



**Regional Community Advisory Committee (RCAC)  
Region 6 – Compton, Inglewood, Watts, Gardena, Hawthorne - Committee Summary**

**South L.A. Sport Activity Center**

7020 S. Figueroa St., Los Angeles, CA 90003

**Thursday, February 21, 2019**

**3:00PM - 5:30PM**

**\*\*DRAFT\*\***

**MEMBER ATTENDANCE**

**STAFF/MANAGEMENT**

Araceli Aragon	<b>P</b>	Maria E. Nuñez, <i>Vice Chair</i>	<b>P</b>	J. Ricardo Rivas, <i>Community Outreach Field Specialist</i>
Olivia Avalos	<b>P</b>	Hilda A. Perez, <i>Board Member</i>	<b>P</b>	Manuel Vizcarra, <i>Community Outreach Liaison</i>
Evangelina Cantero	<b>P</b>	Dove S. Pinkney	<b>E</b>	Francisco Oaxaca, <i>Senior Director of Communications &amp; Community Relations</i>
Ley Ding	<b>P</b>	Esther Rivas	<b>P</b>	Susan Ma, <i>CCI Field Specialist</i>
Brigitte Green	<b>P</b>	Mary Romero	<b>P</b>	Marcia Chutan, <i>Member Relations Health Navigator</i>
Celia M. Hernandez	<b>P</b>	Irma Torres	<b>P</b>	Sylvia Gochuico, <i>CMC Member Advocate</i>
Celia Juarez	<b>P</b>	California Alliance for Retired Americans – Janet Canterbury	<b>E</b>	Tanisia Johnson, <i>Supervisor, Health Promoters Program</i>
Andria McFerson, <i>Chair</i>	<b>P</b>			Erika Estrada, <i>Supervisor, Community Relations</i>
Edith Moreno	<b>P</b>			

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

**PUBLIC**

**INTERPRETERS**

		Paula Alvira
		Isaac Ibarlucea

## MEETING SUMMARY, DISCUSSION AND FOLLOW UP

	AGENDA ITEM	LEAD
I.	<b>WELCOME AND INTRODUCTION</b>	<b>Andria McFerson, <i>Chair</i></b> <b>J. Ricardo Rivas, <i>Field Specialist</i></b>
<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>• Andria McFerson, <i>Chair</i>, called the meeting to order and asked everyone to introduce themselves.</li> <li>• RCAC member Esther Rivas read the RCAC meeting “Ground Rules”, and Maria Nuñez, <i>Vice-Chair</i> read L.A. Care’s Mission statement, and the three pillars of Community Outreach and Engagement (Health Promotion, Health Advocacy and Partnership).</li> </ul>		
II.	<b>BUSINESS</b>	<b>Andria McFerson, <i>Chair</i></b> <b>J. Ricardo Rivas, <i>Field Specialist</i></b>
<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 with one approved change - (<i>Dove Pinkney will provide the February ECAC report in lieu of Alba Perez</i>).</li> <li>• The December 20, 2018 meeting summary was approved as presented.</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 were given 6 minutes to read the February 2019 ECAC Report found in the meeting folder.</li> </ul> <p><b><u>Celia Juarez, RCAC 6 member</u></b>, attended the ECAC meeting on January 9, 2019, and the BOG meeting on February 7, 2019. Per Ms. Juarez, she lost her reports, so in her place Ms. Hilda Perez, <i>Board Member</i> reported the following:</p> <ul style="list-style-type: none"> <li>○ The East L.A. Family Resource Center Grand Opening occurred on Saturday &amp; Sunday, February 9<sup>th</sup> &amp; 10<sup>th</sup>, 2019. This is the 6<sup>th</sup> FRC, and it will offer its free services to all members of the community, whether they have L.A. Care, or not.</li> <li>○ L.A. Care was recognized for its <i>Elevating the Safety Net</i> initiative that addresses a growing physician shortage.</li> <li>○ L.A. Care’s exchange product line <i>LA Care Covered</i> reached a record enrollment of almost 75,000 people during the enrollment period.</li> <li>○ Dr. Richard Seidman, Chief Medical Officer at L.A. Care gave information released by the institute of medical innovation regarding innovations in maternal depression and anxiety, a report part of a statewide initiative. This is now a new component that has been added to the services L.A. Care provides.</li> </ul>		

- Francisco Oaxaca, *Senior Director of Communications & Community Relations* and Erika Estrada, *Supervisor, Community Relations* are here today and will provide information on the restructure occurring with the CCI councils and will gather RCAC members' input, questions, and concerns to take into consideration.

**Dove Pinkney RCAC 6 member**, attended the ECAC meeting on February 7, 2019, but was not present at the meeting to provide her report.

#### **ECAC Meeting Attendance**

- Mary Romero is scheduled to attend the March 13, 2019 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.
- Esther Rivas is scheduled to attend the April 10, 2019 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.

#### **BOG Meeting Attendance**

- The Board of Governors will not meet March 2019.
- Celia Hernandez is scheduled to attend the April 4, 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**

##### **CCI Transition**

- Francisco Oaxaca, *Senior Director of Communications & Community Relations* addressed the group and provided the following information:
  - All members should have received a memo-document providing background information on the RCACs & CCI Councils.
  - The CCI Councils were formed almost 5 years ago during the launch of the *Cal MediConnect* program, and like the RCACs, these councils allowed Cal MediConnect (CMC) members the opportunity to be heard in reference to the barriers they face when accessing their health care needs.
  - The state has given L.A. Care new guidelines that helped L.A. Care understand the type of advisory committee it should have in place for the future; based off of these guidelines the CCI Councils no longer meet the new requirements. This is the primary reason why the CCI Councils are being re-structured to form one new committee for members in the Cal MediConnect Plan.
  - L.A. Care is proposing a few things **1)** for CCI Council members be allowed to join the RCACs without completing an application, **2)** for CCI Council members to join a RCAC based off of where they live (zip code), and **3)** for BOG to modify ECAC by changing one At-Large member position from a *CCI At-Large Member* to an *SPD At-Large Member* to represent seniors and people with disabilities (SPD).
  - L.A. Care wants this transition of moving the CCI Council members into the RCACs to be a smooth one, and fair; so it is gathering member input from all RCACs & CCI Councils this month and next month, and the information gathered will be examined to see if there is anything else that L.A. Care should be considering in this transition.

- J. Ricardo Rivas, *Field Specialist* addressed the group and went over four questions that allowed members to provide their feedback regarding the transition:
  - 1. How can we ensure that the voices of seniors and people with disabilities are heard at RCAC meetings?**
    - CCI Council members should have the same accommodations at the RCAC meetings as RCAC members do.
    - One extra staff person should be present at future RCAC meetings to accommodate members during the meetings.
    - Extra time should be added to the RCAC meetings to accommodate additional questions and issues brought up at the meeting.
    - RCAC members should welcome and accept new members and work to understand them.
  - 2. At RCACs and ECAC, members have an opportunity to provide feedback on health care access issues during the Global Member Issues section of the agenda—how can we ensure SPD member voices are heard during this section?**
    - Add an SPD section in this segment of the agenda to make them feel welcome.
    - Add more time to the meetings to accommodate for additional comments. If time is increased, you should consider increasing the stipend amount currently set at \$70 per meeting.
  - 3. Staff has proposed that CCI Council members be transitioned into the RCACs without an application. What are your comments on this proposal?**
    - RCAC 6 members agreed with this proposition – *“Let’s welcome them and make them feel like family”*.
  - 4. Are there any other comments you want to share?**
    - The current CCI structure used to work, but since the change have to happen we are happy that we’re being given an opportunity to share ideas on how to make them feel welcomed.
    - Provide a *Disability Sensitivity Training* to CO&E staff and RCAC members.
- Committee members were thanked for their participation, and were encouraged to write down any further suggestions/comments on a comment-card to turn in at the end of the meeting.

**“Elevating Advocacy” – Celebrating 20 years of Community Engagement & Empowerment Conference**

- This conference is scheduled for Friday, March 22, 2019 at St. Anne’s 155 N. Occidental Blvd., Los Angeles, CA 90026 from 8:30 a.m. to 2:30 p.m.
- The conference is mandatory for all RCAC members and those that are eligible will receive a stipend for their attendance.
- Committee members present RSVP for the event by filling-out a signed-up sheet, and also indicated whether they will drive or take the transportation L.A. Care is providing; members that sign up for transportation, but end up driving instead, will not qualify for mileage reimbursement.

### **2017 – 2018 RCAC Work Plan Recognition**

- All RCAC members who participated in the 2017–2018 RCAC work plan projects were thanked, and recognized with a certificate and given an L.A. Care promotional item as a token of appreciation for their efforts.

### **Quality Improvement (Q.I.) – Diabetes Campaign**

- Committee members were informed that L.A. Care’s Q.I. department is looking into launching a diabetes campaign specifically aimed at African Americans ages 35-45 that reside in the RCAC 6 region. Members interested in participating were encourage to speak to J. Ricardo Rivas, *Field Specialist* at the end of the meeting.

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

- Committee members where informed that this section of the agenda is where members can bring forward community health issues that are affecting their region – RCAC 6. If committee members have personal issues they would like to report, members were encouraged to speak to the *Health Navigator* present, Marcia Chutan, or to call L.A. Care’s customer service line at (888)839-9909.
- A member expressed that she did not receive a notification letting her know that *Care1st Health plan* was going to change to *Blue Shield of California Promise Health Plan*. Because of this transition she encountered an access issue with her child’s doctor’s office, an issue she eventually solved over the phone. Members present were encouraged to pass on the word about this transition; all Care1st members should have gotten new Blue Shield of California Promise Health Plan member I.D. cards, and to refer previous Care1st members to member services for further assistance.

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

<b>V.</b>	<b>RCAC COMMUNITY WORK PROJECTS</b>	<b>Group</b>
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### **2018-2019 Sponsorship**

- Members were informed that this year the RCACs will be doing sponsorships. The organization/s that will be sponsored through this year’s work plan will be dictated by RCAC 6’s decision to focus either on “Food Security”, or “Childhood Education”; one of the Social Determinants of Health L.A. Care’s is focusing on this year.
- Community Outreach & Engagement (CO&E) will be working with an internal department that already does sponsorships, and because of this processes have been simplified (i.e., application process, solicitation/review process, payment) while strengthening and/or establishing partnerships.

- RCAC 6 committee members voted and chose **Food Security** for their work plan sponsorship for this year. Members were informed that more information on the next steps will be provided at the next RCAC 6 meeting.

**2018-2019 Community Health Topic – Colorectal Cancer**

- All members received a training called “Protecting Yourself from Colorectal Cancer”; the training’s content was provided by the *American Cancer Society*, and *L.A. Care Health Plan’s Health Promoter Program*. This training was conducted by RCAC 6 member Hilda Perez, *Board Member* who is also a dedicated Health Promoter.
- The training covered the following: *What is Cancer, and Colorectal Cancer? –How common is Colorectal Cancer? – Risk Factors & how to lower your risk of Colorectal Cancer – Colorectal Cancer Screening Guidelines - & Colorectal Cancer Screening options available.*
- Members were informed that they have the power to protect themselves and their community from colorectal cancer, and were encouraged to spread the word that colorectal cancer screening saves lives.

**2018-2019 Outreach Events**

- Members were informed that for their outreach events this year they will focus on “Colorectal Cancer”.
- Committee members were informed that the first step for preparing them for their outreach occurred today - Health Promoters came today and gave everyone a presentation on Colorectal Cancer.
- The second step will occur at the next RCAC 6 meeting in which the Health Promoters will be back again to train members on the “messaging” and how this will look like when they do their outreach at the events they attend this year.

<b>VII.</b>	<b>FUTURE AGENDA ITEM</b>	<b>Group</b>
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- Bridgitte Green filed a motion to raise the stipend dollar amount for all RCAC meetings. The motion was passed with one abstention. Ms. McFerson will bring this up at the next ECAC meeting in March.
- All committee members agreed to add the following topic at the next RCAC 6 meeting in April to: *Restructure ECAC meetings so they are better structured and allow more time for Chairs to speak so they can represent their assigned RCAC properly.* (Note: RCAC members have been informed that RCACs cannot restructure ECAC/BOG meeting procedures - Any changes to these committee bodies must come from ECAC/BOG committee members themselves).
- Sensitivity Training for members and L.A. Care staff.

<b>VIII.</b>	<b>MEETING EVALUATION</b>	<b>Group</b>
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- RCAC members took a few minutes to complete the meeting evaluation in their folder.

<b>IX.</b>	<b>PUBLIC COMMENTS</b>	<b>Group</b>
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- There were no public comments.

<b>X.</b>	<b>ADJOURNMENT</b>	<b>Group</b>
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- The meeting was adjourned at 5:58 p.m.
- The next RCAC meeting is scheduled for **Thursday, April 18, 2019** from **3:00pm to 5:30pm.** at the South LA Sports Activity Center on 7020 S. Figueroa Street, Los Angeles, CA 90003.

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

Approved by: \_\_\_\_\_  
Andria McFerson, *RCAC 6 Chair*

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

- There were no public comments.

<b>X.</b>	<b>ADJOURNMENT</b>	<b>Group</b>
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Respectfully Submitted by:

Jose Ricardo Rivas, *Community Outreach Field Specialist*

X  

Approved by:

Andria McFerson, *RCAC 6 Chair*

In the absence of chair approved by: *LA CARE STAFF*  
Name: *Jose R. Rivas*

- *Feb 21<sup>st</sup> summary approved by RCAC 6*
- *Signed on behalf of chair*