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 February 8, 2016.
REPORTS

2. Update on Chief Diversity Officer (CDO) Panel
   Presenter: Joseph Ortiz, Counsel

3. Update on Diversity Assessment Group
   Presenter: Joseph Ortiz, Counsel

COMMENTS FROM COMMITTEE MEMBERS

ADJOURNMENT

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. 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 Monday, March 14, 2016 by 12 p.m. which will enable the Clerk of the Board to make reasonable arrangements for accessibility to this meeting.
The Commission met in regular session in the Matilija Conference Room at Gold Coast Health Plan, 711 E. Daily Drive, Suite 106, Camarillo California and was called to order by Antonio Alatorre at 5:01 p.m.

ROLL CALL

Present: Antonio Alatorre, David Glyer, Joe Ortiz (phone in), Vicki Hewlett (phone called in) and Steve Lalich.

Absent: Shawn Atin.

Committee member Alatorre presided.

PUBLIC COMMENT

None.

CONSENT ITEMS

1. MINUTES

   RECOMMENDATION

   Approve the minutes of the regular Human Resources Cultural Diversity Committee meeting of January 11, 2016.

   The minutes were reviewed and there was one minor correction under item 1a Discussion – First paragraph, second sentence: the word “abstained” was replaced with word “declined”.

   Committee member David Glyer moved to approve the recommendation. Committee member Alatorre seconded. The vote was as follows:

   AYES: Antonio Alatorre, and David Glyer.

   NOES: None.

   ABSENT: Shawn Atin.

   Committee member Alatorre declared the motion carried.
FORMAL ACTION ITEMS

2. Chief Diversity Officer (CDO) Job Description

RECOMMENDATION

To approve the corrected job description as presented by Counsel.

DISCUSSION

Counsel Joseph Ortiz stated Committee member Atin had noticed an internal contradiction in the job description and requested it be correct. The correction was made.

Committee member David Glyer moved to approve the recommendation. Committee member Alatorre seconded. The vote was as follows:

AYES: Antonio Alatorre, and David Glyer.

NOES: None.

ABSENT: Shawn Atin.

Committee member Alatorre declared the motion carried.

3. Approval of Panelist

RECOMMENDATION

To review and approve the panelist (Aaron Hinojosa) information and accept his participation in the interview process.

DISCUSSION

Committee member Alatorre asked Counsel if Mr. Hinojosa was volunteering or being paid. Counsel stated he was volunteering.

Committee member Glyer asked Counsel if he knew Mr. Hinojosa. Counsel stated that he did not know him. Counsel had reached out to Azusa Pacific University and they recommended Mr. Hinojosa, who is an Executive Director of Diversity with the university.

Committee member David Glyer moved to approve the recommendation. Committee member Alatorre seconded. The vote was as follows:
AYES: Antonio Alatorre, and David Glyer.

NOES: None.

ABSENT: Shawn Atin.

Committee member Alatorre declared the motion carried.

COMMENTS FROM COMMITTEE MEMBERS

None.

Counsel Joseph Ortiz stated he wanted to inform committee that up to date there have been no calls in to the Hot Line.

ADJOURNMENT

With no further business to discuss, Committee member Alatorre motioned the meeting be adjourned. Committee member Glyer seconded.

The meeting was adjourned at 5:10 p.m.

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

To: Gold Coast Health Plan – Diversity Subcommittee

From: Joseph T. Ortiz, Best Best & Krieger LLP

Date: March 14, 2016

Re: Diversity Assessment – Preliminary Results

SUMMARY:

Gold Coast Health Plan (GCHP)’s Diversity Subcommittee spearheaded the effort to make diversity and inclusion a priority. Upon its formation, this Subcommittee helped approve diversity training and needs assessment, among other things. Initial training and an anonymous employee survey has been completed. While GCHP awaits final follow-up Focus Group review, the preliminary results do not indicate any currently relevant significant diversity complaints or concerns.

BACKGROUND / DISCUSSION:

On or about November 2, 2015, the Diversity Subcommittee approved use of ClarusHR as a diversity vendor to provide training and needs assessment. In addition to training, an anonymous employee survey was launched on January 22, 2016 and closed on February 5, 2016. Focus Group follow-ups are currently being held.

Preliminarily, however, we are pleased to report that: (1) When asked to rate their job, over 81% of those surveyed were “Satisfied” or better; and (2) Over 56% of those surveyed would recommend working at GCHP to a friend or relative. Attached is a brief PowerPoint summary of the preliminary assessment, indicating (1) GCHP’s demographics; (2) process outline; and (3) diversity objectives. Staff will keep the subcommittee informed when a final assessment is available.

FISCAL IMPACT:
None at this time.

RECOMMENDATION:
None at this time.

CONCURRENCE:
N/A

Attachments:
Exhibit as indicated.
Preliminary Diversity Assessment
Diversity in 2016

- GCHP Demographics
- GCHP Employee Survey 2016
  - Employee Satisfaction
  - Diversity
  - Focus Groups
- Diversity Objectives for 2016
- Monthly Awareness Activities
- GCHP Diversity Statement
- Questions/Comments
GCHP Diversity By Minority Classification

![Bar chart showing the percentage of different ethnic groups within GCHP. The chart includes categories such as White, Hispanic or Latino, Asian, Black or African American, Two or more races, UNKNOWN, Native Hawaiian or Other Pacific Islander, and American Indian or Alaska Native.](image-url)
GCHP Diversity By Age/Gender Classification

[Bar chart showing age/gender distribution]

[Bar chart showing headcount by age band]

- Under 18 Years
- 18-24 Years
- 25-34 Years
- 35-44 Years
- 45-54 Years
- 55-64 Years
- Over 64 Years

Cu...
GCHP Tenure

[Bar chart showing headcount by tenure: Under 1 Year, 1-2 Years, 2-3 Years, 3-5 Years, 5-10 Years]
2016 Employee Survey

- Gold Coast Health Plan (GCHP) commissioned Amplitude Research, Inc. to conduct an anonymous survey of employees.

- Amplitude developed the questionnaire in conjunction with GCHP personnel.

- Amplitude then launched the survey to all GCHP employees on January, 22, 2016.

- E-mail reminders were sent on January 28 and February 3.

- The survey closed on February 5 with a 75% response rate (132/177).

- Responses:
  - When asked to rate their job, over 81% were “Satisfied” or better
  - Over 56% would recommend working at GCHP to a friend or relative
Survey Follow-up Focus Groups

• Met on March 3rd and again on March 10th
• Groups Broken down by level
  – Directors
  – Managers
  – Professionals
  – Non-Exempt
• Follow-up on Diversity Results
  – Support Positive Trend of Survey
  – Concern more with Processes
  – Concern with CDO Role
GCHP 2016 Diversity Objectives

- Professional Training – Clarus HR
  - Phase I - Sensitivity Training (All-employees)
    - Post Training Review
    - Executive Coaching
  - Phase II - Organization Development
    - Six, four hour workshops to focus on behavioral change
    - Develop and Implement Champion Programs
    - Create Metrics
  - Phase III - Post-Review
    - Follow-up Survey 12 to 18 month
    - Focus Groups

- Implement Employee Resource Groups (ERGs) and/or mentorship programs
  The 5 most common ERGS are:
  - LGBT
  - Women
  - Veterans
  - Individuals with Disabilities
  - Multicultural
GCHP 2016 Diversity Objectives (cont’d)

- **Recruiting**
  - Establish metrics and benchmarking for recruiting process
  - Create Company targets for various underrepresented groups

- **Reporting**
  - Important step to continue to raise awareness across the organization and assess whether various initiatives are making progress
  - Implement quarterly scorecard that reports on key metrics.
  - Percentage of openings that presented diverse candidate slate (Manager and above)
  - Percentage of promotions of diverse employee
  - Overall demographics and delta from previous report period
  - Number of harassment/discrimination claims vs. previous year

- **Accountability**
- **Include Diversity Objectives in Leadership MBOs**
- **Training of employees and managers**
# GCHP Diversity Objectives: 2016 Monthly Awareness Activities

<table>
<thead>
<tr>
<th>January – National Mentoring Month</th>
<th>July – Open</th>
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<tbody>
<tr>
<td>February – National Black History Month</td>
<td>August – Open</td>
</tr>
<tr>
<td>March – Women’s History Month</td>
<td>September – National Hispanic Heritage Month</td>
</tr>
<tr>
<td>April – Arab American Month</td>
<td>October – German American Month, Italian American Month</td>
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<tr>
<td>May – Asian-Pacific American Heritage Month, Military Appreciation Month, Jewish American Heritage Month</td>
<td>November – Transgender Awareness Month, Native American Month</td>
</tr>
<tr>
<td>June – Caribbean American Month, LGBT Month</td>
<td>December – National Unawareness Awareness Month</td>
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QUESTIONS,
COMMENTS
GCHP Diversity Statement

"GCHP is committed to providing and promoting a diverse and inclusive environment for all, within which each person can succeed professionally regardless of race, ethnicity, culture, nationality, gender, religious beliefs, sexual orientation, gender identity and gender expression, age, marital status or disability. As a group whose interactions frequently extend beyond the walls of the organization into the outside communities, we strive to serve all with an appreciation and support of our differences. This enriches the GCHP environment and builds upon the foundation of our values of trust and respect."

GCHP actively recruits and includes employment consideration for members of minority groups, females, veterans and persons with disabilities.