



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

Larry Chimbole Cultural Center
38350 N. Sierra Highway, Palmdale, CA 93550
Friday, June 23, 2017
10:00 a.m. - 12:30 p.m.

MEMBERS

GUESTS/PUBLIC

Maria Angeles Cruz	()	Laura Gonzalez	()	<u>COMMUNITY PARTNERS</u>		Eduardo Kogan, <i>Spanish Interpreter</i>
Maria Teresa Caballero	()	Adela Guadarrama, <i>Chair</i>	()	LAC DPH - SPA 1		Sonia Hernandez, <i>Spanish Interpreter</i>
Maria Lourdes Caballero	()	Pamela Harris	()	Antelope Valley Partners for Health		Wilma Ballew, <i>Guest</i>
Amanda Calzada	()	Rut Hernández	()	Indep. Living Center of So.Cal.		Demetria Saffore, <i>Guest</i>
Dianna M. Calzada	(E)	Marsha Diana Jackson	()			Eugenia Alvarado, <i>Guest</i>
Maria Camacho	()	Russell Mahler	()	<u>STAFF/MANAGEMENT</u>		Abraham Lopez, <i>Guest</i>
Daniela Castillo	()	Adriana Martínez	()	Courtney Nicholas, <i>Field Specialist</i>		Cristabell Aguilar, <i>Guest</i>
Belen Covarrubias	(U)	Denice Martinez, <i>Vice-Chair</i>	()	Jose Ricardo Rivas, <i>Liaison</i>		
Deena Des Voigne	()	Pedro Martinez	()	Jose Avila, <i>Member Services</i>		
Alicia Flores	()	Maria Mayoral	()	Fernando Villalobos, <i>Member Services</i>		
Lupe Galvez	()	Antonia Rodas	()	Judy Hsieh Bigman, <i>Communications</i>		
Rita Gamboa	()	Maria Teresa Trujillo	()	Idalia Chitica, <i>CO&E Supervisor</i>		
				Megan DeLeon, <i>Cultural & Linguistics Services</i>		

**Attendance: 21 Members, 0 Community Partners, 0 Providers, 7 Public, 7 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"> ▪ Denice Martinez, <i>Vice-Chair</i>, called the meeting to order at 10:00 a.m. and asked everyone to introduce themselves. ▪ Courtney Nicholas, <i>Field Specialist</i>, read L.A. Care’s Mission Statement and pointed to the Meeting Ground Rules. ▪ She 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. ▪ She said that Ms. Martinez would be running today’s meeting because the vice-chairs will run at least one meeting per year.
II.	BUSINESS Approval of Agenda & Meeting Summary Adela Torres-Guadarrama, <i>Chair</i>	<ul style="list-style-type: none"> • Ms. Martinez asked the committee to review today’s agenda. • Today’s meeting agenda was approved. • The April 21, 2017 meeting summary was approved. <p style="text-align: center;"><u>June 2017 ECAC Report</u></p> <p><u>I. Standing Items</u></p> <ul style="list-style-type: none"> • <u>Board Member Report</u> <ul style="list-style-type: none"> • Christina Ghaly, MD, joined the Board of Governors in May. Dr. Ghaly is the Chief Operations Officer of the County Department of Health Services. She filled a seat on the Board that was left vacant when Dr. Alex Li resigned. • Richard Seidman, MD, MPH, <i>Chief Medical Officer</i>, announced that Dr. Alex Li is the new L.A. Care Sr. Medical Director of Health Services. • L.A. Care enrollment on June 1 is 2,120,000. It is expected that enrollment growth has leveled off. • A list of motions approved by the Board of Governors at their May meeting. A copy can be requested by contacting the CO&E Department.

- **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*, reported that the New Family Resource Center in the Antelope Valley opened on Thursday, June 1, 2017. The center will offer a broad array of free health education classes and services that will focus on chronic disease management, prevention of asthma, diabetes and obesity as well as exercise classes promoting a healthy lifestyle to Antelope Valley residents.
- The New Family Resource Center in the Antelope Valley is located in the Towne Square, 2072 E. Palmdale Blvd. Palmdale, CA 93350.
- There will be a small ribbon cutting ceremony on Friday, June 16th, and all the RCAC 1 and CCI 1 Council members have been invited to attend.
- There will be a larger official Grand Opening event for the community on Saturday, June 17, 2017 from 10:00 a.m. to 1:00 p.m.
- Mr. Oaxaca also shared with the committee L.A. Care's total membership by product lines. A copy was distributed for members to review. A copy can be requested by contacting the CO&E Department.

- **Global Member Issues**

- Francisco Oaxaca, *Senior Director of Communications and Community Relations*, gave an update on L.A. Care's grants for adaptive medical equipment in provider's offices.
- A total of 27 applications for accessible equipment were received. A grant review committee reviewed these applications and some additional work is being done before final recommendations and approvals are given.
- Site visits must be made before funding is granted to confirm that sites have suitable access (e.g., optimal space for an adjustable exam table and wheelchair accessible weight scales, plus other access issues).
- A list of recommended applicants will be forwarded for final CEO approval by early fall and equipment expected to be at site before the end of this calendar year as sometimes it takes up to 4-6 weeks for equipment to arrive.
- We will keep the consumer advisory committee members updated on this as the review and approval process move forward.

II. New Business

A. Community Benefits Program

- Roland Palencia, Director of Community Benefits Program, attend the meeting and reported on the Community Health Investment Fund (CHIF).
- Since, 2001, the CHIF program has supported over 460 projects, totaling over \$61.4 million.
- Four CHIP Program Priorities for Fiscal Year 2016-2017 totaling \$10 million are:
 - Support safety net clinics' infrastructure to provide high quality and coordinated services to help them thrive in a managed care environment
 - CCALAC Financial Strength (\$250K)
 - Robert E. Tranguada Safety Net Initiative VIII (Data analytics, Adaptive Equipment and Clinician Incentives) (\$1,500,000 +)
 - King Drew Community Medical Group – ACC Clinic (\$500K)
 - Expand access to high barrier services for low-income and vulnerable populations
 - Oral Health Initiative IX (\$600K)
 - Licensed Practitioners of the Healing Arts – Drug and Alcohol (\$300,000)
 - Address social determines that lead to poor health outcomes
 - CARECEN & CHIRLA – Immigration (\$300K)
 - Watts Century Latino, RACE and Crossroads – Violence prevention (\$350K)
 - L.A. Kitchen – Food security (\$150K)
 - Homeboy Industries – State licensing of Outpatient Alcohol and Drug Program (\$150K)
 - Homeless Housing
 - Brilliant Corners (\$4million)

B. RCAC Motion to ECAC

- **RCAC 2** – Motion for L.A. Care Health Plan to provide education on the type of wrap around services L.A. Care offers for each of their product lines.
- The motion was approved by ECAC and will be forward to internal departments for follow-up and next steps.

III. Old Business

A. ECAC Ad-Hoc Committee – Meeting Effectiveness

- The ECAC Ad-Hoc Committee – Meeting Effectiveness presented their recommendation but after some

discussion it was recommended that they meet again to discuss additional recommendations and make their final recommendation to the committee.

- Rut Hernandez, *Member*, asked if L.A. Care can bring information to the meetings about community organizations that the Community Benefit department assists. Ms. Nicholas said that the Palmdale FRC is a great resource to assist anyone with services that may be needed. She said there is a social worker on staff there so anyone who needs assistance can speak with her. Deena Des Voigne, *Member*, said the 211 county advice line may be a good resource as well.
- Amanda Calzada, *Member*, asked about the FRC. Ms. Nicholas said the FRC is the Family Resource Center is a space where the community can go to learn more about health insurance and take classes. It is for both L.A. Care members and non-members. The Palmdale FRC is now open and the next RCAC 1 meeting will be there (2072 E. Palmdale Blvd.).

Courtney Nicholas,
Field Specialist

CO&E Report

- Ms. Nicholas pointed out that the Ground Rules will be placed in the center of the room so that all members of the committee are able to see them at all times.
- ECAC/BOG Notes
 - Russell Mahler gave his report from the May 10th ECAC meeting. He said John Baackes, *L.A. Care CEO*, gave an update about possible changes to the Affordable Care Act.
 - Maria Angeles Cruz gave her report from the May 4th BOG meeting. She said there was a video shown celebrating the 20th anniversary of L.A. Care. She was very happy to see a lot of the members and Health Promoters in the video.
 - Rut Hernandez gave her report from the June 1st ECAC meeting. She said there was a discussion about the amount of time that meeting participants would have to keep the meeting on time.
 - Amanda Calzada did not attend the June 1st BOG meeting.
- There is an updated Transportation policy that will be discussed at the next RCAC meeting.
- CO&E is planning to distribute a list of members' legislative representatives at the next RCAC meeting.
- There was a legislative office visit on June 9, 2017 with Assemblyman Tom Lackey, his staff person and a staff person from Senator Scott Wilk's office. Adela Guadarrama-Torres, *Chair*, and Ms. Hernandez were the member representatives. They discussed the recent vision benefit bill that passed.

- The new Palmdale Family Resource Center (FRC) is now open. There were Grand Opening events on June 16th and 17th. There were elected officials there including the mayor of Palmdale and some city council members. The second day's events had tents with community organizations and tours of the FRC. Our August RCAC meeting will be at the Palmdale FRC, 2072 E. Palmdale Blvd. Ms. Martinez invited the group to attend the classes at the FRC.
- The last ECAC Leadership Training was Wednesday, June 21, 2017. The topic was Member Issues. One of the homework assignments was for the RCAC chairs and vice-chairs to memorize important L.A. Care phone numbers. It's important for RCAC members to know these numbers as well to give to other L.A. Care members:
 - L.A. Care Member Services (Medi-Cal): 888-839-9909
 - L.A. Care Covered: 855-222-4239
 - Cal-Medi Connect: 855-522-8243
 - Nurse Advice Line: 800-249-3619

Consumer Advisory Committee Operating Rules

Judy Hsieh Bigman, *Senior Communications and Community Relations Specialist*, reviewed the revisions to the Consumer Advisory Committee Operating Rules with the group.

- Some changes include:
 - The Regional Community Advisory Committees (RCACs) and the Coordinated Care Initiative Councils (CCI Councils) will now be collectively called Consumer Advisory Committees or CACs.
 - Specific rules for the CCI Council were added to the Operating Rules because the CCI Councils and the RCACs have different rules and this was not previously included.
 - Information about Provisional Membership was included. This is the information that was given to the RCAC in a presentation during the February RCAC meeting.
 - Members must choose to be either a RCAC member or a CCI Council member. They can no longer be on both committees.
 - If a CAC member refuses to sign the acknowledgment of the Code of Conduct and Standards of Behavior within 60 days of receipt, their membership may be terminated.
- A guest commented that it isn't fair that one person was allowed to keep membership in both the RCAC and the CCI Council.

ECAC Meeting Attendance

- Pedro Martinez will attend the July 12, 2017 ECAC meeting at L.A. Care Health Plan.

BOG Meeting Attendance

- Maria Lourdes Caballero will attend the July 26, 2017 BOG meeting at L.A. Care Health Plan.

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><u>Health Topic</u></p> <ul style="list-style-type: none"> ▪ The Health Topic for this meeting is Physical Activity. ▪ Megan DeLeon, <i>Cultural & Linguistics Services</i>, gave a presentation on L.A. Care’s Cultural & Linguistics Services and the 2016 Group Needs Assessment survey. <ul style="list-style-type: none"> ○ Committee members learned more about the health outcomes of L.A. Care members. ○ A Group Needs Assessment (GNA) must be completed every 5 years. The most recent GNA was in 2016. ○ The following services are available through the Cultural & Linguistics Department: Interpreting, Translation, Conversion of written materials to an alternative format and TTY/TDD.
VI.	RCAC/COMMUNITY WORK-PLANS	<p>The topic for the 2017 Community Work Project is: Increasing access to dental care.</p> <p>The Antelope Valley Community Clinic (AVCC) has been awarded the \$5,000 for this year’s Community Work Project. Nicol Gerstein from AVCC came to the meeting to talk about a partnership between AVCC and Antelope Valley Partners for Health. AVPH has a program with expectant mothers and AVCC provides the education piece on oral health. Participants meet every other week at AVPH in Lancaster. AVCC also provides dental services including extractions and varnishes for their children. AVCC would like RCAC members to do the community outreach using the fliers for the partnership. She also spoke about the June 28th dental health event for seniors and caregivers at AVCC. Members can contact Jill Blanks at AVPH to get more information about the expectant mother program 661-942-4719 x202.</p>
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"> ▪ 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 12:30pm. ▪ The next RCAC meeting is scheduled for Friday, August 18, 2017 from 10:00 a.m. to 12:30 p.m. The meeting will be

	held at the L.A. Care Family Resource Center (Palmdale), 2720 E. Palmdale Blvd., Palmdale, CA 93550.
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Submitted by: 

Courtney Nicholas, Community Outreach & Engagement
Field Specialist

Approved by: Adela Guadarrama

~~Denise Martinez, RCAC 1.1cc-Chair~~

Adela Guadarrama RCAC 1 chair