



**Regional Community Advisory Committee (RCAC)**  
**Region 7 – Huntington Park, Cudahy, Bell, Norwalk - Committee Summary**  
 Old Timers Foundation Family Center  
 YWCA Supervisor Gloria Molina Community Empowerment Center  
 7515 Pacific Blvd., Walnut Park, Huntington Park, CA 90255  
 Thursday, September 21, 2017  
 3:00PM - 5:30PM

**MEMBERS**

**STAFF/MANAGEMENT**

Angelica Albarran, <i>Vice Chair</i>	(P)	Maria Toscano	(P)	Frank Meza, <i>Community Outreach Field Specialist</i>
Dalia Cadena	(P)	Fatima Vazquez, <i>Chair</i>	(P)	Ricardo Rivas, <i>Community Outreach Liaison</i>
María Galván	(P)	Maria G. Villasenor	(P)	Fernando Villalobos, <i>Member Relations Health Navigator</i>
Maria Manjarrez	(P)	Laura Lopez	(P)	Layla Gonzalez-Delgado, <i>L.A. Care Board of Governors</i>
Virginia Medina	(P)	Elsa Martinez	(P)	
Guadalupe Perez	(P)	Maria Sandoval	(P)	<b><u>GUESTS/PUBLIC</u></b>
Ramona Rodriguez	(P)	Norma A. Alvarez	(P)	

**Attendance: Members 14, Community Partners 0, Public 3, Staff 5**  
**(P) present, (E) excused absence, (U) unexcused absence, (R) Removed**

	<b>AGENDA ITEM</b>	<b>SUMMARY OF DISCUSSION AND FOLLOW-UP</b>
<b>I.</b>	<b>WELCOME &amp; INTRODUCTIONS</b>	<ul style="list-style-type: none"> <li>• Fatima Vasquez, <i>RCAC Chair</i> called the meeting to order at 3:00pm. Everyone introduced themselves.</li> <li>• Fernando Villalobos from the Member Relations Department introduced himself and will be available to assist members with issues or questions during and after the RCAC meeting.</li> <li>• RCAC members reviewed the RCAC meeting “Ground Rules” prior to the start of the meeting.</li> </ul>

## II.

### **BUSINESS**

Approval of Agenda & Meeting Summary

**ECAC & Board Report**  
Fatima Vasquez, *Chair*

#### **Approval of Agenda & Meeting Summary**

- Prior to approving the agenda, one change was made under the section, "Community Affairs". The presenter scheduled to attend will not be present to provide the presentation, however Frank Meza, Field Specialist will provide the presentation in his place. The September 21, 2017 agenda was approved with the changes.
- The July 20, 2017 meeting summary was approved as presented.

#### **ECAC Meeting Update**

Fatima Vasquez 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.

#### **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.

### **2017 RCAC Member Conference**

- The RCAC Member 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 Middleton Elementary School located at 6537 Malabar St, Huntington Park, CA 90255, and pick up time is at 7:00am.
- Members were reminded their attendance is mandatory and must call staff if they are not able to attend.

### **Transportation Services under Medi-Cal**

- RCAC members were asked if they have experienced any issues with accessing transportation services to their doctor visits with Medi-Cal.
- 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.
- L.A. Care works with LogistiCare to help those with a medical need arrive to and from the doctor's office.
- 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.
- Frank Meza encouraged members to call their plan or L.A. Care for additional information or questions.

### **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

**CO&E Report**

Frank Meza,  
Community Outreach  
Field Specialist

**Community Outreach & Engagement Update**

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

		<ul style="list-style-type: none"> <li>• Frank Meza provided an update about the current status of the Community Advisory Committee Operating Rules.</li> <li>• RCAC 7 will have an opportunity to review them a second time, ask questions and vote whether they are in agreement or not at their next scheduled RCAC meeting on November 16, 2017.</li> <li>• RCAC members were encouraged to call their Field Specialist if they have any questions prior to the next scheduled meeting.</li> </ul> <p><b><u>ECAC Meeting Attendance</u></b></p> <ul style="list-style-type: none"> <li>• Dalia Cadena attended the September 13, 2017 ECAC meeting and reported on the Board approval for the next Family Resource Center in East Los Angeles. The center is located in a high traffic area of East Los Angeles</li> <li>• Maria Galvan will attend the October 11, 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>• Guadalupe Perez provided a report from the September 7, 2017 Board of Governors meeting. Ms. Perez talked about her experience attending the board meeting and felt it was too high level but was happy to hear that L.A. Care talked about several programs that provide services for the elderly population.</li> <li>• Virginia Medina will attend the October 5, 2017 Board of Governors meeting at L.A. Care Health Plan. This meeting is being scheduled as tentative and when the date is finalized, Ms. Medina will be notified.</li> </ul>
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	<p><b>REGIONAL ISSUES</b></p>	<p><b><u>Member Issues</u></b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• RCAC Member had an issue with scheduling an appointment for her son with the Specialist. Member spoke to the office staff several times and felt they were not being helpful. Member will speak to Health Navigator for further assistance.</li> <li>• Additional issue was on Pharmacy and what is covered under the plan. Member received assistance from another member from the RCAC and was able to resolve her issue.</li> <li>• RCAC Members were reminded to complete the Member Issue form that is mailed to them prior to the RCAC meeting, so they address the issue at the RCAC meeting or with the Health Navigator.</li> <li>• 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.</li> </ul>
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IV.	<b>GET UP &amp; MOVE</b>	<ul style="list-style-type: none"> <li>All RCAC members took a five-minute break.</li> </ul>
V.	<b>COMMUNITY AFFAIRS</b>	<p><b><u>Monthly Health Topic - "Injury Prevention"</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>Frank Meza asked several RCAC members to volunteer and read two pages from the presentation that provides information on what is covered by L.A. Care for Autism and Autism Spectrum Disorder (ASD) services.</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 to contact their Primary Care physician immediately if they feel their child may have Autism so their doctor can provide additional support for services and a 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>Frank Meza encouraged members to call L.A. Care's Behavioral Health Department for any questions or if they need assistance with 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>Frank Meza provided an update from the event organized by South Central Los Angeles Regional Center which was part of the "Oral Health Initiative" RCAC work-plan project. The event took place on August 4, 2017 from 10am to 1:00pm at the Bell Community Center located at 6250 Pine Avenue, Bell, CA 90201.</li> <li>There were approximately 200 people in attendance and the agencies present provided information, resources and services for children and adults with special needs. In addition, information and resources were made available about dental services and prevention.</li> <li>The RCAC members felt it was a successful event and were able to participate in all the information and activities that were available.</li> </ul> <p><b><u>Health Topic Survey</u></b></p> <ul style="list-style-type: none"> <li>Frank Meza 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.</li> </ul>

		<ul style="list-style-type: none"> <li>• The following is the list of the health topics: <ul style="list-style-type: none"> <li>➤ Children’s Health</li> <li>➤ Women’s Health</li> <li>➤ Diabetes</li> <li>➤ Lung Health</li> <li>➤ Cultural &amp; Linguistics</li> <li>➤ Teen Health</li> <li>➤ Cancer Screening</li> <li>➤ Heart Health</li> <li>➤ Other (Low Back Pain)</li> </ul> </li> <li>• 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.</li> <li>• More information and details about this topic will be provided at the next scheduled RCAC meeting on November 17, 2017.</li> </ul> <p><b><u>L.A. Care Field Specialist Reassignments</u></b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• More information about the specific staff assignments will be provided to the RCAC as soon as possible.</li> </ul>
<b>VII.</b>	<b>FUTURE AGENDA</b>	<ul style="list-style-type: none"> <li>• There were no suggestions for future agenda items.</li> </ul>
<b>VIII.</b>	<b>MEETING EVALUATIONS</b>	<ul style="list-style-type: none"> <li>• RCAC members took 5 minutes to complete meeting evaluations.</li> </ul>
<b>IX.</b>	<b>PUBLIC COMMENTS</b>	<ul style="list-style-type: none"> <li>• Layla Gonzalez-Delgado, L.A. Care Board of Governors provided information about an informational and resource health fair scheduled for Thursday, October 18, 2017 from 9:00am to 3:00 located at the California Endowment located at 1000 Alameda St, Los Angeles, CA 90012. Ms. Delgado provided a flyer to members who were interested in attending.</li> <li>• RCAC Member, Maria Galvan encouraged RCAC members to donate clothes, food and money to the victims of the recent hurricanes and natural catastrophes.</li> </ul>

X.	<b>ADJOURNMENT</b> Fatima Vasquez	<ul style="list-style-type: none"><li>• The meeting was adjourned at 5:00 p.m.</li><li>• <b>The next RCAC meeting is scheduled for November 16, 2017 at the YWCA Supervisor Gloria Molina Community Empowerment Center at 7515 Pacific Blvd., Walnut Park, CA 90255 from 3:00pm to 5:30pm.</b></li><li>• All RCAC members were reminded to arrive to the meeting on time.</li></ul>
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Respectfully Submitted by:  
Frank Meza, *Community Outreach Field Specialist*

Approved by:  
Fatima Vasquez, *Chair* \_\_\_\_\_



X.

**ADJOURNMENT**

Fatima Vasquez

- The meeting was adjourned at 5:00 p.m.
- **The next RCAC meeting is scheduled for November 16, 2017 at the YWCA Supervisor Gloria Molina Community Empowerment Center at 7515 Pacific Blvd., Walnut Park, CA 90255 from 3:00pm to 5:30pm.**
- All RCAC members were reminded to arrive to the meeting on time.

Respectfully Submitted by:

Frank Meza, *Community Outreach Field Specialist*

Approved by:

Fatima Vasquez, *Chair*

