



**Regional Community Advisory Committee (RCAC)
Region 1 – Antelope Valley, Palmdale, Lancaster, Santa Clarita
Committee Summary**

**L.A. Care Family Resource Center – Palmdale
2072 E. Palmdale Blvd., Palmdale, CA 93550
Friday, April 19, 2019
10:00am - 12:30pm**

MEMBERS

COMMUNITY PARTNERS

STAFF/MANAGEMENT

Maria Lourdes Caballero	P	Pamela Harris	P	Eliana Torres	P	Idalia De La Torre, <i>Field Specialist Supervisor</i>
Maria Teresa Caballero	P	Rut Hernandez, <i>Vice-Chair</i>	P	Daisy Torres Cruz	P	Manny Vizcarra, <i>Liaison</i>
Amanda Calzada	P	Mandie Henry	P	Maria Adela Torres Guadarrama	P	Angel Sotelo, <i>Health Advocate</i>
Manuela Castaneda	P	Marsha Diana Jackson	P	Maria Teresa Trujillo	P	
Daniela Castillo	P	Russell Mahler, <i>Chair</i>	P			<u>PUBLIC</u>
Maria Angeles Cruz	P	Adriana Martinez	P			Roger Rabaja, <i>Public</i>
Irene Cuevas	P	Pedro Martinez	P	<u>COMMUNITY PARTNERS</u>		Nayelia Hernandez, <i>Public</i>
Nicole Fitzgerald	P	Maria Mayoral	P	LAC DPH – SPA 1	E	Valarie Small, <i>Public</i>
Alicia Flores	P	Dawoud Moore	U	Antelope Valley Partners for Health	P	Noe Ruans, <i>Public</i>
Lupe Gálvez	P	Maria Teresa Rabaja	P	Independent Living Center of So Cal	E	Carolyn Rivera, <i>Public</i>
Rita Gamboa	P	Marcia Ramos	P	<u>INTERPRETERS</u>		Diana Luna Miller, <i>Public</i>
Laura Gonzalez	P	Antonia Rodas	P	Shelley Hash, <i>Spanish Interpreter</i>		
Maria del Carmen Gutierrez	P	Demetria Saffore	P	Eduardo Kogan, <i>Spanish Interpreter</i>		

(P) present **(E)** excused **(U)** unexcused

MEETING SUMMARY, DISCUSSION AND FOLLOW UP

	AGENDA ITEM	LEAD
I.	WELCOME AND INTRODUCTIONS	Idalia De La Torre, <i>Field Specialist Supervisor</i> Russell Mahler, <i>Chair</i>
	<ul style="list-style-type: none"> • Prior to the start of the meeting Idalia De La Torre, <i>Field Specialist Supervisor</i>, reviewed with the committee members the meeting folder and the agenda for today’s meeting. • Committee members were informed that the health topic for April is “Alcohol Abuse”. The one pager can be found in their folder. • Russell Mahler, <i>Chair</i>, called the meeting to order at 10:04 a.m. and asked everyone to introduce themselves. Mr. Mahler also welcomed the new RCAC 1 members who transition from CCI Area 1 to RCAC 1. • Rut Hernandez, <i>RCAC 1 Vice-Chair</i>, read the meeting Ground Rules, L.A. Care Mission and the three Pillars of Community Outreach & Engagement. 	
II.	BUSINESS	Idalia De La Torre, <i>Field Specialist Supervisor</i> Russell Mahler, <i>Chair</i>
	<p><u>Approval of Agenda & Summary</u></p> <ul style="list-style-type: none"> • Mr. Mahler asked the committee members to review today’s agenda. • The agenda was approved as presented. • Mr. Mahler asked the committee members to review the February 15, 2019 meeting summary. • The meeting summary was approved as presented. <p><u>ECAC Report</u></p> <ul style="list-style-type: none"> • Committee members received a copy of the April ECAC report and were given 5 minutes to review the document. Committee members were asked if there were any questions in reference to the report. No questions were asked by committee members. • Committee members who attended the ECAC and Board of Governors (BOG) meetings gave a report on the following: <p><u>March 2019 ECAC Report (Amanda Calzada)</u></p> <ul style="list-style-type: none"> • L.A. Care is transitioning from Logisticare and will now be using their new vendor “Call the Car” to provide transportation services to L.A. Care members for their healthcare services. • The Family Resource Centers in Pacoima and Boyle Heights will be working with the American Red Cross on their national effort called “Sound the Alarm Program” to get working smoke detectors in every home during the month of April. For more details on the exact dates, please contact the Family Resource Centers in Pacoima or Boyle Heights. 	

- Committee members recommended that a “Sound the Alarm Program” be organized at the Family Resource Center in Palmdale as it will benefit the community of Lancaster and Palmdale.

April 2019 ECAC (Maria Lourdes Caballero)

- L.A. Care selected “Call the Car” as the new transportation service vendor.
- There will be a 4-month transition period that will start of 3/1/19 to ensure that by the end of the 4 month, all L.A. care members will be using “Call the Car” as the transportation services for health care needs.
- The Culture & Linguistic Department of L.A. Care gave a presentation on the services they provide to members that include face-to-face and telephonic interpretation, and translation services.
- Mrs. De La Torre informed the committee members that the C&L presentation given at the April ECAC meeting will be brought to the RCACs during the June and July meeting cycles.

April 2019 BOG Report (Maria Teresa Caballero)

- L.A. Care selected a new transportation vendor “Call the Car”
- The Affordable Care Act will not be cancelled as originally stated but will be reviewed and revised by 2020.
- Hilda Perez, *Member Representative*, welcomed all the CCI Area 1 Members to the RCACs. Mrs. Hilda also informed everyone that the Executive Committee of the Board of Governors will meet on Monday, April 22, 2019 at 2:00 p.m. at L.A. Care Health Plan to speak about the CCI Councils. All members are welcomed to attend if they would like to comment on the CCI Councils and their transition to the RCACs.

ECAC Meeting Attendance

- Daisy Torres Cruz will attend the May ECAC meeting held on Wednesday, May 9, 2019 at L.A. Care Health Plan from 10:00 a.m. to 1:00 p.m.
- Irene Cuevas will attend the June ECAC meeting held on Wednesday, June 12, 2019 at L.A. Care Health Plan from 10:00 a.m. to 1:00 p.m.

BOG Meeting Attendance

- Alicia Flores will attend the May BOG meeting held on May 2, 2019 at L.A. Care Health Plan from 10:00 a.m. to 1:00 p.m.
- Rita Gamboa will attend the June BOG meeting held on June 6, 2019 at L.A. Care Health Plan from 2:00 p.m. to 5:00 p.m.

CO&E REPORT:

20th Anniversary RCAC Conference

- Ms. De La Torre asked members to provide feedback on the 20th Anniversary RCAC Conference. Members provided feedback as listed below:
 - The speakers in attendance were excellent and the skit was a great idea.
 - The Conference was an opportunity to meet other RCAC members from other Regions.
 - The goodie bags given to everyone present were excellent.

- Recommended to use RCAC members in the future for skits or plays.
- The transportation provided to RCAC 1 was awful. Please do not use party buses for future events.
- The time for the ice cream social was very limited and people felt they had to eat their ice cream quickly.
- The seating at the event was unorganized and was not set-up for those members who have disabilities.
- The food was not distributed on time for everyone and the servers where rude and disrespectful.
- Committee members were shown a video of the Conference.

ECAC Leadership Training

- The next scheduled ECAC Leadership Training will be on Friday, May 31, 2019 at L.A. Care Health Plan from 8:30 a.m. to 2:30 p.m. The training is mandatory for all current Chairs, Vice-Chairs and At-Large members.
- The Training topic will be “Managing Difficult Conversations”

New Member Orientation

- The next New Member Orientation will be on Friday, June 7, 2019 from 8:30 a.m. to 2:30 p.m. at L.A. Care Health Plan. The orientation is mandatory for all new RCAC members as it is a requirement to complete during their provisional membership status.

Care Harbor Fairplex

- Care Harbor Fairplex will be held on April 27 and the 28 at the Pomona FairPlex.
- Individuals interested in receiving free dental, vision and medical care will need to have a wristband to enter.
- Wristbands will be distributed Saturday, April 20, 2019 at different locations. A list of those locations were given to all committee members during the meeting.

III.	REGIONAL ISSUES	Group
-------------	------------------------	--------------

- Committee members were informed that if they have a personal issue they can meet with the assigned health advocate who will be able to assist with documenting the issue and providing assistance with a resolution.
- A committee member expressed that she had requested transportation services for a doctor’s appointment through “Call the Car” and the driver did not arrive on time. The driver then called her to inform her that a wrong address for pick-up was given to the driver so the driver had to call the committee member to request correct address. Committee member did not call Member Services Department to document the issue but was recommended to see the Health Advocate after the meeting to document the issue.
- Several committee members expressed that Specialty Care Services in Palmdale are very limited and that those doctors who do see L.A. Care Health Plan members indicate that the next available appointment will be in their offices in the San Fernando Valley and for Palmdale will take much longer as appointment times are limited.
- Committee member expressed that providers in the Palmdale area that are contracted with L.A. Care Health Plan do not get their claims paid on time or some claims are denied. The providers then withdraw themselves from L.A. Care Health Plan and no longer see L.A. Care Health Plan members.

- A committee members expressed that she has to wait weeks or months for an appointment with her Primary Care Physician. Committee member was informed to see the Health Advocate after the meeting to report her concern.

IV.	GET UP & MOVE	Group
------------	--------------------------	--------------

- Members took a 10-minute stretch break.

V.	RCAC/COMMUNITY WORK PLAN	Idalia De La Torre, <i>Field Specialist Supervisor</i>
-----------	---------------------------------	---

2018 RCAC Work Plan Project

2018- 2019 Sponsorship

- This year the RCACs work plan will be sponsorships.
- The sponsorships will allow committee members to contribute to strengthening/establishing partnerships, without partaking in financial decision-making.
- Those organizations interested in the sponsorship will not be required to submit a formal application and will minimize demands on staff time to solicit and review applications.
- The work plan sponsorships will align with organization-wide focus on Social Determinants of Health.
- RCAC 1 voted during the February RCAC meeting and elected “Food Security” as their Social Determinants of Health focus.
- The total amount of sponsorship that can be distributed to Region 1 is \$5,000. The money can be used to sponsor up to 5 community event focused on food security.
- RCAC members were asked to identify agencies and they recommended the following:
 - Grace Resource
 - Antelope Valley Partners for Health
 - Angel Food Program
 - Sofia Elizabeth Foundation
 - SAFE
- CO&E staff will contact the listed organization above and ask if they have any upcoming event focused on food security. If they do, then they will be asked to forward CO&E staff event information to see if they qualify for L.A. Care’s sponsorship program.

2018-2019 Community Health Topic - Colorectal Cancer

- Demetria Saffore and Hilda Perez, L.A. Care Health Promoters, gave a training to the committee members on the messaging that members will use when they are doing outreach to community members in their region on Colorectal Cancer.
- The training was interactive and gave members the opportunity to practice their outreach messaging in groups.

2018-2019 Outreach Events

- This year RCAC members will be expected to participate in 1-2 community outreach events to distribute information on Colorectal Cancer.
- To make this year’s outreach events successful, we will be asking RCAC member to outreach individual or in a small group (no more than 3 members) to Community Based Organizations they are already involved in their communities for example: PTA’s, churches, agencies, etc.
- This will allow RCAC members to have the opportunity to provide valuable information to the communities where a relationship has already been established.
- CO&E staff will provide everyone the health education material, small promo item and a tally sheet to record the number of outreach conducted during each of the events.
- It is expected that each RCAC member receives at least 25 signatures in total from all outreach events they have attended in order to be eligible for the annual member incentive given at the end of the year. A picture of the member attending the outreach event should be included with the tally sheet to count towards your outreach event requirements. The pictures will also be included in the annual RCAC work plan presentation to ECAC and the RCACs.
- CO&E staff will assist their committees by identifying 1 health fair or back to school event for each of their assigned RCACs. RCAC members will be expected to distribute information on colorectal cancer at the scheduled events.
- RCAC members who are having challenges with outreaching on their own or with a small group will be given priority to participate in the health fair or back to school event identified by CO&E staff. Members will be responsible for contacting CO&E staff to ensure their names are included on the list and will be contact when the event has been established to receive date, location and time of the outreach event. Because of limited space, only 2 RCAC members per shift will be able to “man” the table.

VI.	FUTURE AGENDA ITEMS	Group
------------	----------------------------	--------------

- No items were discussed.

VII.	MEETING EVALUATIONS	Group
-------------	----------------------------	--------------

- Members were reminded to complete and turn in the meeting evaluation included in their packets.

VIII.	PUBLIC COMMENTS	Group
--------------	------------------------	--------------

- C.R.E.A.T.E is hosting a free family event for everyone on Friday, May 17, 2019 at the Desert Vineyard Christian Fellowship located at 1011 East Avenue I, Lancaster, CA 93535 from 4:00 p.m. to 7:00 p.m.
- 4th Annual H.O.P.E Homeless Outreach Partnership Event will occur on Monday, May 20, 2019 from 10:00 a.m. to 1:00 p.m. Free services include: Medical exams, Dental, Vision, Hair Cuts, food giveaway, clothing, mental health support, wellness check-up, immunization shots and health insurance sign-ups. For more information, please call Diana Luna Miller at 661-223-3817.

X.	ADJOURNMENT	Group
-----------	--------------------	--------------

- The next RCAC 1 meeting will be on **Friday, June 21, 2019** from 10:00 am to 12:30 pm at **L.A. Care's Family Resource Center – Palmdale (2072 E. Palmdale Blvd., Palmdale, CA 93550)**.


Submitted by:
Idalia De La Torre, *Field Specialist Supervisor*

Approved by:
Russell Mahler, *RCAC 1 Chair*

- The next RCAC 1 meeting will be on **Friday, June 21, 2019** from 10:00 am to 12:30 pm at **L.A. Care's Family Resource Center - Palmdale (2072 E. Palmdale Blvd., Palmdale, CA 93550)**.

Submitted by: _____

Idalia De La Torre, *Field Specialist Supervisor*


Kristina Chung, *Field Specialist*

Approved by: _____

Russell Mahler, *RCAC 1 Chair*

