



Regional Community Advisory Committee (RCAC)
Region 3 - Alhambra, Pasadena, Foothill - Committee Summary
Rosemead Community Center
3936 Muscatel Avenue, Room 4
Rosemead, CA 91770
Tuesday, April 16, 2019
9:30AM - 12:00PM

MEMBER ATTENDANCE

STAFF/MANAGEMENT

Margaret "Maggie" Belton, <i>Vice-Chair</i>	P	Roberto Santos	P	Frank Meza, <i>Community Outreach Field Specialist</i>
Cynthia Conteas-Wood, <i>Chair, Community Partner</i>	P			Felicia Gray, <i>Community Outreach Liaison</i>
Adán N. Fernández	P			Idalia de la Torre, <i>Field Specialist Supervisor</i>
Shekelia Harvey	U			Maria Rodriguez Camarena, <i>Member Advocate</i>
Daniel W. Kwong	P			Tanisha Johnson, <i>Supervisor, Health Promoters Program</i>
Fung Ha Leung Kwong	P			Andrea McFerson, <i>RCAC 6 Chairperson & L.A. Care Health Promoter</i>
Lidia Parra	P			
Gonzalo Sandoval	U			

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

PUBLIC

INTERPRETERS

		Eduardo Kogan & 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 April 16, 2019 was approved as presented. • The meeting summary for February 19, 2018 was approved as presented. <p><u>ECAC & Board Meeting Report</u></p> <p>Cynthia Conteas-Wood, RCAC Chair provided a report from the April 2019 ECAC Meeting:</p> <ul style="list-style-type: none"> • Staff prepared written information about the CCI transition and was send to all RCACs and CCI Council in January 2019. The written information outlined the state requirements for the Cal MediConnect (CMC) contract, L.A. Care’s demographic information by line of business and the process for the creation of a new Cal MediConnect Enrollee Advisory Committee (EAC). • All RCAC and CCI Councils were able to provide comment on the CCI transition during the February and March meeting cycles. • The final proposal will be presented to the Executive Committee of the Board of Governors at its scheduled meeting on Monday, April 22, 2019 at 2:00 p.m. • The Board also authorize staff to revised the Consumer Advisory Committee (CAC) Operating Rules to implement the changes. • L.A Care selected Call the Call the Car as the New Transportation Service Vendor. • The contract with L.A. Care and Call the Car was executed early January 2019 with four-year term through December 2022. • 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 the health care needs. 		

- Ms. Maggie Belton shared with the group a few questions she had from the April ECAC meeting about “Call the Car” transportation and whether they provide service door to door, turn-around time, shared ride, and able to accommodate Seniors and People with Disabilities. A more detailed report will be provided at a later time.

Daniel W. Kwong, RCAC Member, attended the March 13, 2019 ECAC meeting and presented on the following:

- Ms. Kwong shared her experience at ECAC and felt there was a lot of important information shared and will share it with her community.

Fung Ha Leung Kwong, RCAC Member, attended the April 10, 2019 ECAC meeting and reported the following:

- Mr. Kwong shared general phone numbers for Cal MediConnect for members who have questions about their services and to inquire about providers that are contracted with L.A. Care and closer to their homes.
- In addition, he mentioned there were a few new members approved by ECAC and will be approved by the Board in the month of May 2019.

The March Board of Governors meeting was cancelled and will resume on April 4, 2019 at the offices of L.A. Care Health Plan.

- Robert Santos, RCAC Member, was not able to attend the April 2019 Board of Governors meeting and not able to report.

RCAC Members Attending ECAC

- Lidia Parra, RCAC 3 member is scheduled to attend the ECAC meeting on May 8, 2019 at L.A. Care.
- Roberto Santos, RCAC 3 member is scheduled to attend the ECAC meeting on June 12, 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)

- Lidia Parra, RCAC 3 Member will attend the BOG meeting on Thursday, May 2, 2019.
- Fung Ha Leung Kwong, RCAC 3 Member will attend the June 8, 2019 Board of Governors meeting.
- 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

Elevating Advocacy Conference

- The Community Outreach & Engagement Department hosted its 2019 Spring Conference to celebrate 20 years of Community Engagement and Empowerment, which will celebrate the RCACs 20th year anniversary.
- The event took place at St. Anne’s Conference Center from 8:30am to 3:00pm at 155 N. Occidental Blvd., Los Angeles, CA 90026.

- RCAC Member were asked to provide feedback about the overall program of the conference. Members were also invited to provide feedback on things that worked and what could be improved for future conferences.
- Members enjoyed the conference and had positive feedback. They enjoyed the overall program and more specifically the Theatre Show, the Photo Video, and Ice Cream Social.

ECAC Leadership Training

- The next ECAC Leadership Training is scheduled for Friday, May 31, 2019 at L.A. Care Health Plan from 8:30am to 2:30pm titled “Managing Difficult Conversations”. All RCAC Chairs, Vice Chairs, and At-Large Members are required to attend.

New Member Orientation

- The next New Member Orientation is scheduled for Friday, June 7, 2019 from 8:30am to 2:30pm at L.A. Care Health Plan. This orientation is only for New RCAC Members who are joining the RCAC.

Care Harbor – Pomona Fairplex

- The Care Harbor event is scheduled for Saturday and Sunday, April 27-28, 2019 from 7:00am to 4:00pm at the Pomona Fairplex located at 1101 W. McKinley, Pomona, CA 91768.
- Hundreds of physicians, dentists, optometrists and other professionals will be on site to serve and help everyone who is in attendance.
- Participants must have a wristband to enter to receive Medical, Dental, and Vision services.
- The Wristbands are free and are on a first come, first serve basis, or until all wristbands are given out.
- The wristbands will be given out at the following locations:
 - Youth and Family Club of Pomona Valley, 1420 S. Garey Ave., Pomona, CA 91766
 - Washington Park, 865 E. Grand Ave., Pomona, CA 91766
 - Azusa City Library, 729 N. Dalton Ave., Azusa, CA 91702
 - San Gabriel Valley Service Center, 1441 Santa Anita Ave., S. El Monte, CA 91731
- All members were encouraged to attend and pass the information to others who may be interested.

III.	REGIONAL ISSUES	Group
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- Member shared issue with the RCAC about coverage for her children and stated her eligibility worker states she doesn’t qualify for Med-Cal however she feels she does and it may be a cliché on their system and not necessarily because she doesn’t qualify. Member will follow up and talk to Member Advocate for additional help.

IV.	GET UP AND MOVE	Felicia Gray, <i>Liaison</i> and Group
<ul style="list-style-type: none"> All RCAC members took a ten-minute break. 		
V.	RCAC WORK-PLAN	Group
<p><u>Health Promoters Program – Protecting Yourself from Colorectal Cancer Presentation</u></p> <ul style="list-style-type: none"> Andrea McFerson, L.A. Care Health Promoter, provided a follow up to the previous presentation titled “Protecting Yourself from Colorectal Cancer”. The training will focus on providing members with the messaging that will help them for their outreach efforts. Ms. McFerson also provided an activity where she had members role-play, so they get a better idea on what to say or how to interact with the community when they talk about Colorectal Cancer and what steps to take if they have additional questions or require follow up. Members will receive handouts on Colorectal Cancer, Tally Sheets, and promotional items for their outreach efforts. All members are encouraged to gather as many as encounters as possible but were also reminded that 25 is the minimum amount required to receive the gift card at the end of the year when they acknowledge the RCAC and members for all of their work. RCAC Members were informed they can call staff if they have any additional questions or need material for their outreach. <p><u>Community Sponsorships</u></p> <ul style="list-style-type: none"> The RCAC will be sponsoring an organization that will focus on Food Security. Frank Meza provided a clear explanation on how the RCAC can work with community partners to effectively address Food Security. RCAC members were asked to identify agencies that may be interested in applying for this sponsorship and provide their contact information to Frank Meza or Felicia Gray for follow up. <p><u>Community Outreach Events</u></p> <ul style="list-style-type: none"> RCAC members will have an opportunity to partner up with a variety of Community Based Organizations (CBOs) as a collaborative to support each other’s programs and for members to provide information about Colorectal Cancer. RCAC Members were asked to inform Frank or Felicia of any community based organization that may be organizing events, so that RCAC 3 may participate to do outreach. Cynthia Contreas-Wood stressed to everyone on the importance of bringing a name of an agency for the next meeting. Members were informed that they need to complete at least 25 encounters to be eligible for the Gift Card at the end of the year, which highlights the RCACs accomplishments. More information will be provided at the next schedule meeting. 		

VII.	FUTURE AGENDA ITEM	Group
<ul style="list-style-type: none"> • There were no future agenda items brought forward. 		
VIII.	MEETING EVALUATION	Group
<ul style="list-style-type: none"> • RCAC members took a few minutes to complete meeting evaluations. 		
IX.	PUBLIC COMMENTS	Group
<ul style="list-style-type: none"> • There were no public comments at this time. 		
X.	ADJOURNMENT	Group
<ul style="list-style-type: none"> • The meeting was adjourned at 12:00 p.m. • The next RCAC meeting is scheduled for June 18, 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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Respectfully Submitted by:
 Frank Meza, *Community Outreach Field Specialist*

Approved by: Declined to sign
 Cynthia Conteas-Wood, *RCAC 3 Chair*

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