



Regional Community Advisory Committee (RCAC) Region 3

El Monte Community Resource Center

3570 Santa Anita Ave, El Monte, CA 91731

Thursday, September 19, 2024

10:00 a.m. – 12:30 p.m.

Meeting Summary

Member Attendance		Staff/Management Present	
Alicia Mendoza	P	Sandra Aramburo	P
Gladis Alvarez	P	Daniel Kwong	P
Johnny Chua	E	Fung Ha Leung Kwong	P
Layla Gonzalez	P	Roberto Santos	P
Linda Resendez	P	Ana Rubio	P
Lluvia Salazar	P	Tanya Lopez	P
Maria Angel Refugio	P	Elmano Osorio	P
Marina Garcia	P	Jose Lopez	P
Reyna Hernandez	P		

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

Public Attendance	Interpreter Attendance
Andrea McFerson, RCAC 5 Member	Andrew Yate, Spanish Interpreter
Fresia Paz, RCAC 7 Member	Izmir Coello Sanz', Spanish Interpreter
Marlene Paz, RCAC 7 Member	

MEETING SUMMARY, DISCUSSION AND FOLLOW UP

I. Welcome & Introduction (15 min)	Agenda Lead
<p>A. Call Meeting to Order</p> <ul style="list-style-type: none"> • Maria Angel Refugio, Interim RCAC Chair, called the meeting to order. • Prior to the member introductions, Frank Meza reminded the members that during the restructuring, some of the RCACs merged. RCAC 3 and 11 merged to form RCAC 3. Mr. Meza welcomed everyone and was happy to see new faces, new members that joined the RCAC, and members who have been with the RCACs for some time. • Mr. Meza reminded members that RCAC 3 will alternate their meetings between the El Monte Community Resource Center (CRC) and the Pomona Community Resource Center. Mr. Meza stated it's important to alternate meeting locations to ensure the RCAC has visibility in both communities. • Frank Meza informed RCAC 3 that the previous RCAC Chair, Lidia Parra, has resigned from the RCAC. Additionally, Member Shekelia Harvey has also resigned. • Maria Angel Refugio asked everyone to introduce themselves. Members staff, interpreters and the public introduced themselves. <p>A. Approval of Agenda</p> <ul style="list-style-type: none"> • Maria Angel Refugio asked all members to review the agenda before approval. The agenda was approved as presented, with Sandra Aramburo making the first motion and Layla Gonzalez seconding. <p>B. Group Connection</p> <ul style="list-style-type: none"> • Frank Meza informed members that the group connection is an opportunity for members to get to know each other. Mr. Meza invited members to volunteer by first stating their name and then sharing something about themselves that the group may not know, such as enjoying cooking, playing an instrument, or loving to paint. A few members shared with the group. 	<p><i>Maria Angel Refugio, Interim RCAC Chair</i></p> <p><i>Frank Meza, CO&E Field Specialist</i></p>
II. Develop RCAC Group Agreement (15 min)	Agenda Lead
<p>A. Review Basic Group Agreements</p> <ul style="list-style-type: none"> • Maria Angel Refugio reviewed the group agreements and invited other members to read a few of them out loud. 	<p><i>Maria Angel Refugio, Interim RCAC Chair</i></p>

<ul style="list-style-type: none"> • The group agreements are important because they establish a foundation for respectful, effective, and inclusive interactions among all RCAC members and the public in attendance. • RCAC 3 member suggested to add the following points to the Meeting Agreements: <ul style="list-style-type: none"> • Place your phone on vibrate during the meeting. • Members have two minutes to speak during comments. • Stay on topic, if you have a personal question, speak to the field specialist at the end of the meeting. • Raise your hand before asking a question or making a comment. • Avoid Parallel conversations during the meeting. • These points will be added to the group agreements and reflected at the November 20, 2024, RCAC meeting. • There were no additional suggestions from the group. Members may propose other agreements to add to the list at any time during future meetings. 	<p><i>RCAC Members</i></p>
<p>III. LA Care Updates (10 min)</p>	<p>Agenda Lead</p>
<p>A. LA Care Internal Updates</p> <ul style="list-style-type: none"> • RCAC Chair and Vice-Chair Elections normally occur every two years; however, due to Covid-19, the RCAC Chair and Vice Chair positions were extended. • Frank Meza stated that all current RCAC Chairs have transitioned to interim status as we prepare to hold our RCAC Chair and Vice Chair elections in the coming months. The current RCAC 3 Chair is Maria Angel Refugio, and the Vice Chair is Gladis Alvarez. • Some RCACs currently lack a Vice Chair, making it especially important in the upcoming elections to ensure each RCAC can elect a Vice Chair as well. • Frank Meza reviewed additional information and provided specific details regarding the elections: <p>B. RCAC Chair and Vice Chair nominations will open during the October and November 2024 RCAC meeting cycles.</p> <ul style="list-style-type: none"> • Roles and Responsibilities of the RCAC Chair and Vice-Chair will be reviewed during the October and November 2024 meeting cycles. • All active RCAC members are eligible to nominate themselves or nominate someone else for the RCAC Chair and Vice Chair position. 	<p><i>Frank Meza, CO&E Field Specialist</i></p>

- Nomination for the RCAC Chair and Vice Chair will close prior to the elections during the December and January RCAC meeting cycles.
- All candidates who accept their nomination for either the RCAC Chair or Vice Chair will be allowed to speak for up to two minutes before the elections occur during the December and January meeting cycles.

C. Once approved by the Temporary Transitional Executive Community Advisory Committee (TECAC), the list will be sent to the Board of Governors for final approval at their March 2025 meeting.

- The TTECAC will continue their Temporary Transitional role until February 2025.
- The newly elected Chairs will join the ECAC as official committee members in March 2025. At that time, it will also be announced that the At-Large elections will take place during the April 2025 ECAC meeting. The only TTECAC members remaining on the ECAC will be the two At-Large Members, Deaka McClain from RCAC 8 and Lluvia Salazar from RCAC 3.
- RCAC members who are interested in running for the At-Large position will need to apply and attend the April 2025 ECAC meeting.
- During the April ECAC meeting, ECAC will vote for the two At-large positions and forward the final names to the Board of Governors for approval during their May BOG meeting.
- By May 2025, the ECAC will be fully formed with 8 Chairs and 2 At-Large members.

Questions & Comments from Members

- *Linda Resendez asked, "What is the At-Large position"?*
- *Frank Meza explained that the two At-Large positions are held by Lluvia Salazar and Deaka McClain. Lluvia Salazar represents the Med-Cal line of business, and Deaka McClain represents Seniors and People with Disabilities. The two At-Large positions sit at TTECAC and occasionally visit all the RCACs to listen to the issues raised by members. Global issues are then shared with TTECAC for consideration.*
- *Layla Gonzalez asked, "Will RCAC members have an opportunity to attend the TTECAC and Board of Governors meetings?"*
- *Frank Meza informed Layla that all members will have the opportunity to attend both the TTECAC and Board of Governors meetings. The RCAC can develop a system that allows all members to attend or have members volunteer to attend until a list is developed and agreed upon by the RCAC.*

<ul style="list-style-type: none"> • Tanya Lopez asked, "Are RCAC Members that are elected as RCAC Chair or Vice Chair required to always be present at the meetings?" • Frank Meza Informed Tanya that it is recommended for newly elected RCAC Chairs and Vice Chairs to attend all meetings, especially since the RCACs meet only six times a year. Exceptions are made in case of emergencies, which are considered excused absences. <p>D. TTECAC and Board of Governors Meetings</p> <ul style="list-style-type: none"> • Mr. Meza stated that members are invited to attend either the TTECAC or the Board of Governors meetings. In the past, the RCAC agreed to follow a list where members will rotate, allowing all members an opportunity to attend both meetings. • Another option is for members to volunteer, with staff tracking attendance to ensure everyone has a chance to participate. In the meantime, members can volunteer until the RCAC decides on a system for attending both meetings. • Idalia De La Torre, Supervisor of Community Outreach & Engagement, suggested that new RCAC 3 members should be given an opportunity to attend for exposure. <p>E. TTECAC Meeting Attendance</p> <ul style="list-style-type: none"> • Elmano Osorio is scheduled to attend the October 9, 2024, TTECAC meeting. • Jose Lopez is scheduled to attend the November 13, 2024. • Reyna Hernandez volunteered as the alternative, if the scheduled members can't attend. <p>F. Board of Governors Meeting Attendance</p> <ul style="list-style-type: none"> • Tanya Lopez is scheduled to attend the Board of Governors meeting on October 3, 2024. • Elmano Osorio is scheduled to attend the Board of Governors meeting on November 7, 2024. • Ana Rubio volunteered as the alternative if the scheduled members can't attend. 	
<p>IV. Review New Agenda Format (30 min)</p>	<p>Agenda Lead</p>
<p>A. Understanding the RCAC and the Agenda as a Tool</p>	<p><i>Frank Meza, CO&E Field Specialist</i></p>

- Frank Meza demonstrated the new agenda template to RCAC members, informing them this will be used for future meetings. The agenda includes new design elements and is simplified for easier reading. Some of the items on the agenda are new, while others will look familiar.
- The purpose of the new agenda format is to encourage greater member participation, creating a more interactive and inclusive meeting environment.
- This format serves as a tool for committee members to actively share their comments and ideas with L.A. Care.
- By promoting open discussions, the new format ensures that members have more opportunities to express their opinions, provide valuable ideas, and contribute to the continuous improvement of L.A. Care.

- **The following new items of the agenda were reviewed with members:**

- **Group Connection Activity:** Used as an icebreaker to help everyone warm up for the meeting.
- **L.A. Care Updates:**
 - **CO&E Department:** Updates and information from the Community Outreach & Engagement Department.
 - **L.A. Care Internal Department Updates:** Internal departments will share how member input was used to plan and implement L.A. Care programs, services, and initiatives.
- **RCAC Chairperson Highlights:** The Chairperson will share ECAC decisions and recommendations that impact RCAC activities.
- **Additional Information on the Second Page of the Agenda:**
 - Community Outreach & Engagement Mission
 - A Promise to RCAC Members
 - Information about Meeting Materials
 - Notice to Members on Arriving to the Meeting on Time
 - Community Outreach & Engagement Toll-Free Line and Email Address

B. Member Experience Feedback & Updates

- This section is dedicated to discussing ongoing member needs and concerns, including health access, equity, and specific issues affecting Seniors and People with Disabilities.

<ul style="list-style-type: none"> Members share their experiences to provide insight into the member experience and identify areas for improvement. Recommendations are developed to guide L.A. Care's internal departments and the Board of Governors. <p>C. New Business</p> <ul style="list-style-type: none"> This section includes member advocacy training, presentations from community partners about their services, and opportunities for member input on marketing campaigns and regional work plans. Activities are flexible and may vary every two months based on L.A. Care priorities and interests identified by RCAC. <p>D. Resource Sharing and Meeting Evaluations</p> <ul style="list-style-type: none"> CBOs and RCAC members can share community resources and network with one another. RCAC members have an opportunity to complete the meeting evaluations. <p>Questions & Comments from Members</p> <ul style="list-style-type: none"> Ana Rubio asked, "if the new agenda is what the RCAC will use for future meetings?" Frank Meza stated that is the plan, but there may be some additional design changes as the agenda needs to go through the Marketing Department for revisions. Sandra Aramburo asked, "Will the agenda be sent to members using the mail?" Frank stated yes, and it is also sent to members by email. Layla Gonzalez asked, "Will the RCAC members be able to make recommendations to add additional topics to the agenda, such as a section where members can share their experiences and provide feedback? Idalia De La Torre informed the group that the section for member feedback is included in the new agenda template, under "Member Experience Feedback & Update" in the Business section of the agenda. Lluvia Salazar suggested that we include the next RCAC meeting date on the agenda. Frank stated yes, that is something we can do. 	
<p>V. Break (10 min)</p>	<p>Agenda Lead</p>
<p>A. An opportunity to take a 10-minute break.</p> <ul style="list-style-type: none"> RCAC Members took a ten-minute break. 	<p>Maria Angel Refugio, Interim RCAC Chair</p>

VI. Ralph M. Brown Act (30 min)	Agenda Lead
<p>A. Review Ralph M. Brown Act</p> <ul style="list-style-type: none"> • Frank Meza started the conversation by asking members if they can provide some examples of the Brown Act that may be familiar during meetings of the RCAC, TTECAC, and the Board of Governors. <ul style="list-style-type: none"> • <i>Alicia Mendoza shared that all the following meetings must be open to the public.</i> • <i>Layla Gonzalez stated that they must also allow for public comments.</i> • <i>Reyna Hernandez also reiterated the meetings must be open to the public to allow members to freely ask questions and provide comments.</i> • <i>Daniel Kwong stated meeting agendas must be posted in a public location 72 hours prior to the meeting.</i> • Mr. Meza presented the main points of the Ralph M. Brown Act and highlighted areas that members may recognize from the RCACs, ECAC, and the Board of Governors. • The Brown Act is a California law designed to promote transparency and public involvement in local government decisions. • It ensures that meetings of local government bodies, like city councils and boards, are open to the public, providing community members the opportunity to stay informed and participate in discussions. • The Following are key aspects of the Ralph M. Brown Act: <ul style="list-style-type: none"> • Agenda: Must be posted 72 hours before regular meetings, detailing topics to be discussed. • Adding to the Agenda: Items generally cannot be added once the agenda is posted, except in specific urgent situations with a 2/3 vote. • Public Comment: The public has a right to speak on agenda items and bring up other relevant topics. • Serial Meetings: Serial (one-on-one or small group) meetings that form a collective decision are prohibited to ensure transparency. • Public's Right to Documents: The public has access to documents discussed in meetings, available upon request. • Posting of Agendas: Agendas must be posted in a publicly accessible location and on the agency's website if available. • Meeting Recording: Meetings may be recorded to ensure transparency and provide a reference for those unable to attend. 	<p><i>Frank Meza, CO&E Field Specialist</i></p> <p><i>RCAC Members</i></p>

<ul style="list-style-type: none"> • Types of Meetings: Covers regular, special, and emergency meetings, all of which must be open to the public. • Exceptions: Certain closed sessions are allowed, like personnel matters, legal discussions, or labor negotiations. <p>Questions & Comments from Members</p> <ul style="list-style-type: none"> • Gladis Alvarez asked if a member would need to ask for permission to record the meeting, or if she can just record. Idalia De La Torre stated members don't need to ask for permission, but they can inform the committee that they want to record the meeting. • Ms. Alvarez asked a second question regarding serial meetings, inquiring whether it applies only to committee members or to the public as well. Frank Meza stated that it only applies to committee members. • Ms. Ana Rubio asked if she could attend other RCAC meetings as part of the public? Frank stated yes, she can attend any other RCAC meeting as a member of the public. 	
<p>VII. Member Feedback (20 min)</p>	<p>Agenda Lead</p>
<p>A. Discuss Member Experiences</p> <ul style="list-style-type: none"> • RCAC Member inquired regarding referrals for children with special needs. Many parents with L.A. Care are confused about the process, especially if they suspect their child may need to see a specialist, like for autism. While she tells them to ask their pediatrician, they often don't know what to do if their pediatrician isn't supportive. It would be helpful to know the next steps in this situation. She also stated that community clinics, such as Queen of the Valley, doctors don't provide adequate services to its patients. They sometime are in a hurry or don't take their time providing care. In addition, she feels that L.A. Care should pay more attention to the doctors they contract with. • RCAC member recommends that L.A. Care act by posting information on social media, updating their website or creating a brochure with a step-by-step guide on how to request a referral to a specialist. Frank suggests to potentially invite someone from L.A. Care to provide a presentation on this process. • In respect to Queen of the Valley, the RCAC member stated that the staff and doctors may need empathy training. • Member Stated that her community clinic doesn't have any early appointments and the wait time is two months. She wasn't feeling good, and they suggested she go to urgent care. She was hesitant because she was concerned 	<p><i>Frank Meza, CO&E Field Specialist</i></p> <p><i>RCAC Members</i></p>

<p>that they don't have her medical records to understand her care. She is now attending a facility where they have her medical records, and the appointments are scheduled with more reasonable time. Her current doctor refers her to her specialist for additional care in a timely manner.</p> <ul style="list-style-type: none"> • A RCAC member stated that an L.A. Care staff member visits the provider's office but doesn't seem very interested in addressing provider issues. The staff mostly asks members how they are doing, rather than inquiring about their challenges. • Frank encouraged members to contact the L.A. Care Members Services Department to create a documentation trail and to speak to the Health Navigators at the CRCs. Additionally, members can contact the Field Specialist, Frank Meza, and Ramon Garcia for questions. • RCAC Member stated that she attends Park Tree Medical Center and noticed a comment box in the front office for member/patient feedback. On one occasion, she observed a person submit a suggestion or complaint to the clinic staff, who then threw all the suggestions in the trash after the person left. Frank Meza stated that she can always call L.A. Care to complain and inform L.A. Care of what she witnessed at the doctor's office. 	
<p>VIII. Public Comments (10 min)</p>	<p>Agenda Lead</p>
<p>A. Public member will speak for up to 2 minutes.</p> <ul style="list-style-type: none"> • Maria Angel welcomed the public to share public comments. • Fresia Paz inquired if you need to be at the clinic for the doctor to provide a progress note or doctor's note? She filed a grievance with L.A. Care, and it went nowhere. She also tried to file a grievance at the L.A. Care office in person, and she states she was escorted out. Frank Meza stated that he will speak to the member after the meeting to provide additional guidance and assistance. • Andria McFerson expressed that public outreach events should be included on the agenda, with RCAC members actively involved in these events, rather than limiting participation to community resource centers or staff. Ms. McFerson also highlighted that the RCAC has an annual budget, with unspent funds that rolled over, which could support these events. She emphasized the importance of RCAC members understanding stakeholder rights, 	<p><i>Maria Angel Refugio, Interim RCAC Chair</i></p>

referring to the Brown Act and noting that there is a Board of Governor's representative present at RCAC 3, that can provide further guidance. She also stated there should be more time on the agenda for members to speak.	
IX. Evaluations (10 min)	Agenda Lead
A. Complete meeting evaluation forms <ul style="list-style-type: none"> RCAC Members were encouraged to complete the meeting evaluations. For members who complete the evaluations, there will be a raffle and members who win will receive a gift at the November 20, 2024 RCAC meeting. 	<i>Maria Angel Refugio, Interim RCAC Chair</i> <i>Frank Meza, CO&E Field Specialist</i>
X. Adjournment	Agenda Lead
<ul style="list-style-type: none"> The meeting adjourned at 12:30pm. Next Meeting Date: Wednesday, November 20, 2024 from 10:00 a.m. to 12:30 p.m. at the El Monte Community Resource Center at 3570 Santa Anita Ave, El Monte, CA 91731 	<i>Maria Angel Refugio, Interim RCAC Chair</i>

Respectfully Submitted by:	Approved by:
<i>Frank Meza, Community Outreach Field Specialist</i>	<i>Maria Angel Refugio</i>
	Maria Angel Refugio, RCAC 3 Interim Chair