



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, April 19, 2018

1:00 PM - 3:30 PM

MEMBERS

STAFF/MANAGEMENT

Sandra Acosta	()	Martha Perez	()		Frank Meza, <i>Field Specialist</i>
Maria Luz Alvarado	()	Ana Rubio	()		Felicia Gray, <i>Community Outreach Liaison</i>
Sarai Angeles	()	Norma Flores	()		Idalia De La Torre, <i>Field Specialist Supervisor</i>
Damares De Cordero	()	Blanca Villagran	()		Jesucita Zuniga, <i>L.A. Care Health Navigator</i>
Janner Gavidia	()	Miguel Lugo, Advocate	(U)		Irene Rivas, <i>Family Resource Center Specialist</i>
Ruben Gavidia	()	Oswaldo Lopez, Advocate	(U)		Allen Lu, <i>L.A. Care Consultant</i>
Maria Ibarra	()	Rosa Marquez, Advocate	(U)		
Engracia Lopez	()			<u>PUBLIC / GUEST</u>	<u>INTERPRETERS</u>
Fresia Paz	()				Eduardo Kogan, <i>Interpreter</i>
Marlene Paz	()				Shelley Hash, <i>Interpreter</i>

**Attendance: Members 14, Advocates 0, Providers 0, Public 2, Staff 5
(P) present, (E) excused absence, (U) unexcused absence (R) Removed**

	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
I	WELCOME & INTRODUCTIONS Frank Meza, <i>Field Specialist</i>	<ul style="list-style-type: none"> • Damares De Cordero, RCAC 10 member called the meeting to order because the position of the Chair and Vice-Chair are vacant. Everyone introduced themselves. • The meeting was called to order at 1:00p.m.

		<ul style="list-style-type: none"> • Frank Meza, <i>Field Specialist</i>, read L.A. Care’s Mission Statement, RCAC meeting ground rules and reviewed the folder contents. • All members introduced themselves. • Members were reminded that the meeting was being recorded to produce the meeting minutes.
<p>II</p>	<p>BUSINESS Review of Meeting Agenda & Summary</p> <p>Frank Meza, <i>Field Specialist</i></p>	<p><u>Approval of Agenda & Meeting Summary</u></p> <ul style="list-style-type: none"> • The April 19, 2018 agenda was approved as presented. • The February 15, 2018 summary was approved as presented. <p><u>ECAC Meeting Report</u></p> <ul style="list-style-type: none"> • Ana Rubio, RCAC Member attended the March 14, 2018 ECAC meeting and reported on an issue that came up in regards to additional concerns about accessibility to the proper examinations tables at doctor’s offices and the ability to accommodate individuals with disabilities. • Marta Perez, <i>RCAC Member</i>, attended the April 11, 2018 ECAC meeting and reported on the following: <ul style="list-style-type: none"> ➤ Ms. Perez was happy to hear that there are a lot of services that L.A. Care offers to its members. In addition, she was excited to hear that the Consumer Advisory Committee Operating Rules became effective at the Board meeting on April 5th. <p><u>Board of Governors (BOG) Report</u></p> <ul style="list-style-type: none"> • Norma Flores, <i>RCAC Member</i>, attended the April 5, 2018 BOG meeting and provided the following report: <ul style="list-style-type: none"> ➤ Ms. Flores provided information about the IHSS Home Care Integration Training Program. The program is sponsored by L.A. Care, and continues to positively impact the IHSS workforce and the consumers to whom they provide care services. ➤ Ms. Flores also enjoyed the presentation from Roland Palencia from the Community Benefits Program about Ms. Ma’Lissa who was among the first L.A. Care member to qualify for the Homeless Program. In January Ms. Ma’ Lissa moved into an apartment with her three-month-old twins who are know 5 month’s old. <p><u>RCAC Members Attending ECAC</u></p> <ul style="list-style-type: none"> • Norma Flores is scheduled to attend ECAC on Wednesday, May 9, 2018 from 10:00am to 1:00pm at L.A. Care Health Plan. • Blanca Villagran is scheduled to attend ECAC on Wednesday, June 13, 2018 from 10:00am to 1:00pm at

CO&E REPORT

Frank Meza, Community Outreach Field Specialist

RCAC Members Attending the Board of Governors (BOG)

- Ana Rubio is scheduled to attend the Board of Governors meeting on Thursday, May 3, 2018 from 2:00pm to 5:00pm at L.A. Care Health plan.
- Marta Perez is scheduled to attend the Board of Governors meeting on Thursday, June 7, 2018 from 2:00 p.m. to 5:00 p.m. at the East San Gabriel Valley Japanese Community Center.

Community Outreach & Engagement Report

- Frank Meza, *Community Outreach Field Specialist*, shared the following with the members:

L.A. Care Member Transportation Benefit

- Alan Lu, L.A. Care consultant provided information to the RCAC about L.A. Care's efforts to improve the transportation benefit for L.A. Care members.
- Mr. Lu asked RCAC members if they use the transportation services to their doctor appointments, and also wanted to know if members do not use the service.
- Several RCAC members were not aware of the service and stated if they had more information about the service they would definitely use it.
- Mr. Lu encouraged members to call L.A. Care or talk to their Health Navigator about the service.

Community Advisory Committee (CAC) Transportation Guidelines

- Frank Meza, Field Specialist reviewed the guidelines with the committee and highlighted that the following guidelines for transportation only pertain to Community Advisory Committee (CAC) meetings and related activities, they are not related to, nor do they apply to transportation health care benefits that was recently discussed.
- Transportation services are provided to CAC members as a courtesy and is not regulatory mandated by the state or a benefit of L.A. Care.
- Committee members who request to have transportation arranged, but cancel less than two business days in advance of the scheduled service, or miss a scheduled trip will have their transportation privileges suspended after two incidents.
- After a third incident, a CAC member may lose transportation privileges altogether.
- Committee members requesting caregiver accompaniment or special accommodations may be asked to provide a doctor's note annually.
- Members must abide to the Code of Conduct and Standards of Behavior during all L.A. Care-scheduled trips, including engagement with fellow riders and with transportation staff.
- Violation of the Code of Conduct or Standards of Behavior during L.A. Care-arranged trips may be grounds for disciplinary action and suspension of transportation privileges.

- CAC members were directed to reference their Transportation Guidelines handout for more information, and if they have any additional questions they may contact their Field Specialist.

RCAC Chair/Vice Chair Nominations and Election Process

- Frank informed the committee prior to the start of the Chair & Vice Chair elections, RCAC members will be able to nominate a member or themselves before nominations close.
- The current members who are running for the Chair position are: Damaris De Cordero and Sandra Acosta for Vice-Chair.
- There were no additional nominations for Chair or Vice Chair. Mr. Meza went over the voting rules and explained to everyone they must sign their ballot in order to be valid.
- Ms. Damaris De Cordero provided a few words as to why she is running for the position and what she wishes to do if she is elected.
- Ms. Sandra Acosta said a few words as to why she is running for Vice Chair.
- The results are as follows:
 - Ms. Cordero elected as the new Chair for RCAC 10, and Ms. Acosta as the new RCAC Vice Chair.
 - All RCAC members congratulated them and look forward to working with them.

Health Topic for the month of April is Alcohol Awareness

- The health topic for the month of April was Alcohol Awareness. All RCAC members received an informational sheet for their reference.

III	Regional Issues	<ul style="list-style-type: none"> • RCAC 10 Member states his health plan is not covering a medication he requires. Member was asked to speak to the Health Navigator who is present to assist with his concerns. • Member inquired on eye drops that are not covered by the health plan and will also speak to the Health Navigator for assistance.
IV	Get Up & Move	<ul style="list-style-type: none"> • Members stretched and took a break.
V	RCAC/COMMUNITY WORK-PLAN Frank Meza, Community Outreach Field Specialist	<p><u>2017/2018 RCAC Work Plan Projects</u></p> <p><u>Community Partnership</u></p> <ul style="list-style-type: none"> • Frank Meza, Field Specialist provided an update about the Community Sponsorship applications and informed the RCAC of the single application that was received was by Comprehensive Community Health Centers, Inc.

- A representative from the agency will attend the next RCAC meeting and provide information about how they plan to support this partnership by providing information, prevention education on Women's Health to the RCAC 10 region.

Health Education Training – Heart Health

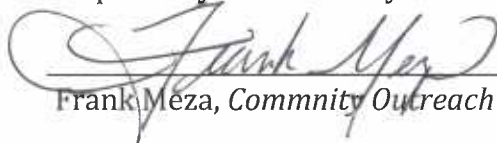
- Felicia Gray, Liaison provided the first part of the presentation and Frank Meza will conclude the second portion.
- Ms. Gray asked everyone to take a pretest to test their knowledge of the subject and then will have an opportunity to take a post-test to measure how much was learned. Ms. Gray reviewed the training objectives
 - Heart Health Overview,
 - Understanding Heart Disease,
 - Lifestyle Changes,
 - Exams and Tests,
 - Quiz and Resources, and
 - Call to Action and Next Steps
- Ms. Gray talked about the importance of heart disease and named the different types of heart disease, risk factors and why high cholesterol and high blood pressure are also factors. In addition, changing your lifestyle can also help with preventing heart disease and making sure you take the necessary tests and exams for heart health are important.
- Frank Meza reviewed the second portion of the presentation that covered the risk factors, health conditions, family characteristics, and emphasized on changing your eating habits to reduce the risk of heart disease. The My Plate Method was also used to demonstrate what types of foods to eat and including fresh fruit, vegetables, grains, lean protein, exercise, and plenty of water in your daily diet and routine.
- Mr. Meza provided information about the variety of resources, such as Health In Motion, Health Education resources and programs and classes that are provided at the L.A. Care Family Resource Centers.
- A post-test was provided to all members to measure how much they learned.

Community Outreach Events

- All RCAC members will be required to participate in three Community Outreach events to provide information and resources to the community about the following topics they were trained on: Diabetes, Heart Health, and Cancer Screenings. Members were encouraged to call Frank Meza if they know of any events or outreach opportunities taking place in their community.
- Frank Meza will provide an update to the RCAC at their next meeting on June 21, 2018.

		<p><u>Polo Shirts for RCAC Members</u></p> <ul style="list-style-type: none"> All RCAC members were asked to provide their shirt size because L.A. Care will be purchasing polo shirts for all RCAC members to help support them at events and during outreach activities.
VII	FUTURE AGENDA ITEM Group	<ul style="list-style-type: none"> No future agenda item were discussed.
VIII	MEETING EVALUATION Group	<ul style="list-style-type: none"> Members had the opportunity to complete their meeting evaluation.
IX	PUBLIC COMMENTS Group	<ul style="list-style-type: none"> There were no additional comments.
X	ADJOURNMENT Next Meeting Date	<p><u>Adjournment/Next Meeting Date</u></p> <ul style="list-style-type: none"> Meeting Adjourned at 3:30 p.m. The next meeting is scheduled for Thursday, June 21, 2018 at East Los Angeles Service Center, 133 N Sunol Dr., Los Angeles, CA 90063, from 1:00 p.m. -3:30 p.m.

Respectfully submitted by:


 Frank Meza, Community Outreach Field Specialist


 Presidente del RCAC 10