



**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, October 20, 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	()	LAC DPH - SPA 1	Shelly Hash, <i>Spanish Interpreter</i>
Maria Lourdes Caballero	()	Rut Hernández	()	Antelope Valley Partners for Health	Wilma Ballew, <i>Guest</i>
Amanda Calzada	()	Marsha Diana Jackson	()	Independent Living Center of So. Cal.	Demetria Saffore, <i>Guest</i>
Maria Camacho	()	Russell Mahler	()		Adrienne Fletcher, <i>Antelope Valley Community Clinic</i>
Daniela Castillo	()	Adriana Martínez	()	<u>STAFF/MANAGEMENT</u>	Maria De La Cruz, <i>Antelope Valley Community Clinic</i>
Deena Des Voigne	(E)	Pedro Martinez	()	Kristina Chung, <i>Field Specialist</i>	Dr. Richard Rojas, <i>Antelope Valley Community Clinic</i>
Alicia Flores	()	Maria Mayoral	()	Jose Ricardo Rivas, <i>Liaison</i>	Nicol Gerstein, <i>Antelope Valley Community Clinic</i>
Lupe Galvez	()	Antonia Rodas	()	Alice Ly, <i>Health Navigator</i>	
Rita Gamboa	()	Maria Teresa Trujillo	()	Idalia Chitica, <i>CO&E Supervisor</i>	
Laura Gonzalez	()			Meagan DeLeon, <i>Interpreting Services Specialist</i>	

**Attendance: (20) Members, (0) Community Partners, (0) Providers, (8) Public, (5) 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. • Kristina Chung introduced herself as the new Field Specialist assigned to RCAC 1. Courtney Nicholas has been assigned to other RCACs. Ricardo Rivas will continue to work with RCAC 1 as the Liaison. • Ms. Guadarrama shared that she would have to leave 30 minutes before the end of the meeting. She asked for a member to volunteer to run the meeting after she leaves. Russell Mahler volunteered to run the remainder of the meeting. • Ms. Guadarrama reviewed the meeting's Ground Rules.
II.	BUSINESS Approval of Agenda & Meeting Summary Adela Guadarrama, <i>Chair</i>	<ul style="list-style-type: none"> • Ms. Chung reviewed the meeting agenda. • The agenda was approved as presented. • Ms. Guadarrama asked the committee to review the August 18, 2017 meeting summary. • The meeting summary was approved as presented. <p>Members received a copy of the ECAC report to review. Members who attended the ECAC and Board of Governors (BOG) meetings gave a report on the following:</p> <p><u>September 2017 ECAC Report</u></p> <ul style="list-style-type: none"> • Maria Mayoral was unable to attend the meeting. • Adela Gaudarrama - Marilyn Tavenner, the former Administrator of the Centers for Medicare and Medicaid Services under President Obama, spoke at the September Board of Governors meeting. Ms. Tavenner is now the President and CEO of America's Health Insurance Plans (AHIP) which is a national trade association representing more than 160 health plans, including L.A. Care. • Ms. Tavenner presented the priorities of AHIP and talked about the future of Medicaid. <p><u>October 2017 ECAC</u></p> <ul style="list-style-type: none"> • Antonia Rodas – The end of the DACA Program was announced by President Trump. People in the DACA Program should not travel out of the country.

Kristina Chung, *Field Specialist*

September 2017 BOG Report

- Maria Teresa Caballero – The Board talked about L.A. Care’s end of the year budget report.

October 2017 BOG Report)

- Maria Angeles Cruz – L.A. Care had an equipment fair in October. All the clinics who were awarded L.A. Care grants were able to talk to the vendors about the equipment to serve our disabled members.

ECAC Meeting Attendance

- Maria Lourdes Caballeros will attend the November 8, 2017 ECAC meeting at L.A. Care Health Plan.
- Amanda Calzada will attend the December 13, 2017 ECAC meeting at L.A. Care Health Plan.

BOG Meeting Attendance

- There is no BOG meeting in November.
- Daniela Castillo will attend the December 7, 2017 BOG meeting at L.A. Care Health Plan.

RCAC 1 Vice Chair Position

- Ms. Chung notified the members that Denise Martinez, *Vice-Chair*, lost her eligibility to continue as a RCAC 1 member. Therefore, RCAC 1 has two options regarding the Vice-Chair position.
 1. If RCAC 1 wants to elect a new Vice-Chair, nominations can open and the Vice-Chair election can take place at the December 2017 meeting. If this happens, the newly elected Vice-Chair will start their position at the February 2017 meeting and only hold the seat for four meetings.
OR
 2. During the February and March 2018 meeting cycle, all RCACs will have new Chair and Vice-Chair elections. The newly elected Chairs and Vice-Chairs will then have the summer months to be trained on their duties and will start their positions starting in October 2018.
- RCAC 2 voted to wait until the 2018 Chair and Vice-Chair elections to elect a new Vice-Chair.

E-Management Program

- At the July 2017 ECAC meeting, Dr. Richard Seidman, L.A. Care’s new *Chief Medical Officer*, reported on the **E-Management Program**. This Program uses new technology that allows Primary Care Providers (PCPs) to work together with a Psychologist to coordinate better services for members.
- Adriana Martinez had questions regarding this new program.
 - Is a Psychologist automatically assigned to the member?

- Is a referral necessary? What is the process?
- Ms. Chung provided answers to Mrs. Martinez’s questions from L.A. Care’s Behavioral Health Department.
 - The Program helps link Primary Care Providers (PCP) with a Psychiatrist so that they can work together.
 - The Program links the PCP with a **Psychiatrist** rather than a **Psychologist**. A **Psychologist** provides therapy and a **Psychiatrist** is a medical doctor who provides therapy and medication for mental health.
 - The member **does not** interact directly with the Psychiatrist. Instead, the member would continue to be seen by their PCP for treatment.
 - If the member wants to be connected directly to a Psychologist or Psychiatrist, they should contact Beacon Health Options at 1-877-344-2858. No referral is needed to see a Psychologist or Psychiatrist in the L.A. Care/Beacon network.

CO&E Report

Operating Rules

Idalia De La Torre, *Field Specialist Supervisor*, reviewed the changes to the Operating Rules.

The following are general changes that were made in the document:

- The RCACs and CCI Councils will now be referred to as the “Consumer Advisory Committees”. RCACs and CCIs will still be called the same names.
- Membership will not be limited to product lines. This will allow easier recruitment into the committees.
- The definition of CCI Councils will be included.
 - Members asked for the meeting schedule for CCI Area 1 (Antelope Valley). Ms. Chung will bring copies of the schedule to the next RCAC meeting.

Points to Review and Vote:

1. No Dual Membership (must pick RCAC or CCI)

Yes: Unanimous

2. Recertification

Currently, if members lose their L.A. Care membership, they have 60 days to contact DPSS and get their membership back. The recommendation is to shorten it to 30 days. Members voted to keep it at 60 days.

Yes: Unanimous (remain at 60 days)

Idalia De La Torre,
*Field Specialist
Supervisor*

3. Code of Conduct/Standards of Behavior (60 days to review and sign)

Yes: Unanimous

4. Provisional Membership (6 months)

Requirements: New Members must attend the following meetings:

- 1) New Member Orientation
- 2) ECAC or BOG attendance
- 3) RCAC meetings

New members will not receive a stipend until they complete their provisional membership. Childcare and mileage will be reimbursed in the meantime.

Yes: Unanimous

**Discussion/Recommendation: Review membership requirements for current members

**** Operating Rules Vote:**

Yes: Unanimous

Ricardo Rivas,
Liaison

December 2017 Conference

- Ricardo Rivas, *Liaison*, talked about the Fall Conference that will take place on December 15, 2017 from 8:30 am – 3:00 pm.
- The Conference will be held at St. Anne’s located at 155 N. Occidental Blvd., Los Angeles, CA 90026.
- Members were asked to sign up for the conference and transportation.
- RCAC 1 will have two pick up locations:
 1. Palmdale - Chimbole Cultural Center at 6:00 a.m.
 2. Lancaster – Vallarta Supermarket at 6:00 a.m.
- Members were reminded to arrive on time for the pick up and to let L.A .Care know as soon as possible if they will not be needing transportation.

Kristina Chung, *Field Specialist*

ECAC Leadership Training

- The first scheduled ECAC Leadership Training is on **Wednesday, November 15, 2017 from 8:30 a.m. - 2:30 p.m.** at L.A. Care Health Plan. The training is mandatory for all Chairs, Vice-Chairs and At-Large members.

		<p><u>New RCAC Agenda</u></p> <ul style="list-style-type: none"> The Community Outreach & Engagement Department will be introducing a new RCAC agenda format starting February 2018. Members will be receiving more information during the December Conference.
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"> Due to the lack of time, regional issues were not discussed. If a member has an urgent issue, they were asked to talk to Alice Ly, <i>Member Navigator</i>.
V.	COMMUNITY AFFAIRS	<p>A. <u>Health Topic</u> The health topic for this meeting is Breast Cancer.</p> <p>B. <u>Culture & Linguistics (C&L) Presentation</u></p> <ul style="list-style-type: none"> Meagan DeLeon, <i>Interpreting Services Specialist</i>, gave a presentation on the services that are offered by the Culture & Linguistic (C&L) Department at L.A. Care. <ul style="list-style-type: none"> translation of all materials and offers interpreters for doctor's appointment and L.A. Care meetings for members evaluates services provided to members matches doctors who speak the same language as the member Below are important information if an interpreter is requested: <ul style="list-style-type: none"> You can ask for a male or female interpreter. You can ask for a specific interpreter but there is no guarantee because it depends on their schedules. If you have to cancel your appointment, please try to cancel at least 24 hours in advance. You have to request an interpreter for every doctor's appointment. Only use trained interpreters. Family members and friends should not be used for interpreting.
VI.	RCAC/COMMUNITY WORK-PLANS	<p><u>2017 RCAC Work Plan Project</u></p> <ul style="list-style-type: none"> Antelope Valley Community Clinic presented their final report for the Oral Health Partnership. <ul style="list-style-type: none"> Information on oral health and diet was provided at their event. 5 parents and 50 children receive dental screenings and 30 children came back to the clinic for follow up work. Dental education was tailored for different age groups.

		<ul style="list-style-type: none"> ○ RCAC members helped to promote the event. <p><u>2018 RCAC Work Plan Project</u></p> <ul style="list-style-type: none"> ● Idalia De La Torre, <i>Field Specialist Supervisor</i>, presented on the 2018 Work Plan Project. ● The Health Education department has created a RCAC member survey. This survey asks RCAC members to pick their top three HEDIS topics that they would like to receive more information on for the new fiscal year. ● CO&E staff will be trained on the 3 selected topics and they will then provide the trainings to RCAC members. ● Members were asked to complete the surveys at the meeting.
VII.	FUTURE AGENDA ITEMS	<ul style="list-style-type: none"> ● Due to a lack of time, no items were discussed.
VIII.	PUBLIC COMMENTS	<p><u>Family Resource Center (FRC) – Palmdale</u></p> <p>Elizabeth Diaz talked about the services that are offered at the Family Resource Center in Palmdale.</p> <ul style="list-style-type: none"> ● The FRC needs help in outreach to the community about their services. ● There are many free classes that are offered such as Boot Camp, parenting classes and cooking classes. ● On November 1st from 10:00 a.m. -1:00 p.m., flu vaccinations will be offered. <p><u>“Kick Cancer in the Butt” Event</u></p> <ul style="list-style-type: none"> ● The “Kick Cancer in the Butt” Event will take place on November 4, 2017 from 9:00 a.m. – 12:00 p.m. at Antelope Valley Hospital Community Resource Center located at 44151 15th Street, Lancaster, CA. ● This is a free event and information on colorectal cancer will be presented.
IX.	EVALUATIONS	<ul style="list-style-type: none"> ● Members were reminded to complete and turn in the meeting evaluation included in their packets.
X.	ADJOURNMENT	<ul style="list-style-type: none"> ● The meeting was adjourned at 12:35pm. ● The next RCAC meeting is scheduled for Friday, December 8, 2017 from 10:00 a.m. to 12:30 p.m.

Submitted by: 
 Kristina Chung, *Community Outreach & Engagement Specialist*

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