



Regional Community Advisory Committee (RCAC)
Region 5 – Culver City, Venice, Santa Monica, Malibu, Westchester - Committee Summary
Veterans Memorial Building
 4117 Overland Avenue, Culver City, CA 90230
Monday, June 17, 2019
2:00PM - 4:30PM

MEMBER ATTENDANCE

STAFF/MANAGEMENT

Trinida Arroyo	P	Amalia Palomares	P	J. Ricardo Rivas, <i>Community Outreach Field Specialist</i>
Angelica Bogarin	P	Rosaura Peraza	P	Hilda Herrera, <i>Liaison</i>
Gloria Camarillo	P	Clotill Cleo Ray	P	Maribel Gonzalez, <i>CSC Member Advocate</i>
Deysi Corona	P	Guadalupe Reynoso	P	Idalia de la Torre, <i>Field Specialist Supervisor</i>
Maria de Jesus Leos	P	Susana Rios	P	
Carmen Delgado	P	Martha Rodriguez	P	<u>INTERPRETERS</u>
Blanca Folgar	P	Pascuala Rosales	E	Shelley Hash
Marco A. Galindo	P	Carmelo Salas	P	Eduardo Kogan
Mariel Herrera	P	María Sanchez, <i>Chair</i>	P	<u>PUBLIC</u>
Hoda Mansour	P	Maria de Lourdes Servin	P	Rosa Fuentes
María Guadalupe Méndez	P	Sofia Sulca	P	
Romalda Meza	P	Venice Family Clinic – Gabriela Quintanilla – <i>Vice Chair</i>	P	
Maria Luisa Navarrete	P	Westside Children’s Center – Lawrence Miller Askew	E	
Rudy Navarrete	P			

(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> Gabriela Quintanilla, <i>Vice 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"> • Gabriella Quintanilla, <i>Vice Chair</i>, called the meeting to order and asked everyone to introduce themselves; all members introduced themselves. • Marco Galindo read L.A. Care’s Mission statement, the three pillars of Community Outreach and Engagement (Health Promotion, Health Advocacy and Partnership), and Susana Rios reviewed the RCAC meeting “Ground Rules” before starting the meeting. 		
II.	BUSINESS	J. Ricardo Rivas, <i>Field Specialist</i> Gabriela Quintanilla, <i>Vice Chair</i>
<p><u>Approval of Agenda & Meeting Summary</u></p> <ul style="list-style-type: none"> • Today’s meeting agenda was approved with the following update: Add an “L” to spell the name “Clotill” correctly. • The April 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 were given 5 minutes to read the June 2019 ECAC Report found in the meeting folder. <p><u>Rudy Navarrete, RCAC 5 member.</u> attended the ECAC meeting on May 8, 2019 and was not present to provide a report.</p> <ul style="list-style-type: none"> ○ Francisco Oaxaca, <i>Senior Director of Communications & Community Relations</i> informed the committee that in the summer of 2019 people who receive Supplemental Security Income (SSI) will also be able to apply for CalFresh food benefits. ○ Lisa Marie Golden, <i>Director, CSC Appeals & Grievances</i>, attended the ECAC meeting and gave a presentation focused on appeals and grievances. She elaborated and explained how to file an appeals/grievance, spoke about the difference between each one, and provided a thorough presentation on the subject. <p><u>Clotill Cleo Ray, RCAC 5 member.</u> attended the ECAC meeting on June 12, 2019 and provided the following report:</p> <ul style="list-style-type: none"> ○ 8 new students have been identified to benefit from the Safety Net Initiative/Medical School Scholarship Program. 4 students from Charles Drew University, and 4 students from UCLA. ○ L.A. Care is now using a new transportation vendor to service its members. The name of the new vendor is called “Call the Car”. ○ L.A. Care contracted with CVS Minute Clinics to provide a specific set of services to CMC, MCLA, LACC and LACC-D members. The L.A. Care members’ medical information will be transmitted from the CVS Minute Clinics to the members’ primary care physician (PCP), so each member has a comprehensive medical file, on file. 		

Carmen Delgado, RCAC 5 member, attended the BOG meeting on May 2, 2019 and reported the following:

- A motion to authorized and to move forward with the CCI Council restructure was approved in this meeting.

Maria Leos, RCAC 5 member, attended the BOG meeting on June 6, 2019 and reported the following:

- To spread the good news regarding recent changes to the CalFresh food stamp program and to encourage people to apply, members were informed that they would be receiving a CalFresh resource card they could use to help people apply by phone or online.
- If anybody is interested in applying for CalFresh, members were encouraged to call (866) 613-3777.

ECAC Meeting Attendance

- Guadalupe Reynoso 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.
- Martha Rodriguez 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.

BOG Meeting Attendance

- Deysi Corona 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.
- Gloria Camarillo is scheduled to attend the September 5, 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

C&L Presentation

- All members received a presentation called “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.

The following feedback was provided by the group, and will be forwarded to C&L department for consideration:

- 1) One member asked if L.A. Care promotes its linguistic services in *braille*. She suggested that it would be a fantastic idea to have flyers in braille in city-buses as an example to promote L.A. Care linguistic services to this particular population.
- 2) Another member going off of the info in the presentation suggested that the C&L department should consider addressing a health disparity that exists in the Jewish community. In this particular population the immunization rates are very low in children.

20th Anniversary RCAC Certificate

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

Emergency Contact Sheet

- Members received this 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.

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

- 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 the age of 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 16th as soon as possible.

III.	REGIONAL ISSUES	Group
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<u>Member Issues</u>

- Committee members were informed that this section of the agenda is where members can bring forward community health issues that are affecting their region. Committee members were encouraged to speak to Maribel Gonzalez, *CSC Member Advocate* during or after the meeting if they have access to care issues that need immediate attention.
- Mr. Rivas the Field Specialist reviewed a form called the “RCAC Meetings Motion/Staff Request Flow Chart” with the committee. Members were informed that this form will serve as a guide to them, so member issues identified by them to be considered “Global Issues”, can go through a motion process, be discussed officially by the group, and then forwarded to the Executive Community Advisory Committee (ECAC) if need be for further review and discussion by that committee. If the ECAC goes through the process of discussing a motion received by a RCAC, and a resolution isn’t achieved, then ECAC could decide to move a motion/issue to the Board of Governors (BOG). Ultimately a resolution would come about from this committee, and when this happens, a report of the outcome is provided to the ECAC, and back to the RCAC. Members were encouraged to leave this flowchart-guide in their meeting folder to reference it in future RCAC 5 meetings.
- A member asked if there was more than one way to submit a grievance. In response she was informed that a grievance could be placed over the phone, in person, or in writing. Gabriela Quintanilla, *Vice Chair* added that Venice Family Clinic prefers to receive a grievance in writing. This way this becomes an official document that can be referenced at any time, and it’s harder to ignore or forget about it because it’s there as an official tangible file.
- A member shared a recent experience with the group. She had a 2pm appointment at her doctors, but arrived late at 2:20pm. When she arrived she apologized, and asked what was the grace period for arriving late to an appointment. She received a response that in that office it was 25 minutes, so she made it in time. She waited, and 4pm came around, she waited some more and then 5pm came around. By this point she was upset and demanded an explanation. She showed up within the office grace period, and informed the staff that she came to the appointment straight from work, and that she was diabetic and had not had anything to eat in all this time. Staff at the office responded that they could provide her lunch, and she replied to them that this was not the point and wanted now to place a grievance. At this point her doctor shows up, and she asked her doctor that she wanted to place a grievance. The doctor apologized, but this wasn’t satisfactory to enough. She asked where else could she place a grievance, but no information was provided by anybody at the office. This member was referred to Maribel Gonzalez, *CSC Member Advocate* so she can input an official grievance against this provider’s office.

IV.	GET UP AND MOVE	Hilda Herrera, <i>Liaison</i>
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- Members took a five minute break.

V.	RCAC COMMUNITY WORK PROJECTS 2018-2019	Group
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- **2018-2019 Sponsorship** - Members were encouraged to reference their meeting minutes from the meeting in April 15, 2019 to go over the following:
 - Each RCAC has chosen a topic focused on this year’s Social Determinants of Health. RCAC 5 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. This event will most likely occur in August/September.
 - 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.
 - All members present received an outreach bag which included promo items, tally sheets, and the colorectal cancer sheets needed to complete the minimum amount of 25 outreaches for this fiscal year.

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

VIII.	MEETING EVALUATION	Group
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- All RCAC members completed and submitted an evaluation form.

IX.	PUBLIC COMMENTS	Group
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- A member asked for L.A. Care to bring North Gate gift cards at the next RCAC 5 meeting.

- A member thanked L.A. Care staff for providing them with a 20th anniversary RCAC certificate.

X.	ADJOURNMENT	Group
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- The meeting was adjourned at 4:18p.m.
- The next RCAC meeting is scheduled for **Monday, August 19, 2019** from **2:00pm to 4:30pm.** at the **Veterans Memorial Building at 4117 Overland Avenue, Culver City, CA 90230.**

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

Approved by: _____
Maria Sanchez, *RCAC 5 Chair*

In the absence of chair approved by:
Name: _____

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Maria Sanchez, *RCAC 5 Chair*

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Name: _____