



Regional Community Advisory Committee (RCAC 5)
Region 5 - Culver City, Venice, Santa Monica, Malibu, Westchester
 Committee Summary
Veterans Memorial Building, Rotunda Room
 4117 Overland Avenue
 Culver City, CA 90230
 Monday, December 18, 2017
 2:00 p.m. to 4:30 p.m.

MEMBERS

GUESTS/PUBLIC

Trinida Arroyo	()	Romalda Meza	()	<u>COMMUNITY PARTNERS</u>		Eduardo Kogan, <i>Spanish Interpreter</i>
Angelica Bogarin	()	Maria Luisa Navarrete	()	Venice Family Clinic – Gabriela Quintanilla	()	Shelley Hash, <i>Spanish Interpreter</i>
Gloria Camarillo	(U)	Rudy Navarrete	()	Westside Children’s Center – Lawren Miller Askew	()	Amalia Palomares, <i>Guest</i>
Deysi Corona	()	Clotill Cleo Ray	()			Rosaura Peraza, <i>Guest</i>
Carmen Delgado	()	Guadalupe Reynoso	()			Maria Chavez, <i>Guest</i>
Maria de Jesus Leos	()	Susana Rios	(E)	<u>STAFF/MANAGEMENT</u>		Mobarka Choudhry, <i>Guest</i>
Vilma Diaz	()	Martha Rodriguez	()	Courtney Nicholas, <i>Field Specialist</i>		
Marco Galindo	()	Pascuala Rosales	()	Hilda Herrera, <i>Liaison</i>		
Lorena Gonzalez	()	Carmelo Salas	()	Miguel Casillas, <i>Health Navigator</i>		
Mariel Herrera	()	María Sanchez, <i>Chair</i>	()	Idalia Chitica, <i>CO&E Supervisor</i>		
Hoda Mansour	()	Lourdes Servin, <i>Vice-Chair</i>	()			
María Méndez	()	Sofia Sulca	()			

Attendance: 22 Members, 1 Community Partner, 0 Providers, 6 Public, 4 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"> ▪ Maria Sanchez, <i>Chair</i>, called the meeting to order at 2:00 p.m. and asked everyone to introduce themselves. ▪ Ms. Nicholas reviewed the items in the meeting folders. ▪ Ms. Nicholas reviewed the new meeting calendar for 2018.
II.	<p>BUSINESS Approval of Agenda & Meeting Summary</p> <p>Maria Sanchez, <i>Chair</i> and Lourdes Servin, <i>Vice-Chair</i></p>	<ul style="list-style-type: none"> • Ms. Sanchez asked the committee to review today’s agenda. • Ms. Nicholas said that there was one change to the agenda. In the Goal/Result section of the Business section, the agenda should say that the committee will review the <i>October</i> meeting minutes not August. • Clotill Cleo Ray, <i>Member</i>, said that her name was misspelled. • Today’s meeting agenda was approved as amended. • Ms. Sanchez asked the committee to review the October meeting summary. • Ms. Ray said that she never agreed to go to the September ECAC meeting and that the minutes should be amended to say that. • A member asked about the homelessness issue from the October 2017 ECAC report. Ms. Nicholas said that this is something that L.A. Care is trying to address through the Whole Person Care program and its internal Health and Homelessness workgroup. • The October 16, 2017 meeting summary was approved as amended. • Ms. Sanchez and Lourdes Servin, <i>Vice-Chair</i>, read the following December ECAC Report. <p style="text-align: center;"><i>December 2017 ECAC Report</i></p> <p>I. <u>Standing Items</u></p> <ul style="list-style-type: none"> • <u>Board Member Report</u> • Hilda Perez, Member, and Layla Delgado, Member Advocate of L.A. Care’s Board of Governors reported on the following from the December 2017 Board meeting: <ul style="list-style-type: none"> ○ There were many public comments in support of the Downtown Coordinated Care Center (or DC3) clinic. Mr. Baackes emphasized L.A. Care’s interest in working with DC3 and he will continue to reach out to the

leadership of the clinic.

- Board Chair Louise McCarthy told us that she attended the CCI Area 3 meeting. She will continue visiting other RCAC and CCI Council meetings. She invited all Board Members to attend RCAC and CCI Council meetings.
- Ms. McCarthy appointed Ms. Layla Gonzalez-Delgado to the Executive Committee in the Governance Committee chair seat.
- The Hospital Association of Southern California has appointed Mr. Robert Curry as the successor in place of Board Member Michael Rembis. Mr. Curry is awaiting formal appointment by the Board of Supervisors.
- Board Member Mark Gamble was voted as the Board's Treasure as Board Member Michael Rembis will no longer serve on the L.A. Care Board.
- Rachel Rose Luckey, RCAC 4 members, expressed difficulties with assistance in getting things approved for services needed and asked that more assistance be given to Ms. Monsour and the Behavioral Health Department.
- Andria McFerson asked the question as to who she had to speak to regarding the Health Promoters Program and getting more involved with the community.
- Board members, for 2018 can choose to donate their stipends to either the American Lung Association and/or Kurka Children's Health Fund.
- Dr. Seidman, Chief Medical Officer gave his report. He stated that they will ask about member experience and have a more robust survey as well as have a post visit survey. Both the pharmacies and the call center will be encouraging members to get their flu shot this season. A new program called e-management will be able to assist Primary Care Physicians with mental health services to be able to treat or diagnose depression and anxiety faster.
- Mr. Terry Brown from Human Services stated that they will be expanding where an employee can file a report/complaint. In light of the recent media events regarding harassment they will be revisiting some policies and possible expanding their training not just to management but to all employees.
- Mr. Roland Palencia gave a report regarding Brilliant Corners. Also, the Board approved a motion to continue to fund the Community Health Investment Fund (CHIF) another \$10 million for 2018 which would include \$4 million to further fund the Brilliant Corners Foundation to fund housing for homeless L.A. Care members.
- There is not Board meeting in January. The next scheduled meeting will be February 8, 2018.
- A list of motions approved by the Board of Governors at their December meeting was distributed at 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 on the following:
 - Family Resource Center Update
 - We have started work on the new L.A. Care Family Resource Center in East L.A. Currently, the staff is reviewing the final design of the inside of the center.
 - Meanwhile, the search has started for a location in the RCAC 4 area to pen another L.A. Care Family Resource Center. We will keep you updated on this process.
 - CAC Fall Conference
 - The Consumer Advisory Committee Member Fall Conference is this Friday, December 15th.
 - We are looking forward to bringing together all our CAC members to discuss the goals and objectives we have for the coming year, how we can work together to improve the health of the community, and also to acknowledge the accomplishments we have made in 2017.
 - Selection to serve on PASC Board
 - Finally, I'd like to recognize one of our ECAC members who was appointed to serve on the PASC board. The Personal Assistance Services Council (PASC) is the public authority for In-Home Supportive Services (IHSS) in Los Angeles County. Please join me in congratulating Wilma Ballew. She was appointed by County Supervisor Sheila Kuehl. This now give us two CAC members on the PASC board. Wilma joins another RCAC 3 Vice-Cahir, Maggie Belton on the PASC board.

II. Old Business

A. Approval of Revisions to the Operating Rules for the Community Advisory Committees and Executive Community Advisory Committee of L.A. Care Health Plan

- ECAC Approved the following motion on the proposed changes to the operating rules:
Motion: To approve the revisions to the Consumer Advisory Committee Operating Rules with the exception of the member recertification grace period; keeping the current 60-day grace period in the Operating Rules for the recertification of CAC members.
- The motion will be placed on the Board agenda on February 8, 2018. A 30 day public posting period is required before changes to the operating rules can be effective. We don't know yet what the Board will decided with respect to the ECAC motion. We will keep you informed on how the Board acted on the ECAC motion after they have meet in February 2018.

B. 2017 Oral Health Initiative Partnership Presentation

- Martin Vicente, Field Specialist, Community Outreach & Engagement gave a presentation on the 2017 Oral Health Initiative Partnership. He discussed the following:

- Program Goals
 - Increase Access to Dental Health for Vulnerable low income residents
 - Raise awareness of community dental health services and resources
 - Provide education on preventive dental health
- Selection Process
 - Opportunity to received up to \$5,000
 - Received a total of 28 applications and 17 were funded (a list of funded organization can be provided if you contact your assigned Field Specialist)
 - Applications were reviewed by CAC ad-hoc review committee
 - Required to be a not-for profit entity
 - Services were provided in L.A. County
- OHI Activities included
 - Health resources fairs
 - Back to school wellness events
 - Festivals
 - Community Based Organization open houses
 - Community partnership events
- Services and Resources
 - Dental Screenings
 - Information and resources
 - Oral Health exams
 - Dental Health Presentation
 - Dental kits
- Outcomes
 - Total sponsorship \$75,000
 - Dental Screening 491
 - Dental Cleanings 70
 - Distributed 6,000 toothbrushes
 - Disseminated 1,275 oral health kits
 - Outreach to 4,400 individuals
 - Other services: HIV testing, Hepatitis vaccines, Homeless resources and blood pressure screening

III. New Business

A. CCI Area 1 motion to ECAC

Courtney Nicholas,
Field Specialist

- **CCI Area 1** – Motion to request that L.A. Care staff investigated and report back their findings on Antelope Valley Hospital’s emergency room practices, including but not limited to: staff training on proper patient care, such as providing discharge, Durable Medical Equipment (DME) use, and medication instructions to patients; HIPPA compliance, and proper usage of personal protective equipment (PPE); and, their practice of referring emergency room patients to other hospitals.
- The motion was approved by ECAC and will be forward to internal departments for follow-up and next steps.

Member Reports

- November ECAC – Romalda Meza said there was a safety presentation and emergency drill during the meeting.
- December BOG – Marco Galindo did not attend the December BOG meeting.
- December ECAC – Clotill Cleo Ray said that if you have a chronic health problem, you can get a 90-day supply of medication, depending on where you get your medication from.

CO&E Report

- All eligible RCAC members will receive a \$25 member engagement incentive today.
- I-Speak advocacy training is a pilot advocacy training program for RCAC and CCI members who are not Chairs or Vice-Chairs. It will be a monthly training that will lead to this group doing either local legislative office visits or participate in Advocacy Day in Sacramento. The application deadline is Wednesday, January 3, 2018.
- Later in the meeting, the RCAC Chair and Vice-Chair will give a presentation on what they learned during the 2017 ECAC Leadership Trainings.
- The next ECAC Leadership Training is scheduled for Friday, January 26, 2018. The training is mandatory for all Chairs, Vice-Chairs and At-Large members.
- RCAC Chair and Vice-Chair nominations will start during the February meeting and the elections will be held during the April meeting.
- Ms. Nicholas asked the committee what they thought about the conference.
- A member said that the place was very pretty.
- A member suggested spacing the dialogue tables because the tables were too close together and you could overhear conversations from the other tables.

ECAC Meeting Attendance

- Guadalupe Reynoso will attend the January 10, 2018 ECAC meeting at L.A. Care Health Plan.
- Susana Rios will attend the February 14, 2018 ECAC meeting at L.A. Care Health Plan.

	<p>Maria Sanchez, <i>Chair</i> and Lourdes Servin, <i>Vice-Chair</i></p>	<p><u>BOG Meeting Attendance</u></p> <ul style="list-style-type: none"> • Vilma Diaz will attend the February 8, 2018 BOG meeting at L.A. Care Health Plan. • The committee asked for a list of attendees who are assigned to ECAC and BOG for 2018. Ms. Nicholas said that she will create one and bring it to the next RCAC meeting. • Ms. Nicholas reminded the group that assigned members are expected to attend the ECAC and BOG meetings and to bring a report of the meeting back to the RCAC. Any assigned member who does not cancel at least 24 hours prior to the meeting will have an unexcused absence and it will count against them according to the Attendance Policy. <p><u>ECAC Leadership Training Presentation</u></p> <ul style="list-style-type: none"> • Ms. Sanchez and Lourdes Servin, <i>Vice-Chair</i>, gave a presentation on the 2017 ECAC Leadership Trainings. • The trainings covered the following topics: <ul style="list-style-type: none"> ○ How We Listen is How We Communicate ○ Understanding L.A. Care Business ○ Motivating and Leading Member Issues ○ What is Diversity and Inclusion? ○ Advocacy
<p>III.</p>	<p>GET UP & MOVE</p>	<ul style="list-style-type: none"> ▪ Due to a lack of time, the committee took a couple of minutes for a break.
<p>IV.</p>	<p>REGIONAL ISSUES</p>	<p><u>Member Issues</u></p> <ul style="list-style-type: none"> ▪ A member said she went to Urgent Care near LAX. She said she liked the services there. ▪ Guadalupe Reynoso, <i>Member</i>, said she is having problems with her transportation to and from her medical appointments. Ms. Nicholas said that she should speak with the Navigator here at the meeting so that the issues can be documented with Member Services.
<p>V.</p>	<p>COMMUNITY AFFAIRS</p>	<p>A. <u>Health Topic</u></p> <ul style="list-style-type: none"> ▪ The Health Topic for this meeting is STD Prevention. An information sheet was shared with the group. <p>B. <u>Cultural & Linguistic (C&L) Services</u></p> <p>The representative from C&L did not attend the meeting.</p>

VI.	RCAC/COMMUNITY WORK-PLANS	<ul style="list-style-type: none"> • The 2018 Community Work-Plan Projects will have two pieces. • Partnership - This year each RCAC will have the opportunity to choose either Women’s Health or Diabetes for the Community Partnership. The committee will vote today on which of these topics they’d like to focus on. Also, we will choose an ad-hoc committee of 4 members. They will be responsible for reviewing applications if the RCAC receives more than two applications. Ms. Nicholas asked if the committee could identify any clinics, providers, community organizations and give that information to her. • The committee voted to focus on Women’s Health. • Ad-Hoc Committee Members: <ul style="list-style-type: none"> ○ Clotill Cleo Ray ○ Maria Sanchez ○ Sofia Sulca ○ Lourdes Servin • Outreach Topics - All RCAC members will be trained on three health topics (diabetes, heart health and cancer screening) starting at the February meeting. Members will be asked to attend 3 community events in their area, with approval of CO&E staff, and distribute educational material on the topics they have been trained.
VII.	FUTURE AGENDA ITEMS	<ul style="list-style-type: none"> ▪ There were no future agenda items discussed.
VIII.	PUBLIC COMMENTS	<ul style="list-style-type: none"> ▪ Idalia De la Torre, <i>CO&E Supervisor</i>, said there was a Member Acknowledgement Form that members signed at the conference. Those members who did not attend the conference will have copies of the form mailed to them. They will sign the form and mail it back to L.A. Care. ▪ Ms. Nicholas read the form to the committee and reminded the group that a copy will be mailed to them along with a self-addressed stamped envelope. ▪ Gabriella Quintanilla, <i>Venice Family Clinic</i>, asked if the committee would be interested in a presentation or series of presentations on the services at Venice Family Clinic. The committee agreed.
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. ▪ The next RCAC meeting is scheduled for Monday, February 26, 2018 from 2:00 p.m. to 4:30 p.m.

Submitted by: _____
Courtney Nicholas, *Community Outreach & Engagement*
Field Specialist

Approved by: *Maria Sanchez* *2/26/18*
Maria Sanchez, *RCAC 5 Chair*