



**Regional Community Advisory Committee (RCAC)
Region 4 - Hollywood, Wilshire, Central L.A., Glendale - Committee Summary**

Hope Street Family Center

1600 South Hope Street, Room 305, Los Angeles, CA 90015

Tuesday, January 15, 2019

9:00AM - 11:30AM

MEMBER ATTENDANCE

STAFF/MANAGEMENT

Ana Alonso	P	Alfonso Noriega	P	Jose Ricardo Rivas, <i>Community Outreach Field Specialist</i>
Maria Casarrubias	P	Theodora Parlanti	P	Hilda Herrera, <i>Community Outreach Liaison</i>
Sonia Claudio	P	Silvia Poz	P	Carlos Rueda, <i>Member Relations Health Navigator</i>
Phyllis Coto	P	Silvia Quezada	P	Idalia de la Torre, <i>Field Specialist Supervisor</i>
Herceys Donis	P	Hercilia Salvatierra	P	
Hugo Flores	E	Ricardo Sanchez	P	
Mirna Gonzalez	P	Michael Shelton	P	
Rachael Luckey	P			

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

PUBLIC

INTERPRETERS

		Ruth Nuno
		Isaac Ibarlucea

MEETING SUMMARY, DISCUSSION AND FOLLOW UP

AGENDA ITEM	LEAD
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I.	WELCOME AND INTRODUCTION	J. Ricardo Rivas, <i>Field Specialist</i> Silvia Poz, <i>Chair</i>
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L.A. Care’s Mission Statement / Three Pillars of CO&E and RCACs

- Silvia Poz, *Chair*, called the meeting to order and asked everyone to introduce themselves.
- Rachael Luckey, *RCAC 4 Vice-Chair*, read L.A. Care’s Mission statement, the three pillars of Community Outreach and Engagement (Health Promotion, Health Advocacy and Partnership), and also reviewed the RCAC meeting “Ground Rules” before starting the meetings.

II.	BUSINESS	J. Ricardo Rivas, <i>Field Specialist</i> Silvia Poz, <i>Chair</i>
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Approval of Agenda & Meeting Summary

- Today’s meeting agenda was approved as presented.
- The November 20, 2018 meeting summary was approved as presented.

Executive Community Advisory Committee (ECAC) and Board of Governors (BOG) Meeting Update

- RCAC members had an opportunity to read the January 2019 ECAC Report found in the meeting folder, and the following members provided a brief report based off of the meeting they attended:

Silvia Quezada, RCAC 4 member, attended the ECAC meeting on December 12, 2018 and reported the following:

- ECAC had elections for Chair and Vice-Chair. The members elected for ECAC Chair and ECAC Vice-Chair are:
 - ECAC Chair: Ana Romo, *RCAC 8*
 - ECAC Vice-Chair: Elda Sevilla, *RCAC 11*

Alfonso Noriega, RCAC 4 member, attended the ECAC meeting on January 9, 2019 and reported the following:

- The January ECAC was led by the newly elected Chair, Ana Romo in Spanish.
- The Family Resource Center (FRC) Department is celebrating the opening of the new East Los Angeles FRC on February 8, & 9.
- The deadline to purchase health insurance for the upcoming year under Covered California ends today, January 15, 2019. Mr. John Baackes gave a few more details in reference to this program, and those interested in receiving more information regarding this update were referred to the December BOG minutes located at the lacare.org website.

Alfonso Noriega, RCAC 4 member, attended the BOG meeting on December 6, 2018 and reported the following:

- A lot of members reported grievances to the Board on this day related to issues with transportation, bad services from nurses and doctors, and bad service from the L.A. Care Compliance Department. A member in particular called in complaining that the L.A. Care

Compliance Department had not helped her resolve an issue that she felt needed to have been resolved already, and was very upset to hear that the Board approved a bonus for all L.A. Care employees – “Even the ones not doing their work”, per this upset caller.

- Mr. Noriega brought up his own member issues as well, 1) addressing the *L.A. Care Provider Directory* stating that this book is inaccurate and needs to be updated with current up to date information, and 2) addressing an issue he encountered with *Broadway Radiologist* a location that does MRI’s, CT’s, and ultrasounds to L.A. Care members. The issue here is that they provide the MRI, CT, & ultrasound results on a Compact Disc (CD) and charge each patient \$5 per disc, money out-of-pocket to Medi-Cal recipients who should not be paying anything. A staff member took Mr. Noriega’s issues down for further follow up from L.A. Care.

ECAC/BOG Attendance Reminder

- Members were reminded that if they commit to attend a BOG/ECAC meeting, but encounter an issue and cannot go to please inform L.A. Care staff so they have a chance to reach out to another RCAC member to represent RCAC 4 instead. Members were also reminded that committing to a BOG/ECAC meeting, and not attending even if you have an excuse does count against the number of allowed absences within any fiscal year – 3 absences per year in this case.

ECAC Meeting Attendance

- Hercilia Salvatierra is scheduled to attend the February 13, 2019 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.
- Ana Alonso is scheduled to attend the March 13, 2019 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.

BOG Meeting Attendance

- Theodora Parlanti is scheduled to attend the February 7, 2019 Board of Governors meeting at L.A. Care Health Plan Headquarters office from 2:00 p.m. to 5:00 p.m.
- Herceys Donis is scheduled to attend the March 7, 2019 Board of Governors meeting at L.A. Care Health Plan Headquarters office from 2:00 p.m. to 5:00 p.m. ***The meeting is a place holder and might not be scheduled. Staff will know by the end of February if it will be Scheduled***

CO&E Report

CCI Transition

The CO&E Department is working with the CCI team in putting together material that will provide more information on the transition, and this will be share with all the RCAC members in the February/March meeting cycle.

2019 CAC Spring Conference

- Member were informed that this conference is scheduled for Friday, March 22, 2019 at St. Anne’s 155 N. Occidental Blvd. Los Angeles, CA 90026 from 8:30 a.m. to 2:30 p.m. The conference is mandatory for all RCAC members and those that are eligible will receive a stipend for their attendance. RCAC members requiring transportation because of a medical necessity were encouraged to speak to Hilda Herrera, *Liaison* after the meeting.

Code of Conduct Training

- All RCAC members received the Code of Conduct and Standards of Behavior training that covered *personal responsibilities, policies and procedures, and conflict of interest*. All members present had an opportunity to ask questions throughout the training.
- At the end of the presentation RCAC members submitted an acknowledgement form certifying that they received a copy of/understood/& will abide by the provisions and guidelines found in L.A. Care’s *Code of Conduct and Standard of Behavior*.

RCAC I.D. Badges

- Members were encouraged to speak to Hilda Herrera, *Liaison* after the meeting if they were in need of a RCAC I.D. badge.

III.	REGIONAL ISSUES	Group
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Member Issues

- Committee members where informed that this section of the agenda is where members can bring forward community health issues that are affecting their region – RCAC 4. If committee members have personal issues they would like to report, members were encouraged to speak to the *Health Navigator* present, Carolos Rueda.
- Agenda item “**A: Housing for Health – Eviction Prevention**” was tabled for the next RCAC 4 scheduled on March 19, 2019 because of shortage in time.

IV.	GET UP AND MOVE	Hilda Herrera, <i>Liaison</i> and Group
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- This recess was skipped to finish the meeting on time.

V.	RCAC WORKPLAN	Group
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Community Work Projects 2018-2019

- Once more detailed information on how the RCAC community work project will be for 2018-2019 the information will then be shared with RCAC members.

VII.	FUTURE AGENDA ITEM	Group
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- The following were future agenda items brought forth by the committee:
 - 1) With money set aside for this, for RCAC 4 to organize a community event by the RCAC 4 members' themselves.

VIII.	MEETING EVALUATION	Group
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- RCAC members took 5 minutes to complete meeting evaluations.

IX.	PUBLIC COMMENTS	Group
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- RCAC members were informed that while a tax bill passed by Congress recently repealed the individual mandate to sign up for Covered California, recent numbers show that a robust amount of people have signed up nationwide demonstrating a need for the program.
- A RCAC member informed the committee to take leftover snacks home, but to be mindful to leave some for other members as well.
- A RCAC member shared with the group that she received a *Walker* recently approved by L.A. Care and she's been very happy with it for the last two weeks.

X.	ADJOURNMENT	Group
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- The meeting was adjourned at 11:30 a.m.
- **The next RCAC meeting is scheduled for Tuesday, March 19, 2019 from 9:00AM to 11:30AM at the Hope Street Family Center at 1600 South Hope Street Room 305, Los Angeles, CA 90015.**

Respectfully Submitted by:
 Jose Ricardo Rivas, *Community Outreach Field Specialist*

Approved by: _____
 Silvia Poz, *RCAC 4 Chair*

In the absence of chair approved by:
 Name: _____

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