



**Regional Community Advisory Committee (RCAC)
Region 4 (Hollywood, Wilshire, Central L.A., Glendale) Committee Summary**

Hope Street Family Center
1600 South Hope Street, Room 305
Los Angeles, CA 90015
Tuesday, September 19, 2017
9:00 a.m. – 11:30 a.m.

MEMBERS

				<u>GUESTS/PUBLIC</u>	<u>STAFF/MANAGEMENT</u>
Ana Santiago Alonso	(P)	Rachel Rose Luckey	(P)		
Araceli Aragon	(P)	Alfonso Noriega	(P)	Eduardo Kogan, <i>Interpreter</i>	Kristina Chung, <i>Field Specialist</i>
American Cancer Society, Community Partner	(U)	Theodora Parlanti	(P)	Hilda Villagran, <i>Interpreter</i>	Felicia Gray, <i>Liaison</i>
María Casarrubias	(P)	Silvia Poz	(P)	Toyin Idehen, <i>Public</i>	Maricel Amurao, <i>Health Navigator</i>
Sonia J. Claudio	(P)	Silvia Quezada	(P)	Jacqueline Nazarian, <i>Public</i>	Idalia De La Torre, <i>Field Specialist Supervisor</i>
Phyllis Coto	(P)	Esther Rivas	(P)	Wilma Ballew, <i>Public</i>	Desiree Gutierrez, <i>Regional Center Liaison</i>
Herceys Catalina Donis	(P)	Hercilia Salvatierra, Vice-Chair	(P)		
Hugo Flores	(P)	Ricardo Sanchez	(P)		
Mirna Gonzalez	(P)	Michael R. Shelton, Chair	(P)		
Gizelle James	(E)				

**Attendance: Members (17), Community Partners (0), Providers (0), Public (5), Staff (5)
(P) present, (E) excused absence, (U) unexcused absence, (R) Removed**

	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
I.	WELCOME & INTRODUCTIONS	<ul style="list-style-type: none"> • Michael Shelton, <i>Chair</i>, called the meeting to order. Everyone introduced themselves. • Hercilia Salvatierra, <i>Vice-Chair</i>, reviewed the Ground Rules. <ul style="list-style-type: none"> ○ We treat each other with respect ○ Only one member talks at a time ○ We don't have side discussions ○ We do not personally attack each other ○ We speak up when something is wrong or not working: we confront issues directly ○ Raise your hand and wait to be called on ○ Put cell phones on vibrate • Kristina Chung, <i>Field Specialist</i>, reviewed the meeting's agenda and folder.
II.	BUSINESS Approval of Agenda & Meeting Summary ECAC Report	<u>Approval of Agenda & Meeting Summary</u> <ul style="list-style-type: none"> • The agenda was approved as presented. • The July 18, 2017 meeting summary was approved as presented. <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 Meeting (Hugo Flores/Michael Shelton)</u></p> <ul style="list-style-type: none"> • Hugo Flores – The Operating Rules will be reviewed again. Members said that the changes need to be consistent. <ul style="list-style-type: none"> ○ Members also discussed issues with the transportation for doctor's appointments. • Michael Shelton - Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i>, gave an update on L.A Care's Safety Net Initiative Grants for Adaptive Equipment. <ul style="list-style-type: none"> ○ The consultant has completed the site visits of those organizations who applied for the Tranquada Safety Net Initiative Grant for Adaptive Medical Equipment. ○ Staff will ask the Board to fund over \$500,000 of adaptive equipment at 73 community clinic sites throughout Los Angeles County. ○ L.A. Care will be hosting an on-site equipment fair in October and will be extending invitations to consumer advisory members.

CO&E Report
Kristina Chung, *Field Specialist*

September 2017 BOG Meeting (Rachel Rose Luckey)

- The September meeting was a retreat and took place at the California Endowment.
- The Trump Administration plans to change some parts of the Affordable Care Act (ACA):
 - End the Cost Sharing Reduction (CSR) surcharge
 - End mandates that require people to have health coverage
 - Decrease budget for ACA advertising.
- 2017 Priorities:
 - Health care reform
 - Consumer issues
 - Product policy
 - High cost of drugs
- Deferred Action for Childhood Arrivals (DACA) – Because of fear of deportation, parents are requesting to pull their applications from the DACA program.
 - L.A. Care protects members’ information and will not share it with other agencies.

RCAC Members Attending ECAC Meeting

- Phyllis Coto will attend the October 11, 2017 ECAC meeting. Ana Santiago Alonso will be the back up.
- Ana Santiago Alonso will attend the November 8, 2017 meeting. Araceli Aragon will be the back up.

RCAC Members Attending Board of Governors (BOG) Meeting

- Alfonso Noriega will attend the October 5, 2017 meeting. This meeting is pending and staff will contact members if it is cancelled.
- Alfonso Noriega will attend the November 2, 2017 meeting (in case the October meeting is cancelled).

Operating Rules

- The Operating Rules will be presented and reviewed at the RCACs during the October and November RCAC cycles.
- Members will have the chance to review the revisions and share their concerns and suggestions.
- Members requested to receive the Operating Rules in the mail so that they could review it before the November RCAC 4 meeting.

“Operation Reset”

- In order to increase effectiveness the RCAC members will see changes in the way we operate.
- Some of the changes will include changes to the agenda, pilot training programs, community involvement and staff re-assignments.

		<p>More information will be provided during the October and November RCAC meeting cycles as well as during the December 2017 Fall Conference.</p> <p><u>Fall Conference</u></p> <ul style="list-style-type: none"> • The Fall Conference will take place December 15, 2018 from 8:30 a.m. – 3:00 p.m. The location has changed and will now be held at St. Anne’s (155 N. Occidental Blvd., Los Angeles, CA 90026). <p><u>ECAC Leadership Training</u></p> <ul style="list-style-type: none"> • The last ECAC Leadership Training will take place on Wednesday, September 20, 2017 from 8:30 a.m. to 2:30 p.m. • These trainings are mandatory for all Chairs, Vice-Chairs and At-Large members.
III.	GET UP AND MOVE	Members took a 10 minute break.
IV.	REGIONAL ISSUES Member Issues <i>Group</i>	<p><u>Member Issue 1</u></p> <ul style="list-style-type: none"> • Rachel Rose Luckey provided an update regarding pain management for gender re-assignment surgery. <ul style="list-style-type: none"> ○ Before the surgery, electrolysis is needed. Electrolysis is the permanent removal of hair. ○ In order to have electrolysis, lidocaine injections have to be given. These injections are numbing medication for such procedures. ○ Currently, when electrolysis is approved, there is no automatic approval of the lidocaine injections. Thus, Rachel has to pay out of pocket for the injections, which are very expensive. ○ Rachel has brought forth her issue to Member Services and her issue has been forwarded to Phinney Ahn, L.A. Care’s <i>Chief of Staff</i>, and Emmi Monsour of the Behavioral Health Department. ○ The goal is to make policy changes to ensure members can receive automatic approval for lidocaine injections if electrolysis is required. <p><u>Member Issue 2</u></p> <ul style="list-style-type: none"> • Mirna Gonzalez shared that her daughter’s eye doctor charged her to dilate her eyes. • Mirna contacted Member Services but have not heard back from them in a month. • Maricel Amurao, <i>Health Navigator</i>, provided ways members can report issues: <ul style="list-style-type: none"> ○ Contact VSP’s Member Services Department. Members receive their visions services through VSP. ○ Members can also contact LA. Care’s Member Services Department to bring up the issue on their behalf.

		<ul style="list-style-type: none"> ○ If L.A .Care’s Member Services Department does not get a response from VSP, it will then be forwarded to the Health Navigator. ○ Mirna will talk to Maricel after the meeting to follow up. <p><u>Transportation for Medical Appointments</u> Idalia De La Torre, <i>Field Specialist Supervisor</i>, shared that members have brought up transportation issues when going to their doctor appointments. She reminded members that it is very important that members report problems so that L.A. Care can improve transportation services.</p>
V.	COMMUNITY AFFAIRS	<p><u>Health Topic – Immunization</u></p> <ul style="list-style-type: none"> ● A handout on <i>Immunization</i> was passed out. <p><u>Autism/ASD Benefit Presentation</u></p> <ul style="list-style-type: none"> ● Desiree Gutierrez from the Behavioral Health Department presented on Autism and Autism Spectrum Disorder (ASD) benefits with L.A. Care Health Plan. ● Children with Autism/ASD have a developmental disability that may or may not impair functioning in one or more of the following areas: <ul style="list-style-type: none"> ○ Socialization/Social Interactions with Others ○ Verbal and Nonverbal Communication ○ Repetitive Behaviors ○ Problem Behaviors ● If children show symptoms of Autism, they should be seen by a Primary Care Physician as soon as possible for treatment and referral to a Regional Center. ● A list of Regional Centers was provided. ● Members were encouraged to contact the Behavioral Health Department for more information. ● A one page fact sheet was passed out.
VI.	RCAC/COMMUNITY WORK-Plan	<p><u>2017 RCAC Work Project – Comprehensive Community Health Centers (CCHC)</u></p> <ul style="list-style-type: none"> ● Toyin Idehen provided a final report on the Back to School Wellness Event. ● Approximately 970 people attended the event. ● Free dental screenings and education was offered to children between the ages of 0-6. ● Children’s activities included rock climbing, face painting and arts and crafts. ● CCHC thanked the RCAC members for volunteering at the event. <p><u>2018 RCAC Work Project</u></p> <ul style="list-style-type: none"> ● Idalia De La Torre, <i>Field Specialist Supervisor</i>, presented on the 2018 Work Plan Project.

		<ul style="list-style-type: none"> • The Health Education department has created a RCAC member survey. This survey asks RCAC members to select their top three HEDIS topics that they would like to receive more information on for the new fiscal year. • CO&E staff will be trained on the 3 selected topics and they will then provide the trainings to RCAC members. • Members were asked to complete the surveys at the meeting.
VII.	FUTURE AGENDA ITEMS	<ul style="list-style-type: none"> • A member requested more information about community services for seniors. • Since the RCAC is growing in size, a member suggested we move the meeting to a new location that will accommodate the RCAC. Members were asked to bring suggestions for other meeting sites.
VIII.	MEETING EVALUATIONS	Members were reminded to complete and return the evaluation forms found in the meeting packets.
IX.	PUBLIC COMMENTS	<ul style="list-style-type: none"> • Silvia Poz shared the following list of low-income housing apartments: <ul style="list-style-type: none"> ○ Crystal House Apartments – 1630 W. 3rd Street, Los Angeles ○ Nob Hill Towers – 2430 Ocean View Avenue, Los Angeles ○ The Loft at Downtown – 223 N. Alvarado Street, Los Angeles ○ The John Stuart Company - 888 S. Figueroa Street, Suite 700, Los Angeles, California 90017 Phone (213) 787 2700 • Silvia Poz will email Kristina the phone numbers of the apartments.
X.	ADJOURNMENT Michael Shelton, <i>Chair</i>	The next RCAC 4 meeting will be on Tuesday, November 21, 2017 from 9:00 AM - 11:30 AM at Hope Street Family Center located at 1600 S. Hope Street, Room 305, Los Angeles, CA 90015.

Respectfully Submitted by:



Kristina Chung, *Community Outreach Field Specialist*

Approved by:



Michael Shelton, *RCAC 4 Chair*