



**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, July 16, 2019**

**9:00AM - 11:30AM**

**MEMBER ATTENDANCE**

**STAFF/MANAGEMENT**

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

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

**PUBLIC**

**INTERPRETERS**

Barbara Gonzalez, <i>California Hospital</i>		Annette Mendez
Hilda Perez, <i>Board Member</i>		Eduardo Kogan
Layla Gonzalez, <i>Board Member</i>		

**MEETING SUMMARY, DISCUSSION AND FOLLOW UP**

	AGENDA ITEM	LEAD
I.	WELCOME AND INTRODUCTION	J. Ricardo Rivas, <i>Field Specialist</i> Rachael Luckey, <i>Vice Chair</i>
<p><b><u>L.A. Care’s Mission Statement / Three Pillars of CO&amp;E and RCACs</u></b></p> <ul style="list-style-type: none"> <li>Rachael Luckey, <i>Vice Chair</i>, called the meeting to order and asked everyone to introduce themselves.</li> <li>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.</li> </ul>		
II.	BUSINESS	J. Ricardo Rivas, <i>Field Specialist</i> Rachael Luckey, <i>Vice Chair</i>
<p><b><u>Approval of Agenda &amp; Meeting Summary</u></b></p> <ul style="list-style-type: none"> <li>Today’s meeting agenda was approved as presented.</li> <li>The July 16, 2019 meeting summary was approved as presented, with one abstention.</li> </ul> <p><b><u>Executive Community Advisory Committee (ECAC) and Board of Governors (BOG) Meeting Update</u></b></p> <ul style="list-style-type: none"> <li>RCAC members had an opportunity to read the July 2019 ECAC Report found in the meeting folder, and the following members provided a brief report of the meeting they attended:</li> </ul> <p><b><u>Herceys Donis, RCAC 4 member.</u></b> attended the ECAC meeting on June 12, 2019, but was unable to provide a report.</p> <ul style="list-style-type: none"> <li>Ms. Donis apologized and informed the group that she has not been able to focus lately, because her doctor found a lump on her breast that up until last week, she thought was breast cancer.</li> <li>Mr. Rivas thanked Ms. Donis, and encouraged all members to visit the lacare.org website if they wished to reference the June ECAC meeting summary for more detailed information, and to call him directly if they had any questions.</li> </ul> <p><b><u>Alfonso Noriega, RCAC 4 member.</u></b> attended the ECAC meeting on July 10, 2019 and reported the following:</p>		

- This particular meeting was very disorganized. It started 30 minutes late, some of the handouts given were incomplete, and at one point two ECAC committee members got into an argument that almost caused L.A. Care staff to end the ECAC meeting at that very moment.
- On a plus note some Medi-Cal benefits will be restored/expanded next year (i.e., to vision, hearing, speech therapy, foot care, & other preventive procedures).
- A new program is going to be implemented that will cover undocumented people between the ages of 19-25, certain restrictions will apply.
- Mr. Francisco Oaxaca, *Director of Communications & Community Relations* evaded a concern brought up by a RCAC 4 member in a way that was kind of rude. It was disappointing to see this.
- In response, Silvia Poz, *RCAC Chair* added and clarified that the concern Mr. Oaxaca was unable to respond to this day was a concern brought up at ECAC in the form of a letter, written by Ms. Rachael Luckey, *R4 Vice Chair*, addressing a concern she had with CO&E staff, and a concern related to the outreach event RCAC 4 would participate in - an agency that accepts funds from Chick-fil-A. Since the letter/concern was not addressed to Mr. Oaxaca, he did respond that he was unable to respond on behalf of the person the letter was addressed to. Mr. Rivas then addressed the group and explained that this topic could be discussed further later in the appropriate section of the agenda,

**Sonia Claudio, RCAC 4 member**, attended the BOG meeting on June 6, 2019 but was unable to provide a report.

- Mr. Rivas encouraged members to visit the [lacare.org](http://lacare.org) website if they wished to reference June BOG meeting summary for more detailed information, and to call him directly if they had any questions.

#### **ECAC Meeting Attendance**

- Theodora Parlanti is scheduled to attend the September 11, 2019 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.
- Silvia Quezada is scheduled to attend the October 9, 2019 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.

#### **BOG Meeting Attendance**

- Alfonso Noriega is scheduled to attend the July 25, 2019 Board of Governors meeting at the L.A. Care Health Plan Headquarters office from 2:00 p.m. to 5:00 p.m.
- Hercilia Salvatierra is scheduled to attend the September 5, 2019 Board of Governors meeting. More information will be provided to Ms. Salvatierra as more information becomes available. This meeting will take place at an offsite location and will be an all-day retreat.

### **Dignity Health California Hospital Medical Center (CHMC) – FREE Programs**

- Ms. Barbara Gonzalez, *Manager Community Health* provided a presentation on the free programs available to L.A. County residents, no matter whether they have health insurance or not, or whether they are documented or not.
- Free programs offered and mentioned included a *Hearth Health Program (6-week program)*, *Diabetes Empowerment Education Program*, *Navigating our Health Eating Lifestyle* (for children 5-12 yrs. Of age), *Emotional Well Being Support Group*, & *Health Screenings*; all Classes are offered in English & Spanish, and more programs will be added by 2020.
- Members had an opportunity to ask questions at the end of the presentation, and a signup sheet was passed around for members interested in receiving the *CHMC Community Health Newsletter and Program Calendar*.

### **CO&E Report**

#### **C&L Presentation**

- All members received a presentation on the “Cultural & Linguistic (C&L) Services Program”. Through this presentation member’s learned more about L.A. Care’s C&L’s Services Program, received information on the services provided in the last fiscal year, and received information on how to access services available to them (i.e., Face-to-face Interpreting, Telephonic Interpreting, TTY/TDD, Translation, & Alternative Format).
- At the end of the presentation members were asked a series of questions to get their valuable feedback on how to improve services related to linguistic services.
- No feedback was provided after the presentation, so members were encouraged to provide any feedback on their evaluation forms at the end of the meeting.

#### **20<sup>th</sup> Anniversary RCAC Certificate**

- Members that attended the March 22, 2019 conference received a 20<sup>th</sup> Anniversary RCAC Certificate as a token of appreciation for their contributions and commitment to health advocacy in the RCACs.

#### **Emergency Contact Sheet**

- Members received the form and were encouraged to fill it out so that L.A. Care staff knows who to contact in the case of an emergency. Each RCAC region will have an emergency binder with these forms at hand, so that staff can pull out in case of an emergency. Filling out this form is completely voluntary. Members that do submit this form were encourage to contact staff to make any updates whenever necessary to keep the form up-to-date.

#### **RCAC 4 New Meeting Site Update**

- Members were informed that as of September 2019, RCAC 4 will be meeting in a new location, at a new date, and new time. The next RCAC 4 meeting will be at L.A. Care Head Quarters at 1055 West 7<sup>th</sup> Street, Rm. 100, Los Angeles, CA 90017 on the third Wednesday of every month, from 9:30 a.m. – 12:00 p.m.
- Members were informed that RCAC 4 will be meeting at this location indefinitely, until the completion of the Family Resource Center (FRC) in the Downtown region. All RCACs will move to their local FRC if they have one in their RCAC regions.

### **ECAC Leadership Training**

- The next ECAC Leadership Training for all Chairs, Vice-Chairs and At-Large Members will be held on Tuesday, July 30, 2019 from 8:30 a.m. to 2:30 p.m. at L.A. Care Health Plan. The training topic will be “Making Advocacy Work”.

### **New Member Orientation**

- The next New Member Orientation will be on Friday, September 13, 2019 from 8:30 a.m. to 2:30 p.m. at L.A. Care Health Plan. The training is mandatory for all new RCAC members as it is a requirement to attend during their provisional membership status.

### **Childcare Guidelines Update – Hilda Herrera, *Liaison***

- 1) Childcare reimbursements can only be submitted by the parent or legal guardian of a child, 2) Childcare reimbursement will not be provided to any family member over 16 years of age who lives at the same residence as the child, 3) Childcare reimbursements apply to children from 0 – 11 years of age, or children with special needs of any age, 4) To qualify for childcare reimbursement proper documentation is required, 5) If a child has a special need, proper documentation is required to qualify for a special need reimbursement rate.
- Members that apply for childcare must provide the necessary documents required by L.A. Care by August 16, 2019. If these documents are not received before this time, childcare reimbursements will not be processed. Documents include: Proof of age, certificate of home schooling, school vacation & holiday schedule, a letter from SSI for a child with a disability, or a certificate of disability from a child’s healthcare or mental health provider if applicable. All members that apply for childcare were informed to sign and submit the *Childcare Guidelines and Verification Form* today, and to mail in all other documents needed by August 16<sup>th</sup> as soon as possible.

<b>III.</b>	<b>REGIONAL ISSUES</b>	<b>Group</b>
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### **Member Issues**

- Committee members were informed 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 at the July ECAC, he spoke to an L.A. Care staff that emphasized the importance of a member placing a *grievance* whenever an issue is encountered (i.e., over the phone, at a pharmacy, a clinic, rude staff, having trouble getting an authorization, or second-opinion). When a grievance is officially made with L.A. Care, it helps L.A. Care follow up with issues that are similar in nature coming from the RCAC committees to ECAC. A grievance which is a complaint in writing on L.A. Care's end detailing an issue, establishes this connection.  
Members were highly encouraged to place grievances over the phone when needed, and were encouraged to have discussions at the RCAC level discussing health-access issues affecting their RCAC 4 community, and if needed, come up with a motion to move the issue to ECAC, so L.A. Care can look into an issue further.
- Ms. Rachael Luckey, *Vice Chair* addressed the group, and clarified an issue that she's been dealing with for a while now. Two years ago, RCAC 4 (L.A. Care) began a partnership with *Comprehensive Community Health Center (CCHC)*, an agency with a similar vision to L.A. Care's. This partnership involved RCAC 4 members in CCHC's *Annual Back to School Event*, and when Ms. Luckey attended this event for the first time she noticed *Chick-fil-A* sandwiches at the event. After consulting with CCHC's *Director of Development and Community Engagement* she received information that Chick-fil-A is one of the organizations that sponsors CCHC's back to school event each year. For those that do not know, Chick-fil-A is a well know anti-LGBTQ corporation, that gives millions of dollars to anti-LGBTQ-hate-groups. Being an LGBTQ advocate, Ms. Luckey has expressed her concern to CCHC and its affiliation it has with Chick-fil-A, and the same with L.A. Care, for affiliating itself with an agency (CCHC) that is sponsored by Chick-fil-A since then, two years ago.  
At the May 21, 2019 RCAC 4 meeting, Ms. Luckey explained that she was extremely dissatisfied with L.A. Care staff when staff announced a partnership with CCHC this year, because when she posed the question if CCHC was being sponsored by Chick-fil-A this year, in response she received an "I do not know". So, to get a better response to this question, Ms. Luckey explained that she wrote her concerns on a letter, and addressed it to the highest position at L.A. Care, to Mr. John Baackes, *CEO*. Unfortunately, Ms. Luckey explained that as soon as this letter was made public, she did receive a response from Mr. Rivas that CCHC is not being sponsored by Chick-fil-A this year; a response that if she would have received sooner, would have avoided her from writing the letter in the first place.
- A few comments were made by a few committee members in regards to this issue brought up by Ms. Luckey: one member responded that in the future, any correspondence coming from any RCAC 4 member should be shared with the RCAC 4 committee before writing on behalf of the committee. Another member expressed that Ms. Luckey's reaction to her dissatisfaction in the May RCAC 4 meeting was odd uncalled for. It made members and public members uncomfortable. Another member added that Ms. Luckey's should not have directed her frustration against L.A. Care staff since they do not have control of anti-LGBTQ groups. Instead, any concern should be brought forth to the committee, so a proper discussion can take place, to support in this case Ms. Luckey accordingly.
- L.A. Care staff at a certain point intervened in this discussion and thanked everybody for their comments, and explained that everybody's point here matters whether you agree with an issue, or not. The purpose of the RCAC 4 is to come together as a group, no matter what your background may be, to discuss health-access issues affecting the RCAC 4 region. Ms. Luckey was in her right to write her letter. But

it is important for all RCAC members to keep L.A. Care staff updated to the actions you plan on taking before involving them as members saw in this particular case. L.A. Care does what it can on behalf of members, but a lot of times it takes time to address a question/concern.

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

<b>V.</b>	<b>RCAC COMMUNITY WORK PROJECTS 2018-2019</b>	<b>Group</b>
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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 (1-2 agencies maximum).

- **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.
- Members received information that the L.A. Care identified event will be the *CCHC 4<sup>th</sup> Annual Back to School Event* on 08/03/19, at 8316 Foothill Blvd, Sunland, CA 91040. During this update, members pointed out that this event is outside of the RCAC 4 jurisdiction. Mr. Rivas stepped aside for a moment to verify this information, and came back and confirmed that this event indeed was not happening within the RCAC 4 region. Mr. Rivas apologized to the committee, and informed them that he would identify an event within their RCAC 4 region, and would send out the information via-mail as soon as possible. Members interested in attending this event were encouraged to sign up today.
- Members doing outreach on their own or in small groups were encouraged to submit their tally sheets, and 1-photo to L.A. Care staff by mid-September, or sooner, and not to wait until the last minute.

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

<b>VIII.</b>	<b>MEETING EVALUATION</b>	<b>Group</b>
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- RCAC members took 5 minutes to complete meeting evaluations.

<b>IX.</b>	<b>PUBLIC COMMENTS</b>	<b>Group</b>
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- Hilda Perez, *Member Representative, Board of Governors* informed the committee that she is now in the last year of her term as a member representative of the BOG. She gave out her direct phone number to all members, and expressed that she would like to receive questions, but more so suggestions in regards to future work plan projects, outreach events, anything RCAC related. Ms. Perez expressed that she will be listening to members, and will be pushing for member suggestions at the BOG.

<b>X.</b>	<b>ADJOURNMENT</b>	<b>Group</b>
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- The meeting was adjourned at 11:47 a.m.
- The next RCAC meeting is scheduled for Wednesday, September 18, 2019 from 9:30AM to 12:00PM at L.A. Care Health Plan at 1055 W. 7<sup>th</sup> Street, Room 100, Los Angeles, CA 90017.



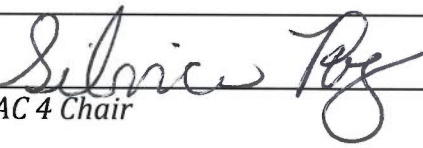
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Respectfully Submitted by:  
Jose Ricardo Rivas, *Community Outreach Field Specialist*

Approved by: \_\_\_\_\_  
Silvia Poz, *RCAC 4 Chair*

In the absence of chair approved by:  
Name: \_\_\_\_\_

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: \_\_\_\_\_