



**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, December 21, 2017**

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

**MEMBERS**

**STAFF/MANAGEMENT**

Sandra Acosta	( )	Engracia Lopez	( )	Blanca Villagran	( )	Jose Rivas, <i>Community Outreach Liaison</i>
Maria Luz Alvarado	( )	Leticia Navarro <b>(Chair)</b>	(U)	Miguel Lugo Advocate	(U)	Felicia Gray, <i>Interim Field Specialist</i> Idalia Chitica, <i>Field Specialist Supervisor</i>
Sarai Angeles	( )	Fresia Paz	( )	Oswaldo Lopez, Advocate	(U)	Carlos Rueda, <i>L.A. Care Health Navigator</i>
Damara De Cordero	( )	Marlene Paz	( )	Rosa Marquez, Advocate	(U)	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	( )			Eduardo Kogan, <i>Interpreter</i>
Elsa Gervacio <b>(Vice-Chair)</b>	( )	Norma Flores	( )			Shelley Hash, <i>Interpreter</i>
Maria Ibarra	( )					

**Attendance: Members 17, Advocate 0, Providers 0, Public 0, Staff 4**

**( ) present, (E) excused absence, (U) unexcused absence**

	<b>AGENDA ITEM</b>	<b>SUMMARY OF DISCUSSION AND FOLLOW-UP</b>
<b>I</b>	<b>WELCOME &amp; INTRODUCTIONS</b>  <i>Felicia Gray, Interim Community Outreach Field Specialist</i>	<ul style="list-style-type: none"> <li>• Damara De Cordero, RCAC 10 member called the meeting to order at 1:00 P.M. Everyone introduced themselves.</li> <li>• Felicia Gray, Interim Field Specialist introduced herself as the Interim Field Specialist and informed everyone that Frank Meza, Field Specialist is currently on Leave of Absence.</li> <li>• Mrs. Gray, read the L.A. Care's Mission Statement, CO&amp;E Three Pillars, RCAC Meeting Ground rules, and reviewed folder contents.</li> </ul>

- M.rs. Gray also, reminded members that the meeting is being recorded to produce the meeting minutes.

**II**

**BUSINESS  
Review of Meeting Agenda  
& Summary**

**Ricardo Rivas, Community  
Outreach Liaison**

**Fresia Paz, RCAC 10 Member**

**Elsa Gervacio, Vice-Chair**

**Rueben Gavidia, RCAC 10  
Member**

**Approval of Agenda & Meeting Summary**

- The December 21, 2017 agenda was reviewed and approved as presented.
- The October 19, 2017 summary was reviewed approved as presented.

**Meeting Reminders**

- Jose Rivas, Community Outreach Liaison, reminded the members to arrive on time for the meeting.
- Mr. Rivas informed the members that if they arrive late or need to leave early, they will receive a Stipend form to fill out and receive a check by mail.

**December 2017 ECAC Meeting Report**

- Fresia Paz, RCAC 10 member, reported on the following:
  - Martin Vicente, Community Outreach Field Specialist, gave a presentation on the 2017 Oral Health Initiative.
  - The RCACs will have the opportunity to again partner with community agencies for the 2018 year.
  - Members expressed concerns regarding how often to receive pap smears (annually or every three years).
- Elsa Gervacio reported the following:
  - CCI Area 2 members placed a motion to ECAC to have L.A. Care staff investigate and report back the findings on Antelope Valley Hospital’s emergency room practices, including but not limited to: staff training on proper patient care, such as providing discharge, Durable Medical Equipment (DME) use, and medication instructions to patients; HIPAA compliance, and proper usage of personal protective equipment (PPE); and, their practice of referring emergency room patients to other hospitals.
  - The motion was approved by ECAC and will be forwarded to internal departments for follow-up and next steps.

**December 2017 Board of Governors Report**

- Rueben Gavidia reported the following:
  - Mr. Gavidia enjoyed hearing the testimonies from patients of Dr. Lopez. Dr. Lopez is a physician who treats Diabetic patients at the DC3 (Down Town Coordinated Care) clinic.
  - Mr. Gavidia stated that many Diabetic patient’s limbs were saved as a result of Dr. Lopez.
  - Mr. Gavidia asked L.A. Care Health Plan’s leadership to be more aware of what is going on with contracted clinics.

**Felicia Gray**, Interim  
*Community Outreach Field  
Specialist*

**Felicia Gray**, Interim  
*Community Outreach Field  
Specialist*

**CO&E REPORT**

**Felicia Gray**, Interim  
*Community Outreach Field  
Specialist*

**Elsa Gervacio**, Vice Chair

**Felicia Gray**, Interim  
*Community Outreach Field  
Specialist*

**Revision to Consumer Advisory Committee Member Operating Rules Update**

- The ECAC Operating Rules motion passed and will be forwarded to the Board of Governors for final approval.

**RCAC Members Attending ECAC**

- Marlene Paz is scheduled to attend the January 10, 2018 ECAC meeting.
- Damares De Cordero is scheduled to attend the February 14, 2018 ECAC meeting.

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

- The Board of Governors does not meet in the month of January.
- Maria Ibarra is scheduled to attend the February 8, 2018 BOG meeting.

Members were reminded that if they volunteer to attend the ECAC or the BOG meeting, they will be responsible for reporting back to the RCAC.

**Member Engagement Incentive**

- Members were informed that all eligible members will receive a \$25.00 gift card incentive for member engagement at the end of the meeting.

**I-Speak Pilot Program**

- Members were advised that the program is open to all members from each RCAC or CCI area and two members will be selected from each area.
- Mrs. Gray reminded everyone that Chairs, Vice-Chairs and At-Large members are not eligible to apply for the program.
- Mrs. Gray gave applications to interested members and took down their names.
- Mrs. Gray informed members that if more than two members are interested, a selection process will take place.
- Mrs. Gray provided the first date of training: Friday, January 12, 2018 at L.A. Care Health Plan. 1055 West 7th Street, Los Angeles, CA 90017

**RCAC Vice-Chair/ Chair ECAC Leadership Presentation**

- Ms. Gervacio, shared what she learned during the RCAC Chair/ Vice-Chair ECAC Leadership Training and expressed her appreciation for being part of the program.

**ECAC Leadership Training**

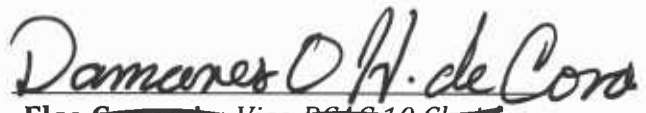
- The next ECAC Leadership Training is scheduled for Friday, January 26, 2018.
- Mrs. Gray also reminded everyone that Chairs and Vice-Chairs attendance is mandatory.

		<p><b><u>RCAC Vice-Chair/ Chair Nomination/ Elections</u></b></p> <ul style="list-style-type: none"> <li>➤ The nominations will start during the February and March meeting cycles and elections will take place during the April and May meeting cycles. We will have more information at our next meeting.</li> <li>➤ All members were encourage to run for the Chair and Vice-Chair positions.</li> <li>➤ Members were reminded that training will be provided to all new Chairs and Vice-Chairs.</li> </ul>
III	<b>GET UP AND MOVE</b> Group	<ul style="list-style-type: none"> <li>• Members stretched and took a break.</li> </ul>
IV	<b>REGIONAL ISSUES</b> Group	<p><b><u>Member Issues</u></b></p> <ul style="list-style-type: none"> <li>• Mr. Gavidia and wife Mrs. Gavidia, RCAC 10 members, thanked the L.A. Care Health Plan Health Navigators department for assisting them with ordering an adjustable hospital bed.</li> </ul>
V	<b>COMMUNITY AFFAIRS</b>	<p><b><u>Health Topic - "STD Prevention"</u></b></p> <ul style="list-style-type: none"> <li>• Information on the health topic was distributed to everyone.</li> <li>• Members were encouraged to share information with family and friends.</li> </ul>
VI	<p><b>RCAC/COMMUNITY WORK-PLAN</b></p> <p><i>Felicia Gray, Interim Community Outreach Field Specialist</i></p>	<p><b><u>2017/2018 RCAC Work Plan Projects</u></b></p> <ul style="list-style-type: none"> <li>• Mrs. Gray informed everyone that that the 2017/2018 RCAC/ Community Work Plan Project will focus on the following:</li> </ul> <p><b>A. <u>Partnerships</u></b></p> <ul style="list-style-type: none"> <li>• The RCAC 10 members selected Women's Health as their topic to focus on for their Community Partnership.</li> <li>• A list of organizations were given to the Field Specialist to contact and mail an application for partnership.</li> <li>• The following members volunteered to be part of the committee to review applications: <ul style="list-style-type: none"> <li>➤ Sandra Acosta</li> <li>➤ Damares De Codero</li> <li>➤ Marlene Paz</li> <li>➤ Fresia Paz</li> </ul> </li> </ul> <p><b>B. <u>Outreach</u></b></p> <ul style="list-style-type: none"> <li>• All the RCAC 10 members will be trained on three health topics: <ul style="list-style-type: none"> <li>➤ Diabetes</li> <li>➤ Heart Health</li> <li>➤ Cancer Screenings</li> </ul> </li> <li>• The trainings are scheduled to start during the February/ March meeting cycles.</li> <li>• Members will be asked to attend 3 community events in the area, with the approval of staff, and distribute educational materials on the topics they have trained on.</li> </ul>

		<p><b><u>2018 Member Acknowledgement Form</u></b></p> <ul style="list-style-type: none"> <li>Members reviewed the 2018 Member Acknowledgement Form.</li> <li>RCAC 3 members had concerns in reference to the amount of events members had to participate. They believe that three (3) community events are too much and does not give members flexibility if emergencies occur and they to miss one event.</li> <li>RCAC 3 recommends changing it to, two -three (2-3) events and would like to present a motion to ECAC.</li> <li>Idalia De La Torre, Field Specialist Supervisor, will speak to management. If management approves the RCAC 3 recommendation, a motion will not be presented to the ECAC and all members will be notified of the change.</li> </ul>
VII	<b>FUTURE AGENDA ITEM</b> Group	<ul style="list-style-type: none"> <li>The RCAC 10 members requested presentations regarding: <ul style="list-style-type: none"> <li>➤ STD Prevention</li> <li>➤ Mental Health</li> <li>➤ Self-Esteem and Depression</li> </ul> </li> <li>Felicia Gray, Interim Field Specialist, informed members that she would provide a follow-up during the next meeting regarding the request for future items added to the agenda.</li> </ul>
VIII	<b>MEETING EVALUATION</b> Group	<ul style="list-style-type: none"> <li>Members were reminded to complete and turn in their meeting evaluations.</li> </ul>
IX	<b>PUBLIC COMMENTS</b> Group	<ul style="list-style-type: none"> <li>There were no additional comments.</li> </ul>
X	<b>ADJOURNMENT</b> Next Meeting Date	<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, February 15, 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:

  
**Felicia Gray, Interim Community Outreach Field Specialist**

  
**Elsa Gervacio, Vice-RCAC 10 Chair**  
 Damara, RCAC 10 Member  
 De Cordero Hernandez