



**Regional Community Advisory Committee (RCAC 4)  
Region 4 - Hollywood, Wilshire, Central L.A., Glendale**

Committee Summary

**Hope Street Family Center**

1600 South Hope Street, Room 305

Los Angeles, CA 90015

Tuesday, January 16, 2018

9:00 a.m. – 11:30 a.m.

**MEMBERS**

**GUESTS/PUBLIC**

Ana Santiago Alonso	(P)	Theodora Parlanti	(P)	<b>STAFF/MANAGEMENT</b>	Eduardo Kogan, <i>Spanish Interpreter</i>
María Casarrubias	(P)	Silvia Poz	(P)	Courtney Nicholas, <i>Field Specialist</i>	Shelley Hash, <i>Spanish Interpreter</i>
Sonia J. Claudio	(P)	Silvia Quezada	(P)	Hilda Herrera, <i>Liaison</i>	
Phyllis Coto	(P)	Hercilia Salvatierra, <b>Vice-Chair</b>	(P)	Idalia De La Torre, <i>Supervisor</i>	
Herceys Catalina Donis	(P)	Ricardo Sanchez	(P)		
Hugo Flores	(P)	Michael R. Shelton, <b>Chair</b>	(P)	Maricel Amurao, <i>Health Navigator</i>	
Mirna Gonzalez	(P)				
Rachel Rose Luckey	(P)				
Alfonso Noriega	(P)				

**Attendance: (15) Members, (0) Community Partner, (0) Providers, (2) Public, (4) Staff  
(P) present, (E) excused absence, (U) unexcused absence**

	<b>AGENDA ITEM</b>	<b>SUMMARY OF DISCUSSION AND FOLLOW-UP</b>
I.	<b>WELCOME &amp;</b>	<ul style="list-style-type: none"> <li>▪ Michael Shelton, <i>Chair</i>, called the meeting to order at 9:00 a.m. and asked everyone to introduce themselves.</li> </ul>

	<p><b>INTRODUCTIONS</b></p>	<ul style="list-style-type: none"> <li>▪ Courtney Nicholas, <i>Field Specialist</i>, reminded the group that all of the RCAC meetings as well as Board of Governors and ECAC are recorded. If anyone would like a copy of the recording they can contact Board Services Department at L.A. Care Health Plan for a copy of the recording.</li> <li>▪ Ms. Nicholas pointed out the Meeting Ground Rules at the front of the room. She said the group can always add to the Meeting Ground Rules as well.</li> <li>▪ Ms. Nicholas reviewed the items in the meeting folders.</li> </ul>
<p>II.</p>	<p><b>BUSINESS</b> Approval of Agenda &amp; Meeting Summary</p> <p>Rachel Rose Luckey, <i>Member</i></p> <p>Maria Cassarrubias, <i>Member</i></p> <p>Sonia Claudio, <i>Member</i></p> <p>Michael Shelton, <i>Chair</i></p>	<ul style="list-style-type: none"> <li>• Mr. Shelton asked the committee to review today’s agenda.</li> <li>• Today’s meeting agenda was approved as submitted.</li> <li>• Mr. Shelton asked the committee to review the November 2017 meeting summary.</li> <li>• The November 21, 2017 meeting summary was approved with one abstention.</li> </ul> <p><b><u>Member Reports</u></b></p> <ul style="list-style-type: none"> <li>• December BOG – Mrs. Luckey did attend the December Board of Governors meeting but was unable to provide a verbal report as she forgot her notes at home and could not remember from the top of her head what was reported during that month’s meeting.</li> <li>• December ECAC – Mrs. Casarrubbias reported that Dr. Seidman, Chief Medical Officer, spoke about a new program call e-management that will assist Primary Care Physicians with mental health services to be able to treat or diagnose depression and anxiety faster.</li> <li>• January ECAC – Mrs. Claudio reported on the member experience for the Fall Conference. Also, the 2018 Member Acknowledgment Form will be reviewed at the January and February RCAC meetings as there were changes made to the form.</li> </ul> <p>Michael Shelton, <i>Chair</i>, reported the following from the January 2018 ECAC meeting:</p> <p><b><u>Communications &amp; Community Relations Update</u></b></p> <ul style="list-style-type: none"> <li>• Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i>, reported on the Revisions to the Operating Rules. The revisions to the Operating Rules which were approved last month will be on the Board of Governors February meeting agenda (there was no January BOG meeting). This will start the 30-day public comment posting period. They will be in effect once the 30-days are complete, which will be in March 2018. Then the CAC Member Handbook will be updated.</li> </ul>

Courtney Nicholas,  
Field Specialist

### **CO&E Report**

#### *I-Speak Pilot Training*

- Mrs. Nicholas informed the committee members that the I-Speak Pilot Training Program started. The first training date was on Friday, January 12, 2018 at L.A. Care Health Plan. The two members who were elected from RCAC 4 where Phyllis Coto and Theodora Parlanti.
- Phyllis Coto and Theodora Parlanti both shared with the committee members their experience with the first training date. They both enjoyed the first training and found the information to be very helpful.
- Committee member Rachel Rose Luckey requested that the information shared at the I-Speak Pilot Training be shared with all the CAC members. Her feedback will be forwarded to management.

#### *RCAC Chair and Vice-Chair Presentation*

- Mr. Shelton, *Chair*, and Hercilia Salvatierra, *Vice-Chair* were able to give a presentation on the 2017 ECAC Leadership Training. The presentation included the following:
  - How we Listen is How we Communicate – a training on how to engage, be efficient and empower communication by listening to key factors.
  - Understanding L.A. Care Business – a training on internal L.A. Care Health Plan Departments and their roles in working together to resolve member’s issues.
  - Motivating and Leading Member Issues – a training on how to run good meetings and approve motions.
  - What is Diversity and Inclusion – a training on what is diversity and inclusion and how they work together to create an environment of involvement, respect and connection.
  - Advocacy – a training on what is advocacy, the types of advocacy and how we can connect to our health issues.

#### *ECAC Leadership Training 2017-2018*

- The Next ECAC Leadership training is scheduled for Friday, January 26, 2018 from 8:30 a.m. to 2:30 p.m. at L.A. Care Health Plan. The training is mandatory for all Chairs, Vice-Chairs and ECAC At-Large members.

#### *Chair and Vice-Chair Nominations/Elections*

- The Chair and Vice-Chair nominations will open in March for RCAC 4 and elections will happen in May 2018.
- All members will receive detail information of the process during the March RCAC 4 meeting.

### **ECAC Meeting Attendance**

- Hugo Flores will attend the February 14, 2017 ECAC meeting at L.A. Care Health Plan.

		<ul style="list-style-type: none"> <li>• Mirna Gonzalez will attend the March 14, 2018 ECAC meeting at L.A. Care Health Plan.</li> </ul> <p><b><u>BOG Meeting Attendance</u></b></p> <ul style="list-style-type: none"> <li>• Herceys Donis will attend the February 8, 2018 BOG meeting at L.A. Care Health Plan.</li> <li>• The March 1, 2018 BOG meeting is a place holder meeting. If the BOG decides to have a meeting, Alfonso Noriega will attend the meeting at L.A. Care Health Plan.</li> <li>• A meeting calendar with the dates of BOG, ECAC and RCAC 4 meetings was distributed to all present committee members.</li> <li>• On the calendar, members will find the name of the staff they will need to contact if they have questions or are unable to attend.</li> </ul>
III.	<b>GET UP &amp; MOVE</b>	<ul style="list-style-type: none"> <li>▪ The committee members did not participate in an exercise activity due to time but did take a break.</li> </ul>
IV.	<b>REGIONAL ISSUES</b>	<p><b><u>Regional Issues</u></b></p> <ul style="list-style-type: none"> <li>• Committee members were informed that this section of the agenda is where members can bring forward community health issues that are affecting Region 4. If committee members have personal issues that they would like to report, they can speak to the Maricel Amurao, <i>Health Navigator</i>, who can assist during or after the meeting with any issue concerning their health care services.</li> <li>• A committee member would like to receive more information at a future RCAC 4 meeting on formularies. The committee members expressed that some members might not understand that medication prescribed to them by their Primary Care Physician has to be part of the formulary. If the medication prescribed is not, what are the steps the member or the pharmacist needs to take to ensure the proper medication is prescribed.</li> <li>• A committee member is requesting that information is brought to RCAC 4 members on the reinstatement of dental benefits for Medi-Cal recipients. Committee members were informed to call Denti-Cal to receive more information about the reinstatement of dental benefits.</li> <li>• A committee member requested more information on the benefits offered through Kaiser Permanente. The committee member was informed to call Kaiser Permanente Member Services Department.</li> </ul>
V.	<b>COMMUNITY AFFAIRS</b>	<p><b><u>Health Topic</u></b></p> <ul style="list-style-type: none"> <li>• The committee members were informed that the health topic for the month of January is Cervical Cancer Awareness. A handout was distributed and all committee members were encouraged to share the information with their family and friends.</li> </ul>

VI.	RCAC/COMMUNITY WORK-PLANS	<p><b><u>Community Work Projects 2017-2018</u></b></p> <p><i>Partnership</i></p> <ul style="list-style-type: none"> <li>• The committee members were informed that this year's community partnership will either focus on Diabetes or Women's Health.</li> <li>• The committee members will vote on the health topic that represents the most need in the region they are representing.</li> <li>• The committee members voted and the community health partnership for 2018 will be Women's Health.</li> <li>• The committee members were encouraged to submit names of agencies, community based organizations or clinics that will benefit in participating in the 2018 partnership.</li> <li>• The following RCAC 4 members volunteered to be part of an application review committee if more than 2 applications are submitted. They are: <ul style="list-style-type: none"> <li>○ Theodora Parlanti</li> <li>○ Rachel Rose Luckey</li> <li>○ Herceys Donis</li> <li>○ Phyllis Coto</li> </ul> </li> <li>• CO&amp;E staff will continue to provide members an update on the selection process during the next scheduled RCAC 4 meeting in March 2018.</li> </ul> <p><i>Outreach Topic</i></p> <ul style="list-style-type: none"> <li>• The committee members were informed that this year the RCAC members will be trained on three health topics that include diabetes, heart health and cancer screening.</li> <li>• The first health topic will be Diabetes and will be given during the March RCAC meeting.</li> <li>• The expectation is that once RCAC members are trained on each of the health topics, they will be able to share what they learned with their community by attending community events in their region.</li> <li>• The community events will need to be approved by CO&amp;E staff and they will be present to support committee members in this new outreach efforts.</li> <li>• CO&amp;E staff will continue to provide members and update during the upcoming RCAC 4 meetings.</li> </ul> <p><i>2018 Member Acknowledgment Form</i></p> <ul style="list-style-type: none"> <li>• Based on committee member's feedback, the 2018 Member Acknowledgment Form was revised.</li> <li>• The revisions are as follows: <ul style="list-style-type: none"> <li>○ RCAC members will be participating in 3 community events has been revised to RCAC members will be participating in 2-3 community events.</li> </ul> </li> </ul>
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		<ul style="list-style-type: none"> <li>• The changes have been made to ensure full participation from all committee members and that if someone has an emergency, they have some flexibility with their schedule.</li> <li>• The 2018 Member Acknowledgment Form was reviewed and signed by all committee members present.</li> <li>• Committee members were asked to sign two copies, one for CO&amp;E records and the other one for committee members to keep for their record.</li> </ul>
<b>VII.</b>	<b>FUTURE AGENDA ITEMS</b>	<ul style="list-style-type: none"> <li>• Committee members would like the following topics to be added to a future RCAC 4 meeting: <ul style="list-style-type: none"> <li>○ Information on benefits for L.A. Care Health Plan members.</li> <li>○ Information on Next of Kin, this information was given during a CCI Area 3 Council meeting.</li> <li>○ Information on DACA and immigration.</li> </ul> </li> </ul>
<b>VIII.</b>	<b>PUBLIC COMMENTS</b>	<ul style="list-style-type: none"> <li>• The committee members were informed that the current RCAC 4 meeting location is too small and is unable to accommodate the growing membership in RCAC 4.</li> <li>• The committee members were informed that the goal of CO&amp;E is to move the RCAC 4 meeting to a new location by spring 2018.</li> <li>• If committee members know of different location, please feel free to contact staff.</li> <li>• An informational sheet was distributed to the committee members on Louise McCarthy, MPP, President and CEO, Community Clinic Association of Los Angeles and Chair of L.A. Care’s Board of Governors.</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 12:00 pm.</li> <li>• The next RCAC meeting is scheduled for <b>Tuesday, March 20, 2018</b> from <b>9:00 a.m. to 11:30 a.m.</b></li> </ul>

Submitted by: \_\_\_\_\_  
Idalia De La Torre, *Community Outreach & Engagement*  
Field Specialist Supervisor

Approved by: \_\_\_\_\_  
Michael Shelton, *RCAC 4 Chair*

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Idalia De La Torre, Community Outreach & Engagement  
Field Specialist Supervisor

Approved by: Michael Shelton 3/20/18  
Michael Shelton, RCAC 4 Chair