



L.A. Care
HEALTH PLAN

Regional Community Advisory Committee (RCAC)

Region 11 – Pomona - Committee Summary

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

Thursday, November 16, 2017

MEMBERS				ADOCATES			STAFF/MANAGEMENT	
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 Ángeles 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>Supervisor</i>		
Angelica Vazquez Cisneros	P	Linda Resendez	p	Ana Gonzalez, <i>Advocate</i>	U	Judy Hsieh Bigman, <i>Communications and Community Relations, Senior Specialist</i>		
Reyna Hernandez	A	Elda Sevilla <i>(vice chair)</i>	P			Francisco Oaxaca, <i>Director Communications and Community Relations</i>		
Mariela Lopez	P	Lluvia Salazar <i>(chair)</i>	P	GUESTS/PUBLIC		INTERPRETERS		
Cruz Lopez Ochoa	p							
Reyna Orellana	P			Christian Vega, <i>Member Services Health Navigator</i>		Eduardo Kogan, <i>Spanish Interpreter</i> Paula Alvira, <i>Spanish Interpreter</i>		

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>	SUMARY 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. ● RCAC members read the L.A. Care’s Mission statement and the three pillars of Community Outreach and Engagement. (Health Promotion, Health Advocacy and Partnership). ● 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 ● Members were informed the meeting was being recorded.
II	<p><u>BUSINESS</u> Approval of Agenda & Meeting Summary</p> <p><u>ECAC REPORT</u> Marina Garcia, <i>Member</i></p> <p>Lluvia Salazar, <i>Chair</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 changes: <ul style="list-style-type: none"> ○ Under the attendance section of the summary, Linda Resendez changed from excused to present. ○ Under the attendance section of the summary, add Chair to Lluvia Salazar name. ○ Under the attendance section of the summary, Sandra Aramburo to present. ○ Under attendance, Reyna Hernandez changed to absent ○ Under the Public Comment section of Agenda, change the spelling of Congresswoman Norma Torres name. <p><u>ECAC Report</u> <i>Marina Garcia, RCAC 11 Member</i>, reported the following:</p> <ul style="list-style-type: none"> ● Attended the ECAC meeting on Wednesday, November 8, 2017 at L.A. Care Health Plan. ● L.A. Care has more than 2 million members. ● Roland Palencia, Director, Community Benefits Program attended the meeting and gave an update on the Durable Medical Equipment Grants which benefited 31 clinics and awarded 26 lift tables to assist patients with disabilities. ● 10 million dollars was invested in Health Information Technology. <p><i>Lluvia Salazar, RCAC 11 Chair</i>, reported the following:</p> <ul style="list-style-type: none"> ● Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i>, provided a report on the current status of the Health Promoter Program. ● Tanisia Johnson was introduced as the new Health Promoter Program Supervisor. ● The Health Promoter Program will be going through restructuring. The new program will be more diverse. ● The program will fit the needs of the people in the community or the county, particularly in the areas of language.

Elda Sevilla, *Vice Chair*

CO&E REPORT

Felicia Gray, *Interim Field Specialist*

- Health promoters will be equipped to engage in more sophisticated work and can be considered for the full-time community health worker opportunities that are now available.
- Provide community presentations and trainings to better support L.A. Care's priorities and better address the current health disparities in our communities.

Elda Sevilla, RCAC 11 Vice Chair, reported the following

- Covered CA open enrollment is between **Nov. 1** and **Jan. 31, 2018**. She encouraged members to inform the community.

Members Attending ECAC and BOG

- Rosa Pastrana will attend the Board of Governors meeting on **December 7th, 2017**.
- Evangelina Candelario and Bianca Gonzalez, ChapCare, will attend the ECAC meeting on **December 13, 2017**.

CO&E Report

- Judy Hsieh Bigman reviewed the proposed changes to the Operating Rules. Members discussed the Operating Rule changes and all the changes were approved with the following recommendation:
 - Provisional membership to be changed to one year or two months, but the majority of members did not approve the recommendation.
 - Members recommended making no changes to the current 60 days recertification process and not to change the process to 30 days.

Fall Conference

- The Conference is scheduled for December 15, 2017 at St. Anne's, 155 N. Occidental Boulevard, Los Angeles, CA 90026
- Members confirmed their attendance and transportation.
- The RSVP sheet was passed around for final confirmation.
- The pickup location and time was confirmed at Sacred Heart Church. 1215 S. Hamilton Blvd. Pomona, CA 91766.
- The pick-up location is: 6:50am -7:00 am
- Members were advised that this is a **MANDATORY EVENT** and the **attendance policy will be applied.**

ECAC Leadership Training

- Members were informed that the 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.
- This will be the second of six mandatory trainings for all Chairs, Vice-Chairs, and At-Large members.

New Member Orientation

- Members were informed that the New Member Orientation will be held on Wednesday, December 6, 2017 from 8:30 a.m. to 12:00 p.m. at L.A. Care located at 1055 W. 7th Street. Los Angeles, CA 90017. This orientation is for new members only.
- Members were reminded that this training is **MANDATORY** for all new members and they will not be eligible to receive a stipend until this training is completed.

		<p><u>I-Speak Training</u></p> <p>Who can participate? RCAC members who are not currently appointed as Chair or Vice- Chair of their Community Advisory Committee (RCAC or CCI).</p> <p>What is the commitment?</p> <ul style="list-style-type: none"> • Want to learn and help L.A. Care understand the member perspective related to health care • Be able to participate in six (6) monthly trainings (at L.A. Care Headquarters) starting January 2018. • Be able to participate in two (2) Advocacy education updates by phone. • Be available for possible travel to Sacramento for legislative office visits. • Able to complete a short application stating why you desire to participate in the program. <p>Learning Objectives</p> <ul style="list-style-type: none"> • Managed Care 101 • The basics of health data • Advocacy, Resources and Health Equity • Using Your Voice and effective communication • Technology and Health • Effective Outreach Strategies <p>Who signed-up</p> <ul style="list-style-type: none"> • Members were encouraged to apply during the meeting. The following members signed up: Gladys Alvarez, Sandra Arambura and Linda Resendez. • Two members per RCAC will be allowed. If there are more than two members interested, a selection process will take place. • Additional information will be provided during the Fall Advocacy Conference on Friday, December 15th, 2017.
III	Get up & Move	<ul style="list-style-type: none"> • Members had the opportunity to take a 5 minute break.
IV	Regional Issues Felicia Gray, <i>Interim Specialist</i>	<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. • Christian Vega, L.A. Care’s Health Navigator, was available to assist members who had individual issues.

V	Community Affairs Meagan De Leon, <i>Interpreter Services Specialist Health Education, Cultural Linguistics</i>	<u>“Diabetes (Type 2)”</u> <ul style="list-style-type: none"> All members received a sheet with information about “Diabetes (Type 2)”. 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. <u>Cultural & Linguistics Services Presentation</u> <p>The purpose of the presentation:</p> <ul style="list-style-type: none"> Learn more about L.A. Care’s members and their health outcomes. Share information from the 2016 Group Needs Assessment. Provide information about cultural and linguistic services and how to access them. <p>Meagan De Leon, gave a presentation about the services provided by the Cultural and Linguistics department and the importance of scheduling interpreters in advance and stated that she provide would provide a Spanish copy to members that will be mailed.</p>
VI	Work Plan	<u>RCAC/ Community Work Plan Projects 2017/2018 update</u> <ul style="list-style-type: none"> The CO&E department will be working closely with the Health Education Department to bring health topics that members will be trained on for the new fiscal year. Members will receive more detailed information on how this will be launched during the December 15th Conference. Members will also receive more information on the focus for this year’s partnership during the December 15th Conference.
VII	Future Agenda Items	<ul style="list-style-type: none"> No future agenda meeting items were discussed.
VIII	Meeting Evaluation	<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"> Linda Resendez, RCAC 11 member expressed her concern regarding the lack of communication between staff and members. She asked staff to identify ways to communicate more effectively in the future.
X	ADJOURNMENT-Next Meeting Date	<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, January 18, 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*