



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, October 17, 2019
3:00PM - 5:30PM

MEMBER ATTENDANCE

STAFF/MANAGEMENT

Joseph Airo	(P)	Celia Juarez	(P)	J. Ricardo Rivas, <i>Community Outreach Field Specialist</i>
Araceli Aragon	(P)	Andria McFerson, Chair	(P)	Hilda Herrera, <i>Community Outreach Liaison</i>
Olivia Avalos	(P)	Edith Moreno	(P)	Angel Sotelo, <i>CSC Member Advocate</i>
Jo Ann Cannon	(P)	Maria E. Nuñez, Vice Chair	(P)	Auleria Eakins, <i>Manger, Community Outreach & Engagement</i>
Evangelina Cantero	(P)	Hilda A. Perez, Board Member	(P)	
Ley Ding	(P)	Dove S. Pinkney	(P)	
Brigitte Green	(P)	Esther Rivas	(P)	
Robert G. Harvey-Dixon	(U)	Mary Romero	(P)	
Celia M. Hernandez	(P)	Irma Torres	(P)	
Jo Lynn Horton	(P)			

PUBLIC

INTERPRETERS

Dr. Bryan Gaines		Eduardo Kogan
JM Sales		Hilda Villagran
(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> Andria McFerson, <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"> • Andria McFerson, <i>Chair</i>, called the meeting to order at 3:00 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> Andria McFerson, <i>Chair</i>
<p><u>Approval of Agenda & Meeting Summary</u></p> <ul style="list-style-type: none"> • The agenda for October 17, 2019 was approved as presented. • The meeting summary for August 15, 2019 was approved with one amendment under section: X. ADJOURNMENT - the date of the next scheduled meeting was updated from October 21, to October 17. <p><u>Executive Community Advisory Committee (ECAC) Meeting Report</u></p> <p>Jo Ann Cannon, RCAC Member provided a report from the September 2019 ECAC meeting:</p> <ul style="list-style-type: none"> • L.A. Care and Blue Shield of California Promise Health Plan will be working together and will invest a combined \$146 million to expand Community Resource Centers across Los Angeles County. • Dr. Siedman reported that the HEDIS (Health Effectiveness Data & Information Set) scores have been received, and he anticipates that L.A. Care will receive a “Commendable” status. He added that approximately 249 people have been enrolled in the Health Homes program with the intention of enrolling another 500 people by the end of September. <p>Ley Ding, RCAC Member was unable to provide a report for the October 2019 ECAC meeting.</p> <ul style="list-style-type: none"> • Mr. Ding has a future Board of Governor’s meeting he will be attending, and will take advantage of the transportation L.A. Care provides to show up on time for this meeting. • All RCAC members were referred to their October ECAC report found in their folder for more information on this meeting. <p><u>Board of Governors Report</u></p> <p>Olivia Avalos, RCAC Member provided a report from the September 2019 Board Meeting:</p>		

- This was a very impressive 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.
- Ms. Avalos thanked L.A. Care for sponsoring the food pantry selected within the RCAC 6 region, *Ministerio Faro de Luz*.
- Ms. Avalos encouraged all members that can attend a BOG meeting to do so.

RCAC Members Attending ECAC

- Brigitte Green, RCAC 6 member is scheduled to attend the ECAC meeting on November 13, 2019.
- Celia Hernandez, RCAC6 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)

- Irma Torres, RCAC 6 member is scheduled to attend the BOG meeting on November 7, 2019.
- Mary Romero, RCAC 6 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.
- Auleria Eakins, *Manager of CO&E* added that as of Tuesday 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 6 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.

Westside Infant-Family Network's (WIN) Grand Opening

- Members received information of a Grand Opening of Westside Infant-Family Network's brand new 2700 sqft. Family Space on Saturday, October 26, 2019 from 10 a.m. to 1 p.m.
- This is an event for the whole family and it's free. The event will have free food, carnival activities, a petting zoo, and other surprises.

National Alliance on Mental Illness (NAMI)

- Andria McFerson, *Chair* provided information on NAMI, the nation's largest grassroots mental health organization dedicated to improving the lives of individuals and families affected by mental illness.
- NAMI provides educational & programs to support this population such as: Family-to-Family, Basics, Family Support Group, Connections, Peer-to-Peer, Parents and Teachers as Allies, Provider Education and more.
- A list was passed around for those interested in attending a NAMI location closest to them.

Future RCAC 6 Meeting Site Discussion - Family Resource Center (FRC) - 3200 E. Imperial Hwy., Lynwood, 90262

- Before the group discussion members were reminded that at the last meeting CO&E received a notification that RCACs that have a Family Resource Center (FRC) within their RCAC-region must move to their local FRC.
- Mr. Rivas provided the group two time-slots that the FRC-team provided in advance once they were notified of this process:
 - 1) 9:30 a.m. - 12:30 p.m.
 - 2) 12:00 p.m. – 3:00 p.m. (working the best for the FRC team)
- If the slots provided did not meet the group's needs, Mr. Rivas informed the group that their suggestions would be taken back to the FRC team for consideration.
- After much discussion the committee took a vote, and came up with the following:
Time-slot preference:
 - 12 members were in favor of the 9:30 a.m. - 12:30 p.m. option
 - 0 members were in favor of the 12:00 p.m. – 3:00 p.m. option

Members that would benefit in moving the RCAC 6 meeting site to the FRC-Lynwood:

- 4 members would benefit from the move
- 11 members would not benefit from the move, and would prefer to stay at current the site, or move to a site close in proximity to the current site
- Members were thanked for their input, and were informed that this information would be taken back to L.A. Care headquarters so a discussion can occur between L.A. Care staff and leadership to figure out the next step from here. Any important information coming from this discussion at L.A. Care will be relayed to all RCAC 6 members via-mail if needed.

III.	REGIONAL ISSUES	Group
<ul style="list-style-type: none"> • One member shared that he has encountered a lot of Medi-Cal members that have no clue as to who their Primary Care Physician (PCP) is, and/or have no clue what hospital/clinic facility they are assigned to. This is a major issue that creates a lot of chaos, and there should be a way to better inform members of this important information. What can be done in this case? Should a process be created? • In response Angel Sotelo, <i>CSC Member Advocate</i> informed the group that the assigned PCP is located on the L.A. Care health plan I.D. card. Mr. Sotelo asked further questions, and was able to determine that the Medi-Cal members in question were actually Medi-Cal Fee for Service members; not assigned to a health plan, instead they have what is usually referred to as “Straight Medi-Cal”. For these individuals not assigned to a health plan, they would have to call a phone number and directly speak to the state. L.A. Care would not have any information available to help people under Straight Medi-Cal, Fee for Service. • Another member shared her access issue affecting her son. Her son is assigned to a PCP that comes up as working for multiple locations. Because of this she now has 3 member I.D. cards for her son with a different location assigned to each card, and when she tries to get services for her son none of the locations are accepting her. Per her info Blue Cross has not been able to help her resolve this situation. In response Mr. Rivas informed her and the group that when one of our plan partners is not able to resolve a members’ issue, you need to call L.A. Care Health Plan, the administrative plan that oversees the other plans. For further assistance, she was referred to speak to the CSC Member Advocate. • Another member shared a similar issue in which she was trying to obtain services for her elderly mother, with her mother’s assigned PCP. When she got to the office she was informed that the specific PCP she was looking for no longer works at that location. In response Mr. Sotelo apologized for this issue, and informed her that L.A. Care does it’s best to keep its provider network information current and up to date, but a lot of times what happens is that a PCP’s office fails to notify L.A. Care of this type of change; they are supposed to reach to L.A. Care to update this information. 		
IV.	GET UP AND MOVE	Hilda Herrera, <i>Liaison</i> and Group
<ul style="list-style-type: none"> • Ms. Herrera had the group do a few stretching exercises, before there 10 minute break. 		
V.	RCAC WORK-PLAN	Group
<p><u>2018-2019 Sponsorship</u></p> <ul style="list-style-type: none"> ○ Members were reminded that the \$5,000.00 sponsorship for this last fiscal year was awarded to <i>Ministerios Cristianos Faro de Luz</i>. ○ As promised in the August meeting Mr. Rivas provided all members a one sheet flyer with information on the two locations where Ministerios Cristianos Faro de Luz distributes food on a weekly basis. Members were encouraged to visit the food pantry, and to pass on the word to the community to spread the word this wonderful resource. 		

- Members were strongly encouraged to call the (323)839-5369 number if interested in going to either location to confirm the time on flyer is correct, since the information distributed in August was slightly different.

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) Seniors & People with Mental Illnesses (i.e., Dementia, Alzheimer’s)
 - 2) Prostate & Breast Cancer
 - 3) Ovarian Cancer
 - 4) Chronic obstructive pulmonary disease (COPD) & Asthma
 - 5) Pancreatic Cancer
 - 6) Cancer prevention
 - 7) Brain Health (Risk Prevention)

VII.	FUTURE AGENDA ITEM	Group
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- The following was suggested by the group:
 - 1) Community Based Organization (CBO) outreach
 - 2) The Home Health Program (Someone energetic - Like a presenter that did a presentation in a past RCAC 9 meeting)
 - 3) Grief counseling

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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- A member asked if RCAC 6 would be meeting at its current location in December. Mr. Rivas responded, 100% yes.
- Members informed that a potluck sign-up sheet was being passed around for those members interested in bringing a dish at the next RCAC 6 meeting in December. Bringing a dish is completely voluntary.
- A member asked if Mr. Rivas had received her tally sheets by mail. In response Mr. Rivas confirmed that he had received her information, and then informed the group that per his information, two members had not submitted anything at all. For these members that he did not name, he encouraged them to speak to him after the meeting to coordinate something with him.
- Dr. Gaines a member of the public suggested that if L.A. Care and Blue Shield Promise Health Plan are spending \$146 million dollars on the FRC infrastructure, perhaps L.A. Care can consider building an FRC in the RCAC 6 region closer to where RCAC 6 currently meets. In response Ms. McFerson responded that currently RCAC 6 does have an FRC in Inglewood, and it's on a list of FRC's that will be relocated and made bigger, and better offering an array of resources that it currently does not offer.
- Ms. McFerson informed the group that she was unable to attend the last ECAC meeting in October because of personal medical reason. She continued and explained that the reason why she advocates strongly for mental health is because she suffers from epilepsy; her condition goes from one extreme to another so she knows what it is like to be fully functional (i.e., being able to speak well), to not being able to speak at all. Because of this she advocates for things such as the *empathy training*, so people can be more aware and sensitive towards people that suffer from mental illness, and hopes that nobody gets offended when she passionately speaks on the subject.

X.	ADJOURNMENT	Group
<p><u>Next Meeting Date</u></p> <ul style="list-style-type: none"> • Meeting Adjourned at 5:30 p.m. • The next meeting is scheduled for Thursday, December 19, 2019 at the South L.A. Sport Activity Center located at 7020 S. Figueroa Street, Los Angeles, CA 90003 from 3:00 p.m. – 5:30 p.m. 		

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

Approved by:

Andria McFerson, *RCAC 6 Chair*

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

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