



Regional Community Advisory Committee (RCAC)
Region 3 - Alhambra, Pasadena, Foothill - Committee Summary
Rosemead Community Center
3936 Muscatel Avenue, Room 4
Rosemead, CA 91770
Tuesday, August 20, 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)		Cindy Pozos, <i>Community Outreach Liaison</i>
Shekelia Harvey	(U)		Idalia de la Torre, <i>Field Specialist Supervisor</i>
Daniel W. Kwong	(P)		Angel Sotelo, <i>Member Advocate</i>
Fung Ha Leung Kwong	(P)		Layla Gonzalez-Delgado, <i>L.A. Care Board of Governors</i>
Lidia Parra	(P)		
Adan N. Fernandez	(P)		
Roberto Santos	(P)		

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

PUBLIC

INTERPRETERS

		Eduardo Kogan & Shelly Hash, <i>Spanish Interpreters</i>
		Henry Tung & 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 August 20, 2019 was approved as presented. • The meeting summary for June 18, 2019 was approved as presented. <p><u>ECAC Meeting Report</u></p> <p>Daniel K. Kwong, RCAC Member provided a report from the July 10, 2019 ECAC Meeting:</p> <ul style="list-style-type: none"> • Mr. Kwong was not able to report from the July ECAC Meeting. <p>Cynthia Conteas-Wood reported on the following:</p> <ul style="list-style-type: none"> • Reminder to all RCAC members to fill out an emergency card so that L.A. Care staff knows who to contact in case of an emergency. Our plan is for staff to have at each of the RCAC/ECAC meetings a binder that they can refer to in case of an emergency. It is voluntary and we encourage everyone who participates to update the information should your emergency contact change. <p><u>Improving the Member Experience of L.A. Care Members</u></p> <ul style="list-style-type: none"> • Carolina Coleman, MPP, <i>Senior Program Manager, Quality Improvement Department</i>, attended the ECAC meeting and presented on the following: <ul style="list-style-type: none"> • What is Member Experience? • Why Is Member Experience Important? 		

- Example Survey
- Common Issues Members Report
- What is L.A. Care Doing to Improve Member Experience?
- How can members help L.A. Care Improve?
- Ms. Coleman explained that L.A. Care cares about its members and has set up several mechanisms to monitor members experience such as:
 - Grievances and appeals
 - Surveys
 - Feedback from RCACs and ECAC
- Common issues Members Report:
 - Waiting too long at the provider office
 - Appointments are not available soon enough
 - Did not feel treated well or helped by staff and/or provider
 - Too few choices of providers
 - Referral issues and delays
 - Not enough time with provider
- RCAC Members were encouraged to review the presentation and the resources that was included in their folder.
- On June 1st, L.A. Care contracted with CVS Minute Clinics to provide a specific set of services to CMC, MCLA, LACC and LACC-D members. The CVS Minute Clinics are open 7 days a week, including evenings and weekends, with no appointment required.

Legislative Report

- **In June, Governor Newsom reached a deal with California lawmakers on a \$214.8 billion state budget. Following are the main issues of significance to L.A. Care Health Plan.**

Medi-Cal Expansion to Undocumented Young Adults (Effective January 1, 2020)

- Provides full-scope Medi-Cal to undocumented individuals from age 19 through age 25 who meet all other eligibility criteria, regardless of documentation status. Currently, coverage is provided for undocumented children up through 18 years of age.
- California will continue to receive federal funding for emergency and pregnancy related services; however, all other services provided will be funded the state
- Estimates that 90,000 individuals statewide will enroll in the first year.

Restores the following Medi-Cal Optional Benefits (Effective January 1, 2020)

- Optometry benefit (to include frames and lens)

- Audiology/Hearing
- Incontinence creams and washes
- Podiatry
- Speech Therapy

Subsidies - Covered California (Effective January 1, 2020)

- Adds state subsidies for those individuals in Covered California. This state funding is in addition to the federal funding already received by these individuals. This makes it more affordable for Californians to purchase coverage with Covered California.

Individual Mandate (Effective January 1, 2020)

- Establishes a state requirement that people must have health care coverage. The financial penalty for not having coverage would be the same as the federal mandate (\$695 per adult/\$2,085 per family).

Medi-Cal Eligibility Increase for the Aged and Disabled (Effective no sooner than January 1, 2020)

- Raises Medi-Cal eligibility up to 138% FPL for the Aged and Disabled population. This proposal brings the Aged and Disabled program into alignment with other income-based Medi-Cal eligibility programs – so now an estimated 27,000 will no longer have a share of cost.

Medi-Cal Eligibility for Post-Partum Women (Effective January 1, 2020)

- Extends Medi-Cal eligibility from 60 days to 1 year for post-partum women receiving restricted-scope Medi-Cal benefits who have a maternal mental health condition. So women who just had a baby and have mental health conditions would be able to stay on Medi-Cal for up to 1 year. Currently, all women in this aid code only receive 60 days of restricted-scope Medi-Cal benefits.

Board Meeting Report

Fung Ha Leung Kwong, RCAC Member provided a report from the July 25, 2019 Board meeting on the following:

- Ms. Kwong did not attend the Board Meeting and was not able to report.

RCAC Members Attending ECAC

- Fung Ha Leung, RCAC 3 member is scheduled to attend the ECAC meeting on September 11, 2019 at L.A. Care.
- Lidia Parra, RCAC 3 member is scheduled to attend the ECAC meeting on October 9, 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)

- Shekelia Harvey, RCAC 3 Member will attend the September 5, 2019 Board of Governors meeting. This meeting will be an all-day Retreat located at Joan Palevsky Center, California Community Foundation, 221 S. Figueroa Street, Los Angeles, CA 90012.
- Adan Fernandez, RCAC 3 Member will attend the BOG meeting on Thursday, October 3, 2019.
- 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

ECAC Leadership Training

- The next ECAC Leadership Training is scheduled for Friday, September 27, 2019 at L.A. Care Health Plan from 8:30am to 2:30pm. The training is titled “Health Equity and Equality – Understanding the Needs of our Members”.
- 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.
- Frank Meza stated the RCAC has decreased in membership and will focus on recruiting moving forward.

American Red Cross

- Megan & Chris, from the American Red Cross started her presentation by asking members if they felt the July 4th 2019 earthquake. She then talked about what the main topics will be and will review in depth what to do in case of an emergency, earthquake, fire or disasters. Ms. Falasco was very interactive and took her time discussing the topics to allow members to ask questions and provide examples.
- The American Red Cross responds to emergencies in order to meet the urgent needs of those affected by natural and human caused disasters. Their focus is to ensure those impacted are provided safe shelter, food, emotional support, health services, and critical relief items.
- After the emergency phase of a response has been completed, the American Red Cross turns to helping people recover and address lingering community needs by working together with community leaders, government and relief agencies, they organize and execute recovery strategies that include:
 - Providing emergency financial assistance in the immediate aftermath of a disaster
 - Distributing financial assistance for households that need extra help in the long-term
 - Providing grants for community-based recovery services

- Megan also had several items to demonstrate how to use them and are crucial in emergency situations, such as; special flashlights, packaged water, food, batteries, blankets, and encouraged members to have a plan and what be safe in case of disasters.
- In addition, resources and phone numbers were provided for members to use if they have additional questions or would like to access information and tips from their website.

III.	REGIONAL ISSUES	Group
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- RCAC Member stated when her child started school she scheduled an appointment to see her doctor and unfortunately missed the appointment. As a result of that, heir next appointment was pushed back very late or next year because of the missed appointment.
- RCAC Members did not have any additional issues to present, however were encouraged to call the Member Services line or speak to Angel Sotelo, Member Advocate, who is present at every RCAC meeting.

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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Community Sponsorships

- The RCAC is sponsoring an organization that will focus on Food Security.
- Frank Meza provided an update about the agency Foothill Unity Center that submitted a sponsorship letter to request funding to promote their program. Their Family Food Program is designed for individuals and families who have access to a kitchen or other food preparation/storage area. Each month, seniors, singles and families receive enough food to supplement their nutritional needs for about ten days (a balanced mix of canned, dry, frozen, refrigerated food, bread, bakery, dairy products, and fresh produce and USDA must-haves).
- Families then return to one of our centers once a week for additional, perishable foods. Food is distributed at both the Pasadena and main Monrovia locations.
- Mr. Meza will provide an update at the next RCAC 3 meeting scheduled for October 15, 2019.

Community Outreach Event

- Frank and Cynthia provided an update about their visit to the Farmers Market on July 8, 2019 at the Rosemead Civic Center. Ms. Contreas-Wood shared with the group their experience and talked about a few challenges and the overall success of their outreach efforts to this community.

- Ms. Contreas-Wood encouraged everyone to continue with their Outreach efforts and to reach out to her or staff if they need any support, or are experiencing challenges with meeting their outreach goals.
- Member have till September 30th to submit all completed tally sheets.
- 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.
- RCAC members were reminded 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.

Local Legislative Office Visits

- Frank Meza shared with the group their experience at the office of Senator Anthony Portantino. Ms. Maggie Belton had an opportunity to speak to Mr. Portantino about the importance of getting the word out about the Cal Fresh program and asking his office to support efforts to increase people to sign up. Mr. Portantino was very supportive and was happy to support this important program.
- Ms. Belton invited Mr. Portantino to attend a future RCAC 3 meeting, so that sees the great work the RCAC is doing in the community, especially in support of the Cal Fresh program, Community Sponsorships around Food Security, and education on Colorectal Cancer.

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"> • Board Member, Layla Gonzalez-Delgado made a suggestion about potentially bringing more information or a presenter to talk about “Tenant Rights”. The RCAC was very interested in this topic. L.A. Care staff will bring this back to CO&E Management to potentially bring this topic to the RCAC at a later time. • RCAC Member provided information about an upcoming health fair taking place at Rosemead park in September. Member didn’t have the details at hand but mentioned there are flyers at the front office of the center. 		
X.	ADJOURNMENT	Group

- The meeting was adjourned at 12:00 p.m.
- The next RCAC meeting is scheduled for October 15, 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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