



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

L.A. Care Health Plan

1055 W. 7th Street, Room 100, Los Angeles, CA 90017

Wednesday, September 18, 2019

9:30 a.m. - 12:00 p.m.

MEMBER ATTENDANCE

STAFF/MANAGEMENT

Ana Alonso	(P)	Rachael Luckey, <i>Vice Chair</i>	(P)	J. 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	(E)	Maribel Gonzalez, <i>CSC Member Advocate</i>
Sonia Claudio	(P)	Silvia Poz, <i>Chair</i>	(P)	Auleria Eakins, <i>Manger, Community Outreach & Engagement</i>
Phyllis Coto	(P)	Silvia Quezada	(P)	Idalia de la Torre, <i>Field Specialist Supervisor</i>
Herceys Donis	(P)	Hercilia Salvatierra	(P)	Kristina Chung, <i>Field Specialist</i>
Hugo Flores	(P)	Ricardo Sanchez	(P)	
Mirna Gonzalez	(U)	Michael Shelton	(P)	

PUBLIC

INTERPRETERS

		Eduardo Kogan
		Ruth Nuno

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

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 Goals of CO&E and RCACs</u></p> <ul style="list-style-type: none"> • Silvia Poz, <i>Chair</i>, called the meeting to order at 9:30 a.m. Everyone introduced themselves. • RCAC members reviewed the RCAC meeting “Ground Rules” prior to the start of the meeting, and 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). 		
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"> • The agenda for September 18, 2019 was approved with the following amendment: Health Care Workforce Development presentation was canceled. • The meeting summary for July 16, 2019 was approved as presented. <p><u>Executive Community Advisory Committee (ECAC) Meeting Report</u></p> <p>Theodora Parlanti, RCAC 4 Member was not present to provide her report from the September 9, 2019 ECAC Meeting.</p> <p><u>Board of Governors Report</u></p> <p>Hercilia Salvatierra, RCAC Member was unable to go to the September 5, 2019 Board Meeting. No report was provided.</p> <p>Alfonso Noriega, RCAC Member provided his report from the July 25, 2019 Board Meeting:</p> <ul style="list-style-type: none"> • This was a meeting in which much gratitude was expressed to each other for a job well done. • California’s new budget includes an expansion to Medi-Cal that would cover undocumented young adults ages 19-26. • Hilda Perez, Board Member provided a report informing the BOG that all the RCACs she has visited are working well and doing a wonderful job. 		

Friendly Reminder – ECAC/BOG

- Members were informed that if they cannot commit to attend an ECAC/BOG, it is better not to commit. If you do commit and cannot attend, this absence will count against the allowed absences within a fiscal year.
- Members were informed to come prepared to report back to the group with 2-3 important points gathered at ECAC/BOG. If anybody has any issues obtaining information at these meetings, they were encouraged to reach out to Mr. Rivas.

CVS minute clinics

- Members were informed that L.A. Care has contracted with CVS minute clinics. Because of this L.A. Care members can now go to these medical clinics located inside specific CVS pharmacies to receive quality medical care, and urgent care services if needed.
- Not all CVS minute clinics are contracted with L.A. Care, so members were strongly encouraged to call members services before going to one of these clinics, to verify which CVS minute clinic they can go to for services.

LGBTQ Health

- Rachael Luckey, *Vice Chair* distributed an article to all committee members and spoke about some reasons on why L.A. Care/RCAC 4 should care about the health of the LGBTQ community.
- The LGBTQ community faces health disparities linked to societal stigma, discrimination, and denial of their civil and human rights. It is important for L.A. Care/RCAC 4 to take these factors into consideration in order to eliminate these health disparities (included in the Social Determinants of Health), to ensure that the LGBTQ individuals can live long and healthy lives.
- Ms. Luckey will provide this information in Spanish to L.A. Care staff to ensure proper dissemination within the committee.

RCAC Members Attending ECAC

- Maria Luz Alvarado, RCAC 4 member is scheduled to attend the ECAC meeting on October 9, 2019.
- Hercilia Salvatierra, RCAC 4 member is scheduled to attend the ECAC meeting on November 13, 2019.
- ECAC is scheduled from 10:00 a.m. to 1:00 p.m. at L.A. Care Health Plan in Downtown L.A.

RCAC Members Attending the Board of Governors (BOG)

- Silvia Quezada, RCAC 4 member is scheduled to attend the BOG meeting on October 3, 2019.
- Phyllis Coto, RCAC 4 member is scheduled to attend the BOG meeting on November 7, 2019.
- BOG is scheduled from 2:00 p.m. to 5:00 p.m. at L.A. Care Health Plan in Downtown L.A.

Community Outreach & Engagement (CO&E) Report

Public Charge

- Members were informed that in the early weeks of October all members will receive by mail an L.A. Care statement on public charge, fact sheets as well as resources to obtain legal counsel if needed.

ECAC Leadership Training

- The next ECAC Leadership Training is scheduled for Friday, September 27, 2019 at L.A. Care Health Plan from 8:30 a.m. to 2:30 p.m. 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.

Health Care Workforce Development

- Members were informed earlier that this presentation was canceled, but that it will be given at a future RCAC meeting. The presentation will be informative and will offer resources/information. to people interested in starting or advancing their career in the Health Care industry.

III.	REGIONAL ISSUES	Group
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- A member asked, where would a member submit a complaint against an L.A. Care employee, or against a Board Member?
- In response members were encouraged to call the Compliance Hotline at 1-800-400-4889, or you could also call Member Services at 1-888-452-2273; members were encouraged to be ready to provide dates, names and details in regards to any incident they want to report.
- If a member would like to submit a complaint against a Community Outreach & Engagement (CO&E) staff, members were encouraged to reach out to Idalia de la Torre, *Field Specialist Supervisor* at ext. 4020, or to Auleria Eakins, *Manager, CO&E* at ext. 4280.
- Another member informed the committee that she has encountered a lot of people having issues obtaining their hearing aids. Some have L.A. Care as a health plan, and other do not. She was wondering if she should submit a formal motion through RCAC 4 to address this issue.
- In response Maribel Gonzalez, *CSC Member Advocate* clarified that hearing aid benefits is a covered benefit. Any L.A. Care recipients having issues should call Member Services, and non-L.A. Care members should call their assigned Medi-Cal health plan.
- Another member informed the committee that in the future, if anybody would like to submit a formal motion through RCAC 4, to contact Mr. Rivas at least 5 days before the scheduled meeting to add the motion to the agenda on time to be Brown Act compliant.

IV.	GET UP AND MOVE	Hilda Herrera, <i>Liaison</i> and Group
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- All RCAC members took a five-minute break.

V.	RCAC WORK-PLAN	Group
<p><u>2018-2019 Sponsorship</u></p> <ul style="list-style-type: none"> ○ Members were informed that the \$5,000.00 sponsorship money has been awarded to <i>Central City Neighborhood Partners (CCNP)</i>. ○ This agency fights food insecurity by distributing food once a week, CCNP, hosts “Thursday at CCNP”, and the food distribution is open to any Los Angeles City or Los Angeles County resident who is low to moderate income and is experiencing food insecurity. ○ “Thursday at CCNP” happens every Thursday, from 10 a.m. – 1 p.m., at 501 S. Bixel St., Los Angeles, CA 90017. Other services provided at the event also include transportation coupons, free educational workshops (i.e., computer, English), and other resources. <p><u>Community Outreach Events</u></p> <ul style="list-style-type: none"> ○ Members were informed that today would be a good time to submit all <i>Tally Sheets</i>, and <i>Pictures</i> taken during their outreach efforts to L.A. Care staff. If anybody did not have this info today, these members were encouraged to take a pre-paid return envelope to submit this information on or before the end of September. ○ Mr. Rivas shared his e-mail/phone number for those in need of it: jrivas@lacare.org, and (213)798-0148, and also shared Liaison Hilda Herrera’s phone number: (213)605-4197. ○ Members still doing outreach were encouraged to submit their information on time, and were encouraged to reach out to Mr. Rivas if in need of assistance. 		
VII.	FUTURE AGENDA ITEM	Group
<ul style="list-style-type: none"> ● For RCAC 4 to get more money added to its work plan yearly budget, and the ability for RCAC 4 to determine how this money will be spent within the fiscal year on its work plan for that year. ● More information on Public Charge ● For L.A. Care to move towards becoming a “Zero Waste Company” ● Hearing aids 		
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"> ● Members were reminded that all RCACs have a year-end potluck during the November/December RCAC meetings. A list will be generated for RCAC 4 members to sign up to bring a dish at the next meeting. Bringing a dish is done on a voluntary basis. 		

- A member passed out a few prescription coupon-cards, so members can get a discount on prescription drugs at the pharmacy.
- A member shared that in her experience this year, she had no issues at all doing her outreach in her neighborhood and events that she attended this year. Her outreach this year was very successful.
- A member suggested that the “public comments” section of the agenda be moved at the beginning of the meeting instead to maximize this segment of the agenda.
- Members were reminded to take leftover food home, and to be mindful of other members so everybody can take something home.

X.	ADJOURNMENT	Group
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Next Meeting Date

- Meeting Adjourned at 12:00 p.m.
- The next meeting is scheduled for Wednesday, November 20, 2019 at L.A. Care Health Plan located at 1055 W. 7th Street, Room 100, Los Angeles, CA 90017 from 9:30 a.m. – 12:00 p.m.

Respectfully Submitted by:

Jose Ricardo Rivas, *Community Outreach Field Specialist*

Approved by:

Silvia Poz, *RCAC 4 Chair*

In the absence of the chair, approved by the Vice-Chair:

Name:

X.	ADJOURNMENT	Group
<p><u>Next Meeting Date</u></p> <ul style="list-style-type: none">• Meeting Adjourned at 12:00 p.m.• The next meeting is scheduled for Wednesday, November 20, 2019 at L.A. Care Health Plan located at 1055 W. 7th Street, Room 100, Los Angeles, CA 90017 from 9:30 a.m. – 12:00 p.m.		

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

Approved by: 
Silvia Poz, *RCAC 4 Chair*

In the absence of the chair, approved by the Vice-Chair:
Name: _____