



**Regional Community Advisory Committee (RCAC)
Region 3 - Alhambra, Pasadena, Foothill - Committee Summary**

**Rosemead Community Center
3936 Muscatel Avenue, Room 4
Rosemead, CA 91770
Tuesday, December 19, 2017
9:30 A.M. - 12:00 P.M.**

<u>MEMBERS</u>				<u>GUESTS/PUBLIC</u>	<u>STAFF</u>
Margaret "Maggie" Belton, <i>Vice-Chair</i>	()	Lidia Parra	()	Eduardo Kogan, <i>Spanish Interpreter</i>	Felicia Gray, <i>Interim Field Specialist Liaison</i>
Cynthia Conteas-Wood, <i>Chair, Community Partner</i>	()	Marta Ramirez	()	Pamela, <i>Spanish Interpreter</i>	Victor Rodriguez, <i>Liaison</i>
Adán N. Fernández	()	Veronica Ramirez, Jennifer Ing, CHAPCare <i>Community Partner</i>	()	Christina Harro, <i>Chinese</i> Henry Tung, <i>Chinese</i>	Idalia Chitica, <i>Field Specialist Supervisor</i>
Shekelia Harvey	()	Devon Rax, <i>Provider</i>	()		
Daniel W. Kwong	()	Gonzalo Sandoval	()	Hilda Perez, <i>Consumer Member Board Member</i>	<u>Health Navigator</u>
Fung Ha Leung Kwong	()	Roberto Santos	()	LayLa Delgado, <i>Member Advocate Board Member</i>	Jose Avila, <i>Member Relations Navigator</i>
Anna Ochoa, <i>Community Partner</i>	(U)	Mirsa Serrano, <i>Community Partner</i>	()	Jessy Cairo, <i>Home Health Aide</i>	
Oleeta Igar, <i>Community Partner</i>	()	Rosa Ureña	()		

**Attendance: Members (7), Community Partners (2), Providers (1), Public (4), Staff (7)
() present, (E) excused absence, (U) unexcused absence**

I.	WELCOME & INTRODUCTIONS	<ul style="list-style-type: none"> • Cynthia Conteas-Wood, <i>RCAC 3 Chair</i>, called the meeting to order. Everyone introduced themselves. • Felicia Gray introduced herself as the Interim Field Specialist and informed members that the permanent Filed Specialist Frank Mesa was on LOA. • Lidia Parra, RCAC 3 member read the meeting “Ground Rules”. • Felicia Gray, Interim Field Specialist read the L.A. Care Mission Statement, CO&E 3 Pillars, meeting goals and reviewed the folder contents.
II.	BUSINESS Approval of Agenda & Meeting Summary ECAC & BOARD Report Cynthia Conteas-Woods, <i>Chair</i>	<p><u>Approval of Agenda & Meeting Summary</u></p> <ul style="list-style-type: none"> • The December 19, 2017 agenda was approved as presented. Additionally, Cynthia Conteas-Woods, Chair discussed allocation of time to cover each section of the agenda. She asked for a vote to accept the agenda. All members were in agreement. • The October 17, 2017 summary was approved as presented. <p><u>Decemberr 2017 ECAC Report</u></p> <ul style="list-style-type: none"> • <i>Cynthia Conteas-Woods</i> reported on the following: <ul style="list-style-type: none"> ➤ The name for the community Advisory meetings changed to CAC (Community Advisor Committee) to be more inclusive of RCAC and CCI members. ➤ Brilliant Corners is an organization that L.A. Care has worked with in the past. This organization provides money to homeless individuals to assist them with paying for rent. 10 million dollars has been allocated for the next 3 years to help the homeless population. ➤ During the last BOG meeting, patients and concerned staff of the DC3 (Down Town Coordinated Care Clinic) expressed concerns regarding the abrupt closure of the clinic. Mr. Baackes, L.A. Care CEO, stated that the relationship will continue with the clinic. He also stated that the clinic had some internal problems regarding finances and fraud but that doesn’t mean the clinic does not do good work. L.A. Care will continue to support the clinic and provide oversight to the organization. ➤ eManagement is a new program that will allow primary care physicians (PCPs) to contact a therapist for further diagnosis if a patient comes in with behavioral health issues. The PCP will use a check list to help diagnose any behavioral health issues before contacting the therapist. ➤ Rosa Ureña, RCAC 3 member, asked if there was a cost for patients if their PCP used eManagement. Ms. Ureña shared that she has a friend that was charged \$350 for being referred to a therapist. Ms. Ureña was informed that there is no charge for using eManagement as it is a program for the PCP to use as a resource. If the person referred to see a therapist was charged, the individual has to call their health plan or Member Services department for assistance.

- Dr. Seidman, L.A. Care Health Plan Medical Director, gave a report on our HEDIS (Health Effectiveness Data and Information Set) scores. Ninety percent of health care organizations use this score as a criteria to measure how well they are doing as a health plan. L.A. Care did not receive high scores. Mr. Baackes, L.A. Care's Chief Executive Officer, is aware of our rating and the organization is actively making changes to improve our scores.
- The ECAC Operating Rules motion passed and will be forwarded to the Board of Governors for final approval.
- Martin Vicente, Community Outreach Field Specialist, gave a report on the 2017 Oral Health partnerships. 28 applications were received. 17 were funded up to \$500.00 to help fund oral health screenings, educational programs, and health kits.
- Mr. Baackes spoke about the passing of the new tax bill. Mr. Baackes is still not clear on how it will impact L.A. Care but will continue to keep ECAC and the Community Advisory Committee members informed.
- Shekelia Harvey, RCAC 3 member, shared a concern in regards to Huntington Hospital. Currently, Huntington Hospital transports all their Medi-Cal emergency patients to White Memorial Hospital or Monterey Park Hospital after they have stabilized. Ms. Harvey was informed that Huntington Hospital is not contracted with L.A. Care Health Plan.

RCAC Members Attending ECAC

- Daniel W. Kwong, RCAC 3 member, is scheduled to attend the ECAC meeting on January 10, 2018.
- Maggie Belton, RCAC 3 Vice-Chair, will attend the ECAC meeting on February 14, 2018, in place of Cynthia Conteas-Wood as she has a scheduling conflict with her job.

RCAC Members Attending the Board of Governors (BOG)

- There is no meeting in January
- Gonzalo Sandoval, RCAC 3 member, is scheduled to attend on February 8, 2018.
- Maggie Belton, RCAC 3 Vice-Chair, is scheduled to attend on February 8, 2018.

Members were reminded that if they volunteer to attend the ECAC or the BOG meetings, they will be responsible for reporting back to the RCAC.

Member Engagement Incentive

- Members were informed that all eligible members will receive a \$25 gift card incentive for member engagement at the end of the meeting.

I-Speak Program

- Members were advised that the pilot program is open to all members from each RCAC and CCI areas. Two members will be selected from each area. If more than two members are interested, a selection process will

	<p>CO&E Report Felicia Gray, <i>Interim Field Specialist</i></p>	<p>take place.</p> <ul style="list-style-type: none"> • Idalia Chitica, Field Specialist Supervisor, reminded everyone that all members are encouraged to apply, accept for Chair and Vice Chair/ At-Large members and that this is an important opportunity to receive training to become a Chair or Vice-Chair. • Members were given an application and names of interested members were given to the Interim Field Specialist. • Members will have the opportunity to attend local office visits as well as travel to Sacramento to visit legislators. • The training will be held on Fridays from 8:30am to 2:30pm with lunch included. The application deadline is Wednesday, January 3, 2018. • The first training date is Friday, January 12, 2017 at L.A. Care Health Plan, 1055 West 7th Street. Los Angeles, CA 90017. <p><u>RCAC Vice-Chair/ Chair Leadership Presentation</u></p> <ul style="list-style-type: none"> • Maggie Belton, <i>Vice Chair</i> expressed her appreciation for being invited to attend the ECAC Leadership training. Ms. Belton discussed the following: <ul style="list-style-type: none"> ➤ Ms. Belton covered the importance of being aware of warning signals and the different styles a meeting can be facilitated. ➤ Ms. Belton asked members to be alert during the meeting and respond to agenda items being discussed. ➤ Ms. Belton reminded the RCAC 3 members that they are fortunate to have a diverse group and that not all the RCACs are as diverse. ➤ Ms. Belton reminded everyone that there are rules/ principles to running a meeting and to bring forth a motion is one example of meeting etiquette. ➤ Ms. Belton asked members to read the RCAC Chair & Vice-Chair Presentation slides and share one thing that they learned with her at the next meeting. <p><u>ECAC Leadership Training</u></p> <ul style="list-style-type: none"> • The next ECAC Leadership Training will be held on Friday, January 26, 2018. The training is mandatory for Chair and Vice Chairs. <p><u>RCAC Vice-Chair/ Chair Nomination/ Elections</u></p> <ul style="list-style-type: none"> • Nominations will start during the February and March meeting cycles and elections will take place during the April and May meeting cycles. We will have more information at our next meeting. • All Members were encouraged to run for the Chair and Vice-Chair positions. • Members were reminded that training will be provided to all new Chairs and Vice-Chairs.
III.	GET UP AND MOVE	<ul style="list-style-type: none"> • Members stretched and took a break.

	Group	
IV.	REGIONAL ISSUES <i>Group</i>	<ul style="list-style-type: none"> • Members requested a list of contracted urgent care facilities in the San Gabriel Valley. They stated that they have brought up the issue before and they received no response. The last list was provided over two years ago. • The members were informed that their assigned medical groups should provide a list of urgent care centers members can go to. • Jose Avila, Member Relations Navigator, informed the members that he would work with the Provider Network Department to get a revised urgent care list is possible.
V.	COMMUNITY AFFAIRS Cynthia Conteas-Woods, <i>Chair</i>	<p><u>Health Topic – STD Prevention</u></p> <ul style="list-style-type: none"> • Information on the health topic was distributed to everyone.
VI.	RCAC/COMMUNITY WORK-PLAN CO&E Report Felicia Gray, <i>Interim Field Specialist</i>	<p><u>2017/2018 RCAC Work Plan Projects</u></p> <p>This year the Community Work Plan Project has two focusses:</p> <p>A. <u>Partnerships</u></p> <ul style="list-style-type: none"> • The RCAC 3 members selected Diabetes as the partnership topic for the fiscal year. • The following members volunteered to be part of the application review committee: <ul style="list-style-type: none"> ➤ Cynthia Conteas-Woods ➤ Maggie Belton ➤ Adán N. Fernández ➤ Shekelia Harvey • The RCAC 3 members provided names of organizations that might be interested in applying for the Diabetes partnership. <p>B. <u>Outreach</u></p> <ul style="list-style-type: none"> • All RCAC members will be trained on three health topics: <ul style="list-style-type: none"> ➤ Diabetes ➤ Heart Health ➤ Cancer Screenings • Members will be asked to attend 3 community events in their area, with the approval of staff and distribute educational materials on the topic they have been trained on. <p>C. <u>Member Acknowledgement Form</u></p> <ul style="list-style-type: none"> • Members reviewed the 2018 Member Acknowledgement Form.

		<ul style="list-style-type: none"> • RCAC 3 members had concerns in reference to the amount of events members had to participate. They believe that three (3) community events are too much and does not give members enough flexibility if emergencies occur and they have to miss one event. • RCAC 3 members recommend changing the number events to two (2) to three (3) events and would like to present a motion to ECAC. • Idalia De La Torre, Field Specialist Supervisor, will speak with management. If management approves the RCAC 3 recommendation, a motion will not be presented to ECAC and all members will be notified of the change. • The committee agreed to the recommendation.
VII.	FUTURE AGENDA ITEMS	<ul style="list-style-type: none"> • No future items were discussed.
VIII.	MEETING EVALUATIONS	<ul style="list-style-type: none"> • Members were reminded to complete and turn in their meeting evaluations.
IX.	PUBLIC COMMENTS	<ul style="list-style-type: none"> • No public comments
X.	ADJOURNMENT	<ul style="list-style-type: none"> • The meeting was adjourned at 12:00 p.m. • The next RCAC meeting is scheduled for Tuesday, February 20, 2018 from 9:30 AM - 12:00 PM and will be held at the Rosemead Community Center located at 3936 Muscatel Avenue, Room 4, Rosemead, California 91770.

Respectfully Submitted by: 
Felicia Gray, *Interim Field Specialist*

Approved by: _____
Cynthia Montegas-Wood, *RCAC 3 Chair*