



Regional Community Advisory Committee (RCAC)
Region 7 – Huntington Park, Cudahy, Bell, Norwalk - Committee Summary
 YWCA Supervisor Gloria Molina Community Empowerment Center
 7515 Pacific Blvd., Walnut Park, Huntington Park, CA 90255
 Thursday, January 18, 2018
 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)	Jose Quintero, <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)	<u>GUESTS/PUBLIC</u>
Guadalupe Perez	(P)	Maria Sandoval	(P)	Layla Gonzalez Delgado, <i>Board Member</i>
				Hilda Perez, <i>Board Member</i>

Attendance: Members 14, Community Partners 0, Public 2, Staff 4
(P) present, (E) excused absence, (U) unexcused absence, (R) Removed

	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
I.	WELCOME & INTRODUCTIONS	<p><u>L.A. Care’s Mission Statement / Three Pillars of CO&E and RCACs</u></p> <ul style="list-style-type: none"> • 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). • RCAC members reviewed the RCAC meeting “Ground Rules” prior to the start of the meeting. • Fatima Vazquez, <i>RCAC Chair</i> called the meeting to order at 3:00pm. Everyone introduced themselves.

<p>II.</p>	<p>BUSINESS Approval of Agenda & Meeting Summary</p> <p>ECAC & Board Report Fatima Vasquez, <i>Chair</i></p>	<p><u>Approval of Agenda & Meeting Summary</u></p> <ul style="list-style-type: none"> • Members approved today’s agenda with no changes. • The November 16, 2017 meeting summary was approved as presented. <p><u>ECAC Meeting Update</u></p> <p><u>Angelica Albarran, RCAC 7 member</u>, attended BOG in December 7 2017 and reported on the following:</p> <ul style="list-style-type: none"> • Mrs. Albarran informed RCAC a roll call was conducted during the BOG meeting recognizing RCAC and CCI members who attended the BOG meeting in December. • There were many public comments in support of the Downtown Coordinated Care Center (or DC3) clinic. Mr. Baackes emphasized L.A. Care’s interest in working with DC3 and he will continue to reach out to the 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 as the Governance Committee Chair. • 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. <p><u>Leadership Training Chair and Vice-Chair Presentation</u></p> <ul style="list-style-type: none"> • Fatima Vazquez, RCAC 7 Chair and Angelica Albarran RCAC 7 Vice-Chair gave a presentation about the ECAC Leadership trainings for 2016/2017. Mrs. Vazquez and Mrs. Albarran presented the following: <ul style="list-style-type: none"> ○ February 2017 training was about “How We Listen is How We Communicate”. The class focus on key factors of engaging in a good communication. ○ April 2017 members learned about “L.A. Care Business”. They informed about five very important departments in L.A. Care that focus on health care delivery and quality of care for L.A. Care members. Some of those departments are Pharmacy, Customer Solution Center, Utilization Management, Provider Network and Facility Site review. ○ June 2017 focused on “Motivating and Leading Member Issues & Meeting Facilitation”. This training focus on the differences of a good meeting vs. a bad meeting, and about motions. Members also learned about meeting agendas and the process of approving a motion. ○ August 2017 training was about “What is Diversity and Inclusion”. Members learned about how to create a safe space for discussion. Members learned about managing diverse groups which includes ethnicity, age, gender, nationality and education.
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CO&E Report

Martin Vicente,
*Community Outreach
Field Specialist*

- September 2017 the theme was “Advocacy”. Members learned about different types of advocacy.
- Mrs. Vazquez and Mrs. Albarran showed examples of table topics they worked on during the trainings, which included the lack of healthy food and health care services in the community of Huntington Park.

ECAC Report

- RCAC members received a copy of the ECAC report and were given 4 minutes to read it.
- Some of the topics on the report that were reviewed with members were:
 - Global member issues, regarding the limited hospitals in the San Gabriel and Pasadena area. Huntington Memorial Hospital is not contracted with L.A. Care and it causes limited access to high level of care.
 - Dissatisfaction with the services the referred specialist provides. Members are asking if they can see another specialist and the answer is yes, members can be referred to see another specialist if the services are poor.
 - ECAC Chair and Vice Chair Nominations and elections, members were informed that the following individuals were elected as Chair and Vice Chair of ECAC:
 - Cristina Deh-Lee (RCAC 9 Chair) = ECAC Chair
 - Ana Rodriguez (RCAC 2 Chair) = ECAC Vice-Chair

Community Outreach & Engagement Update

2018 Member Acknowledgement Form

- Martin Vicente informed members that revision were made to the 2018 Member acknowledgement form.
- They were informed that this form was reviewed and signed at the Fall Conference on December 15, 2017. Members were informed this form needed to be reviewed and sign again due to the revisions made to the requirements for “Community Events”. Members were informed the information on the form was revised and it used to say members needed to do 3 events within the fiscal year 2018. Members were informed that the event requirement changed to two to three events (2-3) in 2018 fiscal year.
- Martin Vicente read the requirements and reviewed the form with members. All member received two copies of the form, they were asked to sign both and return one to Victor Rodriguez and keep a copy for themselves.

“I Speak” Training

- Maria Galvan, RCAC 7 member, was the member elected to attend the “I Speak” training. Mrs. Galvan expressed the satisfaction she feels when attending the training. Mrs. Galvan informed members she learned about advocacy, international health and how the health care system works in the U.S.
- Members were informed that this classes were focused on training members on advocacy at different levels, to get them ready to attend Legislative Day in Sacramento as well as local Legislative Office Visits.

		<p><u>RCAC Chair and Vice-Chair Nominations and Elections</u></p> <ul style="list-style-type: none"> • Members were informed that the Chair and Vice Chair nominations and elections were going to be done in the months of February and March 2018 for nominations and April and May for elections. • Members were informed the elected for these two position were going to receive a series of trainings before they assume their roles as Chairs and Vice Chair in the month of October 2018. • Members were informed that Mrs. Vazquez and Mrs. Albarran are still eligible to run for the positions. <p><u>ECAC and BOG Meeting Attendance</u></p> <ul style="list-style-type: none"> • Dalia Cadena will attend the ECAC meeting on February 14, 2018 • Maria Sandoval will attend BOG meeting on February 8, 2018
III	GET UP & MOVE	<ul style="list-style-type: none"> • All RCAC members took a ten-minute break.
IV.	GET UP & MOVE REGIONAL ISSUES	<p><u>Member Issues</u></p> <ul style="list-style-type: none"> • 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. • Members unanimously reported that they are having issues with a Doctor at Virgen de Guadalupe Clinic. The issues reported are: <ul style="list-style-type: none"> ○ About prescriptions not being fully refilled, long waits at the clinic and Dr. Rodriguez is very rude. Members informed that Dr. Rodriguez does not read the patients case file, he does not introduce himself, he does not talk to them or listen to their concerns and he is very condescending with the patients. • Members were informed that Fatima Vazquez will bring this issue to ECAC for discussion. <p><u>Transportation Services</u></p> <ul style="list-style-type: none"> • Layla Gonzalez, Board Member, and Jose Quintero, L.A. Care Health Navigator, informed members that certain transportation services were added to the benefits of L.A. Care members direct line of business. • Members were informed that access to transportation services were limited to: <ul style="list-style-type: none"> ○ Only to members of L.A. Care, if you belong to our plan partners you will need to call and verify the transportation services they offer to their members.. ○ Authorization from your primary Doctor will be needed to determine if transportation is needed more than one time. ○ A phone call 24 hours in advance is necessary if you need to arrange transportation.
V.	COMMUNITY AFFAIRS	<p><u>Monthly Health Topic - "Cervical Cancer"</u></p> <ul style="list-style-type: none"> • A handout was distributed to everyone.

<p>VI.</p>	<p>RCAC/COMMUNITY WORK-PLAN</p>	<p><u>Work-Plan 2016/2017</u></p> <ul style="list-style-type: none"> • Members were give a brief description about the two RCAC work plan projects for 2018. <p><u>L.A. Care Community Partnership</u></p> <ul style="list-style-type: none"> • The first project is called L.A. Care Community Partnership, this project consist of sponsoring a Community Based Organization including schools and churches that organize, events or have some type of program focused on one of the following two topic; Diabetes or Women’s Health. The organization will have to go through an application and review process and will be chosen based on their program or event. • Members were informed that they will have to vote to choose a topic and also create a committee that will review the applications. • RCAC members reviewed and discussed the two topics and voted in favor of Women’s Health. • Martin Vicente asked for volunteers for the review committee and the following members volunteer: <ul style="list-style-type: none"> ○ Vicky Medina ○ Angelica Alvarez ○ Angelica Albarran • The members of the subcommittee were informed they will receive more information about when the subcommittee will meet to review the application. <p><u>RCAC Work Plan Preventive Health Outreach Topic</u></p> <ul style="list-style-type: none"> • Members were informed that the training topics for the upcoming RCAC outreach program are: Diabetes, Heart Health and Cancer Screening. • Member were informed that the first training will be on “Diabetes”. They were informed that staff will received training in January and staff will be giving the training to RCAC 7 member in March 2018. • Members were informed that their outreach efforts will start as soon as they receive the first training on diabetes. Members were informed that they will be doing outreach on this three topics by distributing information at different venues in their communities • The events will be identified by staff, but members were encouraged to inform staff about any events happening in their communities. Staff will be at the events to support members. <p><u>Goal of the Work Plans</u></p> <ul style="list-style-type: none"> • Members were informed that these two projects were identified as disparities by data obtain from the Healthcare Effectiveness Data and Information Set (HEDIS), this is a tool used to measure healthcare plans performance. They were informed that by offering this programs L.A. Care seeks to obtain better scores and improve the quality of care for the communities they serve.
<p>VII.</p>	<p>FUTURE AGENDA</p>	<ul style="list-style-type: none"> • Members will like more information about the programs offered at L.A. Care’s Family Resource Centers.

VIII.	MEETING EVALUATIONS	<ul style="list-style-type: none"> • RCAC members took 5 minutes to complete meeting evaluations.
IX.	PUBLIC COMMENTS	<ul style="list-style-type: none"> • Layla Delgado, Board Member, expressed that she enjoys coming to RCAC 7 because members are very respectful and engaging. She also expressed that RCAC 7 has a very diverse membership including IHSS, health promoters, and members with disabilities. • Norma Angelica Alvarez, RCAC member, gave a brief report on an upcoming Community Center that will be opening at South Gate Park. She informed that this center will focus on health as well as environmental issues in the area. She also mentioned that they want to expand the 710 corridor and offer myriad of services to the community. Mrs. Alvarez informed that she will bring more information to the RCAC 7 meeting in March 2018. • Member will like to receive a RCAC meeting calendar. Victor Rodriguez, Liaison, informed members he will include a RCAC calendar with the agenda for the next meeting. • RCAC members expressed their frustration with transportation from the RCAC Fall Conference held on December 15, 2018. They informed that it took too long to get to the event because they picked up other groups from other cities. They informed that the bus was very uncomfortable and very dark and some people felt nauseous. • Hilda Perez, Board Members, encouraged members to run for the RCAC chair and Vice-Chair position. She commented that the RCACs are getting very small, but it did not matter as long as members participate and get involved with L.A. Care and its goals.
X.	ADJOURNMENT Fatima Vasquez	<ul style="list-style-type: none"> • The meeting was adjourned at 5:00 p.m. • The next RCAC meeting is scheduled for March 15, 2018 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:
Martin Vicente, *Community Outreach Field Specialist*

Approved by:
Fatima Vasquez, *Chair* _____

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