

**NOTICE OF A
REGULAR MEETING OF THE
CALOPTIMA BOARD OF DIRECTORS'
MEMBER ADVISORY COMMITTEE**

**THURSDAY, JULY 13, 2017
2:30 P.M.**

**CALOPTIMA
505 CITY PARKWAY WEST, SUITE 109-N
ORANGE, CALIFORNIA 92868**

AGENDA

This agenda contains a brief, general description of each item to be considered. The Committee may take any action on all items listed. Except as otherwise provided by law, no action shall be taken on any item not appearing in the following agenda.

Information related to this agenda may be obtained by contacting the CalOptima Clerk of the Board at 714.246.8806 or by visiting our website at www.caloptima.org. In compliance with the Americans with Disabilities Act, those requiring special accommodations for this meeting should notify the Clerk of the Board's office at 714.246.8806. Notification at least 72 hours prior to the meeting will allow time to make reasonable arrangements for accessibility to this meeting.

I. CALL TO ORDER
Pledge of Allegiance

II. ESTABLISH QUORUM

III. APPROVE MINUTES

- A. Approve Minutes of the May 11, 2017 Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee (MAC)

IV. PUBLIC COMMENT

At this time, members of the public may address the Committee on general topics. Public Comment on posted item(s) will follow staff presentation of the item(s) to the Committee. If you wish to speak on an item contained in the agenda, please complete a Public Comment Request Form(s) identifying the item(s) and submit the form to the assistant to the MAC. When addressing the Committee, it is requested that you state your name for the record. Please address the Committee as a whole through the Chair. Comments to individual Committee members or staff are not permitted. Speakers will be limited to three (3) minutes.

V. CEO AND MANAGEMENT REPORTS

- A. Chief Executive Officer (CEO) Report
- B. Chief Medical Officer Update
- C. Chief Operating Officer Update

- D. Network Operations Update
- E. Federal and State Legislative Update

VI. INFORMATION ITEMS

- A. MAC Member Updates
- B. MAC Member Presentation on ResCare Workforce Services
- C. Behavioral Health Integration Update – Depression Screening
- D. Community Engagement
- E. New Member Orientation Overview

VII. COMMITTEE MEMBER COMMENTS

VIII. ADJOURNMENT

MINUTES

REGULAR MEETING OF THE CALOPTIMA BOARD OF DIRECTORS' MEMBER ADVISORY COMMITTEE

May 11, 2017

A Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee (MAC) was held on May 11, 2017, at CalOptima, 505 City Parkway West, Orange, California.

CALL TO ORDER

Chair Mallory Vega called the meeting to order at 2:40 p.m. Lisa Workman led the Pledge of Allegiance.

ESTABLISH QUORUM

Members Present: Mallory Vega, Chair; Suzanne Butler; Sandy Finestone; Connie Gonzalez; Donna Grubaugh; Sally Molnar; Patty Mouton; Jaime Muñoz; Carlos Robles; Christina Sepulveda; Sr. Mary Therese Sweeney; Christine Tolbert; Lisa Workman

Members Absent: Victoria Hersey; Velma Shivers

Others Present: Michael Schrader, Chief Executive Officer; Phil Tsunoda, Executive Director, Public Affairs; Ladan Khamseh, Chief Operating Officer; Belinda Abeyta, Director, Customer Service; Candice Gomez, Executive Director, Program Implementation; Emily Fonda, MD, Medical Director; Richard Bock, MD, Deputy Chief Medical Officer; Michelle Laughlin, Executive Director, Network Operations; Sessa Mudunuri, Executive Director, Operations

MINUTES

Approve the Minutes of the March 9, 2017, Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee

Action: On motion of Member Donna Grubaugh, seconded and carried, the MAC approved the minutes as submitted.

PUBLIC COMMENT

There were no requests for public comment.

Ladan Khamseh introduced two new CalOptima executives, including Michelle Laughlin, Executive Director, Network Operations and Sessa Mudunuri, Executive Director, Operations.

REPORTS

Consider Approval of Fiscal Year (FY) 2016-2017 MAC Accomplishments

Chair Vega presented the MAC's FY 2016-2017 Accomplishments for approval. The Accomplishments will be presented to the Board of Directors at the June 1, 2017 meeting.

Action: *On motion of Member Patty Mouton, seconded and carried, the MAC approved the FY 2016- 2017 MAC Accomplishments as submitted.*

Consider Approval of FY 2017-2018 MAC Meeting Schedule

Chair Vega presented the FY 2017-2018 meeting schedule for approval.

Action: *On motion of Member Sandy Finestone, seconded and carried, the MAC approved the FY 2017- 2018 MAC Meeting Schedule as submitted.*

Consider Approval of FY 2017-2018 MAC Goals and Objectives

Member Christine Tolbert presented the FY 2017-2018 MAC Goals and Objectives for approval. Member Tolbert reported that the Goals and Objectives Ad Hoc, composed of Members Sally Molnar, Patty Mouton and Christine Tolbert, met on April 6, 2017 to develop the MAC goals and objectives for FY 2017-18. The Goals and Objectives will be presented to the Board of Directors at the June 1, 2017 meeting.

Action: *On motion of Member Sally Molnar, seconded and carried, the MAC approved the FY 2017- 2018 MAC Goals and Objectives.*

Consider Recommendation of MAC Slate of Candidates and FY 2017-2018 Chair/Vice Chair

Member Sally Molnar presented the Nominations Ad Hoc Subcommittee's recommended slate of candidates, and the candidates for FY 2017-2018 MAC Chair and Vice Chair. The ad hoc, composed of members Connie Gonzalez, Velma Shivers and Sally Molnar, convened on April 19, 2017. After reviewing the applications and selecting a candidate for each seat, the Nominations Ad Hoc recommended the reappointment of the following candidates for a term effective July 1, 2017 through June 30, 2019: Sandy Finestone as the Adult Beneficiaries Representative; Patty Mouton as the Medi-Cal Beneficiaries Representative; Suzanne Butler as the Persons with Disabilities Representative; Carlos Robles as the Recipients of CalWORKs Representative; and Mallory Vega as the Seniors Representative. The ad hoc also recommended the appointment of Ilia Rolon as the Family Support Representative for a two-year term ending June 30, 2019.

Action: *On motion of Member Donna Grubaugh, seconded and carried, MAC approved the slate of candidates as presented.*

The Nominations Ad Hoc recommended the appointment of Sally Molnar as the FY 2017-2018 MAC Chair.

Action: *On motion of Member Patty Mouton, seconded and carried, MAC approved the FY 2017-2018 Chair as recommended.*

The Nominations Ad Hoc recommended the appointment of Patty Mouton as the FY 2017-2018 MAC Vice Chair.

Action: *On motion of Member Sally Molnar, seconded and carried, MAC approved the FY 2017-2018 Vice Chair as recommended.*

Consider Reclassification of MAC Long-Term Care Seat

Chair Vega reported that the Department of Health Care Services (DHCS) is enacting regulations to integrate Long-Term Services and Supports (LTSS) into Medi-Cal managed care plans and correspondingly, Member Advisory Committees, effective July 1, 2017. To better represent members that require all types of long-term services, MAC considered reclassifying the Long-Term Care (LTC) representative to a Long-Term Services and Supports representative. The recommendation to consider reclassification of the MAC Long-Term Care seat will be presented to the Board of Directors for consideration at the June 1, 2017 meeting.

Action: *On motion of Member Patty Mouton, seconded and carried, MAC approved the reclassification of the MAC LTC seat to a LTSS seat.*

CHIEF EXECUTIVE OFFICER AND MANAGEMENT TEAM DISCUSSION

Chief Executive Officer Update

Michael Schrader, Chief Executive Officer, reported that CalOptima is working on the FY 2017-2018 budget effective July 1, 2017. The Board of Directors' Finance and Audit Committee will review the proposed budget before the Board of Directors considers it on June 1, 2017.

Mr. Schrader reported that CalOptima recently received the Medi-Cal rates from the state for Medi-Cal Classic and Medi-Cal Expansion (MCE) members. The rates include a \$117 million reduction: a \$55 million reduction to Medi-Cal Classic rates, and a \$62 million reduction to MCE. Mr. Schrader noted that the reduction to the MCE members was anticipated. The state has paid higher rates for MCE members even though the acuity, health needs and utilization are the same as the Medi-Cal Classic members. CalOptima sent a letter to the state contesting the rate reduction, noting that the rates do not match the information CalOptima submitted to the state. Mr. Schrader reported that CalOptima would not lower the physician rates or the hospital rates; however, staff proposes lowering the capitation rates paid to health networks for hospital services for MCE members.

Chief Medical Officer Update

Dr. Bock, Deputy Chief Medical Officer, provided an update on CalOptima's continuing efforts to mitigate the opioid problem. CalOptima is actively participating countywide with the public health agency, hospitals, prescribers, community clinics, emergency rooms and medical associations to address the issue. Dr. Bock reported that CalOptima recently introduced new guidelines and restrictions on combining sleep/anxiety medications with opioids. He added that other pharmacy-related programs include placing restrictions on the amount and length of opioid prescriptions and limiting members to a single prescriber or pharmacy for their opioid prescriptions. In addition, CalOptima has held three physician education forums and conducted various outreach activities to reduce opioid overutilization and boost provider office-based addiction treatment. CalOptima submitted an editorial written by Dr. Bock that was recently published in the *Orange County Register*. In response to Member Sweeney's question regarding appropriate usage of opioids, Dr.

Bock responded that opioids are best used for an acute situation, such as broken bones or surgeries, but prescriptions should be limited to three to five days.

Marsha Choo, Manager, Quality Improvement Initiatives, presented an update on CalOptima's member/provider quality incentive initiatives. CalOptima has developed a women's health campaign to target screenings for cervical cancer and breast cancer, as well as post-partum screenings. Eligible CalOptima members may receive a gift card for getting the appropriate screening. In addition, CalOptima's Communications and Quality Analytics departments are working together to issue a public service announcement on cervical cancer screenings.

Chief Operating Officer (COO) Update

Ladan Khamseh, COO, announced that CalOptima closed auto-assignment for the CalOptima Community Network (CCN); however, CCN is still available for existing member selection and through family link.

Network Operations Update

Michelle Laughlin, Executive Director, Network Operations, announced that CalOptima is launching a screening program for clinical depression in adolescents. Approximately 600 primary care doctors will be able to provide a health questionnaire that includes behavioral health questions for adolescents twelve years of age.

Federal and State Legislative Update

Phil Tsunoda, Executive Director, Public Affairs, reported that the House of Representatives passed H.R. 1628, the American Health Care Act, noting that the Congressional Budget Office would release its cost estimate of the proposed bill during the week of May 22, 2017.

Mr. Tsunoda announced that Governor Brown released his May Revision of the FY 2017-18 budget. The May Revision reauthorized Cal MediConnect through 2019, which is OneCare Connect in Orange County. Mr. Tsunoda explained that the tobacco tax initiative, Proposition 56, is estimated to generate up to \$1.2 billion in revenue in FY 2017-18. Despite recommendations to increase payment rates for Medi-Cal providers, the May Revision does not include an increase to providers, but proposes the funding for general obligations. A final budget is expected in June 2017.

INFORMATION ITEMS

MAC Member Updates

Chair Vega announced that Carlos Robles would present the MAC member presentation on ResCare Workforce Services at the July 13, 2017 meeting. Connie Gonzalez will tentatively present at the November meeting.

Group Needs Assessment

Pshyra Jones, Director, Health Education and Disease Management, presented highlights from the Group Needs Assessment (GNA), a standardized instrument that Medi-Cal managed care plans are required to administer to Medi-Cal members. The goal of the GNA is to improve health outcomes for members enrolled in Medi-Cal managed care, assist with program planning and ensure

members' needs are met. In addition, the GNA is conducted to identify members' health needs and health risks, evaluate cultural and linguistic needs and identify gaps in services.

Member Trend Report 2016

Janine Kodama, Director, Grievance and Appeals (GARS), presented the Member Trend Report for 2016, which outlined the trend rate for complaints (appeals/grievances) for the Medi-Cal program. Of the 2,693 grievances filed in 2016, 62% were due to quality of service. These issues include a member's perceived inconvenience or dissatisfaction with a delay in service or dissatisfaction with a provider or staff. CalOptima works with the health networks and providers to improve in these areas.

CBAS and SNF Satisfaction Survey Results

Laura Guest, Supervisor, Quality Improvement, presented the results from the 2016 Community Based Adult Services (CBAS) and skilled nursing facilities (SNF) surveys. Ms. Guest reported that nearly 1,000 CBAS surveys were returned, noting that 100% of the centers had an overall satisfaction rate of over 90%. The main areas of concern included dissatisfaction with the meals, problems with transportation and physical and/or occupational therapy not meeting the members' needs. The SNF survey results had an overall satisfaction rate of 77%, noting that dissatisfaction with dietary services was the chief issue.

Chair Vega announced that the next MAC meeting is Thursday, July 13, 2017 at 2:30 p.m.

ADJOURNMENT

Hearing no further business, Chair Vega adjourned the meeting at 4:00 p.m.

/s/Pamela Reichardt
Pamela Reichardt
Executive Assistant

Approved: July 13, 2017

ROADMAPS TO SUCCESS



Day 1: Foundation to Job Search

Who is ResCare?

- We are the leading Provider of Workforce Services, contracted by the County of Orange Social Services to provide Job Services
- ResCare has 4 Divisions: Workforce Services, Homecare Services, Residential Services, and Youth Services
- ResCare works with multiple companies on a national level, including:
 - CVS
 - Staples
 - Cheesecake Factory
 - Macy's
 - Sears

Who is ResCare?

- Locally we offer these services:
 - CalWORKS Orientation
 - Job Search Readiness
 - Workshop – RoadMaps to Success
 - Network Center
 - Talent Management Tools:
 - ResumePro
 - Talent Market
 - Supply & Demand Portal
 - Career Pathways

Who is ResCare?

- Locally we offer these services (continued):
 - Employment Support Services
 - Professional Clothing
 - Transportation
 - Basic Need Items
 - Housing Assistance
 - Resource Rooms
 - Other welfare-to-work activities

Your Job Search

80% of jobs are not advertised and remain hidden until a job seeker uncovers them.

Most job seekers only see about 3% to 5% of all available jobs when searching online job boards.

The Job Market



- Hidden Jobs
- Jobs in your view
- Advertised Jobs

ELMO Power of Language

E + L = M = O					
(E) Event	+	(L) Language	=	(M) Motivation =	(O) Outcome
Looking for a job		“There are no jobs for me. I’m not qualified for anything. No one will hire me.”		Feelings of frustration and hopelessness... ‘why bother’? Minimal effort will go into the job search.	No Job Unsuccessful
		“I know there are opportunities. If I work hard and commit to finding work, I know I’ll succeed.”		Feeling enthusiastic, confident and self-assured; will put more effort into the job search (and will be more likely to succeed).	Employed Successful

Thank you 😊



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IGT Depression Screening Initiative

Member Advisory Committee
July 13, 2017

Donald Sharps, MD
Medical Director, Behavioral Health

Screening for Depression in Children and Adolescents

- U.S. Preventive Services Task Force (USPSTF) B Grade* recommendation for screening for Major Depressive Disorder (MDD)
 - Adolescents ages 12 to 18 years
 - Screening should be implemented with adequate systems in place to ensure accurate diagnosis, effective treatment, and appropriate followup
- Focus on MDD because of serious impact it can have on the life of a child or teen, including an increased risk of suicide
- USPSTF found:
 - Screening tests can accurately identify MDD in teens ages 12 to 18
 - Treatment of MDD in teens identified through screening leads to improvements
 - Treatment includes counseling, medications, support programs, or a combination

*High certainty that net benefit is moderate or there is moderate certainty that the net benefit is moderate to substantial
2/16 USPSTF Final Recommendations

Screening for Depression in Children and Adolescents

- Best treatment for an individual depends on how severe the depression is and other considerations, such as life situation, health conditions, and preferences for treatment
- Determining the best approach to care should be a shared decision between the clinician, the teen, and his or her parents
- USPTF found:
 - Very little risk of harm from talk therapy and support programs to treat MDD
 - Potential harms of using medications to treat MDD in teens, but the likelihood of harms occurring are small if the treatment is closely monitored by a doctor

2/16 USPSTF Final Recommendations

CalOptima Depression Screening Initiative

- Depression screening has been part of pediatricians' preventive care
- To increase the rate of depression screenings CalOptima has begun a two-year physician incentive payment
 - For members 12 years of age
- Funded under the Intergovernmental Transfers (IGT)
- 641 Pediatricians were provided instructions, including
 - Depression screening tool, PHQ-A (PHQ-9 modified for adolescents) to optimize the implementation of the project
 - Directions for submission of a separate claim so they will receive an incentive pay

CalOptima Members turning 12 years old in 2017

Summary	Total
Number of members	16,760
Number of providers	641
Number of providers with over 100 members	40

CalOptima Depression Screening Initiative

Q1

- Q1 2017 interventions
 - Informational packet and process for handling claims
 - Coordinated with other CalOptima departments
 - 640 informational packets were mailed out to providers in May
 - Developed provider outreach strategies with Provider Relations team
- Barriers
 - Various codes reported in the system
 - Complexity of codes that resulted in an increased time and effort in establishing codes for the project
- Upcoming interventions
 - Provider Relations outreach to top 40 high volume providers
 - Monitor utilization to ensure project's objectives are met

PHQ-A (PHQ-9 Modified for Adolescent)

Instructions: How often have you been bothered by each of the following symptoms during the past two weeks ? For each symptom put an "X" in the box beneath the answer that best describes how you have been feeling.				
	(0) Not At All	(1) Several Days	(2) More Than Half the Days	(3) Nearly Every Day
1. Feeling down, depressed, irritable, or hopeless?				
2. Little interest or pleasure in doing things?				
3. Trouble falling asleep, staying asleep, or sleeping too much?				
4. Poor appetite, weight loss, or overeating?				
5. Feeling tired, or having little energy?				
6. Feeling bad about yourself - or feeling that you are a failure, or that you have let yourself or your family down?				
7. Trouble concentrating on things like school work, reading, or watching TV?				
8. Moving or speaking so slowly that other people could have noticed? Or the opposite – being so fidgety or restless that you were moving around a lot more than usual?				
9. Thoughts that you would be better off dead, or of hurting yourself in some way?				

In the **past year** have you felt depressed or sad most days, even if you felt okay sometimes?
☐ Yes ☐ No

If you are experiencing any of the problems on this form, how **difficult** have these problems made it for you to do your work, take care of things at home or get along with other people?
☐ Not difficult at all ☐ Somewhat difficult ☐ Very difficult ☐ Extremely difficult

Has there been a time in the **past month** when you have had serious thought about ending your life?
☐ Yes ☐ No

Have you **EVER**, in your WHOLE LIFE, tried to kill yourself or made a suicide attempt?
☐ Yes ☐ No

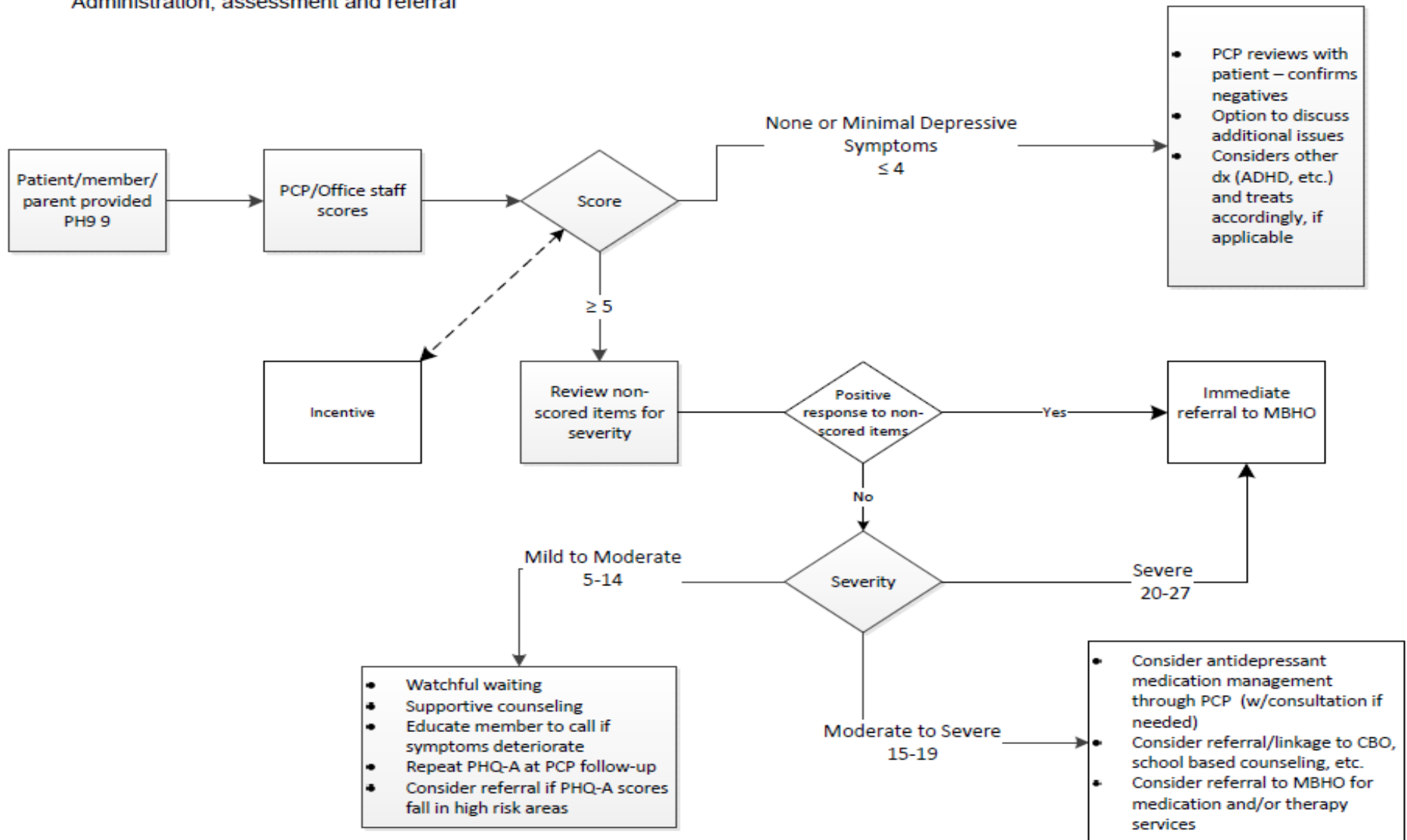
Severity score:



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Depression Screening Workflow

Adolescent PHQ 9
Administration, assessment and referral





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VIII. Questions?

CalOptima's Mission

To provide members with access to quality health care services delivered in a cost-effective and compassionate manner



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CalOptima in the Community

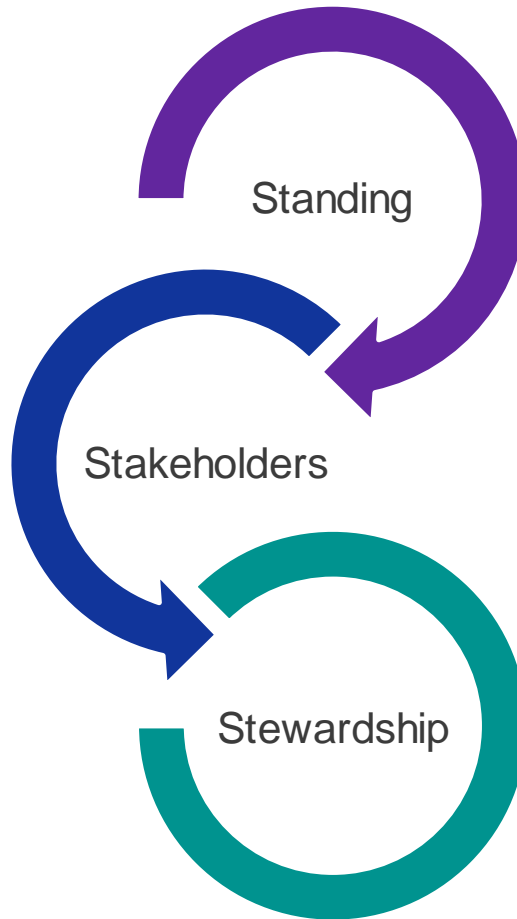
Member Advisory Committee

July 13, 2017

Cheryl Meronk

Director, Strategic Development

Community Engagement Goals



Community Involvement

- Create and maintain a positive influence and impact in the community by strengthening our community partnerships
- Community Partners:
 - Non-profit organizations: approximately 350 organizations
 - Faith-based/school-based groups: 56 groups
 - Family resource centers: 12 centers
 - Elected officials: more than 200 individuals
 - County agencies

Community Involvement

- Supporting our community partners and members
 - Attend 130 community meetings and collaborations annually
 - Supports and participates in nearly 200 community events annually
 - Provide more than \$45,000 in community event sponsorships annually



Community Involvement

- Host Community Alliances Forum to enhance community partnerships
 - Recognizing the value of collaboration with our partners
 - Total of 40 forums hosted
 - Total of 4,657 community partners participated



Community Involvement

- Works directly with approximately over 400 community-based organizations (CBOs) to provide:
 - Education seminars at County Community Service Center in Westminster
 - OneCare Connect Forums in partnership with senior centers
 - Town Halls and informational forums on initiatives and updates



Community Involvement

- *Community Connections* - a monthly electronic newsletter for community stakeholders
- Distributed to nearly 1,200 readers, representing local CBOs, non-profits, charities, local agencies, providers and other entities
 - Emailed second Tuesday of each month
 - On CalOptima's website in the Community section



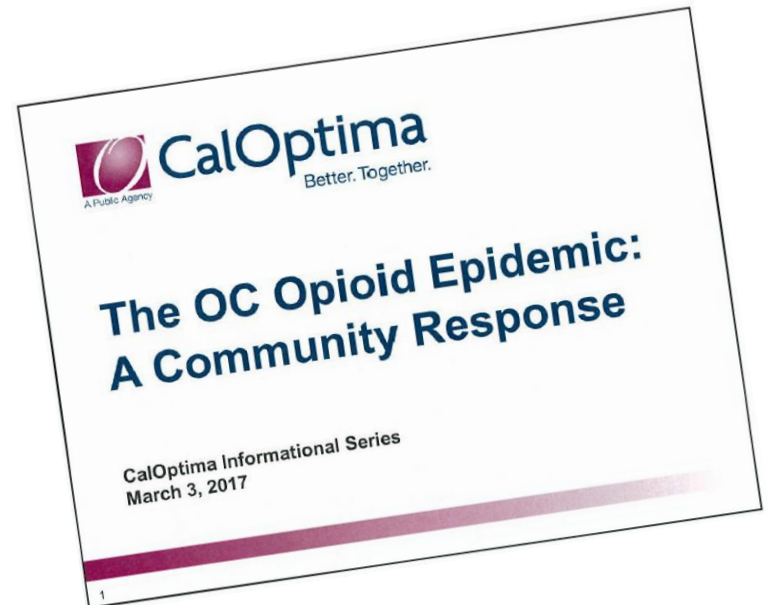
Community Involvement

- CalOptima Informational Series provides information to providers and community stakeholders about updates/changes to our health programs.
 - Offered 12 Quarterly Informational Series since July 2013

Most recent forum

June 9th –

**“Care Management:
How CalOptima
Supports Delivery of
Quality, Person-
Centered Care”**



Community Involvement



- CalOptima's Employee Activities Committee (EAC) promotes wellness and support the community.
- EAC organizes:
 - Food, diaper, and toy donations throughout the year to either the Salvation Army and Camp Pendleton
 - Participation and volunteering with fundraising walks (i.e. March of Dimes, Susan G. Komen, etc.)
 - Member scholarship contest supported by employee fundraising



Community Involvement

- Intergovernmental Transfer (IGT) funds
 - Secure additional federal revenue to retroactively increase Medi-Cal managed care capitation rates
 - Funds used to deliver enhanced services for the Medi-Cal population
- Total of \$47.3M received from IGT to-date
 - \$37 million in support of our members in the community

Community Involvement

- \$37 million in support of our members in the community through Intergovernmental Transfer (IGT) dollars
 - Support and sustain the safety net
 - Address barriers to accessing preventative care/treatment
 - Extend care coordination for vulnerable members
 - Expand Federally Qualified Health Centers (FQHC)
 - Conduct a comprehensive member needs assessment to address gaps in services and improve health outcomes



Community Involvement

- \$2.9 million to support:
 - Children's health
 - Conduct autism, depression, dental and vision screenings
 - Implement county-wide obesity prevention and intervention programs
- \$19.1 million to support:
 - Strengthening the Safety Net/Adult Mental Health
 - Assist community health centers to prepare for and achieve designation as FQHCs or Look-Alike centers
 - Support expansion of behavioral and dental health services
 - Establish Personal Care Coordinators (PCCs) program to assist with coordination of social services, health care, and helping members avoid preventable hospitalizations
 - Support recuperative care for homeless members after hospitalization with clinical oversight in a safe/clean place

Community Involvement

- \$15 million approved by Board
 - Conduct a comprehensive Member Health Needs Assessment (to be completed by December 2017)
 - Identify the highest needs and barriers to access, gaps in services and disparities in health for members
 - Recognize and address the social determinants of health impacting members
 - Improve health outcomes and access to services
 - Develop strategic community grant initiatives to address identified needs
 - PAC/MAC/OCC MAC input
 - Distribute through competitive grant RFP process

CalOptima's Mission

To provide members with access to quality health care services delivered in a cost-effective and compassionate manner



Member Advisory Committee FY 2017-2018 Meeting Schedule

July

Thursday, July 13, 2017

September

Thursday, September 14, 2017*
8:00 a.m. – 10:00 a.m.

November

Thursday, November 9, 2017

January

Thursday, January 11, 2018

March

Thursday, March 8, 2018

May

Thursday, May 10, 2018

Regular Meeting Location and Time

CalOptima
505 City Parkway West, 1st Floor
Orange, CA 92868
Conference Room 109-N
2:30 p.m. – 5:00 p.m.
www.caloptima.org

***Joint MAC/PAC Meeting**

All meetings are open to the public. Interested parties are encouraged to attend.

**MEMBER ADVISORY COMMITTEE VOTING MEMBERS
FY 2017–2018**

CONSTITUENCY REPRESENTED/TERM	MAC MEMBER NAME and ADDRESS	CONTACT INFORMATION
MEDICALLY INDIGENT PERSONS Term: 7/1/16–6/30/18 Member since 2004	Chair Sally Molnar Public Policy Chair Susan G. Komen for the Cure 412 Vista Roma Newport Beach, CA 92660	Cell Phone: 714-742-9345 Email: salortho@aol.com
MEDI-CAL BENEFICIARIES Term: 7/1/17–6/30/19 Member since 2013	Vice Chair Patty Mouton Vice President, Outreach & Advocacy Alzheimer's Orange County 2515 McCabe Way Irvine, CA 92614	Work Phone: 949-757-3713 Cell Phone: 714-349-5517 Email: patty.mouton@alzoc.org
ADULT BENEFICIARIES Term: 7/1/17–6/30/19 Member since 2013	Dr. Sandra Finestone Executive Director Association of Cancer Patient Educators 18025 Sky Park Circle, Ste. A Irvine, CA 92614	Work Phone: 949-261-6020 Cell Phone: 714-401-6495 Fax: 949-261-2001 Email: sandyfinestone@aol.com
CHILDREN Term: 7/1/16–6/30/18 Member since 2014	Christina Sepulveda Vice President, Programs & Services Boys and Girls Clubs of Garden Grove 10540 Chapman Ave. Garden Grove, CA 92840	Work Phone: 714-530-0430 ext. 1927 Fax: 714-530-0431 Email: csepulveda@bgcgg.org
CONSUMER Term: 7/1/16–6/30/18 Member since 2012	Lisa Workman CalOptima Consumer 505 City Parkway West Orange, CA 92868	Work Phone: 714-447-3301 Cell Phone: 714-944-2520 Fax: 714-447-3302 Email: lisa.workman63@gmail.com
FAMILY SUPPORT Term: 7/1/17–6/30/19 Member since 2017	Ilia Rolon Health Policy & Programs Director Children and Families Commission of Orange County 1505 E. 17 th St. Santa Ana, CA 92705	Work Phone: 714-567-0150 Email: ilia.rolon@cfcoc.ocgov.com

CONSTITUENCY REPRESENTED/TERM	MAC MEMBER NAME and ADDRESS	CONTACT INFORMATION
FOSTER CHILDREN Term: 2/2/17–6/30/18 Member since 2017	Jaime Muñoz Administrative Manager II Social Services Agency 800 N Eckhoff St. Orange, CA 92868	Work Phone: 714-940-5610 Fax: 714-940-3993 Email: jaime.munoz@ssa.ocgov.com
HEALTH CARE AGENCY Standing Seat Member since 2013	Donna Grubaugh Chief of Health Policy, Research & Communications Orange County Health Care Agency 405 W. Fifth St., Ste. 438 Santa Ana, CA 92701	Work Phone: 714-834-2195 Cell Phone: 714-334-6165 Fax: 714-834-7644 Email: dgrubaugh@ochca.com
LONG-TERM SERVICES AND SUPPORTS Term: 7/1/16–6/30/18 Member since 2012	Velma Shivers, RN Ombudsman Field Services Manager Council on Aging – Southern California 2 Executive Circle, Ste. 175 Irvine, CA 92614	Work Phone: 714-479-0107 Cell Phone: 323-376-5700 Fax: 714-479-0234 Email: vshivers@coasc.org
PERSONS WITH DISABILITIES Term: 7/1/17–6/30/19 Member since 2010	Suzanne Butler Insurance and Benefits Specialist Regional Center of Orange County P.O. Box 22010 Santa Ana, CA 92702	Work Phone: 714-796-5253 Fax: 714-796-5200 Email: sbutler@rccdd.com
PERSONS WITH MENTAL ILLNESS Term: 7/1/16–6/30/18 Member since 2014	Sr. Mary Therese Sweeney Director St. Joseph Health 3345 Michelson Drive Irvine, CA 92612	Work Phone: 949-381-4733 Fax: 949-381-4979 Email: Sr.MaryTherese.Sweeney@stjoe.org
PERSONS WITH SPECIAL NEEDS Term: 7/1/16–6/30/18 Member since 2016	Christine Tolbert Community Program Specialist II State Council on Developmental Disabilities 2000 E. 4 th St., Ste. 115 Santa Ana, CA 92705	Work Phone: 714-558-4404 Fax: 714-558-4704 Email: christine.tolbert@scdd.ca.gov
RECIPIENTS OF CalWORKs Term: 7/1/17–6/30/19 Member since 2016	Carlos Robles Program Supervisor ResCare Workforce Services 100 S. Anaheim Blvd. Ste. 300 Anaheim, CA 92805	Work Phone: 714-239-3216 Fax: 714-254-8386 Email: Carlos.Robles@ssa.ocgov.com

CONSTITUENCY REPRESENTED/TERM	MAC MEMBER NAME and ADDRESS	CONTACT INFORMATION
SENIORS Term: 7/1/17–6/30/19 Member since 2012	Mallory Vega Executive Director Acacia Adult Day Services 11391 Acacia Parkway Garden Grove, CA 92840	Work Phone: 714-530-1566 Cell Phone: 714-883-7724 Fax: 714-530-1592 Email: mvega@acacia-services.org
SOCIAL SERVICES AGENCY Standing Seat Member since 2014	Connie Gonzalez Administrative Manager I Social Services Agency 500 N. State College Blvd. Orange, CA 92868	Work Phone: 714-541-7891 Fax: 714-245-6188 Email: connie.gonzalez@ssa.ocgov.com