



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

dA Center for the Arts  
252 D South Main Street  
Pomona, CA 91766  
March 15, 2018

<b>MEMBERS</b>				<b>ADOVOCATES</b>			<b>STAFF/MANAGEMENT</b>	
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>	E	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	<b>GUESTS/PUBLIC</b>		<b>INTERPRETERS</b>		
Cruz Lopez Ochoa	P			Tanya King		Hilda Villagran		
Reyna Orellana	P					Isaac Ibarlucea		

**Attendance: Members 13, Advocates 1, Providers 0, Public 1, Staff 4, Interpreters 2**  
**(P) Present, (E) Excused absence, (U) Unexcused absence**  
**(R) Removed due to recertification/absences/membership termination.**

<b>AGENDA ITEM</b>	<b>SUMARY OF DISCUSSION AND FOLLOW-UP</b>
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<p><b>I</b></p>	<p><b><u>WELCOME &amp; INTRODUCTIONS</u></b></p>	<ul style="list-style-type: none"> <li>• Lluvia Salazar, <i>RCAC 11 Chair</i>, called the meeting to order at 9:30 a.m.</li> <li>• Felicia Gray, <i>Interim Field Specialist</i>, read the following at the start of the meeting:</li> </ul> <p><b>L.A. Care’s Mission statement:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p><b>Three pillars of the Community Outreach and Engagement department:</b></p> <ul style="list-style-type: none"> <li>• Health Promotion, Health Advocacy and Partnership</li> </ul> <p><b>Meeting Ground Rules:</b></p> <ul style="list-style-type: none"> <li>○ We treat each other with respect</li> <li>○ Only one member talks at a time</li> <li>○ We don’t have side discussions</li> <li>○ We do not personally attack each other</li> <li>○ We speak up when something is wrong or not working: we confront issues directly</li> <li>○ Raise your hand and wait to be called on</li> <li>○ Put cell phones on vibrate</li> </ul> <ul style="list-style-type: none"> <li>• Members were informed the meeting was being recorded.</li> </ul>
<p><b>II</b></p>	<p><b><u>BUSINESS</u></b> Approval of Agenda &amp; Meeting Summary</p> <p><b><u>ECAC REPORT</u></b> Gladys Alvarez, <i>RCAC 11 Member</i></p>	<ul style="list-style-type: none"> <li>• Members approved today’s agenda.</li> <li>• The January 18, 2018 meeting summary was reviewed and approved without changes.</li> </ul> <p><b>ECAC Report</b></p> <p><b>Gladys Alvarez, <i>RCAC 11 Member</i></b> reported the following:</p> <ul style="list-style-type: none"> <li>• Gladys Alvarez, attended the ECAC meeting on Wednesday, March 14, 2017 at L.A. Care Health Plan. Ms. Alvarez reported the following:</li> <li>• Francisco Oaxaca, Senior Director of Communications and Community Relations, provided a report regarding the status of future Family Resource Centers.</li> <li>• Progress is continuing with the new East Los Angeles location. It is expected to open in early October 2018.</li> <li>• Staff responsible for the Family Resource Centers have identified potential locations in the RCAC 11 area. If we are unable to find a locations for RCAC 4, we will switch our search to RCAC 11. That location is scheduled to open in February 2019.</li> </ul>

- Staff responsible for visiting potential Family Resource Centers have experienced difficulty identifying sites in the RCAC 4 area. They will keep everyone informed regarding new developments.
- Members have the following concerns regarding Antelope Valley Community Clinic:
- Antelope Valley Hospital does not have a phone number for urgent care.
- The wait time to be seen at their urgent care facility is 4 hours.
- Follow-up appointments at Antelope Valley Community Clinic take about 90 days.
- A presentation was provided by Hanan Obeidi, Senior Director, *Medi-Cal Administration*. Ms. Obeidi informed us that members are receiving inaccurate urgent care information from member facing departments, the Nurse Advice Line and Providers, and members are being turned away at urgent care centers because the center does not take Medi-Cal or does not contract with their PPG. As a result members are resulting to ER visits as a last resort. L.A Care is aware of this issue and is working diligently to rectify these issues.

**BOG REPORT**

Maria Angel Refugio,  
RCAC 11 Member

**Maria Angel Refugio, RCAC 11 Member, reported the following:**

- RCAC 2 members are not receiving their meeting packets in a timely matter.
- The Board approved revisions to the Consumer Advisory Committee Operating Rules. There is a 30-day notice requirement before the operating rules will become effective at the April 5, 2018 Board meeting. Comments on the revisions can be sent to Board Services.

**Member Attending ECAC on Wednesday, April 11, 2018.**

- Gladys Alvarez is scheduled to attend the ECAC meeting on Wednesday, April 11, 2018.
- Reyna Hernandez is scheduled to attend the ECAC meeting on Wednesday, May 9, 2018.

**Member Attending BOG (Board of Governors) on Thursday, April 5, 2018.**

- Sandra Aramburo is scheduled to attend the BOG meeting, on Thursday, April 5, 2018.
- Mariela Lopez is scheduled to attend the BOG meeting, on Thursday, May 3, 2018.

**CO&E REPORT**

Felicia Gray, *Interim  
Field Specialist*

**CO&E Report**

- **2018 Chair/Vice Chair Nominations/Elections**
  - The nominations for RCAC Chair and Vice Chair have opened. Nomination packets were provided during the meeting.
  - Committee members were given the option of nominating someone or themselves by completing a nomination sheet.
  - Members submitted nomination forms during the meeting. Members not in attendance were mailed a nomination packet.
  - Nominations will close prior to the elections that will happen during the next scheduled RCAC meeting.

		<ul style="list-style-type: none"> <li>• CAC Transportation Guidelines: <ul style="list-style-type: none"> <li>○ These guidelines pertain ONLY to transportation for CAC meetings and related activities, they are not related to, nor do they apply to transportation health care benefits.</li> <li>○ Transportation guidelines for CCI Councils are different from guidelines for RCACs, as they serve a different member population.</li> <li>○ When transportation service is provided to CAC members, it is provided as a courtesy, as it is not regulatory mandated; it is therefore a privilege.</li> <li>○ CAC 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.</li> <li>○ After a third incident, a CAC member may lose transportation privileges altogether.</li> <li>○ CAC members requesting caregiver accompaniment or special accommodations may be asked to provide a doctor's note annually.</li> <li>○ CAC 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.</li> <li>○ 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.</li> <li>○ CAC members should reference their Transportation Guidelines handout for more information, and should direct questions about it to the Field Specialist assigned to their area.</li> </ul> </li> <li>• <b>Idalia De La Torre, <i>Field Specialist Supervisor</i></b>, provided the following points to the CAC Transportation Guidelines discussion: <ul style="list-style-type: none"> <li>○ L.A. Care is working to improve the Medi-Cal transportation to help members get to their doctor appointments.</li> <li>○ L.A. Care would like to identify CAC members who have used the transportation benefit and would like to participate in an interview to share their experiences using the transportation benefit.</li> <li>○ If CAC members would like to be interviewed or participate in a focus group, please see Idalia De La Torre, <i>Field Specialist Supervisor</i>, at the end of the meeting.</li> </ul> </li> </ul>
<b>III</b>	<b>REGIONAL ISSUES</b> Felicia Gray, <i>Interim Specialist</i>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• <b>Jose Avila, <i>L.A. Care's Health Navigator</i></b>, was available to assist members who had individual issues.</li> <li>• <b>Lluvia Salazar <i>RCAC 11 Chair</i></b>, requested assistance on where to locate Diabetes testing strips. Felicia Gray, Interim Field Specialist, suggested that she speak with the Health Navigator, Jose Avila for assistance at the end of the meeting.</li> </ul>
<b>IV</b>	<b>Get Up &amp; Move</b>	<ul style="list-style-type: none"> <li>• Members were given the opportunity to move, stretch and take a break.</li> </ul>

VI	<p><b>WORK PLAN PROJECT</b>  Felicia Gray, <i>Interim Field Specialist</i></p>	<p><b><u>RCAC/ Community Work Plan Projects 2017/2018 update</u></b></p> <p><b>A. <u>Partnership - Women's Health</u></b></p> <ul style="list-style-type: none"> <li>▪ Members were asked to identify clinics, agencies, organizations or CBO's in their area that focus on the Women's Health so an application for partnership can be mailed to them.</li> <li>• The members of RCAC 11 selected <b>Women's Health</b> as their topic for the <b>2018 Community Work Plan Partnership</b>. The following members were selected to be part of the application reviewing committee: <ol style="list-style-type: none"> <li>1. Elda Sevilla</li> <li>2. Angelica Vazquez Cisneros</li> <li>3. Reina L. Orellana</li> </ol> </li> </ul> <p><b>B. <u>Health Education Training - Diabetes 101</u></b></p> <ul style="list-style-type: none"> <li>• The training was provided by Felicia Gray, <i>Interim Community Outreach Field Specialist</i> and Hilda Herrera, <i>Community Outreach Liaison</i>.</li> <li>• RCAC 11 members were trained on Diabetes 101: Sugar in the Blood.</li> <li>• General information was provided to members to answer basic information regarding Diabetes and to be able to answer questions and provide resources to the community during tabling events.</li> <li>• This is the first training in a series of 3 trainings provided during the year.</li> <li>• Members were given a pre-test before the training and post-test at the end of the training to test their knowledge learned.</li> <li>• Topics covered during the training: <ul style="list-style-type: none"> <li>➤ What is Diabetes? <ul style="list-style-type: none"> <li>○ Members were asked what is the definition of Diabetes and if they knew people who were Diabetic.</li> </ul> </li> <li>➤ What are the three types of Diabetes? <ul style="list-style-type: none"> <li>○ Members answered questions regarding the different types of Diabetes.</li> </ul> </li> <li>➤ What are the risk factors for Diabetes? <ul style="list-style-type: none"> <li>○ Members responded by suggesting poor diet, race or ethnicity and little or no exercise were all risk factors for Diabetes.</li> </ul> </li> <li>➤ What are common symptoms of Diabetes? <ul style="list-style-type: none"> <li>○ Members suggested frequent urination, blurred vision and thirstiness as common symptoms of Diabetes.</li> </ul> </li> <li>➤ The importance of knowing how to read your A1C test results. <ul style="list-style-type: none"> <li>○ Members were advised to ask their primary physician the results of their test.</li> </ul> </li> <li>➤ What is High Blood Sugar? <ul style="list-style-type: none"> <li>○ Members were advised that if they have high blood pressure, they may be Diabetic as well.</li> </ul> </li> </ul> </li> </ul>
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VII	<b>FUTURE AGENDA ITEMS</b> Group	<ul style="list-style-type: none"> <li>• No future agenda meeting items were discussed.</li> </ul>
VII I	<b>MEETING EVALUATION</b> Group	<p><b><u>Meeting Evaluations</u></b></p> <ul style="list-style-type: none"> <li>• Members were informed that during this time of the agenda they have the opportunity to fill out the meeting evaluation.</li> </ul>
IX	<b>PUBLIC COMMENTS</b> Group	<p><b><u>Public Comments</u></b></p> <ul style="list-style-type: none"> <li>• 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>, provided a list of names for ECAC and BOG, but after further discussion, staff has decided to keep the process the same. Members were confused about form and how to use it effectively.</li> <li>• <i>Gladys Alvarez, RCAC 11 Member</i>, suggested that we share with the committee the acronym list distributed during the I-Speak Training as this will help members understand acronyms used most commonly by L.A. Care.</li> </ul>

<b>X</b>	<b>ADJOURNMENT</b> <i>Lluvia Salazar,</i> <i>RCAC 11 Chair</i>	<b><u>Adjournment/ Next Meeting Date</u></b> <ul style="list-style-type: none"> <li>• Meeting Adjourned at 12:00 p.m.</li> <li>• The next meeting is scheduled for <b>Thursday, May 17, 2018 at the dA Center for the Arts at 252 D South Main Street, Pomona, CA 91766.</b></li> </ul>

*Frank Meza*

Frank Meza, *Community Outreach Field Specialist*

*Lluvia Salazar*

Lluvia Salazar, *RCAC 11 Chair*