



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

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

Thursday, September 21, 2017

MEMBERS

STAFF/MANAGEMENT

Gladys Alvarez	P	Marina Garcia	P	ADVOCATES		Martin Vicente, <i>Community Outreach Field Specialist</i>
Sandra Aramburo	U	Maria Ángeles Refugio	P	Layla Gonzalez-Delgado, <i>L.A. Care's Board Member</i>	P	Victor Rodriguez, <i>Community Outreach Liaison</i>
Evangelina Candelario	E	Rosa Pastrana	P	Mario Ramos	E	Jose Avila, <i>Member Services Health Navigator</i>
Angelica Vazquez Cisneros	P	Linda Resendez	E	Bianca Gonzalez, <i>ChapCare</i>	P	
Reyna Hernandez	P	Elda Sevilla <i>(vice chair)</i>	P	Ana Gonzalez	U	
Mariela Lopez	P	Lluvia Salazar <i>(chair)</i>	P			<u>INTERPRETERS</u>
Cruz Lopez Ochoa	U	Maria Elena Sanchez	P	GUESTS/PUBLIC		Hilda Villagran
Reyna Orellana	P	Estela Vejar	R	Wilma Ballew, CCI area 2 member		Eduardo Kogan

Attendance: Members 14, Advocates 3, Providers 0, Public 0, Staff 4
(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	<u>WELCOME & INTRODUCTIONS</u>	<ul style="list-style-type: none"> Lluvia Salazar, <i>RCAC 11 Chair</i>, called the meeting to order at 9:30 a.m. <p><u>L.A. Care's Mission Statement / Three Pillars of CO&E and RCACs</u></p> <ul style="list-style-type: none"> RCAC members read the L.A. Care's Mission statement and the three pillars of Community Outreach and

		<p>Engagement. (Health Promotion, Health Advocacy and Partnership).</p> <p><u>Meeting Ground Rules</u></p> <ul style="list-style-type: none"> • RCAC members read the following 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
<p>II</p>	<p><u>BUSINESS</u> Approval of Agenda & Meeting Summary</p> <p><u>ECAC REPORT</u> Elda Sevilla, <i>Vice-Chair</i></p> <p><u>CO&E REPORT</u> Martin Vicente, <i>Field Specialist</i></p>	<ul style="list-style-type: none"> • Members were informed the meeting was being recorded. • Member approved today's agenda with an addition: to add ChapCare Medical and Dental Center under section VII FUTURE AGENDA ITEMS. • The July 20th, 2017 meeting summary was reviewed and approved. <p><u>ECAC Report</u> <u>Report from RCAC members who attended ECAC and BOG</u></p> <ul style="list-style-type: none"> • <u>Elda Sevilla</u>, RCAC 11 Vice Chair, read the following high lights of the ECAC report: <ul style="list-style-type: none"> ○ Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i>, provided and update on the RCAC 9 motion regarding the Children's Clinics in Long Beach. Representatives from the Children's Clinics in Long Beach are scheduled to provide RCAC 9 members a presentation on September 18th. The Presentation will cover what to expect when making appointments with their facilities and accessing their services. ○ Nesima Istrefi, CCI Area 4 Chair, shared a member issue about the transportation services provided by L.A. Care Health Plan for appointments or medical services. The services are not good and members have to wait hours from pick up time to be taken to their appointments. Mrs. Istrefi asked Chairs to take this issue back to their communities and ask if they are also having the same problems. <p><u>Community Benefits – Brilliant Corners</u></p> <ul style="list-style-type: none"> • Members were informed about the funds granted to Brilliant Corners. • Members were informed that one of the RCAC members concerns was how L.A. Care will oversee how this funds were going to be used. Members were informed that L.A. Care receives a biannual progress report which is monitor by L.A. Care. L.A. Care conducts evaluations of grant funded activities. L.A. Care's Clinical Leadership meets biweekly to review pathways and designs and then they update L.A. Care's leadership as

well as the Board of Governors.

- Members were encouraged to read the rest of the report on Brilliant Corners and if they had any questions to call CO&E staff that will direct them to the appropriate department.

L.A. Care's Family Resource Centers

- Elda Sevilla, encouraged members to attend L.A. Care's meetings, like BOG and ECAC for them to help her advocate for the opening of a L.A. Care's Family Resource Center in the area of Pomona. Mrs. Sevilla informed members of the benefits these center bring to the community.

Operation Reset

- Members were informed that for the new fiscal year there will be an increase of effectiveness for the RCACs to meet L.A. Care's goals and objectives. Significant changes will be implemented on the way RCACs operate. Some of the expected changes are:
 - Changes to the agenda.
 - More pilot training programs.
 - Community involvement and staff reassignment.
- Members were informed that more information will be provided during the October and November RCAC meeting cycle.

RCAC Operating Rules

- Members were informed that the RCAC Operating Rules will be brought back at the RCAC meeting in October and November for review. Members were encouraged to go back home and read the documents again if they had them available. Members were informed that L.A. Care staff will be coming back in November to review the RCAC Operating Rules.
- During that time, it is important for members to come and ask questions when L.A. Care staff is presenting the revisions again.

Fall Conference

- Members were informed that the Fall Conference scheduled for September 22 titled "Members in Focus" has been re-scheduled to December 15, 2017. A list for members to sign up for transportation was passed during the meeting.

Health Topic Survey

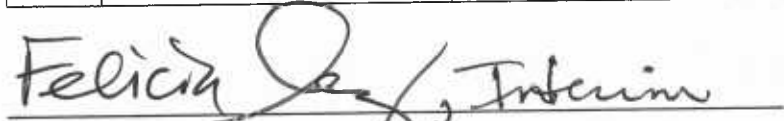
- Members received a survey about what health topics they will like to learn more about in the coming year. The topics presented were:
 - Children's Health

		<ul style="list-style-type: none"> ○ Women’s Health ○ Diabetes ○ Lung Health ○ Culture & Linguistic ○ Teen Health ○ Cancer Screening ○ Heart Health and other <ul style="list-style-type: none"> ● Members were asked to choose three (3) of the topics that interest them the most. They were informed that this information will be discussed more in depth at the upcoming Fall Conference. <p><u>Members Attending ECAC and BOG</u></p> <ul style="list-style-type: none"> ● Reyna Orellana will attend the Board of Governors meeting in October 5th, 2017. ● Maria Angel Refugio will attend the Board of Governors meeting in November 5, 2017. ● Marina Garcia will attend ECAC on Wednesday, October 11, 2017 ● Angelica Vazquez Cisneros will attend ECAC on Wednesday November 8, 2017. ● Bianca Gonzalez, will attend ECAC on Wednesday December 13, 2017 ● Rosa Pastrana will attend Board of Governors meeting on Thursday December 7, 2017. ● Members were informed if any meeting is canceled, ECAC or BOG, they will have to move the names ahead to the corresponding dates, in which Mrs. Pastrana will be moved to January 2018 Board of Governors meeting. ● A new list will be generated and available at the next RCAC meeting with the corresponding dates and assignments.
III	Get up & Move	<ul style="list-style-type: none"> ● Members had the opportunity to take a 5 minute break.
IV	Regional Issues Martin Vicente	<p><u>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. <p><u>Emergency Room Space</u></p> <ul style="list-style-type: none"> ● Several members reported that Queen of the Valley Hospital’s emergency room is very small and the waiting room does not have enough chairs. Some people have to wait outside and standing up for more


		<p>than to two hours (2) the hospital does not have a Pro Audio system (PA) and when is time for them to be seen they call out their names but sometimes they cannot hear and miss their chance to be seeing on time.</p> <ul style="list-style-type: none"> • Queen of the Valley is the only hospital that serves the area of West Covina and cities around and is very inconvenient not to have an emergency room big enough to accommodate the people they serve.. Some members also reported that there are other hospitals with the same conditions and believe this might not be an isolated issue. <p><u>Expanding Meeting and Events</u></p> <ul style="list-style-type: none"> • Linda Resendez, RCAC 11 members, made a comment about extending the RCAC work plans and RCAC meeting to other areas covered by RCAC 11. Mrs. Resendez believe RCAC 11 misses out on a big number of members in need of resources and information. Mrs. Resendez comment was supported by other members as well. <p><u>Emergency and Urgent Care</u></p> <ul style="list-style-type: none"> • RCAC members brought back the urgent care and emergency issue. RCAC members understand that calling the primary care providers is a good idea but not all members have the capacity to do it. RCAC 11 members suggest that a list of hospitals in the area will be a good idea to create and distribute to L.A. Care members. <p><u>Summary of issues</u></p> <ul style="list-style-type: none"> • RCAC 11 members believe all the issues are important. Members were informed that all three (3) issues will be presented to ECAC for discussion to identify common problems in other RCAC regions.
V	<p>Community Affairs</p> <p>Torhon Barnes, L.A. Care's Behavioral Health Department Manager</p>	<p><u>"National Immunization Month"</u></p> <ul style="list-style-type: none"> • All members received a sheet with information about "Annual Immunization Month". 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. <p><u>Behavioral Health Department/ Autism/ASD Benefit with L.A. Care Health Plan</u></p> <ul style="list-style-type: none"> • Mr. Barnes, gave a presentation about Autism/ASD benefits through L.A. Care Health Plan and informed about the following: <ul style="list-style-type: none"> ○ Gave a brief introduction on what is Autism Spectrum Disorder (ASD) and how it affects socialization, behavior and issues with interactions. ○ Mr. Barnes talked about Assessment, Referral and Diagnosis emphasizing on how doctors should refer children to Regional Centers that serves their area of residence. ○ Members learn the process and how to request a behavioral analysis and behavioral health

		<p>treatment.</p> <ul style="list-style-type: none"> ○ Members were informed about services offer to children with autism like speech, physical and occupational therapy. Members were informed about services available to students with individualized education plans, like language speech, behavior intervention consultation. Members received sheet with more information about services, telephone numbers to their assign health plan and a list of regional center in the Los Angeles County.
VI	Work Plan	<p><u>Work Plan 2016/2017 update</u></p> <ul style="list-style-type: none"> ● Members were informed that the work plan was completed. They were informed more information will be coming soon about the work plan for 2017-2018.
VII	Future Agenda Items Bianca Gonzalez, ChapCare <i>Outreach, Enrollment, and Retention Supervisor</i>	<p><u>Future Agenda</u></p> <ul style="list-style-type: none"> ● Mrs. Gonzalez, gave a brief over view of the services that ChapCare offers the community. Some of those services are: <ul style="list-style-type: none"> ○ Physical examinations for people of all ages ○ Chronic disease management ○ HIV/STD screenings ○ Cancer screening ○ Dental and Comprehensive Medical and Wellness services. ● Mrs. Gonzalez informed members that the center offers Medical Services and Specialty Services.
VIII	Meeting Evaluation	<p><u>Meeting Evaluations</u></p> <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	<p><u>Public Comments</u></p> <ul style="list-style-type: none"> ● Wilma Ballew, CCI area 2 member, informed members that she called her health plan and was able to get the information about where the near urgent care and emergency care facilities are near her home and encouraged RCAC 11 members to do the same. ● Layla Gonzalez, RCAC 11 member, invited members to PASC's Annual Open House. She informed members the event will have exhibitors and resources. A flyer with information was passed to all members. ● Elda Sevilla, RCAC 11 member, relay the following message from Mario Ramos, RCAC 11 advocate: <ul style="list-style-type: none"> ○ Congresswoman Norma Flores will host a series of classes for earthquake preparedness. The classes will start on February 19, 2018 from 6:00 p.m. to 8:00 p.m. at Ganesha Park at 1575 N. White Ave, Pomona, CA 91728.

X	ADJOURNMENT-Next Meeting Date	Adjournment/ Next Meeting Date <ul style="list-style-type: none">• Meeting Adjourned at 12:00 p.m.• The next meeting is scheduled for Thursday, November 16, 2017 at dA Center for the Arts at 252 D South Main Street, Pomona, CA 91766.
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Frank Meza, Coommunity Outreach Field Specialist



Lluvia Salazar, RCAC 11 Chair