Ventura County Medi-Cal Managed Care Commission (VCMMCC)
dba Gold Coast Health Plan (GCHP)
Human Resources Cultural Diversity Committee Meeting

Regular Meeting
Monday, February 8, 2016 – 5:00 P.M.
Matilija Conference Room at Gold Coast Health Plan
711 E. Daily Drive Suite 106, Camarillo, CA 93010

AGENDA

CALL TO ORDER / ROLL CALL

PUBLIC COMMENT

The public has the opportunity to address Ventura County Medi-Cal Managed Care Commission (VCMMCC) doing business as Gold Coast Health Plan (GCHP) on the agenda. Persons wishing to address VCMMCC should complete and submit a Speaker Card.

Persons wishing to address VCMMCC are limited to three minutes. Comments regarding items not on the agenda must be within the subject matter jurisdiction of the Commission.

CONSENT ITEMS

1. Minutes

   Staff: Interim Clerk of the Board

   RECOMMENDATION

   Approve minutes of regular meeting of January 11, 2016.

FORMAL ACTION ITEMS

2. Chief Diversity Office (CDO) Job Description

   Presenter: Joseph Ortiz, Counsel

   RECOMMENDATION

   Approve the CDO job description as presented.

Meeting Agenda available at http://www.goldcoasthealthplan.org
3. **Approval of Panelist**

   Presenter: Joseph Ortiz, Counsel

   **RECOMMENDATION**

   Approve the final panelist (third party with CDO experience) as presented.

   **COMMENTS FROM COMMITTEE MEMBERS**

   **ADJOURNMENT**

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Administrative Reports relating to this agenda are available at 711 East Daily Drive, Suite #106, Camarillo, California during normal business hours and on [http://goldcoasthealthplan.org](http://goldcoasthealthplan.org). Materials related to an agenda item submitted to the Commission after distribution of the agenda packet are available for public review during normal business hours at the office of the Clerk of the Board.

In compliance with the Americans with Disabilities Act, if you need assistance to participate in this meeting, please contact (805) 437-5512. Notification for accommodation must be made by Friday, February 8, 2016 by 3 p.m. which will enable the Clerk of the Board to make reasonable arrangements for accessibility to this meeting.
AGENDA ITEM NO. 1

To: Human Resource Cultural Diversity Committee

From: Magdalen Gutierrez-Roberts, Executive Assistant to Ruth Watson / Interim Clerk of the Board

Date: February 8, 2016

Re: Approval of Minutes

RECOMMENDATION:

Staff requests that the Committee approve the regular meeting minutes of January 11, 2016

ATTACHMENTS:

Regular Meeting Minutes: January 11, 2016
January 11, 2016

The Commission met in regular session in the Executive Conference Room at Gold Coast Health Plan, 711 E. Daily Drive, Suite 106, Camarillo California and was called to order by David Glyer at 5:47 p.m.

ROLL CALL

Present: David Glyer, Shawn Atin, Joe Ortiz, Danita Fulton, Steven Lalich, and Vicki Hewlett (phone called in).

Absent: Antonio Alatorre.

Committee member Glyer presided.

PUBLIC COMMENT

None.

Counsel Joe Ortiz stated that he wanted to clarify that regular meetings would be held on the second Monday of every month.

1. APPROVAL ITEMS

   a. Establish Interview Panel for Chief Diversity Officer

DISCUSSION

Counsel Ortiz would like to establish an interview panel which would consist of three commissioners (appointed by the Commission), one LULAC Representative (Jaime Casillas) and one third party with diversity officer-type experience. Committee Member Glyer stated he would need to abstain from being on the panel. Counsel Ortiz will reach out to the Commission as well as contact Mr. Casillas. He would like to have interviews the first week in February. Committee Member Atin stated he was concerned about the limited time for qualified candidates to apply, Mr. Ortiz stated there were already some candidates available and that he didn’t want to lose any candidates due to delay. Counsel Ortiz also asked if there would be an issue with reaching out to Mr. Casillas for his availability. Committee Member Atin stated he didn’t believe there was any issue. Counsel stated he will coordinate with Mr. Jaime Casillas on availability.
Counsel Ortiz also stated he was entertaining the idea of paying panelists for their day of attendance. Committee Member Atin and Glyer both stated they would like to have panelist volunteer, then look into the idea of pay if there are scheduling issues. Currently there is no pay scheduled to be issued. Dates have not been set – they are pending.

RECOMMENDATION

Give formal approval to post the job description and requirements.

In order to follow the recommendation, Counsel Ortiz suggested Committee Member Atin be delegated to sign the formal posting in Committee Member Alatorre’s absence in order to begin the formal process of filling the position.

Committee Member David Glyer moved to approve the recommendation and delegate Committee Member Atin to sign the formal posting. Committee Member Atin seconded. The vote was as follows:

AYES: David Glyer and Shawn Atin.
NOES: None.
ABSENT: Antonio Alatorre.

Committee Member Glyer declared the motion carried.

2. INFORMATIONAL ITEMS

a. Diversity Training Timelines

The Committee reviewed the mock up survey which will be given to employees. Committee member Atin asked what the goal of the survey was. He stated it was long and not focused on diversity. Counsel Ortiz responded that the survey was expansive but diversity was included and questions should be broad. Committee Member Atin suggested dividing/placing questions in categories.

Interim Chief Diversity Officer (CDO) Vicki Hewlett stated several questions were based on employee satisfaction, but liked the suggestion of breaking them into categories. Interim CDO Hewlett also stated focus groups would be brought in to discuss particular items. Committee member Atin suggested pulling and reviewing the diversity questions. Interim CDO Hewlett stated she could provide the specific questions.

Committee Member Glyer asked for clarification – this is a general employee survey not just diversity. Danita Fulton, Senior Human Resources Director, stated that was correct, it was a general employee survey. Counsel Ortiz stated he will forward the diversity questions to Committee Members Atin and Glyer.
The proposed calendar for training is March 9, 10 and 11. Interim CDO Hewlett stated the training will be a two hour format with 10 to 12 people attending in a group.

COMMENTS FROM COMMITTEE MEMBERS

Committee Member Atin stated he wanted to see some flexibility contingent on the interview for Chief Diversity Officer regarding the panel and the applicants. Counsel Ortiz reminded all present that the next meeting is scheduled for Monday, February 8, 2016. Call in can be set up if requested. Committee Member Atin stated he was on Jury Summons that week and was not sure of his availability.

Committee Member Glyer stated he had no comments.

ADJOURNMENT

The meeting was adjourned at 6:07 p.m.

Magdalen Gutierrez-Roberts
Executive Assistant to Ruth Watson, COO / Interim Clerk of the Board
AGENDA ITEMS 2 & 3

To: Gold Coast Health Plan – Diversity Subcommittee
From: Joseph T. Ortiz, Best Best & Krieger LLP
Date: February 8, 2016
Re: Chief Diversity Officer Recruitment

SUMMARY:
In furtherance of the recruitment of a Chief Diversity Officer (CDO), Gold Coast Health Plan seeks approval of (1) a typographical fix to the approved CDO job description and (2) a candidate for the CDO interview panel.

As to Agenda Item 2, while the approved CDO job description indicated in the opening paragraph that the position reports to the “Commission overseeing the GCHP,” later in the body the job description previously referred to the Ventura County Board of Supervisors. The version attached as Exhibit A corrects this inadvertence.

As to Agenda Item 3, as the Committee is aware, the proposed CDO interview panel is intended to include a third party with diversity officer-type experience. Staff has received confirmation that Aaron Hinojosa, from Azusa Pacific University is willing to serve in that capacity. Mr. Hinojosa has significant experience running diversity programs at the University of Azusa Pacific. Attached at Exhibit B is the resume of Aaron Hinojosa.

FISCAL IMPACT:
None at this time.

RECOMMENDATION:
Approval of the corrected CDO job description, and approval of Mr. Aaron Hinojosa to serve on the CDO interview panel.

CONCURRENCE:
N/A

Attachments:
Exhibits as indicated.
EXHIBIT “A”
GOLD COAST HEALTH PLAN

TITLE: Job Description – Chief Diversity Officer
Dated: December 21, 2015
Exempt, Contracted, At-Will
Salary Range: Level 29

POSITION SUMMARY

The Chief Diversity Officer (CDO) will be responsible for the design and implementation of a Cultural Diversity Program to ensure that employees, contractors and recipients of health care services are treated with respect and without discrimination. The CDO will collaborate with GCHP leadership and human resources to design, implement and maintain the Diversity Program. The ideal candidate will have extensive experience in human resources and related regulations and law, developing and managing diversity and inclusion programs, and will excel at establishing and maintaining both internal and external partnerships that drive success. The incumbent will help drive engagement, strategy, execution, and accountability for all diversity and inclusion initiatives across Gold Coast Health Plan (GCHP). The CDO shall report directly to the Commission overseeing the GCHP.

ESSENTIAL FUNCTIONS

Design and implement a Cultural Diversity Program to ensure that employees, contractors and recipients of health care services are treated with respect and without discrimination and actively promote a culture that supports said program.

Provide reports to the Gold Coast Health Plan’s Commission, through the County’s Chief Executive Officer, on a quarterly or more frequent basis.

Exercise authority independent of any other executive officer, to take disciplinary action against any employee, except the chief executive officer, for failure to comply with the Cultural Diversity Program.

Actively promote dignity and professionalism in the workplace in a manner that protects the right of employees to be free from illegal discrimination, harassment, and retaliation due to any protected status. Illegal discrimination includes but is not limited to discrimination on the basis of sex, race, color, ancestry, religion, national origin, ethnicity, age (40 and older), disability, sexual orientation, gender identity and expression, marital status, medical condition, veteran status or any other characteristic protected by state or federal employment law.

Collaborate with all stakeholders to establish and maintain a workplace culture where all GCHP employees comply with the Cultural Diversity Program, and where failure to do so will lead to prompt and appropriate corrective action including, but not limited to,
counseling, training, written warning, written reprimand, suspension, demotion, or dismissal.

Additionally, the CDO will:

- Consult with GCHP staff, community members, and/or other interested parties to develop periodic recommendations for policy and procedural changes designed to implement the Cultural Diversity Program and ensure compliance with applicable law, including but not limited to both Title VII of the Civil Rights Act and the California Fair Employment and Housing Act.

- Investigate/review and evaluate allegations of employment-related, illegal discriminatory acts/statements/omissions in, or arising from, the GCHP workplace or causes such to occur.

- Identify and conduct employment-related audits of the GCHP workplace environment (or cause the same to be conducted).

- Review and evaluate GCHP Management’s response to employee complaints and/or directions given it by the CDO.

- Consult with and advise GCHP Management, Supervision, and/or line-staff on employment-related matters to avoid actual, or (if possible) perceived, illegality with respect to employment decisions and to thus limit GCHP’s exposure to employment related lawsuits.

- Consult, advise, and take independent action, if necessary, regarding the GCHP response to inappropriate acts/statements/omissions by GCHP staff, up to and possibly including dismissal from employment.

- Coordinate responses to employment-related inquiries/allegations from employees, the EEOC, the DFEH, or private attorneys representing active, past. or former employees.

- Efficiently supervise the activities of assigned staff and/or contractors in support or pursuit of the foregoing activities.

- Provide periodic and/or special confidential, personnel/employment-related reports to the Commission on GCHP employment-related matters.

**ANCILLARY FUNCTIONS**

- Consult with management, human resources, and legal counsel regarding diversity issues.
• Arrange diversity-related training classes, workshops, and conference trips.

• Attend Commission and Diversity Subcommittee meetings.

• Perform related duties and responsibilities as required.

QUALIFICATIONS

• Bachelor’s degree, along with 5-10 years of human resources, progressive diversity, and inclusion experience with a health plan/business or experience managing strategic company-wide Diversity and Inclusion initiatives; managed care experience a plus.

• Ability to work independently and in groups, while managing multiple priorities in a fast paced, fluid environment.

• Excellent interpersonal and influencing skills, including the ability to effectively coach leaders, build relationships and leverage resources within the department and across the organization to advance GCHP’s strategy.

• Experience with change management, organizational design, talent/performance management, and strategic planning.

• Strong internal customer relationship management skills.

• Understands the challenges of, and thrives in, a heavily regulated organization.

• Ability to work collaboratively and openly with cross-functional teams.

• Creative approach to problem solving with a humble, team-oriented and optimistic attitude.

• Superior communication and presentation skills.

PHYSICAL REQUIREMENTS

Ability to communicate orally with the Commission, Plan management, staff, and the public in face-to-face, one-on-one and group settings. Regularly use a telephone for communication. Use office equipment such as a personal computer, copier and facsimile machines. Sit and/or stand for extended time periods. Hearing and vision required to be within normal ranges. Carry, push, pull, reach and lift up to 25 lbs. routinely. Read at, above, and below shoulder height. Occasionally stoop, kneel or crouch. Sufficient manual dexterity required to operate equipment.
CONDUCT STANDARD

Interact with the Commission, Plan Staff, Plan employees, customers, and the public in a positive, cooperative, and supportive manner. Maintain the highest standards regarding diversity and inclusion.
EXHIBIT “B”
WORK EXPERIENCE

6/15 to Present  Azusa Pacific University
Acting Executive Director/Director- Student Center for Reconciliation and Diversity- The Executive Director of the Student Center for Reconciliation and Diversity provides leadership in the Student Center for Reconciliation and Diversity in advancing the conversation of reconciliation, in creating a welcoming environment for under-represented students and in the areas of diversity education, program development, scholarship accountability, and student support.

8/11-Present  Azusa Pacific University
Director Student Center for Reconciliation and Diversity- Supervise and manage student multicultural event programming and develop student retention support services for the Student Center for Reconciliation and Diversity. Direct First Generation Family Orientation Programs. Plan and implement leadership development programming for scholarship recipients. Supervise and train graduate assistants and undergraduate student interns. Provide mentoring and accountability support for students with academic and personal issues. Provides leadership in addressing critical or sensitive campus situations that arise related to diversity issues. Serve on various committees representing the needs of under-represented students. Manage the office budget. Design and implement Imago Dei Training for Student Leaders. Design and implement Connections and Gospel Sing. Oversee the AGAPE Scholarship. Represents the SCRD with Students, Staff and faculty and the off campus community. Currently serving on the HSI Committee.

1/14-Present  Azusa Pacific University
Adjunct Faculty- Intro to Ethnic Studies.

6/09-7/11  Maranatha High School
Dean of Guidance and College Counseling- as Dean of Guidance and College Counseling my primary responsibility is the general supervision and management of the Guidance and College Counseling department. These responsibilities include the coordination of all guidance activities as they support the development and management of a comprehensive college preparatory and career guidance program that reflects a commitment to the school's mission. I also function as the lead college counselor in the department. Major Responsibilities and Duties. Development and Management of a Comprehensive School Guidance and College Counseling program. Delivery of a Comprehensive School Guidance and College Counseling program. Accountability of Annual Goals and Objectives.
Management Function.
  o Annual budget
  o Personnel
  o Student
  o School/Community relations
  o Assist in creating the Master Schedule
  o Student/Parent Counseling
  o Provide counseling support for both guidance and college planning

1/11-5/12  Point Loma University (Arcadia Campus)
Adjunct Faculty- Teaching a graduate level course in the School of Education.
GED 664 Counseling for Academic Achievement and Career Development.
8/04- 6/09

**Viewpoint School**

*Associate Director of Admission and of Financial Aid* - Oversee and direct the Admission Office in absence of the Director of Admission and External Affairs.

Assures that all members of the Admission Office are properly trained in the processes of this division of the School. Directs the appointment calendar of visitors to the School to assure maximum efficiency and professionalism. Serves as a major official in the Admission Office meeting, interviewing, and testing applicants and helping to determine those who are accepted to the School. Focuses on admission for grades K-12.Organizes the Host Student Program. Schedules and oversees all testing for applicants to grades K-12.Organizes the Informational Meetings and Open Houses for prospective students and prospective parents to the School. Promotes Viewpoint School in the community by visiting feeder schools, representing Viewpoint at off-campus open houses, and participating in associations of admissions officers.

Directs the Minority Admission Program in an effort to enlarge the quality, diversity, and size of the minority applicant pool to the School. Assists in designing and producing the School's promotional literature. Serves as a member of the Administrative Group, Admission Committee and Financial Aid Committee, reports to the Director of Admission. Prepares grant proposals for scholarship funding. I helped to develop curriculum and taught in the Human Development department. I also coached Middle school and Varsity Football.

3/00-7/04

**University of Southern California**

*Assistant Director of Admission* - Travel nationally representing the College of Letters, Arts and Sciences to attract and identify potential applicants via large-scale presentations and prospective student interviews. Assist students and parents with understanding the Financial Aid process. Evaluate and assist entering freshman and transfer student applicants. Assist with the merit scholarship selection process. In charge of continuing scholarship for the Liberal Arts. Supervision of current volunteer students for campus programs. Work in conjunction with Office of Admission on year round events to attract and identify underrepresented student applicants. Assist in marketing strategy for the College of Letters, Arts and Sciences.

9/97 – 3/00

**University of Southern California**


6/96 – 9/97

**Azusa Pacific University** Loan and collection officer - Control student deficit; follow and uphold federal regulations of Department of Education; Collections Department Supervisor

**EDUCATION**

*University of Southern California*

M.Ed (Higher Education) Student Development
Graduated May of 2006

*Azusa Pacific University*

Graduated in spring of 1992 with Bachelor of Arts degree in Psychology, emphasis on behavioral development.

**Academic Achievements:**

- National Deans List
- Academic Award in the field of Psychology
- **Athletic Achievements:**
  - Played football on a four year scholarship as an Offensive Linemen
  - Gold Cougar Award: This award is given to a player who started in every game

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