



**Regional Community Advisory Committee (RCAC)  
Region 7 – Huntington Park, Cudahy, Bell, Norwalk - Committee Summary**

YWCA Supervisor Gloria Molina Community Empowerment Center

7515 Pacific Blvd., Walnut Park, Huntington Park, CA 90255

Thursday, July 18, 2019

2:00PM - 4:30PM

| MEMBER ATTENDANCE |   |                              | STAFF/MANAGEMENT |  |
|-------------------|---|------------------------------|------------------|--|
| Norma A. Alvarez  | P | Guadalupe Sandoval           | p                | Martin Vicente, <i>Community Outreach Field Specialist</i> |
| Dalia Cadena      | P | Maria Toscano                | P                | Cindy Pozos, <i>Community Outreach Liaison</i>             |
| Gloria Lupercio   | P | Evencio Vargas               | P                | Maria Rodriguez, <i>Member Advocate</i>                    |
| Elsa Martinez     | E | Fatima Vazquez, <b>Chair</b> | P                |  |
| Guadalupe Perez   | P | Maria G. Villasenor          | P                |  |
|                   |   | Laura Lopez                  | P                |  |

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

| PUBLIC                              |                                      | INTERPRETERS |
|-------------------------------------|--------------------------------------|--------------|
| Maritza Lebron                      | Arcelia Sandoval                     |              |
| Hilda Perez, L.A. Care Board Member | Lluvia Salazar, RCAC Member At-Large |              |
| Maria Mema                          |                                      |              |

**MEETING SUMMARY, DISCUSSION AND FOLLOW UP**

|    | AGENDA ITEM              | LEAD  |
|----|--------------------------|---|
| I. | WELCOME AND INTRODUCTION | Martin Vicente, <i>Field Specialist</i> – Norma Angelica Alvarez, <i>Vice Chair</i> |

### **L.A. Care's Mission Statement / Focus of CO&E and RCACs**

- RCAC members read L.A. Care's Mission statement and the three pillars of Community Outreach and Engagement. (Health Promotion, Health Advocacy and Partnership).
- RCAC members reviewed the RCAC meeting "Ground Rules" prior to the start of the meeting.
- Angelica Alvarez, *RCAC Vice-Chair* called the meeting to order at 2:00pm. Everyone introduced themselves.

## **II. BUSINESS**

**Martin Vicente, *Field Specialist* – Norma Angelica Alvarez, *Vice Chair***

### **Approval of Agenda & Meeting Summary**

- Members approved today's agenda.
- Martin Vicente reviewed the summary with members and explained to them what a summary entails.
- Martin Vicente guided members on areas where they should focus when reviewing and approving summaries
- The May 16, 2019 meeting summary was approved as presented.

### **ECAC and Board Meeting Update**

Gloria Lupercio, RCAC 7 member, was assigned to attend the ECAC meeting on June 12, 2019 and reported the following:

- Mrs. Lupercio, reported that ECAC had a lot of presenters with a variety of information brought to the members of ECAC. Mrs. Lupercio informed that Mr. Oaxaca, Senior Director of Communications and Community Relations, gave a brief report about the expansion of Medi-Cal to undocumented individuals between 19 and 25 years of age.

Evencio Vargas, RCAC 7 member, gave the following report from the ECAC meeting on July 10, 2019:

- Mr. Vargas informed members about Covered California regarding the subsidies added available to people enrolled in the program.
- Mr. Vargas informed members about the Medical Federal Poverty Level Increase for seniors and People with Disabilities, the eligibility was raised up to 138% of the Federal Poverty Level.
- Mr. Vargas informed about the extension of the postpartum coverage from 60 days to 1 year for women receiving Medi-Cal with maternal mental health conditions.

Norma Angelica Alvarez, RCAC 7 Vice Chair, attended the BOG meeting on June 6<sup>th</sup> and reported the following:

- Mrs. Alvarez informed that the June 6 BOG was held at a different locations, she informed members that the location was very welcoming and pretty. She informed members there was a lot of information, but what stood out was the information about food stamps, which is the Cal Cal Fresh program.
- Mrs. Alvarez informed that you are able to apply through internet or by phone, with an approval rate of 80% on the spot. The first date to apply is June 1, 2019. If you applied early June, you are encouraged to reapply to verify you case again in case it was decline, since there was glitches in the system during the June enrollment period.

## CO&E Report

### RCAC Meetings Motion/Staff Request Flow Chart

- Members were given a flow chart describing the process of a motion with the following information:
  - RCAC discussion of a motion
  - Creation of a motion
  - Presentation of a motion to ECAC
  - ECAC discussion, approval and discussion of a motion
  - Next steps.

### Elevating the members experience

- RCAC members received a presentation given during the July ECAC meeting. Martin Vicente, browse through the presentation highlighting important aspects of what L.A. Care is doing about improving the members experience when using the health care system.
- During the report it was emphasized that L.A. Care cares about its members, it wants total members satisfaction, and L.A. Care constantly monitors complaints, grievances, surveys and comments from the RCACs and ECAC.
- All members received a copy of the presentation for them to review at home, they were encouraged to call L.A. Care staff in case they had questions.

### Childcare Reimbursements

- Cindy Pozos, CO&E Liaison, informed member about having all the childcare documentation in order. Mrs. Pozos informed members that she was requesting updated documentation for those members who claim childcare for children with disabilities. Mrs. Pozos informed members that the documentation should come from their case workers at the Department of Public Social Services (DPSS) or their health care provider.

### Update of Members Profile

- A sheet was passed to member during the RCAC meeting to update their telephone numbers. The form also requested member's communication preferences, including email, text or call.

### Emergency Contact Information

- A form was passed for members to include their contact information in case of an emergency. Members were informed that it was very important to have the following information in case of an emergency:
  - Personal information, including emergency contact name and phone number
  - Health and Medical information, like provider name and phone number, health insurance card number, name of medication currently taking and information about any disability.

- Communication preference, including my way of talking, best way to talk to me, best way to assist me and how I response to stress.
- Members were informed that this was voluntary and the information will be brought to the RCAC meeting by CO&E staff

#### 20 Years RCAC Anniversary Certificates

- Members who attended the 2019 RCAC Spring Conference received a RCAC 20<sup>th</sup> Year Anniversary Certificate

#### Culture and Linguistic Presentation

- Martin Vicente gave a presentation about Services and Programs from the Culture and Linguistic Department from L.A. Care Health Plan. The following information was given to members:
  - Information about services provided during last fiscal year
  - Information about services and how to access them
  - Overall goals of the C&L Program, like language assistance, sensitivity to diversity for staff and providers
  - Meet regulatory requirements
  - Language assistance services available to members
  - Comparable Statistics for services rendered during 2015-2019 including; face to face interpretation, telephonic interpreting services, translation services and alternative formats. All of these information was also broken down by language shown in a pie chart.
  - Members also received information about member satisfaction for the language services which average between 80% and 100% earning L.A. Care the Multicultural Healthcare Distinction from the National Committee for Quality Assurance (NCQA).
- All members received a copy of the presentation for review.

#### ECAC Leadership Training

- Member were informed that the ECAC leadership training will be on Tuesday, July 30, 2019 from 8:30 a.m. to 2:30 p.m. at L.A. Care Health Plan in Down Town Los Angeles. This training will be for RCAC chairs and Vice Chairs only.

#### New Member Orientation

- Member were informed that the New Member Orientation training will be on Friday, September 13, 2019 from 8:30 a.m. to 2:30 p.m. at L.A. Care Health Plan in Down Town Los Angeles.

#### RCAC Membership

- Hilda Perez, L.A. Care Board Member Representative, reviewed the RCAC membership chart. Mrs. Perez explained to members the meaning of some of the numbers specified on the chart focusing on the RCAC membership maximum of 35 members and not the 20 the chart shows. Mrs. Perez informed members that the chart shows 20 members as a 100% filled, in this case the chart shows a satisfactory number of members to accomplish the meeting sessions and work plans.

**ECAC and BOG attendance**

RCAC members attending ECAC meeting

- Dalia Cadena will attend the ECAC meeting on September 11, 2019
- Laura Lopez will attend the ECAC meeting on October 9, 2019

RCAC members attending BOG meeting

- Norma Angelica will attend the BOG meeting on July 25, 2019
- Maria Toscano will attend the BOG meeting on September 5, 2019, members were informed that this will be a retreat for the Board. Members will be informed about the time, place and date in due time.

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

- A member of the public from Huntington Park, informed that Clinica San Martin De Porres in the city of South Gate is charging people on the weekend even if they have Medi-Cal. Members were informed the clinic only accepts Medi-Cal from Monday through Friday and on the weekends they charge. Members were informed that this incident happened to more than one person. RCAC 7 members had a discussion on the issue and decided to create a motion.
- RCAC 7 members had the opportunity to discuss the motion and members understand that L.A. Care is requiring a grievance to be filed before a motion can be investigated, but they are disagreeing that something as serious as this should have those requirements and decided to move to approve the motion.
- Members will like for L.A. Care to investigate if this type of issue is really happening at Clinica San Martin De Porres in the city of South Gate and should rectify the issue if this clinic is part of L.A. Care network of providers.

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| <b>IV.</b> | <b>GET UP AND MOVE</b> | <b>Group</b> |
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- All RCAC members took a 5-minute break

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| <b>V.</b> | <b>RCAC WORKPLAN</b> | <b>Group</b> |
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**Work-Plan 2018-2019**

Sponsorships

- Members received a brief report regarding the outreach for sponsorship for the “Early Childhood Development Program” the following organization where contacted:
  - Iglesia Santa Marta
  - YWCA Child Development Services
  - Early Education Center, LAUSD at Miles Junior High
  - Ana Vidal – LAUSD general outreach
  - MAOF Head Start Program
- Members were informed that none of the organizations have responded to the inquiry. RCAC 7 members had a discussion regarding the topic and will like to see if they can be approved to outreach for the two topics “Early Childhood Development” and “Food Security”. Martin Vicente informed members he will ask Idalia De La Torre to verify if this could be done.

### **Outreach Work Plan**

#### **Colorectal Cancer,**

- Martin Vicente asked members to submit their tally sheets with their 25 signatures. Most members submitted their tally sheets, those members who did not submit their sheets will received a self-addressed envelope so they can turn in their signatures.

#### **Fe y Esperanza Lutheran Church Community Health Fair**

- Members were informed that there is an opportunity to continue the effort of outreaching and collecting more signatures for the “Colorectal Cancer” as well as RCAC recruitment. The event will take place on Saturday August 10, from 9:00 a.m. to 3:00 p.m. at 13431 Paramount Blvd, South Gate, CA.
- Volunteer hours were offered for this effort and the following members sign up for the following hours:
  - 9:00 a.m. to 11:00 a.m.**
    - Dalia Cadena
    - Gloria Lupercio
    - Norma Angelica Alvarez
  - 11:00 a.m. to 1:00 p.m.**
    - Evencio Vargas
    - Laura Lopez
    - Fatima Vazques
  - 1:00 p.m. to 3:00 p.m.**
    - Guadalupe Perez
    - Laura Lopez
    - Guadalupe Villasenor

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| <b>VII.</b> | <b>FUTURE AGENDA ITEM</b> | <b>Group</b> |
|-------------|---------------------------|--------------|

|              |                           |  |
|--------------|---------------------------|--|
|              |                           |  |
|              |                           | <ul style="list-style-type: none"> <li>Members will like a brief presentation about L.A. Care Health Care System.</li> </ul>   |
| <b>VIII.</b> | <b>MEETING EVALUATION</b> | <b>Group</b>   |
|              |                           | <ul style="list-style-type: none"> <li>RCAC members took 5 minutes to complete meeting evaluations.</li> </ul>   |
| <b>IX.</b>   | <b>PUBLIC COMMENTS</b>    | <b>Group</b>   |
|              |                           | <ul style="list-style-type: none"> <li>There were no public comments.</li> </ul>   |
| <b>X.</b>    | <b>ADJOURNMENT</b>        | <b>Group</b>   |
|              |                           | <ul style="list-style-type: none"> <li>The meeting was adjourned at 4:30 p.m.</li> <li><b>The next RCAC meeting is scheduled for September 19, 2019 at the YWCA Supervisor Gloria Molina Community Empowerment Center at 7515 Pacific Blvd., Walnut Park, CA 90255 from 2:00pm to 4:30pm.</b></li> </ul> |

Respectfully Submitted by:  
 Martin Vicente, *Community Outreach Field Specialist*

Approved by: \_\_\_\_\_  
 Fatima Vazquez, *RCAC 7 Chair*  
 In the absence of chair approved by:  
 Name: \_\_\_\_\_

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