



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, June 19, 2017
 10:00am - 12:30pm

MEMBERS

	()	COMMUNITY PARTNERS	GUESTS/PUBLIC
Maricruz Alvarez	()		
Rosa Avalos	(E)	LAC DPH - SPA 2	Shelly Hash, <i>Spanish Interpreter</i>
Ana Maria Barraso	()	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	()	STAFF/MANAGEMENT	Socrates Rodriguez, <i>Guest</i>
Chanary Lim	(E)	Courtney Nicholas, <i>Field Specialist</i>	Anthony Ortiz-Luis, <i>VCCC</i>
Virginia Martinez	()	Jose Ricardo Rivas, <i>Liaison</i>	Mario Sandoval, <i>Guest</i>
Sophie Mom	(E)	Sebastian Lopez, <i>Member Services</i>	Elda Sevilla, <i>Guest</i>
Sina Nhek	()	Judy Hsieh Bigman, <i>Communications</i>	Gary Stein, <i>Guest</i>
Dolores Padilla	(E)	Meagan DeLeon, <i>Cultural & Linguistics Services</i>	Marlene Rowlett, <i>AALO</i>
Maria G. Ramos	()	Mariah Walton, <i>CCI</i>	Jessica Sullivan, <i>AALO</i>
Laura Rhone, <i>Vice-Chair</i>	()	Auleria Eakins, <i>CO&E Manager</i>	
Ana Rodriguez, <i>Chair</i>	()	Idalia Chitica, <i>CO&E Supervisor</i>	

Attendance: 11 Members, 0 Community Partners, 0 Providers, 12 Public, 8 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"> ▪ Courtney Nicholas, <i>Field Specialist</i>, reminded everyone that the meeting will be recorded. ▪ Ms. Nicholas then read L.A. Care’s mission statement. ▪ Ms. Nicholas announced that Laura Rhone, <i>Vice-Chair</i>, would be running the meeting. ▪ Ms. Rhone called the meeting to order at 10:00 AM and asked everyone to introduce themselves.
II.	<p>BUSINESS Approval of Agenda & Summary</p> <p>Laura Rhone, <i>Vice-Chair</i></p> <p>Ana Rodriguez, <i>Chair</i></p>	<ul style="list-style-type: none"> • Ms. Nicholas said that because there was no quorum, the committee could not approve the agenda or the summary. • Today’s meeting agenda was reviewed by the group. • Diana Leff, <i>Member</i>, said that in our society mental health care seems to be cut often and that there isn’t enough focus on the issue. • Estela Lara, <i>Member</i>, said there were a number of spelling errors in the summary from the May 8, 2017 meeting. • Ms. Nicholas said that because she was not present for the May meeting and did not write the summary, she needed members to specifically point out the misspelled words and errors. • Elizabeth Cooper, <i>Member</i>, said that she wanted the motion that she brought in the Global Member Issues section to include the word housing. Auleria Eakins, <i>CO&E Manager</i>, said that the term “non-health related” was meant to include housing. Ms. Nicholas said that because non-health related is inclusive, the minutes would not be changed to include the word housing. • Ana Maria Barraso, <i>Member</i>, said that her name was misspelled in the summary as well. • Ms. Nicholas said that because there were changes to the summary, the summary would be brought back to the members at the next meeting. • Ms. Nicholas said that because more members had arrived, we could pass the motion to approve the agenda. The agenda was approved. <p style="text-align: center;"><u>June 2017 ECAC Report</u></p> <ul style="list-style-type: none"> • <u>Standing Items</u> • <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, *Chief Medical Officer*, 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, attach you will find the document for your review.

- **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.
- **New Business**
- **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)
- **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.

Courtney Nicholas,
Field Specialist

- **Old Business**

- **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.

- **CO&E Report**

- Member Reports:
- Janet Henderson did not attend the May ECAC. Estela Lara reported in her place that Francisco Oaxaca, *Senior Director of Communications and Community Relations*, asked for information about Urgent Care centers near members. She also said that John Baackes, *CEO*, gave an update on the Affordable Care Act from his trip to Washington, DC.
- Ms. Lara also reported on her legislative office visit with Ana Rodriguez, *Chair*, and Wilma Ballew, *CCI Council Area 2*. They discussed the vision care bill with San Fernando Valley legislators and their representatives.
- Mrs. Cooper reported on the May BOG meeting. She said that Louise McCarthy is the new BOG chair. She has replaced Mark Gamble. She said she asked what members can do to address the ACA. She reported that Mark Gamble said that members can call their legislators.
- Maricruz Alvarez reported on the June BOG meeting. She said that John Baackes gave an update on dental care for children in the community.
- Ms. Nicholas said that the June BOG meeting was at the Michelle Obama Library in Long Beach. She said that each year the board chooses to have a meeting at an offsite location. The board met in the Antelope Valley last year and in Long Beach this year. Ms. Cooper asked if the RCAC could make a motion to come to the San Fernando Valley. Ms. Nicholas said that the RCAC 2 chair can make a recommendation to the ECAC to take to the BOG to have their next meeting in the San Fernando Valley.
- 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.
- The next ECAC Leadership Training will be Wednesday, June 21, 2017. The topic will be Member Issues. The chair and vice-chair will discuss what they learned in the training at the August RCAC meeting.
- The new Palmdale Family Resource Center is now open. There were Grand Opening events on June 16th and 17th.

- Mrs. Cooper asked if the ECAC Leadership Training was a public event because she has some concerns about the training. Ms. Eakins said that the trainings are for the chairs and vice-chairs only and that the public is not allowed. Ms. Eakins said that the department is looking at bringing more training to RCAC members.
- Ms. Rodriguez attended the Palmdale FRC Grand Opening. She said that it was a very nice event. There were local politicians, folklorico dancers and the RCAC members were acknowledged by Mr. Oaxaca.

ECAC Meeting Attendance

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

BOG Meeting Attendance

- Ana Rodriguez will attend the July 26, 2017 BOG meeting at L.A. Care Health Plan.

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.
- There were concerns about the rules of "Provisional Membership". Judy assured the group that Provisional Membership rules do not apply to existing members.
- Janet Henderson, *Member*, asked if there were any limits on membership. Ms. Bigman said there are ways that members can lose their membership but there are no term limits on membership.
- Ms. Henderson also asked for an explanation on RCAC and CCI Council. She asked if someone can be a member of both. Ms. Bigman said that someone cannot be a member of both committees.
- Ms. Rodriguez, *Chair*, said she has concerns about the 30-day eligibility grace period. She said it should be longer. Ms. Bigman said that she would take the suggestion to ECAC.

		<ul style="list-style-type: none"> Estela Lara, <i>Member</i>, asked if a person is eligible for both RCAC and CCI, who decides which committee that person can join? Ms. Bigman said that the member decides if they want to be a member of the RCAC or CCI Council.
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 called Kaiser and left a message about a prescription. No one called her back. She called again, a day later. She called multiple times in the following days and her prescription was never filled because the pharmacy never got the message from the doctor. An on-call doctor finally approved the prescription. This has happened many times and she wants to file a grievance. Ms. Nicholas said Ms. Henderson should write down the details of this incident and file a grievance with Kaiser. She also said that Ms. Henderson should speak with the Health Navigator about the incident. Ms. Cooper asked what members can do if services are cut from the Affordable Health Act. Ms. Rhone, <i>Vice-Chair</i>, said that nothing is official yet so there isn't much that can be done. Ms. Nicholas said that because we don't know the details of the changes, Ms. Cooper should speak with Member Services or the Health Navigator about her options.
V.	COMMUNITY AFFAIRS	<p><u>Health Topic</u></p> <ul style="list-style-type: none"> The Health Topic for this meeting is Physical Activity. <p><u>Cultural & Linguistics</u></p> <ul style="list-style-type: none"> The Cultural & Linguistics Services department was scheduled to give a presentation but due to time, it was rescheduled to the August meeting.
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>Jessica Sullivan, <i>Executive Director, African-American Leadership Organization</i>, spoke about AALO's participation in SummerFest at El Cariso Park in Sylmar on June 3rd. AALO shared information on oral health, passed out toothbrushes and apples. Some RCAC 2 members attended the event and assisted in a number of activities throughout the day. They said that they had a great time. Ms. Sullivan said that there will be ongoing outreach to churches throughout the San Fernando Valley.</p>

		Anthony Ortiz-Luis, <i>Director, Valley Care-Community Consortium (VCCC)</i> , said VCCC's project will involve asset-mapping in having members go to dental care providers and ask about their services. We will start by going to the Oral Health Access Committee meeting on Thursday, July 29 th at the Zev Yaroslavsky Family Support Center, 7555 Van Nuys Blvd. Starting in July, volunteers will be trained to go to dental providers to ask about services offered: adults, children, insurance, etc.
VII.	FUTURE AGENDA ITEMS	<ul style="list-style-type: none"> ▪ Ms. Cooper would like a presentation from the Regional Center to talk about the services they provide to the community.
VIII.	PUBLIC COMMENT	<ul style="list-style-type: none"> ▪ There were no comments from the public.
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 12:45 PM. ▪ The next RCAC 2 meeting is scheduled for Monday, August 21, 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: 
 Laura Rhone, *RCAC 2 Vice-Chair*