



**Regional Community Advisory Committee (RCAC 6)
Region 6 - Compton, Inglewood, Watts, Gardena, Hawthorne - Committee Summary**

South L.A. Sport Activity Center
7020 S. Figueroa St., Los Angeles, CA 90003
Thursday, June 21, 2018
3:00 PM - 5:30 PM

MEMBERS

GUESTS/PUBLIC

Olivia Avalos	(P)	Dove S. Pinkney	(P)	<u>COMMUNITY PARTNERS</u>		Paula Alvira, <i>Spanish Interpreter</i>
Araceli Aragon	(P)	Esther Rivas	(P)	California Alliance for Retired Americans – Janet Canterbury	(E)	Janise Carmichael, <i>UMMA Clinic</i>
Evangelina Cantero	(P)	Mary Romero	(P)			Hilda Villagran, <i>Spanish Interpreter</i>
Brigitte Green	(P)	Mary Smith	(E)	<u>STAFF/MANAGEMENT</u>		Tonya Byrd, <i>RCAC 9 member</i>
Celia M. Hernandez	(P)	Irma Torres	(P)	Hilda Herrera, <i>Liaison</i>		JoAnn Cannon, <i>CCI 3 member</i>
Celia Juarez	(P)	Ley Ding	(P)	Carmen Jimenez, <i>Health Navigator</i>		Rev. Dr. Mello Desire
Andria McFerson, <i>Chair</i>	(P)			Jose Ricardo Rivas, <i>Field Specialist</i>		Fatima Medina
Edith Moreno	(P)			Thomas Mapp, <i>Chief Compliance Officer (CCO)</i>		Maricela Torres
Maria E. Nuñez, <i>Vice Chair</i>	(P)			Idalia De La Torre, <i>Field Specialist Supervisor</i>		
Alba Perez	(P)					
Hilda A. Perez, <i>Board Member</i>	(P)					

Attendance: 16 Members, 0 Community Partner, 0 Providers, 7 Public, 5 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"> ▪ Andria McFerson, <i>Chair</i>, called the meeting to order at 3:00 p.m. and asked everyone to introduce themselves. ▪ All members introduced themselves. ▪ Members were informed that Carmen Jimenez, <i>Health Navigator</i> was present to assist RCAC members with individual issues pertaining to their healthcare needs. ▪ Maria Nuñez, <i>Vice Chair</i> first read the meeting ground rules to the committee and public present. ▪ Ms. Nuñez then read L.A. Care’s Mission statement which states: <i>“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.”</i> ▪ Ms. Nuñez then finally read “The Three Pillars” of Community Outreach & Engagement (CO&E), and the Regional Community Advisory Committees (RCACs): 1) Health Promotion, 2) Health Advocacy, and 3) Partnership. ▪ Jose Ricardo Rivas, <i>Field Specialist</i>, reviewed the items in the meeting folders with the group.
II.	BUSINESS Approval of Agenda & Meeting Summary Andria McFerson, <i>Chair</i>	<ul style="list-style-type: none"> • Ms. McFerson asked the committee to review today’s agenda. • The meeting agenda was approved as presented. • Ms. McFerson asked the committee to review the April meeting summary. • The April 19, 2018 meeting summary was approved as presented with one abstention. <p><u>Executive Community Advisory Committee (ECAC) Report</u></p> <ul style="list-style-type: none"> • Ms. McFerson informed the committee members they will be given 4 minutes to read the June 2018 ECAC Report that is found in the meeting folder. • Ms. McFerson asked the committee members if they had any questions or comments. • Ms. Hilda Perez, <i>Board Member</i> responded and emphasize an important update from June’s ECAC meeting - Mr. Baackes provided an update on changes being considered to L.A. Care’s provider network that will allow doctors/physicians the option to contract directly with L.A. Care that will allow more direct engagement with providers to ultimately increase the value to membership, and member satisfaction. Currently doctors/physicians join a medical group also known an IPA, and the medical groups’ acts as an intermediary between providers and L.A. Care. Adding this alternative option to doctors/physicians to join L.A. Care directly came about because many of the medical groups L.A. Care deals with do not perform at an acceptable performance-level to provide the best service to our membership. This alternative to contract with L.A. Care will be offered as an option, and not as a mandate to providers willing to participate. • Ms. Perez further added that L.A. Care is working on something called <i>“Elevating the Safety Net”</i>, a provider

	<p>Mary Romero, <i>member</i></p>	<p>workforce initiative. Its goal is to increase the number of providers who work in L.A. County’s Safety Net, as well as keep high quality doctors, which also increase the number of providers available to L.A. Care members now and in the future to combat the shortage of primary care physicians and specialty doctors in recent reports.</p> <p>Three programs have recently been approved by the board under the <i>Elevating the Safety Net initiative</i>: 1) Medical School Scholarships, 2) Physicians Loan Repayments, and 3) Physicians Salary Subsidies.</p> <p>May 2018 ECAC report</p> <ul style="list-style-type: none"> • Ms. Romero, attended the May ECAC meeting and reported on the following: <ul style="list-style-type: none"> ▪ A conversation regarding quality came up, referring to the quality of care members are receiving inside the clinics. Coincidentally sometime after this ECAC meeting Ms. Romero was part of a focus group at L.A. Care in which “Quality of Care” was the main topic, so Ms. Romero mentioned what she heard at the ECAC meeting and shared some good ideas on how L.A. Care can improve the quality of care for members.
	<p>Esther Rivas, <i>member</i></p>	<p>June 2018 ECAC report</p> <ul style="list-style-type: none"> • Ms. Rivas, attended the June ECAC meeting and reported on the following: <ul style="list-style-type: none"> ▪ There was a report focusing on Urgent Care, and apparently consumers still confuse Urgent Care services with Emergency Room services. There was a recommendation that folks should call the <i>Nurse Advise Line</i> if unsure of their situation. ▪ It was also mentioned that L.A. Care members have the right to request for an interpreter to be present at a doctor’s appointment, instead of relying on bilingual staff present during a doctor’s visit. Folks need to be informed of this right as Medi-Cal recipients, and members present should spread the word. <p><u>Board of Governor’s (BOG) Report</u></p> <p>May 2018 BOG Report</p> <ul style="list-style-type: none"> • Ms. Perez, attended the June Board of Governors meeting and reported on the following: <ul style="list-style-type: none"> ▪ Brilliant Corners is doing an excellent job in helping folks find permanent housing. ▪ Ms. Eakins, <i>CO&E Manager</i> gave an update of all the good work the CO&E department is doing. ▪ L.A. Care is doing a great job in supporting future doctors with the initiatives already mentioned earlier. <p>June 2018 BOG Report</p> <ul style="list-style-type: none"> • Ms. Nuñez, attended the June Board of Governors meeting and reported on the following: <ul style="list-style-type: none"> ▪ Brilliant Corners is doing a great job finding permanent living for the homeless, and helping those most in need like recently release people from jail.
	<p>Alba Perez, <i>member</i></p>	
	<p>Maria Nuñez, <i>member</i></p>	

	<p>Jose Ricardo Rivas, <i>Field Specialist</i></p>	<ul style="list-style-type: none"> ▪ Members present that went to Sacramento were thanked for their participation in this year’s <i>Advocacy Day in Sacramento</i>. ▪ L.A. Care is working on supporting future doctors. ▪ A comment was made by a RCAC member that she hopes that these Medical School Scholarships support doctors of color – in response another RCAC member voiced out that color doesn’t matter, but that supporting willing and capable people to ensure they become doctors is more important. ▪ The Nurse Advise Line is accessible 24/7 to all members. <p><u>ECAC Meeting Attendance</u></p> <ul style="list-style-type: none"> • Irma Torres is scheduled to attend the August 8, 2018 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m. • Araceli Aragon is scheduled to attend the September 12, 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"> • Dove Pinkney is scheduled to attend the July 26, 2018 Board of Governors meeting at L.A. Care Health Plan Headquarters office from 2:00 p.m. to 5:00 p.m. • Mary Romero is scheduled to attend the September 6, 2018 Board of Governors meeting at L.A. Care Health Plan Headquarters office from 2:00 p.m. to 5:00 p.m. <p><u>CO&E Report</u></p> <p><u>ECAC Leadership Training Update</u></p> <ul style="list-style-type: none"> • The <i>ECAC Leadership Training</i> is scheduled for Friday, July 28, 2018. It is a mandatory training for all Chair, Vice-Chair and At-Large Members. The training topic will be on <i>Data and Technology</i>.
<p>III.</p>	<p>REGIONAL ISSUES Group</p>	<p><u>Community Member Issues</u></p> <ul style="list-style-type: none"> • Committee members were informed that this section of the agenda is where members can bring forward community health issues that are affecting their region – Region 6. If committee members have personal issues that they would like to report members were encouraged to speak to the Health Navigator present, Carmen Jimenez who can assist during or after the meeting with any issue concerning their health care services. • Ms. Green informed the committee that her 15 year old son was shot on May 13th, and that she sat by his side until he passed away on May 15th. He was a wonderful son, a great football player, and a good kid with no gang ties. Ms. Green further explained that as a single parent what does one do in a situation like this? She went on and

		<p>explained that all the money she makes goes to paying the bills and surviving, and never did she imagine she would need an insurance for something like this.</p> <p>She added that she had a fundraiser going on through a link that she would like shared with the group and folks at L.A. Care, but clarified that she had already shared the link with L.A. Care before this meeting, and was very disappointed to say that nobody had answered for her call for help. She finally added that she was a few hundred dollars away from meeting the goal of paying off the \$7,000.00 loan she used to pay for her son’s burial services, and would be very grateful for all the help she could get.</p> <ul style="list-style-type: none"> • Ms. Pinkney in response first gave her condolences to Ms. Green, and then expressed that she was in disbelief in not hearing about this much sooner considering all the forms of communication now available in this day and age. She further added that everybody present willing, and able to, should pull together and give a donation to help Ms. Green in her desperate time of need. • Mr. Rivas assured the committee that the link for Ms. Green’s fundraiser will be shared back at L.A. Care, and with the group for those willing and able to help in this unfortunate situation.
IV.	GET UP & MOVE	<ul style="list-style-type: none"> • There was a 5 minute recess.
V.	<p>RCAC COMMUNITY WORK PROJECTS</p> <p>Jose Ricardo Rivas, <i>Field Specialist</i></p> <p>Hilda Herrera, <i>Liaison</i></p>	<p><u>Health Education Training – Cancer Screening</u></p> <ul style="list-style-type: none"> • The training topic for this month’s RCAC meeting was on Cancer Screening. • Committee members were educated on the basic understanding of the disease and were informed that they will be disseminating Cancer Screening (along with Diabetes & Heart Health) information during the community events coming up during summer. • The training topic covered: What cervical cancer is - Risk factors for cervical cancer - What human papillomavirus (HPV) is - Ways to prevent cervical cancer - and Resources available to them and their communities. • All committee members took a pre-test and a post-test to gage their knowledge before and after the presentation. <p><u>Community Partnership</u></p> <ul style="list-style-type: none"> • Committee members were informed that UMMA clinic was awarded the community sponsorship for year’s community partnership program. Ms. Janise Carmichael from UMMA clinic addressed the group and informed them a little about UMMA clinic’s history letting them know that UMMA was founded in 1992 after the L.A. riots, and has come a long way opening a 2nd center in 2011 on Freemont High School grounds – the “<i>Freemont Wellness Center</i>”.

		<p>The sponsorship moneys will support the <i>Women’s Health Initiative</i> offering services like prenatal care and an array of cancer screenings for women. Another program being supported and mentioned was the <i>Food Equity Program</i> which provides free produce to the community, and free resources from agencies tabling this event like DPSS & UMMA clinic, twice a month.</p> <p><u>Community Outreach Event</u></p> <ul style="list-style-type: none"> • Committee members were informed that the first outreach event occurred on June 16, 2018 called the “7th Annual Juneteenth Heritage Festival” in south L.A. A special thanks was given to the few RCAC 6 members that showed up: Mary Romero, Andria McFerson, Hilda Perez, Dove Pinkney, and Esther Rivas. • Members were then informed that the second outreach event was scheduled for July 21, 2018 at the Inglewood Family Resource Center from 10 a.m. – 1 p.m., and that a flyer was available in their folders. Members were informed that an official flyer would be sent to them via e-mail when available. • Members were reminded that they must attend at least 2 outreach events as part of their commitment for this year’s RCAC work plan.
VI.	FUTURE AGENDA ITEMS Group	<ul style="list-style-type: none"> • No future agenda items were brought forth this day.
VII.	PUBLIC COMMENT Group	<ul style="list-style-type: none"> • Ms. Hilda Perez addressed the committee body and emphasized the importance of coming prepared, and informed to the RCAC because each community advisory committee (CAC) member represents the rest of the L.A. Care membership living in the RCAC 6 community. LA Care does its part by providing all materials and updates in the appropriate language to keep everybody informed, so CAC members need to do their part and actively participate at all L.A. Care public meetings (i.e., BOG, ECAC, RCACs/CCI). • Ms. Nuñez recommended that a list of names and phone numbers be created for the RCAC 6 committee so all members can communicate with each other in the case of an emergency, referencing what had occurred to Mrs. Green. “We’ve all known each other for a long time, so we’re like family” she explained, and “when we need to help each other we should.” All members were in agreement with this suggestion. • Tom Mapp, CCO greeted the members and public present and was very happy to see the meeting in action – he enjoyed the training, interaction, and collaboration amongst the group. He informed the committee to “Keep up the good work!” • Ms. McFerson in reference to what occurred to Mrs. Green informed the committee that she will be asking the following questions at future ECAC, BOG, and other L.A. Care committees: “How does L.A. Care a public health plan

		have to do with that?" - meaning, where does L.A. Care fall into a situation like this, and can L.A. Care even help a member that cannot afford to bury a loved one? Can a separate insurance be offered through L.A. Care? She will ask the question and come back at the next meeting with more information.
VIII.	MEETING ADJOURNMENT Andria McFerson, <i>Chair</i>	<ul style="list-style-type: none"> • The meeting was adjourned at 5:35 pm. • The next RCAC meeting is scheduled for Thursday, August 16, 2018 from 3:00 p.m. to 5:30 p.m. at the South LA Sports Activity Center on 7020 S. Figueroa Street, Los Angeles, CA 90003.

Submitted by: _____
 Jose Ricardo Rivas, *Community Outreach & Engagement
 Field Specialist*

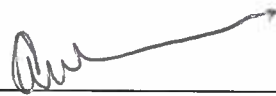
Approved by: _____
 Andria McFerson, *RCAC 6 Chair*

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**VIII. MEETING
ADJOURNMENT**
Andria McFerson,
Chair

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