



**Regional Community Advisory Committee (RCAC 6)
Region 6 - Compton, Inglewood, Watts, Gardena, Hawthorne - Committee Summary**

L.A. Care Family Resource Center - Inglewood
3111 W. Century Blvd., #100, Inglewood, CA 90303
Thursday, October 19, 2017
3:00 PM - 5:30 PM

MEMBERS

Olivia Avalos	(P)	Virginia Renaud	(P)	<u>COMMUNITY PARTNERS</u>		<u>GUESTS/PUBLIC</u>
Evangelina Cantero	(P)	Jewelene Richardson	(U)	California Alliance for Retired Americans – Janet Canterbury	(P)	Isaac Ibarlucea, <i>Spanish Interpreter</i>
Salma Diaz	(P)	Irene Romero	(P)			Ruth Nuno, <i>Spanish Interpreter</i>
Brigitte Green	(P)	Mary Romero	(P)			Wilma Ballew, <i>Guest</i>
Celia M. Hernandez	(P)	Mary Smith	(P)			Layla Gonzalez-Delgado, <i>L.A. Care Board Member</i>
Celia Juarez	(P)	Irma Torres	(P)	<u>STAFF/MANAGEMENT</u>		
Andria McFerson, Chair	(E)	Maribel Villa	(P)	Courtney Nicholas, <i>Field Specialist</i>		
Edith Moreno	(P)			Hilda Herrera, <i>Liaison</i>		
Maria E. Nuñez, Vice Chair	(P)			Auleria Eakins, <i>CO&E Manager</i>		
Alba Perez	(P)			Miguel Cassillas, <i>Health Navigator</i>		
Hilda A. Perez, Board Member	(P)			Lidia Palomarez, <i>Cultural & Linguistic Services</i>		
Dove S. Pinkney	(P)					

**Attendance: 17 Members, 1 Community Partner, 0 Providers, 4 Public, 5 Staff
(P) present, (E) excused absence, (U) unexcused absence**

	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
I.	WELCOME & INTRODUCTIONS	<ul style="list-style-type: none"> ▪ Maria E. Nuñez, <i>Vice Chair</i>, called the meeting to order at 3:00 p.m. and asked everyone to introduce themselves. ▪ Courtney Nicholas, <i>Field Specialist</i>, said she is the new Field Specialist for RCAC 6. Frank Meza has been assigned to a different RCAC. ▪ Ms. Nicholas told the group that all of the RCAC meetings are recorded and if anyone would like a copy of the recording, they can contact her or Board Services at L.A. Care. ▪ Ms. Nicholas read the L.A. Care Mission Statement. She pointed to the Meeting Ground Rules at the front of the room for everyone to see. ▪ Ms. Nicholas reviewed the items in the meeting folders. ▪ Ms. Nicholas said the RCAC 6 Chair is not in attendance so the Vice-Chair will be running the meeting.
II.	<p>BUSINESS Approval of Agenda & Meeting Summary</p> <p>Maria E. Nuñez, <i>Vice Chair</i></p>	<ul style="list-style-type: none"> • Ms. Nuñez asked the committee to review today’s agenda. • Ms. Nicholas said that there was one change to the agenda. The RCAC Chair and Vice-Chair presentations ECAC Leadership Training Presentation will be moved to the December meeting. • Today’s meeting agenda was approved as amended. • Ms. Nuñez asked the committee to review the August meeting summary. • The August 21, 2017 meeting summary was approved. • Ms. Nuñez read the following October ECAC Report. <p style="text-align: center;"><i>October 2017 ECAC Report</i></p> <p>I. <u>Standing Items</u></p> <ul style="list-style-type: none"> • <u>Board Member Report</u> <ul style="list-style-type: none"> • Board Chair Louise McCarthy shared that she attended the RCAC 8 meeting. She thanked the staff that were supporting the meeting, Frank Meza, Idalia De La Torre, and Hilda Herrera who did a great job facilitating the meeting. She added that RCAC 8 Chair, Maria Montes did a great job leading the meeting and all RCAC members were very engaged. She will continue doing her rounds to other RCAC and CCI Council meeting. • Ms. McFerson expressed concern with the lack of Health Promoter trainings available at the Family Resource

Center in Inglewood.

- The November 2 Board of Governors meeting has been cancelled. The next Board meeting will be December 7.
- **Update from Government Affairs.**
 - A copy of the Government Affairs report was distributed during the meeting. A copy can be requested by contacting the CO&E department.
 - Government Affairs also shared the following website for members to go to directly to receive more information on DACA (Deferred Action for Childhood Arrivals):
 - DACA Program – <https://uscis.gov/archive/condiseration-deferred-action-childhood-arrivals-daca>
 - Rescission of DACA Fact Sheet – <https://www.dhs.gov/news/2017/09/05/fact-sheet-rescission-deferred-action-childhood-arrivals-daca>
 - Immigrant Legal Resource Center – <https://www.ilrc.org/daca>
- **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.

- Mr. Oaxaca also shared with the committee L.A. Care's total membership by product lines. A copy can be requested by contacting the CO&E department.

- **Global Member Issues**

- LLuvia Salazar, Chair, shared the following global issues discussed during the RCAC 11 meeting:
 - Queen of the Valley Hospital in West Covina emergency room is very small and does not have enough seats to serve West Covina and the surrounding cities. Individuals who are there for services have to wait standing up for more than two hours and they do not have a Pro Audio (PA) system.
 - Members are suggesting that L.A. Care create and distribute a list of urgent care centers in each Region. This will assist those individuals who are not able to call their primary care provider to get that information.
- 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.
 - Members do not know how to access urgent care services.
 - Members continue to have problems with the taxi services used for CCI/RCAC meeting and ECAC related events.
- Andria McFerson, Chair, shared the following global issues discussed during the RCAC 6 meeting:
 - Member expressed that it takes too long for follow-up visits with their primary providers.
 - Member expressed that there needs to be more access to Social Workers in emergency rooms and to assist the homeless population.
- 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 after and they are not able to accommodate her until January 2018.
- 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.
- Maria Montes, Chair, shared the following global member issue discussed during the RCAC 8 meeting:
 - Harbor Community Clinic in San Pedro waiting area is not conducive to the number of patients that are seeking services. Mr. Montes has filed numerous grievances and to date nothing has changed.

II. Old Business

A. Update on Durable Medical Equipment Grants

- Roland Palencia, Director, Community Benefits Program attended the meeting and gave an update on the Durable Medical Equipment Grants.
- A list of grantees and the type of durable medical equipment granted was distributed at the meeting. A copy can be requested by contacting the CO&E department.

III. New Business

A. Committee member motion to ECAC

- *ECAC – Motion to request L.A. Care to purchase adequate durable medical equipment namely wheelchairs to adequately meet the needs of members of the public for both emergency and non-emergency use while on L.A. Care premises.*
- The motion was approved by ECAC and will be forward to internal departments for follow-up and next steps.

IV. Public Comments

A. 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 for services will be distributed on November 10th and 11th.
- Hilda Perez, *Member*, suggested that each member read a small part of the ECAC report out loud.
- Ms. Nicholas said that the FRC meeting space is small and she is looking for new meeting space for the group. If anyone has any suggestions, please share with her.
 - One member suggested the library where the RCAC used to meet.
 - Another member suggested Los Chucos Community Center on Redondo Blvd.

Member Reports

- September ECAC – Dove Pinkney, *Member*, talked about the adaptive equipment funding. Ms. Nicholas said that was an example of real change. This was an issue that was brought to ECAC by a member because she found that some providers did not have exam tables that everyone was able to use. L.A. Care created a program where providers applied for funding to purchase the equipment. L.A. Care then had an equipment fair where providers

	<p>Courtney Nicholas, <i>Field Specialist</i></p>	<p>could shop for the equipment. Each RCAC has at least one provider that was awarded funding. Ms. Pinkney also showed the group a keychain and said that the information for Urgent Care centers can be put on the keychain and people can carry that around with them.</p> <ul style="list-style-type: none"> September BOG – Ms. Pinkney said she left her notes from the September BOG retreat at home. October ECAC – Evangelina Cantero did not attend the October ECAC meeting. <p><u>CO&E Report</u></p> <ul style="list-style-type: none"> Ms. Nicholas said Auleria Eakins, <i>CO&E Manager</i>, will be reviewing the changes to the Operating Rules later in the meeting. The Conference has been rescheduled to December 15, 2017 at St. Anne’s. Ms. Nicholas said a flier was in everyone’s folders. Hilda Herrera passed around the transportation sign-up sheet. The new series of ECAC Leadership will begin for this new fiscal year. The first scheduled ECAC Leadership Training is on Wednesday, November 15, 2017 from 8:30 a.m. to 2:30 p.m. The training is mandatory for all Chairs, Vice-Chairs and At-Large members. CO&E will be implementing a new RCAC agenda format starting February 2018. Members will be receiving more detail information during the December Conference. <p><u>ECAC Meeting Attendance</u></p> <ul style="list-style-type: none"> Olivia Avalos will attend the November 8, 2017 ECAC meeting at L.A. Care Health Plan. Brigitte Green will attend the December 13, 2017 ECAC meeting at L.A. Care Health Plan. <p><u>BOG Meeting Attendance</u></p> <ul style="list-style-type: none"> Irma Torres will attend the December 7, 2017 BOG meeting at L.A. Care Health Plan. Ms. Nicholas reminded the group that assigned members are expected to attend the ECAC and BOG meetings and to bring a report of the meeting back to the RCAC. Any assigned member who does not cancel at least 24 hours prior to the meeting will have an unexcused absence and it will count against them according to the Attendance Policy. <p><u>Operating Rules</u></p> <ul style="list-style-type: none"> Auleria Eakins, <i>CO&E Manager</i>, reviewed the proposed changes to the Operating Rules. RCAC 6 is in agreement with using the term Community Advisory Committee (CAC). Provisional Membership:
	<p>Auleria Eakins, <i>CO&E Manager</i></p>	

		<p>Provide clarity (details) regarding work plan so the new members have a clear understanding</p> <p>2 – yes with recommendation 12 – no</p> <ul style="list-style-type: none"> • Recertification (Eligibility): 13 – yes 1 – no • Code of Conduct: 14 – yes • RCAC 6 is in agreement with consolidating the advisory committees and the CCI membership requirements. (age, Cal-Medi Connect, person with disability) • RCAC 6 recommends looking into (re-visit for removal) 2+ members representing the same household/same product line in RCAC or CCI. Consumers under different product lines but same household should be allowed to represent at RCAC or CCI. <p>Committee Composition: 2 – yes 11 – no (consider above feedback)</p> <ul style="list-style-type: none"> • The committee passed the following motion: <u>RCAC 6 Motion</u> RCAC 6 passed a motion to have the Operating Rules feedback provided to all of the RCACs.
III.	GET UP & MOVE	<ul style="list-style-type: none"> ▪ 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"> ▪ There were no member issues discussed with the group.
V.	COMMUNITY AFFAIRS	<p>A. <u>Health Topic</u></p> <ul style="list-style-type: none"> ▪ The Health Topic for this meeting is National Breast Cancer Awareness Month. An information sheet was shared with the group. <p>B. <u>Cultural & Linguistic (C&L) Services</u></p> <p>Due to a lack of time, the C&L presentation will be moved to a later meeting.</p>
VI.	RCAC/COMMUNITY WORK-PLANS	<ul style="list-style-type: none"> • Ms. Nicholas gave an update on the 2018 Community Work Projects. • The CO&E department will be working closely with the Health Education department to identify three health topics

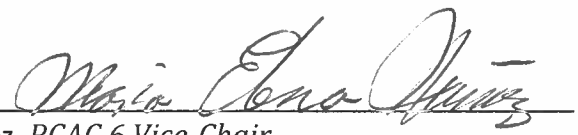
		<p>that members will be trained on for the new fiscal year. Members will receive more detailed information at the December conference.</p> <ul style="list-style-type: none"> • Ms. Nicholas passed out a survey of health topics and members chose the top three that they were interested in.
VII.	FUTURE AGENDA ITEMS	<ul style="list-style-type: none"> ▪ There were no future agenda items discussed by the group.
VIII.	PUBLIC COMMENTS	<ul style="list-style-type: none"> ▪ The committee passed around a sheet for the potluck at the December meeting. ▪ Ms. Perez said that Andria McFerson has a number of items that she got from the Health Promoters conference. Ms. Nicholas has the items and they will be distributed at the December meeting. ▪ Brigitte Green, <i>Member</i>, has some information about Sprint offering free internet.
IX.	EVALUATIONS	<ul style="list-style-type: none"> ▪ Prior to adjourning the meeting, staff distributed a RCAC meeting evaluation form to gather members' feedback.
X.	ADJOURNMENT	<ul style="list-style-type: none"> ▪ The meeting was adjourned at 5:45 pm. ▪ The next RCAC meeting is scheduled for Thursday, December 21, 2017 from 2:00 p.m. to 4:30 p.m.

Submitted by: _____
 Courtney Nicholas, *Community Outreach & Engagement*
 Field Specialist

Approved by: _____
 Maria E. Nuñez, *RCAC 6 Vice-Chair*

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