



Regional Community Advisory Committee (RCAC)
 Region 3 - Alhambra, Pasadena, Foothill - Committee Summary
 Rosemead Community Center
 3936 Muscatel Avenue, Room 4
 Rosemead, CA 91770
 Tuesday, December 18, 2018
 9:30AM - 12:00PM

MEMBER ATTENDANCE

STAFF/MANAGEMENT

Margaret "Maggie" Belton, <i>Vice-Chair</i>	P	Lidia Parra	P	Frank Meza, <i>Community Outreach Field Specialist</i>
Cynthia Conteas-Wood, <i>Chair, Community Partner</i>	P	Rosa Arevalo Ramos, <i>CHAPCare Community Partner</i>	E	Felicia Gray, <i>Community Outreach Liaison</i>
Adán N. Fernández	P	Devon Rax, <i>Provider</i>	E	Jose Quintero, <i>Member Relations Health Navigator</i>
Shekelia Harvey	P	Gonzalo Sandoval	P	Idalia de la Torre, <i>Field Specialist Supervisor</i>
Daniel W. Kwong	P	Roberto Santos	P	Hilda Perez, <i>L.A. Care Board Member</i>
Fung Ha Leung Kwong	P	Mirsa Serrano, <i>Community Partner</i>	E	Lluvia Salazar, <i>RCAC 11 Member & ECAC At-Large Member</i>
Anna Ochoa, <i>Community Partner</i>	E	Rosa Ureña	P	
Oleeta Igar, <i>Community Partner</i>	E			

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

PUBLIC

INTERPRETERS

		Shelley Hash & Paula Alvira, <i>Spanish Interpreters</i>
		Lily Chou & Ivan Ho, <i>Chinese Interpreters</i>

MEETING SUMMARY, DISCUSSION AND FOLLOW UP

	AGENDA ITEM	LEAD
I.	WELCOME AND INTRODUCTION	Frank Meza, <i>Field Specialist</i> Cynthia Conteas-Wood, <i>Chair</i>
<p><u>L.A. Care’s Mission Statement / Three Goals of CO&E and RCACs</u></p> <ul style="list-style-type: none"> • RCAC members read the L.A. Care’s Mission statement and the three goals of Community Outreach and Engagement. (Health Promotion, Advocacy and Community Partnerships). • RCAC members reviewed the RCAC meeting “Ground Rules” prior to the start of the meeting. • Cynthia Conteas-Wood, <i>RCAC Chair</i> called the meeting to order at 9:30am. Everyone introduced themselves. 		
II.	BUSINESS	Frank Meza, <i>Field Specialist</i> Cynthia Conteas-Wood, <i>Chair</i>
<p><u>Approval of Agenda & Meeting Summary</u></p> <ul style="list-style-type: none"> • The agenda for December 18, 2018 was approved as presented. • The meeting summary for October 16, 2018 was approved as presented. <p><u>ECAC Meeting Report</u></p> <ul style="list-style-type: none"> • Roberto Santos, RCAC Member, attended the November 14, 2018 ECAC meeting, however was not able to report at this time. • Cynthia Conteas-Wood, Chair provide the following updates from the December 2018 and January 2019 ECAC Meeting: <ul style="list-style-type: none"> • The Board approved the Community Health Investment Fund for fiscal year 2018-19. The allocation of \$10 million will go to support projects that strengthen community health and fill gaps in health coverage for low-income individuals in Los Angeles County. • The priorities are the following: <ul style="list-style-type: none"> ➢ Support safety net clinic infrastructure to provide high quality and coordinated services to help them thrive in a managed care environment. ➢ Expand access to high-barrier services for low-income and vulnerable populations. ➢ Improve community health for underserved populations by addressing the social determinants that lead to poor health outcomes. • UCLA has signed a three-year contract with L.A. Care Health Plan to allow L.A. Care members who have critical and challenging health conditions to use their services. • The Family Resource Center in East Los Angeles and Korea town have hired their Administrators. Their names are Iris Gomez, for the East Los Angeles site, and Nubia Cruz, for the Korea town site. More information about the grand openings will be provided when it becomes available. • In addition, Ms. Conteas-Wood presented on the outcomes of the 2018 RCAC work plan events. The presentation included the following: 		

- 2018 Work plan partnership focused on improving women’s health, a health priority identified by L.A. Care’s Health Services Department informed by the organizations Healthcare Effectiveness Data and Information Sort (HEDIS) scores. HEDIS is a quality measurement tool used by health plans across the country.
- L.A. Care offered funding opportunity for not-for-profit entities to help L.A. care members with:
 - Increase access to women’s health services for vulnerable and low-income residents.
 - Raise awareness of community services and resources focused on women’s health.
 - Engage multiple sectors (healthcare, economic, transportation, faith-based, etc.) to strengthen community collaboration efforts focused on women’s health.
- Services provided by the partnership with organizations included:
 - Resources – reading material
 - Telephonic Outreach – for diabetes
 - Preventive Health Services
 - Health Fairs
 - Mental health Forums and Workshops
 - With a total attendance of 22, 435
- 2018 Outreach Efforts was done to help address other issues identified by HEDIS. CO&E Department partnered with L.A. Care’s Health Education department, to provide basic training to our RCAC members on the following topics:
 - Diabetes
 - Heart Health
 - Cervical Center Screening
- Total outreach results for all 11 RCACs was 4, 297.
- Ms. Contreas-Wood encouraged RCAC 3 members to be more active and reach out to existing organizations to partner for future events and outreach opportunities.
- Rosa Urena, RCAC Member attended the December 12, 2018 ECAC meeting, however was not present to provide her report.

Coordinated Care Initiative (CCI) Councils Update

- Hilda Perez, L.A. Care Board Member provided an update about the restructure of the CCI councils and the impact it will have on its current membership and there will be a new committee that will be created to represent this population.
- At the December Board meeting, RCAC Members and CCI Members attended to voice out their concerns with the proposed changes, however Mrs. Perez stated all RCAC members will have an opportunity to ask additional questions at their RCAC meetings in January and February 2019.

Board of Governors (BOG) Meeting Report

- Cynthia Contreas-Wood, RCAC Chair reported on the following report:

- Dr. Richard Seidman discussed current on ongoing activities L.A. Care will focus on to in HEDIS scores that include but not limited to:
 - Breast Cancer Screening
 - Educational Materials on Controlling Blood Pressure
 - Call to member with Asthma to refill their prescription
 - Vaccine education
 - Care Management Program with Lunicera a prescription service provided to assist members that have Rheumatoid Arthritis, Multiple Sclerosis and Atopic Dermatitis.
 - Hepatitis C Management
 - Reminder calls to CalMediConnect (CMC) members to get their prescription refills.

RCAC Members Report

- Fung Ha Leung Kwong, RCAC Member, attended the November 1, 2018 Board meeting and reported the following:
 - Ms. Leung Kwong mentioned that L.A. Care is providing scholarships for Medical School to increase the number of doctors in the network.
- Daniel W. Kwong attended the December 6, 2018 Board meeting and provided a brief report on the following:
 - Mr. Kwong mentioned the new opening of the relocation of the Lynwood Family Resource Center, which is located near the previous location.
 - RCAC members were very vocal at the Board Meeting with regards to the CCI restructure and he appreciated the level of advocacy.

RCAC Members Attending ECAC

- Adan Fernandez, RCAC 3 member is scheduled to attend the ECAC meeting on January 9, 2019 at L.A. Care.
- Shekeila Harvey, RCAC 3 member is scheduled to attend the ECAC meeting on February 13, 2019 at L.A. Care.
- ECAC is scheduled from 10:00am to 1:00pm at L.A. Care Health Plan in Downtown L.A.

RCAC Members Attending the Board of Governors (BOG)

- The January 3, 2019 Board of Governors meeting was cancelled and will resume their regular schedule on February 7, 2019.
- Shekeila Harvey, RCAC 3 Member will attend the BOG meeting on Thursday, February 7, 2019 from 2:00pm to 5:00pm. at L.A. Care.
- Adan Fernandez, RCAC 3 Member will attend the March 7, 2019 Board of Governors meeting from 2:00pm - 5:00pm at L.A. Care Health Plan.
- The Board of Governors meetings are from 2:00pm to 5:00pm at L.A. Care Health Plan in Downtown L.A.

Community Outreach & Engagement (CO&E) Report

Code of Conduct Training

- The Code of Conduct training was presented to all RCAC members. The Code is a guide to ensure all members are in compliance with the rules and regulations that govern L.A. Care business.
- Members received information on how to operate in agreement with the law, company policies and procedures, and L.A. Care's core values.

- The Code of Conduct is not designed to cover every possible situation, however it provided members with examples of everyday scenarios to assist them with addressing issues. Additionally, the Code is intended to provide overall guidance on making ethical decisions, using good judgment and working with integrity while fulfilling their roles and responsibilities.
- In addition, members reviewed the Standards of Behavior which covered the following points:
 - Personal Responsibilities
 - L.A. Cares Policies and Procedures
 - Conflict of Interest
- Following the training, members were asked to sign a code of conduct acknowledgment form to confirm they have read and understood what is expected of them and as a requirement by the Consumer Advisory Committee Operating Rules.
- Members were informed that breaches to the Code of Conduct & Standards of Behavior may result in removal from a community advisory committee.

RCAC Member Acknowledgment Gift Card

- All RCAC Members received their end of year RCAC Member Acknowledgement Gift Card for all of their work during the Fiscal Year 2017-2018.

III.	REGIONAL ISSUES	Group
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Member Issues

- Daniel W. Kwong provided an update about where to purchase Hearing Aid batteries at Rite Aid and Costco and suggested to wait when they go on Sale.

IV.	GET UP AND MOVE	Felicia Gray, <i>Liaison</i> and Group
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- All RCAC members took a ten-minute break.

V.	MEETING EVALUATION	Group
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- RCAC members took a few minutes to complete meeting evaluations.

VI.	PUBLIC COMMENTS	Group
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- Cynthia Contreas-Wood asked members to please try and bring a name and the contact information of an agency or organization to the next scheduled RCAC meeting in February 2019.

VII.	ADJOURNMENT	Group
<ul style="list-style-type: none"> • The RCAC took part in a potluck to celebrate the holiday Season. • The meeting was adjourned at 12:00 p.m. • The next RCAC meeting is scheduled for February 19, 2019 at the Rosemead Community Center at 3936 Muscatel Avenue, Room 4 - Rosemead, CA 91770 from 9:30am to 12:00pm. 		

Respectfully Submitted by:

Frank Meza, *Community Outreach Field Specialist*

Approved by:


Cynthia Contreas-Wood, *RCAC 3 Chair*

In the absence of the chair, approved by the Vice-Chair:

Name:

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