

Workgroup Agenda: North GSA

Member Advisory Council (MAC)

Date: Wednesday November 2, 2016

Location: Posado's Cafe, 1703 Old Minden Road, Bossier City, LA 71111

Time: 11:30 a.m. - 1:00 p.m.

1. **Welcome and Introductions:**

- Pierre Washington, MAC Chair/Member Engagement Manager

2. **Prior Meeting Minutes Distribution and Overview**

- Pierre Washington

3. **Cultural Competency Program and Language Services Overview**

- Lori Payne, Culturally and Linguistically Appropriate Services (CLAS) Coordinator

4. **Member Services Feedback**

- Lori Payne

5. **ACLA Mobile App**

- Overview and Usage - Pierre Washington

6. **Comprehensive Diabetes Care and Services - Council Feedback**

- Lori Payne

7. **Success Stories/Upcoming Events**

- Adjournment