



**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, March 19, 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	Manuel Vizcarra, <i>Community Outreach Liaison</i>
Sonia Claudio	P	Silvia Poz, <i>Chair</i>	P	Sylvia Gochuico, <i>CSC Member Advocate</i>
Phyllis Coto	P	Silvia Quezada	P	Idalia de la Torre, <i>Field Specialist Supervisor</i>
Herceys Donis	P	Hercilia Salvatierra	P	Blanca Rivas, <i>Department Assistant CO&E</i>
Hugo Flores	P	Ricardo Sanchez	P	
Mirna Gonzalez	P	Michael Shelton	P	
Rachael Luckey, <i>Vice Chair</i>	P			

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

PUBLIC

INTERPRETERS

Scott Clapson		Shelley Hash
Elda Sevilla, <i>Health Promoter & RCAC 11 member</i>		Eduardo Kogan

MEETING SUMMARY, DISCUSSION AND FOLLOW UP

	AGENDA ITEM	LEAD
I.	WELCOME AND INTRODUCTION	J. Ricardo Rivas, <i>Field Specialist</i> Silvia Poz, <i>Chair</i>
<p><u>L.A. Care’s Mission Statement / Three Pillars of CO&E and RCACs</u></p> <ul style="list-style-type: none"> • Silvia Poz, <i>Chair</i>, called the meeting to order and asked everyone to introduce themselves. • RCAC 4 reviewed 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>
<p><u>Approval of Agenda & Meeting Summary</u></p> <ul style="list-style-type: none"> • Today’s meeting agenda was approved as presented. • The January 15, 2019 meeting summary was approved as presented. <p><u>Executive Community Advisory Committee (ECAC) and Board of Governors (BOG) Meeting Update</u></p> <ul style="list-style-type: none"> • RCAC members had an opportunity to read the March 2019 ECAC Report found in the meeting folder, and the following members provided a brief report based off of the meeting they attended: <p><u>Hercilia Salvatierra, RCAC 4 member</u> attended the ECAC meeting on February 13, 2019 and reported the following:</p> <ul style="list-style-type: none"> ○ A lot of L.A. Care members are suffering from the flu this year. L.A. Care is focusing on educating members on antibiotics, so members do not overtake this medication during the flu season. ○ L.A. Care is putting a lot of effort in helping new mothers combat postpartum depression. ○ L.A. Care recently opened up a much needed Family Resource Center in the City of East Los Angeles. ○ The “I-Speak Advocacy Training” is a two year program that teaches RCAC members advocacy skills. The current group did legislative office visits in Sacramento last year, and this year they will do local legislative visits, concluding their 2nd year in the program. After this, the I-Speak program will start accepting new applicants that would like to participate in the program next year. ○ L.A. Care renewed a grant to fund “Know your Rights Workshops” to both Central American Resource Center (CARECEN) and the Coalition for Humane Immigrant Rights (CHIRLA). Each organization will receive \$150,000. <p><u>Ana Alonso, RCAC 4 member</u> attended the ECAC meeting on March 13, 2019 and reported the following:</p>		

- L.A. Care is using a new transportation vendor called *Call the Car* that will fully be serving all of L.A. Care members in all regions by June of 2019. *LogistiCare* has been used by L.A. Care up to this point, but unfortunately it's not meeting L.A. Care member needs.
- L.A. Care works with a few regional centers in Los Angeles providing an array of support services for members with disabilities.
- A very informative presentation on Tenants' Legal Rights was given that informed members of their rights as tenants. A useful tip that stood out was to keep copies of everything.

Theodora Parlanti, RCAC 4 member, attended the BOG meeting on February 7, 2019 and reported the following:

- L.A. Care keeps a good amount of money in its reserves for emergency situations, a good practice by L.A. Care Health Plan.
- Mr. John Baackes, CEO made a comment the state funding for drugs and the conflict they are facing. The dilemma is whether more money should be allocated to provide brand-name drugs, or if more money should go to generic drugs to perhaps help the public more. The point was then made that some generic drugs are just not as good as the brand names; it is a complicated subject.

ECAC Meeting Attendance

- Maria Casarrubias is scheduled to attend the April 10, 2019 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.
- Sonia Claudio is scheduled to attend the May 8, 2019 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.

BOG Meeting Attendance

- Herceys Donis is scheduled to attend the April 4, 2019 Board of Governors meeting at L.A. Care Health Plan Headquarters office from 2:00 p.m. to 5:00 p.m.
- Phyllis Coto is scheduled to attend the May 2, 2019 Board of Governors meeting at L.A. Care Health Plan Headquarters office from 2:00 p.m. to 5:00 p.m.

CO&E Report

CCI Transition

- J. Ricardo Rivas, *Field Specialist* addressed the group and provided the following information:
 - All members should have received a memo-document providing background information on the RCACs & CCI Councils.
 - The CCI Councils were formed almost 5 years ago during the launch of the *Cal MediConnect* program, and like the RCACs, these councils allowed Cal MediConnect (CMC) members the opportunity to be heard in reference to the barriers they face when accessing their health care needs.

- The state has given L.A. Care new guidelines that helped L.A. Care understand the type of advisory committee it should have in place for the future; based off of these guidelines the CCI Councils no longer meet the new requirements. This is the primary reason why the CCI Councils are being re-structured to form one new committee for members in the Cal MediConnect Plan.
- L.A. Care is proposing a few things **1)** for CCI Council members be allowed to join the RCACs without completing an application, **2)** for CCI Council members to join a RCAC based off of where they live (zip code), and **3)** for BOG to modify ECAC by changing one At-Large member position from a *CCI At-Large Member* to an *SPD At-Large Member* to represent seniors and people with disabilities (SPD).
- L.A. Care wants this transition of moving the CCI Council members into the RCACs to be a smooth one, and fair; so it is gathering member input from all RCACs & CCI Councils this month and next month, and the information gathered will be examined to see if there is anything else that L.A. Care should be considering in this transition.
- The following four questions were asked, and the committee responded to each question as a group:
 - 1. How can we ensure that the voices of seniors and people with disabilities are heard at RCAC meetings?**
 - Provide more time for SPD folks to speak or provide a segment specific to SPD on the agenda
 - Outreach to SPD folks, encourage participation from them, and encourage them to run for leadership roles
 - Be equipped with the tools needed to listen to SPD folks
 - 2. At RCACs and ECAC, members have an opportunity to provide feedback on health care access issues during the Global Member Issues section of the agenda—how can we ensure SPD member voices are heard during this section?**
 - Make sure the info LA Care provides at the meetings is broken down in layman’s terms, providers that serve our members should do the same, and perhaps there should be an orientation given that focuses on the needs of SPD people (for LA Care staff and Providers alike)
 - 3. Staff has proposed that CCI Council members be transitioned into the RCACs without an application. What are your comments on this proposal?**
 - RCAC members agreed with this proposition.
 - For those interested in joining a RCAC, it would be interesting to ask these folks, “Why they want to join a RCAC?” and “What do they have to offer?”
 - 4. Are there any other comments you want to share?**
 - To better understand the SPD population and their needs perhaps LA Care staff should take a training that focuses on empathy and how to deal with mental illness and an array of other disabilities that SPD people deal with

- Committee members were thanked for their participation, and were encouraged to write down any further suggestions/comments on a comment-card to turn in at the end of the meeting.

“Elevating Advocacy” – Celebrating 20 years of Community Engagement & Empowerment Conference

- 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.
- Committee members present RSVP for the event by filling-out a signed-up sheet, and also indicated whether they will drive or take the transportation L.A. Care is providing; members that sign up for transportation, but end up driving instead, will not qualify for mileage reimbursement.

2017- 2018 RCAC Work Plan Recognition

- All RCAC members who participated in the 2017–2018 RCAC work plan projects were thanked, and recognized with a certificate and given an L.A. Care promotional item as a token of appreciation for their efforts.

Care Harbor – FREE medical, dental and vision care

- Care Harbor will be held at the Pomona *Fairplex* located at 1101 West McKinley Ave., in Pomona on April 27 – 28, 2019.
- The wristbands will be distributed a week before the event. For more information members were referred to the website: www.careharbor.org - once information is available it will be available here.

III.	REGIONAL ISSUES	Group
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Member Issues

- Committee members were 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 Sylvia Gochuico, *CSC Member Advocate*
- A member shared a negative experience she encountered to bring awareness and to help people that might also find themselves in a similar situation. She explained that she belongs to a Medicare part D prescription drug plan called *SilverScript* and she gets all her medication through them. Then one day she received a pharmacy bill by mail charging her over \$700.00 for medication she recently received. As soon as she could she took the bill over to her Social Worker, and there she found out that her Medicare part D plan had been changed to a plan called AARP part D, without her authorization. Per the info she received from the worker apparently this has been happening to a lot of folks that live in the Hollywood region of Los Angeles County, and this is a big problem especially for those people that do not make any inquiries or have a language barrier with English, so they end up paying for a bill they should not have received in the

first place. This member was able to switch her plan back to SilverScript, she didn't have to pay this bill, and she was thanked for sharing her experience.

- Another member shared her story; her child one day fell at school bumping his head, but since the school does not have a nurse everyday onsite she was not notified about the incident on the day of. Instead one week later her son started to get headaches, and eventually her son informed her about the fall at school a week prior; she then called the school and confirmed the incident. She took her son to his primary care physician who referred her to head over to the emergency room (ER). There she insisted for her son to get an MRI to make sure he is okay. Unfortunately this request was denied by the ER personnel because according to them the visual inspection done to her son was enough to determine that he was okay. This member was encouraged to call the customer solution number, or to speak to the member advocate for further assistance with this issue.

IV.	GET UP AND MOVE	Manuel Vizcarra, <i>Liaison</i> and Group
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- All members present took a five minute break.

V.	RCAC WORKPLAN	Group
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2018-2019 Sponsorship

- Members were informed that this year the RCACs will be doing sponsorships. The organization/s that will be sponsored through this year's work plan will be dictated by RCAC 4's decision to focus either on "Food Security", or "Early Childhood Education", one of the Social Determinants of Health L.A. Care's is focusing on this year.
- Community Outreach & Engagement (CO&E) will be working with an internal department that already does sponsorships, and because of this processes have been simplified (i.e., application process, solicitation/review process, payment) while strengthening and/or establishing partnerships.
- RCAC 4 committee members voted and chose **Food Security** for their work plan sponsorship for this year. Members were informed that more information on the next steps will be provided at the next RCAC 4 meeting.

2018-2019 Community Health Topic – Colorectal Cancer

- All members received a training called "Protecting Yourself from Colorectal Cancer"; the training's content was provided by the *American Cancer Society*, and *L.A. Care Health Plan's Health Promoter Program*. This training was conducted by Elda Sevilla, *RCAC 11 member*.
- The training covered the following: *What is Cancer, and Colorectal Cancer? – How common is Colorectal Cancer? – Risk Factors & how to lower your risk of Colorectal Cancer – Colorectal Cancer Screening Guidelines - & Colorectal Cancer Screening options available.*
- Members were informed that they have the power to protect themselves and their community from colorectal cancer, and were encouraged to spread the word that colorectal cancer screening saves lives.

2018-2019 Outreach Events

- Members were informed that for their outreach events this year they will focus on "Colorectal Cancer".

- Committee members were informed that the first step for preparing them for their outreach occurred today - Health Promoters came today and gave everyone a presentation on Colorectal Cancer.
- The second step will occur at the next RCAC 4 meeting in which the Health Promoters will be back again to train members on the “messaging” and how this will look like when they do their outreach at the events they attend this year.

VII. FUTURE AGENDA ITEM Group

- The following item will be added to the RCAC 4 agenda in May: *“Increase RCAC stipend and add more time to RCAC meetings”*

VIII. MEETING EVALUATION Group

- RCAC members took 5 minutes to complete meeting evaluations.

IX. PUBLIC COMMENTS Group

- There were no public comments.

X. ADJOURNMENT Group

- The meeting was adjourned at 11:50 a.m.
- **The next RCAC meeting is scheduled for Tuesday, May 21, 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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