



**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, May 21, 2019

9:00AM - 11:30AM

MEMBER ATTENDANCE

STAFF/MANAGEMENT

Ana Alonso	P	Rachael Luckey, <i>Vice Chair</i>	P	Jose Ricardo Rivas, <i>Community Outreach Field Specialist</i>
Maria Casarrubias	P	Alfonso Noriega	P	Hilda Herrera, <i>Community Outreach Liaison</i>
Scott Clapson	P	Theodora Parlanti	P	Gracie Rojas, <i>CSC Member Advocate</i>
Sonia Claudio	P	Silvia Poz, <i>Chair</i>	P	Idalia de la Torre, <i>Field Specialist Supervisor</i>
Phyllis Coto	P	Silvia Quezada	P	Tanisia Johnson, <i>Supervisor, Health Promoters Program</i>
Herceys Donis	P	Hercilia Salvatierra	P	
Hugo Flores	P	Ricardo Sanchez	P	
Mirna Gonzalez	P	Michael Shelton	P	

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

PUBLIC

INTERPRETERS

Elda Sevilla, <i>Health Promoter & RCAC 11 member</i>		Shelley Hash
		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 March 19, 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 May 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>Maria Casarrubias, RCAC 4 member.</u> did not attend the ECAC meeting on April 10, 2019 and was unable to provide a report.</p> <p><u>Phyllis Coto, RCAC 4 member.</u> attended the ECAC meeting on May 8, 2019 and reported the following:</p> <ul style="list-style-type: none"> ○ Good news! 33 new doctors were hired by L.A. Care for the community, and L.A. Care members. ○ 8 scholarships are being made available for students that want to become doctors. ○ IHSS workers deal with a lot of stress in the work they do, so support groups are being developed to help them manage this. This will be available to 33,000 IHSS workers. <p><u>Herceys Donis, RCAC 4 member.</u> attended the BOG meeting on April 4, 2019 and reported the following:</p> <ul style="list-style-type: none"> ○ The Governor supports L.A. Care Health plan. 		

- Beginning this summer individuals receiving or authorized to receive SSI/SSP are eligible for CalFresh, provided all other eligibility criteria are met. Members were informed to follow up with their DPSS worker for more information.

Phyllis Coto, RCAC 4 member, attended the BOG meeting on May 2, 2019 and reported the following:

- A new program called “Sound the Alarm” has been developed by the Red Cross that will install free smoke alarms in low income home residences. A wonderful program.
 - A motion was passed to authorize staff to execute a contract in the amount estimated at \$2,335,000 with HealthCare Fraud Shield to provide Fraud & Abuse analytics for the period of May 1, 2019 to December 31, 2022. This will help L.A. Care not to lose too much money in certain loss prevention issues related to fraud.
 - Another motion was passed to authorize staff to procure three server racks, upgrade electric power and amend the lease service agreement with Alchemy Communications Inc. for additional datacenter cage space in an amount not to exceed \$200,000 for a grand total not to exceed amount of \$3,444,282 to upgrade and strengthen L.A. Care’s datacenter infrastructure.
- RCAC 4 committee members received a reminder that if they sign up to come to a BOG/ECAC meeting, to please show up prepared at their next scheduled RCAC meeting. A brief report highlighting 2 to 3 important points should be provided by each RCAC member volunteering to attend a BOG/ECAC meeting, and if anybody encounters any issues developing 2-3 talking points to share with their group, Mr. Rivas encouraged members to approach him after any BOG/ECAC they attend, because he attends each of the meetings.
 - Mr. Rivas also encouraged members to visit the lacare.org website if they wished to reference the April & May ECAC/BOG meeting summaries for more detailed information, and to call him directly if they had any questions.

ECAC Meeting Attendance

- Herceys Donis is scheduled to attend the June 12, 2019 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.
- Alfonso Noriega is scheduled to attend the July 10, 2019 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.

BOG Meeting AttendanceThe Meeting House

- Sonia Claudio is scheduled to attend the June 6, 2019 Board of Governors meeting at the Hillcrest Retirement Community located at 2705 Mountain View Drive, La Verne, CA 91750 from 2:00 p.m. to 5:00 p.m.
- Hercilia Salvatierra is scheduled to attend the July 25, 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

- **2019 CAC Spring Conference/20th Anniversary of the RCACs on 03/22/19** – Members who attended this event were asked to provide feedback so L.A. Care can take comments and suggestions into consideration to improve future conferences.

Members provided the following feedback:

- The conference was excellent. We loved the history of the RCACs video film, the Social Determinant of Health panel discussion that showed examples of people's needs, the lunch, and the photo-booth.
- I liked that Ricardo and all the members “busted a move” during the get up and move.
- I liked that members that would normally be quiet are now more vocal and social people. The live skit was excellent and provided very valuable information that I will share with my community.

Members were encouraged to write down any additional suggestions/comments on a comment card to turn in at the end of the meeting.

- **ECAC Leadership Training** – The next ECAC Leadership Training for all Chairs, Vice-Chairs and At-Large Members will be held on Friday, May 31, 2019 from 8:30 a.m. to 2:30 p.m. at L.A. Care Health Plan. The training topic will be “Managing Difficult Conversations”.
- **New Member Orientation** – The next New Member Orientation will be on Friday, June 7, 2019 from 8:20 a.m. to 2:30 p.m. at L.A. Care Health Plan. The training is mandatory for all new RCAC members.
- **RCAC 4 New Meeting Site** – L.A. Care is considering having future RCAC 4 meetings at L.A. Care headquarters in a new room built especially for L.A. Care Board and advisory committee meetings - Room 100 located on the first floor. This would be a temporary move until the Family Resource Center (FRC) in the RCAC 4 region opens up next year. RCAC 4 currently meets at the Hope Street Family Center in Room 305, the biggest room the center can offer, and unfortunately the advisory committee has outgrown it taking into account its current membership (not at maximum capacity currently), and number of visitors/staff that show up to each meeting. Other challenges include issues with parking (L.A. Care cannot reimburse visitors or external agencies), public accessibility to this L.A. Care public meeting, and acquiring tables and proper chairs for seniors and/or people with disabilities when setting up the room. RCAC 4 discussed the pros and cons regarding this possible move, and a motion was proposed by member Rachael Luckey to keep RCAC 4 at its current location until the new Family Resource Center opens up in the area where RCAC 4 will eventually move to. The motion passed by getting a majority vote.
In response LA Care staff thanked members of the committee for their input and informed the group that this motion and their input will be taken into consideration, and LA Care will try its best to keep the meeting at its current location. Members were then informed to keep in mind that at some point L.A. Care will have to make an administrative decision, and will have to relocate RCAC 4 eventually taking into account RCAC 4 membership, room size, and public accessibility. Members will be kept informed if any changes will take place.
- **Update – Increase RCAC stipend and add more time to RCAC meetings** – Members were informed that Francisco Oaxaca, *Senior Director, Communications and Community Relations* provided response on this motion at the most recent ECAC meeting. He informed the

committee that the stipend dollar amount is set by L.A. Care’s Governance Committee, and a few L.A. Care programs have already made some changes to the stipend given to their volunteer members in these programs. L.A. Care plans on reassessing the current RCAC structure, and based off of this assessment L.A. Care will determine whether changes to the stipend need to be made within the RCAC system. L.A. Care wants to make sure that there is value to the volunteer member, and that the value to L.A. Care is there as well.

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 Gracie Rojas, *CSC Member Advocate*
- A member shared that she recently went to see her cardiologist on her doctor’s request to get an electrocardiogram done on her. These results were then forwarded back to her primary care physician (PCP), and when she went to see him for the results she was informed that her heart was in really bad shape, and that she needed to re-schedule an appointment again with the cardiologist to address the issue. She got a bit concerned about this news, so she went to see her cardiologist again and was then informed that her heart is in excellent condition; the cardiologist was unsure why her PCP told her otherwise. This member did not like this experience and followed up with the CSC Member Advocate to submit a complaint to avoid this from happening to other patients.
- Another member shared that one of her friends went in to see her doctor because she was experiencing pain around her abdomen. During her checkup she was informed that she most likely had cysts on her ovary. Her friend went home, and within 48 hours after seeing her doctor, her appendix ruptured. The pain was excruciating and she almost died. This situation highlights the importance of getting a second opinion, and/or advocating for yourself to get better analyses done by your PCP to find the root cause of your symptoms.

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 COMMUNITY WORK PROJECTS 2018-2019	Group
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2018-2019 Sponsorship

- Each RCAC has chosen a topic focused on this year’s Social Determinants of Health. RCAC 4 chose Food Security.
- The Community Outreach & Engagement (CO&E) department is requesting assistance of RCAC members by identifying community based organizations that could possibly qualify for a sponsorship related to the identified social determinant of health. Any potential agencies (i.e., Community Garden, Food Bank, Food Pantries, etc.) should be forwarded to the assigned Field Specialist.

- The total amount of each sponsorship is \$5,000.00, and L.A. Care will determine how the monies will be divided between the qualifying agencies.

Colorectal Cancer – Outreach Messaging

- RCAC members received the second training from Ms. Elda Sevilla, RCAC 11 member, & Health Promoter, a continuation from the first training member received in March. The training focused on the “Messaging” RCAC members will use with members of the public they encounter at health fairs, back to school events, and other community events related to their 2019 community outreach events.
- Members recapped what they learned on Colorectal Cancer in March, and then paired up in groups to practice techniques on how to engage members of the public that might be fearful, have no interest, have no insurance, be ashamed, undocumented, or might have no information on the topic. Members were very engaged, had an opportunity to ask questions, and filled out an evaluation form at the end of the presentation.

Community Outreach Events

- This year the RCAC members will be expected to participate in 1 -2 community outreach events and distribute information on Colorectal Cancer. Each RCAC member is expected to outreach to at least 25 community members. Members that do not participate in this outreach will not qualify to receive the *Annual Incentive Gift Card* at the end of the year.
- RCAC members can do their outreach providing this valuable information individually, or in small groups amongst themselves to community based organizations (i.e., PTA’s, churches, agencies, etc.) they are already involved with in their communities.
- Members doing their outreach on their own this year must take a picture of themselves doing their outreach, and must forward this picture to their assigned Fields Specialist. All pictures across all RCACs will be compiled and used to create a *RCAC Annual Report* at the end of the year.
- 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 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. Because of limited space, only 2 RCAC members per shift will be able to “man” the table.

VII.	FUTURE AGENDA ITEM	Group
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- No future agenda items were brought up at this meeting.

VIII.	MEETING EVALUATION	Group
<ul style="list-style-type: none"> • RCAC members took 5 minutes to complete meeting evaluations. 		
IX.	PUBLIC COMMENTS	Group
<ul style="list-style-type: none"> • All members were informed that they would receive a packet from Dignity Health California Hospital Medical Center (CHCM) that includes information on free health education programs and screening available to the community. A representative from CHCM will come at the next meeting in August to provide further information. • A member asked if it would be possible to have an L.A. Care representative come out to help her conduct a Colorectal Cancer class at her child's school to complete this year's work plan. In response this member was informed that L.A. Care is not asking for members to conduct Colorectal Cancer trainings, but to distribute the Colorectal Cancer educational material on the importance of prevention, and to collect the minimum of 25 signatures. • A member had a lot of questions in regards to the Colorectal Cancer outreach members need to do this year. He was informed to follow up with L.A. Care staff as soon as the meeting ended to clarify any doubts he may have. • A member asked if a script could be provided to her so to help her do the Colorectal Cancer outreach. In response she was informed to follow up with Elda Sevilla, <i>Health Promoter</i> after the meeting to get some advice on the techniques she mentioned during her training earlier in the agenda. • Members were reminded to allow members and public members in attendance to get final servings of the food left over, and then to pack it up so it could be distributed amongst themselves to take home. • A member asked if he could do outreach on his own, and also attend the event that L.A. Care staff is will be participating in this year. He was informed that yes he could. 		
X.	ADJOURNMENT	Group
<ul style="list-style-type: none"> • The meeting was adjourned at 11:33 a.m. • The next RCAC meeting is scheduled for Tuesday, July 16, 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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Jose Ricardo Rivas, *Community Outreach Field Specialist*

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

In the absence of chair approved by:
Name: _____

X *Rachael Luckey*

Rachael Luckey, Vice-Chair