



Regional Community Advisory Committee (RCAC)
Region 9 – Long Beach
Committee Summary

Miller Family Health Education Center
3820 Cherry Avenue
Long Beach, CA 90807
Wednesday, September 18, 2017
9:00 a.m. - 11:30 a.m.

MEMBERS

				<u>STAFF/MANAGEMENT</u>	<u>GUESTS/PUBLIC</u>
Bunly Buth	()	Ravy Morrath	()		
Ichnarin Chea	()	Savy Pol	(U)	Kristina Chung, <i>Field Specialist</i>	Eduardo Kogan, <i>Interpreter</i>
Vandy Chin	()	Lorena Quezada	()	Hilda Herrera, <i>Liaison</i>	Paula Alvira, <i>Interpreter</i>
Maria Cruz	(E)	Samnieng Rous	()	Linda Snellenbarger, <i>Health Navigator</i>	Sina New, <i>Interpreter</i>
Petra Cruz Fernandez, <i>Vice-Chair</i>	()	Sheila Thach	()	Idalia De La Torre, <i>Field Specialist Supervisor</i>	Bo Uce, <i>Interpreter</i>
Thoura Day	()	Ana Villaseñor	()	Torhon Barnes, <i>Behavioral Health</i>	Cesar Vasquez, <i>Public</i>
Cristina Deh-Lee, <i>Chair</i>	()	Samouth Vonn	()	Matilde Gonzalez-Flores, <i>Health Education</i>	Kristina Ledesma-Davies, <i>Public</i>
Ley Ding	()	Arun Tes Yang	()	Veronica Belmonte, <i>Behavioral Health</i>	Ismael Salamanca, <i>Public</i>
Heang Por Ing	()	The Children’s Clinic, <i>Community Partner</i>	()	Meagan DeLeon, <i>Culture & Linguistics</i>	Estela Lara, <i>Public</i>
Sambour Lay	()				Wilma Ballew, <i>Public</i>

Attendance: (16) Members, (1) Community Partner, (0) Providers, (9) Public, (8) Staff
() present, (E) excused absence, (U) unexcused absence

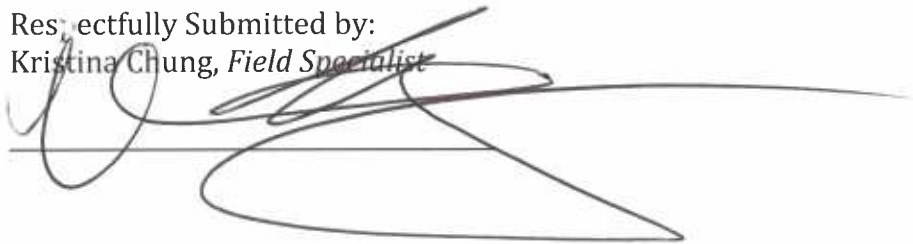
	AGENDA ITEM	SUMMARY OF DISCUSSION AND FOLLOW-UP
I.	WELCOME & INTRODUCTIONS	<ul style="list-style-type: none"> • Cristina Deh-Lee, <i>RCAC Chair</i>, called the meeting to order. • Petra Fernandez, <i>RCAC Vice-Chair</i>, reviewed the following ground rules for the meeting: <ul style="list-style-type: 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 • Everyone present introduced themselves. • 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</u> y <ul style="list-style-type: none"> • The agenda was approved as presented. • The July 17, 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 Report (Sambour Lay/Cristina Deh-Lee)</u></p> <ul style="list-style-type: none"> • Sambour Lay – Members discussed issues with transportation to doctor's appointments. <ul style="list-style-type: none"> ○ L.A. Care is working with partners to help support the homeless population. • Cristina Deh-Lee - L.A Care's Safety Net Initiative Grants for Adaptive Equipment includes the following: <ul style="list-style-type: none"> ○ The consultant has completed the site visits of those organizations who submitted applications 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. We will keep you posted as more information becomes available on this event.

	<p>CO&E Report Kristina Chung Hilda Herrera</p>	<p><u>September 2017 BOG Report (Arun Tes Yang)</u></p> <ul style="list-style-type: none"> • Arun Tes Yang had a question regarding the Hurricanes that affected Texas and Florida. She is concerned that Medi-Cal funding will have to be used for relief efforts in those affected areas. Kristina Chung explained that emergency funds are separate from Medi-Cal money and that Medi-Cal will not be affected. <p><u>RCAC Members Attending ECAC Meeting</u></p> <ul style="list-style-type: none"> • Chhou Ou (The Children’s Clinic) will attend the October 11, 2017 meeting. • Bunly Buth will attend the November 8, 2017 meeting. <p><u>RCAC Members attending Board of Governors (BOG) Meeting</u></p> <ul style="list-style-type: none"> • Vandy Chin will attend the October 5, 2017 meeting. • Maria Cruz will attend the November 2, 2017 meeting. <p><u>Operating Rules</u></p> <ul style="list-style-type: none"> • The Operating Rules will be presented and reviewed at the RCACs during the October and November RCAC cycles. <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. <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>“Operation Reset”</u></p> <ul style="list-style-type: none"> • 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. • More information will be provided during the October and November RCAC meeting cycles as well as during the December 2017 Fall Conference.
<p>III.</p>	<p>REGIONAL ISSUES Member Issues</p>	<p><u>Member Issue – The Children’s Clinic</u></p> <ul style="list-style-type: none"> • As a follow up to the issues of long wait times at The Children’s Clinic (TCC), Cesar Vasquez

	<p><i>Group</i></p>	<p>presented on the TCC's Grievance Process.</p> <ul style="list-style-type: none"> • TCC has hired four new providers. • A patient can report a grievance to the following TCC staff: <ul style="list-style-type: none"> ○ Clinic Manager or Supervisor ○ Director of Compliance – Cesar Vasquez ○ Chief Operating Officer – Jina Lawler ○ Chief Executive Officer – Elisa Nicholas, MD, MSPH ○ Board of Directors – Executive Committee • Staff meets every other week to review grievances. • Appointment times vary from clinic to clinic and also depends on the types of services that are needed. • A standard practice for clinics is to double book since there are many cancellations throughout the day. • Doctors are encouraged to notify patients of long wait times to improve communication. • To help with wait times, patients are encouraged to arrive 15 minutes before their scheduled appointment.
<p>IV.</p>	<p>GET UP & MOVE <i>Group</i></p>	<p>Members had a 10 minute break to stretch and use the restrooms.</p>
<p>V.</p>	<p>COMMUNITY AFFAIRS</p>	<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"> • 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 Group	<p><u>2017 RCAC Work Plan Project – APLA Health & Wellness</u></p> <ul style="list-style-type: none"> • Ismael Salamanca and Kristina Ledesma-Davies from APLA Health & Wellness provided an update on their health screening event. • The event will take place on September 25, 2017 from 11am – 3pm at 1043 Elm Avenue, Suite 302 Long Beach, CA 90813. • Dental exams and screenings, blood pressure checks and blood sugar tests will be provided. • Members were asked to sign up as a volunteer for the event. <p><u>2018 RCAC Work Plan 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. • 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	More information on CPR classes was requested.
VIII.	MEETING EVALUATIONS	Members were reminded to complete and turn in the meeting evaluation included in their packets.
IX.	PUBLIC COMMENTS <i>Public</i>	<ul style="list-style-type: none"> • A member recommended the services of Dr. Tan who is a Cambodian Pediatrician in Long Beach.
X.	ADJOURNMENT Cristina Deh-Lee, <i>Chair</i>	<ul style="list-style-type: none"> • The meeting was adjourned at 11:30 a.m. • The next RCAC 9 meeting will be on Monday, November 20, 2017 from 9:00 a.m. – 11:30 a.m. at Miller Family Education Center located at 3820 Cherry Avenue, Long Beach, CA 90807.

Respectfully Submitted by:
Kristina Chung, *Field Specialist*



Approved by:
Cristina Deh-Lee, *Chair*

