



Regional Community Advisory Committee (RCAC 5)
Region 5 - Culver City, Venice, Santa Monica, Malibu, Westchester
 Committee Summary
Veterans Memorial Building, Multipurpose Room
 4117 Overland Avenue
 Culver City, CA 90230
 Monday, April 16, 2018
 2:00 p.m. to 4:30 p.m.

MEMBERS

GUESTS/PUBLIC

Trinida Arroyo	(P)	Romalda Meza	(P)	Sofia Sulca	(P)	Eduardo Kogan, <i>Spanish Interpreter</i>
Angelica Bogarin	(U)	Maria Luisa Navarrete	(P)	<u>COMMUNITY PARTNERS</u>		Shelley Hash, <i>Spanish Interpreter</i>
Gloria Camarillo	(U)	Rudy Navarrete	(P)	Westside Children's Center – Lawren Miller Askew	(U)	Amalia Palomares, <i>Guest</i>
Deysi Corona	(P)	Rosaura Peraza	(P)	Venice Family Clinic – Gabriela Quintanilla	(P)	
Maria de Jesus Leos	(P)	Clotill Cleo Ray	(P)			
Carmen Delgado	(P)	Guadalupe Reynoso	(P)	<u>STAFF/MANAGEMENT</u>		
Vilma Diaz	(P)	Susana Rios	(P)	Idalia De La Torre, <i>Field Specialist Supervisor</i>		
Marco A. Galindo	(P)	Martha Rodriguez	(P)	Hilda Herrera, <i>Liaison</i>		
Lorena González	(P)	Pascuala Rosales	(P)	Iris Hernandez, <i>Health Navigator</i>		
Mariel Herrera	(P)	Carmelo Salas	(P)			
Hoda Mansour	(P)	María Sanchez, <i>Chair</i>	(P)			
María Guadalupe Méndez	(P)	Maria de Lourdes Servin, <i>Vice-Chair</i>	(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.	WELCOME & INTRODUCTIONS	<ul style="list-style-type: none"> • Maria Sanchez, <i>Chair</i>, called the meeting to order at 2:01 p.m. and asked everyone to introduce themselves. • Marco A. Galindo, <i>RCAC 5 member</i>, read the Meeting Ground Rules that state the following: <ul style="list-style-type: none"> ▪ We treat each other with respect ▪ Only one member talks at a time ▪ We don't have side discussions ▪ We do not personally attack each other ▪ We speak up when something is wrong or not working: we confront issues directly ▪ Raise your hand and wait to be called on ▪ Put cell phones on vibrate • Susana Rios, <i>RCAC 5 member</i>, read the L.A. Care's Mission and The Three Pillars of Community Outreach & Engagement (CO&E) and the Regional Community Advisory Committees (RCACs) that state the following: <ul style="list-style-type: none"> ▪ 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 ▪ The Three Pillars = Health Promotions, Health Advocacy and Partnership • Idalia De La Torre, <i>Field Specialist Supervisor</i>, reviewed the items in the meeting folders.
II.	BUSINESS Approval of Agenda & Meeting Summary Maria Sanchez, <i>Chair</i>	<ul style="list-style-type: none"> ▪ Ms. Sanchez asked the committee to review today's agenda. ▪ Today's meeting agenda was approved as presented ▪ Ms. Sanchez asked the committee to review the February 26, 2018 meeting summary. ▪ Committee members were informed there was an error on the Community Partners attendance, Gabriela Quintanilla was present and Lawren Miller Askew was absent and unexcused. ▪ The February 26, 2018 meeting summary was approved as amended. <p><u>ECAC Report</u></p> <ul style="list-style-type: none"> ▪ Ms. Sanchez informed the committee members they will be given three minutes to read the April 2018 ECAC Report that is found in the meeting folder. ▪ Ms. Sanchez asked committee members if they had any questions and their response was no.

<p>Martha Rodriguez, <i>RCAC 5 member</i></p> <p>Pascuala Rosales, <i>RCAC 5 member</i></p> <p>Maria de Jesus Leos, <i>RCAC 5 member</i></p>	<p>March 2018 ECAC report</p> <ul style="list-style-type: none"> ▪ Martha Rodriguez, RCAC 5 member, attended the March ECAC meeting and reported on the following: <ul style="list-style-type: none"> ▪ A summary of reported ECAC urgent care issues was discussed at the meeting and L.A. Care Health Plan is working on three strategies to address the issues that include the following: <ul style="list-style-type: none"> ▪ Improve Accuracy of Urgent Care Center’s Data ▪ Provide outreach and education to providers, members and member facing departments ▪ Alternative ways to expand the urgent care centers network ▪ L.A. Care Health Plan is working with a consultant team to do research on experience members have of the transportation benefit that is available to them. ▪ The Family Resource Center in East Los Angeles is expected to open early October 2018. L.A. Care is also looking to open a new Family Resource Center in RCAC 4 or RCAC 11 by February 2019. <p>April 2018 ECAC report</p> <ul style="list-style-type: none"> ▪ Pascuala Rosales, RCAC 5 member, attended the April ECAC meeting and reported on the following: <ul style="list-style-type: none"> ▪ As a follow up to the presentation from internal staff about Brilliant Corners, a video was created about Ma’Lissa’s story as she was among the first L.A. Care members to qualify for the program since last year’s grant. ▪ A presentation from the Cultural and Linguistic Services Department was given and it included the following: <ul style="list-style-type: none"> ▪ L.A. Care’s membership by language ▪ Cultural and Linguistics Program Goals ▪ Language Assistance Services <p>April 2018 BOG Report</p> <ul style="list-style-type: none"> ▪ Maria de Jesus Leos, RCAC 5 member, attended the April Board of Governors meeting and reported on the following: <ul style="list-style-type: none"> ▪ L.A. Care renewed a contract for \$4.6 with California Long-Term Care Education Center to provide education and training for IHSS providers for dual-eligible beneficiaries for the period of May 15, 2018 through May 15, 2020. ▪ The Consumer Advisory Committee Operating Rules became effective at the Board meeting on April 5th. <p><u>ECAC Meeting Attendance</u></p> <ul style="list-style-type: none"> ▪ Carmelo Salas is scheduled to attend the May 9, 2018 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.
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	<p>Idalia De La Torre, Field Specialist Supervisor</p>	<ul style="list-style-type: none"> ▪ Maria Lourdes de Servin is scheduled to attend the June 13, 2018 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m. <p><u>BOG Meeting Attendance</u></p> <ul style="list-style-type: none"> ▪ Deysi Corona 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. ▪ Trinidad Arroyo is scheduled to attend the June 7, 2018 Board of Governors meeting at L.A. Care Health Plan Headquarters office from 2:00 p.m. to 5:00 p.m. or this meeting might be off-site. <p><u>CO&E Report</u></p> <p><u>2018 Chair/Vice-Chair Nominations/Elections</u></p> <ul style="list-style-type: none"> ▪ Members were informed that the nominations for Chair and Vice-Chair have been opened since February 2018. ▪ Members were informed that the following individuals were nominated for Chair position: <ul style="list-style-type: none"> ▪ Trinidad Arroyo ▪ Marco Galindo ▪ Maria Guadalupe Mendez ▪ Maria Sanchez ▪ Guadalupe Reynoso ▪ Maria Lourdes de Servin ▪ Martha Rodriguez ▪ Angelica Bogarin ▪ Carmen Delgado ▪ The following members declined the nomination and asked that their name be removed from the ballot: <ul style="list-style-type: none"> ▪ Marco Galindo ▪ Martha Rodriguez ▪ Angelica Bogarin ▪ Carmen Delgado ▪ Chair nominations were closed and members were informed that for an individual to win they will have to receive 50% +1 from the RCAC members in attendance. ▪ The first round of votes, a 50% +1 was not received for any of the 5 candidates running so there had to be a second vote. ▪ At that time the following individuals removed their names from the ballot: <ul style="list-style-type: none"> ▪ Trinidad Arroyo ▪ Guadalupe Reynoso
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- The second round of votes, a 50% +1 was received for one of the three candidates running and Maria Sanchez was elected as the RCAC 5 Chair.
- Members were informed that the following individuals were nominated for Vice-Chair position:
 - Trinidad Arroyo
 - Marco Galindo
 - Martha Rodriguez
 - Maria Lourdes de Servin
 - Maria Sanchez
 - Maria Guadalupe Mendez
 - Angelica Bogarin
 - Gabriela Quintanilla
- The following members declined the nomination and asked that their name be removed from the ballot:
 - Trinidad Arroyo
 - Marco Galindo
 - Martha Rodriguez
 - Maria Sanchez
 - Maria Guadalupe Mendez
 - Angelica Bogarin
- Vice-Chair nominations were closed and members were informed that for an individual to win they will have to receive 50% +1 from the RCAC members in attendance.
- The first round of votes, a 50% +1 was received one of the 2 candidates running and Gabriela Quintanilla was elected as the RCAC 5 Vice-Chair.

CAC Transportation Guidelines

- The transportation guideline was updated and the document and revisions were reviewed with all the committee members during the meeting.
- All committee members received a copy of the updated transportation guidelines and had the opportunity to ask questions or get clarification on the revisions.
- A copy of the document can be obtained by contacting the CO&E Department of L.A. Care Health Plan.

L.A. Care Transportation Benefit

- L.A. Care is working to improve out Medi-Cal transportation benefits to help members get to their doctor appointments. A few brief questions were asked to the committee members to get an understanding of how many members are using the transportation service benefits and also, for those that are not, the reasons why

		<p>they are not using the transportation benefits.</p> <ul style="list-style-type: none"> ▪ The committee responses will be shared with consulting firm. <p><u>Update Committee members contact information</u></p> <ul style="list-style-type: none"> ▪ Committee member where informed to please update their contact information with Hilda Herrera, <i>Liaison</i>, before they leave today’s meeting. <p><u>New Meeting Location for June 2018</u></p> <ul style="list-style-type: none"> ▪ The Veterans Memorial Building will not be available for the month of June as they will use all their conference room for the summer programs. ▪ The meeting place for June 2018 will be at the Palms-Rancho Park Branch Library located at 2920 Overland Avenue Los Angeles, CA 90064. <p><u>Polo Shirts</u></p> <ul style="list-style-type: none"> ▪ Committee members were asked to provide their shirt size to Hilda Herrera before they leave today’s meeting as L.A. Care Health Plan will be ordering polo shirts for all the committee members.
III.	REGIONAL ISSUES	<ul style="list-style-type: none"> • Gabriela Quintanilla, Community Partner, informed the committee members of the importance of documenting and filing a grievance if there are issues with the services that are being offered at Venice Family Clinic. • There is a Patient Feedback form at all the Venice Family Clinics that they can complete.
IV.	GET UP & Move/Break	<ul style="list-style-type: none"> • Members took a 10 minutes break.
V.	RCAC/COMMUNITY WORK-PLANS	<p><u>Community Partnership</u></p> <ul style="list-style-type: none"> • The Community Partnership for this year will focus on Women’s Health. • RCAC 5 had awarded the community partnership to Venice Family Clinic as they were the only organization that applied for the partnership. • Venice Family Clinic will be attending future RCAC 5 meetings to provide updates on the partnership event. <p><u>Health Education Training – Heart Health 101</u></p> <ul style="list-style-type: none"> • The training topic for this month’s RCAC meeting will be Heart Health 101. • Committee members will be educated on the basic understanding of the disease. This understanding will help

		<p>committee members when they participate in community events and disseminate information on Heart Health as well as Diabetes and Cancer Screening.</p> <ul style="list-style-type: none"> • Today’s Training topic on Heart Health 101 will cover the following: <ul style="list-style-type: none"> ▪ State what heart disease is and its importance ▪ Name types of heart disease ▪ Name the risk factors for heart health ▪ Discuss high cholesterol and high blood pressure ▪ Describe lifestyle changes to prevent heart disease ▪ Name test and exams for heart health • Committee members took a pre-test prior to the presentation to understand their knowledge of the disease. • After the presentation, they took a post-test to understand if their knowledge of the disease increased after the presentation. <p><u>Community Outreach Event</u></p> <ul style="list-style-type: none"> • Committee members were reminded that they will be participating in 2-3 community events before September 30, 2018. • If committee members know of a community event that is happening around their area, please share the information with their assigned Field Specialist.
VI.	FUTURE AGENDA ITEMS	<ul style="list-style-type: none"> • Committee members would like to receive more information on effects of mosquito and other insect bites.
VII.	PUBLIC COMMENTS	<ul style="list-style-type: none"> • No public comments were made.
VIII.	EVALUATIONS	<ul style="list-style-type: none"> • Prior to adjourning the meeting, staff distributed a RCAC meeting evaluation form to gather members’ feedback.
IX.	ADJOURNMENT	<ul style="list-style-type: none"> • The meeting was adjourned at 4:48 p.m. • The next RCAC meeting is scheduled for Monday, June 18, 2018 from 2:00 p.m. to 4:30 p.m. at Palms-Rancho Park Branch Library 2920 Overland Avenue Los Angeles, CA 90064.

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

Approved by: _____
Maria Sanchez, *RCAC 5 Chair*

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Field Specialist Supervisor

Approved by: Maria Sanchez
Maria Sanchez, RCAC 5 Chair
06/18/18