



Regional Community Advisory Committee (RCAC)
Region 3 - Alhambra, Pasadena, Foothill - Committee Summary
Rosemead Community Center
3936 Muscatel Avenue, Room 4
Rosemead, CA 91770
Tuesday, June 18, 2019
9:30AM - 12:00PM

MEMBER ATTENDANCE

STAFF/MANAGEMENT

Margaret "Maggie" Belton, <i>Vice-Chair</i>	P		Frank Meza, <i>Community Outreach Field Specialist</i>
Cynthia Contreas-Wood, <i>Chair,</i> <i>Community Partner</i>	P		Felicia Gray, <i>Community Outreach Liaison</i>
Shekelia Harvey	P		Idalia de la Torre, <i>Field Specialist Supervisor</i>
Daniel W. Kwong	P		Maribel Gonzalez, <i>Member Advocate</i>
Fung Ha Leung Kwong	P		
Lidia Parra	P		

(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
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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 June 18, 2019 was approved as presented. • The meeting summary for April 16, 2018 was approved with one change under the RCAC Work-Plan projects section to add: <ul style="list-style-type: none"> • “Cynthia Conteas-Wood asked staff to also identify agencies or events in the community for the RCAC Work-Plan projects”. <p><u>ECAC Meeting Report</u></p> <p>Lidia Parra, RCAC Member provided a report from the May 2019 ECAC Meeting:</p> <ul style="list-style-type: none"> • Ms. Parra reported about a presentation on the Appeals and Grievances process and what the difference is between the two. • Medi-Cal expansion proposed to cover undocumented young adults from 19 to 26 year’s old who meet all other eligibility criteria, regardless of documentation status. • The Cal-Fresh programs has expanded to provide benefits to more people. They can apply for Cal Fresh in person at the DPPS offices, on line, by phone or mail. <p>Cynthia Conteas-Wood reported on the following:</p> <ul style="list-style-type: none"> • The Pharmacy Department provided information about medications that are covered by L.A. Care and what is not. Ms. Conteas-Wood talked about Step Therapy, which allows members to try first step medication that are generally less expensive before using medications that is more expensive. Some medications have restrictions and may require a pre authorization from their physician. • Frank Meza suggested members use the L.A. Care website under the Pharmacy section to access all the tools and resources for verifying what medicine is covered, how to find a pharmacy, and information on vaccinations. • Ms. Conteas-Wood added information on the response time for an expedited grievance, which is 72 hours for life threatening situations and 30 days if it’s a standard grievance. • Members can file a grievance at their doctor’s office or by calling L.A. Care Health Plan. 		

- Ms. Conteas-Wood also talked about Population Health, which focuses on the health outcomes of a group of individuals and looks at the overall health of certain communities on a global scale to address issues such as; chronic disease, health and wellness, Asthma, Diabetes, and high risk conditions to determine the impact it has on a certain population.
- The copy of the presentation was included in everyone's folder to review.

Roberto Santos, RCAC Member, attended the June 2019 ECAC meeting and reported the following:

- Mr. Santos reported about the Medical School Scholarship Program and how it supports graduate medical students working to become primary care physicians who will be serving L.A. Care members.
- Mr. Baackes talked about the Cal-Fresh program and encouraged members to get the word out and have people apply by calling the 1800 line or visiting their nearest DPPS office or applying on-line as well.

Board Meeting Report

Lidia Parra, RCAC Member provided a report from the May 2019 Board meeting on the following:

- Ms. Parra reported that there are 33 new physicians in L.A. County as a result of Elevating the Safety Net Program. 24 new applications for grants were submitted and 8 new students will be announced over the Summer for classes starting the Fall of this year.
- Individual Mandate, effective January 1, 2020, which Establishes a state requirement that people must have health care coverage.
- Tung M. Leung Kwong, RCAC Member was not able to attend the June Board of Governors meeting on June 6, 2019.

RCAC Members Attending ECAC

- Shekelia Harvey, RCAC 3 member is scheduled to attend the ECAC meeting on July 10, 2019 at L.A. Care.
- Fung Ha Leung, RCAC 3 member is scheduled to attend the ECAC meeting on September 11, 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)

- Daniel Kwong, RCAC 3 Member will attend the BOG meeting on Thursday, July 25, 2019.
- Shekelia Harvey, RCAC 3 Member will attend the September 5, 2019 Board of Governors meeting. This meeting will be an off-site all day retreat. More information will be provided to the RCAC members closer to the meeting date.
- 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

Cultural & Linguistics Presentation

- Frank Meza presented information about services the Cultural & Linguistics Department provides to L.A. Care Members. The services that are provided are:
 - Face to Face Interpretation
 - Telephone Interpretation
 - TTY/TDD
 - Translation of materials in several languages
 - Alternative format, large font or Audio
- The Cultural & Linguistics Department ensures that L.A. Care members receive high quality services and provides members opportunities to provide feedback and complete evaluations on the services they provide to its members.
- In addition, the C&L Department provides trainings to L.A. Care staff and providers in person or online.
- For more information on how to request an interpreter face to face or on the telephone, members were encouraged to call the 1800 number listed on the presentation.

Emergency Contact Sheet

- RCAC Members were encouraged to complete an emergency contact sheet with information that will be helpful for staff to contact in case of an emergency.
- The form is voluntary and members can call staff to update the information if it changes.
- The information will be kept confidential in a binder, and L.A. Care staff will bring it to every meeting.

ECAC Leadership Training

- The next ECAC Leadership Training is scheduled for Tuesday, July 30, 2019 at L.A. Care Health Plan from 8:30am to 2:30pm. The training is titled “Making Advocacy Work”.
- 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, September 13, 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.

III.	REGIONAL ISSUES	Group
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- RCAC Member shared an issue with an appointment she made with her primary care doctor. When she arrived at the doctor’s office, the office staff stated she wasn’t on the appointment book and wanted to turn her away. Member had a confirmation of the appointment and was able to see her doctor.

- RCAC member shared a positive experience getting an appointment with her doctor for a physical. Member stated it normally takes a few weeks to see her doctor.

Motions Process for RCACs and ECAC

- Frank Meza reviewed the Motion Process Flow Chart to inform members on how the motion process works.
- Members were encouraged to familiarize themselves with this process so they can bring global issues to the RCAC and ultimately to ECAC and the Board for additional support or influence change.
- Although, the process sometimes requires other internal departments to be involved, the RCAC Chair will ensure to bring back to the RCAC any updates on its progress or resolution.
- A copy of the Motion Flow Chart was provided to everyone and were reminded to carry it in their binders for future reference.

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.	RCAC WORK-PLAN	Group
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20 Year Anniversary of the RCACs

- RCAC Members who attended the Conference to celebrate the RCACs 20-year Anniversary were presented with a Certificate of Appreciation.

Community Sponsorships

- 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 and address one of many Social determinants of Health that impact their community.
- RCAC members were reminded if they know of an agency that may be interested in applying for the sponsorship to please contact Frank Meza or Felicia Gray for follow up. L.A. Care staff is also connecting with agencies to promote the Community Sponsorship.

Community Outreach Event

- This year the RCAC members will be expected to participate in 1 -2 community outreach events and distribute information on Colorectal Cancer. To make this year’s outreach events successful, we will be asking RCAC members to outreach individually or in a small group (no more than 3 RCAC members) to Community Based Organizations they are already involved in their communities for example: PTA’s, churches, Schools, 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 on an ongoing basis with health education materials, small promo items and tally sheets to continue to record the number of outreach encounters they conducted during their outreach efforts.
- We ask all RCAC members to take pictures of their outreach efforts and share with staff as it will assist with tracking and documenting of all events. The information will also be shared and included in the annual RCAC work plan presentation.
- 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 event.
- 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 staff.
- Members who participate in staff assigned outreach events will be responsible for contacting CO&E staff to ensure their names are included on the list and will be contacted when the event has been established to receive date, location and time of outreach event.

Gift Card Incentive

- Members must participate in at least one community outreach event and 25 encounters (signatures) in order to be eligible for the annual member incentive given at the end of the year.

Upcoming Outreach Events

Farmers Market (Every Monday)

Rosemead Civic Center

8838 E. Valley Blvd.

5:00pm to 9:00pm

Dates

- July 1, 2019
- July 8, 2019 (Frank will attend this date)
- July 15, 2019

Concerts in the Park

7:00pm to 9:00pm

Rosemead Park

4343 Encinita Avenue

Rosemead, CA 91770

Garvey Park

7933 Emerson Pl.

Rosemead CA 91770

<u>Dates</u> July 20, 2019 August 3, 2019 August 17, 2019		<u>Dates</u> July 27, 2019 August 10, 2019 (Frank will attend this event)
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 August 20, 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 Conteas-Wood, *RCAC 3 Chair*

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

Concerts in the Park
7:00pm to 9:00pm

Rosemead Park
4343 Encinita Avenue
Rosemead, CA 91770

Garvey Park
7933 Emerson Pl.
Rosemead CA 91770

Dates
July 20, 2019
August 3, 2019
August 17, 2019

Dates
July 27, 2019
August 10, 2019 (Frank will attend this event)

VII.	FUTURE AGENDA ITEM	Group
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- There were no future agenda items brought forward.

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

IX.	PUBLIC COMMENTS	Group
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- There were no public comments at this time.

X.	ADJOURNMENT	Group
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- The meeting was adjourned at 12:00 p.m.
- The next RCAC meeting is scheduled for August 20, 2019 at the Rosemead Community Center at 3936 Muscatel Avenue, Room 4 - Rosemead, CA 91770 from 9:30am to 12:00pm.

Respectfully Submitted by:

Approved by:

