Board of Governors

Temporary Transitional Executive Community Advisory Committee (TTECAC)

Meeting Minutes – November 13, 2024

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



ECAC Members	RCAC Members/Public	L.A. Care Board of Governors/Senior Staff
Roger Rabaja, RCAC 1 Chair	Rebekah Coster, Closed Captioner	Layla Gonzalez, Advocate, Board of Governors
Ana Rodriguez, TTECAC Chair and	Shelly Hash, Interpreter	Fatima Vazquez, Member, Board of Governors
RCAC 2 Chair	Sonia Hernandez, Interpreter	John Baackes, Chief Executive Officer, L.A. Care Health Plan
Silvia Poz, RCAC 4 Chair	Isaac Ibarlucea, Interpreter	Todd Gower, Chief Compliance Officer, L.A. Care Health Plan
Maria Sanchez, RCAC 5 Chair *	Eduardo Kogan, Interpreter	David Kagan M.D, Senior Medical Director, Direct Network
Joyce Sales, RCAC 6 Chair *	Erin Lafarque, Interpreter	Utilization Management
Martiza Lebron, RCAC 7 Chair	Andrew Yates, Interpreter	Auleria Eakins, Manager, CO&E
Ana Romo, RCAC 8 Chair *	_	Ramon Garcia, Community Outreach Field Specialist, CO&E
Tonya Byrd, RCAC 9 Chair		Hilda Herrera, Community Outreach Field Specialist, CO&E
Damares O Hernández de Cordero,	Aida Aguilar, Public	Tanisia Johnson, Supervisor, Health Promoter Program
RCAC 10 Chair	Maricruz Alvares, Public	Christopher Maghar, Community Outreach Field Specialist,
Maria Angel Refugio, RCAC 11 Chair	Eugene Beatty, Public	CO&E
Lluvia Salazar, At-Large Member	Elizabeth Cooper, Public	Linda Merkens, Senior Manager, Board Services
Deaka McClain, TTECAC Vice-Chair	Maria Del Carmen Gutiérrez, Public	Frank Meza, Community Outreach Field Specialist, CO&E
and At Large Member	Celia M. Hernandez, Public	Alfredo Mora, Staff Augmentation, Facilities Services
	Estela Lara, Public	Cindy Pozos, Community Outreach Field Specialist, CO&E
	Russel Mahler, Public	Karen Rios, Manager, Territory Sales
* Excused Absent ** Absent	Andrea McFerson, Public	Victor Rodriquez, Board Specialist, Board Services
*** Via teleconference	Fresia Paz, Public	Farid Seyed, Lead Unified Communication Mobility Engineer, IT
	Marlene Paz, Public	Operations & Infrastructure
	Esther Rivas, Public	
	Demetria Saffore, Public	
	Darling Sanchez, Public	
	Sofia Sulca, Public	

AGENDA		ACTION TAKEN
ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	
CALL TO ORDER	Ana Rodriguez, TTECAC Chairperson, read the meeting rules guidelines and process for	
	making public comments via Zoom chat and a toll-free line for WebEx bridge line listeners.	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
TIBM, TREEDITIBRE	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.	
	Chairperson Rodriguez called the meeting to order at 10:12 A.M.	
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APPROVE MEETING AGENDA	PUBLIC COMMENT Elizabeth Cooper reminded the committee about the importance of adhering to the Americans with Disabilities Act and expressed concerns about the rules and communication within the committee. She emphasized that this is a public committee, and members should be informed of the applicable laws. Ms. Cooper also voiced her objection to the lack of transparency regarding the selection process for the new CEO, highlighting that neither ECAC nor community advisory committee chairs had been notified. She stressed the significance of addressing this matter, especially with the current CEO's upcoming departure. Andria McFerson raised concerns about the agenda's preparation and approval process, questioning the limited time allocated for public comments and member issues. She criticized the lack of transparency and inclusion in decision-making, particularly regarding the new CEO, the Board of Governors (BOG) seats, and stakeholder advisory committee agendas. Ms. McFerson called for equitable representation, a general consensus on agenda items, and adherence to the Brown Act. She urged that all ECAC chairs be consulted about agendas and emphasized the need for diverse input, particularly given disparities in health outcomes among different racial groups. The Agenda for today's meeting was approved.	Approved. 9 AYES (Byrd, Cordero, McClain, Poz, Rabaja, Refugio, Rodriguez, Salazar, and Lebron)
APPROVE MEETING MINUTES		
		Approved. 9 AYES (Byrd, Cordero, McClain, Poz, Rabaja, Refugio,

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	The October 9, 2024 Meeting minutes were approved.	Rodriguez, Salazar, and Lebron)
	STANDING ITEM	
UPDATE FROM CHIEF EXECUTIVE OFFICER	John Baackes, <i>Chief Executive Officer</i> , gave the following update: Mr. Baackes announced that this meeting would be his last due to a scheduling conflict in	
	December. He highlighted the significance of Proposition 35, which recently passed with strong voter support. This measure increases funding for the base reimbursement rates for Medi-Cal providers for the first time in decades, aiming to improve the participation of primary care doctors, specialists, and hospitals in the program. Mr. Baackes acknowledged L.A. Care's effort to support bringing the proposition to voters and emphasized its importance for the 15 million Californians who rely on Medi-Cal.	
	Mr. Baackes expressed concerns about potential federal policy changes, such as proposed work requirements for Medi-Cal eligibility and block grants that could reduce federal funding. He noted these proposals could adversely affect Medi-Cal participants, many of whom work full-time but earn below the eligibility threshold. He highlighted L.A. Care's role in safeguarding health care access amid these uncertainties.	
	Reflecting on his retirement, Mr. Baackes commended the grassroots success of Proposition 35 as a lesson in collective action. He expressed regret about retiring during a pivotal time and reassured members that he would attend upcoming RCAC meetings before his departure. He concluded by thanking members for their service and dedication to L.A. Care's mission, emphasizing their critical role in representing community interests.	
	PUBLIC COMMENT Elizabeth Cooper stated that as a consumer and registered voter, she emphasizes the importance of civic participation and the consequences of elections. She shared her diligence in staying informed, specifically regarding initiatives like Proposition 35, which she supported after reviewing its pros and cons. Ms. Cooper expressed disappointment with the ECAC, RCACs, and L.A. Care staff for the lack of communication about the Chief Executive Officer's retirement and the process for selecting his successor. She acknowledged not always agreeing with the CEO's policies but stressed the importance of transparency and accountability, particularly for advocates like herself. She urged the ECAC to ensure that the new CEO introduces themselves to the members, recognizing the vital role members play in sustaining the organization.	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
TIEW, TRECEIVIER	Additionally, she called for greater accountability from leadership, including adherence to the ADA and democratic principles, to foster better engagement and trust.	
	Andria McFerson noted the importance of L.A. Care's service contracts aligning with state healthcare regulations to implement effective policies that improve healthcare and public health systems. She advocated for stakeholder involvement in decision-making processes, particularly concerning Proposition 35 and future policy changes. Ms. McFerson also expressed gratitude and well wishes for the departing CEO, acknowledging her reputation as a passionate healthcare advocate. She asked for more information regarding Prop 35.	
	Aida Aguilar inquired about the CEO's potential availability to address significant issues that may arise during the leadership transition after his retirement. She also asked if he would be part of the committee involved in the interview process for selecting a new CEO and sought clarification on the timeline for his full departure from L.A. Care.	
	Mr. Baackes assured Ms. Aguilar that he would remain available in a consulting role during the leadership transition, emphasizing his commitment not to leave the organization without ensuring a smooth transition. While he provided the board with a recommendation for his successor, he noted that he was not included in the Board's search process. He also stated that if no successor is in place by early January, he would stay to ensure continuity and facilitate an overlapping transition period, highlighting the challenges he faced when he assumed the role.	
	Member Byrd stated that the RCAC members will miss him and wished they would have known it would be his last meeting and gotten him a cake. She inquired about the primary care doctor program he spoke about. Mr. Baackes responded that Proposition 35 outlined categories for funding, such as primary care, specialty care, and emergency rooms, but did not specify how the funds would be distributed. He noted that the Department of Health Care Services is required to form a stakeholder group to help decide the allocation of funds. He also noted that L.A. Care would advocate for equitable distribution during this process.	
	Member Refugio said that she is sad to see Mr. Baackes' departure and wished him well in his retirement. She voiced concerns about potential changes to Medi-Cal under the new presidential administration and acknowledged Mr. Baackes' consistent support for member suggestions and contributions. She thanked him for always being supportive and having their backs.	

and positive sense of hun lives of those around him future endeavors. Member Lebron thanked wished him an enjoyable missed. Mr. Baackes expr	d gratitude to Mr. Baackes for his years of exceptional leadership nor, noting the significant impact he had on the company and the a. His presence will be missed and she wished him the best in his Mr. Baackes, noting his humility and accessibility to members. She life, expressed hope for his blessings, and that he would be greatly	
wished him an enjoyable missed. Mr. Baackes expr		
	essed his intention to continue enjoying life, mentioning his his new granddaughter in Philadelphia, born just over a week ago.	
people-person who truly advocacy, and noted that personal story of their first wonderful conversation by	sed her deep gratitude for Mr. Baackes, describing him as a genuine cares. She appreciates his openness and support, especially in his door was always open to address concerns. McClain shared a st meeting, where she sat next to Mr. Baackes at an event and had a before he revealed his role as CEO. McClain concluded by thanking self and his title, saying he will be missed.	
REPORT PUBLIC COMMENT Elizabeth Cooper state from the two ECAC be due to time limitations regarding the selection Cooper emphasized th particularly in relation disabilities. She urged more with members an CEO selection process Andria McFerson raise discussion regarding to questioned if this topic	ed she is disappointment regarding the lack of a report pard representatives at the Board of Governors meeting. She raised concern about the lack of communication of a new CEO and the absence of input from members. That the member voices have not been considered, to issues like COVID and flu vaccinations for those with the Chairperson and Board representatives to engage and ensure better communication, especially regarding the	

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	endangered member health and safety. Ms. McFerson urged the board to consider funding for advisory organizations that have been impacted by these decisions.	
ECAC CHAIRPERSON'S REPORT	Chairperson Rodriguez presented Motion ECA 100.1224 (A copy of the list of RCAC members can be obtained from CO&E.):	
	ECA 100.1224 Motion to recommend approval of the following candidate (s) for RCAC membership.	
	PUBLIC COMMENT Aida Aguilar asked if the new members were on a waiting list, were they interviewed by a selection committee, and can she have a list of vacant RCAC positions. Mr. Meza responded that all RCAC members go through the same approval process.	
	Elizabeth Cooper expressed concern about the lack of diversity within her RCAC, noting that she is the only African American member, which she feels is not representative of America's diversity. She suggested that the recruitment process should focus more on diversity to bring in a broader range of ideas. Ms. Cooper shared that she sometimes feels alone in her efforts and hopes that actions can be taken to create more diversity and inclusivity within the RCACs. Dr. Eakins responded to Ms. Cooper's concern about diversity, assuring her that the staff is actively working on addressing the issue. She mentioned a new program launching in January, using a software company called Impulse to send text messages to individuals based on key demographic indicators like age, race, and zip code. This initiative aims to recruit diverse members for the community advisory committees. The program has launched, and while the data is still being collected, Dr. Eakins said she hopes for positive results and she will provide more information in January.	
	Andria McFerson spoke about the importance of establishing a fair and transparent process for selecting stakeholders for L.A. Care Health Plan. She argued that stakeholders should be chosen by the community, not by staff or any committee, and that RCACs should be involved in shaping recommendations for county-wide health care system goals. She suggested that RCACs should be consulted on changes, provide input directly to the Board of Governors, and have their recommendations reviewed by the ECAC before being presented to the Board. Ms. McFerson advocated for a democratic process that includes input	

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TIEM/PRESENTER	from all members and aims to improve communication, objectives, and healthcare outcomes. She suggested using third-party surveys, including text messages, to gather input.	
	Demetra Saffore stated she supports Ms. Cooper's comments about the need for greater diversity in the RCAC, pointing out that currently, only Latino individuals are being selected. She also mentioned that there is only one African American on RCAC 1 and shared an example where a person she referred months ago for membership did not receive a call back.	
	Member Byrd stated that when she joined the RCACs she asked where the African American members were and she was told that the response from potential members was that they were ashamed to be on Medi-Cal. She doesn't agree with that statement. It has now been five years and the membership diversity remains the same.	Approved.
	Member Lebron shared her concern about the process for applying to the RCAC, noting that when he referred someone, the person was told to apply online without clear guidance. He emphasized the importance of diversity, including people from Asian communities and other backgrounds, and highlighted the need for interpretation services to ensure broader participation in the process.	8 AYES (Cordero, McClain, Poz, Rabaja, Rodriguez, Salazar, Lebron, and Romo)
	ECA 100.1224 Motion to recommend approval of the following candidate (s) for RCAC membership.	1 ABSTENTION Byrd
HEALTH PROMOTERS PROGRAM UPDATE	 Tanisia Johnson, MPH, CLE, Supervisor, Health Promoters Program, Health Promoters Program Update (a copy of the report can be obtained from CO&E). The update covered the following key points: Self-Measured Blood Pressure Program: Aimed at African-American and Latino L.A. Care members, this 6-week program educates participants on blood pressure monitoring and provides free monitors. Digital Health Promoters: The program involved a pilot where six Digital Health Promoters shared COVID-19-related content on social media to increase engagement and vaccination rates. The results showed significant growth in engagement metrics. 	

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	 L.A. Care Collaborations: These include partnerships with the American Cancer Society for breast cancer awareness, as well as workshops for colorectal cancer screening in collaboration with the American Cancer Society and Alta Med. Asthma Education Workshops: Spanish-language asthma education is provided at various CRCs, with participants receiving free Peak Flow Meters for home use. Community Events: These include food distribution programs and collaborations aimed at improving food security and providing support at various community events. PUBLIC COMMENT Fresia Paz stated that she is interested in applying. She has been inquiring about joining since 2014. 	
	Ms. Johnson asked staff to forward her information to her. Elizabeth Cooper spoke about the importance of making the Health Promoters Program more accessible and effective. She suggests that presentations should be held at each RCAC to better inform members about the services available. She noted that while the programs are beneficial, some people cannot attend due to distance or other barriers. She stressed that for these programs to be successful, RCAC members should also be educated and involved, as they play a key role in community outreach.	
	Member Byrd asked if the current members age out of the program, she noted that there doesn't seem to be room for other members to join. Ms. Johnson responded to Member Byrd by explaining that the Health Promoters Program underwent restructuring. Initially, there were 27 health promoters, but after an interview process, the number was reduced to 18 due to personal commitments from some individuals. She clarified that there are no term limits for health promoters, and those interested in joining the program go through an application process. Ms. Johnson noted that the current health promoters have developed significantly with more structured programming and enhanced skills compared to seven years ago.	
	Member Poz suggested that health promoters receive additional training in a broader range of topics, not just health issues but programs for dual-eligible individuals (Medicaid and Medicare). She highlighted the importance of addressing communication issues, especially around Indian Health Services (IHS) and training health promoters to guide people on where to go for assistance. She noted that many people struggle with managing internet	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
,	resources, so having promoters trained in these areas would be beneficial. Ms. Johnson asked that any suggestions be sent to CO&E staff so that she can read and track them.	
MEMBER ISSUES	Mr. Vicente read a comment on behalf of Member Sales, which spoke about concerns raised by members during the October 16 meeting about long wait times for appointments and the challenges of being referred to specialists or clinics far from their homes. Some members reported waiting up to three months for appointments and being sent to distant clinics. This points to significant gaps in accessibility and the timeliness of care. While members were aware of how to advocate for themselves by contacting member services for alternative providers, it was recognized as a broader systemic issue. The members emphasized the importance of timely and conveniently-located healthcare appointments. They are interested in exploring the issue further and may propose a motion to address it in the future, seeking feedback from other regions to inform next steps.	
	PUBLIC COMMENT Andria McFerson discussed the importance of the L.A. County Emergency Response Program to address homelessness, and emphasized the need for proper evaluation and appropriate placement for those in need, such as victims of domestic violence or people who lost their job. She shared a personal experience of feeling discriminated against within the L.A. Care low-income health plan. She described being mistreated at Cedar Sinai, where she was belittled and thrown out despite seeking care for muscle spasms. Additionally, she mentioned the challenges faced by Ms. Saffore, a member who struggled for weeks to receive a referral for a potential skin cancer diagnosis, and expressed concern about the delays in care and difficulty in obtaining external assistance. Ms. McFerson noted the need for better treatment and quicker resolution of issues within the healthcare system. Member McClain asked if she had spoken to a Field Specialist. She apologized for the way was she was treated.	
	OLD BUSINESS	
MOTION FROM RCAC 8	Tonya Byrd, RCAC 8 Chair, presented a motion from RCAC 8. PUBLIC COMMENT Elizabeth Cooper stated that she has a concern, her son is disabled and Hoyer Lifts are dangerous for him. He is an L.A. Care member and has trouble getting in and out of bed. She said she does not seem to get any input on this issue.	

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TIEMITRESENTER	Andria McFerson said that she approves of the motion, because there are many people that need the lift. She said she looks forward to approving other motions as well. Member McClain stated that only members of the committee can vote to approve the motion. Member Byrd stated that it would be nice to have someone do an in-service visit. She said it was very helpful to her. Ms. Gonzalez stated that the Board recently approved a motion to fund lift tables. She asked if this is related to that. She is not clear what this is asking. Member McClain stated that they approved lift tables with scales but not a Hoyer Lift. That is why it is being brought to the table. The committee would like this grant added to the previous request for lift tables. She said that it is a need and has used it in the past. Members stated that they have had issues because they may not have family members present to assist them. Motion ECA 101.1224 Hoyer lifts or electronic lifts should be added to the Community Health Investment Fund program to aid with patients in getting on and off examination tables. The motion includes that providers who receive funding for these Hoyer Lifts or electronic lifts will receive training on how to use them effectively.	Approved. 9 AYES (Byrd, Cordero, McClain, Poz, Rabaja, Refugio, Rodriguez, Salazar, and Lebron)
	NEW BUSINESS	
COVERED CALIFORNIA PRESENTATION	 Karen Rios, Manager, Territory Sales, gave a presentation about Covered California (a copy of the report can be obtained from CO&E). The 2025 L.A. Care Benefit Rollout presentation highlighted key aspects of the health plan for the upcoming year: Mission and Vision: L.A. Care Health Plan, serving over 2.5 million members, continues its mission to provide affordable, quality healthcare to vulnerable and low-income communities in Los Angeles County. Affordable Plans: L.A. Care is offering the most affordable health plan across all metal levels, with a modest 6.2% increase in rates for 2025. Plans provide comprehensive benefits, including \$0 preventive services, and are available through Covered California. 	

AGENDA ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
TIEW/FRESENTER	 Medi-Cal and Eligibility: Medi-Cal eligibility remains based on Federal Poverty Levels (FPL), covering a wide range of individuals, including low-income families, seniors, and those needing long-term care. Additionally, DACA recipients will be newly eligible for health plans through Covered California. Expanded Silver 73 Plan: Covered California has expanded eligibility for the enhanced Silver 73 Cost Share Reduction plan, making it available to more people above 200% FPL. Plan Features: The plans offer a wide range of benefits, including telehealth, nurse advice lines, chronic disease management programs, and wellness rewards. Members can earn up to \$215 in rewards through health initiatives. Provider Network: L.A. Care has a vast provider network, including over 3,000 primary care providers, 12,000 specialists, and 200+ clinics. The plan offers an online provider directory for easy access to healthcare providers. Community Resource Centers: The health plan provides access to community resource centers offering free health and wellness programs to the public in various locations across Los Angeles County. PUBLIC COMMENT Elizabeth Cooper expressed appreciation for the presentation but raised concern about the lack of diversity in the staff, particularly regarding African Americans. She noted that she has not seen any African American staff members at the resource center and emphasized the importance of diversity in staffing. While she supports the program, she pointed out the disparity and requested a report from the director on the number of African Americans employed at the resource center. Additionally, she inquired whether there are staff members with disabilities working there. Ms. Rios thanked Ms. Cooper for raising important points and clarified that while the focus of the presentation was on the territory field representatives, the community resource centers are also highlighted. She mentioned managin	
	FUTURE AGENDA ITEM SUGGESTIONS	
	Member Refugio asked for a presentation on different health conditions and the Hoyer Lift tables.	

AGENDA		ACTION TAKEN
ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	MOTION TIME
	Member Poz asked if they can receive a presentation on changes on benefits and resources	
	for dual members.	
	Member Salazar asked for a presentation on the asthma program.	
	PUBLIC COMMENTS	
	PUBLIC COMMENT Elizabeth Cooper said that she would like to wish everyone a happy Thanksgiving. She is happy to participate and give her voice. She thanks the staff for listening to her. Sometimes they think she does not agree but she is there for public comment. She hopes one day they will hold an emergency training and have emergency kits. She thanked the Chair and Vice Chair. She thanked staff for their help and the presenters. Ms. Pozos read the following public comment on behalf of Andria McFerson: For the record my name is Andria McFerson from RCAC 5 please honor my ADA rights by giving an extra minute The Epilepsy Foundation has celebrated November as NEAM since 1969, and in 2003, Congress officially declared it as such. The goal of NEAM is to raise awareness of epilepsy and seizures, reduce stigma, and help people feel supported. Happy NATIONAL EPILEPSY MONTH and hopefully in the future we can work together to have monthly events supporting positive causes like supporting epileptic people next year November 2025. February Is Black History Month, Lupus and Osteoporosis month May has National Women's Health Week starts each year on Mother's Day to encourage women and girls to make their health a priority. Many women experience conditions fibroids, diseases of the bones, joints, muscles, and skin to take care of their health. Sept 15th to Oct 15th National Latino heritage month. and many others but, no one could make that decision but the RCAC's with their own \$5,000 funding that each one receives. So please during the next meeting ask staff to have a motion on the agenda to approve a rule in your RCAC to obtain a yearly schedule for this fiscal year and if it is approved ask the members for suggestions, then approve them according to this fiscal which ends in the middle of next year and have a planning meeting with staff as soon as possible.	

AGENDA		ACTION TAKEN	
ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS		
ADJOURNMENT			
ADJOURNMENT	The meeting was adjourned at 1:05 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

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Ana Rodriguez, TTECAC Chair	
Date	

AGENDA		ACTION TAKEN
ITEM/PRESENTER	MOTIONS / MAJOR DISCUSSIONS	
	ADJOURNMENT	
ADJOURNMENT	The meeting was adjourned at 1:05 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

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Ana Rodriguez, TTECAC Cha	ir
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