

March 6, 2015
Member Advisory Committee
Meeting Minutes

Members Present: Lourdes Alarcon, Starr Gul, Ed Evans, Raquel Cárdenas, Irene Conway, Charles Conway, Elia Fernandez, June Lynn Kealoha-Hall, Diana Jerome, Willow Lancaster, Vivian Lee, Ching Suk Lam, Chin Hong Lou, Un Un Che, Liu Zhong Chen, Anh Le, Shaowei Luo, Diane Maluia, A. Jon Martinelli, Gene Porfido, Merlin Nw, Lee Rogers, Linda Ross, Libah Sheppard, Maria Luz Torre, Kwai Fong Tsui, James Walker, and Idell Wilson

Members Absent: Nancy Rodríguez and Stacey Robledo

Excused: None

Guests: Mollie Tobias, MS, MFT Program Director, SteppingStone

Staff: Valerie Huggins and John F. Grgurina, Jr. CEO

- **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.
- **Approval of Agenda & Minutes:** The agenda was approved with two corrections to add the correct Member Advisory Committee meeting date for April and the guest speaker.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre

Irene Conway and Maria Luz Torre co-chaired the meeting. The Governing Board met on March 4, 2015.

Ms. Conway and Ms. Torre reported that Lee Rogers nomination was approved by the Board and that Nina Maruyama will present the staff report in John Grgurina absence.

The next Board meeting is scheduled for May 6, 2015.

Quality Improvement Committee Report-Ed Evans and Irene Conway

Irene Conway and Ed Evans reported that the Quality Improvement Committee (QIC) met on February 12, 2015.

Ms. Conway mentioned the Committee only discussing and reviewing UM policies and procedures and the Care Support Program.

Lastly, Ms. Conway and Mr. Evans continue to encourage the Committee to let them know if they are experiencing any issues so it can be brought up at the Quality Improvement Committee. Two Members experienced the concern of not receiving any follow-up care at home was discharged from the hospital. Both members left the meeting before giving details of their experience.

The next QIC meeting is scheduled for April 9, 2015.

Staff Report-Nina Maruyama, Officer of Compliance and Regulatory Affairs

Nina Maruyama attended the Members Advisory Committee meeting to discuss one of the Committees goals and why the Governing Board voted to remove that specific goal from their list. Ms. Maruyama explained that Ms. Torre and Ms. Conway did a great job of representing the Committee and wanted to thank them, however San Francisco Health Plan being a public agency we have to be careful what we put out there as an education item that may be interpreted the wrong way.

Anna LeMon, Project Manager, HECLS

Ms. LeMon was not present as she is currently on maternity leave.

- **Discussion:** Mollie Tobias, MS, MFT Program Director, SteppingStone
Mollie Tobias attended the Committee to introduce SteppingStone and present a short presentation about the organization.

SteppingStone is the largest independent provider of Adult Day Health Care (ADHC) in San Francisco; SteppingStone plays a critical role in meeting the healthcare needs of San Francisco's most vulnerable seniors. Founded in 1983, our primary objective is to help seniors and adults with disabilities improve their health and quality of life, and maintain their independence in the community.

SteppingStone (formerly North & South of Market Adult Day Health), is a 501(c)(3) non-profit organization that operates four Adult Day Health Care Centers that serve residents throughout San Francisco. SteppingStone is licensed by the State Department of Health Services and is certified as a MediCal provider with the California Department of Aging. Since 1983, the organization has worked tirelessly to help seniors overcome the obstacles to independent living by providing a cost-effective, stimulating, and comprehensive set of services that are all available under one roof.

At each of our four Centers in San Francisco, we provide an array of services including nursing and personal care; medical social work services; meals and nutritional services; medication management; physical, occupational, and speech therapies; and social and recreational activities. We also offer round trip transportation to and from our four Centers via our wheelchair accessible vans. Presently, we serve over 300 ethnically diverse seniors and adults with disabilities each month.

Ms. Tobias was able to answer most of the Committee's questions. The Committee thanked Ms. Tobias for attending their meeting.

- **Public Comment**

The Co-Chairs continue to remind the Committee to arrive on time and stay for the full two hours to receive a stipend. In addition to this, the Co-Chairs also reminded guests that the Committee is at capacity; however, the meetings are open to the public.

- **Calendar Items for Next Meeting**

There were no items calendared at this time.

- **Prospective Members**

There were no prospective members in the audience this

- **Announcements**

Several announcements were made and printed copies were passed on the table for the Committee's review.

- **Adjournment**

The meeting adjourned at 3pm.

Date Approved _____

Maria Luz Torre and Irene Conway, Co-Chairs