



**Regional Community Advisory Committee (RCAC)
Region 11 – Pomona - Committee Summary**

dA Center for the Arts
252 D South Main Street
Pomona, CA 91766
January 18, 2018

<u>MEMBERS</u>				<u>ADOVOCATES</u>		<u>STAFF/MANAGEMENT</u>	
Gladys Alvarez	P	Marina Garcia	P	Layla Gonzalez-Delgado, <i>L.A. Care's Board Member</i>	P	Felicia Gray, <i>Community Outreach Interim Field Specialist</i>	
Sandra Aramburo	P	Maria Angeles Refugio	P	Bianca Gonzalez, <i>ChapCare</i>	P	Hilda Herrera, <i>Community Outreach Liaison</i>	
Evangelina Candelario	P	Rosa Pastrana	P	Mario Ramos, <i>Advocate</i>	E	Idalia De la Torre, <i>Field Specialist Supervisor</i>	
Angelica Vazquez Cisneros	P	Linda Resendez	P	Ana Gonzalez, <i>Advocate</i>	U	Jose Avila, <i>Member Services Health Navigator</i>	
Reyna Hernandez	P	Elda Sevilla (<i>Vice Chair</i>)	P				
Mariela Lopez	P	Lluvia Salazar (<i>Chair</i>)	P	<u>GUESTS/PUBLIC</u>		<u>INTERPRETERS</u>	
Cruz Lopez Ochoa	P					Ruth Nuno, <i>Spanish Interpreter</i>	
Reyna Orellana	P					Eduardo Kogan, <i>Spanish Interpreter</i>	

Attendance: Members 14, Advocates 4, Providers 0, Public 0, Staff 4, Interpreters 2
(P) Present, (E) Excused absence, (U) Unexcused absence
(R) Removed due to recertification/absences/membership termination.

	<u>AGENDA ITEM</u>	SUMMARY OF DISCUSSION AND FOLLOW-UP
I	<p><u>WELCOME & INTRODUCTIONS</u></p>	<ul style="list-style-type: none"> • Lluvia Salazar, <i>RCAC 11 Chair</i>, called the meeting to order at 9:30 a.m. • Felicia Gray, <i>Interim Field Specialist</i>, read the following at the start of the meeting: <ul style="list-style-type: none"> L.A. Care’s Mission statement: <ul style="list-style-type: none"> ○ L. A. Care’s mission is 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. Three pillars of the Community Outreach and Engagement department: <ul style="list-style-type: none"> ○ Health Promotion, Health Advocacy and Partnership Meeting Ground Rules: <ul style="list-style-type: none"> ○ We treat each other with respect ○ Only one member talks at a time ○ We don’t have side discussions ○ We do not personally attack each other ○ We speak up when something is wrong or not working: we confront issues directly ○ Raise your hand and wait to be called on ○ Put cell phones on vibrate • Members were informed the meeting was being recorded.
II	<p><u>BUSINESS</u> Approval of Agenda & Meeting Summary</p> <p><u>ECAC REPORT</u> Evangelina Candelario, <i>RCAC 11 Member</i></p>	<ul style="list-style-type: none"> • Members approved today’s agenda. • The September 21st, 2017 meeting summary was reviewed and approved with the following change: <ul style="list-style-type: none"> ○ Under Reyna Hernandez, her attendance changed from absent to present. <p><u>ECAC Report</u> Evangelina Candelario, RCAC 11 Member reported the following:</p> <ul style="list-style-type: none"> • Ms. Candelario, attended the ECAC meeting on Wednesday, December 13, 2017 at L.A. Care Health Plan. • Demetria Saffore, CCI Member Area 1, presented the following issues to be reviewed by ECAC: <ul style="list-style-type: none"> ○ Antelope Valley Community Clinic continues to be understaffed. ○ Antelope Valley Community Clinic does not have a phone number for urgent care and it take about 4 hours to be seen at their urgent care facilities. ○ Follow-up appointments at Antelope Valley Community Clinic take about 90 days.

Elda Sevilla, *RCAC 11 Vice-Chair*

Elda Sevilla, *RCAC 11 Vice-Chair*, reported the following:

- The revisions to the operating rules that was discussed during our last meeting will be placed on the agenda for the February (Board of Governors) BOG meeting for review.
- This will start the 30-day public comment posting period. The revisions will be in effect once the 30-days are complete, which is Mach 2018.
- Then we will update the CAC Member Handbook.
- Cynthia Contreas-Wood, RCAC 3 Chair, expressed concern regarding the limited amount of hospitals in the Region 3 area (San Gabriel Valley Area and the city of Pasadena). Huntington Memorial Hospital is not contracted with L.A. Care Health Plan and has limited access to high level care.
- Brenda White, CCI Area 1 Chair, expressed dissatisfaction with the services the referred specialist provided and wondered if she could request another specialist to assist her. Ms. White was informed that she can request to be referred to see another specialist if the services are poor.
- Christina Deh-Lee (RCAC 9 Chair) will continue her role as the ECAC Chair.
- Ana Rodriguez (RCAC 2) is the new ECAC Vice-Chair.

BOG REPORT

Rosa Pastrana,
RCAC 11 Member

BOG Report

Rosa Pastrana, *RCAC 11 member*, reported the following:

- Patients from the Downtown Coordinated Care Center (or DC3) Clinic attended the BOG meeting to express their concerns regarding its abrupt closing.
- Many family members asked to continue the contract with Downtown Coordinated Care Center (or DC3) Clinic.
- L.A. Care is the administrator and provides oversight to the Downtown Coordinated Care Center (or DC3) Clinic.

Member Attending ECAC on Wednesday, February 14, 2018.

- Linda Resendez is scheduled to attend the ECAC meeting.

Members Attending BOG (Board of Governors) meeting on March 14, 2018.

- Gladys Alvarez is scheduled to attend the BOG meeting.

Community Advisory Committee Operating Rules update

- The revisions to the Operating Rules which were approved last month will be on the Board of Governors February meeting agenda (there was no January BOG meeting). This will start the 30-day public comment posting period. They will be in effect once the 30-days are complete, which will be in March 2018. Then the CAC Member Handbook will be updated.

CO&E REPORT

Felicia Gray, *Interim Field Specialist*

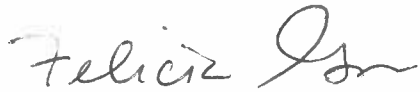
CO&E Report

- **I-Speak Training**
Linda Resendez and Gladis Alvarez, RCAC 11 Members, were selected to participate in the I-Speak Training program. They expressed the following:

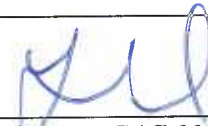
	<p>Lluvia Salazar, <i>RCAC 11 Chair</i></p> <p>Elda Sevilla, <i>RCAC 11 Vice Chair</i></p>	<ul style="list-style-type: none"> ○ Linda Resendez, RCAC 11 member, expressed how much she enjoyed the first day of training and how informative it was. She is looking forward to learning more about public speaking. ○ Gladys Alvarez, RCAC 11 member, shared how she initially felt overwhelmed with all the information provided, but she is looking forward to learning more about public speaking. ● Upcoming RCAC Chair and Vice-Chair Nominations/ Elections <ul style="list-style-type: none"> ○ Members were informed that Chair and Vice Chair Nominations are will start during the February/March meeting cycles and the elections will take place during the April/May meeting cycles. ● 2017 ECAC Leadership Training Presentation ECAC Chairs and Vice-Chairs had the opportunity to present on what they learned during the 2017 ECAC Leadership Training. Lluvia Salazar, RCAC 11 Chair and Elda Sevilla, RCAC 11 Vice-Chair shared the following: <ul style="list-style-type: none"> ○ Ms. Salazar, RCAC 11 Chair, shared the following about what she learned: <ol style="list-style-type: none"> 1. How we listen is just as important as the message we convey. 2. The characteristics of a good meeting or bad meeting. 3. Meeting facilitation skills (for example: The process of approving the agenda and summary). ○ Elda Sevilla, RCAC 11 Vice-Chair, shared examples of what she learned: <ol style="list-style-type: none"> 1. The difference between Diversity and Inclusion: <ol style="list-style-type: none"> A. Diversity is respect for and appreciation of difference in ethnicity, gender, age, national origin, disability, sexual orientation, education, and religion. B. Inclusion is being valued, respected and supported. It is focusing on the needs of every individual and ensuring the right conditions are in place for each person to achieve his or her full potential. 2. The importance of providing a safe place to express concerns and opinions. 3. The value of being an advocate for your community. ● ECAC Leadership Trainings <ul style="list-style-type: none"> ○ Members were informed that the next ECAC Leadership Training will be held on Friday, January 26, 2018 from 8:30 a.m. to 2:30p.m. at L.A. Care Health Plan Headquarters Office.
III	GET UP & MOVE Group	<ul style="list-style-type: none"> ● Members were encouraged to participate in 3-5 minutes of light stretching and take a 5 minute break.
IV	REGIONAL ISSUES Felicia Gray, <i>Interim Specialist</i>	<p><u>Community Member Issues</u></p> <ul style="list-style-type: none"> ● During this section of the agenda members can bring issues occurring at clinics, hospitals and pharmacies. Members were informed this is a good opportunity to bring global issues, which are issues that affect a group of people in their communities. ● Jose Avila, L.A. Care's Health Navigator, was available to assist members who had individual issues.

		<ul style="list-style-type: none"> • The Member Issues Tracking form was reintroduced in an effort to track member individual and community issues accurately. • Gladys Alvarez, RCAC 11 Member, shared that her primary physician scheduled her follow-up appointment three weeks after her initial appointment. Ms. Alvarez is concerned because her primary care physician monitors her sugar levels because she is Diabetic and feels that she is not being seen regularly to minimize any complications. Idalia De La Torre, Field Specialist Supervisor, encouraged her to speak with the Health Navigator to document her concern and to discuss next steps. • Lluvia Salazar, RCAC 11 Chair, experience difficulty filling her prescription at Walgreens Pharmacy. She attempted to fill he prescription for pain medication at multiple locations and finally she was able to fill her prescription at her local CVS pharmacy. Members encouraged her to use Express pharmacy in the future. Express pharmacy usually stocks medications in high demand in abundance and is much faster than most pharmacies.
V	COMMUNITY AFFAIRS Group	<p><u>Cervical Cancer</u></p> <ul style="list-style-type: none"> • All members received a sheet with information about Cervical Cancer. Members were asked to please read this at home and share the information with friends and family and if they had any questions to contact their primary care provider.
VI	WORK PLAN PROJECT Felicia Gray, <i>Interim Field Specialist</i>	<p><u>RCAC/ Community Work Plan Projects 2017/2018 update</u></p> <p>A. Partnership The members of RCAC 11 selected Women’s Health as their topic for the 2018 Community Work Plan Partnership. The following members were selected to be part of the application reviewing committee:</p> <ol style="list-style-type: none"> 1. Elda Sevilla 2. Angelica Vazquez Cisneros 3. Reina L. Orellana <p>B. Outreach Topics: Diabetes, Heart Health and Cancer Screenings Members were informed that all RCAC members will be trained on three health topics (Diabetes, Heart Health and Cancer Screening) starting in February/ March meeting cycle. Members will be asked to attend 2-3 community events in their area, with the approval of CO&E staff, and distribute educational material on the topics they have been trained. Members provided Felicia Gray, <i>Interim Field Specialist</i>, with a list of local agencies to collaborate with for the 2018 Work plan project.</p> <p>C. 2018 Member Acknowledgement Form Members were informed that the participation commitment form distributed during the Fall Conference on December 15, 2017 was revised. The section regarding the number of activities was revised to allow more time for members to meet this requirement. The number of activities changed from a total of three (3) tabling events to two to three (2-3) tabling events. Members signed the revised form and were given an opportunity to provide feedback. Members were in agreement and no feedback was provided.</p>

VII	FUTURE AGENDA ITEMS Group	<ul style="list-style-type: none"> No future agenda meeting items were discussed.
VIII	MEETING EVALUATION Group	<u>Meeting Evaluations</u> <ul style="list-style-type: none"> Members were informed that during this time they have the opportunity to fill out the meeting evaluation.
IX	PUBLIC COMMENTS Group	<u>Public Comments</u> <ul style="list-style-type: none"> Members requested a list of member's assigned to attend ECAC and BOG. The previous Field Specialist provided the RCAC 11 members with a list in advance and as a result the members were more accountable for their attendance. Felicia Gray, <i>Interim Field Specialist</i>, confirmed that the member would receive a list at the next RCAC 11 meeting.
X	ADJOURNMENT <i>Lluvia Salazar, RCAC 11 Chair</i>	<u>Adjournment/ Next Meeting Date</u> <ul style="list-style-type: none"> Meeting Adjourned at 12:00 p.m. The next meeting is scheduled for Thursday, March 15, 2018 at the dA Center for the Arts at 252 D South Main Street, Pomona, CA 91766.



Felicia Gray, Interim Community Outreach Field Specialist



Lluvia Salazar, RCAC 11 Chair