



Regional Community Advisory Committee (RCAC)
Region 6 - Compton, Inglewood, Watts, Gardena, Hawthorne - Committee Summary
 L.A. Care Family Resource Center - Inglewood
 3111 W. Century Blvd., #100, Inglewood, CA 90303
 Thursday, June 15, 2017
 3:00 PM - 5:30 PM

MEMBERS: 23

STAFF/MANAGEMENT

Olivia Avalos	()	Irene Romero	()	Barbara Moore, <i>Community Partner</i>	(E)	Frank Meza, <i>Field Specialist, Community Outreach & Engagement</i>
Evangelina Cantero	()	Mary Romero	()	Marilyn Harris, <i>Community Partner</i>	(E)	Hilda Herrera, <i>Liaison, Community Outreach & Engagement</i>
Salma Diaz	()	Mary Smith	()	Lillian Rucker, <i>Community Partner</i>	(E)	Vanessa Bernal, <i>Health Navigator, L.A. Care Health Plan</i>
Brigitte Green	()	Irma Torres	()	Bryan F. Gaines, <i>Community Partner</i>	(E)	Miguel Casillas, <i>Health Navigator, L.A. Care Health Plan</i>
Celia M. Hernandez	()	Maribel Villa	()			
Edith Moreno	()	Dove S. Pinkney	()			<u>GUESTS/PUBLIC</u>
Maria E. Nuñez, <i>Vice Chair</i>	()	Andria McFerson, <i>Chair</i>	()			James Rolfe, <i>Executive Director, Covered Community</i>
Alba Perez	()	Celia Juarez	()			Mario Clemente, <i>APLA Health</i>
Hilda A. Perez, <i>Board Member</i>	()	Carrie Broadus, <i>Community Partner</i>	()			
Virginia Renaud	()	Janet H. Canterbury, <i>Community Partner</i>	(E)			

Attendance: 18 Members, 0 Community Partner , 0 Providers, 2 Public, 4 Staff
 () present, (E) excused absence, (U) unexcused absence, (R) removed

AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
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I.	WELCOME & INTRODUCTIONS	<ul style="list-style-type: none"> ▪ The RCAC meeting for the month of June was facilitated by the RCAC Vice-Chair, Maria Nunez. ▪ Maria Nunez, Vice Chair called the meeting to order at 3:00pm. Everyone introduced themselves. ▪ Frank Meza asked everyone to review the RCAC meeting “Ground Rules” and asked for volunteers to read a few of the points. ▪ Frank Meza asked a RCAC member to read L.A. Care’s “Mission Statement” to the group.
II.	BUSINESS Approval of Agenda & Meeting Summary Maria Nunez, <i>Vice Chair</i>	<p><u>Approval of Meeting Agenda & Summary</u></p> <ul style="list-style-type: none"> ▪ The agenda for June 15, 2017 was approved as presented. ▪ The summary for April 20, 2017 was approved as presented. <p>***** RCAC 6 members approved for the two agencies, APLA Health and Covered Community to provide an update on the Oral Health Initiative projects prior to the ECAC report *****</p> <p><u>Community Partners Presentation</u></p> <p><u>Covered Community</u></p> <ul style="list-style-type: none"> ▪ James Rolfe, Executive Director from Covered Community provided an update about their upcoming events that will support the RCACs work-plan theme of “Oral Health”. ▪ Mr. Rolfe is working with Vernbro Medical Group to continue their "My Community Cares Health Initiative". The event is scheduled for Saturday August 19th from 10am - 2pm at 231 W. Vernon Ave, Los Angeles, CA 90037. ▪ The RCAC will be involved the day of the event and flyers will be distributed to all RCAC members to promote the event when the flyer is finalized. <p><u>APLA Health</u></p> <ul style="list-style-type: none"> ▪ Mario Clemente, APLA Health, provided an update about the sponsorship events coming up that will focus on “Oral Health”. The health fair is aimed at engaging underserved populations in South Los Angeles to improve community health outcomes, and highlight the importance of oral health. ▪ The event will take place on August 19, 2017 at the Gleicher/Chen Health Center located at 3743 S. La Brea Ave., Los Angeles CA 90016. Mr. Clemente will provide a flyer for distribution when it becomes available. <p><u>ECAC Meeting Update</u></p> <ul style="list-style-type: none"> ▪ Andria Mc Ferson, RCAC Chair, provided information about a recommendation she made to ECAC at their June 14 meeting with regards to developing a Resource Book with information about services, resources that are available in Los Angeles County. Ms McFerson requested for this topic to be included in the ECAC

agenda at their July 12th meeting. Ms McFerson will provide an update about this topic at the next RCAC 6 meeting on August 17, 2017.

- Ms. McFerson provided an updated from the June14, 2017 ECAC meeting.

Board Member Report

- 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 1st is 2,120,000. It is expected that enrollment growth has leveled off.
- A list of the motions approved by the Board of Governors at their May meeting was included in the RCAC member packet.
- Hilda Perez, Consumer Representative to the Board of Governors added to the report by stating that the latest US Census data lists the population of L.A. County at 10.14 million. With just over 2 million members that means that approximately 1 out of every 5 county residents is an L.A. Care member.
- In addition, Ms. Perez informed the committee of her current legislative office visit with Senator, Ricardo Lara and the positive experience she has speaking to staff about the important issues that impact L.A. Care members and the community.

Government Affairs Update

- Members were informed to refer to the Government Affairs report that is in their packet.

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. A copy was provided in the RCAC member packet.

Frank Meza, *Community Outreach & Engagement*

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.

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 determinants 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.

RCAC Members Attending ECAC

- Irma Torres provided a short report from the June 14, 2017 ECAC meeting at L.A. Care Health Plan. Ms. Torres shared information about the issue that was included in the May Revise, which is for California to move toward coverage for all low income California residents up to age 26.
- Maribel Villa will attend the July 12, 2017 ECAC meeting at L.A. Care Health Plan.
- ECAC does not meet in August but will resume on September 13, 2017 at L.A. Care Health Plan.
- Dove Pinkney will attend the September 13, 2017 ECAC meeting at L.A. Care Health Plan.

Board of Governors Attendance

- There was no RCAC 6 member attendance at the June 1, 2017 Board of Governors meeting which took place at the Michelle Obama Library in the city of Long Beach.
- Evangelina Cantero will attend the July 26, 2017 Board of Governors meeting at L.A. Care Health Plan.
- The Board of Governors does not meet in the month of August but will resume on September 1, 2017 at L.A. Care Health Plan.
- Dove Pinkney will attend the September 1, 2017 Board of Governors meeting at L.A. Care Health Plan

Revisions to the “Consumer Advisory Committee Operating Rules”

- Frank Meza provided some history about the most recent process with regards to the Consumer Advisory Committee Operating Rules.
- ECAC made a recommendation at their April 12, 2017 meeting to not approve the revisions to the Consumer Advisory Committee Operating Rules, but to take the revisions back to the RCAC/CCI meetings to allow committee members enough time to review the documents and provide feedback.
- Once the information is reviewed by all RCAC/CCI members at their meetings, the operating rules will be added to the ECAC agenda for next steps.
- Prior to the review of the “Operating Rules” members were asked to follow along to ensure all members had an opportunity to ask questions or request more clarity on the sections that were revised.
- The majority of RCAC members did not have a copy at hand and a recommendation was made by Ms. Carrie Broadus, Community Partner, to table this topic for the August RCAC 6 meeting to ensure everyone has a copy and take ample time to review the documents prior to the next RCAC meeting.

		<ul style="list-style-type: none"> ▪ A motion was made to table the “Operating Rules” section and bring it back to the August 17th RCAC meeting. The motion was seconded and passed by the committee. ▪ L.A. Care staff will ensure all RCAC 6 members have a copy and are reminded to review the documents prior to their August RCAC meeting. <p><u>Children at RCAC/CCI Meetings Policy Letter</u></p> <ul style="list-style-type: none"> ▪ Hilda Herrera, provided an overview of policy letter that was mailed to all RCAC members. The letter redefines and provides additional clarity on the policy, which states children are not allowed at the RCAC & CCI meetings unless they are breastfeeding. ▪ The purpose of this policy is to ensure the all RCAC members are actively engaged throughout the meetings and that there are no interruptions during the meeting sessions. ▪ In addition, Hilda reminded members about the childcare reimbursement option if member require childcare services. ▪ Frank Meza encouraged to contact him if they had additional questions about the letter. <p><u>Communications & Community Relations Organizational Chart</u></p> <ul style="list-style-type: none"> • The Communications & Community Relations Organizational Chart was reviewed by the members so they familiarize themselves with staff and the departments reporting structure. • All RCAC members were encouraged to call the Toll-Free Line when contacting staff. <p><u>Transportation Policy Review</u></p> <ul style="list-style-type: none"> ▪ This section of the agenda was postponed for the next RCAC 6 meeting.
<p>III.</p>	<p>REGIONAL ISSUES <i>Group</i></p>	<p><u>Member Issues</u></p> <ul style="list-style-type: none"> ▪ RCAC members were encouraged to bring member issues to the RCAC meetings. Mr. Meza provided sample questions to help members identify potential issues, and emphasized on the importance of bringing issues forward. ▪ RCAC Member raised issues with regards to medication not being approved by her health plan. RCAC Member will speak to Health Navigator, Vanessa Bernal to provide additional assistance. ▪ Frank Meza provided RCAC members with the L.A. Care Members Services toll free number, and encouraged members to speak to the Member Relations Navigators who are present at all RCAC meetings and available to speak with them about issues or concerns they may have.
<p>IV.</p>	<p>GET UP & MOVE <i>Group</i></p>	<ul style="list-style-type: none"> ▪ All RCAC members took a 5 minute break.

V. COMMUNITY AFFAIRS
Group

Health Topic - "Physical Activity"

- A handout was distributed to everyone.

Cultural & Linguistics Annual Evaluation & General Needs Assessment (GNA) Results

- Rebecca Contreras, *Health Education and Cultural and Linguistics Department*, presented a report on the 2015-2016 Annual Report and Medi-Cal Group Needs Assessment (GNA). Ms. Contreras provided information on the following topics and requirements that we must meet as a health plan provider.
- Medi-Cal General Needs Assessment (GNA) Requirements are in the following areas:
 - Health Education and Cultural & Linguistics GNA must be completed every five years
 - Oversight by the Director/Manager of Health Education and/or C&L
 - Use of the following data sources (HEDIS, CAHPS, Claims and/or encounter data, DHCS standardized member survey)
- The General Needs Assessment (GNA) report format must include:
 - Member Demographics
 - Member Health Status and Disease Prevalence
 - Health Disparities
 - Considerations of Unique Populations
 - Utilization of Services
 - Member Survey Findings
 - Recommendations and Planned Actions
- California Department of Health Care Services Standardized Member Survey methodology and findings are the following:
 - Conducted in-house in April 2016
 - Mailed to 3,200
 - Randomized members in 11 Los Angeles County threshold languages
 - 7% return rate yielding 205 completed surveys
 - Randomized drawing for 50 \$20 gift card winners
 - Limited English Proficient Members
- Recommendations and planned actions for Cultural and linguistic services:
 - Continue to promote availability of no-cost translation and interpreting services to members
 - Create targeted messaging to SPDs
 - Remind providers to offer free, professional interpreting services to limited English proficient patients
 - Discourage use of family and friends as interpreters
- Requirements and expectations by the Health Education piece are:

		<ul style="list-style-type: none"> ○ Continue to promote diabetes and obesity prevention resources focusing on racial and geographic disparities ○ Continue to engage members to access My Health in Motion online health and wellness portal ○ Continue to offer women’s health workshops in select geographic regions ○ Continue efforts to improve childhood immunization rates ○ Expand the breadth and depth of health education materials on: <ul style="list-style-type: none"> ✓ Alzheimer’s disease ✓ Fall prevention ✓ Pneumococcal vaccination <ul style="list-style-type: none"> ▪ Ms. Contreras will follow up and bring back to the next RCAC 6 meeting a response to the questions that were made by members that required additional follow up.
VI.	RCAC/COMMUNITY WORK-PLAN <i>Group</i>	<p><u>Work-Plan 2016/2017</u></p> <ul style="list-style-type: none"> ▪ Covered Community and APLA Health provided information and updates about the “Oral Health Initiative Partnership at the beginning of the meeting and any additional information will be provided to the RCAC as it becomes available and in advance prior to the event dates.
VII.	FUTURE AGENDA	<ul style="list-style-type: none"> ▪ No future agenda items were presented.
VIII.	MEETING EVALUATIONS	<ul style="list-style-type: none"> ▪ All RCAC members took 10 minutes to complete the meeting evaluations.
IX.	PUBLIC COMMENTS <i>General Public</i>	<ul style="list-style-type: none"> ▪ Hilda Herrera informed members there are issues with the gift card that is normally provided to RCAC members for attending the RCAC meeting. As a result, members were instructed to complete a stipend for to receive a check for the attendance. ▪ Hilda Perez, Board Member reminded all RCAC members about the Grand Opening of the Family Resource Center in the Antelope Valley taking place on Saturday, June 17, 2017 from 10:00 a.m. to 1:00 p.m. located in the Towne Square, 2072 E. Palmdale Blvd. Palmdale, CA 93350. Ms. Perez encouraged member to attend if they are available. ▪ There were no additional public comments.
X.	ADJOURNMENT	<ul style="list-style-type: none"> ▪ The meeting adjourned at 5:30pm.

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| | | <ul style="list-style-type: none">▪ The next RCAC 6 meeting will be on Thursday, August 17, 2017 from 3:00 p.m. - 5:30 p.m. at the L.A. Care Family Resource Center in Inglewood located at 3111 W Century Blvd., Inglewood, CA 90303. |
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Respectfully Submitted by
Frank Meza, *Field Specialist*

Approved by:
Andria McFerson, *Chair*


