



**Regional Community Advisory Committee (RCAC)
Region 2 - Van Nuys, Pacoima, West Hills, North Hills, Arleta, Sepulveda**

Committee Summary

L.A. Care Family Resource Center - Pacoima
10807 San Fernando Road, Pacoima, CA 91331
Monday, December 18, 2017
10:00am - 12:30pm

MEMBERS

	()	COMMUNITY PARTNERS		GUESTS/PUBLIC
Maricruz Alvarez	()			
Rosa Avalos	()	LAC DPH - SPA 2		Shelly Hash, <i>Spanish Interpreter</i>
Chun (Michael) Choe	()	AMPM Home Health Agency		Eduardo Kogan, <i>Spanish Interpreter</i>
Elizabeth Cooper	()	Youth Policy Institute		Sina New, <i>Khmer Interpreter</i>
Janet Henderson	()	NEVHC - WIC		Bo Uce, <i>Khmer Interpreter</i>
Estela Lara	()	Roberta Newton		Wilma Ballew, <i>Guest</i>
Diana Leff	()			
Channary Lim	()	STAFF/MANAGEMENT		
Virginia Martinez	()	Kristina Chung, <i>Field Specialist</i>		
Sophie Mom	()	Jose Ricardo Rivas, <i>Liaison</i>		
Sina Nhek	(E)	Idalia De La Torre, <i>CO&E Supervisor</i>		
Maria G. Ramos	()	Carlos Rueda, <i>Health Navigator</i>		
Laura Rhone, Vice-Chair	()	Meagan DeLeon, <i>Interpreting Specialist</i>		
Socrates Rodriguez	()	Veronica Belmonte, <i>Behavioral Health Outreach Specialist</i>		
Ana Rodriguez, Chair	()			
Soriya Sun	()			

**Attendance: 15 Members, 0 Community Partners, 0 Providers, 5 Public, 6 Staff
() present, (E) excused absence, (U) unexcused absence**

	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW- UP
I.	WELCOME & INTRODUCTIONS	<ul style="list-style-type: none"> Ana Rodriguez, <i>Chair</i>, called the meeting to order at 10:07 a.m. and asked everyone to introduce themselves.
II.	BUSINESS Approval of Agenda & Summary Ana Rodriguez, <i>Chair</i>	<p><u>Approval of Agenda & Meeting Summary</u></p> <ul style="list-style-type: none"> Kristina Chung reviewed the meeting agenda and folder. Due to scheduling issues, the Culture & Linguistics (C&L) Department requested to present at the beginning of the meeting. Ms. Cooper shared her concerns regarding the agenda: <ul style="list-style-type: none"> ECAC Leadership Training With the 2018 political climate, there are important items that need be included in the agenda. Ms. Cooper is concerned about the BOG, RCAC and CCI elections Kristina explained that Ana Rodriguez, <i>Chair</i>, and Laura Rhone, <i>Vice-Chair</i>, will present on what they learned from the 2017 ECAC Leadership trainings. The agenda was approved as presented. Ana Rodriguez, <i>Chair</i>, asked the group to review the October 2017 meeting summary. At the top of page 3, Virginia Martinez’s last name was incorrectly listed as Rodriguez. Ms. Cooper asked for clarification on page 2 of the summary where it states that she expressed concern regarding agenda items. She was not sure if she remembered this comment. <ul style="list-style-type: none"> Idalia De La Torre, <i>Supervisor</i>, explained that ítems in the meeting summary are summaries of discussions that took place at the meeting. The meeting summary was approved with the correction of Virginia Martinez’s name. <p><u>Culture & Linguistics (C&L) Presentation</u></p> <ul style="list-style-type: none"> Meagan Deleon, <i>Interpreting Services Specialist</i>, gave a presentation on the services that are offered by the Culture & Linguistic (C&L) Department at L.A. Care. <ul style="list-style-type: none"> translation of all materials and offers interpreters for doctor’s appointment and L.A. Care meetings for members evaluates services provided to members matches doctors who speak the same language as the member Below are important information if an interpreter is requested:

- You can ask for a male or female interpreter.
- You can ask for a specific interpreter but there is no guarantee because it depends on their schedules.
- If you have to cancel your appointment, please try to cancel at least 24 hours in advance.
- You have to request an interpreter for every doctor's appointment.
- Only use trained interpreters. Family members and friends should not be used for interpreting.
- Ms. Cooper shared that she has been asking for culture and linguistics for a long time. She feels that C&L could do a better job in serving all communities.
 - Meagan Deleon shared that C&L does provide cultural competency trainings to providers. She recommended that members share their concerns with the C&L department so that they are aware of the issues.

Members who attended the ECAC and Board of Governors (BOG) meetings gave a report on the following:

November 2017 ECAC Report (Socrates Rodriguez /Ana Rodriguez)

- Socrates Rodriguez was unable to attend the ECAC meeting.
- Ana Rodriguez, *Chair*, reported that L.A. Care hosted an on-site equipment fair on October 3, 2017. ECAC members and other consumer advisory members were invited to the fair. All the clinics who were awarded L.A. Care grants were able to talk to the vendors about the various adaptive equipment.

December 2017 ECAC Report (Maricruz Alvarez/Ana Rodriguez)

- Maricruz Alvarez reported that Dr. Seidman gave his report about a new program called *E-Management*. This program will connect Primary Care Physicians with mental health services to be able to treat or diagnose depression and anxiety faster.
- Estela Lara shared the motion regarding Antelope Valley Hospital. The hospital is under investigation because a girl passed away under their care.
 - Janet Henderson shared a story of her son who was receiving care at UCLA. He was going to receive a transplant but passed away due to unforeseen reasons.

November 2017 BOG Report

- There was no meeting.

December 2017 BOG Report (Michael Choe)

- A presentation on the HEDIS report was provided.
- Doctors from the DC3 clinic spoke during public comment. The clinic committed fraud and L.A. Care is offering to help them keep their doors open.

Ms. Cooper stated that it's important to focus on the health care changes at the federal level, especially to Medi-Cal and Medicare. She emphasized the importance of voting.

ECAC Meeting Attendance

- Estela Lara will attend the January 10, 2017 ECAC meeting at L.A. Care Health Plan.
- Janet Henderson will attend the February 14, 2017 ECAC meeting at L.A. Care Health Plan.

BOG Meeting Attendance

- There is no BOG meeting in January 2018.
- Ms. Cooper will attend the February 8, 2017 BOG meeting at L.A. Care Health Plan.

Operating Rules

- ECAC approved the changes to the Operating Rules in December.
- The motion will be placed on the Board agenda for February 8, 2018.
- A 30 day public posting period is required before changes to the Operating Rules can be effective.
- All revisions were approved except for the recertification which will remain at 60 days.
- Ms. Cooper had concerns regarding the attendance policy because it can lead to legal issues.

"I-Speak Advocacy" Program

- L.A. Care is starting a new education program called "*I-Speak Advocacy*".
- RCAC members who currently do not hold the position of Chair or Vice-Chair are eligible to apply.
- The following are requirements of the Program:
 - Be able to participate in six (6) monthly trainings at L.A. Care's office 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.
- Two members from each advisory committee will be selected.
- The application deadline is Wednesday, January 3, 2018.

ECAC Leadership Trainings (Chair/Vice-Chair Presentation)

- Ana Rodriguez, *Chair*, and Laura Rhone, *Vice-Chair*, provided an overview of the trainings that they received last year.
- The following are the 5 topics that were covered in the ECAC Leadership Trainings:

Idalia De La Torre,
Supervisor

CO&E Report
Kristina Chung, *Field Specialist*

1. How We listen is How We Communicate
2. Understanding L.A. Care Business
3. Motivating and Leading Member Issues
4. Diversity & Inclusion
5. Advocacy

- 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.

2018 RCAC Chair and Vice Chair Elections

- RCAC Chair and Vice Chair nominations will start during the February/March meeting cycles and the elections will be held during the April/May meeting cycles.
- Ms. Cooper stressed the importance of the Chair and Vice-Chair working with all members and being sensitive to their needs. She also requested a record of how they voted on issues and their involvement.
 - Idalia De La Torre shared that nominations will take place at the February RCAC 2 meeting and elections will occur at the March RCAC 2 meeting.
 - Members can nominate themselves or another RCAC member.
 - Members will receive a list of eligible members who can run for the Chair and Vice-Chair positions.
 - During the election, members can ask candidates questions.
 - Each candidate will have 2 minutes for their speech and 2 minutes per question that they are asked.
 - Ms. Cooper disagreed with the time limit and would like to address this with the Board.

\$25 Member Engagement

- All eligible RCAC members will receive a \$25 member engagement incentive.

Member Acknowledgement Form

- Kristina Chung reviewed the form:
 - Members may not have more than two (2) excused or unexcused absences, and one (1) medically excused absence from Consumer Advisory Committee (CAC) related meetings within one fiscal year.
 - CAC meetings include the following:
 - ECAC and BOG meeting attendance
 - All CAC Member Conferences
 - ECAC Leadership Trainings
 - Work Plan Events – 3 outreach events for RCAC members

		<ul style="list-style-type: none"> The form was passed out at the December 2017 Conference. Members who did not attend the conference were asked to sign the form and turn it in. Estela Lara stated that the form is necessary to keep all member accountable. <p><u>2018 Meeting Schedule</u> Members received a copy of the meeting schedule for RCAC 2, CCI, ECAC and the Board of Governors.</p>
III.	GET UP & MOVE	Due to a lack of time, the committee took a couple of minutes for a break.
IV.	REGIONAL ISSUES	<p><u>Member Issues</u></p> <ul style="list-style-type: none"> Virginia Martinez shared that she had a doctor appointment scheduled for December 18th and called the doctor's office on December 15th to confirm her appointment. She was told that the doctor was going on vacation and was not going to be available for her appointment. It was recommended that Virginia speak to Carlos Rueda, <i>Health Navigator</i>, to resolve this issue. Ms. Cooper requested that all trainings and presentations offered to members use layman's terms that are easier to understand. Ms. Cooper requested a presentation on Regional Centers.
V.	COMMUNITY AFFAIRS	<p>A. <u>Health Topic</u></p> <ul style="list-style-type: none"> The Health Topic for this meeting is Sexually Transmitted Diseases (STD) Prevention. <p>B. <u>Autism/ASD Benefit Presentation</u></p> <ul style="list-style-type: none"> Veronica Belmonte from the Behavioral Health Department presented on Autism and Autism Spectrum Disorder (ASD) benefits with L.A. Care Health Plan. 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"> Socialization/Social Interactions with Others Verbal and Nonverbal Communication Repetitive Behaviors Problem Behaviors If children show symptoms of Autism, they should be seen by a Primary Care Physician as soon as possible for treatment and referral to a Regional Center. A list of Regional Centers was provided.

		<ul style="list-style-type: none"> Members were encouraged to contact the Behavioral Health Department for more information.
VI.	RCAC/COMMUNITY WORK-PLAN Kristina Chung, <i>Field Specialist</i>	<p><u>2018 RCAC Work Plan Project</u> The 2018 Work Plan Project will have two parts.</p> <p>1. Outreach</p> <ul style="list-style-type: none"> Starting in February, all RCACs will be trained on three health topics (diabetes, heart health and cancer screening). Members will be asked to attend 2-3 community events in their area, with approval of CO&E staff, and outreach on the topics they have been trained on. <p>2. Community Partnerships</p> <ul style="list-style-type: none"> Based on the needs of the community, each RCAC will either choose either Women’s Health or Diabetes for their Community Partnership. RCAC 2 chose Diabetes. Members were asked to identify clinics, agencies, and/or organizations that focus on diabetes.
VII.	FUTURE AGENDA ITEMS	<ul style="list-style-type: none"> Estela Lara would like to discuss increasing the meeting stipend from \$70 to \$100. Idalia De La Torre stated that this is an administrative issue and Kristina Chung will follow up on the process and next steps. Kristina Chung stated that a justification of the increase will be needed.
VIII.	PUBLIC COMMENT	<ul style="list-style-type: none"> Janet Henderson stated that RCAC 2 would like to address the issue of public members taking the meeting’s food before members serve themselves. Janet specifically stated that Wilma Ballew takes the food. Wilma responded by saying that if RCAC 2 members have an issue with food, management can be called in to resolve this issue.
IX.	EVALUATIONS	<ul style="list-style-type: none"> Members were reminded to complete and turn in the meeting evaluation included in their packets.
X.	ADJOURNMENT	<ul style="list-style-type: none"> The meeting was adjourned at 12:35 P.M. The next RCAC 2 meeting is scheduled for Monday, February 26, 2018 from 10:00 am to 12:30 pm at L.A. Care’s Family Resource Center – Pacoima (10807 San Fernando Road, Pacoima, CA 91331).

Submitted by: _____
Kristina Chung, *Community Outreach & Engagement Field Specialist*

Approved by: _____
Ana Rodriguez, *RCAC 2 Chair*

Submitted by: _____

Kristina Chung, *Community Outreach & Engagement Field Specialist*



Approved by: _____

Ana Rodriguez, *RCAC 2 Chair*

