



**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, November 16, 2017  
 3:00PM - 5:30PM

**MEMBERS**

**STAFF/MANAGEMENT**

Angelica Albarran, <i>Vice Chair</i>	(P)	Ramona Rodriguez	(P)	Martin Vicente, <i>Community Outreach Field Specialist</i>
Norma A. Alvarez	(P)	Maria Toscano	(P)	Victor Rodriguez, <i>Community Outreach Liaison</i>
Dalia Cadena	(P)	Fatima Vazquez, <i>Chair</i>	(P)	Jesucita Zuniga, <i>Member Relations Health Navigator</i>
María Galván	(P)	Maria G. Villasenor	(P)	Idalia de la Torre, <i>Field Specialist Supervisor</i>
Maria Manjarrez	(P)	Laura Lopez	(P)	
Virginia Medina	(P)	Elsa Martinez	(P)	<b><u>GUESTS/PUBLIC</u></b>
Guadalupe Perez	(P)	Maria Sandoval	(P)	Guadalupe Aceves

**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>	<p><b><u>L.A. Care’s Mission Statement / Three Pillars of CO&amp;E and RCACs</u></b></p> <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>• Fatima Vazquez, <i>RCAC Chair</i> called the meeting to order at 3:00pm. Everyone introduced themselves.</li> </ul>

## II.

### **BUSINESS**

Approval of Agenda & Meeting Summary

### **ECAC & Board Report**

Fatima Vasquez, *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 member Maria Galvan attended ECAC in October 2017 and reported on the following:

- Mrs. Galvan informed members that Mrs. Louise McCarthy, L.A. Care's Board Chair, attended RCAC 8 meeting and thanked Frank Meza, Hilda Herrera and Idalia De La Torre for doing a good job at running RCAC 8.
- Mrs. Galvan shared with members a website in case any members needed information about the Deferred Action for Childhood Arrivals (DACA) the website is [www.unitedwedream.org](http://www.unitedwedream.org)
- Mrs. Galvan also informed that L.A. Care's health promoters were invited to the Vision y Compromiso event in Ontario. Mrs. Galvan encouraged members to attend the meeting at L.A. Care.

RCAC member Maria Manjarrez attended ECAC in November 2017 and reported on the following:

- Mrs. Galvan informed that Demetria Saffore reported about the lack of clinics in the area of Antelope Valley and that it is taking long to do a follow up with your primary care physician.
  - Mrs. Galvan informed that Mrs. Deh-Lee reported she 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.

Angelica Albarran, 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.

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

**CO&E Report**  
Martin Vicente,  
*Community Outreach  
Field Specialist*

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.

### **Community Outreach & Engagement Update**

#### **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 Middleton Elementary School locate at 6537 Malabar St, Huntington Park, CA 90255, and pick up time is at 7:00 am.
- 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. 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 and Vice-Chair.
- 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: Dalia Cadena, Norma Angelica Alvarez, Laura Lopez, Maria Galvan, Maria Toscano and Vicky Medina. Members were informed that an application will be mailed to them as soon as it is ready.

#### **ECAC and BOG Meeting Attendance**

- Vicky Medina will attend the ECAC meeting on December 13, 2017
- Angelica Albarran will attend BOG meeting on December 7, 2017
- Members were presented with the new BOG and ECAC attendance list.
- Norma Angelica Vazquez will attend ECAC on January 10, 2018
- Maria Albarran will attend BOG on February 1<sup>st</sup>, 2018

	<b>REGIONAL ISSUES</b>	<p><b><u>Member Issues</u></b></p> <ul style="list-style-type: none"> <li>• Members were encouraged 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>• A committee member had an issue at Huntington Park Community Clinic, they did not have interpretation services available and they tried to ask her son to interpret for her, her son was not able to interpret and she did not get interpretation services during her visit at the doctor.</li> <li>• A committee member had an issue with diagnostic for her son with an ingrown nail. The member was not satisfied with the way her son was treated, bandages were not put properly and they did not clean the wound properly. The member had the same issue of not having interpretation services.</li> <li>• The member was informed that this are all good issues that can be brought back to ECAC, but more information is needed to be able to present this issue to the ECAC Committee.</li> </ul>
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 - "Diabetes type 2"</u></b></p> <ul style="list-style-type: none"> <li>• A handout was distributed to everyone.</li> </ul> <p><b><u>L.A. Care's Culture and Linguistic</u></b></p> <ul style="list-style-type: none"> <li>• Maria Mendez, <i>L.A. Care's Interpreter Service Specialist</i>, gave a brief presentation about services offered through L.A. Care Culture and Linguistics department. Mrs. Mendez provided the following information: <ul style="list-style-type: none"> <li>○ L.A. Care understand the cultural diversity of the population in the County of Los Angeles.</li> <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> </ul> </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>• Idalia De La Torre informed members that the work plan will be more focus based on the HEDIS results. Mrs. De La Torre gave a brief overview about the health topic survey conducted at the RCACs in September which included nine topics. Members had the opportunity to choose three topics from the survey during the September meeting.</li> <li>• The results of the survey were cervical cancer, heart health and diabetes. The work plan will be based on this three topics.</li> <li>• Members were informed that they will be educated on these three topics by their Field Specialist. Starting in February 2018 the agenda will have a new structure which will include a one hour training starting with</li> </ul>

		<p>diabetes. Each month will be a different topic. Staff will be trained on these three topics and they will train the RCAC members.</p> <ul style="list-style-type: none"> <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. 2018 will focus on 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 these topics. Is not mandatory for members to participate in these events, but are encouraged to participate. A subcommittee will be necessary for members to make the decision based on the applications.</li> <li>• Members were informed that one of the best ways to participate is to bring names of organizations because nobody knows their community better than they do.</li> <li>• Members were informed that they will be evaluated on their participation.</li> <li>• Members were informed that a participation commitment form will be distributed at the fall conference on December 15, 2017, this commitment form will be signed by the RCAC members and their participation will be evaluated based on member acknowledgement.</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>• Maria Galvan informed members that she participates with a group that cooks to sell food to help people in need. Mrs. Galvan invited members to participate and to talk to her if they need more information.</li> </ul>
<b>X.</b>	<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 January 18, 2018 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>

Respectfully Submitted by:  
Martin Vicente, *Community Outreach Field Specialist*

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

		<p>diabetes. Each month will be a different topic. Staff will be trained on these three topics and they will train the RCAC members.</p> <ul style="list-style-type: none"> <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. 2018 will focus on 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 these topics. Is not mandatory for members to participate in these events, but are encouraged to participate. A subcommittee will be necessary for members to make the decision based on the applications.</li> <li>• Members were informed that one of the best ways to participate is to bring names of organizations because nobody knows their community better than they do.</li> <li>• Members were informed that they will be evaluated on their participation.</li> <li>• Members were informed that a participation commitment form will be distributed at the fall conference on December 15, 2017, this commitment form will be signed by the RCAC members and their participation will be evaluated based on member acknowledgement.</li> </ul>
VII.	<b>FUTURE AGENDA</b>	<ul style="list-style-type: none"> <li>• There were no suggestions for future agenda items.</li> </ul>
VIII.	<b>MEETING EVALUATIONS</b>	<ul style="list-style-type: none"> <li>• RCAC members took 5 minutes to complete meeting evaluations.</li> </ul>
IX.	<b>PUBLIC COMMENTS</b>	<ul style="list-style-type: none"> <li>• Maria Galvan informed members that she participates with a group that cooks to sell food to help people in need. Mrs. Galvan invited members to participate and to talk to her if they need more information.</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 January 18, 2018 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>

Respectfully Submitted by:  
Martin Vicente, *Community Outreach Field Specialist*

Approved by:  
Fatima Vasquez, *Chair*