



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

**Miller Family Health Education Center
3820 Cherry Avenue
Long Beach, CA 90807
Monday, November 20, 2017
9:00 a.m. - 11:30 a.m.**

MEMBERS

| | <input type="checkbox"/> | | <input type="checkbox"/> | <u>STAFF/MANAGEMENT</u> | <u>GUESTS/PUBLIC</u> |
|---|--------------------------|---|--------------------------|--|-----------------------------------|
| Bunly Buth | <input type="checkbox"/> | Sambour Lay | <input type="checkbox"/> | | |
| Tonya Byrd | <input type="checkbox"/> | Ravy Morrath | <input type="checkbox"/> | Kristina Chung, <i>Field Specialist</i> | Eduardo Kogan, <i>Interpreter</i> |
| Ichnarin Chea | <input type="checkbox"/> | Savy Pol | <input type="checkbox"/> | Ricardo Rivas, <i>Liaison</i> | Paula Alvira, <i>Interpreter</i> |
| Vandy Chin | <input type="checkbox"/> | Lorena Quezada | <input type="checkbox"/> | Fernando Villalobos, <i>Health Navigator</i> | Sina New, <i>Interpreter</i> |
| Maria Cruz | <input type="checkbox"/> | Sheila Thach | <input type="checkbox"/> | Idalia De La Torre, <i>Field Specialist Supervisor</i> | Samedy Chhum, <i>Interpreter</i> |
| Petra Cruz Fernandez, <i>Vice-Chair</i> | <input type="checkbox"/> | Ana Villaseñor | <input type="checkbox"/> | Auleria Eakins, <i>CO&E Manager</i> | Estela Lara, <i>Public</i> |
| Thoura Day | <input type="checkbox"/> | Samouth Vonn | <input type="checkbox"/> | Rebecca Contreras, <i>Culture & Linguistics</i> | Wilma Ballew, <i>Public</i> |
| Cristina Deh-Lee, <i>Chair</i> | <input type="checkbox"/> | Arun Tes Yang | <input type="checkbox"/> | | Hilda Perez, <i>Board Member</i> |
| Ley Ding | <input type="checkbox"/> | The Children’s Clinic, <i>Community Partner</i> | <input type="checkbox"/> | | |
| Heang Por Ing | <input type="checkbox"/> | | | | |

**Attendance: (18) Members, (1) Community Partner, (0) Providers, (7) Public, (6) Staff
() present, (E) excused absence, (U) unexcused absence**

| | AGENDA ITEM | SUMMARY OF DISCUSSION AND FOLLOW-UP |
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| 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. • Cristina Deh-Lee shared that Samnieng Rous, a long-time member, passed away on September 25, 2017. She asked for a moment of silence to honor Samnieng. A sympathy card was passed around for members to sign and donations were collected for Samnieng's family. • 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 September 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>October 2017 ECAC Report (Cristina Deh-Lee)</u></p> <ul style="list-style-type: none"> • Francisco Oaxaca, <i>Senior Director of Communications and Community Relations</i>, gave an update on the Health Promoter Program <ul style="list-style-type: none"> ▪ The Program will be re-structured in 2018. ▪ A diverse group of health promoters will be selected ▪ There will be two full-time L.A. Care employee community worker positions which will be filled within the next few months. <p><u>November 2017 ECAC Report (Bunly Buth)</u></p> <ul style="list-style-type: none"> • Dr. Seidman, <i>Chief Medical Officer</i>, shared the HEDIS (Healthcare Effectiveness Data and Information Set). • HEDIS is a set of standard metrics used by health plans and health care agencies to measure whether members are getting the right care. |

CO&E Report
Idalia De La Torre,
Supervisor

- L.A. Care has identified some HEDIS measures as a first step to improving care.
 - Managing diabetes
 - Women’s health

October 2017 Board of Governors Report (Petra Cruz)

- L.A. Care had an equipment fair in October. All the clinics who were awarded L.A. Care grants were able to talk to the vendors about the equipment to serve our disabled members.
- Hilda Perez, *Board Member*, explained that the advisory committees were responsible for bringing up the need for exam equipment to serve the disabled members.

RCAC Members Attending ECAC Meeting

- Maria Cruz will attend the December 13, 2017 meeting.
- Vandy Chin will attend the January 10, 2018 meeting.

RCAC Members attending Board of Governors (BOG) Meeting

- Ichnarin Chea will attend the December 7, 2017 meeting.
- There will be no meeting in January 2018.

Operating Rules

- Idalia De La Torre, *Field Specialist Supervisor*, reviewed the changes to the Operating Rules.
 - The Operating Rules provides structure to the RCACs and CCI Councils and is a working document that can be changes when necessary.

The following are general changes that were made in the document:

- The RCACs and CCI Councils will now be referred to as the “Consumer Advisory Committees”. RCACs and CCIs will still be called the same names.
- The definition of CCI Councils will be included.

Points to Review and Vote:

1. No Dual Membership (must pick RCAC or CCI)

Yes: Unanimous

2. Recertification

Currently, if members lose their L.A. Care membership, they have 60 days to contact DPSS and get their membership back. The recommendation is to shorten it to 30 days. Members voted to keep it at 60 days.

Yes: Unanimous (remain at 60 days)

3. Code of Conduct/Standards of Behavior (60 days to review and sign)

Yes: Unanimous

4. Provisional Membership (6 months)

Requirements: New Members must attend the following meetings:

- 1) New Member Orientation**
- 2) ECAC or BOG attendance**
- 3) RCAC meetings**

New members will not receive a stipend until they complete their provisional membership. Childcare and mileage will be reimbursed in the meantime.

Comments: Arun Tes Yang mentioned that other organizations provide stipends right after a person becomes a member. She thinks that the provisional membership will be confusing when RCAC members are doing outreach in the community.

Yes: 15

No: 1

**** Operating Rules Vote:**

Yes: Unanimous

Ricardo Rivas, *Liaison*

Fall Conference (December 2017)

- The Fall Conference will take place December 15, 2017 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).
- Members were asked to sign up for the conference and transportation.
- The pick up location for RCAC 9 will be Veterans Park.
- Members were reminded to arrive on time for the pick up and to let L.A .Care know as soon as possible if they will not be needing transportation.

Kristina Chung, *Field Specialist*

2018 RCACs

- The Community Outreach &Engagement Department will be introducing a new RCAC agenda format starting February 2018. Members will be receiving more information during the December Conference.

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| | | <p><u>New Member Orientation</u></p> <ul style="list-style-type: none"> The next New Member Orientation will be on December 6, 2017 from 9:00 a.m. – 12:00 p.m. at L.A. Care Health Plan’s office in Downtown LA. <p><u>“I Speak Advocacy” Program</u></p> <ul style="list-style-type: none"> L.A. Care is starting a new education program called “<i>I-Speak Advocacy</i>”. RCAC members who currently do not hold the position of Chair or Vice-Chair are eligible to apply. The following are requirements of the Program: <ul style="list-style-type: none"> Be able to participate in six (6) monthly trainings (at L.A. Care Headquarters) starting January 2018. Be able to participate in two (2) Advocacy education updates by phone. Be available for possible travel to Sacramento for legislative office visits. Able to complete a short application stating why you desire to participate in the program. For more information and to receive an application, see Kristina Chung. Members can also receive information at the December Fall Conference. |
| III. | REGIONAL ISSUES Member Issues Group | Due to limited time, no member issues were discussed. |
| IV. | GET UP & MOVE Group | Due to limited time, there was no stretch break. |
| V. | COMMUNITY AFFAIRS | <p><u>Health Topic – Diabetes (Type 2)</u></p> <ul style="list-style-type: none"> A handout on <i>Diabetes</i> was passed out. <p><u>Culture & Linguistics Presentation</u></p> <ul style="list-style-type: none"> Rebecca Contreras, <i>Interpreting Services Specialist</i>, gave a presentation on the services that are offered by the Culture & Linguistic (C&L) Department at L.A. Care. <ul style="list-style-type: none"> translation of all materials and offers interpreters for doctor’s appointment and L.A. Care meetings for members evaluates services provided to members matches doctors who speak the same language as the member Below are important information if an interpreter is requested: <ul style="list-style-type: none"> You can ask for a male or female interpreter. You can ask for a specific interpreter but there is no guarantee because it depends on their schedules. If you have to cancel your appointment, please try to cancel at least 24 hours in advance. You have to request an interpreter for every doctor’s appointment. |

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| | | <ul style="list-style-type: none"> ○ Only use trained interpreters. Family members and friends should not be used for interpreting. |
| VI. | RCAC/Community Work-Plan Group | <p><u>2017 RCAC Work Plan Project</u></p> <ul style="list-style-type: none"> ● Kristina Chung provided an update on APLA's project. <ul style="list-style-type: none"> ○ APLA held its dental event on September 25, 2017 at their offices. ○ 19 people (including 4 RCAC 9 members) were provided dental education and screenings. ○ APLA did not use all of the \$5,000 that was given to them for the project. Therefore, they will plan a dental education workshop on November 29, 2017 at St. Mary Medical Center. <p><u>2018 RCAC Work Plan Project</u></p> <ul style="list-style-type: none"> ● Idalia De La Torre, <i>Field Specialist Supervisor</i>, provided an update on the 2018 Work Plan Project. ● The top three HEDIS topics that all the RCACs selected are: <ul style="list-style-type: none"> ○ Cancer screening ○ Heart Health ○ Diabetes ● Starting in February 2018, RCAC members will be trained on the 3 topics. ● After the training is completed, the RCACs will participate in 3 health events to provide outreach to the community. ● More information will be provided at the December conference. |
| VII. | FUTURE AGENDA ITEMS | <ul style="list-style-type: none"> ● Cristina Deh-Lee, <i>Chair</i>, asked members if they were having issues with Urgent Care. She shared that the Urgent Care that she went to was not contracted with L.A. Care so she had to go to another site that was 20 miles away. She advised members to make sure that the Urgent Care facility is in L.A. Care's network. <ul style="list-style-type: none"> ○ Since this is a member issue, it will be placed on the agenda for the next meeting. ● Arun Tes Yang shared that a member called regarding a \$20 stipend. Kristina Chung explained that this issue does not fall under future agenda items and asked Arun to speak with Ricardo Rivas after the meeting.\ ● For 2018, RCAC 9 will continue to meet at Miller Family Health Education Center. Kristina Chung asked members for their thoughts in regards to changing the start time of the meeting from 9:00 am to 10:00 am. Members agreed to change the meeting time to 9:30 am – 12:00 pm. |
| VIII. | MEETING EVALUATIONS | Members were reminded to complete and turn in the meeting evaluation included in their packets. |
| IX. | PUBLIC COMMENTS Public | Estela Lara, <i>RCAC 2 Member</i> , encouraged the RCAC to continue to be engaged and ask questions. |

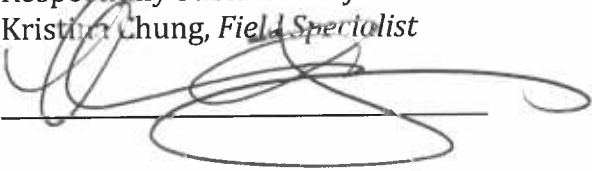
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| X. | ADJOURNMENT Cristina Deh-Lee, <i>Chair</i> | <ul style="list-style-type: none">• The meeting was adjourned at 11:30 a.m.• The next RCAC 9 meeting will be on Monday, January 22, 2018 from 9:30 a.m. - 12:00 p.m. at Miller Family Education Center located at 3820 Cherry Avenue, Long Beach, CA 90807. |
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Respectfully Submitted by:
Kristina Chung, *Field Specialist*

Approved by:
Cristina Deh-Lee, *Chair*

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