



**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, August 15, 2019
2:00 PM - 4:30 PM

MEMBER ATTENDANCE

STAFF/MANAGEMENT

Maria Luz Alvarado	(P)	Marlene Paz	(E)	Frank Meza, <i>Community Outreach Field Specialist</i>
Sarai Angeles	(P)	Martha Perez	(P)	Felicia Gray, <i>Community Outreach Liaison</i>
Dameres De Cordero, <i>Chair</i>	(P)	Ana Rubio	(P)	Sylvia Gochuico, <i>Member Advocate</i>
Janner Gavidia	(P)	Norma Flores	(P)	
Ruben Gavidia	(E)	Blanca Villagran	(P)	
Maria Ibarra	(P)	Oswaldo Lopez, <i>Community Partner</i>	(E)	
Engracia Lopez	(P)			
Fresia Paz, <i>Vice Chair</i>	(E)			

PUBLIC

INTERPRETERS

		Eduardo Kogan, Shelly Hash, <i>Spanish Interpreters</i>

(P) present (E) excused absence (U) unexcused absence

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"> • 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 August 15, 2019 was approved as presented. • The meeting summary for June 20, 2019 was approved as presented. <p><u>ECAC Meeting Report</u></p> <p>Maria Luz Alvarado, RCAC 10 Member provided her report from the July 10, 2019 ECAC Meeting:</p> <ul style="list-style-type: none"> • Member stated she didn’t have her notes so was not able to report back to the RCAC. <p><u>Board of Governors Report</u></p> <p>Marta Perez, RCAC Member provided her report from the July 25, 2019 Board Meeting:</p> <ul style="list-style-type: none"> • Ms. Perez was not in attendance, and was not able to provide her report. <p>Damaris Cordero, provided a report from the July 10, 2019 ECAC meeting:</p> <ul style="list-style-type: none"> • Reminder to all RCAC members to fill out an emergency card so that L.A. Care staff knows who to contact in case of an emergency. Our plan is for staff to have at each of the RCAC/ECAC meetings a binder that they can refer to in case of an emergency. It is voluntary and we encourage everyone who participates to update the information should your emergency contact change. 		

- L.A. Care Health Plan is working with the American Red Cross to have them come to our RCACs and present about disaster preparedness for seniors and people with disabilities.
- The new Cal MediConnect Enrollee Advisory Committee met in June. Committee members reviewed the new CMC Member Enrollment Kit and billboard campaign, and provided feedback to the CMC Product Team and our Sales and Marketing Department.

Improving the Member Experience of L.A. Care Members

- **Carolina Coleman, MPP, Senior Program Manager, Quality Improvement Department, attended the ECAC meeting and presented on the following:**
 - What is Member Experience?
 - Why Is Member Experience Important?
 - Example Survey
 - Common Issues Members Report
 - What is L.A. Care Doing to Improve Member Experience?
 - How can members help L.A. Care Improve?
- Ms. Coleman explained that L.A. Care cares about its members and has set up several mechanisms to monitor members experience such as:
 - Grievances and appeals
 - Surveys
 - Feedback from RCACs and ECAC
- Common issues Members Report:
 - Waiting too long at the provider office
 - Appointments are not available soon enough
 - Did not feel treated well or helped by staff and/or provider
 - Too few choices of providers
 - Referral issues and delays
 - Not enough time with provider
- RCAC Members were encouraged to review the presentation and the resources that was included in their folder.

Layla Gonzalez-Delgado, L.A. Care Board Member provided a report from the July 10 ECAC meeting on legislative issues that may impact L.A. Care members:

- **Medi-Cal Expansion to Undocumented Young Adults (Effective January 1, 2020)**
 - Provides full-scope Medi-Cal to undocumented individuals from age 19 through age 25 who meet all other eligibility criteria, regardless of documentation status. Currently, coverage is provided for undocumented children up through 18 years of age.

- California will continue to receive federal funding for emergency and pregnancy related services; however, all other services provided will be funded by the state.
- It's estimated that 90,000 individuals statewide will enroll in the first year.
- **Restores the following Medi-Cal Optional Benefits (Effective January 1, 2020)**
 - Optometry benefit (to include frames and lens)
 - Audiology/Hearing
 - Incontinence creams and washes
 - Podiatry
 - Speech Therapy
- **Medi-Cal Eligibility for Post-Partum Women (Effective January 1, 2020)**
 - Extends Medi-Cal eligibility from 60 days to 1 year for post-partum women receiving restricted-scope Medi-Cal benefits who have a maternal mental health condition. So women who just had a baby and have mental health conditions would be able to stay on Medi-Cal for up to 1 year. Currently, all women in this aid code only receive 60 days of restricted-scope Medi-Cal benefits.

RCAC Members Attending ECAC

- Sarai Angeles, RCAC 10 member is scheduled to attend the ECAC meeting on September 11, 2019 at L.A. Care.
- Janner Gavidia, RCAC 10 member is scheduled to attend the ECAC meeting on October 9, 2019 at L.A. Care.
- Ruben Gavidia, RCAC 10 member is scheduled to attend the ECAC meeting on November 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)

- Marlene Paz, RCAC 10 Member will attend the BOG meeting on Thursday, September 5, 2019.
- The Board will have an all-day Retreat on September 5, 2019 at Joan Palevsky Center, California Community Foundation, 221 S. Figueroa Street, Los Angeles, CA 90012.
- Engracia Lopez, RCAC 10 Member will attend the BOG meeting on Thursday, October 3, 2019.
- Maria Ibarra, RCAC 10 Member will attend the November 7, 2019 Board of Governors meeting.

Community Outreach & Engagement (CO&E) Report

American Red Cross

- Dee Falasco, from the American Red Cross started her presentation by asking members if they felt the July 4th 2019 earthquake. She then talked about what the main topics will be and will review in depth what to do in case of an emergency, earthquake, fire or disasters. Ms. Falasco was very interactive and took her time discussing the topics to allow members to ask questions and provide examples.
- The American Red Cross responds to emergencies in order to meet the urgent needs of those affected by natural and human caused disasters. Their focus is to ensure those impacted are provided safe shelter, food, emotional support, health services, and critical relief items.
- After the emergency phase of a response has been completed, the American Red Cross turns to helping people recover and address lingering community needs by working together with community leaders, government and relief agencies, they organize and execute recovery strategies that include:
 - Providing emergency financial assistance in the immediate aftermath of a disaster
 - Distributing financial assistance for households that need extra help in the long-term
 - Providing grants for community-based recovery services
- Ms. Falasco also had several items to demonstrate how to use them and are crucial in emergency situations, such as; special flashlights, packaged water, food, batteries, blankets, and encouraged members to have a plan and what be safe in case of disasters.
- In addition, resources and phone numbers were provided for members to use if they have additional questions or would like to access information and tips from their website.

ECAC Leadership Training

- The next ECAC Leadership Training is scheduled for Friday, September 27, 2019 at L.A. Care Health Plan from 8:30am to 2:30pm. The training is titled “Health Equity and Equality – Understanding the Needs of our Members”.
- 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, September 13, 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.

III.	REGIONAL ISSUES	Group
<ul style="list-style-type: none"> • RCAC Member shared issue in regards to several tests she had recently to address allergies she’s been experiencing. Member states her doctor put her on meds for a very long period of time and she is concerned that it may be too much time. Member asked if that was normal and staff responded it may be on a case by case basis and only her doctor can address her questions. Member will follow up with the Pharmacy when she gets her medicine and with the Member Advocate to clarify some of the questions she has. 		
IV.	GET UP AND MOVE	Felicia Gray, <i>Liaison</i> and Group

- All RCAC members took a ten-minute break.

V.	RCAC WORK-PLAN	Group
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Community Sponsorships

- The RCAC is sponsoring an organization that will focus on Food Security. The agency that applied is The Urban Warehouse. The Urban Warehouse is an agency in the East Los Angeles area that created a safe haven for local kids to stay away from drugs and gang activity. The inner-city youth is a vulnerable group with too many chances to go down the wrong path so The Urban Warehouse have created a program called "Skate-4-Education" that trades skateboarding for education and requires kids to do their homework and take part in activities.
- The Communications Department review the Sponsorship and provide an update to staff on the decision.
- Frank Meza will update the RCAC at the next scheduled RCAC meeting.

Community Outreach Event

- Frank Meza check in with everyone to see how their outreach efforts were going. Members were reminded if they need additional flyers, tally sheets and promo items to stay after the meeting to gather a few items from staff.
- RCAC Members were invited to participate at the Back to School event at the Family Resource Center in East Los Angeles on Saturday, July 27th from 10:00a.m. to 1:00p.m at 801 Whittier Blvd, East Los Angeles, CA 90022, and at the Boyle Heights Family Resource Center scheduled for August 10, 2019 from 9:00am to 12:00pm. These events created an opportunity for members to work on their outreach efforts to promote Colorectal Cancer as part of their work-plan project.
- RCAC members were reminded to work on their outreach tally sheets and to submit them by September 15, 2019 to meet the designated work-plan project time frame.

Gift Card Incentive

- Members were reminded they must participate in at least one community outreach event and collect 25 encounters (signatures) in order to be eligible for the annual member incentive given at the end of the year.

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

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

IX.	PUBLIC COMMENTS	Group
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- There were no public comments

X.	ADJOURNMENT	Group
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Next Meeting Date

- Meeting Adjourned at 4:30 p.m.
- The next meeting is scheduled for Thursday, October 17, 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: _____

- RCAC members took 5 minutes to complete meeting evaluations.

IX.	PUBLIC COMMENTS	Group
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- There were no public comments

X.	ADJOURNMENT	Group
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Next Meeting Date

- Meeting Adjourned at 4:30 p.m.
- The next meeting is scheduled for Thursday, October 17, 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*
Damaris de Cordero, *RCAC 10 Chair*

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