



Regional Community Advisory Committee (RCAC) Region 4

Metro L.A. Community Resource Center

1233 S. Western Ave, Los Angeles, CA 90006

Friday, September 20, 2024

10:00 a.m. – 12:30 p.m.

Meeting Summary

Member Attendance		Staff/Management Present		
Adan Fernandez	P	Michael R. Shelton	P	<i>Christopher Maghar, Community Outreach Field Specialist</i>
Demetria Saffore	P	Ricardo Sanchez	P	<i>Cindy Pozos, Community Outreach Field Specialist</i>
Dorothy Mae Lowery	P	Russell Mahler	P	<i>Dr. Auleria Eakins, Community Outreach & Engagement Manager</i>
Eugene Beatty	P	Scott Clapson	P	<i>Idalia de la Torre, Field Specialist Supervisor</i>
Estela Lara	P	Silvia Poz, Interim Chair	P	
Hercilia Salvatierra	P	Silvia Quezada	P	
Julia Wong	P	Sonia J. Claudio	P	
Mallery Jenna Robinson	P	Theodora Parlanti	P	
Maria Casarrubias	P	Troyette Magee Cano	P	
Martha Perez	P			

(P) Present (E) Excused Absence (U) Unexcused Absence

Public Attendance	Interpreter Attendance
Kimberly Martinez	Eduardo Kogan
Dazzling Sanchez	Isaac Ibarlucea
Andria McFerson	
Marina Villasenor	
Jackie Hatten	
Joyce Sales	

MEETING SUMMARY, DISCUSSION AND FOLLOW-UP

I. Welcome & Introduction (15 min)

Agenda Lead

A. Call Meeting to Order

- a. Silvia Poz, Interim RCAC Chair, called the meeting to order at 10:00 a.m.
- b. Silvia Poz asked the RCAC members to review the agenda for approval.

*Silvia Poz, Interim
RCAC Chairperson*

B. Approval of Agenda

- a. Silvia Poz asked for a motion to approve the agenda.
- b. Russell Mahler, RCAC 4 member submitted a motion to approve the agenda for the day.
- c. Julia Wong, RCAC 4 member made a second motion to approve the agenda.
- d. No abstentions or discussions.
- e. The agenda was approved as presented.

*Christopher Maghar,
CO&E Field Specialist*

C. Group Connection

- a. Silvia Poz, Interim RCAC Chair introduced the group connection activity and provided instructions.
- b. Each member took turns sharing their name and one fun fact about themselves.

II. Develop RCAC Group Agreement (15 min)

Agenda Lead

A. Review Basic Group Agreements

- a. Silvia Poz led the group in reviewing the Group Agreements and requested volunteers to read each agreement aloud.
- b. RCAC members took turns reading one of the agreements.
- c. After the review, Silvia Poz asked the members if anyone had any suggestions or wanted to add or modify the group agreements.

*Silvia Poz, Interim
RCAC Chairperson*

RCAC Members

<ul style="list-style-type: none"> d. Silvia Quezada proposed adding: “We will put our cell phones on silent at the beginning of the meeting to avoid interruptions. e. Scott Clapson proposed adding: “ We will assume positive intent when listening to others, assuming that people speak with good intentions. f. Hercilia Salvatierra suggested adding: “We will concentrate and avoid asking the same questions repeatedly to help maintain focus and productivity.” g. RCAC members did not raise any further questions or suggestions. 	
<p>III. L.A Care Updates (10 min)</p>	<p>Agenda Lead</p>
<ul style="list-style-type: none"> • L.A. Care Internal Updates • <u>RCAC Chair and Vice-Chair Elections</u> • Christopher Maghar provided an update on the RCAC Chair and Vice-Chair Elections. • Nominations for the RCAC Chair and Vice-Chair positions will open in October and November (RCAC 4 nominations will open in November). • All active RCAC 4 members are eligible to nominate themselves or another member for either position. • Nominations will close by January 2025, and the elections will occur during that month. • During the election, candidates will have 2 minutes to speak before voting takes place. • Once the RCAC 4 Chair and Vice-Chair elections are complete, the names of the elected individuals will be sent to the Temporary Transitional Executive Community Advisory Committee (TTECAC) for review during the February meeting. • The TTECAC will then forward the names to the Board of Governors (BOG) for final approval at their March 2025 meeting. • The RCAC Chair and Vice-Chair positions are for a two-year term, with the option to run for a second term. • The RCAC Chair will automatically join the Executive Community Advisory Committee (ECAC), which is made up of the Chairs from all RCACs. • Lluvia Salazar and Deaka McClain currently hold the two At-Large ECAC positions and will remain in their roles until April 2025. • Elections for the 2 At-Large ECAC positions will take place at the April 2025 ECAC meeting. • Any interested RCAC members will need to submit an application and attend the April 2025 meeting. 	<p><i>Christopher Maghar, CO&E Field Specialist</i></p>

- During the April 2025, ECAC members will vote for the two new At-Large members, and the selected individuals will be sent to the BOG for final approval in May 2025.
- By May 2025, the ECAC will consist of 8 RCAC Chair representatives (one from each region) and 2 At-Large representatives, ensuring broad and diverse representation within the committee.

Volunteers for October TTECAC/ECAC and BOG Meetings:

- Christopher invited members to volunteer to attend future TTECAC/ECAC and BOG meetings.
- Scott Clapson volunteered, and the RCAC 4 members agreed that he would attend the TTECAC meeting on October 9, 2024.
- Estela Lara volunteered, and the RCAC 4 members agreed that he would attend the BOG meeting on October 3, 2024.
- Volunteering members will receive a stipend for attending these meetings.
- Transportation will be provided for members.
- In future meetings, we will be alternating to allow multiple members the opportunity to attend.

RCAC Member Questions:

- **Question:** Do volunteers need to take notes and bring back information from ECAC and BOG?
- **Answer:** No. It was previously required, but now its optional. The goal is for the attendees to familiarize themselves with the meeting dynamics.
- **Question:** Will new RCAC members be eligible to become RCAC Chairs and Vice-Chairs?
- **Answer:** Yes, all active RCAC members, including new members, are eligible to nominate themselves or be nominated for the Chair and Vice-Chair positions.
- **Question:** Will RCAC Chairs and Vice-Chairs receive training or support?
- **Answer:** Yes, RCAC Chairs will meet with Field Specialists before each RCAC meeting to help prepare and receive talking points.
- **Question:** Is L.A. Care Health Plan a private health insurance company?
- **Answer:** No, L.A. Care is a public health plan that serves Los Angeles County residents.
- **Question:** What is the new selection process for RCAC members?
- **Answer:** A selection committee has been introduced, which includes representatives from L.A. Care, community-based organizations, and ECAC members. This is different from the past, where members could simply apply and be admitted without a selection process. Continuing members were encouraged to speak with new members to hear about the new selection process.

<p>IV. Review New Agenda Format (30 min)</p>	<p>Agenda Lead</p>
<ul style="list-style-type: none"> • Understanding the RCAC and the Agenda as a Tool <ul style="list-style-type: none"> ○ Christopher Maghar continued from the previous section and introduced the new RCAC agenda format to the members. ○ He explained that this updated format was developed to focus on making meetings more community-friendly, emphasizing member feedback and discussions around member issues. ○ The new agenda structure aims to create a balance, focusing less on L.A. Care business and more on giving members ample time to share their experiences and concerns. ○ Some of the topics included in the new agenda format include: ○ Meeting information: <ul style="list-style-type: none"> ▪ Date, Address, Time ▪ Goals for the meeting ○ Meeting Agenda <ul style="list-style-type: none"> ▪ Welcome and Introductions <ul style="list-style-type: none"> ▪ Call the meeting to order ▪ Review group agreements ▪ Review agenda ▪ Meeting Minutes Approval ▪ L.A. Care Updates <ul style="list-style-type: none"> ▪ Where we provide updates to members on new information. ▪ Continued Business <ul style="list-style-type: none"> ▪ A segment dedicated to ongoing discussions and feedback from members, allowing the introduction of new topics and information. ▪ Invite other departments to join meetings and interact with our members. ▪ Break ▪ New Business ▪ Public Comments ▪ Resource Sharing & Meeting Evals 	<p><i>Christopher Maghar, CO&E Field Specialist</i></p>

<ul style="list-style-type: none"> ▪ Adjourment <ul style="list-style-type: none"> ○ Christopher highlighted the importance of members feeling more involved and encouraged feedback from everyone regarding any changes they would like to see in the agenda format. ○ The Community Outreach & Engagement Department Mission was reviewed, and a volunteer read aloud the mission printed on the back of the agenda. ○ Reviewed “A Promise to Our RCAC” ○ Christopher reminded members that they had index cards available to write down questions/comments that we didn’t have time to get to during the meeting. ○ Meeting materials are available prior to the meeting on the L.A. Care website, CRC, and via mail and email. ○ Field Specialist information is always available on the agenda (Cindy & Christopher) along with the CO&E email and toll-free line. ○ Christopher emphasized that this new format directly responds to member feedback in past meetings, where members voiced the need for more opportunities to express themselves. <p>Recommendations:</p> <ul style="list-style-type: none"> • A member asked how the Member Experience Feedback section would be managed to ensure that everyone gets a chance to speak. Christopher explained that this section will be more flexible, and the additional time provided should allow everyone to share their concerns without feeling rushed. He added that the time can be adjusted in future meetings if needed. <p>Another member inquired if the focus on member issues might cause important L.A. Care business items to be overlooked. Christopher reassured the group that essential L.A. Care topics would still be discussed but with a more balanced approach, allowing more room for members to bring up community concerns.</p> <ul style="list-style-type: none"> • Members did not suggest any formal changes or revisions, but there was an overall appreciation for the new structure, which aligns with the desire for more member-focused discussions. 	
<p>V. Break (10 min)</p>	<p>Agenda Lead</p>
<p>A. An opportunity to take a 10-minute break.</p>	<p><i>Silvia Poz, Interim RCAC Chair</i></p>

VI. Ralph M. Brown Act (30 min)	Agenda Lead
<p>A. Review Ralph M. Brown Act</p> <ul style="list-style-type: none"> • The Brown Act is about ensuring transparency for the public. • Our meetings are open to the public – anyone can attend. • The Right of Access <ul style="list-style-type: none"> ○ All meetings of the legislative body of a local agency shall be open and public, and all persons shall be permitted to attend any meeting of the legislative body of a local agency. • Applies Broadly <ul style="list-style-type: none"> ○ Legislative Bodies <ul style="list-style-type: none"> ▪ Boards of Supervisors ▪ City Councils ▪ School Boards ▪ Other subsidiary committees, boards, Boards of Trustees of Special Districts ○ Appointed Bodies <ul style="list-style-type: none"> ▪ Planning Commissions, ▪ Civil Service Commissions, and ▪ Public Entity i.e., L.A. Care Health Plan ▪ Acting as Local Authority for Medicaid • Meeting <ul style="list-style-type: none"> ○ A gathering of a majority (or quorum) of the members of the legislative body at the same time and location to: <ul style="list-style-type: none"> ▪ HEAR ▪ DISCUSS ▪ DELIBERATE ▪ TAKE ANY ACTION • Types <ul style="list-style-type: none"> ○ REGULAR MEETING: occurring at the dates, times, and location set by resolution, ordinance, or other formal action. • Exceptions 	<p><i>Christopher Maghar, CO&E Field Specialist</i></p> <p><i>RCAC Members</i></p>

- The Brown Act does not apply to the following:
 - Individual Contacts
 - Conferences
 - Community Meetings
 - Other Legislative Bodies
 - Social or Ceremonial Events
 - Standing Committees
 - Grand Jury Testimony
- Standing Committee (ECAC & RCACs)
 - Less than a quorum of members;
 - Includes other individuals not on the legislative body;
 - Advisory or Decision-making;
 - Continuing jurisdiction over a particular subject matter;
 - Fixed meeting schedule.
- Ad-Hoc Committee
 - Less than a quorum of members
 - Advisory only
 - Short-term; not ongoing
 - No fixed meeting schedule.
- Agenda
 - **DETAIL:** Agenda items must have enough detail to give the public a reasonable idea of what will be discussed or acted upon. If it's not on the agenda, it cannot be discussed.
 - **LOCATION:** List the location of the meeting and the location for document inspection.
 - **NOTICE:** Regular Meetings must be posted 72 hours before. Special Meetings must be posted 24 hours before.
- Adding to the Agenda
 - After the agenda is posted, an item may be added only if one of the following occurs:
 - **EMERGENCY:** when prompt action is needed because of actual or threatened disruption of public facilities (only applies to bodies with ultimate decision-making authority).
 - **NEW ITEMS:** unknown at the time of the original posting and immediate action needed.
- Public's Rights

- Members of the public have the right to:
 - Not give their name as a condition
 - precedent to attend;
 - Record the meeting;
 - Comment and Criticize.
- Members of the public must be allowed to comment on:
 - Any agenda item, before or during the consideration of the item; and
 - On any matter within the Board’s jurisdiction.
- Public Comment
 - Fair and reasonable rules may be adopted to assist the body in processing comments from the public.
 - Regulating time is OK if reasonable.
 - Regulating content is not OK.
 - At least twice the allotted time should be provided to a member of the public who utilizes a translator unless simultaneous translation is utilized.
 - Public comment is not a debate. Avoid back and forth.
- Public’s Right to Documents
 - Public can make a standing request for copies of agenda materials:
 - Request must be made in writing;
 - Request is effective for one year;
 - Subject to fees for copying and postage;
 - Failure to send packet can invalidate action
 - Materials provided to a majority of a body, unless exempt must be provided to members of the public.
- Serial Meetings
 - A serial meeting is typically a series of communications (face-to-face, telephone, e-mail, text, social media), each of which involves less than a quorum of the body, but which taken as a whole, involves a majority of the body’s members.
 - General Rule: A Majority may not use a series of communications, directly or through intermediaries, to discuss agency business.
- Permitted
 - A member of a legislative body may engage in **“separate” communications with the public** using an internet-based social media platform that is open and accessible to the public regarding a matter that is within the

subject matter jurisdiction of that body, provided that a "majority" do not discuss among themselves **business of a "specific nature"**.

- A member of a legislative body may use social media to discuss personal matters with another member of a legislative body.
- Prohibited
 - A majority may not use an internet-based social media platform to discuss agency business.
 - Communication posted or shared by another member regarding agency business on an internet-based social media platform (No likes, thumbs up, emojis, or other symbols).
- Violating the Brown Act
 - Criminal Penalties
 - Knowing violations are a misdemeanor.
 - Civil Remedies
 - Any interested person may bring a lawsuit for declaratory and injunctive relief.
 - Body has the chance to cure and correct.
 - Certain illegal actions may be voided.
 - Costs and attorney fees awarded.
- Christopher concluded the presentation and asked the members if there were any questions.

Questions from the RCAC members:

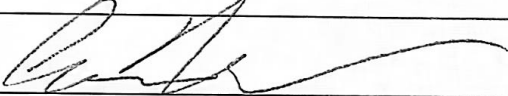
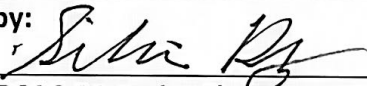
- **Question:** Is L.A. Care a public or private health plan?
- **Answer:** L.A. Care is a public health plan and serves as the local authority for Medi-Cal in Los Angeles County.
- **Question:** Can we receive a summary of all this information regarding the Brown Act?
- **Answer:** Yes, we will prepare meeting minutes with detailed notes from this meeting, including all the information discussed regarding the Brown Act.
- **Question:** Is L.A. Care a nonprofit organization?
- **Answer:** L.A. Care is a non-profit organization. As a not-for-profit, it generates revenue but must reinvest it back into the community rather than distributing profits to shareholders.
- **Question:** Is L.A. Care a public entity?
- **Answer:** Yes, L.A. Care is a public entity. It operates as the local initiative health plan for Los Angeles County under the Medi-Cal program, which is why it is subject to public regulations such as the Brown Act.

VII. Member Feedback (20 min)	Agenda Lead
<p>A. Discuss Member Experiences</p> <ul style="list-style-type: none"> • Interim Chair Silvia Poz invited members to share health-related observations, experiences or concerns from their community. She reminded members that personal health issues should be directed to Member Services at 1-888-839-9909. • Silvia Quezada shared her experience regarding an issue with her son’s health plan, where he was reassigned to a different clinic without her consent, causing inconvenience. She resolved the issue by contacting L.A. Care and having her son reassigned to the original clinic. Silvia expressed concern that other members might face similar issues and not know how to navigate the system. Additionally, she provided positive feedback, noting her pride in helping a fellow member resolve a clinic-related issue, which gave her a sense of fulfillment in her role within the RCAC. • Mallery Robinson suggested adding bi-monthly budget meetings during the discussion. In response, it was clarified that the current section of the agenda was focused on health and community issues. It was also mentioned that other opportunities exist to discuss budget matters, such as through the public comment section at the Board of Governors meetings or other relevant forums. • Scott Clapson provided feedback on the Metro L.A. Community Resource Center, noting that other centers have partnerships with local food banks to address food insecurity. He suggested exploring a similar partnership or service for this center and encouraged discussing this idea with the relevant staff. • Troyette Magee Cano shared that she had experienced difficulty getting necessary medical equipment and services approved, despite multiple attempts and referrals from her doctors. She was sent to the wrong specialist and had to pay for some items out of pocket. After several resubmissions, she eventually connected with the right specialist and resolved the issue. 	<p><i>Christopher Maghar, CO&E Field Specialist</i></p> <p><i>RCAC Members</i></p>
VIII. Public Comments (10 min)	Agenda Lead
<p>A. Public members will speak for up to 2 minutes.</p> <ul style="list-style-type: none"> • Joyce Sales, RCAC 6 member, asked for clarification on what it means when the Brown Act states that failure to send a packet can invalidate the action. • Andria McFerson, RCAC 5 member, requested that the group agreements include references to the Brown Act and ensure transparency about how the Board of Governors votes on motions. 	<p><i>Silvia Poz, Interim RCAC Chairperson</i></p>
IX. Evaluations (10 min)	Agenda Lead

<p>A. Complete meeting evaluation forms</p> <p>a. RCAC members took time to fill out their evaluation forms.</p>	<p><i>Silvia Poz, Interim RCAC Chairperson</i></p> <p><i>Christopher Maghar, CO&E Field Specialist</i></p>
<p>X. Adjournment</p>	<p>Agenda Lead</p>
<ul style="list-style-type: none"> • The meeting adjourned at 12:30 pm. • Next Meeting Date: Tuesday, November 19, 2024, from 10:00 a.m. to 12:30 p.m. at the Metro L.A. Community Resource Center at 1233 S. Western Ave. Los Angeles, CA 90006 	<p><i>Silvia Poz, Interim RCAC Chairperson</i></p>

<p>Respectfully Submitted by:</p>	<p>Approved by:</p>
<p><i>Christopher Maghar, Community Outreach Field Specialist</i></p>	<p><i>Silvia Poz, RCAC 4 Interim Chairperson</i></p>

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<p>Christopher Maghar, <i>Community Outreach Field Specialist</i> Christopher Maghar</p>	<p>Silvia Poz, <i>RCAC 4 Interim Chairperson</i> Silvia Poz</p>