



**Regional Community Advisory Committee (RCAC)
Region 3 - Alhambra, Pasadena, Foothill - Committee Summary**

**Rosemead Community Center
3936 Muscatel Avenue, Room 4
Rosemead, CA 91770
Tuesday, October 17, 2017
9:30 A.M. - 12:00 P.M.**

MEMBERS

				<u>GUESTS/PUBLIC</u>	<u>STAFF</u>
Margaret "Maggie" Belton, <i>Vice-Chair</i>	(E)	Lidia Parra	()		
Cynthia Conteas-Wood, <i>Chair, Community Partner</i>	()	Marta Ramirez	()	Eduardo Kogan, <i>Interpreter</i>	Frank Meza, <i>Field Specialist</i>
Adán N. Fernández	()	Veronica Ramirez, <i>Community Partner</i>	(E)	Shelly Hash, <i>Interpreter</i>	Felicia Gray, <i>Liaison</i>
Shekelia Harvey	()	Devon Rax, <i>Provider</i>	()	Wilma Ballew, <i>CCI Area 2</i>	Victor Rodriguez, <i>Liaison</i>
Daniel W. Kwong	()	Gonzalo Sandoval	(U)	Stephanie Sunshine Mangone, <i>Shield Health Care</i>	Idalia Chitica, <i>Field Specialist Supervisor</i>
Fung Ha Leung Kwong	(E)	Roberto Santos	()		Judy Hsieh-Bigman, <i>Communications and Community Relations</i>
Anna Ochoa, <i>Community Partner</i>	(E)	Mirsa Serrano, <i>Community Partner</i>	()		Jose Avila, <i>Member Relations Navigator</i>
Oleeta Igar, <i>Community Partner</i>	()	Rosa Ureña	()		

**Attendance: Members (7), Community Partners (2), Providers (1), Public (4), Staff (7)
() present, (E) excused absence, (U) unexcused absence**

I.	WELCOME & INTRODUCTIONS	<ul style="list-style-type: none"> • Cynthia Contreas-Wood, <i>RCAC 3 Chair</i>, called the meeting to order. Everyone introduced themselves. • Frank Meza welcomed everyone and was happy to be the new Field Specialist working with this RCAC and encouraged members to reach out to him if they have any questions or concerns moving forward. In addition, he introduced Felicia Gray as the new Liaison working with this RCAC and staffs contact information was made available. • Ms. Contreas-Wood read the meeting “Ground Rules”. • In addition, Ms. Contreas-Wood read the L.A. Care Mission Statement to everyone.
II.	BUSINESS Approval of Agenda & Meeting Summary ECAC & BOARD Report	<p><u>Approval of Agenda & Meeting Summary</u></p> <ul style="list-style-type: none"> • The October 17, 2017 agenda was approved as presented. • The August 15, 2017 summary was approved as presented. <p><u>October 2017 ECAC Report</u></p> <ul style="list-style-type: none"> • Rosa Urena reported on the following: <ul style="list-style-type: none"> ➢ Membership for Covered California is at 26,000 members ➢ Information about the Differed Action for Childhood Arrivals (DACA) program ➢ Provided information about Care Harbor scheduled for November 17th - 19th and the wristband distribution is on the 11th - 13th <p><u>October 2017 Board of Governors Report</u></p> <ul style="list-style-type: none"> • Daniel Kwong reported on the following: <ul style="list-style-type: none"> ➢ New Chair to the Board of Governors is Louise McCarthy, who is the CEO, of the Community Clinics Association. ➢ Information about L.A. Care’s partnership with Brilliant Corners to provide services and support to the homeless population. ➢ L.A. Cares “Star Ratings” program and the importance of L.A. Care providing quality services to meet those standards. <p><u>RCAC Members Attending ECAC</u></p> <ul style="list-style-type: none"> • Adan Fernandez will attend the November 8, 2017 ECAC meeting. • Shekelia Harvey will attend the December 13, 2017 ECAC meeting. <p><u>RCAC Members Attending the Board of Governors (BOG)</u></p> <ul style="list-style-type: none"> • The November 2, 2017 Board Meeting has been cancelled, however will resume on December 7, 2017. • Lidia Parra will attend the December 7, 2017 BOG meeting.

- Members were reminded that if they volunteer to attend the ECAC or the BOG meetings, they will be responsible for reporting back to the RCAC.

Communications & Community Relations Update

- Francisco Oaxaca, *Senior Director of Communications and Community Relations*, reported on the following:
 - **LAC Safety Net Initiative Grants – Adaptive Equipment** = L.A. Care hosted an on-site equipment fair on October 3, 2017. ECAC members and other consumer advisory members who have expressed interest in this were invited. All the clinics who were awarded L.A. Care grants were able to talk to the vendors about the various adaptive equipment available.
 - **“Walks in My Shoes” – LAC Customer Service Week** = Deaka McClain and Demetria Saffore, along with two other Health Promoters, Pedro and Adriana Martinez provided L.A. Care staff their “Walk in My Shoes” demonstration as part of our Customer Service Week. This demonstration helps build awareness about the challenges that those who have various health conditions and disabilities deal with on a day to day basis.
 - **Revisions to CAC (Consumer Advisory Committee) Operating Rules** = There will be significant time on all the RCAC and CCI Council Agenda on the revisions to the CAC Operating Rules starting this month through November. There are no new changes since we reviewed them last, so CO&E and CCI Council Management staff will be leading detailed discussions on the same information during your upcoming meetings. For those RCACs and CCI Councils who do not feel the need to review the same revisions again, you will have the option to approve the revisions without going through the extensive review.

Global Member Issues

- Deaka McClain, CCI At-Large member shared the following concern:
 - L.A. Care’s urgent care list is not updated as she was given two locations by Member Services Department and one of the locations was not contracted with L.A. Care Health Plan.
- Brenda White, Chair, shared the following global issues discussed during the CCI Area 3 meeting:
 - Members continue to express long waiting times in waiting area before seeing the doctor as well in the exam rooms while waiting to be seen by their doctor.
 - Members are not able to access acupuncture services.
 - Member do not know how to access urgent care services.
 - Member continue to have problems with the taxi services used for CCI/RCAC meeting and ECAC related events.
- Demetria Saffore, Chair, shared the following global issue discussed during the CCI Area 1 meeting:
 - The Antelope Valley Community Clinics does not offer timely follow-up visits with their doctor. The member stated that her last visit was in July, her follow-up was supposed to be in 3 months later and they were not able to accommodate her until January 2018.

CO&E Report
Frank Meza, *Field Specialist*

Community Outreach & Engagement Update

Care Harbor

- Care Harbor will be held at “The Reef Expo Hall” located at 1933 S. Broadway, Los Angeles, CA 9007 on November 17, 2017 through November 19, 2017.
- Wristband distribution for services will be distributed on November 10th and 11th starting at 10:00am.
- A flyer with more detailed information will be mailed to all RCAC members.

RCAC Member Conference

- The RCAC Member Conference is scheduled for Thursday, December 15, 2017 at St. Anne’s located at 155 N. Occidental Blvd, Los Angeles, CA 90026 from 8:30am to 2:30pm.
- 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 the Jackie Robinson Park located at 1020 N Fair Oaks Avenue, Pasadena, CA 91103 and the pickup time is at 7:00am.
- Members were reminded their attendance is mandatory and must call staff if they are not able to attend.

ECAC Leadership Trainings

- The new series of ECAC Leadership Trainings will start Wednesday, November 15, 2017 from 8:30 a.m. to 2:30 p.m. at The Reef located at 1933 S Broadway, Los Angeles, CA 90007.
- There will be a total of 6 trainings and the topics and more detailed information will be provided to all participants at the November 15th training.
- The training is mandatory for all Chairs, Vice-Chairs and At-Large members.

Meeting Effectiveness

- The Community Outreach & Engagement (CO&E) will be implementing a new RCAC agenda format starting February 2018.
- Members will be receiving more detail information during the December 15th Conference.

Revision to Consumer Advisory Committee Member Operating Rules

- Judy Hsieh-Bigman, from the Communications Department asked all RCAC members to refer to the “Consumer Advisory Committee Member Operating Rules” documents included in their meeting folder.
- The goal is to review the revised documents to ensure all RCAC members were able to ask questions and request additional information or clarification on the areas that may be of concern.

		<ul style="list-style-type: none"> • Ms. Hsieh-Bigman asked members if they would prefer to review the revised document in detail or ask questions that pertain to the areas where changes were made. The general agreement was for the committee to review the entire document and discuss the sections where additions and changes were made. • There was a general agreement from RCAC 3 members to approve the Operating Rules with the following proposed amendments: <ul style="list-style-type: none"> • Member Term - Recommendation to not change the current (60 Day) timeframe for members to reinstate their membership when they lose eligibility. • Provisional Membership - Concern with the 6-month timeframe a member needs to wait before they are eligible to receive a stipend for attending their meeting. • In addition, Ms. Rosa Urena, RCAC Member made a motion to not change the current timeframe of (60 days), which was seconded and passed by RCAC 3 members. • Ms. Cynthia Contreas-Wood will present the proposed amendments to ECAC at their November 8, 2018 meeting. • Ms. Hsieh-Bigman opened for questions. There were no additional questions made.
III.	GET UP AND MOVE	<ul style="list-style-type: none"> • Members stretched and took a break.
IV.	REGIONAL ISSUES <i>Group</i>	<p><u>Member Issues</u></p> <ul style="list-style-type: none"> • Frank Meza encouraged members to bring member issues to the RCAC meeting and share their experiences with the group. Their experiences will help other members and staff get a better understanding of issues that impact their community. • RCAC member shared a positive experience she had when she needed an Orthopedic Specialist for her son. Member was happy with the outcome. • Member shared his concerns with the delay in getting an appointment with his Primary Care Doctor because he is no longer providing services at the address provided. Member was directed to speak to the Health Navigator present at the meeting and to contact his health plan to communicate the issue. • Frank Meza provided all RCAC members with the L.A. Care Members Services toll free number if members are having problems with their services. In addition, they were also encouraged to speak to the Health Navigators who are attending RCAC meetings and available to speak with members during the RCAC meeting.
V.	COMMUNITY AFFAIRS	<p><u>Health Topic – “National Breast Cancer Awareness Month”</u></p> <ul style="list-style-type: none"> • Information on the health topic was distributed to everyone.

		<p><u>Cultural & Linguistics Presentation</u></p> <ul style="list-style-type: none"> • Maria Mendez, from the Cultural Linguistics Department provided a presentation about the services they provide to L.A. Care Members. • Members have the right to receive written member-informing materials in their preferred threshold language. Written member-informing materials may include letters, member handbooks, and health education materials. • L.A. Care Members may also request to receive written member-informing materials in large print, audio, another format and they can provide any information in their language over the phone. • Ms. Mendez reassured members that their doctor's office, clinic, or hospital cannot deny services because of their language or disability and should complain if they feel they were denied care because of their language or disability, were not happy about the interpreting services, could not get information in their language, or format. • Members were encouraged to call L.A. Care Member Services to help them file a complaint in their language if they feel their needs were not met. The Toll-Free number was provided to all RCAC members: <u>1-888-839-9909</u> (TTY <u>711</u>). • The presentation was only available in English but will be mailed to all RCAC members in their language once it becomes available.
VI.	<p>RCAC/COMMUNITY WORK-PLAN <i>Group</i></p>	<p><u>2017/2018 RCAC Work Plan Projects</u></p> <p><u>Health Topic Survey</u></p> <ul style="list-style-type: none"> • Idalia De La Torre, Community Outreach & Engagement Department provided RCAC Members with a survey identifying nine health topics that have been identified by L.A. Care as a priority based on health disparities that are impacting L.A. Care members. Members were asked to circle three of the nine topics based on their interest and level of priority. • The following is the list of the health topics: <ul style="list-style-type: none"> ➤ Children's Health ➤ Women's Health ➤ Diabetes ➤ Lung Health ➤ Cultural & Linguistics ➤ Teen Health ➤ Cancer Screening ➤ Heart Health ➤ Other (Low Back Pain)

		<ul style="list-style-type: none"> • 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. • More information and details about this topic will be provided at the next scheduled RCAC meeting on December 19, 2017.
VII.	FUTURE AGENDA ITEMS	<ul style="list-style-type: none"> • A presentation from the Center for Health Care Rights and L.A. Care Sale & Marketing Department will be scheduled at the RCAC meeting later in the year depending on availability. • RCAC Member suggested a presentation from Personal Assistance Services Council (PASC) and from In-Home Support Services (IHSS) as well. • In addition, CHAP Care is also interested in presenting later in the year about the services they provide.
VIII.	MEETING EVALUATIONS	<ul style="list-style-type: none"> • Members were reminded to complete and turn in their meeting evaluations.
IX.	PUBLIC COMMENTS	<ul style="list-style-type: none"> • Member announced that Personal Assistance Services Council (PASC) is holding their annual Open House at the California Endowment located at 100 N. Alameda Street, Los Angeles, scheduled from 9:00am – 3:00pm. • Members were warned about potential Fraud phone calls being made to the public asking for members to disclose their Social Security Numbers. • Stefanie Sunshine Mangone from Shield Healthcare provided information about the services they provide and was excited for the opportunity for future partnerships.
X.	ADJOURNMENT	<ul style="list-style-type: none"> • The RCAC suggested to hold a Potluck at their December meeting to celebrate the holiday season. Members will sign up to plan ahead. • The meeting was adjourned at 12:00 p.m. • The next RCAC meeting is scheduled for Tuesday, December 19, 2017 from 9:30 AM - 12:00 PM and will be held at the Rosemead Community Center located at 3936 Muscatel Avenue, Room 4, Rosemead, California 91770.

Respectfully Submitted by:

Felicia Gray, Interim Field Specialist

Approved by:

Cynthia Wood, RCAC 3 Chair