



Regional Community Advisory Committee (RCAC)
Region 2 - Van Nuys, Pacoima, West Hills, North Hills, Arleta, Sepulveda
Committee Summary

L.A. Care Family Resource Center - Pacoima
 10807 San Fernando Road, Pacoima, CA 91331
 Monday, May 8, 2017
 10:00am - 12:30pm

MEMBERS

	()	<u>COMMUNITY PARTNERS</u>	<u>GUESTS/PUBLIC</u>
Maricruz Alvarez	()		
Rosa Avalos	()	LAC DPH - SPA 2	Isaac Ibarlucea, <i>Spanish Interpreter</i>
Ana Maria Baroso	()	AMPM Home Health Agency	Eduardo Kogan, <i>Spanish Interpreter</i>
Elizabeth Cooper	()	Youth Policy Institute	Sina New, <i>Khmer Interpreter</i>
Janet Henderson	()	NEVHC – WIC	Bo Uce, <i>Khmer Interpreter</i>
Estela Lara	()	Roberta Newton	Wilma Ballew, <i>Guest</i>
Diana Leff	()		
Chanary Lim	()	<u>STAFF/MANAGEMENT</u>	
Virginia Martinez	()	Auleria Eakins, <i>Manager</i>	
Sophie Mom	()	Jose Ricardo Rivas, <i>Liaison</i>	
Teang Eng Nay	()	Idalia Chitica, <i>Field Specialist Supervisor</i>	
Sina Nhek	()		
Dolores Padilla	(E)		
Maria G. Ramos	()		
Laura Rhone, <i>Vice-Chair</i>	()		
Ana Rodriguez, <i>Chair</i>	()		

Attendance: 13 Members, 0 Community Partners, 0 Providers, 7 Public, 3 Staff
() present, (E) excused absence, (U) unexcused absence

- L.A. Care celebrates its 20 - year anniversary.
 - Estela Lara added to the ECAC report that USC would be added to the L.A. Care network. She also stated that this would perhaps encourage UCLA to sign with L.A. Care.
 - Report on Senator Lara's California for Healthy Care Act, this bill if passed will make pharmacy more accessible.
 - Dr. Stephanie Almaden will start attending ECAC to hear and better understand member issues.
- Ms. Cooper asked for an ad-hoc to address ACA changes with local officials.
- In response Ana Rodriguez stated to the committee that she would call the area health deputy for visit to RCAC 2 so that they hear concerns of members.
- Diana Leff, stated that many members are concerned about the effect of change the ACA may bring to those with pre-existing conditions, below the poverty guidelines and Medical eligible.
- After hearing the chair report, committee motioned to invite local representative to RCAC 2 to address members concerns regarding changes to the ACA and its potential impact on the RCAC 2 community.
- **Board Member Report**
 - See written summary
- **Government Affairs Update**
 - A copy of the Government Affairs report distributed during the meeting can be obtained by contacting the CO&E department.
- **Communications & Community Relations Update**
 - Members should have received by mail an update on the member issues that were brought forth in regards to

- **Global Member Issues**

- Maricruz Alvarez discussed her experience accessing services at Valley Community Clinic (VCC) in which she was seeking services for her child. Ms. Alvarez stated that she was scheduled to see the doctor on 3/9 and due to lack of accommodating times for appointments she would have to wait over one month and a half before getting another appointment. Member states the times for mothers with children are not flexible. Member stated that she met another member at the FRC that shared similar issue with trying to access appointments at VCC. Member stated that she was told that the member was sent to L.A. for physical because VCC could not accommodate.
- Rosa Avalos reported that she also experienced dissatisfaction with VCC. Member reported that she decided to change to another clinic. Member also reported that she experienced long waits for appointments to get a physical. Ms. Avalos also reported being charged \$10-15 for copies of health records despite a 4 -week turnaround.
- Idalia spoke to members about how to properly report issues with access to care to L.A. Care.
- Ms. Cooper spoke to the committee on the need for members to be educated on all the services available to include non- health related services. A motion was passed by the committee to ask ECAC to address education of wrap around services for all lines of business.

- **New Business**

- None

- **Old Business**

- None

- **ECAC Leadership Training**

- The next mandatory ECAC Leadership Training for Chairs, Vice-Chairs and At-Large members scheduled for Wednesday, June 21, 2017 from 8:30 a.m. to 2:30 p.m. at L.A. Care Health Plan.

	Auleria Eakins, <i>Manager</i>	<p><u>CO&E Report</u></p> <ul style="list-style-type: none"> • Auleria Eakins, Manager of CO&E reminded RCAC 2 committee members to read the operating rules and to write down any questions or concerns for discussion during the upcoming June meeting. • Members were provided a history of L.A. Care and the progress the organization has made in the past 20 years. All committee members received a 20 -year commemorative pin in celebration of L.A. Care's anniversary. <p><u>ECAC Meeting Attendance</u></p> <ul style="list-style-type: none"> • Idalia conducted meeting representative appointments. For the month of May, Janet Henderson will attend ECAC. Estela Lara was appointed as an alternate. Estela Lara was also appointed to attend the June ECAC. <p><u>BOG Meeting Attendance</u></p> <ul style="list-style-type: none"> • Maricruz Alvarez was appointed as the June BOG alternate. • Members were reminded that the June ECAC would take place in Long Beach and that transportation would be provided.
III.	REGIONAL ISSUES	<p><u>Member Issues</u></p> <ul style="list-style-type: none"> • Janet Henderson expressed concerns about primary care providers only offering pain pills for depression opposed to treating sleep depression. Member asked what could be done in situations like this. • Ms. Cooper had questions regarding recertification and how to request a lost membership card. Idalia suggested that Ms. Cooper speak to health navigator regarding her issues.
IV.	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.
V.	COMMUNITY AFFAIRS	<p><u>Health Topic</u></p> <ul style="list-style-type: none"> • The Health Topic for this meeting is Children's Dental Health.

VI.	RCAC/COMMUNITY WORK-PLAN	<p>Oral Health Partnership (OHP)</p> <ul style="list-style-type: none"> • Chair gave update o the OHP to date. • Ad-hoc committee members were asked if they could come to L.A. Care Headquarters to meet after ECAC to review additional submission that were sent during Fields Specialist leave of absence. • Members inquired on the status of organization that will be granted for the OHP • Ms. Eakins stated that organizations receiving funding will be announced during the June RCAC 2 meeting.
VII.	FUTURE AGENDA ITEMS	<ul style="list-style-type: none"> • Future Topics: Members request the following topics be considered for discussion. • Dental Services • Dental care for diabetics and those with DentiCal • Where do adults with MediCal go to have root canals? • LAC Board of Governors • How do we engage our Board of Governors? • How do we get the board to have meeting in RCAC 2? • How do we get to the meet the Board of Governors Chair?
VIII.	PUBLIC COMMENT	<ul style="list-style-type: none"> • Ms. Cooper thank members for motion and for their support • Ana Baroso thanked the committee by stating there was much accomplished during the meeting. • Estela Lara thanked members for attending • Wilma Ballew Thanked the committee for their high energy and engaging conversation
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 12:29 PM. • The next RCAC 2 meeting is scheduled for Monday, June 19, 2017 from 10:00 am to 12:30 pm at L.A. Care Family Resource Center – Pacoima (10807 San Fernando Road, Pacoima, CA 91331).

Submitted by: _____
Auleria Eakins, *Community Outreach & Engagement Manager*

Approved by: _____
Ana Rodriguez, *RCAC* *air*