



Regional Community Advisory Committee (RCAC) Region 4

Metro L.A. Community Resource Center

1233 S. Western Ave, Los Angeles, CA 90006

Tuesday, January 21, 2025

10:00 a.m. – 12:30 p.m.

Meeting Summary

Member Attendance				Staff/Management Present
Adan Fernandez	P	Michael R. Shelton	P	Christopher Maghar, <i>Community Outreach Field Specialist</i>
Demetria Saffore	P	Ricardo Sanchez	P	Ramon Garcia, <i>Community Outreach Field Specialist</i>
Dorothy Mae Lowery	P	Russell Mahler	P	Idalia De La Torre, <i>Field Specialist Supervisor</i>
Estela Lara	P	Scott Clapson	P	
Hercilia Salvatierra	P	Silvia Poz, Interim Chair	P	
Julia Wong	P	Silvia Quezada	P	
Mallery Jenna Robinson	E	Sonia J. Claudio	P	
Maria Casarrubias	P	Theodora Parlanti	P	
Martha Perez	P	Troyette Magee Cano	U	

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

Public Attendance	Interpreter Attendance
Andria McFerson	Eduardo Kogan
Kimberly Martinez	Isaac Ibarlucea

MEETING SUMMARY, DISCUSSION AND FOLLOW-UP

I. Welcome & Introduction (15 min)

Agenda Lead

A. Call Meeting to Order

- Silvia Poz, Interim RCAC 4 Chair, called the meeting to order at 10:00 a.m.
- All RCAC Members, L.A Care Staff, Interpreters, and the public introduced themselves.
- Ramon Garcia, Field Specialist, was introduced and filled in for Cindy Pozos, Field Specialist, who was absent for this meeting.

*Silvia Poz, Interim
RCAC Chairperson*

*Christopher Maghar,
CO&E Field Specialist*

B. Approval of Agenda

- Silvia Poz asked members to review the agenda prior to approval.
- Silvia Poz asked for a motion to approve the agenda.
- The agenda was approved without changes, with Russell Mahler, RCAC member, making the first motion and Maria Casarrubias, RCAC member, seconding it.

C. Group Agreements

- Members reviewed the existing Group Agreements. Russell Mahler volunteered to read the agreements aloud.
- Silvia Poz suggested revising Agreement #5 to emphasize timeliness, suggesting members arrive 10-15 minutes early to ensure meetings start and end on time. The group unanimously agreed to this update.
- Julia Wong, RCAC member, proposed revising Agreement #3 to include respecting diverse political views while maintaining a neutral and respectful tone during discussions.
- Member emphasized the importance of balancing respectful dialogue with the political nature of healthcare advocacy and unanimously agreed to the proposed revision.
- Both agreements were updated to reflect these changes.

D. RCAC Meeting Minutes Approval

- Silvia Poz asked members to take a few minutes to review the November 19, 2024, Meeting Minutes prior to approval.

<ul style="list-style-type: none"> The meeting summary was approved without changes, with Estela Lara, RCAC member, making the first motion and Russell Mahler seconding it. 	
II. L.A Care Updates (20 min)	Agenda Lead
<p>A. TTECAC & BOG Report</p> <ul style="list-style-type: none"> Christopher Maghar, Field Specialist, provided an update on the RCAC 4 motion, initially proposed in November and amended at the December Temporary Transitional Executive Community Advisory Committee (TTECAC) meeting. The motion addresses delays in specialist appointments, durable medical equipment (DME) approvals, and primary care access. At TTECAC, prescription medication delays were added, and members emphasized that L.A. Care’s appointment wait time standards are not being met: <ul style="list-style-type: none"> Primary care appointments should be scheduled within 10 business days. Specialist appointments should be scheduled within 15 business days upon referral. DME approval should be processed within 14 business days. The motion will be presented to the L.A. Care Board of Governors (BOG) in February 2025 (or March if deferred) and recommends that L.A. Care: <ul style="list-style-type: none"> Review the referral and DME approval process Provide a report by May 2025 on systemic issues and potential solutions. Set improvement goals with clear timelines. Develop member education guides to clarify referral wait times, specialist access, and escalation procedures. Members reviewed the motion and raised concerns about poor communication between Primary Care Physicians (PCPs), specialists, and members, particularly around wait times and co-pays. Christopher Maghar clarified that the motion includes a recommendation that L.A. Care create education guides to improve transparency and communication. <p>B. Decision Making and Building Consensus</p> <ul style="list-style-type: none"> Christopher Maghar introduced two documents: <ul style="list-style-type: none"> RCAC Parliamentary Procedure Guide 	<p><i>Christopher Maghar, CO&E Field Specialist</i></p>

- RCAC Voting Fact Sheet

- These documents outline the decision-making process to be used during future meetings, including how motions are voted on, how agendas and meeting minutes are approved, and the voting procedures for elections.
- Three voting methods were explained:
 - General Consent – Used for routine approvals when there is no opposition.
 - Ballot Voting – Used for elections, such as voting for the Chair and Vice-Chair.
 - Colored Card Voting – A simplified method using green and red cards to indicate agreement or disagreement.
 - If all votes are green, the proposal moves forward.
 - If all votes are red, the proposal does not move forward.
 - If there is a mix of green and red, discussions follow before a second vote is taken.
- Members were encouraged to review the materials at home to familiarize themselves with the process.
- At the next meeting, members will participate in a practice session to apply these voting methods.
- Some members raised concern about the visibility of the colored cards and the potential time-consuming nature of the process. It was clarified that this method is intended to streamline voting and improve clarity.

C. 2025 Work Plan Projects

- Christopher Maghar introduced the 2025 Work Plan, explaining that each RCAC will have \$5,000 allocated to recommend funding for community-based organizations (CBOs).
- Members will have the opportunity to recommend organizations and how funds should be distributed. The funds can be divided among multiple organizations or allocated to a single organization based on the committee's priorities.
- Previously, RCACs organized health fairs and community events using these funds, but the new approach focuses on partnering with existing organizations that already conduct large-scale outreach efforts (e.g., breast cancer awareness, CPR training, and health fairs).
- To align with L.A. Care's vision and priorities, members will identify focus areas for funding. Organizations will then present their work, and members will provide recommendations.
- Final funding decisions will be made by L.A. Care, but RCAC input will play a key role.
- Members asked if they could participate in events organized by selected organizations. It was clarified that participation will depend on the organization's structure and needs.
- Russell Mahler inquired about working with organizations already assisting unhoused individuals and those in need.
- Silvia Poz highlighted the Dream Center, noting that they have already been actively supporting families and distributing essential resources.

D. RCAC Members Attending February TTECAC and BOG Meetings:

<ul style="list-style-type: none"> • Christopher invited members to volunteer to attend future TTECAC/ECAC and BOG meetings. • Silvia Quezada, RCAC member, volunteered to attend the February 6, 2025, Board of Governors meeting. • Demetria Saffore, RCAC member, volunteered to attend the February 12, 2025, TTECAC meeting. 	
<p>III. Member Experience Feedback & Updates (30 min)</p>	<p>Agenda Lead</p>
<p>A. L.A. Care New Global/Regional Issues</p> <ul style="list-style-type: none"> • Christopher Maghar introduced the Member Experience Feedback & Updates section, inviting members to share challenges they have encountered with their healthcare services. • Demetria Saffore shared her ongoing difficulties with durable medical equipment (DME) approvals despite escalating the issue multiple times, including bringing it to BOG. She expressed frustration over repeated denials and lack of resolution. <ul style="list-style-type: none"> ○ Christopher Maghar suggested referring her case to L.A. Care’s VIP Member Advocate program for further assistance. ○ Some members encouraged Ms. Saffore to consider trying the referral process again, as procedural changes may improve the outcome. • Dorothy Mae Lowery, RCAC member, raised concerns about delays in referrals to specialists, stating that once she was approved for an out-of-network provider, her doctor failed to submit the correct paperwork, further delaying her treatment. <ul style="list-style-type: none"> ○ She questioned whether there was a way to bypass provider-controlled referrals to prevent unnecessary delays. ○ Christopher Maghar offered to refer her case to L.A. Care’s VIP Member Advocate program and follow up with member services. • Scott Clapson, RCAC member, emphasized the urgency of timely DME approvals, stating that many members rely on this equipment for their basic health and survival. <ul style="list-style-type: none"> ○ He highlighted that delays in obtaining medical equipment contribute to worsening health conditions such as high blood pressure, depression, and poor overall health outcomes. • Julia Wong raised concerns about poor communication between healthcare providers, noting that medical records are often not transferred correctly between specialists and primary care providers. <ul style="list-style-type: none"> ○ She suggested that L.A. Care provide training or guidance on how members can better navigate this issue. • Silvia Poz reminded members that while individual concerns are important, this section is primarily for discussing systemic or widespread issues that affect multiple members. 	<p><i>Christopher Maghar, CO&E Field Specialist</i></p>

<ul style="list-style-type: none"> ○ She encouraged members to bring up global concerns but also assured them that individual issues could still be escalated to member services for resolution. ● Due to time constraints, further discussion was limited. Members were encouraged to submit any additional concerns in writing on their evaluation forms, which would be reviewed before the next meeting. 	
<p>IV. Break (5 min)</p>	<p>Agenda Lead</p>
<ul style="list-style-type: none"> ● Members were given the opportunity to take a 5-minute break. 	<p><i>Silvia Poz, Interim RCAC Chair</i></p>
<p>V. Old Business (40 min)</p>	<p>Agenda Lead</p>
<ul style="list-style-type: none"> ● Christopher Maghar and Ramon Garcia facilitated the RCAC 4 Chair and Vice-Chair elections. ● Before voting for the Chair position, committee members were asked if there was anyone interested in nominating themselves or anyone else for the Chair position. There were no additional candidates for the Chair position, so nomination for the Chair position were closed. ● Before voting, each candidate had the opportunity to introduce themselves and share their experience. ● Mallory Jenna Robinson, RCAC member, was removed from the ballot as she was not present. ● Russell Mahler withdrew his name from the Chair election before voting began. ● Originally, 9 votes were required to win, but after Theodora Parlanti, RCAC member, left the room and was not voting, the required majority was adjusted to 8 votes. <p>Chair Election Results</p> <ul style="list-style-type: none"> ● First Round of Voting: <ul style="list-style-type: none"> ○ Estela Lara – 5 votes ○ Demetria Saffore – 4 votes ○ Silvia Poz – 3 votes ○ Hercilia Salvatierra – 2 votes ○ Sonia Claudio – 2 votes ● Second Round of Voting: 	<p><i>Christopher Maghar, CO&E Field Specialist</i></p> <p><i>Ramon Garcia, CO&E Field Specialist</i></p>

- Estela Lara – 8 votes (1 vote short of the original requirement of 9)
- Demetria Saffore – 4 votes
- Silvia Poz – 2 votes
- Hercilia Salvatierra – 1 vote
- Sonia Claudio – 1 vote
- Third Round of Voting (Theodora left the room):
 - Estela Lara – 6 votes
 - Demetria Saffore – 3 votes
 - Silvia Poz – 3 votes
 - Hercilia Salvatierra – 3 votes
- Fourth and Final Round of Voting:
 - Estela Lara – 8 votes (majority reached, adjusted from 9 to 8 due to Theodora's departure)
 - Demetria Saffore – 3 votes
 - Silvia Poz – 2 votes
 - Hercilia Salvatierra – 2 votes
- Estela Lara was elected as the RCAC 4 Chair.

- Before voting for the Vice Chair position, committee members were asked if there was anyone interested in nominating themselves or anyone else for the Vice-Chair position..
- Hercilia Salvatierra nominated herself for the role of Vice-Chair so her name was added to the ballot.
- Nominations for the position of Vice-Chair were closed.

Vice-Chair Election Results

- First Round of Voting:
 - Silvia Poz – 6 votes
 - Demetria Saffore – 4 votes
 - Maria Casarrubias – 2 votes
 - Hercilia Salvatierra – 3 votes


- Second Round of Voting:
 - Maria Casarrubias removed herself from consideration.
 - Silvia Poz – 5 votes

<ul style="list-style-type: none"> ○ Demetria Saffore – 5 votes ○ Hercilia Salvatierra – 5 votes (three-way tie) ● Third Round of Voting: <ul style="list-style-type: none"> ○ Silvia Poz – 5 votes ○ Demetria Saffore – 4 votes ○ Hercilia Salvatierra – 6 votes ● Multiple rounds of voting were conducted as no candidate reached the required 8 votes. ● Members agreed to postpone the Vice-Chair election until the next meeting. 	
<p>VI. Future Agenda Items (10 min)</p>	<p>Agenda Lead</p>
<ul style="list-style-type: none"> ● Due to time constraints caused by the extended Chair and Vice-Chair Elections, the Future Agenda Items section was not covered during this meeting. ● Members were encouraged to share any topics or suggestions for future agenda items in their comment cards and evaluations. 	<p><i>Silvia Poz, Interim RCAC Chairperson</i></p>
<p>VII. Public Comments (10 min)</p>	<p>Agenda Lead</p>
<ul style="list-style-type: none"> ● Andria McFerson (RCAC 5 member) emphasized the importance of community unity and advocacy, encouraging members to continue speaking up for their healthcare needs and supporting one another. She highlighted that public participation is vital in shaping policies and improving healthcare access, ensuring that leadership understands the real-life challenges faced by members. 	<p><i>Silvia Poz, Interim RCAC Chairperson</i></p>
<p>VIII. Resource Sharing & Meeting Evaluations (10 min)</p>	<p>Agenda Lead</p>
<p>During the RCAC Chair and Vice-Chair Elections section, while ballots were being collected and counted:</p>	

<ul style="list-style-type: none"> • Silvia Poz shared a resource from the Dream Center, informing members about food distribution and assistance programs available to the community. • Another resource flyer was also distributed to members, with Sonia Claudio, RCAC member, assisting in passing it out. 	<i>Silvia Poz, Interim RCAC Chairperson</i>
IX. Adjournment	<i>Agenda Lead</i>
<ul style="list-style-type: none"> • The meeting adjourned at 12:45 pm. • Next Meeting Date: Tuesday, March 18, 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 	<i>Silvia Poz, Interim RCAC Chairperson</i>

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

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