



**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, May 17, 2019  
10:30 AM - 1:00PM

**MEMBER ATTENDANCE**

**STAFF/MANAGEMENT**

Maria Alvarez	<b>P</b>	Rita Montes	<b>P</b>	Martin Vicente, <i>Community Outreach Field Specialist</i>
Higinio Carrillo	<b>P</b>	Raul Montes	<b>P</b>	Hilda Herrera, <i>Community Outreach Liaison</i>
Belen Garcia	<b>P</b>	Rosario Moreno	<b>P</b>	Cindy Pozos, <i>Community Outreach Liaison</i>
Dioselina Garcia (vice chair)	<b>P</b>	Mario Mosqueda	<b>P</b>	Idalia Chitica, <i>Community Outreach Field Specialist Supervisor</i>
Maria N. Lopez		Dominga Pardo (advocate)	<b>P</b>	Maria Rodriguez-Camarena, <i>L.A. Care's Member Advocate</i>
Dorothy Me Lowery	<b>P</b>	Ana Romo (Chair)	<b>P</b>	
Maria Montes	<b>P</b>	Maria Isabel Tamayo	<b>P</b>	

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

**PUBLIC**

**INTERPRETERS**

	Eduardo Kogan
	Paula Alvira

**MEETING SUMMARY, DISCUSSION AND FOLLOW UP**

<b>AGENDA ITEM</b>	<b>LEAD</b>
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<b>I.</b>	<b>WELCOME AND INTRODUCTION</b>	<b>Martin Vicente, <i>Field Specialist</i> - Ana Romo, <i>Chair</i></b>
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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.
- Ana Romo, *RCAC Chair* called the meeting to order at 10:30a.m. Everyone introduced themselves.

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

- Members approved today's agenda.
- The March 18, 2019 meeting summary was approved.

**ECAC and Board Meeting Update**

Dorothy Lowery, RCAC 8 member, attended the ECAC meeting on April 13, 2019 and reported the following:

- Mrs. Lowery informed that a motion was going to be resubmitted due to lack of information
- Mrs. Lowery informed members that a new resource website will be created including resources from different areas. It will also include information about providers.
- Six new L.A. Care family resource center will be opening between 2019 and 2020.
- 50 more cars will be added to L.A. Care transportation services in the City of Los Angeles, this will reduce rates and you will be picked up based on your zip code.

May 2019 ECAC meeting

- Ana Romo, RCAC 8 Chair, informed that Medi-Cal has re-established some benefits that were lost under the program some of those benefits are dental, acupuncture and mental health benefits.
- Members under Supplemental Security Income are not eligible for CalFresh in some cases, but starting June 1, 2019 they will be eligible for CalFresh.

Maria Isabel Tamayo, RCAC 8 Member, attended the BOG Meeting on April 4, 2019 and reported the following:

- Maria Tamayo informed that during board member Hilda Perez, thanked L.A. Care for the gifts given at the Spring Conference.
- Several motions were canceled during the BOG meeting as well as motions that were approved. Mrs. Tamayo informed members that all this information is included on the ECAC report.

### **ECAC Leadership Training**

- Member were informed that the ECAC leadership training will be on Friday, May 31, 2019 from 8:30 a.m. to 2:30 p.m. at L.A. Care Health Plan in downtown Los Angeles. The topic will be “How to Manage Difficult Conversations. 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, June 7, 2019 from 8:30 a.m. to 2:30 p.m. at L.A. Care Health Plan in downtown Los Angeles.

### **Spring Conference “Elevating Advocacy”**

- RCAC members were asked to give feedback about the Spring Conference titled “Elevating Advocacy” which focused on Social Determinants of Health. Members had the opportunity to give the following feedback:
  - It was really good, I had the opportunity to participate in the panel discussion.
  - I believe it will be nice if that during panel discussion, there should have been a section about solutions to the issues. It was disappointing seeing that the skit did not have any solutions to the issues presented.
  - Congratulations to L.A. Care for the information given during this event. It was well organized, the agenda was very well put.

### **ECAC and BOG attendance**

- The RCAC and BOG calendar has ran out of members assigned to attend the ECAC and BOG meetings. A new interactive calendar was given to members to keep track and make necessary changes when unexpected changes happen to the attendance.

#### **RCAC members attending ECAC meeting**

- Rosario Moreno will attend the ECAC meeting on June 12, 2019
- Maria Montes will attend the ECAC meeting on July 25, 2019

#### **RCAC members attending BOG meeting**

- Dorothy Lowery will attend the BOG meeting on June 6, 2019
- Dominga Pardo will attend the BOG meeting on July 10, 2019

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

- Member under L.A. Care Covered are having issues with member being switched from L.A. Care Covered to L.A. Care Medi-Cal. A member went to the laryngologist and she had to pay for the office visit because she was switched to L.A. Care Medi-Cal. She informed that L.A. Care

Medi-Cal doesn't want to take responsibility for the payment. Members was referred to L.A. Care's member Advocate for assistant before the committee takes any further action.

- Members had issues with referrals, member went to a clinic and was referred the gynecologist far from her services area. The member informed that she knew the clinic where she went had a gynecologist in house. The members spoke to the clinic's supervisor and she was able to see the gynecologist available in the office. The member believes this could be a global issue, but she did not have the clinic's information available.
- A member had issues with the clinic not giving her the health information she requested. The member was able to speak with L.A. Care's member advocate and the issue was resolved. The member wanted to thank the L.A. Care staff for resolving her issue in a very prompt manner.
- Dominga Pardo, RCAC 8 member advocate, informed that she was really happy that L.A. Care is sending a member representative to the RCACs. She emphasized on L.A. Care's goal of improving the quality of services to its members.
- A member had an issue with waiting times at clinic in the area of RCAC 8. The members waited 4 hours to see the specialist at a clinic called Neurological Associates of Downey. Member doesn't understand why the clinic makes too many appointments for a lot of people at the same time. The wait times are four hours with appointment plus an extra hour waiting for the doctor to come and see you.
- Other members of RCAC reported about having the same issues, RCAC 8 member decided to make a motion. A motion was made, second, discussed and approved with the following request:
  - RCAC 8 member motion that L.A. Care investigate and find solutions to extremely long wait times to see the Specialist and the inability to reach someone by phone at the Neurological Associates of Downey Medical Center.

<b>IV.</b>	<b>GET UP AND MOVE</b>	<b>Victor Rodriguez, <i>Liaison</i> and Group</b>
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- All RCAC members took a ten-minute break.

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

**Sponsorships**

- Martin Vicente gave member a brief review about the RCAC sponsorship program. Martin informed members that the sponsorship process has been simplified and it will be easier for organizations to acquire funds.
- RCAC members were informed they chose food security at the last RCAC 8 meeting.
  - **Food Security**, under this program L.A. Care will be able to sponsor programs or organizations that focus on food security. RCAC 8 can work with churches, food pantries, food banks and community gardens.
- Members were informed that RCAC 8 will continue to work with organizations that are in Region 8.
- Members asked about the deadline for the sponsorship, Idalia De La Torre, CO&E Supervisor, informed members that the deadline is by the mid of September 30, but the RCAC should start working as soon as possible.

## **Outreach Work Plan**

### **Colorectal Cancer,**

- RCAC 8 members were informed that for the outreach work plan, they have the opportunity to do individual or collective outreach. Collective outreach will be given to those who find it difficult to do individual outreach. Member will have the opportunity to do individual outreach at different venues, like schools, churches, family and work.
- Members were informed that it will be required for everyone to collect 25 signatures. If the member does individual outreach they were asked to take a picture of the venue and email, or text the picture to L.A. Care staff. Members were informed that the 25 signatures will be required for them to receive a gift certificate at the end of the year.

### **Colorectal Cancer Training Follow up**

- Elda Sevilla, L.A. Care Health Promoter, reviewed with members the last presentation given regarding colorectal cancer. Mrs. Sevilla added new information about the different screenings for colorectal cancer. Mrs. Sevilla engaged members with questions and answers about different situations regarding the screenings. Mrs. Sevilla conducted different activities with scenarios on how to do outreach to people going through different situations. A role play on how to outreach to different audiences was conducted.
- Members received an outreach kit which included, 30 flyers, tally sheets, 30 promotional items and an L.A. Care tote bag to carry the information.

### **Mental Health Resource Fair**

- RCAC 8 was invited to the first event called “Mental Health Resource Fair” hosted by the Department of Mental Health Services. The event is scheduled for May 18, 2019 from 8:00 a.m. to 2:00 p.m. at Providence.
- A sign in sheet was passed for members to participate, and the times were going to be divided by one hour per member. The following members will participate by coming for one hour.
  - Dioselina Garcia
  - Maria Lopez
  - Belen Garcia
  - Higinio Carrillo
  - Maria Alvarez

<b>VII.</b>	<b>FUTURE AGENDA ITEM</b>	<b>Group</b>
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No future agenda items were requested.

<b>VIII.</b>	<b>MEETING EVALUATION</b>	<b>Group</b>
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- Members had the opportunity to give a comment about today’s meeting and to fill out the meeting evaluation.

<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 1:00 p.m.</li> <li>• <b>The next RCAC meeting is scheduled for July 19, 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.</b></li> </ul>		

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

Approved by: \_\_\_\_\_  
 Ana Romo, *RCAC 8 Chair*

In the absence of chair approved by:  
 Name: Dioselina Garcia Dioselina Garcia G.