



**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, December 21, 2017  
3:00 PM - 5:30 PM

**MEMBERS**

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

**Attendance: 18 Members, 1 Community Partner, 0 Providers, 4 Public, 5 Staff  
( ) present, (E) excused absence, (U) unexcused absence**

	<b>AGENDA ITEM</b>	<b>SUMMARY OF DISCUSSION AND FOLLOW-UP</b>
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leadership of the clinic.

- Board Chair Louise McCarthy told us that she attended the CCI Area 3 meeting. She will continue visiting other RCAC and CCI Council meetings. She invited all Board Members to attend RCAC and CCI Council meetings.
- Ms. McCarthy appointed Ms. Layla Gonzalez-Delgado to the Executive Committee in the Governance Committee chair seat.
- The Hospital Association of Southern California has appointed Mr. Robert Curry as the successor in place of Board Member Michael Rembis. Mr. Curry is awaiting formal appointment by the Board of Supervisors.
- Board Member Mark Gamble was voted as the Board's Treasure as Board Member Michael Rembis will no longer serve on the L.A. Care Board.
- Rachel Rose Luckey, RCAC 4 members, expressed difficulties with assistance in getting things approved for services needed and asked that more assistance be given to Ms. Monsour and the Behavioral Health Department.
- Andria McFerson asked the question as to who she had to speak to regarding the Health Promoters Program and getting more involved with the community.
- Board members, for 2018 can choose to donate their stipends to either the American Lung Association and/or Kurka Children's Health Fund.
- Dr. Seidman, Chief Medical Officer gave his report. He stated that they will ask about member experience and have a more robust survey as well as have a post visit survey. Both the pharmacies and the call center will be encouraging members to get their flu shot this season. A new program called e-management will be able to assist Primary Care Physicians with mental health services to be able to treat or diagnose depression and anxiety faster.
- Mr. Terry Brown from Human Services stated that they will be expanding where an employee can file a report/complaint. In light of the recent media events regarding harassment they will be revisiting some policies and possible expanding their training not just to management but to all employees.
- Mr. Roland Palencia gave a report regarding Brilliant Corners. Also, the Board approved a motion to continue to fund the Community Health Investment Fund (CHIF) another \$10 million for 2018 which would include \$4 million to further fund the Brilliant Corners Foundation to fund housing for homeless L.A. Care members.
- There is not Board meeting in January. The next scheduled meeting will be February 8, 2018.
- A list of motions approved by the Board of Governors at their December meeting was distributed at the meeting. A copy can be requested by contacting the CO&E department.

- **Communications & Community Relations Update**

- Francisco Oaxaca, *Senior Director of Communications and Community Relations*, reported on the following:
  - Family Resource Center Update
    - We have started work on the new L.A. Care Family Resource Center in East L.A. Currently, the staff is reviewing the final design of the inside of the center.
    - Meanwhile, the search has started for a location in the RCAC 4 area to pen another L.A. Care Family Resource Center. We will keep you updated on this process.
  - CAC Fall Conference
    - The Consumer Advisory Committee Member Fall Conference is this Friday, December 15<sup>th</sup>.
    - We are looking forward to bringing together all our CAC members to discuss the goals and objectives we have for the coming year, how we can work together to improve the health of the community, and also to acknowledge the accomplishments we have made in 2017.
  - Selection to serve on PASC Board
    - Finally, I'd like to recognize one of our ECAC members who was appointed to serve on the PASC board. The Personal Assistance Services Council (PASC) is the public authority for In-Home Supportive Services (IHSS) in Los Angeles County. Please join me in congratulating Wilma Ballew. She was appointed by County Supervisor Sheila Kuehl. This now give us two CAC members on the PASC board. Wilma joins another RCAC 3 Vice-Cahir, Maggie Belton on the PASC board.

**II. Old Business**

**A. Approval of Revisions to the Operating Rules for the Community Advisory Committees and Executive Community Advisory Committee of L.A. Care Health Plan**

- ECAC Approved the following motion on the proposed changes to the operating rules:  
*Motion: To approve the revisions to the Consumer Advisory Committee Operating Rules with the exception of the member recertification grace period; keeping the current 60-day grace period in the Operating Rules for the recertification of CAC members.*
- The motion will be placed on the Board agenda on February 8, 2018. A 30 day public posting period is required before changes to the operating rules can be effective. We don't know yet what the Board will decided with respect to the ECAC motion. We will keep you informed on how the Board acted on the ECAC motion after they have meet in February 2018.

**B. 2017 Oral Health Initiative Partnership Presentation**

- Martin Vicente, Field Specialist, Community Outreach & Engagement gave a presentation on the 2017 Oral Health Initiative Partnership. He discussed the following:
- Program Goals

- Increase Access to Dental Health for Vulnerable low income residents
- Raise awareness of community dental health services and resources
- Provide education on preventive dental health
- Selection Process
  - Opportunity to received up to \$5,000
  - Received a total of 28 applications and 17 were funded ( a list of funded organization can be provided if you contact your assigned Field Specialist)
  - Applications were reviewed by CAC ad-hoc review committee
  - Required to be a not-for profit entity
  - Services were provided in L.A. County
- OHI Activities included
  - Health resources fairs
  - Back to school wellness events
  - Festivals
  - Community Based Organization open houses
  - Community partnership events
- Services and Resources
  - Dental Screenings
  - Information and resources
  - Oral Health exams
  - Dental Health Presentation
  - Dental kits
- Outcomes
  - Total sponsorship \$75,000
  - Dental Screening 491
  - Dental Cleanings 70
  - Distributed 6,000 toothbrushes
  - Disseminated 1,275 oral health kits
  - Outreach to 4,400 individuals
  - Other services: HIV testing, Hepatitis vaccines, Homeless resources and blood pressure screening

**III. New Business**

**A. CCI Area 1 motion to ECAC**

- **CCI Area 1** – Motion to request that L.A. Care staff investigated and report back their findings on Antelope Valley Hospital’s emergency room practices, including but not limited to: staff training on proper patient care, such as providing discharge, Durable Medical Equipment (DME) use, and medication instructions to patients; HIPPA compliance, and proper usage of personal protective equipment (PPE); and, their practice of referring emergency room patients to other hospitals.
- The motion was approved by ECAC and will be forward to internal departments for follow-up and next steps.

**Member Reports**

- November ECAC – Olivia Avalos talked about the new exam tables for disabled people.
- December BOG – Irma Torres is not present to give her report.
- December ECAC – Brigitte Green was assigned to go to the December ECAC but her transportation never arrived to pick her up. This led to a discussion about issues with transportation in getting to CO&E events (meetings, trainings, conference, etc.). Ms. Nicholas informed the group that there are certain staff members who are responsible for addressing transportation issues for certain events: Victor Rodriguez is the contact for ECAC, Hilda Herrera and Felicia Gray are the contacts for BOG. Members should contact those staff persons if there are any issues with their transportation. Ms. Nicholas told the group that during ECAC, BOG, conferences and trainings there are staff people that are assigned to certain tasks on that day and members should speak directly to that assigned staff person during the event regarding any issues they may have.

**CO&E Report**

- All eligible RCAC members will receive a \$25 member engagement incentive today.
- I-Speak advocacy training is a pilot advocacy training program for RCAC and CCI members who are not Chairs or Vice-Chairs. It will be a monthly training that will lead to this group doing either local legislative office visits or participate in Advocacy Day in Sacramento. The first training is Friday, January 12, 2018. The application deadline is Wednesday, January 3, 2018.
- Later in the meeting, the RCAC Chair and Vice-Chair will give a presentation on what they learned during the 2017 ECAC Leadership Trainings.
- The next ECAC Leadership Training is scheduled for Friday, January 26, 2018. The training is mandatory for all Chairs, Vice-Chairs and At-Large members.
- RCAC Chair and Vice-Chair nominations will start during the February meeting and the elections will be held during the April meeting.
- Ms. Nicholas asked the committee what they thought about the conference.
- Dove Pinkney, *Member*, enjoyed the conference, particularly the speaker at the end.

Courtney Nicholas,  
*Field Specialist*

- Hilda Perez, *BOG Member*, said she loved sitting with people that spoke her language and sitting with people from other RCACs and CCI and they got to talk about the needs of their communities. She because of transportation, some members got to the conference late and didn't get breakfast. She also said there were lots of complaints about the transportation dropping people off very late after the conference.
- Maria Nuñez, *Vice-Chair*, said that the transportation did not get her home until 6pm because they had to drop other members off in other RCACs.
- Brigitte Green, *Member*, said members need to do better to get to the transportation meeting sites on time.
- Ms. Nicholas said that members at the conference signed the Member Acknowledgement Form. She asked for those members who did not attend the conference to read and sign the Form at today's meeting. Auleria Eakins, *CO&E Manager*, said there was a change to the form. In the Community Events section, the expectation is for members to complete two to three (2 – 3) tabling events for the year.
- Ms. Perez said we are trying to find a balance between the 2 or 3 events for members to attend because some members didn't sign the form because they weren't in agreement with the amount of events they had to attend. If members are not in agreement, you can present a motion. If members commit to the events, you must go.
- Ms. McFerson asked if there was a stipend available for members to go to these events. Ms. Nicholas said there was a stipend available for members who are assigned to go to ECAC and BOG but there is no stipend for members to attend community events.

### **Potential RCAC Meeting Sites Presentation**

Ms. Nicholas gave a presentation on the places she has visited to find a new RCAC 6 meeting site.

The places included:

- South L.A. Sports Activity Center
- The Foundation Center
- Bienestar
- Los Chucos
- Crenshaw Christian Center
- Church of Scientology

The site that has been chosen is South L.A. Sports Activity Center at 7030 S. Figueroa Street, Los Angeles. This is pending a signed contract. If anything should change, the committee members will be notified.

### **ECAC Meeting Attendance**

- Celia Hernandez will attend the January 10, 2018 ECAC meeting at L.A. Care Health Plan.
- Brigitte Green will attend the February 14, 2018 ECAC meeting at L.A. Care Health Plan.

	<p>Andria McFerson, <i>Chair</i> and Maria Nuñez, <i>Vice-Chair</i></p>	<p><b><u>BOG Meeting Attendance</u></b></p> <ul style="list-style-type: none"> <li>• Mary Romero will attend the February 8, 2018 BOG meeting at L.A. Care Health Plan.</li> <li>• 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.</li> </ul> <p><b><u>ECAC Leadership Training Presentation</u></b></p> <ul style="list-style-type: none"> <li>• Ms. McFerson and Maria Nuñez, <i>Vice-Chair</i>, gave a presentation on the 2017 ECAC Leadership Trainings.</li> <li>• The trainings covered the following topics: <ul style="list-style-type: none"> <li>○ How We Listen is How We Communicate</li> <li>○ Understanding L.A. Care Business</li> <li>○ Motivating and Leading Member Issues</li> <li>○ What is Diversity and Inclusion?</li> <li>○ Advocacy</li> </ul> </li> </ul>
<p>III.</p>	<p><b>GET UP &amp; MOVE</b></p>	<ul style="list-style-type: none"> <li>▪ Due to a lack of time, the committee took a couple of minutes for a break.</li> </ul>
<p>IV.</p>	<p><b>REGIONAL ISSUES</b></p>	<p><b><u>Member Issues</u></b></p> <ul style="list-style-type: none"> <li>▪ Ms. Nuñez said her neighbor was filling out an L.A. Care form that had her daughter’s birthdate on it but not her daughter’s name. Ms. Nuñez said she gave her neighbor the number to Member Services. Ms. Nicholas reminded the group that committee members should memorize the Member Services phone number so that they can give it to anyone who has a question or concern about L.A. Care: 888-839-9909.</li> </ul>
<p>V.</p>	<p><b>COMMUNITY AFFAIRS</b></p>	<p><b>A. <u>Health Topic</u></b></p> <ul style="list-style-type: none"> <li>▪ The Health Topic for this meeting is STD Prevention. An information sheet was shared with the group.</li> </ul>
<p>VI.</p>	<p><b>RCAC/COMMUNITY WORK-PLANS</b></p>	<ul style="list-style-type: none"> <li>• The 2018 Community Work-Plan Projects will have two pieces.</li> <li>• Partnership - This year each RCAC will have the opportunity to choose either Women’s Health or Diabetes for the Community Partnership. The committee will vote today on which of these topics they’d like to focus on. Also, we</li> </ul>

		<p>will choose an ad-hoc committee of 4 members. They will be responsible for reviewing applications if the RCAC receives more than two applications. Ms. Nicholas asked if the committee could identify any clinics, providers, community organizations and give that information to her.</p> <ul style="list-style-type: none"> <li>• The committee voted to focus on Women’s Health.</li> <li>• Ad-Hoc Committee Members: <ul style="list-style-type: none"> <li>○ Brigitte Green</li> <li>○ Andria McFerson</li> <li>○ Celia Juarez</li> <li>○ Olivia Avalos</li> </ul> </li> <li>• Outreach Topics - All RCAC members will be trained on three health topics (diabetes, heart health and cancer screening) starting at the February meeting. Members will be asked to attend 3 community events in their area, with approval of CO&amp;E staff, and distribute educational material on the topics they have been trained.</li> </ul>
<b>VII.</b>	<b>FUTURE AGENDA ITEMS</b>	<ul style="list-style-type: none"> <li>▪ A member suggested we talk about group participation.</li> <li>▪ A member suggested we talk about arriving to the meeting on time so that the meeting can start and finish on time.</li> </ul>
<b>VIII.</b>	<b>PUBLIC COMMENTS</b>	<ul style="list-style-type: none"> <li>▪ Mary Smith, <i>Member</i>, said she missed the conference because no one from L.A. Care called to remind her about the conference. She asked if staff could please call and remind her of these things. Ms. Nuñez said she usually calls some of the members but she didn’t have Ms. Smith’s number. Ms. McFerson passed around a sheet to the members to write their phone numbers on.</li> </ul>
<b>IX.</b>	<b>EVALUATIONS</b>	<ul style="list-style-type: none"> <li>▪ Prior to adjourning the meeting, staff distributed a RCAC meeting evaluation form to gather members’ feedback.</li> </ul>
<b>X.</b>	<b>ADJOURNMENT</b>	<ul style="list-style-type: none"> <li>▪ The meeting was adjourned at 5:45 pm.</li> <li>▪ The next RCAC meeting is scheduled for <b>Thursday, February 15, 2018</b> from <b>3:00 p.m. to 5:30 p.m.</b></li> </ul>

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

Approved by: \_\_\_\_\_  
Andria McFerson, *RCAC 6 Chair*

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