L.A. Care
HEALTH PLAN

Regional Community Advisory Committee (RCAC)
Region 2 - Van Nuys, Pacoima, West Hills, North Hills, Arleta, Sepulveda
Committee Summary

L.A. Care Family Resource Center - Pacoima
10807 San Fernando Road, Pacoima, CA 91331

Monday, April 15, 2019
10:00am - 12:30pm

MEMBERS				STAFF/MANAGEMENT
Maricruz Alvarez	P	Ana Rodriguez, *Vice-Chair*	P	*Auleria Eakins, Manager*
Chun (Michael) Choe	P	Socrates Rodriguez	P	Idalia De La Torre, *Field Specialist Supervisor*
Elizabeth Cooper	P	Adrian Santana	U	Aaron Garcia, *Health Navigator*
María Sara Monica Elias	P	Jacqueline Session	P	Felicia Gray, *Liaison*
		Gary Stein	P	
Janet Henderson	P	Soriya Sun	P	Hilda Perez, *Board Member*
Estela Lara, *Chair*	P			Layla Gonzalez-Delgado, *Board Member*
Diana Leff	P	**COMMUNITY PARTNERS**		
Channary Lim	P	LAC DPH - SPA 2	U	Demetria Saffore, LAC, HPP
Virginia Martinez	P	AMPM Home Health Agency	U	
Sophie Mom	P	Youth Policy Institute	U	
Sina Nhek	P	NEVHC - WIC	U	
Maria G. Ramos	P			

P= Present   E=Excused   U=Unexcused

PUBLIC		INTERPRETERS	
Wilma Ballew, *Public*	Felicia Hannah, *Guest*	Shelley Hash, *Spanish Interpreter*	Sina New, *Khmer Interpreter*

	Lala Gonzalez-Delgado, PASC-BOG	Paula Alvira, *Spanish Interpreter* Samedy Chhum, *Khmer Interpreter*
Felicia Hannah,Guest		

MEETING SUMMARY, DISCUSSION AND FOLLOW UP

	AGENDA ITEM	LEAD
I.	**WELCOME AND INTRODUCTIONS**	**Estela Lara, *Chair***

- Estela Lara, *Chair*, called the meeting to order at 10:03am and asked everyone to introduce themselves.
- Ms. Eakins confirmed all members had the updated agenda and previous meeting summary

	AGENDA ITEM	LEAD
II.	**BUSINESS**	**Auleria Eakins, *Manager*** **Estela Lara, *Chair***

Approval of Agenda & Summary
- Agenda approval was motioned for approval by Diana Leff and properly second by Ms. Elizabeth Cooper. The agenda was approved with no abstentions.
- Ms. Lara asked the committee to review the December 2018 meeting summary. She reminded members that they should review the agenda and summary before the meeting. This is a responsibility of all the members.
- Meeting minutes for December 2018 RCAC 2 meeting were motioned for approval by Maria Ramos and properly second by Ana Rodriguez. Approved with no abstentions.

- 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:

January ECAC 2018 ECAC Report (Estella Laura)
Ms. Laura provided an overview of information discussed during the meeting which included information on:
- Update from Mr. Baackes:
- Increase of Medi-Cal for undocumented adults
- Proposed increase in eligibility for Covered California
- CCI Transition to RCAC to take place April 2019
- Update on collaboration Between Brilliant corners and LAC as of December 18, 2018, 381 members are currently enrolled.

February 2018 ECAC (Jacqueline Session)
- Ms. Sessions reported that the new FRC in Boyle Heights opened on February 8th. The event was two days with Friday open to community dignitaries and Saturday February 9, 2019 open to community members.

- Reported that consumer member Rachel Lucky brought to the BOG's attention issues related to access to medicine for TG population undergoing varied procedures.
- In response to Ms. Sessions report, Ms. Cooper asked that all members in attendance be acknowledged. Ms. Cooper also stated that she feels there are unfairness at the BOG level which cries out for attention of leadership in the way that they respond to members.

March 2019 BOG is cancelled.

December 2018 BOG Report (Ana Rodriguez)
- Ana was not able to attend BOG therefore there was no report.

ECAC Meeting Attendance
- Maria Alvarez will attend the March 10th ECAC at .a. Care Health Plan.
- Michael Cho will attend the April 10, 2019 ECAC meeting at L.A. Care Health Plan
- Elizabeth Cooper will attend the April 4, 2019 BOG meeting at L.A. Care Health Plan.

Board of Governors (BOG) Meeting Attendance
- There was no BOG meeting in January 2019

CO&E REPORT:
- Idalia De La Torre, CO&E Supervisor asked members to recall the letter sent their home regarding the CCI transition. Ms. De La Torre asked by show of hands how many were aware of the transition. Not all members were aware. Ms. De La Torre stated that from the inception of the CCI it was known as a pilot program with membership eventually transitioning to the RCAC. In response to the state oversight, LAC is required to transition CCI members to the RCAC in order to focus on the needs of CMC members. Ms. De La Torre stated that all feedback charted during the conversation would be shared with CCI staff for inclusion in the final transition plan.

- Elizabeth Cooper state that Supervisor Mark Ridley Thomas motion to the board regarding this issue should have been included in the packet of information for transparency.

- LAC staff reviewed and discussed with members a PowerPoint summarizing CCI transition with community members present.

- Ms. Eakins, Manager announced that LAC would host a RCAC 20th Anniversary Conference on Friday, March 22, 2019 at ST. Anne's Conference center located at 155 N. Occidental in Los Angeles. Ms. Eakins also passed out conference flyer with details and asked that all members needing transportation please RSVP. All members were encouraged to calendar the date and make every effort to attend.

- In honor of African American History Month, Ms. Eakins reminded member of various African Americans to the field of health. She also reminded that we all have an opportunity to add our "hand in" furthering those champions work through our advocacy. Each member was given a paper hand and asked to right a quote in honor of African American History. Completed hands were collaged to represent solidarity of members.

Member Issues
- Janet Henderson raised issue that she does not believe that Kaiser hears complaints and is perplexed about how to get second opinions in a system were providers support each other.
- Elizabeth Cooper proposed a motion that would address the issue of co-payments for dual eligible member in need of seizure medicine. This motion was properly motioned and second by Socrates Rodriguez (10 ayes and 1 no).
- Estella Laura raised issue about her visit to Olive View medical center in September of 2018 for eye exam. Ms. Laura states that she waited for 5 hours to be seen and was only seen by the doctor for approximately 18 minutes. Ms. Laura asked that the committee if any among theme share the same experience when trying to access services. There were several members who shared their experience with making appointments and long wait times.
- Ms. Laura asked the committee to consider a motion that would ask ECAC to support member by looking into a solution to this customer service problem.
- Members also asked the committee to consider additional motions that address the long wait time at Olive View medical for ENT services. This request was bought up by Maria Ramos, Elizabeth Cooper and Ana Rodriguez. Diana Leff also mentioned her experience with long wait times at Olive View Medical. As result of the numerous negative experience with wait times, the committee motioned and voted to address issues of wait times be addressed to ECAC (14 yes 0 no's and 1 abstention).

Health Promoter Presentation
- Demetria Saffore, LAC Health Promoter, provided members with a comprehensive and engaging presentation on Colorectal Cancer. Each member will be expected to share the basic knowledge of the disease, encourage prevention and screening during 2019 spring and summer outreach efforts.

2019 Work Plan
- Ms. Eakins provided the committee with the goals and overview of the 2019 Workplan process. In alignment with LAC's desire to address the social determinates of health, RCAC were provided with two option of which there was an option to choose one topic. The topics were food insecurities or early childhood development. As result of the committee's choice, food insecurities was chose as the focus for the committee's 2019 workplan.
- Committee member Elizabeth Cooper, expressed her disagreement with the 2019 Workplan selection process.

- Ms. Eakins, stated that LAC has decided to move from a partnership model (2018) to a sponsorship model for this year. Each member was asked to get involved by researching agencies that are addressing food insecurities and who could possibly benefit from sponsorship dollars to support their work in this area.

Future agenda Items
- Janette Henderson- info on the benefits of CBD

VIII.	PUBLIC COMMENTS	Group

- None

X.	ADJOURNMENT	Group

- Estela Lara, *Chair,* adjourned the meeting at 12:55pm
- The next RCAC 2 meeting will be on **Monday, April 15, 2019** from 10:00 am to 12:30 pm at **L.A. Care's Family Resource Center – Pacoima** (10807 San Fernando Road, Pacoima, CA 91331).

Submitted by:
Manny Vizcarra, CO&E Liaison

Approved by:
Estela Lara, *RCAC 2 Chair*

Future Agenda Items
- Janette Henderson asked for staff's contact information to exchange with community organizations that provide education on the benefits of CBD.
- Ms. Jacqueline Sessions asked for future education on Toxic Mold and recommended a presentation from the L.A. County Toxicity Department.
- Ms. Lara asked that staff add "Chair Ice Cream Social" to agenda for June 2019 meeting agenda.

VIII.	PUBLIC COMMENTS	Group

- Mr. Ismael Maldonado announced that May is Mental Health Awareness Month and that young adults have increasing numbers of suicide. Mr. Maldonado invited the committee to a May 9th community event at West Valley College where mental health will be addressed.
- Ms. Andrea McFerson addressed the committee in regards to supporting the idea of increased stipends for advisory members across the regions.

X.	ADJOURNMENT	Group

- Estela Lara, *Chair,* adjourned the meeting at 1:02pm
- The next RCAC 2 meeting will be on **Monday, June 17, 2019** from 10:00 am to 12:30 pm at **L.A. Care's Family Resource Center – Pacoima** (10807 San Fernando Road, Pacoima, CA 91331).

Submitted by: _____

Auleria Eakins, *CO&E Manager*

Approved by: _____

Estela Lara, *RCAC 2 Chair*