024 Board Member Report <i>(a copy of the report can be obtained from CO&E)</i>.</p> <p><u>PUBLIC COMMENT</u> <i>Andria McFerson stated that she was seeking clarification and apologized for calling a point of order, noting she was confused because a Board of Governors representative, Ms. Gonzalez, had called for order during the RCAC 5 meeting. She explained that she wanted to make it clear that no one should distract her while she is speaking and referenced MLK in reaffirming her right to speak out. She emphasized that she would continue to advocate for her voice to be heard, especially because others may feel reluctant to speak up after witnessing how she is treated. She stressed the importance of recognizing the impact of state funding, pointing out that the state is proposing \$32</i></p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p><i>billion in contracts for fiscal year 2025 to support various organizations. Ms. McFerson requested that a motion be made to ensure that some of this funding be allocated more directly to support members rather than to organizations for staff-led community outreach. She concluded by highlighting that many individuals within the organization are low-income and deserve to directly benefit from these resources.</i></p> <p>Member Perez commented by first expressing sincere gratitude to Ms. Gonzalez and Ms. Vazquez for taking the time to visit the RCACs, emphasizing how meaningful their presence is to the members. She warmly stated that they are always welcome at RCAC 6, where they will be received with open arms, and appreciated their visible commitment to the community. She then raised a question related to access to care, wondering whether Dr. Amin or Ms. Santana-Chin might be better positioned to answer it. Specifically, she asked whether new member orientations were conducted during the pandemic, since many new members joined during that time. She noted that a great deal of translated materials had been made available for members and was curious about what additional resources or ratings those members may have received to support their engagement.</p>	
<p>ECAC CHAIRPERSON'S REPORT</p>	<p>Chairperson Rodriguez presented Motion ECA 100.0325 (<i>A copy of the motion can be obtained from CO&E</i>).</p> <p><u>ECA 100.0325</u> <i>Motion to recommend approval of new candidate (s) for RCAC membership.</i></p> <p><u>PUBLIC COMMENT</u> <i>Andria McFerson commented that she appreciated the clarification and emphasized the importance of ensuring equal representation across all RCACs. She stated that each committee should reflect diversity in race, age, and ability, including individuals who are Asian, Caucasian, Black, Latinx, Native American, seniors, and people with disabilities. She underscored that regardless of the specific population, all communities experience medical disparities, and therefore, it is essential that each RCAC be inclusive and representative. Ms. McFerson concluded by encouraging members to come together as a diverse group to have meaningful discussions and address shared concerns.</i></p> <p>Member Perez asked whether there is a limit to the number of new members under the updated structure of eight regions. She also inquired if the criteria include representation from all lines of business and suggested inviting individuals who may be interested in joining or learning more about the committees. She asked how many spaces are available to join the RCACs. Ms. De La Torre responded that it's important to remember that individuals go through an application and selection process. She explained that it is not the same as it was in the past. Everyone on the list has been reviewed by a selection committee. As part of the</p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>process, applicants complete an application, participate in an interview with an external group, and then receive a recommendation on whether they should move forward. Based on that recommendation, the individual is then invited to attend the new member orientation.</p> <p><u>ECA 100.0325</u> <i>Motion to recommend approval of new candidate (s) for RCAC membership.</i></p>	<p>Approved Unanimously. 9 AYES (Alvarez, Byrd, Galindo, Lara, Lebron Mayoral, McClain, Perez, Rodriguez, and Salazar)</p>
<p>COMMUNITY OUTREACH & ENGAGEMENT DEPARTMENT UPDATE</p>	<p>Dr. Auleria Eakins gave a Communications and Community Relations update. She noted that the ECAC At-Large Member Election will take place during the next ECAC meeting, where members will receive a packet of applicants’ responses to pre-determined questions and have the opportunity to hear from the candidates before voting. She said that the ECAC Chair and Vice-Chair Elections will follow, with the At-Large elections in April and the leadership elections in May. She also noted that a link to the Black Lift podcast featuring an interview with a former board member discussing historical and systemic impacts on African Americans will be shared once finalized by the Communications Department. She said that the recent screening of No Address provided insight into housing challenges faced by different families, reinforcing L.A. Care’s focus on housing as a key social determinant of health.</p> <p><u>PUBLIC COMMENT</u> <i>Andria McFerson commented, that as a former Chair of RCAC 5, that it is important to stay focused on the group's purpose. She noted the need for Chairs to understand their rights and to advocate for the rights of all members. She explained that effective communication—especially face-to-face—is key to truly hearing from the community members they represent. Ms. McFerson stated that in order for RCACs to be active in the community, motions must be made to establish and protect those rights. She stressed that this responsibility should not fall solely on staff, as members also have the right to take action. She asked the Chair for the opportunity to speak further on this, reiterating that unless a motion is made, no one can deny the RCACs the ability to conduct community outreach. She concluded by saying that outreach is essential, especially to connect with domestic violence victims, people with disabilities, seniors, and others in need.</i></p> <p>Member Lebron expressed heartfelt thanks to L.A. Care for promoting a new general issue and for providing a meaningful experience, which she truly appreciated. She also shared that she attended the premiere of a movie titled No Address, which she found to be amazing.</p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>She noted that the film included a variety of storylines, one of which developed into a love story due to the characters' circumstances. She appreciated how the film presented different perspectives and shared that, although she initially thought it might be corny, it ended up being hopeful and uplifting. Member Lebron explained that the film concluded with a discussion, highlighting how collaboration among people from different backgrounds, languages, and community-based organizations can lead to unity and growth. She said the experience left her with a very positive feeling and closed by thanking everyone. Dr. Eakins responded that the organization is in the process of purchasing the rights to the movie for a year. She shared the hope to bring the film to L.A. Care to help support ongoing internal and external conversations about housing as a critical issue for residents of Los Angeles. She thanked everyone.</p> <p>Vice Chair McClain thanked those involved in bringing attention to the No Address movie, sharing that it was heartfelt. She said the film made her reflect on how to be a stronger voice for social issues, especially homelessness. While acknowledging that change may take a long time, she emphasized the importance of continuing to advocate and work to reduce the stigma around homelessness. Vice Chair McClain appreciated the efforts being made and encouraged the idea of showing the movie to the RCACs as a suggestion.</p>	
MEMBER ISSUES	<p><u>PUBLIC COMMENT</u></p> <p><i>Demetria Saffore commented that, due to repeated interruptions in her sleep apnea treatment, she developed an enlarged heart, hypertension, and dangerously high blood pressure. She emphasized the need to find ways to prevent treatment gaps for individuals. She concluded by thanking the group.</i></p> <p><i>Andria McFerson commented that she regularly speaks with individuals who face discrimination, including people with disabilities, those experiencing homelessness, and individuals with mental illness or medical needs who rely on L.A. Care but do not receive adequate support. She mentioned that people often struggle to access necessary services, such as approved medications and dental care. She shared her own experience as someone with epilepsy, explaining that seizures have caused her to lose teeth, and her neurologist had to approve additional care. She emphasized the importance of raising awareness about these issues and the need to advocate for better support. She concluded by thanking the group.</i></p> <p>Member Salazar commented that she had a personal situation where she needed to contact a navigator but was unable to do so. She expressed disappointment and surprise, stating that if she, as someone involved, had trouble accessing help during an emergency, it raises serious concerns about how her community members will be guided in similar situations.</p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>She emphasized the need for navigators to be more accessible and asked if a member advocate could raise their hand to identify themselves.</p> <p>Member Lara commented that members in her RCAC 4 group have been experiencing issues with pick-up at the parking structure, which has occurred at least seven times recently. She advised the members to speak with the supervisor present at the meeting, as this issue has already been reported multiple times. She stressed that the issue should have been resolved after the second occurrence and brought it to the attention of the committee. Kala Hillary, Call the Car, stated that she is the account manager and designated experience manager for Call the Car. Referring to a recent event, she explained that one of the challenges is ensuring a safe and secure location for member pick-up, particularly when there are address-related issues with L.A. Care. She emphasized that member safety is the primary concern when arranging transportation. She also mentioned that members should escalate any concerns they have. She shared that she is hands-on in her role, responds directly to members, and provides her contact information, including her cell phone number, to RCAC and ECAC members. Ms. Hillary noted that only a few members have contacted her since she last distributed her card and encouraged members to reach out. She emphasized that email is the best method of communication for her, as it allows for a clear and trackable record of correspondence. Dr. Amin asked if Ms. Hillary could also provide the contact information for Call the Car directly, including escalation procedures. Ms. Hillary confirmed that she would do so. Member Lebron shared that Call the Car contacted her the day before regarding an issue with medical equipment. She was told that the agency provides equipment based on certain models, which are generic, and as a result, she received something too small and lacking necessary filters. She explained that she had to get up in the middle of the night to deal with the equipment and has a follow-up appointment on Friday. She stressed the importance of provider communication beyond just email.</p> <p>Member Alvarez noted the impact these issues have on people with disabilities and those with chronic illnesses, particularly within low-income communities. She stated that for many, these services can be life-saving and stressed the importance of educating providers.</p>	
OLD BUSINESS		

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<p>ACCESSIBLE EQUIPMENT FUND UPDATE</p>	<p>Shavonda Webber-Christmas gave a update L.A. Care’s Accessible Equipment Fund (<i>a copy of the written report can be obtained from CO&E</i>).</p> <p>Ms. Webber-Christmas gave an update about L.A. Care's Accessible Equipment Fund (AEF) FY 2023-24, noting that the initiative was developed as part of the Community Health Investment Fund (CHIF) after the L.A. Care Board of Governors approved a motion from the Temporary Transitional Executive Community Advisory Committee (TTECAC). She said the fund aimed to increase access for differently abled individuals by providing accessible exam tables and scales to L.A. Care-contracted clinics. She noted that internal departments, including Provider Network Management, Quality Improvement, and Population Health, collaborated to promote the AEF opportunity, reaching over 600 providers. Applications were accepted online continuously from March 14, 2024, through August 31, 2024.</p> <p>Ms. Webber-Christmas said the initiative successfully awarded accessible equipment to 39 clinic sites across Los Angeles County, benefiting an estimated 20,000 seniors and other patients with disabilities. She noted that equipment options included various models of accessible exam tables and scales. As part of the initiative’s evaluation, she said a post-initiative clinic assessment revealed that clinics preferred direct grants over in-kind awards, as this approach allowed them to leverage existing relationships with equipment vendors and control delivery timelines more effectively. She noted that clinics were more responsive to a clearly defined application deadline, with a significant increase in applications during the final three weeks of the open cycle.</p> <p>She also said that the L.A. Care Board of Governors approved a TTECAC motion on December 14, 2024, to allocate funds for providers to request Hoyer lifts or electronic lifts to assist with patient transfers to and from exam tables. She noted that such equipment is traditionally used in rehabilitation centers, assisted living facilities, and hospitals rather than clinics, highlighting the need for additional training on their effective use.</p> <p>Looking ahead, Ms. Webber-Christmas said that the next phase, AEF II 2024-25, is set to launch its Request for Applications (RFA) in early May, with applications due within three to four weeks of the launch. She noted that \$500,000 in CHIF funding has been allocated for AEF II, which is expected to support the purchase of 50–60 pieces of accessible equipment. She said that this round will provide awards as direct grants, incorporating Hoyer and electronic lifts as eligible items. Additionally, she noted that a training component will be introduced to educate providers on the use of accessible equipment and guide them in offering inclusive and competent services to patients with disabilities, limited mobility, and other accessibility needs.</p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p><u>PUBLIC COMMENT</u> <i>Andria McFerson commented that it is important to discuss the topic at hand and thanked everyone for coming. She expressed appreciation for their advocacy in seeking better access to care from public service providers. She mentioned speaking at the Board of Governors event from March 7 to March 9, where Mr. Rodriguez provided valuable information. She requested that LA Care be involved in the event next year.</i></p> <p>Ms. Webber-Christmas explained that clinics self-select and must apply for equipment, including justification for the need. She acknowledged that there is lower representation in the valley but reassured that efforts are made to reach out to partners and ensure they are aware of the opportunity. Member Perez thanked Ms. Webber-Christmas for providing the list of clinics and inquired about the process for selecting clinics and how providers are informed. She emphasized the importance of increasing accessibility to equipment across regions and clinics. Ms. Webber-Christmas clarified that the Community Health Investment Fund has been supporting accessible equipment since 2009, with further funding in 2018, which included training and equipment fairs. She noted that the current initiative would replicate previous training and track which clinics have equipment, allowing for replacements as needed. She mentioned the broader benefits of accessible tables for both people with disabilities and for improving health measurements, which automatically go to Electronic Health Records (EHR). Vice Chair McClain expressed gratitude for the funding increase and emphasized the need for inclusivity in informing clinics about available grants. She shared experiences where clinics did not know about the grants and suggested that the information should be distributed more proactively to ensure inclusivity. Dr. Amin agreed with Vice Chair McClain and mentioned the creation of a flyer for clinics to apply for equipment. He noted the importance of advocacy and how members can be powerful tools in helping providers apply for grants. Dr. Amin assured that the flyer would be shared with all RCACs to ensure widespread access and distribution.</p>	
NEW BUSINESS		
MOTION FROM RCAC 2	<p>Ana Rodriguez, <i>ECAC Chairperson, RCAC 2 Chair</i>, presented Motion ECA 102 (<i>a copy of the motion can be obtained from CO&E</i>).</p> <p><u>Motion ECA 102</u> RCAC 2 formally requests that L.A. Care investigate and take immediate action to address the following:</p> <ul style="list-style-type: none"> • Enhance Member Experience: Improve members experience with “Call the Car” by enhancing the overall customer services from beginning to end. This can be 	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>done through improvement of customer service responsiveness for scheduling rides and resolving issues, providing comprehensive training for staff and drivers, and ensuring regular vehicle maintenance for optimal service.</p> <ul style="list-style-type: none"> • Timeliness and Reliability: Ensure “Call the Car” is committed to meeting the promised timeframes for pick-up and drop-off for all medical and non-medical transportation requests to avoid delays and missed visits. • Ongoing Monitoring and Feedback: Establish a system for members to provide ongoing feedback and track the progress of service improvements. • Possible Alternatives: Review L.A. Care’s transportation budget and explore alternative transportation options or partnerships to supplement “Call the Car” services where applicable. <p><u>PUBLIC COMMENT</u></p> <p><i>Andria McFerson shared her experience visiting different RCACs, including RCAC 5, to gather input on topics like coverage and transportation. She mentioned speaking with a committee member from RCAC 5 who had a negative experience with one of the LA Care vans, as he is an amputee and required more assistance than what was provided. She expressed agreement with the motion. Additionally, she recalled an incident in her own RCAC where an elderly woman was unable to get down the stairs due to the lack of a ramp. Ms. McFerson took it upon herself to assist the woman, lifting her up and trying to help her get out of the van while others stood by.</i></p> <p>Member Perez asked if representatives from RCAC 2 could speak to the timelines and reliability of transportation services. She also mentioned "Call the Car" and asked for clarity on how the service could be improved. Ms. Hillary responded that while there are specific processes in place for rideshare, members can always call in with concerns. She noted that the Quality Assurance team handles grievances and complaints, and she is available to escalate any unresolved issues to executive leadership to find the best possible resolution. Member Salazar asked if the transportation issues also apply to members attending meetings, not just medical services. She shared that several members arrived late due to issues with "Call the Car" and that this has been a recurring problem during meetings. Ms. De La Torre explained that the transportation motion was written specifically for medical services. She clarified that issues related to ECAC and RCAC meetings fall under a separate contract and are not currently included in the motion under discussion. Ms. Santana-Chin acknowledged the concerns and said she would be leaving early but had heard the issues raised. She shared that she and Dr. Amin were already discussing possible actions. She committed to escalating the matter to the CEO of "Call the Car" and requested</p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>more specific details to better understand and address the ongoing problems. Member McClain asked whether the committee could amend the motion with permission from RCAC 2 to include the concerns raised by Member Salazar, suggesting they incorporate that language now for documentation purposes. Ms. De La Torre confirmed that the committee has the authority to amend the motion. She explained that although the motion was originally specific to medical transportation, it could be broadened to include all related transportation services if the committee agrees. However, she cautioned against presenting anything unclear to the Board of Governors and suggested they stick with medical transportation for now, with the possibility of introducing a separate motion for meeting-related transportation in the future. Member Lara would like to include the entire county of Los Angeles. Vice Chair McClain stated that the motion will be related to medical services. Member Salazar asked why they can't pass a motion for each concern. Chairperson Rodriguez stated that she is more concerned about L.A. Care members getting transportation for medical services since that is more important than getting transportation to RCAC and ECAC meetings. Vice Chair McClain that a second motion regarding transportation for RCAC members will be placed on future agenda items. The Committee agreed to amend the motion to include all RCAC 8 regions.</p> <p>The committee voted to approve Motion ECA 102 with the amendments mentioned above.</p>	<p>Approved Unanimously. 9 AYES (Alvarez, Byrd, Galindo, Lara, Lebron Mayoral, McClain, Perez, Rodriguez, and Salazar)</p>
FUTURE AGENDA ITEM SUGGESTIONS		
	<p>Member Salazar would like to place an item on the agenda to talk about transportation provided by "Call the Car" for meetings and conferences. She also asked about asthma-related services and whether they are presented at ECAC or RCAC meetings or only at the Community Resource Centers. She wanted to know how members can access these services and how the committees are informed. She described the asthma class that includes the use of meters to measure lung capacity and explained it typically lasts an hour. She shared that the classes are not accessible to her due to her work schedule and suggested that the department of Promotoras consider offering shorter versions of the class or making them more flexible to accommodate different member needs.</p> <p>Ms. Gonzalez would like an update on contracted urgent care centers and services.</p>	
PUBLIC COMMENTS		
	<p><u>PUBLIC COMMENT</u> <i>Andria McFerson urged the group to focus less on time constraints and more on the content of the meetings. She noted that limited time often prevents the group from</i></p>	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<i>staying fully engaged. She acknowledged a recent opportunity to discuss government changes, including amendments, and mentioned a previous request to include a presentation on undocumented individuals at the Community Resource Centers, which has now been addressed. She thanked the staff for their response but stressed the need for a dedicated task force, not just to voice complaints, but to focus on finding solutions.</i>	
ADJOURNMENT		
ADJOURNMENT	The meeting was adjourned at 1:03 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

Ana Rodriguez, ECAC Chair _____
Date _____

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<i>staying fully engaged. She acknowledged a recent opportunity to discuss government changes, including amendments, and mentioned a previous request to include a presentation on undocumented individuals at the Community Resource Centers, which has now been addressed. She thanked the staff for their response but stressed the need for a dedicated task force, not just to voice complaints, but to focus on finding solutions.</i>	
ADJOURNMENT		
ADJOURNMENT	The meeting was adjourned at 1:03 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

Ana Rodriguez, ECAC Chair

Date

4/9/2025

