



**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, August 16, 2018

3:00 PM - 5:30 PM

MEMBERS

GUESTS/PUBLIC

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| 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) | Ruth Nuno, <i>Spanish Interpreter</i> |
| Evangelina Cantero | (P) | Mary Romero | (P) | | | Janise Carmichael, <i>UMMA Clinic</i> |
| Brigitte Green | (P) | Mary Smith | (E) | <u>STAFF/MANAGEMENT</u> | | Lisa Esparza, <i>UMMA Clinic</i> |
| Celia M. Hernandez | (P) | Irma Torres | (P) | Hilda Herrera, <i>Liaison</i> | | |
| Celia Juarez | (P) | Ley Ding | (P) | Carmen Jimenez, <i>Health Navigator</i> | | |
| Andria McFerson, Chair | (P) | | | Jose Ricardo Rivas, <i>Field Specialist</i> | | |
| Edith Moreno | (P) | | | Thomas Mapp, <i>Chief Compliance Officer (CCO)</i> | | |
| Maria E. Nuñez, Vice Chair | (P) | | | Idalia De La Torre, <i>Field Specialist Supervisor</i> | | |
| Alba Perez | (P) | | | | | |
| Hilda A. Perez, Board Member | (P) | | | | | |

**Attendance: 16 Members, 0 Community Partner, 0 Providers, 4 Public, 5 Staff
(P) present, (E) excused absence, (U) unexcused absence**

| | AGENDA ITEM | SUMMARY OF DISCUSSION AND FOLLOW-UP |
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| 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 of the public, and community advisory committee (CAC) 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. ▪ Esther Rivas 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>, then she proceeded to 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 June meeting summary – two errors were pointed out by the committee, 1) being an error in a person’s last name, and 2) the time when the meeting started. • The June 21, 2018 meeting summary was approved with the approved (2) changes. <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 August 2018 ECAC Report that is found in the meeting folder. • Ms. McFerson asked the committee members if they had any questions or comments. • Ms. Romero asked how folks are being chosen to receive the permanent housing assistance. In response Ms. McFerson replied that L.A. Care is working with Brilliant Corners by providing them a total of \$20 million, in the form of \$4 million per year to support permanent housing for an “X” amount of people. Ms. McFerson also mentioned that she know a few folks that have tried applying for this program, but were informed that apparently they are working off of a list of identified folks that have already filled up these slots. Mr. Rivas in response to Ms. Romero’s inquiry responded that he had a one-pager that had the answer to this specific question, and that he would have it available at the next meeting to respond to this and any other questions that arise pertaining to this program. • Being on the “homeless topic” Ms. McFerson informed the group that another program was mentioned by Mr. Oaxaca in which training is provided to homeless people which in turn provides them an opportunity to possibly get a job, and an opportunity to get off the streets. Ms. McFerson further added and informed the group that she |

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| | <p>Irma Torres, <i>member</i></p> | <p>did a proposal to the Chief Operating Officer and read a little about her proposal off of a letter she sent to L.A. Care.</p> <p>August 2018 ECAC report</p> <ul style="list-style-type: none"> • Ms. Torres, attended the August ECAC meeting and reported on the following: <ul style="list-style-type: none"> ▪ Hilda Perez, <i>Board Member</i> recently visited RCACs 11, 7, & 8. Ms. Perez noted that the RCAC 7 committee is a very active RCAC having had 6 outreach events up to this point. She also mentioned that RCAC 8 had a very interesting discussion related to the homeless population. ▪ Mr. Baackes, <i>CEO</i> answered a few questions in regards to the <i>Medical School Scholarships</i>. ▪ RCAC 3 reported that they would like the monies LA Care spends to be better monitored to keep track of how these funds are being spent. Also RCAC 3 would like for the recent Medical Students that received the School Scholarships to be presented to the ECAC committee body one day to be able to meet these students, instead of just hearing about them in reports. ▪ A CCI member mentioned the Deferred Action Childhood Arrivals (DACA) program saying a judge could not move anything forward back in January, so this program is currently up in limbo. ▪ RCAC 11 is actively looking for a new site to relocate their committee to a new meeting site, and they also reported that they had the chance to provide input on where the new Pomona Family Resource Center should be located. ▪ LA Care members' that have chronic illnesses have made complaints that their health and health services they receive have been impacted because of the late arrival times of the transportation being sent to them. LA Care in response is addressing these issues, and considering other alternatives. ▪ A CAC member informed the committee that the recent Back to School Event in Inglewood was a huge success. • Ms. McFerson thanked Ms. Torres for her report, and addressed the group to elaborate on a few points she though were worth mentioning to the group in reference to the recent ECAC. She informed the group on the following: <ul style="list-style-type: none"> ➤ In regards to DACA President Donald Trump said "No" back in December saying the program was "useless" in a sense, but the Senate said "Yes", so they have no choice but to start the program again. More information and updates are expected from Ms. Prity Thanki from the <i>Government Affairs Department</i> to answer questions like "Will there be any changes to DACA?", and "Who will be able to apply?" ➤ In regards to the member surveys, Dr. Katrina Miller gave a presentation during the August ECAC and when done Ms. McFerson expressed, "If we want better treatment from our doctors and clinics, we need to have a voice" – these surveys give the consumer member an opportunity to voice opinions about the services being provided by doctors, clinics, and IPAs. These surveys to the consumer came about from a request made at the April ECAC meeting, and L.A Care is responding and providing answers. Ms. McFerson informed the group, "We |
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are making a difference for us, and for everybody associated with L.A. Care.”

- A guide was handed out to members at this ECAC to help them be better prepared when going to a doctor’s office visit. The guide included information on: types of questions they should be asking at their doctors, member legal rights, fraud, and whom to contact when not receiving the proper services from providers. Ms. McFerson suggested that this type of information should also be disseminated amongst providers themselves also, so they can be on the same page with consumer member, and know what the member expects from them. L.A. Care is currently doing more research to see if this would be possible to do, and will provide an update in a future ECAC meeting.
- In regards to RCAC 6 member Mrs. Green – she informed the group that the “Go Fund Me” link was shared and posted on the board during this ECAC meeting to help support Mrs. Green to pay for her son’s burial services.

Dove S. Pinkney,
member

Board of Governor’s (BOG) Report

July 26, 2018 BOG Report

- Mrs. Pinkney, attended the June Board of Governors meeting, and informed the group that this meeting occurred on the same day as her brother’s funeral services, so she unfortunately didn’t have a prepared report for the group - having her brother on her mind that day, and not being able to focus too much on the meeting.
 - The committee expressed their condolences to Mrs. Pinkney.

ECAC Meeting Attendance

- 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.
- Evangelina Cantero is scheduled to attend the October 10, 2018 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.

BOG Meeting Attendance

- 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.
- Alba Perez is scheduled to attend the October 4, 2018 Board of Governors meeting at L.A. Care Health Plan Headquarters office from 2:00 p.m. to 5:00 p.m.

Jose Ricardo Rivas,
Field Specialist

CO&E Report

L.A. Care Volunteer Polo Shirts

- All members present received their L.A. Care volunteer shirts and were informed that these are the shirts they will be using when attending L.A. Care outreach events, and anything L.A. Care related.

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| | | <p><u>ECAC Leadership Training Update</u></p> <ul style="list-style-type: none"> The <i>ECAC Leadership Training</i> is scheduled for Friday, September 28, 2018. It is a mandatory training for all Chair, Vice-Chair and At-Large Members. The training topic will be on <i>L.A. Care Business Part 2</i>. <p><u>Training for Newly Elected Chairs & Vice Chairs</u></p> <ul style="list-style-type: none"> A training is scheduled for the newly elected Chairs & Vice Chairs for Wednesday, August 29, 2018 from 8:30 a.m. to 3:00 p.m., and this training is mandatory. <p><u>New Member Orientation</u></p> <ul style="list-style-type: none"> This training is scheduled for Friday, September 7, 2018 from 8:30 a.m. to 12:00 p.m., and this training is mandatory for all newly approved CAC members. |
| <p>III.</p> | <p>REGIONAL ISSUES Group</p> | <p><u>Community Member Issues</u></p> <ul style="list-style-type: none"> Mr. Ding recently has been getting his health services at the UCLA Medical Center, but since his medical records are in Long Beach, he’s been going back and forth trying his best to sort this out to get the proper care that he desperately needs. While Mr. Ding has been taking care of his issue himself, he was referred to the Health Navigator, Carmen Jimenez for further assistance. Ms. McFerson reminded the group that at the last meeting Mrs. Green informed them that her son had passed away, and that she was going through some tough times raising the money to pay for her son’s burial services. Because of this she informed the group she was going to address L.A. Care at a future ECAC meeting, and ask L.A. Care if they as a health plan could be involved in possibly providing their health plan members some type of low cost life insurance to help members pay the costs associated with the loss of a member. Before asking L.A. Care, she informed the group that she wanted to run three “Burial Insurance Proposals” with the group first to have a platform-model she could then take to L.A. Care to get a proper response. <u>Proposition #1</u> – Would be to implement a monthly premium that an L.A. Care member would make until reaching a set amount of money paid. <u>Proposition #2</u> – Would involve a smaller payment than a monthly premium, and would be more like a “Tax” a member would pay while the L.A. Care membership is active. <u>Proposition #3</u> – Would be to involve an outside contractor/agency that would assist the L.A. Care member to ultimately have them pay a low cost affordable amount of money for these types of situations. A few folks responded – 1) a CAC member was puzzled and expressed that if L.A. Care embarked on something like “Life Insurance” as an option to members then that would open it up to have L.A. Care to pay house notes next; if folks want to help folks by donating money okay, but it should not be an expectation on volunteer members. 2) Another CAC member expressed that this sounded like a nice idea, but what would happen if a person all of sudden lost their L.A. Care membership? Good idea, but it’s a little more complicated than it seems. 3) Another member |

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| | | <p>responded that she liked and supported the ideas being brought forth by Ms. McFerson, and saw benefit in these proposals since she also lost a child three years ago. She added that losing a loved one is related to “Mental Health” because of the deep depression one goes through. She hopes something comes about these ideas and supports it. 4) Another comment came from a member that currently pays \$35 a month for her son who is a little out of control, so she has this insurance for him just in case; for more info on this program she encouraged folks to come up to her after the meeting. 5) A final comment was made in which a member suggested that folks make an inquiry at an actual mortuary in regards to starting payments on a plot of land, to be prepared if something happens down the line; this way it’s less stress because you’ve already started paying, and owe much less.</p> <ul style="list-style-type: none"> • Ms. De La Torre responded that L.A. Care’s main focus is to provide health insurance to the vulnerable and low income communities, and to make sure that there aren’t any access issues. She informed that group that Medi-Cal recipients receive services with no cost out-of-pocket, and these proposals while good in the intention, would require low income communities to all of a sudden have a type of monetary payment, and this does not make sense. Members were reminded again that the main purpose of L.A. Care is to provide quality health care to L.A. County’s residents, and that L.A. Care is aware of external factors now referred to as “Social Determinants of Health”, and it is doing its best to address those social determinants by referring folks to other resources available that can better address different aspects of social determinants of health (i.e., agencies that can help with funeral costs). • Mrs. Green first thanked everybody who was able to help her by donating to her “Go Fund Me Page”. Then she expressed to the group that she really appreciates the Chair, Ms. Andria McFerson who has a big heart and is a caring person that when able to will bring subjects like this to the table trying her best to bring topics that will help her committee members, and ultimately benefit all L.A. Care members. • Ms. McFerson thanked folks for all the feedback provided today, and informed the group she would be working closely with L.A. Care staff to bring this subject back at a future RCAC meeting. • Mr. Rivas thanked Ms. McFerson, and then proceeded to hand out a RCAC 6 contact list, so members can contact each other in the case of an emergency; a list requested at the last RCAC 6 meeting. |
| IV. | GET UP & MOVE | <ul style="list-style-type: none"> • There was a 10 minute recess. |
| V. | RCAC COMMUNITY WORK PROJECTS | <p><u>Health Education Training Evaluation</u></p> <ul style="list-style-type: none"> • All members received a presentation on the Pre/Post Test Results of the 3 health topics trainings they received from CO&E staff this year which included 1) Diabetes, 2) Heart Health, & 3) Cervical Cancer. • Members were informed that per the Pre & Post test information collected from RCAC 6, there was an increase in knowledge in all three category health topics. The average increase in knowledge was illustrated in the form of a percentage, which was explained to the group off of the presentation given to them. • All members completed an evaluation form, and were encouraged to write down any suggestions they may have to improve future trainings. |

Community Partnership – UMMA Community Clinic

- Ms. Janise Carmichael, *Associate Director of Development*, and Ms. Lisa Esparza, *Director of Development* from UMMA Clinic introduced themselves and thanked the group for having them at the committee again.
- Ms. Carmichael and Ms. Esparza informed the group that through this year’s partnership with L.A. Care and the primary focus on “Women’s Health”, they focused their efforts on distributing women’s health educational materials, and spreading the word on all the women’s health services they provide at UMMA Clinic.
- CAC members received information on the partnerships UMMA has throughout the community with other agencies, and received information on a few events/programs that UMMA participates in to continue to spread the message that folks do have “access to health care services” at their disposal with UMMA Clinic directly, or with one of their partners they can be referred to for services not provided by UMMA Clinic – in essence helping more people get access to the services that they need.
- Events mentioned included “Humanitarian Day”, “National Health Center Week”, “Free Produce Market”, “Walk for Wellness”, and a few more that really engaged CAC members to ask more than a few questions to Ms. Carmichael and Ms. Esparza.
- For more information on future events, and services provided at UMMA Community Clinic, member were provided the following two locations UMMA Clinic has:
 - 1) 711 W. Florence Ave., Los Angeles, CA 90003
 - 2) 7821 S. Avalon Blvd., Los Angeles, CA 90044 (on Fremont High School grounds)

Community Outreach Events – Work Plan 2018

- Members were informed that up to this point RCAC 6 has had the chance to participate in 4 outreach events. The events were listed starting with event number 1) 7th Annual Juneteenth Heritage Festival on 06/16, 2) Inglewood FRC Back to School Event on 07/21, 3) Avalon Resource Fair’s Back to School Event on 07/28, and 4) 2nd Annual Back to School Event at the True Love Missionary Baptist Church.
- Members that attended the events were named and thanked for their contribution and hard work when coming out to these events. Members were also informed that most had completed the commitment of coming out to at least 2 outreach events, “a great job done by the group” expressed Mr. Rivas.
- Mr. Rivas informed the committee that events will slow down for a bit for this RCAC region, because of the commitment he has to his other assigned RCAC regions that also need to complete a few events up to this point, but he still encouraged members to reach out to him if they had any events they knew that were happening before the end of September.

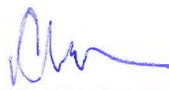
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| VI. | FUTURE AGENDA ITEMS Group | <ul style="list-style-type: none"> As promised by Mr. Rivas he went back into previous RCAC 6 meeting archives to pull up information on previous future agenda items suggested by RCAC 6. He informed the group that this list will be kept handy as more items are added to it, and it will be taken into consideration when creating future RCAC 6 agendas. His list read the following: <u>April 2018</u> – current status of member recruitment, member rights & responsibilities <u>February 2018</u> – an update on Urgent Care access, and consideration of Health Promoters at RCAC meetings <u>December 2017</u> – group participation, and arriving to the meeting on time so that the meeting can start and finish on time <u>October & August of 2017</u> – No future agenda items were brought up A CAC member suggested that <i>Urgent Care Locations</i> be added to the list, and added that a Key Chain or Trifold Medical Card with Urgent Care facility information should be considered to inform members of their local Urgent Care facilities in their area. <i>Affordable Burial Insurance</i> was also added to the list, and Ms. McFerson informed the committee she would follow up with Idalia De La Torre to see if this is a relevant subject to add to the list, and to also confirm if L.A. Care can even be involved with something of this nature. |
| VII. | PUBLIC COMMENT Group | <ul style="list-style-type: none"> Ms. Perez expressed her appreciation in being a member of RCAC 6 and encouraged her fellow CAC members to share their valuable ideas/suggestions with L.A. Care by speaking up at future RCAC meetings sharing. Ms. Pinkney found a place called “The Mission” located across from the Chuck E. Cheeses located at 6901 La Tijera Blvd, Los Angeles, CA 90045. She went inside and noticed that they sell really good clothes for the whole family at very affordable prices. She shared this with the group and encouraged folks to check it out. Ms. Avalos informed the group that since we were on the topic of Life Insurances & Burial Services today that she would like to invite someone she knew that could be a good resource for folk interested in more information. Ms. Avalos was encouraged to invite her contact, so they can speak at a future RCAC meeting during public comments. Ms. Avalos also shared the location of a Food Bank that sales fruits and vegetables at really affordable prices. The name of the place is called “Faro De Luz” located at 2202 Center St., Los Angeles, CA 90255 |
| 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, October 18, 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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