



**Regional Community Advisory Committee (RCAC)  
Region 8 - San Pedro, Torrance, Wilmington - Committee Summary  
Providence Community Health Wellness & Activity Center**

470 N. Hawaiian Avenue  
Wilmington, CA 90744  
Friday, September 15, 2017  
10:30 AM - 1:00 PM

**MEMBERS: 13**

**STAFF/MANAGEMENT**

Maria Alvarez	( )	Janeth Sevilla	( )		Frank Meza, <i>Field Specialist</i>
Dioselina Garcia	( )	Maria Isabel Tamayo, <b><i>Vice Chair</i></b>	(E)		Hilda Herrera, <i>Liaison</i>
Judith Lemaroy	( )	Higinio Carrillo	( )		Idalia Chitica, <i>Supervisor, Community Outreach &amp; Engagement, L.A. Care Health Plan</i>
María N. López	( )	Maria Montes, <b><i>Chair</i></b>	( )		Judy Hsieh, <i>L.A. Care Health Plan</i>
Rita Elizabeth Montes	( )	Raul Montes	( )		Alice Ly, <i>Health Navigator, Member Services Department, L.A. Care Health Plan</i>
Rosario Moreno	( )	Belen Garcia	( )		Louise McCarthy, <i>L.A. Care Board of Governors</i>
Ana Romo	( )				<b><u>GUESTS/PUBLIC</u></b>
					Rafael Garcia, <i>Providence, Little Company of Mary</i>

**Attendance: 12 Members, 0 Community Partners, 1 Public, 5 Staff  
( ) present, (E) excused absence, (U) unexcused absence**

	<b>AGENDA ITEM</b>	<b>SUMMARY OF DISCUSSION AND FOLLOW-UP</b>
I.	<b>WELCOME &amp; INTRODUCTIONS</b>	<ul style="list-style-type: none"> <li>• Maria Montes, RCAC Chair called the meeting to order at 10:30am. Everyone introduced themselves.</li> <li>• All RCAC members and guests introduced themselves.</li> <li>• Alice Ly, Member Relations Navigator introduced himself and will be available to assist members with issues or questions during and after the RCAC meeting.</li> <li>• Maria Isabel Tamayo, Vice Chair reviewed the RCAC meeting “Ground Rules”.</li> <li>• Frank Meza asked a volunteer to read L.A. Care’s “Mission Statement” to the group.</li> </ul>

**BUSINESS**Approval of Agenda &  
Meeting SummaryMaria Montes, *Chair***Approval of Agenda & Meeting Summary**

- The September 15, 2017 agenda was approved with an addition to the Business Section, Letter D of the agenda, adding Ms. Louise McCarthy, L.A. Care Board of Governors.
- The July 21, 2017 meeting summary was approved as presented.

**ECAC Meeting Update**

Maria Montes provided a report from the September 13, 2017 ECAC Meeting.

**Board Member Report**

- The Board annual retreat was held at the California Endowment Center for Health Communities.
- The former chief of the Centers for Medicare and Medicaid Services under President Obama, Marilyn Tavenner, spoke with the Board at the beginning of the day. Ms. Tavenner is now the President and CEO of America's Health Insurance Plans (AHIP) which is a national trade association representing more than 160 health plans, including L.A. Care.
- Ms. Tavenner presented the vision and priorities of AHIP and talked about the future of Medicaid.
- She encouraged cooperation among agencies providing assistance to Medicaid members to offer healthcare, housing, job training, and/or food insecurity in a single integrated program.
- She encouraged keeping the programs that are working, fixing what need to be fixed, and starting new cooperative programs to effectively and efficiently address member needs in ways that make it easier for the member to get quality services.
- The Board approved L.A. Care's Operating and Capital Budget for FY 2017-2018.

Maria Isabel Tamayo,  
*Vice Chair*

**Communications & Community Relations Update**

- Francisco Oaxaca, *Senior Director of Communications and Community Relations*, gave an update on L.A Care's safety Net Initiative Grants for Adaptive Equipment that includes the following:
  - The consultant has completed the site visits of those organizations who submitted applications for the Tranquada Safety Net Initiative Grant for Adaptive Medical Equipment.
  - Staff will ask the Board to fund over \$500,000 of adaptive equipment at 73 community clinic sites throughout Los Angeles County.
  - L.A. Care will be hosting an on-site equipment fair in October and will be extending invitations to consumer advisory members. We will keep you posted as more information becomes available on this event.
- Mr. Oaxaca gave an update on the Board approval for a Family Resource Center in East Los Angeles. The center is located in a high traffic area of East Los Angeles.
- Mr. Oaxaca will keep ECAC updated on the progress and will provide a more formal presentation about the new site as they get closer to its opening.

### **Global Member Issues**

- Nesima Istrefi, CCI Area 4 Chair, shared a member issue about the transportation services provided by L.A. Care Health Plan for appointments or medical services. The services are not good and members have to wait hours from pick up time to be taken to their appointments. Mrs. Istrefi asked Chairs to take this issue back to their communities and ask if they are also having the same problems.

### **Community Benefits Department - Brilliant Corners**

- Roland Palencia, Director, Community Benefits Program and Alison Klurfeld, Interim Executive Director, Safety Net Initiatives attend the meeting spoke about L.A. Care, Housing for Health, & Brilliant Corners Partnership.
- The presentation focused on the following:
  - Background of Key Stakeholders
  - Overview of Partnership
  - Grant Oversight
  - Challenges
- Background of Key Stakeholders
  - Housing for Health is a program administered through the Los Angeles County Department of Health Services. Its goal is to create 10,000 units of housing, end homelessness in L.A. County, reduce inappropriate use of expensive health care resources and improve health outcomes for vulnerable populations. The population they serve are homeless individuals with physical and/or behavioral health conditions, high utilizers of public services, and other vulnerable populations.
  - Brilliant Corners is a 501 ©3 nonprofit supportive housing agency serving people with developmental disabilities and other special needs in the San Francisco Bay Area and Los Angeles County, including individuals transitioning from homelessness, institutional setting, and homeless Veterans.
- Overview of Partnership
  - L.A. Care is investing in a long-term solution to provide pathways to stable housing for L.A. Care members experiencing homelessness and who have complex physical health, behavioral health and social needs.
  - L.A. Care awarded \$4 million for Fiscal year 2016-2017 as part of a commitment to provide permanent supportive housing to 300 individuals experiencing homelessness.
  - Commitment of \$20 million comes from L.A. Care's Community Health Investment Fund
  - Housing for Health covers move-in assistance, wraparound service support, and non-medical intensive case management services.
- Grant Oversight
  - Brilliant Corners- Staggered payment of grant funds, Biannual progress reports and L.A. Care can monitor and conduct an evaluation of grant-funded activities.

- Housing for Health Referral Pathway Program – L.A. Care Clinical Leadership reviews program materials, Biweekly updates to L.A. Care Leadership on program status, program and clinical team leads meet as needed with clinical steering committee to review pathway design and implementation and future update at Board of Governors meeting.
- Challenges
  - Housing Market - Delays in placement due to high rental cost and low vacancy rate. Vacancy rate for all LA County is below 2.8%, probably less for individuals transitioning out of homelessness.
  - Landlord recruitment
  - High acuity population

### **Community Outreach & Engagement Update**

#### **Operating Rules for the Community Advisory Committees of L.A. Care Health Plan**

- Frank Meza provided an update about the status of the Community Advisory Committee Operating Rules.
- RCAC 8 will have an opportunity to review them a second time, ask questions and vote whether they are in agreement or not on approving the Operating Rules.
- RCAC members were encouraged to call their Field Specialist if they have any questions prior to the next scheduled meeting.

#### **2017 RCAC Member Conference**

- The Advocacy Conference scheduled for Friday, September 22, 2017 was cancelled and rescheduled for December 15, 2017. The location will remain the same at St. Anne's located at 155 N Occidental Blvd, Los Angeles, CA 90026 from 8:30am to 3:00pm.
- A sign in sheet was distributed to all RCAC members to confirm their attendance and indicate whether they will be using transportation services.
- The pick-up site is at Providence, Little Company of Mary and the time of departure is 6:30am.
- Members were reminded their attendance is mandatory.

#### **L.A. Care Board of Governors**

- Louise McCarthy, the chair of the L.A. Care Board of Governors and the president & CEO of the Community Clinic Association of Los Angeles County (CCALAC), where she represents the interests of the Los Angeles area Community Clinics and Health Centers, and those they serve.
- Ms. McCarthy talked about her role as the chair on the Board of Governors and the importance of being informed and involved with the issues that impact L.A. Care members and the communities in Los Angeles County.
- Ms. McCarthy thanked the RCAC for all of their hard work and being advocates for their communities. She also thanked the members for attending the ECAC and the Board meeting to bring the issue forward to bring change to their communities.

		<ul style="list-style-type: none"> <li>• RCAC members had an opportunity to ask questions and thanked Ms. McCarthy for visiting RCAC 8.</li> </ul> <p><b><u>ECAC Meeting Attendance</u></b></p> <ul style="list-style-type: none"> <li>• Ana Romo provided a short report from the September 13, 2017 ECAC meeting. She provided information about Brilliant Corners and what L.A. Care is doing to support Measure H, which is geared to support the homeless population.</li> <li>• Janeth Sevilla will attend the October 11, 2017 ECAC meeting at L.A. Care Health Plan.</li> <li>• Maria Isabel Tamayo will attend the November 8, 2017 ECAC meeting at L.A. Care Health Plan.</li> </ul> <p><b><u>Board of Governors Meeting Attendance</u></b></p> <ul style="list-style-type: none"> <li>• Rita E. Montes was scheduled to attend the September 7, 2017 Board of Governors Retreat at the California Endowment located at 1000 Alameda St, Los Angeles, CA 90012. Ms. Montes was not in attendance.</li> <li>• Judith Lemaroy will attend the October 5, 2017 Board of Governors meeting at L.A. Care Health Plan.</li> <li>• Maria Alvarez will attend the November 2, 2017 Board of Governors meeting at L.A. Care Health Plan.</li> </ul>
III.	<b>GET UP &amp; MOVE</b>	<ul style="list-style-type: none"> <li>• All RCAC members took a 5 minute break.</li> </ul>
IV.	<b>REGIONAL ISSUES</b> Group	<p><b><u>Member Issues</u></b></p> <ul style="list-style-type: none"> <li>• Maria Montes, RCAC Chair, encouraged members to bring issues to the RCAC and to ECAC, so L.A. Care is able to address the issues that are impacting L.A. Care members.</li> <li>• RCAC members did not have any issues but shared positive experiences getting doctor appointments and referrals to see their specialists.</li> <li>• Members were encouraged to continue to bring issues to the RCAC so L.A. Care can help them navigate the system and have their issues resolved.</li> <li>• Frank Meza provided everyone with the L.A. Care Members Services toll free number, and encouraged members to speak to the Member Relations Health Navigators who are attending all RCAC meetings, and available to speak with members at the end of the RCAC meeting.</li> </ul> <p><b><u>Transportation Services under Medi-Cal</u></b></p> <ul style="list-style-type: none"> <li>• RCAC members were asked if they have experienced any issues with accessing transportation services to their doctor visits under Medi-Cal.</li> <li>• L.A. Care members are eligible for both emergency and non-emergency transportation benefits under Medi-Cal. Depending on the service, prior authorization may be required and members can call their health plan or L.A. Care for additional information and services. Medi-Cal enrollees have no limit on rides and the service is free.</li> </ul>

		<ul style="list-style-type: none"> <li>• L.A. Care works with LogistiCare to help those with a medical need arrive to and from the doctor's office.</li> <li>• RCAC members have not used this service, however will bring this issue to the RCAC or L.A. Care if they experience problems in the future accessing the service.</li> <li>• Frank Meza encouraged members to call their plan or L.A. Care for additional information or questions.</li> </ul>
V.	<b>COMMUNITY AFFAIRS</b>	<p><b><u>Monthly Health Topic - "National Immunization Month"</u></b></p> <ul style="list-style-type: none"> <li>• A handout was distributed to everyone.</li> </ul> <p><b><u>Autism Benefits with L.A. Care Health Plan</u></b></p> <ul style="list-style-type: none"> <li>• Torhon Barnes, Manager, Behavioral Health Department presented on what is covered by L.A. Care for Autism and Autism Spectrum Disorder (ASD).</li> <li>• Children with Autism/ASD have a developmental disability that may or may not impair functioning in one or more of the following areas: <ul style="list-style-type: none"> <li>➢ Socialization/Social Interactions with Others</li> <li>➢ Verbal and Nonverbal Communication</li> <li>➢ Repetitive Behaviors</li> <li>➢ Problem Behaviors</li> </ul> </li> <li>▪ Members were encouraged if they feel their child may have Autism to communicate that information to their Primary Care physician immediately so they are able to provide additional support for treatment and referral to the nearest Regional Center to their home.</li> <li>▪ If the member is 2.5 years of age or older the caregiver should contact the home school for special education eligibility assessment as well.</li> <li>▪ Torhon also provide additional information and the steps taken when a member needs to request a Behavioral Health Treatment (BHT) or Applied Behavior Analysis (ABA) Services from L.A. Care Health Plan.</li> <li>▪ Mr. Torhon encouraged members to call L.A. Care's Behavioral Health Department for any questions or assistance with regards to Autism Services and Benefits.</li> </ul>
VI.	<b>RCAC/COMMUNITY WORK-PLAN</b>	<p><b><u>Work-Plan 2016/2017</u></b></p> <ul style="list-style-type: none"> <li>• Rafael Garcia, from Providence, Little Company of Mary provided an update about the upcoming "Oral Health Initiative" event that will bring a variety of community organizations to provide information, dental education and services, and resources.</li> <li>• The event is scheduled for Saturday, September 30, 2017 from 10am - 12pm at Providence Community Health Wellness &amp; Activity Center at 470 N. Hawaiian Avenue, Wilmington, CA 90744.</li> <li>• All RCAC members were encouraged to invite their families and friends to the event and take advantage of the information and resources that will be provided.</li> </ul>

- All RCAC members were assigned tasks for the event and were reminded their attendance is mandatory and is part of their work-plan project.

**Health Topic Survey**

- Idalia De la Torre, Supervisor, Community Outreach & Engagement provided RCAC Members with information and a survey identifying nine health topics that have been identified by L.A. Care as a priority based on issues that are impacting our members. Members were asked to circle three of the nine topics based on their interest and what they feel is a high priority in their RCAC region and community.
- The following is the list of the health topics:
  - Children’s Health
  - Women’s Health
  - Diabetes
  - Lung Health
  - Cultural & Linguistics
  - Teen Health
  - Cancer Screening
  - Heart Health
  - Other (Low Back Pain)
- All RCAC members will receive a presentation and training on the top three health topics selected and will be required to attend outreach events in their community to provide information and education on the health topics selected.
- More information and details about this topic will be provided at the next scheduled RCAC meeting on November 17, 2017.

**L.A. Care Field Specialist Reassignments**

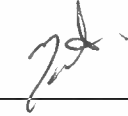
- Frank Meza informed the RCAC about the reassignment of Field Specialist throughout the RCACs and this will give an opportunity for RCAC members and the Field Specialist to get exposed to working with different RCAC regions and members.
- More information about the specific staff assignments will be provided to the RCAC as soon as possible.

VII.	<b>FUTURE AGENDA ITEMS</b>
VIII.	<b>MEETING EVALUATIONS</b>

- There were no future agenda items presented.
- All RCAC members took a few minutes to complete their meeting evaluation forms.

IX.	<b>PUBLIC COMMENTS</b> <i>Public</i>	<ul style="list-style-type: none"> <li>• There were no public comments.</li> </ul>
X.	<b>ADJOURNMENT</b>	<ul style="list-style-type: none"> <li>• The meeting was adjourned at 1:00 p.m.</li> <li>• The next RCAC 8 meeting is scheduled for <b>Friday, November 17, 2017</b> from 10:30 a.m. - 1:00 p.m. at Providence Community Health Wellness &amp; Activity Center at 470 N. Hawaiian Avenue, Wilmington, CA 90744. Wilmington Blvd., Wilmington CA 90744.</li> </ul>

Respectfully Submitted by:  
Frank Meza, *Community Outreach Field Specialist*

Approved by:   
Maria Montes, *Chair* \_\_\_\_\_