



**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, July 19, 2019  
10:30 AM - 1:00PM

**MEMBER ATTENDANCE**

**STAFF/MANAGEMENT**

|                               |   |                          |   |  |
|-------------------------------|---|--------------------------|---|--|
| Maria Alvarez                 | P | Rita Montes              | P | Martin Vicente, <i>Community Outreach Field Specialist</i> |
| Higinio Carrillo              | P | Raul Montes              | P | Hilda Herrera, <i>Community Outreach Liaison</i>           |
| Belen Garcia                  | P | Rosario Moreno           | P | Cindy Pozos, <i>Community Outreach Liaison</i>             |
| Dioselina Garcia (vice chair) | P | Mario Mosqueda           | U |  |
| Maria N. Lopez                |   | Dominga Pardo (advocate) | P |  |
| Dorothy Me Lowery             | P | Ana Romo (Chair)         | P |  |
| Maria Montes                  | P | Maria Isabel Tamayo      | P |  |
|                               | P |                          |   |  |

**(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>   |
|---|---------------------------------|---|
| <b>I.</b>   | <b>WELCOME AND INTRODUCTION</b> | <b>Martin Vicente, <i>Field Specialist</i> – Ana Romo, <i>Chair</i></b> |
| 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.
- Dioselina Garcia, *RCAC Vice Chair* called the meeting to order at 10:30a.m. Everyone introduced themselves.

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|------------|-----------------|---|
| <b>II.</b> | <b>BUSINESS</b> | <b>Martin Vicente, <i>Field Specialist</i> - Ana Romo, <i>Chair</i></b> |
|------------|-----------------|---|

**Approval of Agenda & Meeting Summary**

- Members approved today’s agenda.
- The May 17, 2019 meeting summary was approved.

**Office of Senator Steven Bradford**

- Senator Steve Bradford was invited to the RCAC 8 meeting by Dioselina Garcia, RCAC Vice-Chair. Senator Bradford sent his representative Myla Rahman and she expressed the following:
  - Mrs. Rahman express her gratitude for being invited to the RCAC 8 meeting. Mrs. Rahman expressed that she will try to attend more meetings to hear about issues concerning the community.
  - Mrs. Rahman distributed information about what to do if confronted by immigration officials, she informed members not to hesitate in contacting her office if they have any concerns or questions about this issue.
  - Mrs. Rahman encouraged members to continue the open conversation about community issues affecting their communities.

**ECAC and Board Meeting Update**

Rosario Moreno, RCAC 8 member, attended the ECAC meeting on June 12, 2019 and reported the following:

- Mrs. Moreno informed that L.A. Care continues the medical student grants to support the goal of increasing primary care providers in the County of Los Angeles.
- Mrs. Moreno informed that they will add mental health services to Medi-Cal.
- Mrs. Moreno informed that L.A. Care started to organize the Legislator office visits and has also trained those members attending the visits.

Maria Montes, RCAC 8 member, attended the ECAC meeting on July 10 and reported the following:

- Maria Montes informed that the Medi-Cal expansion was approved for undocumented individuals between 19 and 25 years old based on income eligibility, this program will begin January, 2020.
- Mrs. Montes informed about the extension of the postpartum coverage from 60 days to 1 year for women receiving Medi-Cal with maternal mental health conditions.
- Mrs. Montes informed that L.A. Care is working with the Red Cross regarding emergency preparedness, the training is scheduled to start in August.

- Mrs. Montes informed that it was very important to fill out and mail back L.A. Care surveys, this will help L.A. Care increase the quality of its programs.

Dorothy Lowery, RCAC 8 Member, attended the BOG Meeting on June 6, 2019 and reported the following:

- Mrs. Lowery informed that members of the Board spoke about sending doctors to small cities, because of the lack of primary care providers in those areas.
- Mrs. Lowery informed about patients with history of drugs abuse and other substances will be referred to programs that will help them overcome substance abuse before they get release by the hospital.

### **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 member 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 members attending ECAC meeting

- Maria Montes will attend the ECAC meeting on September 11, 2019

RCAC members attending BOG meeting

- Dorothy Lowery will attend the BOG meeting on September 5, 2019
- The two members attending ECAC and BOG in the month of September, were elected by RCAC 8 members during the meeting. Martin Vicente will organize a new calendar with assignments for next meeting.

**III. REGIONAL ISSUES Group**

**Member Issues**

- Dominga Pardo, RCAC 8 community partner, informed member that Robert F. Kennedy is offering support to seniors who are applying for the Cal Fresh program. Mrs. Pardo informed that this was a global issue because information has not been disseminated to all members of the community that qualify for this program.
- Members had a discussion about global members issues already submitted to ECAC and they will like a report on the outcomes. Members asked Ana Romo to please go back to ECAC and ask for a follow up on those motions and bring back information to the RCAC .
- Members had the opportunity to express their concerns when they are switched from Medi-Cal to Covered California due to their income. Some members have been switched from Medi-Cal to Covered California without notification and had issues accessing health care services. Some members informed that L.A. Care has been very helpful on solving those issue and they encouraged members to get informed to be able to advocate for themselves.

**IV. GET UP AND MOVE Group**

- All RCAC members took a ten-minute break.

**V. RCAC WORKPLAN Group**

**Work-Plan 2018-2019**

Sponsorships

- Martin Vicente gave informed member that two organizations have been contacted and that he was waiting for their response. Martin encouraged member to continue giving him names of organizations in their communities.

**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.

|   |                           |              |
|---|---------------------------|--------------|
| <b>VII.</b>   | <b>FUTURE AGENDA ITEM</b> | <b>Group</b> |
| No future agenda items were requested.  |                           |              |
| <b>VIII.</b>  | <b>MEETING EVALUATION</b> | <b>Group</b> |
| <ul style="list-style-type: none"> <li>Members had the opportunity to give a comment about today's meeting and to fill out the meeting evaluation.</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 1:00 p.m.</li> <li><b>The next RCAC meeting is scheduled for September 16, 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: \_\_\_\_\_

**Work-Plan 2018-2019**

**Sponsorships**

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**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.

**VII. FUTURE AGENDA ITEM Group**

No future agenda items were requested.

**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**

- There were no public comments

**X. ADJOURNMENT Group**

- The meeting was adjourned at 1:00 p.m.
- **The next RCAC meeting is scheduled for September 16, 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: \_\_\_\_\_