



**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, April 19, 2018
3:00 PM - 5:30 PM

MEMBERS

Olivia Avalos	(P)	Esther Rivas	(P)	COMMUNITY PARTNERS		GUESTS/PUBLIC
Evangelina Cantero	(P)			California Alliance for Retired Americans – Janet Canterbury	(E)	Paula Avila, <i>Spanish Interpreter</i>
						Ruth Nuno, <i>Spanish Interpreter</i>
Brigitte Green	(P)	Mary Romero	(P)			Wilma Ballew, <i>LAC CCI2</i>
Celia M. Hernandez	(P)	Mary Smith	(P)			
Celia Juarez	(P)	Irma Torres	(P)	STAFF/MANAGEMENT		
Andria McFerson, Chair	(P)	Janet Canterbury, PASC	(E)	Auleria Eakins, Manager		
Edith Moreno	(P)	Araceli Aragon	(P)	Hilda Herrera, <i>Liaison</i>		
Maria E. Nuñez, Vice Chair	(P)	Ley Ding	(P)			
Alba Perez	(P)			Miguel Cassillas, <i>Health Navigator</i>		
Hilda A. Perez, Board Member	(P)					
Dove S. Pinkney	(P)					
	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP				

I.	WELCOME & INTRODUCTIONS	<ul style="list-style-type: none"> ▪ Andria McFerson, <i>Chair</i>, called the meeting to order at 3:05 p.m. and asked everyone to introduce themselves.
II.	BUSINESS	<ul style="list-style-type: none"> • Ms. McFerson asked the committee to review today's agenda. • Meeting agenda was approved first by Hilda Perez and second by Esther Rivas. • Ms. McFerson asked the committee to review the April meeting summary. • The April 19, 2017 meeting summary was approved with amendments (correct spelling of Andria McFearson's name) by Hilda Perez and second by Esther Rivas. <p><u>Standing Items</u></p> <p><u>BOG Report</u> There was no BOG meeting for the month of March.</p> <p><u>2018 ECAC report</u></p> <ul style="list-style-type: none"> • There were no members for approval during the March 2018 ECAC meeting. • Mr. Baackes shared that L.A. Care membership continues to grow. There are currently 2,180,000. Legislative attempts to repeal and replace the ACA have failed. The Child Health Insurance was renewed for 10 years. Funding for clinics was extended for another 2 years. The individual mandate for health coverage was repealed effective January 1, 2019. Mr. Baackes also reported that the Deferred Action for childhood Arrival (DACA) is off the table because of a court ordered stay. • Members inquired from Mr. Baackes as to what would happen to pregnant women in need of an abortion due to incest or rape. Mr. Baackes responded by stating that three situations are exceptions already part of the Hyde amendment. Members also asked if LAC has an advocate in the senate to advocate for healthier options <p><u>Transportation</u></p> <ul style="list-style-type: none"> • Members were update on transportation survey and the type of questions that were asked of participants: Who knows LAC offered transportation? Who has used the transportation? , How can LAC address transportation needs of members? LAC is hoping that information from the focus groups will help inform LAC on how to proceed with rebuilding transportation for its member population.

Urgent Care

- Hanan Obeidi, Senior Director of Medi-Cal Administration reported that her department was researching reports from members that they were receiving inaccurate urgent care information from member facing departments and the Nurse Advice line. Ms. Obeidi also reported that members report being turned away at urgent care centers because the centers does not take Medi-Cal or does not contract with their PPG, which causes member to go to the emergency room (ER). Ms. Obeidi stated to members that there would be an ongoing effort to improve accuracy of urgent care centers data, improve outreach and education and look for alternative ways to expand the urgent care centers network. Members provided feedback and asked questions regarding next steps and technical challenges connected to addressing urgent care gaps in service.

American With Disabilities Act (ADA)

- Layla Delgado, *Member Advocate board of Governors* reported that the purpose of the law with the ADA is to make sure that people with disabilities have the same rights and opportunities as everyone else. In regards to health programs and public entity's facilities should be accessible or unusable by individuals with disabilities. Ms. Delgado stated that a person should be able to access services without feeling discriminated against.

Ms. Delgado stated that LAC has made efforts to address the ADA standards by making funding available to providers assisting with accessible equipment. Ms. Delgado stated that moving forward, LAC should contract with providers who already have accessible equipment at their clinics and advocate for changes to the ADA.

Members thanked Ms. Delgado for her report as well asked for contact information for the ADA should they have other questions.

Chair Election

Members were asked to nominate either themselves or someone else from the committee for the Chair and Vice Chair positions. From the list of eligible members, the following occurred:

Nominations were opened for Chair, each candidate was given 2 minutes to share information about their background and request for consideration.

- Bridgette Green Declined her nomination by stating it was not a good time.
- Candidates for Chair nominations: Andrea McFerson, Maria Nunez and Mary Romero.
- 2018 elected Chair : Andrea McFerson

		<p>Nomination for Vice Chair:</p> <ul style="list-style-type: none"> • Candidates for vice Chair nomination: Maria Nunez and Mary Romero • 2018 elected Vice Chair: Maria Nunez <p><u>Board Meeting attendance</u></p> <p>May BOG Alba Perez June 7, 2018 BOG Maria Nunez</p> <p><u>ECAC</u></p> <p>Mary Romero May 9, 2018 Esther Rivas June 13,2018</p>
III.	REGIONAL ISSUES	<p><u>Community Member Issues</u></p> <ul style="list-style-type: none"> • Ms. McFerson stated that there was so much going on in the community but not enough L.A. Care presence in the community. • Members also complained that LAC as a health plan should offer healthier food options at their meetings. Members unanimously agreed that LAC should strongly consider this feedback for future LAC meetings. • Hilda Perez inquired about I-Speak by asking” what is the difference between I-Speak and Advocacy Day? Ms. Eakins responded by stating that I-Speak is an advocacy and empowerment program for members desiring advocacy skills. Advocacy Day is a scheduled day where members get to use their skills to advocate for health care access to their legislative representatives. • Ms. Nunez reported that LAC members need help with filling out paperwork. She also reported that members are not sure of what is covered. Ms. Nunez stated that she was referred to member services and pharmacy for help. For assistance with transportation she was referred to member services. • Ms McFerson stated that she was made aware by a community member that she had to wait one month for an appointment at a clinic after being diagnosed with cancer. Ms. Eakins responded by stating that the member should contact patient navigator for help to elevate issue and get help. • Ms. Mc Ferson also stated that she had a concern regarding lard medical bills. She stated that members who receive large bills should contact LAC to address bills they receive after care. Billing should go to LAC not to members. • Ms. Avalos also expressed that she had experienced some issues with balanced billing.

		<p><u>Health Education Training</u></p> <ul style="list-style-type: none"> • Auleria Eakins and Hilda Herrera, LAC staff provided a presentation “Heart Health” member education and engagement were encouraged throughout the presentations. Members were encouraged to seek additional information from Health Education and L.A. Care’s Family Resource Center. • Members completed both a pre and post-test to evaluate their knowledge base as well as their increase in knowledge. <p><u>Brilliant Corner Update</u></p> <ul style="list-style-type: none"> • A mile stone 1video was shown at ECAC of a family who benefited from grant dollars. The video showed how donations from LAC were making a difference for a member and her twins. The member who benefited from services represent the most acute members and will be case managed to ensure that she is able to transition for the long term. <p><u>Cultural & Linguistics Update</u></p> <ul style="list-style-type: none"> • Ms. Nunez reported that Marie Mercado, <i>Interim Director, Health Education and Cultural Linguistics Services</i> attended the meeting and provided the following information: • LAC has updated its annual report on membership by language • LAC works hard to match member with doctors who speak their language • LAC offers face to face interpreting • Questions regarding Cultural Linguistic Services should be directed to member services for assistance.
IV.	GET UP & MOVE	<ul style="list-style-type: none"> • No “Get up and Move” was not conducted due to time constraints.
V.	RCAC COMMUNITY WORK PROJECTS	<p><u>Community Partnership</u></p> <ul style="list-style-type: none"> • Ms. Eakins discussed the 2018 work-plan status and next steps for implementing the program. Of the four clinics reached out to, (T.H.E. Clinic for Wellness, UMMA Clinic, St. Johns clinic, and Morningside Clinic), there was only one submission received from UMMA Clinic. UMMA will be notified of their grant status and will be asked to submit all docs to complete agreement by May 31, 2018. • Members would like information on UMMA clinic so that they could learn more about their services. Staff will ask


		<p>UMMA to provide presentation to RCAC on how they plan to use the grant to address women’s health.</p> <ul style="list-style-type: none"> • Members asked staff to look into places where they could do outreach during the summer: Ms. Green suggested the City of Los Angeles Summer “Night lights” • Ms. Eakins asked that all members provide staff with their shirt size as LAC would be purchasing new outreach and advocacy shirts.
VI.	FUTURE AGENDA ITEMS	<ul style="list-style-type: none"> • Member Hilda Perez stated that there is too many items on the agenda and that this leave less time for full discussion on agenda items. Ms. Perez also expressed the desire to discuss the current status of member recruitment, member rights and responsibilities. • Ms. Eakins announced that this would be her last meeting and that LAC has hired a replacement.
VII.	PUBLIC COMMENT	No public comments
VIII.	MEETING ADJOURNMENT	<ul style="list-style-type: none"> • The meeting was adjourned at 5:35 pm. • The next RCAC meeting is scheduled for Thursday, June 21, 2018 from 3:00 p.m. to 5:30 p.m. • RCAC 6 will be moving to a new meeting site for the next scheduled meeting located at the South LA Sports Activity Center on 7020 S. Figueroa Street, Los Angeles, CA 90003.

Submitted by: _____
Auleria Eakins, *Community Outreach & Engagement Manager*

Approved by: _____
Andria McFerson, *RCAC 6 Chair*

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