



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, October 21, 2019
2:00PM - 4:30PM

MEMBER ATTENDANCE

STAFF/MANAGEMENT

Trinida Arroyo	(P)	Rudy Navarrete	(P)	J. Ricardo Rivas, <i>Community Outreach Field Specialist</i>
Angelica Bogarin	(P)	Amalia Palomares	(P)	Hilda Herrera, <i>Community Outreach Liaison</i>
Gloria Camarillo	(P)	Rosaura Peraza	(P)	Angel Sotelo, <i>CSC Member Advocate</i>
Deysi Corona	(P)	Clotill Cleo Ray	(P)	Idalia De La Torre, <i>Supervisor, Community Outreach & Engagement</i>
Maria de Jesus Leos	(P)	Guadalupe Reynoso	(P)	Hilda Perez, Board Member
Carmen Delgado	(P)	Susana Rios	(P)	
Blanca Folgar	(P)	Martha Rodriguez	(P)	<u>INTERPRETERS</u>
Rosa Fuentes	(P)	Pascuala Rosales	(P)	Shelley Hash
Marco A. Galindo	(P)	Carmelo Salas	(P)	Eduardo Kogan
Mariel Herrera	(P)	María Sanchez, <i>Chair</i>	(P)	
Hoda Mansour	(P)	Maria de Lourdes Servin	(P)	<u>PUBLIC</u>
María Guadalupe Méndez	(P)	Sofia Sulca	(P)	Lynnea Johnson
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)	

(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> Maria Sanchez, <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"> • Maria Sanchez, <i>Chair</i>, called the meeting to order at 2:00 p.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> Maria Sanchez, <i>Chair</i>
<p><u>Approval of Agenda & Meeting Summary</u></p> <ul style="list-style-type: none"> • The agenda for October 21, 2019 was approved as presented. • The meeting summary for August 19, 2019 was approved as presented. <p><u>Executive Community Advisory Committee (ECAC) Meeting Report</u></p> <p>Martha Rodriguez, <i>RCAC Member</i>, provided a report from the September 2019 ECAC meeting:</p> <ul style="list-style-type: none"> • The Family Resource Center’s (FRCs) in Boyle Heights, East L.A., Inglewood, Pacoima all had Back to School Events. In their combined efforts they reached out to approximately 4290 member of the community. In their efforts they also distributed 3681 backpacks to children returning back to school, provided 244 haircuts, conducted 468 health screenings. • It was announced that the Grand Opening celebration of L.A. Care Health Plan and Blue Shield of California Promise Health Plan’s joint Community Resource Center in the City of Pomona will occur on Saturday, November 9th from 9:00 a.m. to 12:00 p.m. <p>Guadalupe Reynoso, <i>RCAC Member</i>, provided a report from the October 2019 ECAC meeting:</p> <ul style="list-style-type: none"> • A motion to approve new RCAC candidates was approved: two for RCAC 2, one for RCAC 7, and one for RCAC 9. • A motion was passed that approved Maria Angel Refugio as the new Chairperson for RCAC 11. • Lisa Marie Golden, <i>Director Customer Solutions Center, Appeals & Grievances</i> provided a thorough report reporting the first quarter outcomes for 2019 for Medi-Cal, CalMedi-Connect (CMC) and L.A. Care Covered. • Mario Ramos was introduced as the new administrator for the new Community Resource Center in Pomona. • Auleria Eakins, <i>CO&E Manager</i>, announced that there will be a Disability Awareness Training for the ECAC Leadership. 		

- Idalia De La Torre, *CO&E Supervisor* spoke about the Board of Governors election process for 2020. There are two changes to the election process that will be discussed at the RCACs in October and November and will be brought back to ECAC for approval during the December ECAC meeting.

Board of Governors Report

Gloria Camarillo, *RCAC Member*, provided a report from the September 2019 Board Meeting:

- Mrs. Cooper, RCAC 2 member shared an experience in which a senior gentleman received assistance with his personal health, and with housing; she was very grateful.
- This was a very informative meeting that touched an array of interesting topics such as state & federal policies affecting the community (i.e., immigration issues), housing, and resources available to the homeless population.
- Mr. Rivas thanked Ms. Camarillo for a very extensive report. He addressed the group and highlighted that in the future, 3-5 main bullet points (clear and concise points) is all that you need to provide a good report back to the group, and if anybody is in need of putting a few points together after an ECAC/BOG meeting, to please reach out to him so he can assist if needed.

RCAC Members Attending ECAC

- Pascuala Rosales, RCAC 5 member is scheduled to attend the ECAC meeting on November 13, 2019.
- Maria Servin, RCAC 5 member is scheduled to attend the ECAC meeting on December 11, 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)

- Angelica Bogarin, RCAC 5 member is scheduled to attend the BOG meeting on November 7, 2019.
- Sofia Sulca, RCAC 5 member is scheduled to attend the BOG meeting on December 5, 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 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.
- Layla Delgado, *Board Member* added that as of Tuesday, October 15, 2019 the Federal Government 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** for a compiled list of Public Charge Services Providers which can assist further.

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.

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 5 meeting, or if it would be possible for him to provide the information at a future meeting.

Care Harbor L.A. - 2019

- All members received a flyer informing them that the next Care Harbor event will be on November 16th & 17th at The Reef, located at 1933 South Broadway, Los Angeles.

- In order to attend to get the free services (i.e., Dental, Vision, Free Medical Care) people must obtain a wristband to enter at one of two locations:
 - 1) Saturday, November 9, 2019 – Ted Watkins Park Fieldhouse – 1335 E. 103rd Street, Los Angeles from 9:00 a.m. to 3:00 p.m.
 - 2) Sunday, November 10, 2019 – Los Angeles Trade Technical College – 2115 S. Grand Ave., Los Angeles from 9:00 a.m. to 3:00 p.m.

III.	REGIONAL ISSUES	Group
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- A member shared that she was prescribed medication, and when she went to pick them up at CVS pharmacy, she was denied her medication. Because of this she went back to her clinic where she was prescribed her medication, and after discussing her issue with the clinic, she was informed she would have to go to another location to pick up her medication. Per the information received, this location is too far, and because she has mobility issues, taking multiple trips by bus would be very difficult for her. Luckily she further explained, she’s been assigned a nurse that comes to her home, and through her, she’s been able to coordinate deliver of her medication to her home, so she doesn’t have to worry about this issue anymore. A good experience!
- A member shared that she was denied her medication when she went to Venice Family Clinic. She informed the group that she was about to get her medication from the person assisting her, when a supervisor jumped in, and informed the member that she would have to go to another location to pick up her medication instead. This was pretty odd, thought the member, but she followed the instructions given to her. This situation was odd enough for her, and she will be submitting a grievance.
In response, Gabriela Quintanilla, RCAC member, addressed the group and encouraged anybody encountering a similar situation to reach out to her directly. She explained that even though she works in another department, she connected well enough in the VFC organization to move things along for anybody encountering a similar situation.
- Another member thanked L.A. Care, and Mr. Rivas, for attending the Mar Vista Gardens event on September 21st. Mr. Rivas was grateful.

IV.	GET UP AND MOVE	Hilda Herrera, <i>Liaison</i> and Group
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- Members took a 10-minute break.

V.	RCAC WORK-PLAN	Group
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2018-2019 Sponsorship

- Members were reminded that the \$5,000.00 sponsorship for this last fiscal year was awarded to St. Josephs.
- As promised in the August meeting Mr. Rivas provided the information on St. Joseph’s food pantry. Members were encouraged to reference their summary from the August meeting - all member took their summaries out, and Mr. Rivas highlighted the information pertaining to the food pantry at St. Josephs. One thing missing on the summary was the phone number to the food pantry which he provided for members to call for more info: (310)396-6468. Members were encouraged to pass on the word to their community regarding

this wonderful resource.

Community Outreach Events – Colorectal Cancer

- Members were informed the deadline to submit all tally sheets and pictures had passed, but if anybody had anything to turn in today, to please do so before they leave today.

2019-2020 Work-Plan – Member Suggestions

- Members were informed that the new Fiscal Year for L.A. Care started on October 1st, 2019. This means that currently we are now in the planning phase for the new year. Members were informed their input would be very much appreciated in regards to the topic they would like to consider working on this year for 2019-2020. All information gathered today will be taken into consideration by CO&E.
- The following was suggested by the committee:
 - 1) Air Quality (i.e., recent wild fires occurring in L.A. County)
 - 2) Planning a health fair, or attending a health fair, and provide health related workshop presentations
 - 3) Prostate Cancer
 - 4) Breast Cancer
 - 5) The importance of vaccinations for adults

VII.	FUTURE AGENDA ITEM	Group
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 - 2) Planning a health fair, or attending a health fair, and provide health related workshop presentations
 - 3) Prostate Cancer
 - 4) Breast Cancer
 - 5) The importance of vaccinations for adults

VIII.	MEETING EVALUATION	Group
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- RCAC members took 5 minutes to complete meeting evaluations.

IX.	PUBLIC COMMENTS	Group
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- Members informed that a potluck sign-up sheet was being passed around for those members interested in bringing a dish at the next RCAC 5 meeting in December. Bringing a dish is completely voluntary.

- In regards to the potluck in December another member suggested that the potluck start before or at the beginning of the meeting, and not at the end of the meeting. This way, everybody can avoid eating cold food. In response staff agreed with this suggestion, and informed members to show up earlier at the December meeting.
- Ms. Perez, Board Member had all members reference the October ECAC report located in their folder, and highlighted the *RCAC Membership for October 2019* sheet which showed all RCAC members per RCAC and included a bar graph as well. Ms. Perez emphasized the importance of bringing diversity into the RCACs (i.e., LGBTQ & other), and the importance of bringing in new members interested in making a difference in their community. She emphasized the importance of quality members, over quantity, and encouraged members to work closely with the CO&E team to make this happen in this new fiscal year, 2019-2020.

X.	ADJOURNMENT	Group
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Next Meeting Date

- Meeting Adjourned at 4:30 p.m.
- **The next meeting is scheduled for Monday, December 16, 2019 at the Veterans Memorial Building located at 4117 Overland Avenue, Multipurpose Room, Culver City, CA 90230 from 2:00 p.m. – 4:30 p.m.**

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

Approved by:

Maria Sanchez, *RCAC 5 Chair*

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

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Respectfully Submitted by:

Jose Ricardo Rivas, *Community Outreach Field Specialist*

Approved by:

Maria Sanchez, *RCAC 5 Chair*

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

Name: *Gabriela Quintanilla*