



**Regional Community Advisory Committee (RCAC)
Region 1 - Antelope Valley, Palmdale, Lancaster, Santa Clarita
Committee Summary**

L.A. Care Family Resource Center – Palmdale
2072 East Palmdale Blvd., Palmdale, CA 93550
Friday, August 18, 2017
10:00 a.m. - 12:30 p.m.

MEMBERS

GUESTS/PUBLIC

Maria Angeles Cruz	()	Adela Guadarrama, <i>Chair</i>	()	<u>COMMUNITY PARTNERS</u>	Eduardo Kogan, <i>Spanish Interpreter</i>
Maria Teresa Caballero	()	Pamela Harris	(U)	LAC DPH - SPA 1	Shelly , <i>Spanish Interpreter</i>
Maria Lourdes Caballero	()	Rut Hernández	()	Antelope Valley Partners for Health	Wilma Ballew, <i>Guest</i>
Amanda Calzada	()	Marsha Diana Jackson	()	Indep. Living Center of So.Cal.	Demetria Saffore, <i>Guest</i>
Maria Camacho	()	Russell Mahler	()		Elda Sevilla, <i>Guest</i>
Daniela Castillo	()	Adriana Martínez	()	<u>STAFF/MANAGEMENT</u>	Catherine Nicklen, <i>Guest</i>
Deena Des Voigne	()	Denice Martinez, <i>Vice-Chair</i>	()	Courtney Nicholas, <i>Field Specialist</i>	Diana Luna-Miller, <i>Guest</i>
Alicia Flores	()	Pedro Martinez	()	Jose Ricardo Rivas, <i>Liaison</i>	Rhonda Walton, <i>Guest</i>
Lupe Galvez	()	Maria Mayoral	()	Christian Vega, <i>Member Services</i>	
Rita Gamboa	()	Antonia Rodas	()	Idalia Chitica, <i>CO&E Supervisor</i>	
Laura Gonzalez	()	Maria Teresa Trujillo	()		

**Attendance: 21 Members, 0 Community Partners, 0 Providers, 8 Public, 4 Staff
() present, (E) excused absence, (U) unexcused absence**

	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
I.	WELCOME & INTRODUCTIONS	<ul style="list-style-type: none"> ▪ Adela Guadarrama, <i>Chair</i>, called the meeting to order at 10:00 a.m. and asked everyone to introduce themselves. ▪ Victor Estrada, <i>FRC Administrator</i>, welcomed the committee to its first meeting at the Palmdale FRC and introduced the Palmdale FRC staff. ▪ Courtney Nicholas, <i>Field Specialist</i>, said that all of the meetings are recorded and if anyone would like to receive a copy of the meeting recording, they can contact L.A. Care’s Board Services.
II.	<p>BUSINESS Approval of Agenda & Meeting Summary</p> <p>Adela Torres-Guadarrama, <i>Chair</i></p>	<ul style="list-style-type: none"> • Ms. Guadarrama asked the committee to review today’s agenda. • Today’s meeting agenda was approved. • The June 23, 2017 meeting summary was approved. <p style="text-align: center;"><u>July 2017 ECAC Report</u></p> <ul style="list-style-type: none"> • <u>Standing Items</u> • <u>Chief Medical Officer Update</u> • Richard Seidman, MD, MPH, L.A. Care’s new Chief Medical Officer attended the meeting and reported on the following: <ul style="list-style-type: none"> ○ Innovative Program (E-Management): New technology that enables primary care physicians to connect to a psychologist to assist the member better with services. ○ Practice Transformation Network: A grant that allows 3,000 clinics to sign –up (not all are part of L.A. Care’s network) to hire coaches that will assist them to improve services for their members. The coaches will assist with transforming practices to be more modern with technology and provide better services to their patients. ○ NCQA (National Committee for Quality Assurance): The preliminary scores for L.A. Care improved from last year. L.A. Care needs to continue to work on improving member experience scores as those continue to be low.

- **Government Affairs Update**

- The Government Affairs report was distributed during the meeting. A copy can be requested by contacting the CO&E Department.

- **Communications & Community Relations Update**

- Francisco Oaxaca, *Senior Director of Communications and Community Relations*, introduced Erika Estrada as the new Supervisor of Communications and Community Relations. Mrs. Estrada is responsible for the oversight of the CCI staff and the CCI Councils.
- Devina Kuo Fan, Supervisor Health Promoter Program reported on the following:
 - The Health Promoters continue to participate in educational meetings as “A walk in Our Shoes: Disability & Empathy”.
 - The Health Promoters continue to provide education to the community at the Family Resource Centers.
- Mr. Oaxaca also shared with the committee L.A. Care’s total membership by product lines, a copy of the document can be obtained by contacting the CO&E department.

- **CCI Stakeholder Advisory Committee (SAC) Update**

- Deaka McClain, CCI At-Large Member, provided an update on the CCI Stakeholder Advisory Committee (SAC) that included the following:
 - The purpose of the CCI SAC is to promote the best access to services and care coordination for members that are eligible for both Medi-Cal and Medicare.
 - The CCI SAC is made up of individuals that represent organizations that provide services to and advocate for this population.
 - The CCI SAC provides input to L.A. Care on how the CCI and CMC programs can best serve the need of its members.
 - During the June 22nd meeting, Alzheimer’s of Greater Los Angeles presented an informational bulletin that provides information on measures that health plans should take to ensure that patients are being properly screened for dementia, and that their caregivers are being identified and connected to resources.
 - The bulletin also provides information on training requirements for staff working with patients that have dementia.

- **Global Member Issues**

- Francisco Oaxaca, *Senior Director of Communications and Community Relations*, provided an update on the RCAC 9 motion regarding the Children’s Clinics in Long Beach.
- L.A. Care’s internal team had a conference call with the Children’s Clinics in Long Beach about the long wait times that RCAC 9 discussed a few months ago.
- The Children’s Clinic will be providing a presentation at RCAC 9 on what to expect when making appointments with their facilities and accessing the services.
- Mr. Oaxaca also shared with the committee a document “How Long Should I Wait for Appointments?” that can be found in your meeting packets for review.

- **Old Business**

- **Approval of Revisions to the Operating Rules for the Community Advisory Committees and Executive Community Advisory Committee of L.A. Care Health Plan**

- The motion to approve revisions to the consumer advisory Operating Rules did not pass.
- The ECAC Committee vote was as follows:
 - RCAC 1 Chair, Maria Adela Guadarrama = Abstained
 - RCAC 2 Chair, Ana Rodriguez = Excused Absent did not vote
 - RCAC 3 Vice-Chair, Margaret “Maggie” Belton = Abstained
 - RCAC 4 Chair, Michael Shelton = No
 - RCAC 5 Chair, Maria Sanchez = Abstained
 - RCAC 6 Chair, Andria McFerson = Yes
 - RCAC 7 Chair, Fatima Vasquez = No
 - RCAC 8 Chair, Maria Montes = No
 - RCAC 9 Chair, Cristina Deh-Lee = Yes
 - RCAC 10 Chair, Leticia Navarro = No
 - RCAC 11 Chair, Lluvia Salazar = Yes
 - CCI Area 1 Chair, Demetria Saffore = Yes
 - CCI Area 2 Chair, Wilma Ballew = Yes
 - CCI Area 3 Chair, Brenda White = Yes
 - CCI Area 4 Chair, Nesima Istrefi = No
 - RCAC At-Large Member, Elda Sevilla = No

- CCI At-Large Member, Deaka McClain = Yes

- **ECAC Ad-Hoc Committee – Meeting Effectiveness**

- The ECAC Ad-Hoc Committee – Meeting Effectiveness presented their recommendation to ensure effective meeting at ECAC that included the following:
 - **Agenda Items and Time:** All agenda items will have a time allotment. The time allotted will include time for questions and answers.
 - **ECAC members and the public:** Both will be allowed to speak for 2 minutes. If time is limited, the Chair will notify them that time allowed to speak has been reduced to 1 minute. Both will only have the opportunity to ask one question or provide one comment.
 - **Comment Cards:** We will continue to use comment cards and will be numbered in order received. If a question/comment was not answered due to time, members and the public can write the question/comment on an Index cards and staff will follow-up.
 - **Pilot and Training:** The recommendations will be pilot during the September ECAC meeting. An educational sheet with the meeting process will be created to distribute to ECAC and the public.
- Adriana Martinez, *Member*, asked for more details about the E-management program connecting primary care physicians to psychologists reported on by Dr. Seidman. Ms. Nicholas said that she would get more information on the program.
- Pedro Martinez, *Member*, gave his report from the July ECAC meeting.
- Maria Lourdes Caballero, *Member*, gave her report from the July BOG meeting.

- **CO&E Report**

- Ms. Nicholas informed the group that the changes to the Operating Rules did not pass.
- Ms. Nicholas asked if anyone had any questions about the letter that John Baackes mailed to them. No one had questions.
- The CO&E department began a project to inform RCAC members of their state legislators. Ms. Nicholas had a sheet with each member’s name, address and California State Senator and Assemblyman. The sheets were passed out to each member.
- Ms. Guadarrama reported on the last ECAC Leadership Training session in August. There will be one last session on September 20, 2017.
- Ms. Nicholas told the group that the Fall Conference has been cancelled. The following talking points were created

Courtney Nicholas,
Field Specialist

by Auleria Eakins, *CO&E Manager*, and read by Ms. Nicholas:

- Today I am announcing the cancellation of our annual Advocacy Conference which was scheduled for Friday, September 22, 2017.
- We know many of you were looking forward to the conference however, we want to assure you that information such as 2018 work plan, our goals for the New Year and acknowledgment of accomplishments work will be addressed during our individual meetings.
- While the conference is something that we look forward to each year, we believe that it should be anchored in things like value, empowerment, education and most of all results. Results that leave you with a sense of purpose and direction.

Our plan moving forward:

- To **press pause** and **evaluate the current operations** of the RCACs
- Look at new way in which we can re-engage advisory members to serve their intended purpose.
- **Partner** with you to move our work in a new direction.

With the health care environment changing we must position ourselves to meet the challenges ahead.

We ask that you see this not as a loss but for an opportunity to roll up our sleeves and do what we do best:

- Come together as a team
- Critically think about change
- Help us to consider new ways of approaching our work

I will be sharing info about operation “**RESET**” during our next meeting. So.... Stay tuned.

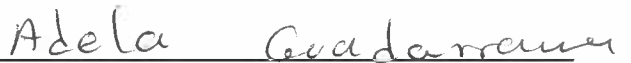
Should you have any question please see me or you may call Francisco at ext. 4142 with any concerns.

- Russell Mahler, *Member*, said that at the conferences, RCAC members from all over are able to come together and that is a good thing.
- Deena Des Voigne, *Member*, said that it is a really valuable thing to get all of the RCAC members together. She said that at past conferences, she has met people that she has kept in touch with.

		<p><u>ECAC Meeting Attendance</u></p> <ul style="list-style-type: none"> • Maria Mayoral will attend the September 13, 2017 ECAC meeting at L.A. Care Health Plan. • Antonia Rodas will attend the October 11, 2017 ECAC meeting at L.A. Care Health Plan. <p><u>BOG Meeting Attendance</u></p> <ul style="list-style-type: none"> • Maria Teresa Caballero will attend the September 7, 2017 BOG retreat at the California Endowment. • Maria Angeles Cruz will attend the October 5, 2017 BOG meeting at L.A. Care Health Plan. <p>Idalia Chitica, <i>CO&E Supervisor</i>, said that the October BOG meeting is a placeholder, meaning that it may or may not happen. The September BOG meeting will be a board retreat at the California Endowment from 8:30am until 2:30pm.</p>
III.	GET UP & MOVE	<ul style="list-style-type: none"> ▪ Due to a lack of time, the committee took a couple of minutes for a break.
IV.	REGIONAL ISSUES	<p><u>Member Issues</u></p> <ul style="list-style-type: none"> ▪ There were no members issues discussed with the group.
V.	COMMUNITY AFFAIRS	<p>A. <u>Health Topic</u></p> <ul style="list-style-type: none"> ▪ The Health Topic for this meeting is Complementary & Alternative Medicine (CAM). <p>B. <u>Understanding Medicare and Medi-Cal Benefits</u></p> <p>Catherine Nicklen from the Center for Health Care Rights gave a presentation on Understanding Medicare and Medi-Cal Benefits.</p> <p>The presentation covered the following:</p> <ul style="list-style-type: none"> • Medicare benefits • Who is covered • Medicare Part D • Gaps in coverage • Eligibility • Share of Cost
VI.	RCAC/COMMUNITY WORK-PLANS	<p>The topic for the 2017 Community Work Project is: Increasing access to dental care.</p> <ul style="list-style-type: none"> • The Antelope Valley Community Clinic (AVCC) has been awarded the \$5,000 for this year's Community Work Project. Nicol Gerstein from AVCC was unable to attend this meeting and was unable to send a representative.

		<p>She is scheduled to attend the October RCAC meeting.</p> <ul style="list-style-type: none"> The members turned in their completed Work Plan Outreach log sheets. Ms. Nicholas asked if anyone had any questions or concerns about the activity. There were no questions.
VII.	FUTURE AGENDA ITEMS	<ul style="list-style-type: none"> Some members would like the Health Promoters to be included in the RCAC meetings.
VIII.	PUBLIC COMMENTS	<ul style="list-style-type: none"> Diana Luna-Miller from the Department of Mental Health shared some resources available in the community. She passed out a flier for an event on Saturday, August 19, with the Tarzana Treatment Center. She also passed out a flier for the AV Best Start Kids Carnival. Wilma Ballew, <i>CCI Area 2 Chair</i>, said that it's important that a chair has the correct information on changes in the Operating Rules. Bisi Sule-Odu, <i>L.A. Care</i>, asked if there is anything that L.A. Care is doing to address the closing of the homeless shelter in the Antelope Valley. Ms. Nicholas said there is a Health and Homelessness Council at L.A. Care that is addressing the homelessness issue internally. Ronda Walton, <i>Guest</i>, asked why the FRC classes are separated by language. Mr. Estrada said that having real time translation makes the class longer and because there is limited space, it is sometimes more efficient to have classes offered in different languages. Adriana Martinez, <i>Member</i>, encouraged the group to attend the Health Promoters classes at the new Palmdale FRC.
IX.	EVALUATIONS	<ul style="list-style-type: none"> Prior to adjourning the meeting, staff distributed a RCAC meeting evaluation form to gather members' feedback.
X.	ADJOURNMENT	<ul style="list-style-type: none"> The meeting was adjourned at 12:45pm. The next RCAC meeting is scheduled for Friday, October 20, 2017 from 10:00 a.m. to 12:30 p.m.

Submitted by: 
 Courtney Nicholas, *Community Outreach & Engagement*
 Field Specialist

Approved by: 
 Maria Adela Torres - Guadarrama, *RCAC 1 Chair*