



**Regional Community Advisory Committee (RCAC)  
Region 9 – Long Beach  
Committee Summary**

**Miller Family Health Education Center  
3820 Cherry Avenue  
Long Beach, CA 90807  
Monday, January 22, 2018  
9:30 a.m. - 12:00 p.m.**

**MEMBERS**

	( )		( )	<b><u>STAFF/MANAGEMENT</u></b>	<b><u>GUESTS/PUBLIC</u></b>
Bunly Buth	( )	Sambour Lay	( )		
Tonya Byrd	( )	Ravy Morrath	( )	Kristina Chung, <i>Field Specialist</i>	Eduardo Kogan, <i>Interpreter</i>
Ichnarin Chea	( )	Savy Pol	( )	Ricardo Rivas, <i>Liaison</i>	Paula Alvira, <i>Interpreter</i>
Vandy Chin	( )	Lorena Quezada	( )	Fernando Villalobos, <i>Health Navigator</i>	Sina New, <i>Interpreter</i>
Maria Cruz	( )	Sheila Thach	(E)	Tanisia Johnson, <i>Health Promoters Supervisor</i>	Bo Uce, <i>Interpreter</i>
Petra Cruz Fernandez, <b><i>Vice-Chair</i></b>	( )	Ana Villaseñor	( )		Chou Prak, <i>Public</i>
Thoura Day	( )	Samouth Vonn	( )		Rita Sisowath, <i>Public</i>
Cristina Deh-Lee, <b><i>Chair</i></b>	( )	Arun Tes Yang	( )		
Heang Por Ing	( )	The Children’s Clinic, <b><i>Community Partner</i></b>	( )		

**Attendance: (17) Members, (1) Community Partner, (0) Providers, (6) Public, (4) Staff  
( ) present, (E) excused absence, (U) unexcused absence**

	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
I.	<b>WELCOME &amp; INTRODUCTIONS</b>	<ul style="list-style-type: none"> <li>• Cristina Deh-Lee, <i>RCAC Chair</i>, called the meeting to order.</li> <li>• Petra Fernandez, <i>RCAC Vice-Chair</i>, reviewed the following ground rules for the meeting: <ul style="list-style-type: none"> <li>○ We treat each other with respect</li> <li>○ Only one member talks at a time</li> <li>○ We don't have side discussions</li> <li>○ We do not personally attack each other</li> <li>○ We speak up when something is wrong or not working: we confront issues directly</li> <li>○ Raise your hand and wait to be called on</li> <li>○ Put cell phones on vibrate</li> </ul> </li> <li>• Everyone present introduced themselves.</li> <li>• Kristina Chung, <i>Field Specialist</i>, reviewed the meeting's agenda and folder.</li> </ul>
II.	<b>BUSINESS</b> Approval of Agenda & Meeting Summary  <b>ECAC Report</b>	<u>Approval of Agenda &amp; Meeting Summary</u> <ul style="list-style-type: none"> <li>• The agenda was approved as presented.</li> <li>• The November 20, 2018 meeting summary was approved as presented.</li> </ul> <p>Members received a copy of the ECAC report to review. Members who attended the ECAC and Board of Governors (BOG) meetings gave a report on the following:</p> <p><u>December 2017 ECAC Report</u></p> <ul style="list-style-type: none"> <li>• Maria Cruz <ul style="list-style-type: none"> <li>○ The changes to the Operating Rules for the Community Advisory Committees was approved at the ECAC meeting. The motion will be placed on the Board agenda for February 8, 2018 meeting. A 30 day public posting period is required before changes to the Operating Rules can be effective.</li> </ul> </li> <li>• Cristina Deh-Lee <ul style="list-style-type: none"> <li>○ According to John Baackes' December 2017 letter to members, the tax reform bill will increase the number of uninsured to 13 million over 10 years.</li> </ul> </li> </ul> <p><u>January 2018 ECAC Report</u></p> <ul style="list-style-type: none"> <li>• Vandy Chin <ul style="list-style-type: none"> <li>○ Members were encouraged to speak to the <i>Health Navigator</i> regarding issues with their care.</li> <li>○ Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i>, reported that the State will now require documentation of all member issues.</li> <li>○ ECAC had the elections for Chair and Vice-Chair. Cristina Deh-Lee was appointed the Chair position and Ana Rodriguez, <i>RCAC 2 Chair</i>, was appointed the Vice-Chair position.</li> </ul> </li> </ul>

	<p>Cristina Deh-Lee, <i>Chair</i>          Petra Cruz Fernandez,  <i>Vice-Chair</i></p> <p><b>CO&amp;E Report</b>          Kristina Chung, <i>Field Specialist</i></p>	<ul style="list-style-type: none"> <li>• Cristina Deh-Lee             <ul style="list-style-type: none"> <li>○ The Operating Rules will become official after the 30 day public posting period if there is no public comment or feedback on the proposed changes.</li> </ul> </li> </ul> <p><u>December 2017 Board of Governors Report (Ichnarin Chea)</u></p> <ul style="list-style-type: none"> <li>• For 2018, L.A. Care will be investing more money to help homeless members.</li> </ul> <p><u>January 2018 Board of Governors Report</u></p> <ul style="list-style-type: none"> <li>• There was no meeting in January.</li> </ul> <p><u>RCAC Members Attending ECAC Meeting</u></p> <ul style="list-style-type: none"> <li>• Sambour Lay will attend the February 14, 2018 meeting.</li> <li>• Savy Pol will attend the March 14, 2018 meeting.</li> </ul> <p><u>RCAC Members attending Board of Governors (BOG) Meeting</u></p> <ul style="list-style-type: none"> <li>• Heang Por Ing will attend the February 8, 2018 meeting.</li> <li>• Thoura Day will attend the March 8, 2018 meeting.</li> </ul> <p><u>2017 ECAC Leadership Training Presentation</u></p> <ul style="list-style-type: none"> <li>• Cristina Deh-Lee, <i>Chair</i>, and Petra Cruz Fernandez, <i>Vice-Chair</i>, provided an overview of the trainings that they received last year.</li> <li>• The following are the 5 topics that were covered in the ECAC Leadership Trainings:             <ol style="list-style-type: none"> <li>1. How We listen is How We Communicate</li> <li>2. Understanding L.A. Care Business</li> <li>3. Motivating and Leading Member Issues</li> <li>4. Diversity &amp; Inclusion</li> <li>5. Advocacy</li> </ol> </li> <li>• The next ECAC Leadership Training will be on Friday, January 26, 2018. The Training is mandatory for all Chair, Vice-Chairs and At-Large members.</li> </ul> <p><u>"I Speak Advocacy" Program</u></p> <ul style="list-style-type: none"> <li>• L.A. Care is starting a new education program called "<i>I-Speak Advocacy</i>".</li> <li>• The following RCAC 9 members were selected to participate in the <i>I-Speak Advocacy Program</i>.             <ol style="list-style-type: none"> <li>1. Tonya Byrd</li> <li>2. Ravy Morrath</li> </ol> </li> </ul>
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		<p>3. Arun Tes Yang 4. Sambour Lay 5. Vandy Chin</p> <p><u>New Member Orientation</u></p> <ul style="list-style-type: none"> <li>The next new member orientation will be on March 7, 2018 at L.A. Care Health Plan’s office in Downtown LA.</li> </ul> <p><u>2018 RCAC Chair and Vice-Chair Elections</u></p> <ul style="list-style-type: none"> <li>RCAC Chair and Vice Chair nominations will take place at the March RCAC 9 meeting and the elections will be held during the May RCAC 9 meeting. <ul style="list-style-type: none"> <li>Members can nominate themselves or another RCAC member.</li> <li>Members will receive a list of eligible members who can run for the Chair and Vice-Chair positions.</li> </ul> </li> </ul> <p><u>2018 Meeting Schedule</u></p> <p>Members received a copy of the meeting schedule for RCAC 9, CCI, ECAC and the Board of Governors.</p>
III.	<p><b>REGIONAL ISSUES</b> <b>Member Issues</b> <i>Group</i></p>	<p><u>Member Issue #1</u> Tonya Byrd brought up an issue that her friend who is on dialysis is going through. Her friend needs a hearing aid but L.A. Care is not paying for it.</p> <ul style="list-style-type: none"> <li>Fernando Villalobos, <i>Health Navigator</i>, explained that an authorization is required for hearing aids. If someone has Medi-Cal and Medicare, Medicare will be the program that first handles the approval.</li> </ul> <p><u>Member Issue #2</u> Tonya Byrd has another friend who is over 60 years of age that needs B12 injections. She would like to know why she needs to pay for these injections.</p> <ul style="list-style-type: none"> <li>Fernando Villalobos explained that these shots are a covered benefit and that this may need a prior authorization.</li> </ul> <p><u>Member Issue #3</u> Cristina Deh-Lee, <i>Chair</i>, shared that she received an x-ray and MRI. She wanted to know why her MRI results took 2 months. Also, she was told that she qualifies to receive surgery.</p> <ul style="list-style-type: none"> <li>Fernando Villalobos explained that Cristina should not have experienced delays receiving her results. Routine authorizations takes 7-10 days and urgent authorizations take 3-5 days. Fernando will assist Cristina in resolving this issue.</li> </ul>

		<p>Members were encouraged to contact L.A. Care’s Member Services Department for all issues. If the issue is complex, then it is referred to a Health Navigator. Kristina Chung, <i>Field Specialist</i>, reminded RCAC members to refer all L.A. Care members to Member Services to resolve their issues. The number for Member Services is 1-888-839-9909.</p> <p>Ravy Morrath and Arun Tes Yang reminded members to forward their updated information to L.A. Care if they change their address, phone number or email.</p>
IV.	<b>GET UP &amp; MOVE</b> <i>Group</i>	Members took a 15 minute stretch break.
V.	<b>COMMUNITY AFFAIRS</b>	<p><u>Health Topic – Cervical Cancer</u></p> <ul style="list-style-type: none"> <li>• A handout on <i>Cervical Cancer</i> was passed out.</li> </ul>
VI.	<b>RCAC/Community Work-Plan</b> <i>Group</i>	<p><b><u>2018 RCAC Work Plan Project</u></b></p> <p>The 2018 Work Plan Project will have two parts.</p> <p><b>1. Outreach</b></p> <ul style="list-style-type: none"> <li>• Starting in February, all RCACs will be trained on three health topics (diabetes, heart health and cancer screening).</li> <li>• Members will be asked to attend 2-3 community events in their area, with approval of CO&amp;E staff, and outreach on the topics they have been trained on.</li> </ul> <p><b>2. Community Partnerships</b></p> <ul style="list-style-type: none"> <li>• Based on the needs of the community, each RCAC will either choose either Women’s Health or Diabetes for their Community Partnership.</li> <li>• RCAC 9 chose Women’s Health.</li> <li>• Members were asked to identify clinics, agencies, and/or organizations that focus on diabetes.</li> <li>• The following members volunteered to be a part of the committee that will help review the applications: <ul style="list-style-type: none"> <li>1. Maria Cruz</li> <li>2. Lorena Quezada</li> <li>3. Ravy Morrath</li> <li>4. Arun Tes Yang</li> <li>5. Ana Villaseñor</li> </ul> </li> </ul> <p><b><u>Member Acknowledgement Form</u></b></p> <ul style="list-style-type: none"> <li>• Kristina Chung reviewed the form: <ul style="list-style-type: none"> <li>○ Members may not have more than two (2) excused or unexcused absences, and one (1)</li> </ul> </li> </ul>

		<p>medically excused absence from Consumer Advisory Committee (CAC) related meetings within one fiscal year.</p> <ul style="list-style-type: none"> <li>○ CAC meetings include the following: <ul style="list-style-type: none"> <li>▪ ECAC and BOG meeting attendance</li> <li>▪ All CAC Member Conferences</li> <li>▪ ECAC Leadership Trainings</li> <li>▪ Work Plan Events – 2-3 outreach events for RCAC members</li> </ul> </li> </ul>
VII.	<b>FUTURE AGENDA ITEMS</b>	<ul style="list-style-type: none"> <li>• CPR and information on chiropractic services were discussed.</li> </ul>
VIII.	<b>MEETING EVALUATIONS</b>	Members were reminded to complete and turn in the meeting evaluation included in their packets.
IX.	<b>PUBLIC COMMENTS</b> <i>Public</i>	<ul style="list-style-type: none"> <li>• Arun Tes Yang shared information about 2 Urgent Care Centers in the community. One is located at the corner of Cherry Avenue and Carson Street and the second one is located on the corner of 56<sup>th</sup> Street and Paramount Blvd.</li> <li>• Members were reminded to contact L.A. Care to get a listing of Urgent Care Centers that are contracted with L.A. Care.</li> <li>• Chhou Ou-Ratunil from The Children’s Clinic shared information about health education classes that are offered at L.A. Care’s Lynwood Family Resource Center. The classes are offered in English, Spanish and Khmer and childcare is also offered. For more information, call (562) 264-3115.</li> <li>• A flier about St. John’s Homeless Mobile Clinic was passed out.</li> <li>• Cristina Deh-Lee, <i>Chair</i>, passed around St. John’s flier for dental services for children 0-18. For more information, call (323-541-1411).</li> </ul>
X.	<b>ADJOURNMENT</b> <i>Cristina Deh-Lee, Chair</i>	<ul style="list-style-type: none"> <li>• The meeting was adjourned at 12:00 p.m.</li> <li>• The next RCAC 9 meeting will be on <b>Monday, March 19, 2018 from 9:30 a.m. – 12:00 p.m. at Miller Family Education Center located at 3820 Cherry Avenue, Long Beach, CA 90807.</b></li> </ul>

Respectfully Submitted by:  
Kristina Chung, *Field Specialist*

Approved by:  
Cristina Deh-Lee, *Chair*

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