



**L.A. Care**  
HEALTH PLAN

**Regional Community Advisory Committee (RCAC)  
Region 10 – East Los Angeles, Whittier, Highland Park**

**The East L.A. Angeles Community Service Center**

**133 N. Sunol Drive. Room 242**

**Los Angeles, CA 90063**

**Thursday, February 15, 2018**

**1:00 PM - 3:30 PM**

**MEMBERS**

**STAFF/MANAGEMENT**

Sandra Acosta	( )	Engracia Lopez	( )	Blanca Villagran	<b>(13)</b>	Jose Rivas, <i>Community Outreach Liaison</i>
Maria Luz Alvarado	( )	Leticia Navarro <b>(Chair)</b>	<b>(R)</b>	Miguel Lugo Advocate	<b>(U)</b>	Felicia Gray, <i>Interim Field Specialist</i> Idalia Chitica, <i>Field Specialist Supervisor</i>
Sarai Angeles	( )	Fresia Paz	( )	Oswaldo Lopez, Advocate	<b>(U)</b>	Carlos Rueda, <i>L.A. Care Health Navigator</i>
Damara De Cordero	( )	Marlene Paz	( )	Rosa Marquez, Advocate	<b>(U)</b>	Irene Rivas, <i>FRC Specialist</i>
Janner Gavidia	( )	Martha Perez	( )	<b><u>PUBLIC / GUEST</u></b>		<b><u>INTERPRETERS</u></b>
Ruben Gavidia	( )	Ana Rubio	( )	Melina Castelana, <i>The Wellness Ctr.</i>		Eduardo Kogan, <i>Interpreter</i>
Elsa Gervacio <b>(Vice-Chair)</b>	<b>(R)</b>	Norma Flores	( )			Shelley Hash, <i>Interpreter</i>
Maria Ibarra	( )					

**Attendance: Members 14, Advocates 0, Providers 0, Public 3, Staff 5  
( ) present, (E) excused absence, (U) unexcused absence (R) Removed**

	<b>AGENDA ITEM</b>	<b>SUMMARY OF DISCUSSION AND FOLLOW-UP</b>
<b>I</b>	<b>WELCOME &amp; INTRODUCTIONS</b>  <b>Felicia Gray, Interim Community Outreach Field Specialist</b>	<ul style="list-style-type: none"> <li>• Damara De Cordero, RCAC 10 member called the meeting to order because the Chair and Vice-Chair have been removed from RCAC 10 membership. The Chair is not a resident of Los Angeles County and the Vice Chair is not a member of L.A. Care Health Plan.</li> <li>• The meeting was called to order at 1:00p.m.</li> <li>• The Felicia Gray, <i>Interim Field Specialist</i>, read L.A. Care’s Mission, CO&amp;E/RCAC meeting ground rules and folder contents.</li> <li>• All members introduced themselves.</li> </ul>

- Members were reminded that the meeting was being recorded to produce the meeting minutes.

**II BUSINESS  
Review of Meeting Agenda  
& Summary**

*Felicia Gray, Interim  
Community Outreach Field  
Specialist*

**Approval of Agenda & Meeting Summary**

- The February 15, 2018 agenda was approved as presented.
- The December 21, 2017 summary was approved as presented.

**February 15, 2018 ECAC Meeting Report**

- Felicia Gray, *Interim Community Outreach Field Specialist*, informed the members that the ECAC report for the month was lengthy this month and asked members to be aware of the following bullet points from the report:
- Francisco Oaxaca, *Senior Director of Communications and Community Relations*, reported on the following updates the members of ECAC regarding the status of the revisions to the Operating Rules. The revisions were approved by the Board of Governors in February. This started the 30-day public comment posting period. The CAC Member Handbook was updated as well.
- Candace Nafissi has joined the Communications team as Senior Communications and Community Relations Specialist. She will be taking over Judy Hsieh Bigman position. Candace comes to L.A. Care Health Plan with over five years with the Los Angeles Area Chamber of Commerce, most recently as Senior Education and Policy Manager. Candace has also served as Enrollment & Community Partnership Manager for the Pediatric Therapy Network/Early Head Start Program in Torrance and served on the staffs of two state level elected officials. Outside of work, Candace was appointed last year to the Los Angeles County Children & Families Commission by County Supervisory Janice Hahn and also serves as a Library Commissioner in her hometown of Redondo Beach.
- Motion ECA 100.0218\*, Rosaura Peraza, was approved as a Consumer, member to the Regional Community Advisory Committee (RCAC 5) as reviewed by the Executive Community Advisory Committee (ECAC).
- Felicia Gray, *Interim Community Outreach Field Specialist*, encouraged members to talk to neighbors and friends regarding applying for membership to RCAC 10 since membership is currently low.
- Felicia Gray, *Interim Community Outreach Field Specialist*, reviewed the organizational chart for the Communication and Community Relations department.

- Felicia Gray, *Interim Community Outreach Field Specialist*, reminded members that the Denti-Cal benefits have been restored beginning January 1, 2018, adults with full-scope Medi-Cal have their full dental benefits restored. Major covered services include partial dentures, partial denture adjustments, repairs, relines, gum treatments, custom crown and root canals in back teeth. For more information about dental services, beneficiaries can call the Health Consumer Alliance at 1-888-805-3536.

**RCAC Members Attending ECAC**

- Ana Rubio is scheduled to attend ECAC on Wednesday, March 14, 2018.
- Marta Perez is scheduled to attend ECAC on Wednesday, April 11, 2018.
- The time for the meeting is 10:00am to 1:00pm.
- Transportation will be provided.
- Staff will give you a call prior to the meeting to confirm your attendance and advise you of the time transportation will pick you up.

**RCAC Members Attending the Board of Governors (BOG)**

- Norma Flores is scheduled to attend BOG (Board of Governors) meeting on Thursday, March 8, 2018. This meeting is scheduled as a “place holder or as needed basis”. Which means if the Board of Governors does not have a “need to meet”, the meeting is canceled.
- The time for the meeting is 1:00pm to 5:00pm.
- Transportation will be provided.
- Staff will give you a call prior to the meeting to confirm your attendance and advise you of the time transportation will pick you up.
- Members were reminded that if they volunteer to attend the ECAC or the BOG meetings, they will be responsible for reporting back to the RCAC.

**Community Outreach & Engagement Report**

- Felicia Gray, *Interim Community Outreach Field Specialist*, shared the following information with the RCAC 10 members:

**RCAC Chair/ Vice Chair Nominations and Election Process**

- The nominations for RCAC Chair and Vice Chair have opened.
- Committee members can nominate someone or themselves by completing a nomination sheet.
- The nomination sheet can be turned in during the meeting, mailed, or faxed. Also, a committee member can call their Field Specialist to inform them of their nomination.
- All members were able to complete nomination forms during the meeting.
- The nominations will close prior to the elections that will happen during the next scheduled RCAC meeting.

**CO&E REPORT**  
**Felicia Gray**, Interim  
*Community Outreach Field Specialist*

		<ul style="list-style-type: none"> <li>➤ Idalia De La Torre, <i>Community Outreach Field Specialist Supervisor</i>, communicated the need for the committee members to think about nominating themselves or another active committee member. Currently RCAC 10 is without a Chair or Vice-Chair.</li> <li>➤ Ms. De La Torre informed the members that the Chair and Vice Chair positions will start in October and the Chair or Vice Chair will receive training prior to taking the position.</li> </ul> <p><b><u>Member Acknowledgement Form</u></b></p> <ul style="list-style-type: none"> <li>➤ Members were asked to sign two copies of the Member Acknowledgement Form.</li> <li>➤ Members were instructed to keep one copy and place the other copy in their folder.</li> <li>➤ Members were reminded that the number of tabling event changed from a total of 3 to 2-3 to allow more flexibility for members.</li> </ul> <p><b><u>Health Topic for the month of February</u></b></p> <ul style="list-style-type: none"> <li>➤ The health topic for the month is Understanding Heart Disease.</li> <li>➤ Information was provided in the folder but not discussed at the meeting.</li> </ul>
III	<b>Regional Issues</b>	<ul style="list-style-type: none"> <li>• Fresia Paz, <i>RCAC 10 Member</i>, has experienced a problem with her local clinic and pharmacy ordering multiple prescriptions for medications that she did not request. Idalia De La Torre, <i>Community Outreach Field Specialist Supervisor</i>, encouraged Ms. Paz to talk to the Member Services department or her health plan regarding her issue. Additionally, Jose Ricardo Rivas, <i>Community Outreach Liaison</i>, asked Ms. Paz to fill out a Member Issues form and turn it in to him to assist her in tracking and resolving her issue.</li> <li>• Ruben Gavidia, <i>RCAC 10 Member</i>, experienced an issue with his primary care physician regarding his primary physician being a “no show” during his scheduled appointments. As a result Mr. Gavidia is unable to take his medication regularly because he needs to see his doctor before he receives a prescription. Mr. Gavidia was advised to speak with the Health Navigator at the end of meeting regarding his issue.</li> <li>• Blanca Villagran, <i>RCAC 10 Member</i>, encouraged members that do not have transportation to their doctor’s appointments to call L.A. Care to schedule transportation. Ms. Villagran, expressed that she was very happy with the service and reminded members that transportation is provided to members for free round trip.</li> </ul>
IV	<b>Get Up &amp; Move</b>	<ul style="list-style-type: none"> <li>• Members stretched and took a break.</li> </ul>
V	<b>RCAC/COMMUNITY WORK-PLAN</b>	<p><b><u>2017/2018 RCAC Work Plan Projects</u></b></p> <p><b>A. <u>Community Partnership</u></b></p> <ul style="list-style-type: none"> <li>• The RCAC 10 members selected Women’s Health as their focus this year.</li> </ul>

	<p>Felicia Gray, <i>Interim Community Outreach Field Specialist</i></p>	<ul style="list-style-type: none"> <li>• Additional names of organizations were added to the list of potential organizations to partner with during the year. The following organizations were suggested:             <ol style="list-style-type: none"> <li>1. Alma de Mujer y Vida</li> <li>2. I-Heart LA</li> <li>3. East LA Women’s Center</li> </ol> </li> <li><b>B. <u>Health Education Training</u></b> <ul style="list-style-type: none"> <li>• RCAC 10 members were trained on Diabetes 101: Sugar in the Blood.</li> <li>• Members were advised of the following:               <ul style="list-style-type: none"> <li>➤ The importance of checking your A1c test</li> <li>➤ The different types of Diabetes testing</li> <li>➤ What is High Blood Sugar?</li> <li>➤ How to take control of your Diabetes</li> <li>➤ Resources available to members and non-members</li> </ul> </li> <li>• The training was provided by Felicia Gray, <i>Interim Community Outreach Field Specialist</i> and Jose Ricardo Rivas, <i>Community Outreach Liaison</i>.</li> </ul> </li> <li><b>C. <u>Community Outreach Events</u></b> <ul style="list-style-type: none"> <li>• Members were asked to attend 2-3 community events in the area, with the approval of staff, and distribute educational materials on the topics they have been trained on.</li> </ul> </li> </ul>
VII	<p><b>FUTURE AGENDA ITEM</b> Group</p>	<ul style="list-style-type: none"> <li>• No future agenda item were discussed.</li> </ul>
VIII	<p><b>MEETING EVALUATION</b> Group</p>	<ul style="list-style-type: none"> <li>• Members had the opportunity to fill out the meeting evaluation.</li> </ul>
IX	<p><b>PUBLIC COMMENTS</b> Group</p>	<ul style="list-style-type: none"> <li>• There were no additional comments.</li> </ul>
X	<p><b>ADJOURNMENT</b> Next Meeting Date</p>	<p><b><u>Adjournment/Next Meeting Date</u></b></p> <ul style="list-style-type: none"> <li>• Meeting Adjourned at 3:30 p.m.</li> <li>• The next meeting is scheduled for <b>Thursday, April 19, 2018 at East Los Angeles Service Center, 133 N Sunol Dr., Los Angeles, CA 90063, from 1:00 p.m. -3:30 p.m.</b></li> </ul>

Respectfully submitted by:

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Frank Meza, *Commnity Outreach Field Specialist*

  
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 Presidente del RCAC 10