



**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, October 16, 2017  
 10:00am - 12:30pm

**MEMBERS**

	( )	<b>COMMUNITY PARTNERS</b>	<b>GUESTS/PUBLIC</b>
Maricruz Alvarez	( )		
Rosa Avalos	( )	LAC DPH - SPA 2	Shelly Hash, <i>Spanish Interpreter</i>
Chun (Michael) Choe	( )	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	( )		Anthony Ortiz-Luis, <i>Valley Care Community Consortium</i>
Channary Lim	( )	<b>STAFF/MANAGEMENT</b>	German Olvera, <i>Guest</i>
Virginia Martinez	( )	Kristina Chung, <i>Field Specialist</i>	Rita Thomas, <i>Guest</i>
Sophie Mom	( )	Jose Ricardo Rivas, <i>Liaison</i>	
Sina Nhek	( )	Courtney Nicholas, <i>Field Specialist</i>	
Maria G. Ramos	( )	Idalia Chitica, <i>CO&amp;E Supervisor</i>	
Laura Rhone, <b>Vice-Chair</b>	( )	Judy Hsieh Bigman, <i>Senior Communications Specialist</i>	
Socrates Rodriguez	( )	Meagan DeLeon, <i>Interpreting Specialist</i>	
Ana Rodriguez, <b>Chair</b>	( )	Marie Mercado Grijalva, <i>Manager – Culture &amp; Linguistics</i>	
		Maricel Amurao, <i>Member Navigator</i>	

**Attendance: 15 Members, 0 Community Partners, 0 Providers, 8 Public, 8 Staff**  
**( ) present, (E) excused absence, (U) unexcused absence**

	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW- UP
I.	<b>WELCOME &amp; INTRODUCTIONS</b>	<ul style="list-style-type: none"> <li>• Laura Rhone, <i>Vice-Chair</i>, called the meeting to order at 10:05 a.m. and asked everyone to introduce themselves.</li> <li>• Ana Rodriguez, <i>Chair</i>, arrived at 10:14 a.m. to lead the meeting.</li> <li>• Kristina Chung, <i>Field Specialist</i>, introduced herself as the new Field Specialist assigned to RCAC 2. Courtney Nicholas has been assigned to other RCACs. Ricardo Rivas will continue to work with RCAC 2 as the <i>Liaison</i>.</li> </ul>
II.	<b>BUSINESS</b> Approval of Agenda & Summary  Ana Rodriguez, <i>Chair</i>	<p><u>Approval of Agenda &amp; Meeting Summary</u></p> <ul style="list-style-type: none"> <li>• Kristina Chung reviewed the meeting agenda.</li> <li>• Elizabeth Cooper expressed her concern regarding agenda items. More specifically, she wanted to know how members can add agenda items. Kristina explained that members who would like to add an agenda item should contact Kristina at least 3 days before the meeting.</li> <li>• The agenda was approved as presented with one abstention.</li> <li>• Ana Rodriguez, <i>Chair</i>, asked the group to review the August 2017 meeting summary.</li> <li>• Ms. Cooper stated that on page 7 under the Business section, it was noted that she would like members to be called and asked if they have anything to add to the agenda prior to the meeting.</li> <li>• Estela Lara asked a question about page 2 of the CO&amp;E report where Ms. Guadarrama Rodriguez was mentioned. Kristina said that the name is incorrect and it should be corrected to Ana Rodriguez.</li> <li>• The meeting summary was approved with the correction of Ana Rodriguez’s name.</li> </ul> <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 (Channary Lim/Ana Rodriguez)</u></p> <ul style="list-style-type: none"> <li>▪ There was no report.</li> </ul>

Judy Hsieh Bigman,  
Senior  
Communications  
Specialist

October 2017 ECAC Report (Virginia Martinez/Ana Rodriguez)

- L.A. Care celebrated Customer Service Week called “Walks in My Shoes”. This event helped build awareness about the challenges that those who have various health conditions and disabilities deal with on a day to day basis.
- L.A. Care Safety Net Initiative Grants (Adaptive Equipment) - L.A. Care hosted an on-site equipment fair on October 3, 2017. ECAC members and other consumer advisory members who have expressed interest in this were invited. All the clinics who were awarded L.A. Care grants were able to talk to the vendors about the various adaptive equipment available.

September 2017 BOG Report (Laura Rhone, Vice-Chair)

- President Trump’s executive order will affect Covered CA. It is not clear how this will affect services.

October 2017 BOG Report (Maria Ramos)

- There was no report.

**ECAC Meeting Attendance**

- Socrates Rodriguez will attend the November 8, 2017 ECAC meeting at L.A. Care Health Plan.
- Maricruz Alvarez will attend the December 13, 2017 ECAC meeting at L.A. Care Health Plan.

**BOG Meeting Attendance**

- There is no BOG meeting in November.
- Chun “Michael” Choe will attend the December 7, 2017 BOG meeting at L.A. Care Health Plan. This is a placeholder meeting and may or may not occur.

**CO&E Report**

Operating Rules

Judy Hsieh Bigman reviewed the changes to the Operating Rules.

Ms. Cooper expressed her concern that members were not asked for input. She also asked why it needed to be amended. Judy explained that the Operating Rules needed to be revised because of the addition of the CCI Councils.

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.

Points to Review and Vote:

**1. Dual Membership**

Yes: 10

No: 1

**2. Recertification**

Yes: 8

Abstentions: 2

**3. Code of Conduct**

Yes: 10

Abstentions: 3

**4. Provisional Membership (6 months)**

**Requirements: 1) New Member Orientation**

**2) ECAC or BOG attendance**

**3) RCAC meetings**

Yes: 11

No: 2

- Amendment (Discussed but did not pass):

After new members are approved by the BOG, they should receive their stipends. If they don't meet the membership requirements, they should receive a letter notifying them that they will not receive a stipend until they meet the requirements.

**\*\* Operating Rules Vote:**

Yes: 11

Abstentions: 3

	<p>Ricardo Rivas, <i>Liaison</i></p> <p>Kristina Chung, <i>Field Specialist</i></p>	<p><u>Fall – December 2017 Conference</u></p> <ul style="list-style-type: none"> <li>The Conference has been rescheduled to December 15, 2017 and will take place from 8:30 am – 3:00 pm.</li> <li>The Conference will be held at St. Anne’s located at 155 N. Occidental Blvd., Los Angeles, CA 90026.</li> <li>Members were asked to sign up for the conference and transportation.</li> <li>RCAC 2’s pick up location will be the Pacoima Family Resource Center at 7:15 a.m.</li> </ul> <p><u>ECAC Leadership Training</u></p> <ul style="list-style-type: none"> <li>The first scheduled ECAC Leadership Training is on Wednesday, November 15, 2017 from 8:30 a.m. to 2:30 p.m. at L.A. Care Health Plan. The training is mandatory for all Chairs, Vice-Chairs and At-Large members.</li> </ul> <p><u>New RCAC Agenda</u></p> <ul style="list-style-type: none"> <li>CO&amp;E will be implementing a new RCAC agenda format starting February 2018. Members will be receiving more information during the December Conference.</li> </ul>
III.	<b>GET UP &amp; MOVE</b>	Due to a lack of time, the committee took a couple of minutes for a break.
IV.	<b>REGIONAL ISSUES</b>	<p><u>Member Issues</u></p> <p>Due to the lack of time, regional issues were not discussed. If a member has an urgent issue, they were asked to talk to the Member Navigator at the meeting.</p>
V.	<b>COMMUNITY AFFAIRS</b>	<p><b>A. <u>Health Topic</u></b></p> <ul style="list-style-type: none"> <li>The Health Topic for this meeting is Breast Cancer.</li> </ul> <p><b>B. <u>Culture &amp; Linguistics (C&amp;L) Presentation</u></b></p> <ul style="list-style-type: none"> <li>Due to the lack of time, the C&amp;L Presentation will be pushed to the December 2017 RCAC 2 meeting.</li> </ul>
VI.	<b>RCAC/COMMUNITY WORK-PLAN</b>	<p><b><u>2017 RCAC Work Plan Project</u></b></p> <ul style="list-style-type: none"> <li>As part of the Oral Health Partnership, the African-American Leadership Organization (AALO) was invited to provide a final report on their project but they did not attend the meeting.</li> </ul> <p><b><u>2018 RCAC Work Plan Project</u></b></p> <ul style="list-style-type: none"> <li>Idalia De La Torre, <i>Field Specialist Supervisor</i>, presented on the 2018 Work Plan Project.</li> <li>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.</li> </ul>

		<ul style="list-style-type: none"> <li>▪ CO&amp;E staff will be trained on the 3 selected topics and they will then provide the trainings to RCAC members.</li> <li>▪ Members were asked to complete the surveys at the meeting.</li> </ul>
VII.	<b>FUTURE AGENDA ITEMS</b>	<ul style="list-style-type: none"> <li>▪ Arleta Urgent Care – a member requested more information on this urgent care facility.</li> </ul>
VIII.	<b>PUBLIC COMMENT</b>	<p><b><u>Valley Care Community Consortium (VCCC)</u></b></p> <ul style="list-style-type: none"> <li>▪ Anthony Ortiz-Luis from VCCC offered RCAC 2 members wristbands for Care Harbor.</li> <li>▪ Care Harbor will take place from November 17-19, 2017 at The Reef (1933 S. Broadway, Los Angeles).</li> <li>▪ In order to receive services, a wristband is required and will be distributed on November 11<sup>th</sup> and 12<sup>th</sup>.</li> <li>▪ Thanks to VCCC, RCAC 2 members who are interested in attending Care Harbor will receive a wristband before the event.</li> </ul>
IX.	<b>EVALUATIONS</b>	<ul style="list-style-type: none"> <li>▪ Members were reminded to complete and turn in the meeting evaluation included in their packets.</li> </ul>
X.	<b>ADJOURNMENT</b>	<ul style="list-style-type: none"> <li>▪ The meeting was adjourned at 12:46 P.M.</li> <li>▪ The next RCAC 2 meeting is scheduled for <b>Monday, December 18, 2017</b> from 10:00 am to 12:30 pm at <b>L.A. Care’s Family Resource Center – Pacoima</b> (10807 San Fernando Road, Pacoima, CA 91331).</li> </ul>

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

Approved by: \_\_\_\_\_  
 Ana Rodriguez, *RCAC 2 Chair*