



Regional Community Advisory Committee (RCAC)
 Region 10 - East Los Angeles, Whittier, Highland Park - Committee Summary
 The East Los Angeles Community Service Center
 133 N. Sunol Drive. Room 242
 Los Angeles, CA 90063
 Thursday, December 20, 2018
 1:00 PM - 3:30 PM

MEMBER ATTENDANCE

STAFF/MANAGEMENT

Maria Luz Alvarado	(P)	Marlene Paz	(P)	Frank Meza, <i>Community Outreach Field Specialist</i>
Sarai Angeles	(P)	Martha Perez	(P)	Felicia Gray, <i>Community Outreach Liaison</i>
Damara De Cordero	(P)	Ana Rubio	(P)	Idalia De La Torre, <i>Community Outreach Supervisor</i>
Janner Gavidia	(P)	Norma Flores	(P)	Carlos Rueda, <i>Member Relations Health Navigator</i>
Ruben Gavidia	(P)	Blanca Villagran	(P)	Maribel Soria, <i>Regional Manager, L.A. Care Family Resource Centers</i>
Maria Ibarra	(P)	Miguel Lugo, Advocate	(U)	Iris Gomez, <i>Administrator, East Los Angeles Family Resource Center</i>
Engracia Lopez	(P)	Oswaldo Lopez, Advocate	(U)	
Fresia Paz	(P)	Rosa Marquez, Advocate	(U)	

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

PUBLIC

INTERPRETERS

		Eduardo Kogan, Annette Mendez, <i>Spanish Interpreters</i>

MEETING SUMMARY, DISCUSSION AND FOLLOW UP

	AGENDA ITEM	LEAD
I.	WELCOME AND INTRODUCTION	Frank Meza, <i>Field Specialist</i> Damaris de Cordero, <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"> • 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). • RCAC members reviewed the RCAC meeting “Ground Rules” prior to the start of the meeting. • Damaris de Cordero, <i>RCAC Chair</i> called the meeting to order at 1:00pm. Everyone introduced themselves. 		
II.	BUSINESS	Frank Meza, <i>Field Specialist</i> Damaris de Cordero, <i>Chair</i>
<p><u>Approval of Agenda & Meeting Summary</u></p> <ul style="list-style-type: none"> • The agenda for December 20, 2018 was approved as presented. • The meeting summary for October 18, 2018 was approved as presented. <p><u>ECAC Meeting Report</u></p> <ul style="list-style-type: none"> • Ruben Gavidia, RCAC Member, attended the November 14, 2018 ECAC meeting and reported the following: <ul style="list-style-type: none"> • John Baackes, L.A. Care CEO, reported about L.A. Care’s goal to increase the number of physicians that are available to L.A. Care members. • In addition, he mentioned L.A. Care is trying to contract with all the hospitals that can provide services to L.A. Care members and increase access to care in areas where there may be a high need. • Janner Gavidia, RCAC Member, was not able to attend the December 12, 2018 ECAC meeting. <p><u>Board Meeting Report</u></p> <ul style="list-style-type: none"> • Ruben Gavidia, RCAC Member attended the November 1, 2018 Board meeting and shared information about the following: <ul style="list-style-type: none"> • Mr. Gavidia stated a RCAC member asked L.A. Care for money and resources for when someone loses a family member or loved one. Mr. Gavidia mentioned Mr. Baackes will connect the member with someone that can direct the person to additional information and resources. • Janner Gavidia, RCAC Member did not attend the December 6th Board meeting. • Damaris Cordero, RCAC 10 Chair, provided a report from the December 12th ECAC and December 6th Board meeting. <ul style="list-style-type: none"> • The Board received a report on the L.A. Care’s sponsorships for 2017-2018. Sponsorships are grants that support events and promote L.A. Care’s name in the community. 		

- There was a presentation by Alex Gallegos, Sr. Director of Sales and Marketing and John Cota, Director of Creative and Marketing Operations, about this year's L.A. Care Covered Marketing Campaign
- There was also a presentation from Mr. Oaxaca, Sr. Director of Communications and Community Relations about the proposal restructure of the Coordinated Care Initiative Councils. There were many people who provided input to the Board on this item.
- Dr. Richard Seidman discussed current on ongoing activities L.A. Care will focus on to increase HEDIS scores that include but not limited to:
 - Breast Cancer Screening
 - Educational Materials on Controlling Blood Pressure
 - Call to member with Asthma to refill their prescription
 - Vaccine education
 - Care Management Program with Lunicera a prescription service provided to assist members that have Rheumatoid Arthritis, Multiple Sclerosis and Atopic Dermatitis.
 - Hepatitis C Management
 - Reminder calls to CalMediConnect (CMC) members to get their prescription refills.

ECAC Chair and Vice-Chair Elections

- Mrs. Damaris Cordero talked about the ECAC elections for Chair and Vice-Chair that took place at the December ECAC meeting and the following are the newly elected ECAC Chair and Vice-Chair:
 - ECAC Chair: Ana Romo, RCAC 8
 - ECAC Vice-Chair: Elda Sevilla, RCAC 11
- Martin Vicente, CO&E, presented on the outcomes of the 2018 RCAC work plan events. The presentation included the following:
 - 2018 Work plan partnership focused on improving women's health, a health priority identified by L.A. Care's Health Services Department informed by the organizations Healthcare Effectiveness Data and Information Sort (HEDIS) scores. HEDIS is a quality measurement tool used by health plans across the country.
 - L.A. Care offered funding opportunity for not-for-profit entities to help L.A. care members with:
 - Increase access to women's health services for vulnerable and low-income residents
 - Raise awareness of community services and resources focused on women's health
 - Engage multiple sectors (healthcare, economic, transportation, faith-based, etc.) to strengthen community collaboration efforts focused on women's health.
 - Services provided by the partnership with organizations included:
 - Resources – reading material
 - Telephonic Outreach – for diabetes

- Preventive Health Services
- Health Fairs
- Mental health Forums and Workshops
- With a total attendance of 22, 435
- 2018 Outreach Efforts was done to help address other issues identified by HEDIS. CO&E Department partnered with L.A. Care’s Health Education department, to provide basic training to our RCAC members on the following topics:
 - Diabetes
 - Heart Health
 - Cervical Center Screening
- Total outreach results for all 11 RCACs where 4, 297.

RCAC Members Attending ECAC

- Engracia Lopez, RCAC 10 member is scheduled to attend the ECAC meeting on January 9, 2019 at L.A. Care.
- Fresia Paz, RCAC 10 member is scheduled to attend the ECAC meeting on February 13, 2019 at L.A. Care.
- ECAC is scheduled from 10:00am to 1:00pm at L.A. Care Health Plan in Downtown L.A.

RCAC Members Attending the Board of Governors (BOG)

- The January 3, 2019 Board of Governors meeting was cancelled and will resume their regular schedule on February 7, 2019.
- Sarai Angeles, RCAC 10 Member will attend the BOG meeting on Thursday, February 7, 2019 from 2:00pm to 5:00pm. at L.A. Care.
- Blanca Villagran, RCAC 10 Member will attend the March 7, 2019 Board of Governors meeting from 2:00pm - 5:00pm at L.A. Care Health Plan.
- The Board of Governors meetings are from 2:00pm to 5:00pm at L.A. Care Health Plan in Downtown L.A.

Community Outreach & Engagement (CO&E) Report

L.A. Care, East Los Angeles Family Resource Center “Grand Opening”

- Maribel Soria, Regional Manager, L.A. Care Family Resource Centers and Iris Gomez, Administrator for the East Los Angeles Family Resource Centers invited all RCAC 10 members to the upcoming “Ribbon Cutting Grand Opening” of the new Family Resource Center scheduled for February 8, 2019 from 10:30am to 12:00pm. This date will be designated for special invitations to community agencies, local legislators, L.A. Care staff and RCAC 10 members to see the new center and meet the new staff. The center is located at 4801 Whittier Blvd., Los Angeles, CA 90022.
- The Family Resource Center will host their “Grand Opening” to the general public on the following day, Saturday, February 9, 2019 from 10:00am to 1:00pm. The day will be filled with the following activities:
 - Live Entertainment
 - Face Painting

- Rock Climbing
 - Popcorn Raffles
 - Free Health Screenings and Haircuts for kids
 - Information and Resources from Community Agencies
- Members were asked to RSVP their attendance and they will receive a flyer and a reminder call as the date approaches.

New RCAC 10 Meeting Site – L.A Care Family Resource Center

- RCAC 10 members were also informed that starting February 21, 2019, RCAC 10 will start meeting at the new East Los Angeles Family Resource Center for their upcoming RCAC meetings. The meetings will be scheduled from 2:00pm – 4:30pm. All RCAC members were in agreement and excited about the new home for RCAC 10.
- The center is located at 4801 Whittier Blvd., Los Angeles, CA 90022 from 2:00 p.m. - 4:30 p.m.
- All RCAC members will receive a flyer with information about the new address and time for the next RCAC 10 meeting, and a reminder call as well.

RCAC Vice Chair Nominations and Elections

- Frank Meza announced to the RCAC they will be having their Vice Chair elections and RCAC members will be able to nominate a member or themselves to run for the Vice Chair position.
- Everyone took a few minutes to review the Role and Responsibilities for the Vice Chair prior to starting the election.
- Frank Meza opened the floor for nominations. The current members who are running for the position are: Fresia Paz, Norma Flores.
- Mrs. Paz said a few words as to why she would like to run for the position and talked about her experience.
- Mrs. Norma Flores provided a short speech as to why she would like to run for the position.
- There were no additional nominations for the Vice Chair. Mr. Meza reviewed the rules before voting and explained to everyone they must sign their ballot in order for the ballot to be valid.
- The results for the Vice Chair were Ms. Fresia Paz was elected as the new Vice Chair.
- All RCAC members congratulated Ms. Paz and welcomed her to her new role.

Code of Conduct Training

- The Code of Conduct training was presented to all RCAC members. The Code is a guide to ensure all members are in compliance with the rules and regulations that govern L.A. Care business.
- Members received information on how to operate in agreement with the law, company policies and procedures, and L.A. Care's core values.
- The Code of Conduct is not designed to cover every possible situation, however it provided members with examples of everyday scenarios to assist them with addressing issues. Additionally, the Code is intended to provide overall guidance on making ethical decisions, using good judgment and working with integrity while fulfilling their roles and responsibilities.

- In addition, members reviewed the Standards of Behavior which covered the following points:
 - Personal Responsibilities
 - L.A. Cares Policies and Procedures
 - Conflict of Interest
- Following the training, members were asked to sign a code of conduct acknowledgment form to confirm that they have read and understood what is expected of them and as a requirement by the Consumer Advisory Committee Operating Rules.
- Members were informed that breaches to the Code of Conduct & Standards of Behavior may result in removal from a community advisory committee.

RCAC Member Acknowledgment Gift Card

- All RCAC Members received their end of year RCAC Member Acknowledgement Gift Card for all of their work during the Fiscal Year 2017-2018.

III.	REGIONAL ISSUES	Group
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- RCAC Member shared information about waiting time and issues at White Memorial Hospital and suggested L.A. Care look into it. Member will also talk to the Health Navigator at the meeting to address her concerns.
- RCAC Member added, she had issues at the same Hospital with Pharmacy and getting her medication filled. She will call L.A. Care and talk to the Health Navigator to have her issue resolved.
- Additional Member stated she has experience several issues at White Memorial as well and will also talk to the Health Navigator to share her concerns.

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

V.	MEETING EVALUATION	Group
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- RCAC members took 5 minutes to complete meeting evaluations.

VI.	PUBLIC COMMENTS	Group
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- RCAC Member announced two events coming up and provided the following information:

- Lynwood Community Health Fair, scheduled for Saturday, January 26, 2019 from 11:00am to 3:00pm located at the Lynwood City Park on 11301 Bullis Road, Lynwood CA, 90262.
- Univision Health Fair & 5K Walk, scheduled for Saturday, March 9, 2019 from 11:00am to 3:00pm at East Los Angeles College located at 1301 Avenida Cesar Chavez, Monterey Park, CA 91754.

VII.	ADJOURNMENT	Group
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Next Meeting Date

- **RCAC 10 had a potluck to celebrate the Holiday Season.**
- **Meeting Adjourned at 3:30 p.m.**
- **The next meeting is scheduled for Thursday, February 21, 2019 at their new location located at the East Los Angeles Family Resource Center at 4801 Whittier Blvd., Los Angeles, CA 90022 from 2:00 p.m. - 4:30 p.m.**

Respectfully Submitted by:

Frank Meza, *Community Outreach Field Specialist*

Approved by:

Damaris de Cordero, *RCAC 10 Chair*

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

Name: _____


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