



Regional Community Advisory Committee (RCAC)
Region 10 - East Los Angeles, Whittier, Highland Park - Committee Summary
The East Los Angeles Family Resource Center
4801 Whittier Blvd.
Los Angeles, CA 90022
Thursday, April 18, 2019
2:00 PM - 4:30 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) | Manny Vizcarra, <i>Community Outreach Liaison</i> |
| Dameres De Cordero | (P) | Ana Rubio | (P) | Angel Sotelo, <i>Member Advocate</i> |
| Janner Gavidia | (P) | Norma Flores | (P) | |
| Ruben Gavidia | (P) | Blanca Villagran | (P) | |
| Maria Ibarra | (P) | Oswaldo Lopez, Advocate | (E) | |
| Engracia Lopez | (P) | | | |
| Fresia Paz | (P) | | | |

PUBLIC

INTERPRETERS

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| | | Eduardo Kogan, Paola Albira, <i>Spanish Interpreters</i> |
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(P) present (E) excused absent (U) unexcused absent

MEETING SUMMARY, DISCUSSION AND FOLLOW UP

| | AGENDA ITEM | LEAD |
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| 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"> • Damaris De Cordero, Chair, called the meeting to order at 2:00pm. Everyone introduced themselves. • RCAC members reviewed the RCAC meeting “Ground Rules” prior to the start of the meeting. • 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). | | |
| 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 April 18, 2019 was approved as presented. • The meeting summary for February 21, 2019 was approved as presented. <p><u>ECAC Meeting Report</u></p> <p>Marta Perez, RCAC 10 Member provided her report from the March 13, 2019 ECAC Meeting:</p> <ul style="list-style-type: none"> • L.A. Care is transitioning from Logisticare transportation services, and will know be using their new vendor, Call the Car to provide transportation services to L.A. Care members for their healthcare services. Ms. Perez emphasized “Call the Car” services are only for L.A. Care members who need transportation for their medical services. • Ms. Perez also talked about a presentation about “Tenant Rights” and mentioned the presentation was provided in their folder. <p>Ana Rubio, RCAC Member provided her report from the April 10, 2019 ECAC Meeting:</p> <ul style="list-style-type: none"> • Ms. Rubio reported about L.A. Care Cultural & Linguistics Services and the services they provide to all L.A. Care Members: <ul style="list-style-type: none"> • Face-to-face interpreting • Telephonic interpreting • TTY/TDD • Translation of written materials | | |

Board of Governors Report

The March 7, 2019 Board of Governors meeting was cancelled and will resume on April 4, 2019.

Blanca Villagran, RCAC Member provided her report from the April 4, 2019 Board Meeting:

- Ms. Villagran reiterated that L.A Care officially selected “Call the Car” as the New Transportation Service Vendor as a benefit for all L.A. Care Members. The contract with L.A. Care and Call the Car was executed early January 2019 with four-year term through December 2022.
- Ms. Villagran was very excited about this service as she may be using it to get to her doctor appointments.

RCAC Members Attending ECAC

- Norma Flores, RCAC 10 member is scheduled to attend the ECAC meeting on May 8, 2019 at L.A. Care.
- Blanca Villagran, RCAC 10 member is scheduled to attend the ECAC meeting on June 12, 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)

- Norma Flores, RCAC 10 Member will attend the BOG meeting on Thursday, May 2, 2019.
- Ana Rubio, RCAC 10 Member will attend the June 6, 2019 Board of Governors meeting.
- 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

Elevating Advocacy Conference

- The Community Outreach & Engagement Department hosted its 2019 Spring Conference to celebrate 20 years of Community Engagement and Empowerment, which will celebrate the RCACs 20th year anniversary.
- The event took place at St. Anne’s Conference Center from 8:30am to 3:00pm at 155 N. Occidental Blvd., Los Angeles, CA 90026.
- RCAC Members were asked to provide feedback about the overall program of the conference. Members were also invited to provide feedback on things that worked and what could be improved for future conferences.
- Members enjoyed the conference and had positive feedback. They enjoyed the overall program and more specifically the Theatre Show, the Photo Video, The 18 -19 Year interview with RCAC Members and Ice Cream Social.

ECAC Leadership Training

- The next ECAC Leadership Training is scheduled for Friday, May 31, 2019 at L.A. Care Health Plan from 8:30am to 2:30pm titled “Managing Difficult Conversations”. All RCAC Chairs, Vice Chairs, and At-Large Members are required to attend.

New Member Orientation

- The next New Member Orientation is scheduled for Friday, June 7, 2019 from 8:30am to 2:30pm at L.A. Care Health Plan. This orientation is only for New RCAC Members who are joining the RCAC.

Care Harbor – Pomona Fairplex

- The Care Harbor event is scheduled for Saturday and Sunday, April 27-28, 2019 from 7:00am to 4:00pm at the Pomona Fairplex located at 1101 W. McKinley, Pomona, CA 91768.
- Hundreds of physicians, dentists, optometrists and other professionals will be on site to serve and help everyone who is in attendance.
- Participants must have a wristband to enter to receive Medical, Dental, and Vision services.
- The Wristbands are free and are on a first come, first serve basis, or until all wristbands are given out.
- The wristbands will be given out at the following locations:
- **Youth and Family Club of Pomona Valley**, 1420 S. Garey Ave., Pomona, CA 91766
- **Washington Park**, 865 E. Grand Ave., Pomona, CA 91766
- **Azusa City Library**, 729 N. Dalton Ave., Azusa, CA 91702
- **San Gabriel Valley Service Center**, 1441 Santa Anita Ave., S. El Monte, CA 91731
- All members were encouraged to attend and pass the information to others who may be interested.

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| III. | REGIONAL ISSUES | Group |
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- Member stated medicine that was prescribed to her was not covered by the Pharmacy. Member will talk to the Member Advocate for additional assistance.
- RCAC member was concerned that his doctor doesn't prescribe him the medicine he needs. He states he is happy with his doctor but is frustrated with the office staff and the referral process which is always delayed.

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

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| V. | RCAC WORK-PLAN | Group |
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Health Promoters Program – Protecting Yourself from Colorectal Cancer Presentation

- Ana Rodriguez, L.A. Care Health Promoter, provided a follow up to the previous presentation titled “Protecting Yourself from Colorectal Cancer”. The training will focus on providing members with the messaging that will help them for their outreach efforts.
- Ms. Rodriguez also provided an activity where she had members role-play, so they get a better idea on what to say or how to interact with the community when they talk about Colorectal Cancer and what steps to take if they have additional questions or require follow up.
- Members will receive handouts on Colorectal Cancer, Tally Sheets, and promotional items for their outreach efforts.
- All members are encouraged to gather as many encounters as possible but were also reminded that 25 is the minimum amount required to receive the gift card at the end of the year when they acknowledge the RCAC and members for all of their work.
- RCAC Members were informed they can call staff if they have any additional questions or need material for their outreach.

Community Sponsorships

- The RCAC will be sponsoring an organization that will focus on Food Security.
- Frank Meza provided a clear explanation on how the RCAC can work with community partners to effectively address Food Security.
- RCAC members were asked to identify agencies that may be interested in applying for this sponsorship and provide their contact information to Frank Meza or Felicia Gray for follow up.

Community Outreach Events

- RCAC members will have an opportunity to partner up with a variety of Community Based Organizations (CBOs) as a collaborative to support each other’s programs and for members to provide information about Colorectal Cancer.
- RCAC Members were asked to inform Frank or Felicia of any community based organization that may be organizing events, so that RCAC 3 may participate to do outreach. Mr. Meza stressed to everyone on the importance of bringing a name of an agency for the next meeting.
- Members were informed that they need to complete at least 25 encounters to be eligible for the Gift Card at the end of the year, which highlights the RCACs accomplishments. In addition, Members need to provide documentation from their events such as; flyer, and plenty of pictures.
- More information will be provided at the next schedule meeting.

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| VII. | FUTURE AGENDA ITEM | Group |
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- There were no future agenda items.

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

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| IX. | PUBLIC COMMENTS | Group |
| <ul style="list-style-type: none"> • There were no public comments | | |
| X. | ADJOURNMENT | Group |
| <p><u>Next Meeting Date</u></p> <ul style="list-style-type: none"> • Meeting Adjourned at 4:30 p.m. • The next meeting is scheduled for Thursday, June 20, 2019 at the East Los Angeles Family Resource Center located 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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