



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, August 21, 2017
 10:00am - 12:30pm

MEMBERS

Maricruz Alvarez	()	Socrates Rodriguez	()	<u>GUESTS/PUBLIC</u>
Rosa Avalos	(U)	Ana Rodriguez, <i>Chair</i>	()	Shelly Hash, <i>Spanish Interpreter</i>
Ana Maria Barraso	(U)			Eduardo Kogan, <i>Spanish Interpreter</i>
Chun (Michael) Choe	()	<u>COMMUNITY PARTNERS</u>		Sina New, <i>Khmer Interpreter</i>
Elizabeth Cooper	()	LAC DPH - SPA 2		Bo Uce, <i>Khmer Interpreter</i>
Janet Henderson	()	AMPM Home Health Agency		Wilma Ballew, <i>Guest</i>
Estela Lara	()	Youth Policy Institute		Hilda Perez, <i>BOG Consumer Member</i>
Diana Leff	()	NEVHC - WIC		Anthony Ortiz-Luis, <i>VCCC</i>
Channary Lim	()	Roberta Newton		Cristina Coria, <i>Guest</i>
Virginia Martinez	()			
Sophie Mom	()	<u>STAFF/MANAGEMENT</u>		
Sina Nhek	()	Courtney Nicholas, <i>Field Specialist</i>		
Dolores Padilla	(E)	Jose Ricardo Rivas, <i>Liaison</i>		
Maria G. Ramos	()	Auleria Eakins, <i>CO&E Manager</i>		
Laura Rhone, <i>Vice-Chair</i>	(E)	Idalia Chitica, <i>CO&E Supervisor</i>		

Attendance: 13 Members, 0 Community Partners, 0 Providers, 8 Public, 4 Staff
() present, (E) excused absence, (U) unexcused absence

- **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 and 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.

- **Member Reports**

- Diana Leff went to the July ECAC meeting. She said that there was a vote for new members to wait a year before they receive their stipend. The vote did not pass so new members will not have to wait.
- Ana Rodriguez went to the July BOG meeting. She said they talk about buying network systems for L.A. Care.

- **CO&E Report**

- Ms. Nicholas pointed out the BOG member that we are highlighting this month is Dr. Roybal.
- 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.
- Ms. Cooper said she'd like to thank John Baackes for the news interview he did and for his advocacy.
- Ms. Nicholas said the CO&E department has created a sheet with each member's name, address and California State Senator and Assemblyman. The sheets were passed out to each member.
- Ms. Rodriguez 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 the Fall Conference has been cancelled. The following talking points were created 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.

Courtney Nicholas,
Field Specialist

- 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.

- Hilda Perez, *BOG Member Representative*, said that it is a loss as members said in that they wanted more opportunities to interact.
- Ms. Cooper recommended that the conference be reinstated because it is important and because the decision should have gone to ECAC first.
- Auleria Eakins, *CO&E Manager*, said based on her conversation with Francisco Oaxaca, *Senior Director of Communications and Community Relations*, he made the decision to cancel the conference because he thought it would give us an opportunity to reevaluate where we are as a department, as an advisory unit to ensure that we look at the value that we bring as advisory entities. We are trying to fine tune a strategic plan that helps us to move forward.
- Estela Lara, *Member*, said that there is a lot of information gained at the conferences. She said new members need to have that opportunity to get together with other members.

		<ul style="list-style-type: none"> • Ms. Cooper said she would like to make a motion to reinstate the Fall Conference. • The following motion was passed by the committee: <p>Motion to reinstate the previously cancelled 2017 Fall Conference to occur sometime before December 31, 2017 and to ensure that, moving forward, there will be two conferences each fiscal year beginning in FY 2018 with both a spring and fall conference, for a total of three conferences (Fall/Winter 2017, Spring 2018 and Fall 2018) to be conducted by September 30, 2018.</p> <p><u>ECAC Meeting Attendance</u></p> <ul style="list-style-type: none"> • Channary Lim will attend the September 13, 2017 ECAC meeting at L.A. Care Health Plan. • Virginia Martinez 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"> • Laura Rhone will attend the September 7, 2017 BOG retreat at the California Endowment. The meeting will be from 8:30a.m. until 2:30p.m. • Maria Ramos will attend the October 5, 2017 BOG meeting at L.A. Care Health Plan. This is a placeholder meeting and may or may not occur. <p>Cristina Coria, from the office of Assemblyman Raul Bocanegra, said that she is at the meeting to hear about the concerns of the community members. She said that she can be a contact for any issues for the Assemblyman.</p>
III.	GET UP & MOVE	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"> ▪ Janet Henderson, <i>Member</i>, said she has a problem with her doctor at Kaiser. She said the doctor will not give her a prescription to help her sleep. Ms. Nicholas said that Ms. Henderson should contact Kaiser directly and contact Member Services about her issue with her doctor. ▪ Ms. Cooper said she's concerned about the form that doctors are asking members to sign for advanced health care. She said she wonders if this is being overly pushed and the video that they are having patients watch can be stressful.
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>Cristina Garcia 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-PLAN	<p>The topic for the 2017 Community Work Project is: Increasing access to dental care. The ad-hoc selection committee chose the African American Leadership Organization (AALO) and Valley Care Community Consortium (VCCC) as the recipients of the \$5,000 (\$2,500 each).</p> <p>Anthony Ortiz-Luis, <i>Director, Valley Care-Community Consortium (VCCC)</i>, gave an update on the Oral Health Initiative work plan project. VCCC has begun an asset-mapping project to find information on all the Denti-Cal providers in the San Fernando Valley. There was a phone banking day that the RCAC assisted with. About 45 providers were reached during that time. In total, 215 providers have been contacted and 180 have been reached.</p>
VII.	FUTURE AGENDA ITEMS	<ul style="list-style-type: none"> ▪ A member asked if there were some resources that L.A. Care could provide for parents to address the racism that children may be experiencing. Ms. Rodriguez gave a number to reach a LAUSD psychologist 213-482-3854.
VIII.	PUBLIC COMMENT	<ul style="list-style-type: none"> ▪ Sophy Mom, <i>Member</i>, said the Khmer translations of the meeting ground rules poster, agenda and summary are incorrect. So the members are unable to understand the translations. They are out of context.
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 1:00 PM. ▪ The next RCAC 2 meeting is scheduled for Monday, October 16, 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: _____
Courtney Nicholas, *Community Outreach & Engagement Field Specialist*

Approved by: _____
Ana R. Righe, *RCAC Chair*