



**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, November 20, 2019**

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

**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)	Cindy Pozos, <i>Community Outreach Liaison</i>
Sonia Claudio	(P)	Silvia Poz, <i>Chair</i>	(P)	Angel Soletto, <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)	
Hugo Flores	(P)	Ricardo Sanchez	(P)	
Mirna Gonzalez	(U)	Michael Shelton	(P)	

**PUBLIC**

**INTERPRETERS**

Taylor Burke	Yael Hagen	Eduardo Kogan
Wilma Ballew		Ruth Nuno

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

**MEETING SUMMARY, DISCUSSION AND FOLLOW UP**

	AGENDA ITEM	LEAD
<b>I.</b>	<b>WELCOME AND INTRODUCTION</b>	<b>J. Ricardo Rivas, <i>Field Specialist</i> Silvia Poz, <i>Chair</i></b>
<p><b><u>L.A. Care’s Mission Statement / Three Goals of CO&amp;E and RCACs</u></b></p> <ul style="list-style-type: none"> <li>• Silvia Poz, <i>Chair</i>, called the meeting to order at 9:30 a.m. Everyone introduced themselves.</li> <li>• 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).</li> </ul>		
<b>II.</b>	<b>BUSINESS</b>	<b>J. Ricardo Rivas, <i>Field Specialist</i> Silvia Poz, <i>Chair</i></b>
<p><b><u>Approval of Agenda &amp; Meeting Summary</u></b></p> <ul style="list-style-type: none"> <li>• The agenda for September 18, 2019 was approved with the following amendment(s): 1) Under section <i>II. Business, C.</i> – Phyllis Coto will give the November 7, 2019 Board of Governors report, 2) Under section <i>II. Business, D.</i> - The Health Care Workforce Development presentation was canceled, and 3) Under section <i>IX. Adjournment, A.</i> - the next meeting date was changed to reflect January 15, 2020.</li> <li>• The meeting summary for September 18, 2019 was approved as presented.</li> </ul> <p><b><u>Executive Community Advisory Committee (ECAC) Meeting Report</u></b></p> <p><b>Silvia Quezada, RCAC 4 Member</b> provided her report from the October 9, 2019 ECAC Meeting:</p> <ul style="list-style-type: none"> <li>• ECAC was informed that RCAC 11 elected Maria Angel as their new Chairperson, because the previous Chair stepped down from her position.</li> <li>• ECAC will have an emergency disaster training next year, to prepare them how to evacuate the building in case of an emergency.</li> <li>• The Pomona Family Resource Center (FRC) will have its grand opening open to the community on November 9<sup>th</sup>.</li> <li>• In regards to the Public Charge – members were referred to consult an immigration attorney for further guidance; members received a resource sheet to reference.</li> <li>• RCAC 7 presented a motion highlighting a clinic charging Medi-Cal members money out of pocket for visits done on weekends. Because of this, L.A. Care delegated this issue to account managers &amp; Plan Partner representative to work with the affected PPGs/IPAs for a resolution.</li> <li>• L.A. Care is using a new transportation vendor, “Call the Car” and a lot of complaints have been coming in from members complaining about late pick-ups.</li> </ul>		

- Ms. De La Torre provided an update on the recommendations provided by the ECAC Ad-Hoc Committee on Meeting Effectiveness. This topic will be added to the November ECAC meeting to discuss the effectiveness of the piloted recommendations which will apply to two ECAC meetings.
- Auleria Eakins, *EdD, Manager, CO&E* announced that there will be a training for ECAC members on October 22<sup>nd</sup>, that focuses on disability awareness and sensitivity. For now this training is not available to RCAC members, but in a near future, the plan is to eventually provide this to all RCAC members.

**Hercilia Salvatierra, RCAC 4 Member** provided her report from the November 13, 2019 ECAC Meeting:

- RCACs 2, 5, & 10 all approved a new member to their Regional Community Advisory Committee.
- Hilda Perez, *Member Representative, Board of Governors* thanked L.A. Care for all the support she and the RCACs received in this past fiscal year. In regards to RCAC membership, Ms. Perez highlighted that not all advisory committees are a full capacity, so she encouraged recruitment of new RCAC members, taking into account member diversity & inclusion.
- L.A. Care announced it will be opening an additional 7 more Community Resource Center throughout L.A. County providing free services for all Los Angelinos.
- An injunction was placed on the Public Charge rule that was supposed to take effect on October 15, 2019. Because of this the rule has been placed on hold and did not take effect, so for now people can still go on receiving their medical services without any fear of repercussions.
- Care Harbor L.A. occurred on Saturday, November 9<sup>th</sup> and on Sunday, November 10<sup>th</sup>. It was a successful event that provided Dental, Vision, and Free Medical Care for people that were able to obtain an attendance wristband. A member shared that he and 20 other roommates living in a homeless shelter had the opportunity to attend this event, receive their health services, and were very pleased.

### **Board of Governors Report**

**Phyllis Coto, RCAC Member** provided her report from the November 7, 2019 Board Meeting:

- L.A. Care has added 62 new physicians to its network of providers available to L.A. Care members.
- 252 families have been provided permanent housing through L.A. Care's initiative "Brilliant Corners".
- The Grand Opening of L.A. Care's new Community Resource Center in Pomona, the first in partnership with Blue Shield of California Promise Health Plan was a huge success. The center will provide a lot of free resources to the residents of the Pomona region.

### **RCAC Members Attending ECAC**

- Maria Casarrubias, RCAC 4 member is scheduled to attend the ECAC meeting on December 11, 2019.
- Scott Clapson, RCAC 4 member is scheduled to attend the ECAC meeting on January 8, 2020.
- 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)**

- Sonia Claudio, RCAC 4 member is scheduled to attend the BOG meeting on December 5, 2019.
- There is no BOG meeting scheduled for the month of January 2020.
- 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**

#### **American Red Cross Presentation – Cindy Chua**

- Members' received a presentation on how to prepare for a disaster, and basic information that will help them respond appropriately in an earthquake, fire, or other natural disaster.
- All members received information on the importance of creating a disaster kit, making a plan before a disaster occurs, being informed and learning about the disasters that could happen in the area they live in & finding out about local resources, preparing for a disaster & what to do before, during and after a natural disaster.
- The presentation also included info for individuals with access & functional needs, seniors, people with pets and additional resources & a "Be Red Cross Ready" checklist to help people prepare to be ready in case of an emergency.

#### **Board of Governors (BOG) Election Process**

- All members received a copy of the Board of Governors Motion Summary, to approve the election process for 2020. The rules for the election of the consumer and consumer advocate representatives to the Board of Governors are reviewed and approved by ECAC prior to the elections every four years.
- Two provisions have been included in the process being considered for 2020, and before ECAC approves this process, L.A. Care wants to collect any input the RCACs may have to take into consideration before moving forward.
- The new provisions are:
  - 1) The eligibility of each candidate will be verified, including eligibility check through the Office of Inspector General and General Services Administration, as required by Law.
  - 2) A process for electronic voting may be used.
- No input was provided by the committee. Members interested in running for any of the positions were encouraged to reach out to Mr. Rivas.

#### **Public Charge**

- Members were informed that a few weeks back, a mass mailer was done in which they should have received a letter from John Baackes, *CEO* stating L.A. Care's stance on the "Public Charge" Rule along with an informational *Public Charge Guide*.
- Mr. Rivas emphasized that it is important to note that the rule change does not impact U.S. citizens, current green card holders, and many other immigrant groups.

- Mr. Rivas also informed the group that L.A. Care condemns the changes to the Public Charge rule - L.A. Care’s mission is to provide access to quality health care for Los Angeles County’s vulnerable and low-income communities and residents, and will continue to fight to protect the rights of our members to access these benefits.
- Currently the Federal Government has asked to put a hold on this rule, so they can revisit this policy again. As of now, business is running as usual, and people can still go on receiving their medical services without any fear of repercussion.
- Members were encouraged to refer people affected, in fear, or in need of more information to: [lacare.org/publiccharge](http://lacare.org/publiccharge) for a compiled list of Public Charge Services Providers which can assist further.

**Health Care Workforce Development Presentation – Ozzy Lopez, California Community Colleges**

- Members were informed that unfortunately Mr. Lopez was unable to attend this meeting to provide the presentation.
- Mr. Rivas briefly explained that Mr. Lopez is working closely with all of the community colleges within L.A. County, acting as a Liaison, and is providing free, or low-cost classes to those interested in starting, or advancing their career in the Health Care Industry.
- Mr. Rivas will get more information to confirm if Mr. Lopez will attend a future RCAC 4 meeting, or if it would be possible for him to provide the information at a future meeting.

III.	REGIONAL ISSUES	Group
		<ul style="list-style-type: none"> <li>• A member shared a friend’s experience. Her friend a Medi-Cal member takes high blood pressure medication, but eventually ran out of the medication. This member then went to her primary care physician (PCP) to obtain more medication, but encountered two issues. 1) The PCP was unavailable, and 2) the member was informed that according to their records there was only 4 days left before a new refill could be issued. This can be very dangerous for a member in this circumstance - What can a member in this situation do to get a refill in medication?</li> <li>• In response this member was advised to inform her friend to:               <ol style="list-style-type: none"> <li>1) If the member feels that their wellbeing is jeopardy, they should seek an Urgent Care/Emergency Room facility.</li> <li>2) For future reference, the member should consult her PCP’s office to see what other protocols exist, if this situation were to happen again.</li> <li>3) For further guidance the member should also consider calling her Health Plan for more assistance.</li> </ol> </li> <li>• A member shared his satisfaction towards L.A. Care with the committee. About two months ago he brought up an issue related to Mental Health to a <i>CSC Member Advocate</i>, and the response from L.A. Care has been phenomenal. L.A. Care takes Mental Health very seriously in comparison to other health plans per the member’s experience, and the member expressed his appreciation for the attention he received in this matter which eventually did get resolved.</li> </ul>
IV.	GET UP AND MOVE	Hilda Herrera, <i>Liaison</i> and Group

- All RCAC members took a five-minute break.

<b>V.</b>	<b>RCAC WORK-PLAN</b>	<b>Group</b>
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**Community Work Projects 2019-2020**

- Members were informed that L.A. Care recently started its new fiscal year, so currently, a lot of the projects that L.A. Care and the RCACs will be focusing on in the coming year are currently in the planning stages. Once more information is available this will be passed along to all RCAC members.

**Community Work Project 2018-2019 (Colorectal Cancer Outreach Project)**

- Currently CO&E is working on obtaining the \$25.00 gift cards that are distributed in the November/December RCAC cycle.
- All members that participated in the Colorectal Cancer Outreach Project will be receiving this gift card as a token of appreciation for their outreach efforts and hard work last year.

<b>VII.</b>	<b>FUTURE AGENDA ITEM</b>	<b>Group</b>
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- The following was suggested by the group:
  - 1) Public Charge Rule
  - 2) LGBTQ Sensitivity Training
  - 3) Medicare Late-Enrollment Penalty
  - 4) Mental Illness
  - 5) LAPD – Law Enforcement Response to People with Mental Illness

<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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- A member shared that there is a very useful app that you can download on your mobile device, that alerts and notifies users of dangerous activities occurring nearby, keeping the user informed. The name of the APP is called “Citizen”, and she highly recommends the app.
- A member informed the group that through her involvement in her Neighborhood Council, she’s developed a relationship with the Senior Lead Officer (SLO) assigned to the Rampart Division that could possibly come out to a future RCAC meeting to shed some light on the policies

& procedures in place within the LAPD in regards to dealing with civilians with a possible mental illness and other handicaps to prevent them from getting shot.

- A member highlighted one of the RCAC meeting ground rules, “We treat each other with respect”; asked the Chair and the assigned Field Specialist that in future meetings to please avoid speaking with each other as members are giving their RCAC & BOG reports.
- A member from the public introduced herself, Wilma Ballew, RCAC 2 member and also introduced her friend who works for PASC, Ms. Yael. Ms. Ballew informed the group that her friend is considering joining RCAC 2 in the San Fernando Valley, and passed the word to her.
- Another member highlighted that the order of today’s agenda was not followed during the ECAC/BOG report section of the agenda, and would appreciate that in the future the order of the agenda be followed.
- Ms. Yael introduced herself and explained that she’s been working for PASC for a very long time. She referenced a discussion that occurred during the American Red Cross presentation, and informed the group that a good discussion to consider for a future meeting would be a topic that involves Durable Medical Equipment (DME). During an emergency people that use a wheelchair, cane, or walker as an example could benefit from having 2 of each; a lot of times during an emergency a person can lose or damage one of these items during an emergency, so it would be great to touch this subject in the future.
- A member thanked Hilda Herrera, *Liaison* for calling her and setting up transportation for this meeting as she promised two months ago at the last RCAC meeting.

<b>X.</b>	<b>ADJOURNMENT</b>	<b>Group</b>
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**Next Meeting Date**

- Meeting Adjourned at 12:00 p.m.
- **The next meeting is scheduled for Wednesday, January 15, 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:**

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 Name: \_\_\_\_\_