



**Regional Community Advisory Committee (RCAC 5)**  
**Region 5 - Culver City, Venice, Santa Monica, Malibu, Westchester**  
 Committee Summary  
**Veterans Memorial Building, Rotunda Room**  
 4117 Overland Avenue  
 Culver City, CA 90230  
 Monday, February 26, 2018  
 2:00 p.m. to 4:30 p.m.

**MEMBERS**

**GUESTS/PUBLIC**

Trinida Arroyo	(P)	Romalda Meza	(P)	<b><u>COMMUNITY PARTNERS</u></b>		Eduardo Kogan, <i>Spanish Interpreter</i>
Angelica Bogarin	(P)	Maria Luisa Navarrete	(P)	Westside Children's Center – Lawren Miller Askew	(U)	Shelley Hash, <i>Spanish Interpreter</i>
Gloria Camarillo	(P)	Rudy Navarrete	(P)	Venice Family Clinic – Gabriela Quintanilla	(P)	Maria Chavez, <i>Guest</i>
Deysi Corona	(P)	Clotill Cleo Ray	(P)			Wilma Ballew, <i>Guest</i>
Maria de Jesus Leos	(P)	Guadalupe Reynoso	(P)			Estela Lara, <i>Guest</i>
Carmen Delgado	(P)	Susana Rios	(P)	<b><u>STAFF/MANAGEMENT</u></b>		
Vilma Diaz	(P)	Martha Rodriguez	(P)	Idalia De La Torre, <i>Field Specialist Supervisor</i>		
Marco A. Galindo	(P)	Pascuala Rosales	(P)	Hilda Herrera, <i>Liaison</i>		
Lorena González	(P)	Carmelo Salas	(P)	Alice Ly, <i>Health Navigator</i>		
Mariel Herrera	(E)	María Sanchez, <b><i>Chair</i></b>	(P)			
Hoda Mansour	(P)	Maria de Lourdes Servin, <b><i>Vice-Chair</i></b>	(P)			
María Guadalupe Méndez	(P)	Sofia Sulca	(P)			

**Attendance: 23 Members, 1 Community Partner, 0 Providers, 5 Public, 3 Staff  
(P) present, (E) excused absence, (U) unexcused absence**

	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
I.	<b>WELCOME &amp; INTRODUCTIONS</b>	<ul style="list-style-type: none"> <li>• Maria Sanchez, <i>Chair</i>, called the meeting to order at 2:03 p.m. and asked everyone to introduce themselves.</li> <li>• Marco A. Galindo, <i>RCAC 5 member</i>, read the Meeting Ground Rules that state the following: <ul style="list-style-type: none"> <li>▪ We treat each other with respect</li> <li>▪ Only one member talks at a time</li> <li>▪ We don't have side discussions</li> <li>▪ We do not personally attack each other</li> <li>▪ We speak up when something is wrong or not working: we confront issues directly</li> <li>▪ Raise your hand and wait to be called on</li> <li>▪ Put cell phones on vibrate</li> </ul> </li> <li>• Sofia Sulca, <i>RCAC 5 member</i>, read the L.A. Care's Mission and The Three Pillars of Community Outreach &amp; Engagement (CO&amp;E) and the Regional Community Advisory Committees (RCACs) that state the following: <ul style="list-style-type: none"> <li>▪ L.A. Care's mission = L.A. Care's mission is to provide Access to quality health care for Los Angeles County's vulnerable and low-income communities and residents and to support the safety net required to achieve that purpose</li> <li>▪ The Three Pillars = Health Promotions, Health Advocacy and Partnership</li> </ul> </li> <li>• Idalia De La Torre, <i>Field Specialist Supervisor</i>, reviewed the items in the meeting folders.</li> <li>• Mrs. De La Torre also made the following announcement: <ul style="list-style-type: none"> <li>▪ Before we start the meeting, I would like to inform everyone that February is African American History month. During this time we would like to acknowledge the many contributions of African Americans and especially those who have contributed to health like: <ul style="list-style-type: none"> <li>• Dr. Charles Drew the inventor of how we store Blood Plasma for transfusion,</li> <li>• Dr. Daniel Hale Williams the first person to successfully complete open heart surgery and,</li> <li>• Dr. Ben Carson who revolutionized Neurosurgery by successfully separating conjoined twins attached at the back of the head.</li> </ul> </li> <li>▪ Thanks to these innovators and their medical advancements as they still continue to help us today.</li> <li>▪ Also we would like to acknowledge the Lunar New Year Celebration that started February 16<sup>th</sup> and is celebrated by some Asian Countries.</li> <li>▪ As we move throughout the year we will be acknowledging various groups and their contribution to our</li> </ul> </li> </ul>

		wonderful diversity.
<b>II.</b>	<p><b>BUSINESS</b> Approval of Agenda &amp; Meeting Summary</p> <p>Maria Sanchez, <i>Chair</i></p> <p>Guadalupe Reynoso, RCAC 5 member</p> <p>Maria de Lourdes Servin, RCAC 5 Vice-Chair</p>	<ul style="list-style-type: none"> <li>Ms. Sanchez asked the committee to review today’s agenda.</li> <li>Today’s meeting agenda was approved as presented</li> <li>Ms. Sanchez asked the committee to review the December 18, 2017 meeting summary.</li> <li>Susana Rios, RCAC 5 member, indicated an error in attendance for the December 18, 2017 meeting minutes. Mrs. Rios was absent as excused and not unexcused. The error will be corrected to read excused absence.</li> <li>The December 18, 2017 meeting summary was approved as amended.</li> </ul> <p><b><u>ECAC Report</u></b></p> <ul style="list-style-type: none"> <li>Ms. Sanchez informed the committee members they will be given three minutes to read the February 2018 ECAC Report that is found in the meeting folder.</li> <li>Ms. Sanchez asked committee members if they had any questions and their response was no.</li> </ul> <p>January 2018 ECAC report</p> <ul style="list-style-type: none"> <li>Guadalupe Reynoso, RCAC 5 member, attended the January ECAC meeting and reported on the following: <ul style="list-style-type: none"> <li>Mr. Oaxaca, Senior Director of Communications and Community Relations, informed ECAC that the revisions to the operating rules that were approved by ECAC will be on the February Board of Governors Agenda.</li> <li>Mr. Oaxaca informed ECAC that the State has a new requirement that all member issues need to be tracked and has been meeting with the Grievance and Appeals and Customer Solutions Center Departments to find out how member issues that are brought up at the CACs and the ECAC will be tracked.</li> <li>An ECAC member reported that in her CCI Area 3 Council meeting, members have expressed dissatisfaction with the services referred specialist provides. The ECAC member was informed that she can ask to see another specialist if the services are poor.</li> <li>ECAC had Chair and Vice Chair elections and Cristina Deh-Lee was elected as ECAC Chair and Ana Rodriguez as ECAC Vice-Chair.</li> </ul> </li> </ul> <p>February 2018 BOG Report</p> <ul style="list-style-type: none"> <li>Vilma Diaz, RCAC 5 member, did not attend the February Board of Governors meeting but Maria de Lourdes Servin, RCAC 5 Vice-Chair, attended and reported on the following: <ul style="list-style-type: none"> <li>The Children’s Health Insurance Program (CHIP) was reauthorized and the program will continue for 6 more years.</li> <li>Beginning in January 1, 2018, adults with full-scope Medi-Cal will have their full dental benefits restored.</li> <li>The DACA program new order allows anyone whose DACA expires to file for a renewal.</li> </ul> </li> </ul>

- L.A. Care's Covered California membership has increased.

**ECAC Meeting Attendance**

- Martha Rodriguez is scheduled to attend the March 14, 2018 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.
- Pascuala Rosales is scheduled to attend the April 11, 2018 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.

**BOG Meeting Attendance**

- Maria de Jesus Leos is scheduled to attend the April 5, 2018 Board of Governors meeting at L.A. Care Health Plan Headquarters office from 2:00 p.m. to 5:00 p.m.
- Carmen Delgado is scheduled to attend the May 3, 2018 Board of Governors meeting at L.A. Care Health Plan Headquarters office from 2:00 p.m. to 5:00 p.m.

**CO&E Report**

**2018 Chair/Vice-Chair Nominations/Elections**

- Members were informed that the nominations for Chair and Vice-Chair have opened and will close prior to the elections that will happen during the RCAC 5 April meeting.
- All committee members received the following information in reference to the nomination/election process for the Chair and Vice-Chair:
  - Letter for committee members on the Chair/Vice-Chair nomination/election process.
  - Chair/Vice-Chair Roles, Responsibilities and Qualifications
  - Chair Nominating Form
  - Vice-Chair Nominating Form
- All committee members can turn in their nomination forms today, mail or fax them, as well as call the Field Specialist to inform them of their nominations.
- All committee members who have accepted the nomination will need to come prepare to the April meeting with a 2-3 minutes speech about their qualifications and why should the committee members receive their vote.

**Member Acknowledgment Form**

- The members were informed that there was a minor change to the 2018 Consumer Advisory Committee Member Acknowledgment Form.
- The minor change was to change the Community events from three (3) community events to two to three (2-3) community events to ensure members are not affected by the attendance policy.

Idalia De La Torre,  
Field Specialist  
Supervisor

		<ul style="list-style-type: none"> <li>Members signed two copies of Acknowledgement Form and turned one copy to staff and the other they kept for their records.</li> </ul> <p><u>New Member Orientation</u></p> <ul style="list-style-type: none"> <li>Committee member Rosaura Peraza will need to attend the mandatory New Member Orientation scheduled for Wednesday, March 7, 2018 from 9:00 a.m. to 12:00 p.m. at L.A. Care Health Plan Headquarters.</li> </ul> <p><u>I-Speak Training Program</u></p> <ul style="list-style-type: none"> <li>Clotill Cleo Ray was chosen to be part of the I-Speak Training Program. Mrs. Ray shared with the committee members her experience in participating in the program. Encourages everyone to participate if it will be offered in the future.</li> </ul>
III.	<b>REGIONAL ISSUES</b>	<ul style="list-style-type: none"> <li>A committee members expressed that the services at Venice Family Clinic have improved.</li> <li>A committee member shared with the committee that CVS had called her to pick up medicine as it was ready but when she arrived, the medicine was not ready and she had to return and when she did, she was informed that the prescription was not approved.</li> <li>A committee member shared with the committee that there is a pharmacy that mails the prescription to the members address and has made that easier for him to receive his medication.</li> </ul>
IV.	<b>GET UP &amp; Move/Break</b>	<ul style="list-style-type: none"> <li>Members took a 10 minutes break.</li> </ul>
V.	<b>RCAC/COMMUNITY WORK-PLANS</b>	<p><u>Community Partnership</u></p> <ul style="list-style-type: none"> <li>The Community Partnership for this year will focus on Women’s Health.</li> <li>Organizations interested in participating in the Partnership will need to submit their application by Friday, March 30, 2018.</li> <li>Committee members were asked to identified organizations that would be interested in the partnership and they provided the following information: <ul style="list-style-type: none"> <li>Cedar Sinai Urgent Care</li> <li>Planned Parenthood</li> </ul> </li> <li>CO&amp;E staff will continue to keep committee members informed of the outcome of the partnership during the April RCAC 5 meeting.</li> </ul>

		<p><b><u>Health Education Training – Diabetes 101: Sugar in the Blood</u></b></p> <ul style="list-style-type: none"> <li>• The training topic for this month’s RCAC meeting will be Diabetes.</li> <li>• Committee members will be educated on the basic understanding of the disease to help them when they participate in community events where they will be tasked to disseminate information not only on Diabetes but also Heart Health and Cancer Screening.</li> <li>• Today’s Training topic on Diabetes will cover the following: <ul style="list-style-type: none"> <li>▪ What is Diabetes?</li> <li>▪ What are the different types of Diabetes?</li> <li>▪ What are the risk factors for Diabetes?</li> <li>▪ Common Symptoms of Diabetes</li> <li>▪ Annual Test for People with Diabetes</li> <li>▪ Complications of Diabetes</li> <li>▪ How to control Diabetes</li> </ul> </li> <li>• Committee members took a pre-test prior to the presentation to understand their knowledge of the disease.</li> <li>• After the presentation, they took a post-test to understand if their knowledge of the disease increased after the presentation.</li> </ul> <p><b><u>Community Outreach Event</u></b></p> <ul style="list-style-type: none"> <li>• Committee members were reminded that they will be participating in 2-3 community events before September 30, 2018.</li> <li>• If committee members know of a community event that is happening around their area, please share the information with their assigned Field Specialist.</li> </ul>
<b>VI.</b>	<b>FUTURE AGENDA ITEMS</b>	<ul style="list-style-type: none"> <li>• Committee members would like to receive more information on how to manage stress and good nutrition.</li> </ul>
<b>VII.</b>	<b>PUBLIC COMMENTS</b>	<ul style="list-style-type: none"> <li>• A committee members shared a positive member experience when being referred to urgent care for pink eye.</li> </ul>
<b>VIII.</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>IX.</b>	<b>ADJOURNMENT</b>	<ul style="list-style-type: none"> <li>• The meeting was adjourned at 4:36 p.m.</li> <li>• The next RCAC meeting is scheduled for <b>Monday, April 16, 2018</b> from <b>2:00 p.m. to 4:30 p.m.</b> at Veterans Memorial</li> </ul>

		Building 4117 Overland Avenue Culver City, CA 90230.
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Submitted by: \_\_\_\_\_  
Idalia De La Torre, *Community Outreach & Engagement*  
*Field Specialist Supervisor*

Approved by: \_\_\_\_\_  
Maria Sanchez, *RCAC 5 Chair*

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

Approved by: Maria Sanchez 2/16/18  
Maria Sanchez, RCAC 5 Chair