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April 22, 2016

RE: Coordinated Care Initiative (CCI) Stakeholder Engagement Process

Sarah Brooks, Deputy Director, Health Care Delivery Systems
Department of Health Care Services
Sacramento, California 95812
Sarah.Brooks@dhcs.ca.gov

Dear Ms. Brooks:

California State Independent Living Council (SILC) appreciates the opportunity to collaborate on health care issues with our esteemed partner, Department of Health Care Service (DHCS). Your organization is vital to the development of effective health care strategies that help millions of low-income and disabled Californians every day.

As you know, the SILC is an advisory board, appointed by California's Governor, to provide him counsel on the interests and rights of persons with disabilities throughout the state. Effective and accessible health care is a central component to the philosophy and practice of independent living.

The Coordinated Care Initiative is an important piece of legislation designed to improve service delivery for 1.1 million Californians eligible for both the Medicare and Medi-Cal programs, and the 160,000 Medi-Cal-only beneficiaries who rely on long-term services and supports (LTSS). Because we represent a statewide community of people with disabilities, we appreciate the opportunity to contribute input and make recommendations on important projects like CCI. Better coordinating the care of 'dual eligible' beneficiaries is an important objective, but conversation and input from stakeholders is critical to development of meaningful policies that best serve the intended public benefactors, as well as assisting state administrators involved.

The effort to include stakeholders in the webinar update provided by DHCS on April 7, 2016 addressed proposed changes in the enrollment process. It fell short of required accessibility standards, and because that was the case, inclusive participation for many persons who have disabilities was not possible. We have the utmost confidence that comments submitted up to the April 22, 2016 deadline will

be taken into consideration since major changes were announced during the update.

Several of our supporters participating in the webinar were very frustrated by the inability to have an informed dialogue. Some of the accessibility issues included:

- The materials presented were not made available prior to the presentation
- Nobody read the materials as they were presented so blind attendees could not tell what was being shown on the screen
- No captioning was provided for people with hearing issues
- The only way to participate in the meeting was by typing; no alternative method of interaction was available for people who cannot type
- The SILC heard from participants who submitted questions that went unanswered but the audience was given the impression that no questions went unanswered; that was inaccurate

The SILC is certain you have received proposal comments from interested parties who are able to quickly analyze the proposed changes. We hope you will give those comments due consideration. We are concerned with the way this particular process unfolded and its lack of inclusiveness.

We encourage you to ensure a more meaningful stakeholder engagement process in the future.

Sincerely,

A handwritten signature in cursive script that reads "Linda Schaedle".

Linda Schaedle, Vice Chairperson