



**L.A. Care**  
HEALTH PLAN®

Regional Community Advisory Committee (RCAC) – Region 11

Pomona Catholic High School

533 W. Holt Avenue

Pomona, CA 91768

Thursday, May 16, 2019

9:30 AM - 12:00 PM

**Committee Summary**

MEMBER ATTENDANCE

STAFF/MANAGEMENT

Gladys Alvarez	(E)	Linda Resendez	(P)		<b>Frank Meza, Community Outreach Field Specialist</b>
Sandra Aramburo	(P)	Elda Sevilla, <b>Chair</b>	(P)		<b>Manny Vizcarra, Community Outreach Liaison</b>
Evangelina Candelario	(P)	Lluvia Salazar, <b>At-Large Member</b>	(P)		<b>Idalia De La Torre, Supervisor, Community Outreach &amp; Engagement</b>
Angelica Vazquez Cisneros	(P)	Tanya King	(P)		<b>Angel Sotelo, Member Advocate</b>
Reyna Hernandez	(P)	Layla Gonzalez-Delgado, <b>L.A. Care Board Member</b>	(P)		<b>Tania Johnson, Supervisor, Health Promoters Program</b>
Reina L. Orellana	(P)	Mario Ramos, <b>Community Partner</b>	(E)		
Marina Garcia	(P)	Johnny Chua, <b>(Provisional Member)</b>	(P)		<b>Pubic Attendees</b>
Maria Ángeles Refugio, <b>Vice Chair</b>	(P)	Maribel Vizcarra, <b>(Provisional Member)</b>	(P)		<b>Ana Rodriguez, RCAC 2 Vice Chair, L.A. Care Health Promoter</b>
Rosa Pastrana	(P)				

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

PUBLIC		INTERPRETERS		
		Eduardo Kogan, <i>Spanish Interpreter</i>		
		Paola Albira, <i>Spanish Interpreter</i>		

MEETING SUMMARY, DISCUSSION AND FOLLOW UP

	AGENDA ITEM	LEAD
I.	WELCOME AND INTRODUCTION	Frank Meza, <i>Field Specialist</i> Elda Sevilla, <i>Chair</i>
<p><b><u>L.A. Care’s Mission Statement/Three Goals of CO&amp;E and RCACs</u></b></p> <ul style="list-style-type: none"> <li>Elda Sevilla, <i>RCAC Chair</i>, called the meeting to order at 9:30am.</li> <li>All RCAC members introduced themselves.</li> <li>RCAC members reviewed the RCAC meeting “Ground Rules” prior to the start of the meeting.</li> <li>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).</li> </ul>		
II.	BUSINESS	Frank Meza, <i>Field Specialist</i> Elda Sevilla, <i>Chair</i>
<p><b><u>Approval of Agenda &amp; Meeting Summary</u></b></p> <ul style="list-style-type: none"> <li>The agenda for May 16, 2019 was approved with minor corrections.</li> <li>The meeting summary for March 21, 2019 was approved as presented.</li> </ul> <p><b><u>ECAC Meeting Report</u></b></p> <ul style="list-style-type: none"> <li>Evangelina Candelario, RCAC Member, attended the April 10, 2019 ECAC meeting and provided the following report: <ul style="list-style-type: none"> <li>Ms. Candelario Reported there are several million people in the Country who don’t have health insurance.</li> <li>RCAC Member asked Mr. Baackes during his presentation to read out the acronyms because RCAC members don’t know what they stand for.</li> </ul> </li> </ul>		

- Angelica Vazquez Cisneros, RCAC Member, was not able to attend the May 8, 2019 ECAC meeting, however in her place, the Vice Chair, Maria Angeles Refugio reported the following:
  - Ms. Refugio talked about the debate and Legislative Bills that are focusing on expanding coverage to individuals who don't have access to Healthcare services.
  - She encouraged members to review the presentation on Grievances and Appeals, which is included in their packet. In addition, she highlighted the presentation from the Pharmacy department because it talks about what's covered and the Opioid epidemic that is important for all of L.A. Care members to be aware of.

### **Board of Governors Report**

- Rosa Pastrana, RCAC Member, attended the April 4, 2019 Board of Governors meeting, however did not attend the meeting.
  - Ms. Pastrana briefly mentioned about the report that was provided to all RCACs about the CCI transition and that members had an opportunity to provide recommendations and feedback about the transition of CCI members to the RCACs.
  - In addition, she was happy to hear that L.A. Care moved forward with a new vendor "Call the Car" for transportation services.
- Marina Garcia, RCAC Member, attended the May 2, 2019 Board of Governors meeting at L.A. Care.
  - Ms. Garcia reported that L.A. Care received for the fourth time, the Multicultural Health Care Distinction from the National Committee for Quality Assurance (NCQA).
  - There are 33 new physicians in L.A. County as a result of Elevating the Safety Net Program. 24 new applications for grants were submitted and 8 new students will be announced over the Summer for classes starting the Fall of this year.
  - Ms. Garcia also talked about the importance of expanding Med-Cal services to the undocumented.
  - Layla Gonzalez Delgado, Board Member, reminded members that there will be an expansion coming soon of 11 Family Resource Centers to represent each RCAC Region and the Pomona Family Resource Center is scheduled to open September 2019.

### **Care Harbor – Pomona Fairplex**

- The Care Harbor event took place on April 27 - 28, 2019 from 8:00am to 5:00pm at the Pomona Fairplex located at 1101 W. Mc Kinley Avenue, Pomona, CA 91768.
- Free Medical, Dental and Vision services were provided. RCAC members attended and took advantage of the services provided. Overall there wasn't a big turnout as we hoped, however L.A. Care was happy to be a part of this collaboration with the city of Pomona.
- A few RCAC members shared their experience at Care Harbor. RCAC members attended on Saturday and others on Sunday.

### **RCAC Members Attending ECAC**

- Reyna Hernandez, RCAC 11 member is scheduled to attend the ECAC meeting on June 12, 2019 at L.A. Care.
- Reina Orellana, RCAC 11 member is scheduled to attend the ECAC meeting on July 10, 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)**

- Reina Orellana, RCAC 11 Member will attend the BOG meeting on Thursday, June 6, 2019 from 2:00pm to 5:00pm., at the Meeting House, 2705 Mountain View Drive, La Verne, CA 91750.
- Marina Garcia, RCAC 11 Member will attend the July 25, 2019 Board of Governors meeting from 2:00pm - 5:00pm at L.A. Care Health Plan.

**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.
- 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 Member 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, the program, and the festivities. Member had a concern and would have liked the Theatre Show to be about real life stories and not so much scenarios.
- Several members stated they did relate to some of the stories that were shared by the actors and enjoyed the presentation.

**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 RCACs.

**L.A. Care Family Resource Center – New Meeting Site for RCAC 11**

- Frank Meza, Field Specialist provided an update about the upcoming Family Resource Center in the city of Pomona which will be the new home for RCAC 11 once it opens.
- The tentative date is September 2019 and RCAC 11 will continue to receive updates at the upcoming RCAC 11 meetings.

III.	REGIONAL ISSUES	Group
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- There were no member issues.

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.	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.
- RCAC Members were informed they can call staff if they have any additional questions or need material for their outreach efforts.

**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.
- L.A. Care staff will identify a few community events and RCAC Members were asked to work with their local PTA meetings, Schools events, Church events, and other opportunities where members can participate to do outreach.
- 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 were reminded they need to work more independently and when they are planning their Outreach they need to provide documentation from their events, flyers, and plenty of photos.
- All RCAC Members received a bag with promo-items and tally sheets for their outreach efforts.
- RCAC Members can call their Field Specialist or Liaison for additional Tally Sheets and Promo-Items.

VII.	FUTURE AGENDA ITEM	Group
<ul style="list-style-type: none"> <li>RCAC member suggested the RCAC start scheduling some of the presentations that were recommended earlier in the year such as, Mental Health, Cancer Prevention, and Access to Care. The Field Specialist and Chair will work on the scheduling for future meetings.</li> </ul>		
VIII.	MEETING EVALUATION	Group
<ul style="list-style-type: none"> <li>RCAC members took 5 minutes to complete meeting evaluations.</li> </ul>		
IX.	PUBLIC COMMENTS	Group
<ul style="list-style-type: none"> <li>There were no public comments.</li> </ul>		
X.	ADJOURNMENT	Group
<u>Next Meeting Date</u> <ul style="list-style-type: none"> <li><b>Meeting Adjourned at 12:00 p.m.</b></li> <li><b>The next meeting is scheduled for Thursday, July 18, 2019 from 9:30am to 12:00pm at the Pomona Catholic High School at 533 W. Holt Avenue, Pomona, CA 91766.</b></li> </ul>		

Respectfully Submitted by:  
 Frank Meza, *Community Outreach Field Specialist*

Approved by: \_\_\_\_\_  
 Elda Sevilla, *RCAC 11 Chair*

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