



**Regional Community Advisory Committee (RCAC)
Region 8 – San Pedro, Torrance, Wilmington – Committee Summary
Providence Community Health Wellness & Activity Center**

470 N. Hawaiian Avenue
Wilmington, CA 90744
Friday, January 18, 2018
10:30 AM - 1:00PM

MEMBER ATTENDANCE

STAFF/MANAGEMENT

Maria Alvarez	P	Rita Montes	E	Martin Vicente, <i>Community Outreach Field Specialist</i>
Higinio Carrillo	U	Raul Montes	E	Victor Rodriguez, <i>Community Outreach Liaison</i>
Belen Garcia	P	Rosario Moreno	P	Vanessa Bernal, <i>L.A. Care's Health Navigator</i>
Dioselina Garcia (vice chair)	P	Mario Mosqueda	P	
Judith Lemaroy	U	Dominga Pardo (advocate)	U	
Maria N. Lopez	P	Ana Romo (Chair)	P	
Dorothy Me Lowery	P	Janet Sevilla	P	
Maria Montes	P	Maria Isabel Tamayo	P	

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

PUBLIC

INTERPRETERS

	Eduardo Kogan
	Paula Alvira

MEETING SUMMARY, DISCUSSION AND FOLLOW UP

	AGENDA ITEM	LEAD
I.	WELCOME AND INTRODUCTION	Martin Vicente, Field Specialist – Ana Romo, Chair

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

- RCAC members read L.A. Care's Mission statement and the three focus 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.
- Ana Romo, *RCAC Chair* called the meeting to order at 10:30a.m. Everyone introduced themselves.

II.	BUSINESS	Martin Vicente, <i>Field Specialist</i> - Ana Romo, <i>Chair</i>
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Approval of Agenda & Meeting Summary

- Members approved today's agenda.
- The November 16, 2018 meeting summary was approved.

ECAC and Board Meeting Update

Maria Isabel Tamayo, RCAC 8 member, attended the ECAC meeting on December 12, 2018 and reported the following:

- Mrs. Tamayo informed members that Ana Romo was elected as chair of ECAC and Elda Sevilla, RCAC 11 member, was elected as Vice Chair of ECAC.
- Francisco Oaxaca, Senior Director of Communications and Community Relations, gave an update on the re-structuring of the CCI Councils.
- Ana Romo, RCAC 8 Chair, presented the motion generated by RCAC 8 regarding provider's diagnosis process. Mrs. Lowery also provided support during this process by providing her input about the motion.

Maria Alvarez, RCAC 8 member, attended ECAC on January 9, 2019 and reported the following:

- Mrs. Alvarez informed that Mr. Oaxaca gave a brief report on a proposal about health services for immigrants.

Maria N. Lopez, RCAC 8 member, attended the BOG meeting on December 12, 2018 and reported the following:

- Mrs. Lopez informed L.A. Care will re-open the new Lynwood Family Resource Center. She also informed that they are working on opening one in the city of Pomona.
- Mrs. Lopez informed about 8 grants offered by L.A. Care to students who are working on their careers in the medical field.
- Mrs. Lopez also informed that more outreach is being done for Covered California emphasizing on outreach to the Hispanic community.

RCAC member ECAC and BOG report

- Martin Vicente encouraged members to write their ECAC and BOG report, for the reporting to be more organized. Martin informed members that he and Victor Rodriguez are available to support them with writing the report. Martin Vicente informed members that this was a great opportunity to practice public speaking skills.

Hilda Perez, Reported

- Hilda Perez, RCAC member representative at the Board, informed the flu shot was being offered at the Family Resource Center for free to L.A. Care members.
- Mrs. Perez informed about the aid given to homeless through a grant given to Brilliant Corners, she informed that this organization works with another organization called Whole Person Care, and that there are already 300 people benefitting from the program.
- Mrs. Perez, gave a brief description of the CCI councils, she gave information about their creation and the transition to the RCACs. Mrs. Perez informed that the membership of the councils varies from 5 to 11 each so L.A. Care decided to create one committee that will advocate for the rights of these groups. This one council will be composed by 8 people in accordance to Los Angeles County's SPAs.
- Mrs. Perez informed that during the February and March RCAC meetings, members will be receiving more information. Mrs. Perez informed that those members left out of the councils will have the opportunity to join the RCACs. She requested that RCAC members welcome CCI council members into their committees.

CO&E Report

RCAC Spring Conference

- Members were informed that the spring conference is scheduled for Friday, March 22, 2019 at St. Anne's at 155 N. Occidental Blvd, Los Angeles, CA 90026. From 8:30 a.m. to 2:30 p.m. Members were informed the conference is mandatory for all RCAC members. Stipends will be provided for all eligible members.
- Members were informed that transportation will be provided and a sign in sheet was passed for them to sign up for transportation. Members agreed that if a bus was going to be provided that they wanted to be picked up at Providence Community Health Wellness Center.

RCAC membership

- Members received a brief update on the membership age limit. Members were informed that they can only represent a minor no older than 18 years of age, unless they have a notarized document stating they represent the consumer members. Members were informed that if those who turned 18 years of age can apply for the RCAC membership to represent themselves and they will have to follow the same process as a new applicant.

Code of Conduct and Standards of Behavior

- RCAC members received a presentation on L.A. Care's Code of Conduct and L.A. Care's RCAC Standards of Behavior. Presentation informed members the following:

Code of Conduct

- Why this information is important not only to L.A. Care staff but to all the people associated to L.A. Care Health Plan, like the Committee members.

- Company Policies, Laws and Regulations
- Guiding principles like; honesty, integrity and veracity
- RCAC member’s responsibilities
- Confidentiality
- Social Media Policies
- Behavior at workplace and L.A. Care venues
- Violations to the code and consequences

Standards of Behavior

Members had the opportunity to participate and engage on an activity to test their knowledge. A statement was given to members to compare the statement or action to the behavior. Members received information about the following Standards of Behavior:

- Personal Responsibilities
 - Policies and Procedures
 - Conflict of Interest
- All members had the opportunity to participate and ask questions. Members signed the acknowledgement form confirming they received all this information along with all the materials.

Members attending ECAC/BOG meeting

- Dorothy Lowery will attend ECAC on February 13, 2019.
- Rita Montes will attend ECAC on March 13, 2019
- Maria Montes will attend BOG on February 7, 2019.
- Maria Tamayo will attend BOG on March 6, 2019. This meeting is a place holder and we will not know if it will be scheduled until the end of February, Mrs. Tamayo will be informed of any changes.

III.	REGIONAL ISSUES	Group
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Member Issues

Diagnosis Process

- A members reported that she had a bad experience when she went to the doctor. She requested special test and the doctor refuse because he did not understand which type of test was requested. The member informed that she has the right to request a specialist and specific testing but they get denied. The member believes this issue affects the whole United States and that it is an important issue due to the type of health services given. The members informed that the provider told her she was delusional about her request, she informed that she recorded the conversation and she has followed up with L.A. Care.
- The member will like for this comment to be document on this summary and will like for the RCAC 8 chair to request follow up on this case since it was a motion submitted by RCAC 8 at previous ECAC meetings.

- Ana Romo requested for members not to forget to bring doctor's name, clinic and dates when reporting issues to this committee.

Health Navigators

- Members are having issues with L.A. Care's health navigators and follow up. They informed about many cases they have started and navigators have not followed up. Members were informed that Martin Vicente will send this information to the assigned L.A. Care department for follow up.

IV. GET UP AND MOVE Victor Rodriguez, Liaison and Group

- All RCAC members took a ten-minute break.

V. RCAC WORKPLAN Group

Work-Plan 2018/2019

- Members were informed that they will received information about 2018-2019 work plan at the next RCAC meeting.

VII. FUTURE AGENDA ITEM Group

How a manage care works

- Members will like basic information about how managed health care works.

VIII. MEETING EVALUATION Group

- Members had the opportunity to give a comment about today's meeting and to fill out the meeting evaluation.

IX. PUBLIC COMMENTS Group

- Providence Little Company of Mary is offering to join the Welcome Family Program a support program for women during pregnancy. Members can get more information by calling 310-514-5444
- Providence Health Services is inviting Latinos 21 and over to a health research study regarding alcoholism, participants need to be 21 years of older and Spanish speakers. For more members can call 424-212-5654
- All members received handouts of these programs with more detailed information.

X. ADJOURNMENT Group

- The meeting was adjourned at 1:00 p.m.

- **The next RCAC meeting is scheduled for March 15, 2019 at the Providence Community Health and Wellness and Activity Center. 470 Hawaiian Ave, Wilmington, CA 90744 from 10:30 a.m. to 1:00pm.**

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

Approved by: _____
Ana Romo, *RCAC 8 Chair*

In the absence of chair approved by:
Name: _____

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