North Los Angeles County Regional Center

Consumer Advisory Committee Meeting Minutes
February 6, 2018

Present:  Pam Aiona, Lesly Forbes, and Jessica Gould – Committee Members

Mary Jo Fernando, Patty Hartnett, Steve Miller, Ameniah Torres, and Mariah Walton – Guests

Jennifer Kaiser and Jose Rodriguez – Staff Members

Absent:  Adam Stokes

1. Call to Order & Introductions

Lesly Forbes, CAC chair, called the meeting to order at 2:00 p.m. and introductions were made.

2. Public Input – There was no public input.

3. Consent Items

A. Approval of Agenda

A new item 4.A. was added to the agenda.

M/S/C (J. Gould/P. Aiona) To approve the agenda as modified.

B. Approval of Minutes of January 2nd Meeting

M/S/C (J. Gould/P. Aiona) To approve the minutes as presented.

4. Committee Business

A. Report on LA Care Meeting (Mary Jo)

L.A. Care health plan is unique. Committed to the promotion of accessible, affordable and high quality health care, L.A. Care is an independent local public agency created by the State of California to provide health coverage to low-income Los Angeles County residents. L.A. Care is governed by 13 board
members representing specific stakeholder groups, including consumer members, physicians, federally qualified health centers, children’s health care providers, local hospitals and the Los Angeles County Department of Health Services. Over the past year, L.A. Care’s Board of Governors led the health plan to achieve new heights, including:

1. Adopting a strategic vision to better serve members’ needs with specific milestones for the next 3 years.
2. Launching the Antelope Valley direct network to enhance member experience and build an even more efficient provider network in an area where more than 100,000 of underserved members live.
3. Issuing plastic member identification cards to ensure quick access to necessary medical information and phone numbers in response to member feedback.
4. Being named the largest health plan in Los Angeles County, based on membership, by the Los Angeles Business Journal, based on membership.
5. Receiving National Committee for Quality Assurance (NCQA) accreditation, as well as the NCQA Multicultural Health Care Distinction award for its Medi-Cal and L.A. Care Covered product lines.
6. Holding the first ever offsite board meeting in the Antelope Valley to ensure these members’ voices were heard.

In 1999, the Board of Governors established 11 consumer advisory groups across LA County to ensure that the communities served by LA Care would be involved in the design and delivery of the managed care program. Mariah Walton, field specialist with LA Care, announced that this year, LA Care’s consumer advisory committees are focused on improving diabetes prevention and/or management and LA Care is offering a funding opportunity, up to $5,000, for nonprofit agencies to meet this goal. Mariah provided the CAC with applications to join a consumer advisory committee and to apply for the funding to improve diabetes prevention.

B. Presentation: Legislative Educators
1. **Results of the Needs Assessment Survey**: Steve Miller, one of the center’s 2 legislative educators, reported that over 1,600 people completed needs assessment surveys. The results show that we have a lot of work to do! Steve was hoping that the CAC would consider leading the charge with other consumer groups and legislators to improve the 2 main issues identified, which were:

   a. **Public Transportation**: CAC members could go to Access Services and Metro meetings and invite other consumers to go with them! Or better yet, join with other consumer groups and invite representatives from Access and Metro to a meeting so you can discuss your concerns with them.

   b. **Personal Safety**: The survey results showed that some consumers are afraid to go outside at night. CAC members could collaborate with other consumer groups and invite police officers to their meetings for disability awareness information. There is power in numbers!

   **Action**: Lesly will go to the next NLACRC Self-Advocacy meeting and the next Self-Advocacy Board of LA County meeting to ask for their help in forming a group and inviting representatives from Metro and Access Services to a meeting.

2. **Effective Techniques for Self-Advocates**: The first one would be how to write letters and who they should be sent to.

   **M/S/C** (J. Gould/P. Aiona) Jessica will work with Steve Miller and Michelle Heid on a letter-writing campaign for consumers to restore suspended services, such as camp and social/recreational activities.

C. **Report on January 12th ARCA CAC Meeting** (Jessica)

   The committee is also having a letter-writing campaign to restore the suspended services.

D. **Future Plans for the CAC**

   As was discussed at the last CAC meeting, the format of this committee is going to change starting July 1st. Now that more consumers are getting jobs, having a meeting in the middle of the day does not seem to make sense. As a result, the
CAC now only has 4 members. Jose and Jennifer met with George Stevens to discuss the new format. George will be going to the NLACRC Self-Advocacy Group meeting in March to talk with them about it and get their input.

E. Reports on Employment, Transportation, Legislation and Housing (All)

1. **Access Services CAC Meeting**: The next meeting will be held Tuesday, February 13th, from 1:00 to 3:00 p.m. at the Metro building in downtown LA.

2. **Job Fair**: Jose attended a job fair and there were a lot of companies there looking for applicants, including UPS, FedEx, Crysallis, New Horizons and other NLACRC service providers.

3. **“Hero Hired” Career & Resource Fair**: Will be held Thursday, February 15th, from 10:00 a.m. to 2:00 p.m. at LA Valley College. Over 60 employers will be there!

4. **Cal-TASH Conference**: Pam announced that she will be going to Sacramento and meeting with legislators at the end of this month.

**Action**: Pam will give a report on her trip to Sacramento at next month’s CAC meeting.

F. Training/Presentation Calendar for FY 2017-18

There are currently no trainings or presentations scheduled for the last 4 CAC meetings.

G. Updated Event Calendar

The annual Abilities Expo will be held February 23-25 at the LA Convention Center. Admission is free! Lesly suggested bringing your own food and drinks because the ones they sell there are expensive.

H. Review Agenda for Board of Trustees Meeting (Jennifer)

Copies of the agenda for the February 14th board meeting were provided and Jennifer reviewed it with them. Board meetings are open to the public and anyone can attend.

5. Identify Agenda Items for the Next Board Meeting
The following item was identified for the CAC’s section of the February 14th board meeting agenda:

A. Minutes from the February 6th Meeting

6. Announcements / Information / Public Input

A. CAC Attendance Sheet
   Copies of the updated attendance sheet is always included in the meeting packet. CAC members cannot miss 3 meetings in a row or 5 meetings in a 12-month period.

B. Next Meeting: Tuesday, March 6, at 2:00 p.m.

7. Adjournment

Lesly adjourned the meeting at 3:38 p.m.

Submitted by,

Jennifer Kaiser

Jennifer Kaiser
Executive Assistant

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