



Department of Managed Health Care

State of
California

Award # 1176157017109 Details

Submit Objection

Proceeding: 2004-0115 Access to Language Assistance (SB853)
Date Requested: 4/9/2007 3:16:57 PM
Amount Requested: \$31610

Contribution to the Proceeding: Under the direction of Raquel Donoso, Associate Director Enrique Gallardo, Staff Attorney, and Sarah Olivia Mercer, Senior Program Manager, LIF reviewed, attended stakeholder meetings, and commented extensively on Section 1300.67.04, Language Assistance Programs. Attached are detailed summaries in the form of excel spreadsheets of the activities conducted by LIF staff. Below, we discuss in greater detail LIF's contributions and provide justification for the hourly rates that we request. Specifically, LIF made the following contributions: • Senior Program Manager, Sarah Olivia Mercer, attended several informal meetings with stakeholders and the Department as well as provided directed comments about the proposed language. In preparing her comments, Ms. Mercer reviewed the text of the regulations, discussed the regulations with other advocates and LIF staff, reviewed comments by other health care plans and stakeholders, and prepared comments and language based upon those documents. • Once the comments were released in official first draft form, Ms. Mercer analyzed the regulations, discussed the comments with other advocates and the author of the legislation. She conducted research on specific issues including collection demographic information, the training and certification of interpreters and translators, and reviewed other national and state standards. The comments prepared by Ms. Mercer and other advocates resulted in the Department including requirements on plans to collect racial, ethnic and primary language data, ensure that plans are providing "trained and competent" translators and interpreters and that plans be required to notify limited-English proficient enrollees of their rights to file a grievance with the health care plan and the Office of the Patient Advocate. • Ms. Mercer attended and provided testimony at the public hearing held in the Bay Area. She also worked with advocates to identify limited English speaking enrollees to testify in both Los Angeles and the Bay Area. • LIF also submitted comments during the second and third comment period supporting the Department's inclusion of the demographic profile, requirement that plans use trained and competent translators and interpreters, and that enrollees be notified about the availability of grievance processes. • Raquel Donoso, Associate Director, reviewed and supervised all of LIF's submissions to the Department. Prior to Ms. Mercer's employment with LIF, she and Enrique Gallardo issued preliminary comments to the Department, seeking the initiation of the regulation-making process and providing proposed regulations. Hourly Rates of LIF Staff LIF's work in these proceedings was accomplished by three staff members: Sarah Olivia Mercer, Raquel Donoso and Enrique Gallardo. Hourly Rates for Sarah Olivia Mercer. For Sarah Olivia Mercer, LIF seeks hourly rates of \$250 for work performed in 2006 and \$225 for work performed in 2005. Ms. Mercer is Senior Program Manager for Health at Latino Issues Forum LIF, where she oversees program planning and development, fundraising, and policy advocacy efforts to expand quality, affordable health care for Latinos in California. Prior to joining LIF,

Ms. Mercer was the Statewide Organizer for Parent Voices, a project of the Child Care Resource and Referral Network. As Statewide Organizer, Ms. Mercer worked to empower and build leadership skills with parents throughout California to advocate for quality, affordable child care for their families. In 2003, Ms. Mercer was Program Manager with the California Pan Ethnic Health Network. In this capacity, she organized and facilitated regional convenings across various sectors, including transportation, education, health access and others, to develop prevention strategies for health disparities in communities of color. As a Legislative Analyst with the Mexican American Legal Defense and Educational Fund MALDEF, Ms. Mercer conducted legislative and budgetary advocacy on behalf of the Latino community in the areas of Language Access, Immigrants' Rights, Access to Health and early education. Currently, Ms. Mercer is a member of Trenza, a Latina academic support organization and a graduate of Emerge California: Women Leaders for a Democratic Future Class of 2005. She is also certified Bikram Yoga Instructor. Ms. Mercer holds her Bachelor of Arts in Ethnic Studies and Minor in Public Policy from the University of California at Berkeley.

Hourly Rates for Raquel Donoso. For Raquel Donoso, LIF seeks hourly rates of \$350 for work performed in 2004, 2005 2006. Ms. Donoso is the Associate Director of Latino Issues Forum LIF. At LIF, Ms. Donoso has authored three reports on environmental and reproductive health issues facing the Latino community in California. She has directed campaigns to improve access to health care for families, improve the environmental health conditions for communities throughout the state, and increase civic participation in the Latino community. Prior to becoming the Associate Director Ms. Donoso was the program manager for LIFs health program. In this capacity she was the lead LIF staff member on the Managed Health Care Collaborative that was developed during the formation of the Department of Managed Health Care to respond to the needs of all consumers within the new department. In this capacity she worked on two important pieces of legislation to develop cultural and linguistic standards for all managed care patients and intervenor fees for organizations that advocated on behalf of managed care consumers in California. Ms. Donoso serves on the Board of Directors for the East Bay Regional Parks Foundation and was the former Chair of the Board of Director for the Women's Health Rights Coalition/ACCEESS in Oakland, She is a founding member of California Latinas for Reproductive Justice, a statewide reproductive health rights coalition. She also serves as a policy advisor for several organizations, including the National Association of Latino Elected and Appointed Officials NALEO, The Women's Foundation of California, the California Pan Ethnic Health Network CPEHN, and the National Latina Institute for Reproductive Health. Ms. Donoso holds a B.A. in Anthropology and Chicano/ Studies from the University of California, Los Angeles and a Master's degree from the UCLA School of Public Health.

Hourly Rates for Enrique Gallardo. For Enrique Gallardo, LIF seeks hourly rates of \$275 for work performed in 2005 and 2004 and \$265 for work performed in 2003. These rates are the same awarded for Mr. Gallardo by the California Public Utilities Commission through its intervenor compensation program. Mr. Gallardo is Staff Attorney with LIF. He advocates for consumers, especially low-income and non-English speaking consumers, in regulatory proceedings before the California Public Utilities Commission involving energy telecommunications and water. Mr. Gallardo also develops and advocates for legislation advancing consumer interests in these areas. Mr. Gallardo previously worked on environmental justice issues as Staff Attorney for the Center on Race, Poverty and the Environment in San Francisco, California. His responsibilities at the Center on Race, Poverty and the Environment included litigating suits based on environmental justice principles. Based on our policy expertise in the area of cultural and linguistic access and as advocates for consumers, LIF has made a substantial contribution to the Department's regulatory process regarding Language Assistance Programs. Therefore, we request the Department award fees

to Latino Issues Forum in the amount of \$31,610.00.

Task Performed

Activity Letter
Activity Date 4/9/2007
Amount Billed: \$1
Other Parties Involved: Task submissions will be emailed.
Subject Matter and Work Description: Task submissions will be emailed.
Time Spent: 0.15 hours

Contact Information

Organization Latino Issues Forum
Name Enrique Gallardo
Phone 415-284-7220
Extension
Email raquel@lif.org
Date Created 8/2/2004 10:22:45 AM

Address

Address Type Mailing Address
Address 785 Market St
Suite 300
City, State, Zip San Francisco, CA, 94103-
Address Type Physical Address
Address 785 Market Street
Suite 300
City, State, Zip San Francisco, CA, 94103-

Governing Body

Title Executive Director
Name Luis Arteaga
Address 785 Market Street
City, State, Zip San Francisco, CA, 94103-
Title President - Board of Directors
Name Gaspar Laca
Address 785 3rd Ave
City, State, Zip San Francisco, CA, 94103-

Enrique Gallardo
Latino Issues Forum
160 Pine Street, Suite 700
San Francisco, CA 94111

Regulations for SB 853 - Cultural and Linguistic Standards

Date	Activity	Subject Matter and Description	Hours	Hourly Rate	Amount Billed
7/26/2005	Research	Research statutory requirements against discriminatory impact in auto insurance industry, housing; delivered research to S.Mercer	3.00	\$275.00	\$825.00
3/24/2004	Attended Meeting	Met with staff from DMHC to discuss proposed language for SB 853 regulations	2.00	\$275.00	\$550.00
11/3/2003	Drafted Comments	Drafted Preliminary Comments seeking initiation of regulation process and proposing regulations	3.00	\$265.00	\$1,060.00
	TOTAL		8.00		\$2,435.00

Raquel Donoso
 Latino Issues Forum
 160 Pine Street, Suite 700
 San Francisco, CA 94111

Regulations for SB 853 - Cultural and Linguistic Standards

Date	Activity	Subject Matter and Description	Hours	Hourly Rate	Amount Billed
12/1/2006	Reviewed and approved LIF final comments	Finalized and submitted LIF's response for third comment period	2.00	\$350.00	\$700.00
11/20/2006	Reviewed 3rd Draft of Comments	Reviewed 3rd comment period and prepared LIF's response	1.00	\$350.00	\$350.00
9/25/2006	Reviewed and approved LIF's comments	Oversaw and approved LIF's comments for second round of regs	1.00	\$350.00	\$350.00
9/23/2006	Reviewed 2nd draft of regulations	Reviewed 2nd draft of regulations, compared findings from public testimony	1.50	\$350.00	\$525.00
3/3/2006	Approved LIF's Final Written Testimony	Reviewed and provided input into LIF's official comments and submitted to the Department	1.00	\$350.00	\$350.00
2/6/2006	Reviewed and approved outreach materials for public hearings	Reviewed and approved outreach flyers in English and Spanish for outreach to community groups about SB 853 regulations public hearings	2.50	\$350.00	\$875.00
12/23/2005	Reviewed official first draft of comments	Reviewed official first draft of comments and outlined LIF's concerns and issues for support	1.00	\$350.00	\$350.00
9/26/2005	Reviewed LIF's Response	Reviewed comments developed by Senior Program Manager and submitted additional LIF comments to draft regulations	1.00	\$350.00	\$350.00
9/5/2005	Reviewed comments	Reviewed new draft comments and assisted to prepare a letter from LIF outlining concerns with language	1.00	\$350.00	\$350.00
8/4/2006	Reviewed LIF's Response	Reviewed LIF's written comments prepared by Senior Program Manager, edited for content & provided additional inputs	2.00	\$350.00	\$700.00
6/26/2005	Reviewed comments	Reviewed first draft of informal SB 853 regulations	2.00	\$350.00	\$700.00
3/24/2004	Meeting w/DMHC	Met with staff from DMHC to discuss proposed language for SB 853 regulations	2.00	\$350.00	\$700.00
	TOTAL		18.00		\$6,300.00

Sarah Olivia Mercer
 Latino Issues Forum
 160 Pine Street, Suite 700
 San Francisco, CA 94111

Regulations for SB 853 - Cultural and Linguistic Standards

Date	Activity	Subject Matter and Description	Hours	Hourly Rate	Amount Billed
12/22/2006	Conference call with DMHC	Conference call to clear up the process and talk about regulations	2.00	\$ 250.00	\$500.00
12/21/2006	conference call with advocates	Participated in conference call with advocates about possibility of delaying regulations due to major concerns	1.00	\$ 250.00	\$250.00
12/21/2006	Researched entire regulations process	Reviewed Office of Administrative Law's website and called office to identify next steps in regulations process for SB 853	0.50	\$ 250.00	\$125.00
12/1/2006	Finalized and Submitted	Finalized and submitted LIF's response for third comment period	4.00	\$ 250.00	\$1,000.00
11/30/2006	Prepared 3rd Comments	Prepared LIF's response for third comment period	3.00	\$ 250.00	\$750.00
11/17/2006	Reviewed 3rd Draft of Comments	Reviewed 3rd comment period and prepared LIF's response	1.00	\$ 250.00	\$250.00
9/25/2006	Prepared LIF's comments	resarched and wrote up LIF's comments for second round of regs	3.00	\$ 250.00	\$750.00
9/23/2006	Reviewed 2nd draft of regulations	Reviewed 2nd draft of regulations, compared findings from public testimony and outlined LIF's response	3.50	\$ 250.00	\$875.00
6/3/2006	Conference call to review public testimony	Conducted conference call with advocates to review findings from public testimony	2.50	\$ 250.00	\$625.00
5/28/2006	Reviewed public hearing testimony	reviewed public comment matrix prepared by Department with all oral and written testimony on SB 853 regulations	2.50	\$ 250.00	\$625.00
5/5/2006	Sent PRA request to DMHC	Prepared and submitted a letter to the Department requesting all comments regarding first draft of SB 853 regulations	1.50	\$ 250.00	\$375.00
3/3/2006	Finalized LIF's Written Testimony	Finalized LIF's official comments and submitted to the Department	4.00	\$ 250.00	\$1,000.00
3/2/2006	Prepared LIF's Written Testimony	Prepared LIF's comments on official first draft of regulations	2.00	\$ 250.00	\$500.00
3/1/2006	Prepared LIF's Written Testimony	Prepared LIF's comments on official first draft of regulations	2.00	\$ 250.00	\$500.00
2/28/2006	Corresponded with Senator Escutia's office	Reviewed Senator Escutia's (author of SB 853) comments on first draft of regulations	1.00	\$ 250.00	\$250.00
2/24/2006	Prepared LIF's Written Testimony	Prepared LIF's comments on official first draft of regulations	2.00	\$ 250.00	\$500.00
2/23/2006	Prepared LIF's Written Testimony	Reviewed notes from public hearings including testimony from individuals impacted by lack of language access	2.00	\$ 250.00	\$500.00
2/22/2006	Prepared LIF's Written Testimony	Prepared LIF's written testimony: Conducted research on training standards for interpreters and translators. Reviewed CLAS standards, National Interpreters standards, and research by The California Endowment	3.00	\$ 250.00	\$750.00
2/21/2006	Prepared LIF's Written Testimony	Prepared written testimony by reviewing research on health related demographic data and reporting including Unequal Treatment Report	3.00	\$ 250.00	\$750.00

2/20/2006	Prepared LIF's Written Testimony	Reviewed and outlined LIF's comments and concerns	1.50	\$ 250.00	\$325.00
2/16/2006	Testified at public hearing	Attended and provided LIF's oral testimony to DMHC representatives and Director	3.00	\$ 250.00	\$750.00
2/15/2006	Prepared oral testimony	prepared testimony for Bay Area public hearing	0.50	\$ 250.00	\$250.00
2/14/2006	Prepared oral testimony	prepared testimony for Bay Area public hearing	1.50	\$ 250.00	\$325.00
2/14/2006	Conducted outreach for public hearings	Made follow up calls for language access public hearings	0.50	\$ 250.00	\$125.00
2/13/2006	Conducted outreach for public hearings	Made follow up calls for language access public hearings	0.50	\$ 250.00	\$125.00
2/10/2006	Conducted outreach for public hearings	Made follow up calls for language access public hearings	0.50	\$ 250.00	\$125.00
2/9/2005	Conducted outreach for public hearings	Made follow up calls for language access public hearings	0.50	\$ 250.00	\$125.00
2/8/2006	Conducted outreach for public hearings	Made follow up calls for language access public hearings	0.50	\$ 250.00	\$125.00
2/7/2006	email correspondence with Senator Escutia's office	Discussed outreach and support for language access public hearing in LA	0.50	\$ 250.00	\$125.00
2/5/2006	Conducted outreach for public hearings	called various community organizations in the Bay Area, Los Angeles, and the Inland Valley to participate in public hearings	2.00	\$ 250.00	\$500.00
2/4/2006	Finalized outreach materials	Finalized bilingual outreach materials and sent out via email and posted on LIF's website	3.00	\$ 250.00	\$750.00
2/9/2006	Call w/ Veronica LCHC	Prep for public hearing on SB 853 regulations	0.50	\$ 250.00	\$250.00
2/3/2006	Conferenece call	Advocates discuss public hearing and prep. Speaker outreach, testimony	2.00	\$ 250.00	\$500.00
2/3/2006	Prepared outreach materials for public hearings	Drafted outreach flyers in English and Spanish for outreach to community groups about SB 853 regulations public hearings	1.50	\$ 250.00	\$325.00
1/17/2006	Email with author's office	Typed notes for author's office and send email correspondence with updates	1.00	\$ 250.00	\$250.00
1/13/2006	Call with advocates	Reviewed official first draft of comments and outlined all advocates' concerns and issues for support	2.00	\$ 250.00	\$500.00
12/23/2005	Reviewed official first draft of comments	Reviewed official first draft of comments and outlined LIF's concerns and issues for support	2.00	\$ 225.00	\$450.00
10/6/2005	Call with DMHC	Call with Department to discuss process and concerns	1.00	\$ 225.00	\$225.00
9/26/2005	Prepared LIF's Response	Prepared and submitted additional LIF comments to draft regulations	1.00	\$ 225.00	\$225.00
9/25/2005	Prepared LIF's Response	Prepared additional comments in response to draft comments	1.00	\$ 225.00	\$225.00
9/23/2005	Prepared LIF's Response	Prepared additional comments in response to draft comments	2.00	\$ 225.00	\$450.00
9/23/2005	call	to develop joint comments	2.00	\$ 225.00	\$450.00
9/20/2005	Reviewed comments	reviewed CAHPS comments and Nhelp's comments	2.00	\$ 225.00	\$450.00
9/20/2005	Call	To discuss Cahps comments	1.00	\$ 225.00	\$225.00
9/13/2005	Attended stakeholders meeting at DMHC offices	participated in in-person stakeholders meeting with advocates, the Department, health plans, insurers, doctor groups, medical groups, and speciality plans to discuss regulations	5.00	\$ 225.00	\$1,125.00
9/12/2005	Call with advocates	Participated in conference call with advocates about regulations to prepare for in-person stakeholders meeting	2.00	\$ 225.00	\$450.00

9/6/2005	Prepared LIF's Response	Continued preparing letter in response to new language	1.00	\$ 225.00	\$225.00
9/5/2005	Reviewed comments	Reviewed new draft comments and prepared a letter from LIF outlining concerns with language	1.00	\$ 225.00	\$225.00
8/15/2005	Call with CPEHN and NHELP	Reviewed organizations' joint draft language in response to other parties' language	1.00	\$ 225.00	\$225.00
8/5/2005	Prepared LIF's Response	Prepared and submitted to DMHC LIF's written comments as well as joint response with CPEHN and NHELP	2.00	\$ 225.00	\$450.00
8/3/2005	Prepared LIF's Response	Prepared LIF's written comments as well as joint response with CPEHN and NHELP	1.00	\$ 225.00	\$225.00
8/2/2005	Prepared LIF's Response	Reviewed comments and prepared LIF's written response	1.00	\$ 225.00	\$225.00
8/1/2005	Call with CPEHN and NHELP	Discussed concerns and response strategy	1.00	\$ 225.00	\$225.00
6/25/2005	Reviewed comments	Reviewed first draft of informal SB 853 regulations	2.00	\$ 225.00	\$450.00
	TOTAL		94.00		\$22,875.00

EDUCATION:

Boalt Hall School of Law, University of California, Berkeley

Juris Doctor Degree - May 1997

Admitted to the California Bar - December 1997

Activities: *Articles Editor, La Raza Law Journal, Student Clinician,*

Environmental Law Community Clinic, Volunteer, Central American Refugee Clinic

University of California, Berkeley

Bachelor of Arts in Sociology with Honors - August 1991

EXPERIENCE:

06/01 - present

Staff Attorney, Latino Issues Forum, San Francisco, CA

- Draft briefs, testimony, and comments for cases involving energy, telecommunications and water before the California Public Utilities Commission. Advocate for low-income and non-English speaking consumers.
- Develop and lobby on legislation involving energy, telecommunications, water and consumer issues.
- Advocate before governmental agencies on regulations involving the environment, energy, telecommunications and consumer issues.
- Develop media and community education materials on energy, environmental issues and consumer telecommunications issues.

05/99 - 05/01

Staff Attorney, MALDEF, Los Angeles, CA

- Litigated cases involving employment law and immigrants' rights.
- Lobbied on public policy involving employment and immigrants' rights.
- Performed community education on employment and immigrants' rights.

05/98 - 05/99

South Central Leadership Director, MALDEF, Los Angeles, CA

- Implemented program designed to develop the leadership abilities of parents within the educational system.

08/97 - 05/98

Staff Attorney, Center on Race, Poverty & the Environment, San Francisco, CA

- Litigate cases involving civil rights, environmental, and land use laws.
- Advocated with local government agencies on behalf of community groups.
- Lobby on public policy involving environmental justice issues.

01/96 - 08/96

Law Clerk, Environmental Law Community Clinic, Berkeley, CA

- Litigate cases involving civil rights, environmental, and land use laws.
- Developed and presented bilingual workshops and training materials on legal and administrative recourses to address environmental lead poisoning.

SPECIAL SKILLS:

Read, write, and speak Spanish fluently.

Raquel F. Donoso

3436 Stewarton Drive
Richmond, CA 94803

Home: 510.243-0746
Mobile: 510.282.0133
Email: donosora@yahoo.com

PROFESSIONAL EXPERIENCE

Latino Issues Forum- San Francisco, CA
Associate Director

May 2003-present

- Manage internal and external communication strategies for the organization.
- Directly oversee the health and environmental program accomplishments.
- Work with executive director to plan and implement strategic plan for the organization.
- Develop program budgets, raise funds for overall organization and individual program areas.
- Oversee the annual summer fellows program and currently supervise fifteen staff located in three offices throughout the state.

University of Colorado Health Sciences Center-Oakland, CA
Field Data Collection Coordinator

April 2004-Aug. 2005

- Coordinated the collection of community-based data for a research study, POWER-Prevention Options for Women: Equal Rights, about sexually transmitted disease and pregnancy prevention for young women.
- Recruited young women from the ages of 15-25 to complete a survey about sexual health behaviors in various neighborhoods of Oakland, California.
- Worked with a team of five data recruiters and research staff at the University of Colorado.
- Collected over 1000 surveys and assisted in writing the results of the study.

Latino Issues Forum- San Francisco, CA
Senior Program Manager

Nov.2000-May 2003

- Directed and managed the health and environmental programs.
- Met with state and federal elected officials on important policy issues.
- Produced reports on asthma and environmental health.
- Wrote grant proposals for health and environment teams, raised over \$1.5 million dollars in two years.
- Worked with senior management team on organizational development issues.
- Supervised ten full time employees, which included 2 FTE student interns/advocates and 2 FTE in Central Valley office.

Just Economics-Berkeley, CA
Trainer

January 2000-January 2003

- Provided economic training to community and grassroots organizations and organizing campaigns to community leaders using experiential learning modules based on popular education-style techniques.
- Studied and learned economic theories/practices and the use of popular education techniques.

Urban Education Partnership-Los Angeles, CA
Consultant

October 2000-December 2001

- Conducted an evaluation of a mental and behavioral health program implemented in 12 middle and elementary schools in the San Fernando Valley of Los Angeles.

UCLA Center for Health Policy Research-Los Angeles, CA
Assistant Program Director, Health DATA Program

October 1999-November 2000

- Coordinated and facilitated trainings with community-based organizations on how to use data effectively in their policy/advocacy work. P

- Provided follow-up technical assistance to community-based organizations.
- Wrote grant proposals.

UCLA Center for Health Policy Research-Los Angeles, CA September 1998-September 1999

Senior Research Associate

- Conducted an evaluation of The California Endowment's Welfare Reform Grant Initiative.
- Conducted phone interviews with grant recipients, entered data into SPSS, conducted in-person interviews with case study organizations, and produced a written report of the case study organizations.

Mount St. Mary's College-Los Angeles, CA September 1997-September 1998

Assistant Program Director, Leadership Studies Program

- Assisted Program Director with the administrative, educational and special program facilitation of the college Leadership Studies Program.
- Directed the Women's Internship Network Program that placed thirty college students with professional woman mentors.
- Hired and supervised a staff of six students, balanced monthly budget. Planned and coordinated bi-yearly student leadership conferences.

University of California, Los Angeles-Los Angeles, CA May 1997-July 1997

Teaching Assistant, California Migrant Leadership Conference

- Oversaw and was principally responsible for 15 high school students-children of migrant farm workers throughout California, during class and interactive leadership skills acquisition training.
- Convened with program directorial staff on a daily basis. Caucused with parent supervisors on a daily basis.

EDUCATION AND CREDENTIALS

University of California, Los Angeles- Masters in Public Health (M.P.H.), June 1999

University of California, Los Angeles-BA in Anthropology and Chicano/a Studies, June 1997

BOARDS AND COMMUNITY SERVICE

California Latinas for Reproductive Justice, Co-founder and Board Chair

East Bay Regional Parks Foundation, Board Member

National Latina Institute for Reproductive Health, National Advisory Committee Member

California Pan-Ethnic Health Network, Policy Committee Member

Hispanas Organized for Political Equity (HOPE), Leadership Institute, 2002

National Association of Latino Elected and Appointed Officials (NALEO), Health Policy Committee Member

Women's Health Rights Coalition/ACCESS, Oakland, CA, Former Board Member

SARAH OLIVIA MERCER

1985 Pleasant Valley Ave #38, Oakland, CA 94611 • 916.205.0860 • mercerso@sbcglobal.net

HIGHLIGHTS

- Extensive experience in policy analysis and advocacy.
- Motivating and effective community organizer.
- Creative and diligent program manager.
- Dynamic public speaker.

PROFESSIONAL EXPERIENCE

LATINO ISSUES FORUM

May 2005 - Present

Senior Program Manager, Health Program – San Francisco, CA

- **Develop and implement strategic vision** of LIF's Health Program to increase access to quality, affordable health care for the Latino community in California through public policy analysis and advocacy, being a resource to media, and identifying opportunities to increase participation of Latino leaders in the policy making process.
- **Research and analyze health policies** at the state and federal level impacting Latinos. Collaborate with staff, advocacy partners, and community organizations to conduct bilingual education and advocacy efforts promoting health access. Represent LIF's policy priorities by providing written and oral testimony to State Legislature and other government bodies, participating in community events and speaking with the English and Spanish media.
- **Direct fundraising efforts** for the execution of the goals and objectives of the Health Program, including developing grant proposals, managing program budgets, strengthening funder relationships, and researching new funding opportunities.
- **Supervise and promote** the professional development of Health Program staff including policy analysts and LIF Summer Fellows through the development of workplans, identifying skills building workshops, and by providing mentoring leadership.
- **Collaborate with LIF leadership** in developing organizational efforts to improve the quality of life for Latinos such as identifying political trends, organizing conferences, and strengthening relationships with elected officials.

CALIFORNIA CHILD CARE RESOURCE AND REFERRAL NETWORK

Sept. 2004 – May 2005

Statewide Organizer, Parent Voices Project – San Francisco, CA

- **Developed and coordinated policy and advocacy** agenda for 19 local chapters in California.
- **Researched and analyzed** child care and early childhood education issues at the state and federal levels. Worked with local organizers to develop bilingual advocacy training and leadership development activities for volunteer parent leaders.
- **Assisted and supported local organizers** with local and statewide advocacy actions by providing analyses of policy issues, increasing their local media contacts, connecting chapters to local coalitions and organizations, and through the dissemination of messaging and advocacy tools.
- **Represented the Parent Voices Project** by conducting presentations at various meetings, media events, with funders. Conducted outreach and recruitment with local Parent Voices chapter leaders.
- **Worked with Executive and Policy Directors** to raise funds for Parent Voices including grant writing, preparing grant reports, and building relationships with new funders. Served on Manger's Team to provide organizational support for strategic planning and administrative issues.

CALIFORNIA PAN-ETHNIC HEALTH NETWORK

Dec. 2003 – Sept. 2004

Program Manager (part-time) - Oakland, CA

- **Developed and coordinated community workshops** and advocacy trainings on health disparities policy issues, including chronic diseases, and physical activity and nutrition.
- **Researched and analyzed health disparities** and public health issues impacting communities of color at the local, state and federal levels.

- **Conducted outreach to community and advocacy groups** to partner in developing health disparities legislation and supporting a multicultural policy agenda.
- **Worked with staff to meet organizational goals** by preparing grant proposals and reports, designing web-based materials, and developing community outreach and media materials.

MEXICAN AMERICAN LEGAL DEFENSE AND EDUCATIONAL FUND

March 2001 – Sept. 2003

Legislative Analyst – Sacramento, CA

- **Developed national and California public policy agenda** with MALDEF legal and policy staff to develop yearly organizational public policy agenda by analyzing past legislative efforts, seeking input from key stakeholders and community members, and assessing political environment.
- **Researched and analyzed state legislation**, administrative regulations, policy and budgetary decisions in the areas of health care, child care, language access, and immigrants' rights and their impacts on the Latino community. Wrote legislation and other key policy and advocacy documents.
- **Promoted legislative and budgetary policy priorities** as a registered lobbyist by providing testimony, meeting with key legislators and staff members, and collaborating with advocates and allies representing communities of color.
- **Participated in press conferences** and other speaking engagements to advocate on behalf of the Latino community. Provided advocacy training to community organizations and leaders.
- **Facilitated and participated** in various statewide coalitions.
- **Assisted with development of grant proposals**, coordinated legal and grant reporting requirements, and organized quarterly legislative updates for dissemination to community groups and advocates.

EDUCATION

UNIVERSITY OF CALIFORNIA, BERKELEY

May 1999

Bachelor of Arts – Ethnic Studies
Minor – Public Policy

LA UNIVERSIDAD DE GUANAJUATO, MEXICO

Summer 1997

Advanced Spanish and History of Mexico

COMMUNITY INVOLVEMENT

TRENZA

Jan. 1997 – present

Alumni Steering Committee Member – UC Berkeley

- Advise undergraduate and alumni coordinators on ways to advance Latinas' progress in education.
- Elected Alumni Speaker for 2003 Annual Banquet and member of 2004 Trenza Summit Planning Committee.

EMERGE CALIFORNIA

Member Class of 2005

Women Leaders for A Democratic Future – San Francisco

- Program member in women's political leadership training program.
- Selected as Program speaker for graduation ceremony.

SKILLS

COMMUNICATION: Exceptional verbal and written communication skills. Excellent facilitation and training skills. Extensive media experience. Oral and written proficiency in Spanish.

COMPUTER: Proficient with Macintosh and IBM PC computers and word process software including Microsoft Word, Excel, PowerPoint, and Word Perfect.

PERSONAL INTERESTS

Certified Bikram yoga instructor, photography and art, music and dance, basketball, theatre, and sewing.

Via email – cpp@dmhc.ca.gov, and U.S. Mail

April 9, 2007

Lucinda Ehnes, Director
Department of Managed Health Care
980 9th St, Suite 500
Sacramento, CA

Attn: Community Participation Program

Re: Contributions to regulations implementing SB 853 – Access to Language Assistance

Dear Ms. Ehnes:

Latino Issues Forum (LIF) requests an award of **\$31,610.00** under the Consumer Participation Program for its work in developing the regulations implementing SB 853. As demonstrated below, LIF's work was integral in ensuring that various communities had proper access to healthcare.

LIF is a non-profit results-oriented public policy and advocacy institute dedicated to advancing new and innovative solutions for a better, more equitable and prosperous society. LIF was founded in 1987 by a group of distinguished Latino leaders and social justice advocates. We employ a collaborative and inclusive approach that concentrates on research, leadership development, coalition building, policy forums, advocacy, and being a media resource. LIF's core issue areas include the environment, consumer protections, education, health care access, technology and telecommunications.

Over the past year and a half LIF has supported and provided leadership on the development of the proposed regulations. Under the direction of Raquel Donoso, Associate Director; Enrique Gallardo, Staff Attorney, and Sarah Olivia Mercer, Senior Program Manager, LIF reviewed, attended stakeholder meetings, and commented extensively on Section 1300.67.04, Language Assistance Programs.

Attached are detailed summaries (in the form of excel spreadsheets) of the activities conducted by LIF staff. Below, we discuss in greater detail LIF's contributions and provide justification for the hourly rates that we request.

Specifically, LIF made the following contributions:

- Senior Program Manager, Sarah Olivia Mercer, attended several informal meetings with stakeholders and the Department as well as provided directed comments about the proposed language. In preparing her comments, Ms. Mercer reviewed the text of the regulations, discussed the regulations with other advocates and LIF staff, reviewed comments by other health care plans and stakeholders, and prepared comments and language based upon those documents.
- Once the comments were released in official first draft form, Ms. Mercer analyzed the regulations, discussed the comments with other advocates and the author of the legislation. She conducted research on specific issues including collection demographic information, the training and certification of interpreters and translators, and reviewed other national and state standards. The comments prepared by Ms. Mercer and other advocates resulted in the Department including requirements on plans to collect racial, ethnic and primary language data, ensure that plans are providing “trained and competent” translators and interpreters and that plans be required to notify limited-English proficient enrollees of their rights to file a grievance with the health care plan and the Office of the Patient Advocate.
- Ms. Mercer attended and provided testimony at the public hearing held in the Bay Area. She also worked with advocates to identify limited English speaking enrollees to testify in both Los Angeles and the Bay Area.
- LIF also submitted comments during the second and third comment period supporting the Department’s inclusion of the demographic profile, requirement that plans use trained and competent translators and interpreters, and that enrollees be notified about the availability of grievance processes.
- Raquel Donoso, Associate Director, reviewed and supervised all of LIF’s submissions to the Department. Prior to Ms. Mercer’s employment with LIF, she and Enrique Gallardo issued preliminary comments to the Department, seeking the initiation of the regulation-making process and providing proposed regulations.

Hourly Rates of LIF Staff

LIF’s work in these proceedings was accomplished by three staff members: Sarah Olivia Mercer, Raquel Donoso and Enrique Gallardo.

Hourly Rates for Sarah Olivia Mercer. For Sarah Olivia Mercer, LIF seeks hourly rates of \$250 for work performed in 2006 and \$225 for work performed in 2005. Ms. Mercer is Senior Program Manager for Health at Latino Issues Forum (LIF), where she oversees program planning and development, fundraising, and policy advocacy efforts to expand quality, affordable health care for Latinos in California.¹

Prior to joining LIF, Ms. Mercer was the Statewide Organizer for Parent Voices, a project of the Child Care Resource and Referral Network. As Statewide Organizer, Ms. Mercer

¹ Ms. Mercer’s resume is attached.

worked to empower and build leadership skills with parents throughout California to advocate for quality, affordable child care for their families. In 2003, Ms. Mercer was Program Manager with the California Pan Ethnic Health Network. In this capacity, she organized and facilitated regional convenings across various sectors, including transportation, education, health access and others, to develop prevention strategies for health disparities in communities of color. As a Legislative Analyst with the Mexican American Legal Defense and Educational Fund (MALDEF), Ms. Mercer conducted legislative and budgetary advocacy on behalf of the Latino community in the areas of Language Access, Immigrants' Rights, Access to Health and early education.

Currently, Ms. Mercer is a member of Trenza, a Latina academic support organization and a graduate of Emerge California: Women Leaders for a Democratic Future (Class of 2005). She is also certified Bikram Yoga Instructor. Ms. Mercer holds her Bachelor of Arts in Ethnic Studies and Minor in Public Policy from the University of California at Berkeley.

Hourly Rates for Raquel Donoso. For Raquel Donoso, LIF seeks hourly rates of \$350 for work performed in 2004, 2005 & 2006. Ms. Donoso is the Associate Director of Latino Issues Forum (LIF).² At LIF, Ms. Donoso has authored three reports on environmental and reproductive health issues facing the Latino community in California. She has directed campaigns to improve access to health care for families, improve the environmental health conditions for communities throughout the state, and increase civic participation in the Latino community.

Prior to becoming the Associate Director Ms. Donoso was the program manager for LIF's health program. In this capacity she was the lead LIF staff member on the Managed Health Care Collaborative that was developed during the formation of the Department of Managed Health Care to respond to the needs of all consumers within the new department. In this capacity she worked on two important pieces of legislation to develop cultural and linguistic standards for all managed care patients and intervenor fees for organizations that advocated on behalf of managed care consumers in California.

Ms. Donoso serves on the Board of Directors for the East Bay Regional Parks Foundation and was the former Chair of the Board of Director for the Women's Health Rights Coalition/ACCEESS in Oakland, She is a founding member of California Latinas for Reproductive Justice, a statewide reproductive health rights coalition. She also serves as a policy advisor for several organizations, including the National Association of Latino Elected and Appointed Officials (NALEO), The Women's Foundation of California, the California Pan Ethnic Health Network (CPEHN), and the National Latina Institute for Reproductive Health.

Ms. Donoso holds a B.A. in Anthropology and Chicano/ Studies from the University of California, Los Angeles and a Master's degree from the UCLA School of Public Health.

Hourly Rates for Enrique Gallardo. For Enrique Gallardo, LIF seeks hourly rates of \$275 for work performed in 2005 and 2004 and \$265 for work performed in 2003. These rates are

² Ms. Donoso's resume is attached.

the same awarded for Mr. Gallardo by the California Public Utilities Commission through its intervenor compensation program.³

Mr. Gallardo is Staff Attorney with LIF.⁴ He advocates for consumers, especially low-income and non-English speaking consumers, in regulatory proceedings before the California Public Utilities Commission involving energy telecommunications and water. Mr. Gallardo also develops and advocates for legislation advancing consumer interests in these areas.

Mr. Gallardo previously worked on environmental justice issues as Staff Attorney for the Center on Race, Poverty and the Environment in San Francisco, California. His responsibilities at the Center on Race, Poverty and the Environment included litigating suits based on environmental justice principles. He also lobbied for public policy regarding environmental issues and advocated on behalf of local community groups before local government agencies regarding environmental justice and land use issues.

Mr. Gallardo was also Staff Attorney for the Mexican American Legal Defense and Educational Fund in Los Angeles, California. Mr. Gallardo served as lead attorney on cases involving wage and hour violations, employment discrimination and immigrants' rights.

Mr. Gallardo holds a Bachelors of Arts in Sociology from the University of California at Berkeley. He received a Juris Doctor degree from Boalt Hall School of Law in May 1997 and was licensed to practice law by the State Bar of California in December 1997.

Based on our policy expertise in the area of cultural and linguistic access and as advocates for consumers, LIF has made a substantial contribution to the Department's regulatory process regarding Language Assistance Programs. Therefore, we request the Department award fees to Latino Issues Forum in the amount of **\$31, 610.00**.

Sincerely,

/s/

Raquel Donoso
Associate Director

³ Please see D.04-10-032, pp. 11-12 (available at http://www.cpuc.ca.gov/word_pdf/FINAL_DECISION/40889.pdf), awarding LIF compensation and discussing the hourly rate of Mr. Gallardo; see also D.05-05-009, p. 18 (available at http://www.cpuc.ca.gov/word_pdf/FINAL_DECISION/46173.pdf), re-establishing the 2004 rate for 2005)

⁴ Mr. Gallardo's resume is attached.