



**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, November 17, 2017  
 10:30 AM - 1:00 PM

**MEMBERS: 13**

**STAFF/MANAGEMENT**

Maria Alvarez	( )	Janeth Sevilla	( )		Martin Vicente, <i>Field Specialist</i>
Dioselina Garcia	( )	Maria Isabel Tamayo, <b><i>Vice Chair</i></b>	( )		Victor Rodriguez, <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>	( )		Jose Quintero, <i>Health Navigator, Member Services Department, L.A. Care Health Plan</i>
Rita Elizabeth Montes	( )	Raul Montes	( )		<b><u>GUESTS/PUBLIC</u></b>
Rosario Moreno	( )	Belen Garcia	( )		
Ana Romo	( )				

**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>	<b><u>L.A. Care's Mission Statement / Three Pillars of CO&amp;E and RCACs</u></b> <ul style="list-style-type: none"> <li>• RCAC members read the L.A. Care's Mission statement and the three pillars of Community Outreach and Engagement. (Health Promotion, Health Advocacy and Partnership).</li> <li>• RCAC members reviewed the RCAC meeting "Ground Rules" prior to the start of the meeting.</li> <li>• Maria Montes, <i>RCAC Chair</i> called the meeting to order at 10:45 a.m. due to meeting room not being available as scheduled.</li> <li>• Everyone introduced themselves.</li> </ul>

II

**BUSINESS**

Approval of Agenda & Meeting Summary

Maria Montes, *Chair*

Maria Isabel Tamayo,  
*Vice Chair*

**Approval of Agenda & Meeting Summary**

- Members approved today's agenda with no changes.
- The September 21, 2017 meeting summary was approved as presented.

**ECAC Meeting Update**

**RCAC members ECAC Report**

- Janet Sevilla and Judith Lemaroy, RCAC members, did not attend the ECAC or BOG and had no report.

Maria Isabel Tamayo, RCAC Vice Chair, reported on the following highlights from the November's ECAC report:

- Members were informed the Healthcare Effectiveness Data Information Set (HEDIS) is a tool used by all health plans as a metric system to measure several health related areas to make sure member are receiving the proper health care. The following topics were identified as issues to improve L.A. Care's quality of care:
  - Care for people with diabetes
  - Care for pregnant women
  - Breast cancer testing - mammograms
  - Chlamydia Testing
  - Cervical Cancer Testing
- Member received a few statistics about these topics as well as activities that will be conducted to address awareness, prevention and testing.

Maria Montes, RCAC Chair, read to member the global member issues brought forth by ECAC members during the November 2017 meeting, the following were identified as global issues:

- Demetria Saffore, CCI member Area 1 presented the following:
  - Antelope Valley Community Clinic continues to be understaffed.
  - Antelope Valley Community Clinic does not have a phone number for urgent care and it takes about 4 hours to be seeing at their urgent care facilities.
  - Follow up appointments at Antelope Valley Community Clinic takes about 90 days.
- Nesima Estrefi, CCI area 4 chair presented the following:
  - The process to replace batteries on Durable Medical Equipment takes too long.
  - Authorization process for transportation takes long and the authorization is expired when is finally to time to use it. Transportation services arrive late causing you to be late to your schedule appointments as well as being late when time to return from the appointment site.
- Andria McFerson, RCAC 6 Chair presented the following:
  - Social workers are not informed about all the services and options offered by L.A. Care.

- **Christina Deh-Lee, ECAC chair and RCAC 9 chair presented:**
  - Mrs. Deh-Lee was referred to an urgent care facility 20 miles away from her house in Downey, because the location she was given by L.A. Care's nurse advice line did not contract with L.A. Care.
- Members were encouraged to read the full ECAC report and were advice to call CO&E staff if they had any questions.

### **2017 RCAC Member Conference**

- The RCAC Member Conference will be on Friday, December 15, 2017. The event will be held at St. Anne's located at 155 N. Occidental Blvd, Los Angeles, CA 90026 from 8:30am to 3:00pm.
- 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 and must call staff if they are not able to attend.

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

- Idalia De La Torre, *Field Specialist Supervisor*, presented the newly proposed RCAC Operating Rules. Ms. De La Torre informed members that these changes have been presented to the RCACs for the past few months. Ms. De La Torre informed members that ECAC voted on a motion to pass these recommendations and motion did not pass.
- Mrs. De La Torres gave a detailed presentation about the operating rules, highlighting the most critical changes. Some of those changes are:
  - To add the CCI councils to the Operating Rules.
  - To change dual membership to belong only to one advisory group either CCI Councils or RCACs.
  - To change provisional membership from one year to six months for new applicants, this will included not receiving stipend until they complete the new member orientation, attend all of their meetings and attend BOG or ECAC meetings but will be eligible for transportation and childcare reimbursement during the six month probation.
  - Addendum to the Operating Rules with information about the Office of the Inspector General (OIG) information and the new verification process for all advisory groups applicants.
  - Changes to the re-instatement process if eligibility is lost due to public services case issues like, not submitting your report on time, errors on the Medi-Cal system etc... The change includes changing the courtesy period from 60 days to 30 days to fix your case to be reinstated into the RCACs.
  - Removing members if member who do not sign the Code of Conduct and Standards of Behavior Certificate of Receipt and Understanding form within 60 days after they have taken the training and read the two documents.
- A role call was conducted to vote if members were in favor of the changes. All members voted in favor of the changes except the recertification reinstatement process.
- Members believe the RCAC recertification reinstatement process after losing Medi-Cal eligibility time is too short. They would like the process to stay at 60 days. Members voted against the proposed change.

**“I Speak Advocacy” training**

- Members were informed this year RCAC members will have the opportunity to participate in training aimed at improving the advocacy skills of RCAC members other than the Chair, Vice-Chair and At-Large Member.
- The program consist of recruiting members that are motivated to make the difference and have the desired to advance for Medicaid and Medicare.
- Members were informed that this new training is open to all RCAC/CCI members who do not have a leadership role (Chair, Vice Chair and At-large member). The commitment and classes are:
  - Members who want to help L.A. Care understand the member’s perspective related to health care.
  - Be able to participate in six (6) trainings starting January 2018.
  - Be able to participate in two (2) advocacy education updates by phone.
  - Be available for possible travel to Sacramento for legislative office visits.
  - Able to complete a short application stating why you desire to participate in the program.

RCAC members had the opportunity to discuss and ask questions and the following members would like to participate: Dioselina Garcia, Maria Lopez, Rosario Moreno, Ana Romo, Janet Sevilla and Rita Elizabeth Montes. Members were informed that an application will be mailed to them as soon as it is ready.

**Board of Governors Meeting Attendance**

- Judith Lemaroy is scheduled to attend Thursday December 7, 2017 Board of Governors meeting.
- Janet Sevilla will attend the December 13, 2017 ECAC meeting.
- No members signed up for ECAC in January 10, 2018. ✖
- Belen Garcia will attend the Board of Governors meeting on February 8, 2018

III. **GET UP & MOVE**

- All RCAC members took a 5 minute break.

IV. **REGIONAL ISSUES**  
Group

**Member Issues**

- A member had a comment regarding women’s health in relations to cancer screening. The test for cervical cancer was changed from doing it every year to every 3 years. RCAC members are concern because a woman could die if not diagnosed on time. Members will like more advocacy regarding this issue.

V. **COMMUNITY AFFAIRS**

**Monthly Health Topic - “Diabetes type 2”**

- A handout was distributed to everyone.

**L.A. Care’s Culture and Linguistic**

- Lidia Palomares, *L.A. Care’s Interpreter Service Specialist*, gave a brief presentation about services offered through L.A. Care Culture and Linguistics department. Mrs. Mendez provided the following information:
  - L.A. Care understand the cultural diversity of the population in the County of Los Angeles.

		<ul style="list-style-type: none"> <li>○ L.A. Care members have access to cultural and linguistic services including, language assistant, and translation and interpretation services at all health care facilities.</li> <li>○ L.A. Care tries to match its members with providers that speak their language.</li> <li>○ Tips on how to speak to your doctor through an interpreter.</li> <li>● Material handouts were not available in Spanish and they will be mailed to the members.</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>● Members were informed that the work plan will focus on the HEDIS results.</li> <li>● A member survey was distributed during the September RCAC meeting. Members had to select the topics of the nine topics included.</li> <li>● The results of the survey were cervical cancer, heart health and diabetes and the work plan will be based on these three topics.</li> <li>● Members were informed that they will be educated on these three topics by their CO&amp;E staff. Starting in February 2018 the agenda will have a new structure which will include a one hour training starting with diabetes. Each month will be a different topic. Staff will be trained on these three topics and they will train the RCAC members.</li> <li>● Members will receive a pre and posttest to evaluate how much they have learned.</li> <li>● RCAC members will participate in three events in their community and share the information they have learned. A tally sheet will be generated for them to tally their encounters.</li> <li>● Members were also informed that the collaborations with community based organization will continue. In 2018, the focus will be either Women’s Health or Diabetes. The committee will vote on the health topic of their choice on the needs of their community. L.A. Care through the RCACs will collaborate with an organization that is focusing their event on chosen topic. Is not mandatory for members to participate in these events, but are encouraged to attend event if they are open to the public. A review committee will be created for members to review applicants and provide their recommendations.</li> <li>● Members were informed that one of the best ways to participate is to bring names of organizations that can participate in the partnership as they know their community the best.</li> <li>● Members were informed member acknowledgement on their participation in the partnership will be evaluated and documented.</li> <li>● Members were informed that a participation commitment form will be distributed at the fall conference on December 15, 2017, this acknowledgement form will be signed by the RCAC members and their participation will be evaluated based on their attendance.</li> </ul>
VII.	<b>FUTURE AGENDA ITEMS</b>	<ul style="list-style-type: none"> <li>● Members will like more information about Emergency and Urgent Care.</li> </ul>
VIII.	<b>MEETING EVALUATIONS</b>	<ul style="list-style-type: none"> <li>● All RCAC members took a few minutes to complete their meeting evaluation forms.</li> </ul>

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, January 19, 2018</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:  
 Martin Vicente, *Community Outreach Field Specialist*

---

Approved by:   
 Maria Montes, *Chair*