



Regional Community Advisory Committee (RCAC) Region 5

West L.A Community Resource Center

11173 W. Pico Blvd, Los Angeles, CA 90064

Thursday, October 17, 2024

2:00 p.m. – 4:30 p.m.

Meeting Summary

Member Attendance		Staff/Management Present		
Maria Sanchez	E	Gloria Camarillo	P	Cindy Pozos, Community Outreach Field Specialist
Ana Reyes	P	Lynnea Johnson	P	Christopher Maghar, Community Outreach Field Specialist
Andria McFerson	P	Marco Galindo	P	Idalia de la Torre, Community Outreach Field Specialist Supervisor
Angelica Bogarin	U	Maria De Jesus Leos	P	
Carmen Delgado	P	Maria Guadalupe Mendez	P	
Clotill Cleo Ray	P	Mariel Herrera	P	
Deysi Corona	P	Martha Rodriguez	P	
Diana Camacho	E	Rosa Fuentes	P	
Robert G. Harvey-Dixon	P	Susana Rios	P	
Sofia E. Sulca	P	Pascuala Rosales	P	
Erik Castro	P			

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

Public Attendance	Interpreter Attendance
Silvia Chacon	Izmir Coello
Layla Gonzalez	Andrew Yate
Maricela Vega	
Alina	

<b>MEETING SUMMARY, DISCUSSION, AND FOLLOW UP</b>	
<b>I. Welcome &amp; Introduction (15 min)</b>	<b>Agenda Lead</b>
<p><b>A. Call Meeting to Order</b></p> <ul style="list-style-type: none"> <li>• Due to Maria Sanchez’s (<i>Interim Chair</i>) absence, Robert Harvey Dixon was initially designated to chair today’s meeting but had a scheduling conflict. We asked for a volunteer to help run and facilitate today’s meeting and the following members Marco Galindo, Ana Reyes, and Andria McFerson volunteered. Marco Galindo was elected via a show of hands by the majority of the committee, with 1 abstention.</li> <li>• Marco Galindo called the meeting to order.</li> <li>• Marco Galindo introduced himself and asked the committee members to introduce themselves.</li> </ul> <p><b>B. Approval of Agenda</b></p> <ul style="list-style-type: none"> <li>• Marco Galindo asked the RCAC members to review the agenda for approval.</li> <li>• RCAC 5 members had five minutes to review today’s Agenda.</li> <li>• Marco Galindo asked for a motion to approve the agenda.</li> <li>• Susana Rios, RCAC 5 member, approved the motion, and Martha Rodriguez, seconded the motion.</li> <li>• There were no further discussions, and the committee approved the agenda as presented with an abstention from committee member Andria McFerson.</li> </ul> <p><b>C. Review Group Agreement</b></p> <ul style="list-style-type: none"> <li>• During this section of the agenda, Marco Galindo initiated the review of the Group Agreement and requested volunteers to read each agreement.</li> <li>• RCAC members volunteered and read each of the agreements presented.</li> </ul>	<p><i>Marco Galindo, Interim RCAC Chair</i></p> <p><i>Cindy Pozos, CO&amp;E Field Specialist</i></p>
<b>II. Meeting Minutes Approval (5 min)</b>	<b>Agenda Lead</b>
<p><b>A. Meeting Minutes Approval</b></p> <ul style="list-style-type: none"> <li>• Marco Galindo asked the RCAC members to review the meeting minutes for approval.</li> <li>• RCAC 5 members had five minutes to review the September meeting minutes.</li> </ul>	<p><i>Marco Galindo, Interim RCAC Chair</i></p> <p><i>RCAC Members</i></p>

<ul style="list-style-type: none"> <li>• Marco Galindo asked for a motion to approve the meeting minutes.</li> <li>• Gloria Camarillo, RCAC 5 member, approved the motion, and Susana Rios seconded the motion.</li> <li>• There were no further discussions, and the committee approved the agenda as presented with an abstention from committee member Andria McFerson.</li> </ul>	
<p><b>III. L.A Care Updates (10 min)</b></p>	<p><b>Agenda Lead</b></p>
<p><b>A. RCAC Chairperson Highlights</b></p> <ul style="list-style-type: none"> <li>• Due to Maria Sanchez’s (<i>Interim RCAC 5 Chair</i>) absence at the September Temporary Transitional Executive Community Advisory Committee (TTECAC) meeting, no updates were available to provide the RCAC 5 members.</li> </ul> <p><b>B. CO&amp;E Updates</b></p> <ul style="list-style-type: none"> <li>• <b><u>Board of Governors Motion (ECA.0924) and Application</u></b> <ul style="list-style-type: none"> <li>○ RCAC members were asked to review the motion and application.</li> <li>○ Idalia explained that these documents are a process that the ECAC committee has reviewed and provided their recommendations twice during the timeframe the RCACs weren’t meeting due to the pandemic. <ul style="list-style-type: none"> <li>▪ ECAC is the committee that finalizes the election process.</li> <li>▪ The RCAC Committees are the ones who elect the two consumer representatives who sit at the Board of Governors meetings: <ol style="list-style-type: none"> <li>1. Member Advocate is a representative from a community-based organization.</li> <li>2. Member Representative a consumer member who is an L.A. Care member.</li> </ol> </li> <li>▪ Both the Member Advocate and Member Representative positions are a 4-year term commitment.</li> <li>▪ In March 2025, member advocate and member representative positions will reopen to those interested in applying.</li> <li>▪ One of the ECAC committee's recommendations is to hold the elections at a bigger venue, the same as before the pandemic. This will allow the candidates running for these positions to have an opportunity to advocate and share their commitment as representatives for the community members.</li> </ul> </li> </ul> </li> </ul> <p><b><u>Feedback and Recommendations from the RCAC members:</u></b></p> <ul style="list-style-type: none"> <li>• Clotill Ray voiced concerns about ensuring that the elected Board is diverse and representative of all demographics within LA Care.</li> </ul>	<p><i>Cindy Pozos, CO&amp;E Field Specialist</i></p>

<ul style="list-style-type: none"> <li>○ Discussion included targeted outreach efforts, like the upcoming texting campaign, to recruit underrepresented groups.</li> <li>● Clotill Ray requested a list of criteria for the diverse population the Department of Health Care Service (DHCS) is recommending. <ul style="list-style-type: none"> <li>○ Cindy will mail Ms. Ray a copy of the list of criteria for the diverse population recommended by DHCS.</li> </ul> </li> <li>● Andria McFerson shared to have diversity, equity, and all people from all different perspectives and to use the budget for the committee to do their outreach at the Community Resource Centers and get new members.</li> <li>● No other RCAC 5 members had any additional feedback or recommendations.</li> <li>● <b><u>BOG and TTECAC November Meetings</u></b> <ul style="list-style-type: none"> <li>○ Cindy created a list of all RCAC 5 members' names as previously recommended during the September 26, 2024, welcoming meeting by the RCAC 5 members to attend future BOG and TTECAC meetings.</li> <li>○ This list will be used to allow multiple members the opportunity to attend.</li> <li>○ The following members are next on the list to attend the November BOG and TTECAC meeting: <ul style="list-style-type: none"> <li>▪ Erik Castro will attend the November BOG Meeting scheduled for Thursday, November 7, 2024.</li> <li>▪ Sofia Sulca will attend the November TTECAC Meeting scheduled for Wednesday, November 13, 2024.</li> </ul> </li> </ul> </li> </ul>	
<p><b>IV. Member Experience Feedback &amp; Updates (35 min)</b></p>	<p><b>Agenda Lead</b></p>
<p><b>A. L.A Care New Global /Regional Issues</b></p> <ul style="list-style-type: none"> <li>● Cindy shared under this section of the agenda the opportunity for the committee members to share any concerns they may have with their services as individuals, whether it's at the Doctor's office, clinic, pharmacy, billing, and/or global issues.</li> <li>● Marco Galindo shared that due to the closure of the MNS pharmacy, which was located in front of Mar Vista Gardens, he recommended Marina Pharmacy, which provides prescription delivery, w discussion about limited pharmacy options for members within their area</li> </ul>	<p><i>Cindy Pozos, CO&amp;E Field Specialist</i></p>

- Sofia Sulca inquired about information regarding Medicare for her husband who currently only has Medi-Cal coverage.
  - Mrs. Sulca was advised to seek assistance by contacting the Department of Social Services or the CSC navigator available at the West L.A. Community Resource Center, as they can provide further eligibility information. If any further assistance is needed, please contact the Field Specialist, Cindy Pozos.
  - Lynnea Johnson shared that people may also be eligible for Medicare if they are under the age of 65 and disabled.
  
- Andrea McFerson shared her experience with a worsening injury due to delayed treatment and neglect emphasizing the need for faster medical responses.
  - Ms. McFerson was advised to seek assistance from L.A. Care's Customer Solution Center by contacting them to file a grievance by calling 1-888-839-9909. If further assistance is needed, please reach out to the Field Specialist, Cindy Pozos.
  - Lynnea Johnson shared that it is important, if you experience any barriers to accessing care, to also contact the line of business you are covered by to file a grievance.
  
- Erik Castro inquired if dental services are covered by Medi-Cal.
  - Mr. Castro was informed that members covered under Medi-Cal also have dental coverage under Denti-Cal. Cindy will send Mr. Castro via the link: <https://dental.dhcs.ca.gov/> which includes information regarding Denti-Cal coverage.
  - Additionally, the committee was provided with the Denti-Cal telephone number 1-800-322-6384.
  
- Multiple members reported difficulty accessing timely care from their primary care physician or specialist, with average appointment waits reportedly between three and six months.
  - A majority of the committee voted to engage in a further discussion during our December meeting to address these concerns formally and to explore potential recommendations for submitting a motion to L.A. Care leadership regarding the enhancement of access and care for members with low incomes.

<b>V. Break (5 min)</b>	<b>Agenda Lead</b>
<b>A.</b> An opportunity to take a 5-minute break. <ul style="list-style-type: none"> <li>a. Members took a 5-minute break.</li> <li>b. Set to return at 3:25 PM.</li> </ul>	<i>Marco Galinda, Interim RCAC Chair</i>
<b>VI. New Business (30 min)</b>	<b>Agenda Lead</b>
<b>A.</b> RCAC Chair and Vice-Chair Information and Nominations <ul style="list-style-type: none"> <li>• Cindy reviewed the election letter, nomination form, general roles and responsibilities, and election timeline.</li> <li>• The following questions arise regarding the nomination form and roles and responsibilities: <ul style="list-style-type: none"> <li>○ Can the committee select more than two individuals for the nominations for the Chair and Vice-Chair positions? <ul style="list-style-type: none"> <li>▪ Yes, the committee can select multiple individuals for either Chair or Vice-Chair</li> </ul> </li> <li>○ Can the committee nominate the current RCAC 5 Chair (Maria Sanchez) again? <ul style="list-style-type: none"> <li>▪ Yes, Maria Sanchez is eligible to be nominated by the committee.</li> </ul> </li> <li>○ If the individual accepts the Chair and/or Vice-Chair position, will training be provided? <ul style="list-style-type: none"> <li>▪ Idalia shared that we are in the process of looking into leadership trainings, which will help those individuals in their leadership role as a chair and/or vice chair.</li> </ul> </li> <li>○ Was there an overall decision on when the BOG elections will take place? <ul style="list-style-type: none"> <li>▪ Idalia shared that the ECAC committee decides when the BOG Elections will take place.</li> </ul> </li> </ul> </li> </ul> <b>B.</b> RCAC Workplan Budget FY2024-2025 <ul style="list-style-type: none"> <li>• Cindy explained how a \$5,000 budget is earmarked to support community engagement initiatives, local event sponsorships, and partnerships aligning with L.A. Care’s mission. Ideas discussed included initiatives focusing on food security, transportation support, and health awareness events targeting underrepresented groups. <ul style="list-style-type: none"> <li>○ Members requested further clarification on specific guidelines for fund use to ensure alignment with L.A. Care’s objectives and goals. Once guidelines are clearer, the committee aims to select projects that support the community and diversify membership.</li> </ul> </li> </ul>	<i>Cindy Pozos, CO&amp;E Field Specialist</i>  <i>RCAC Members</i>
<b>VII. Future Agenda Items (10 min)</b>	<b>Agenda Lead</b>

<p><b>A.</b> Discuss allowing the Public to comment after each agenda item.</p> <ul style="list-style-type: none"> <li>• A motion was raised to allow public comments after each agenda item rather than solely at the end of meetings, promoting active participation and immediate feedback.</li> <li>• While the committee discussed this change and how it would slow meeting progress, others felt it would enhance engagement.</li> <li>• Ultimately, the committee voted and decided to maintain the current public comments structure at the end, with an option to revisit it if needed.</li> </ul>	<p><i>Marco Galindo, Interim RCAC Chair</i></p> <p><i>Cindy Pozos, CO&amp;E Field Specialist</i></p> <p><i>RCAC Members</i></p>
<p><b>VIII. Public Comments (10 min)</b></p>	<p><b>Agenda Lead</b></p>
<p><b>A.</b> Public members will speak for up to 2 minutes.</p> <ul style="list-style-type: none"> <li>• Layla Gonzalez, RCAC 4 member, introduced himself and is glad to have been able to attend today’s meeting. Ms. Gonzalez also congratulated Mr. Galindo for a job well done in volunteering to run today’s RCAC 5 meeting.</li> </ul>	<p><i>Marco Galindo, Interim RCAC Chair</i></p>
<p><b>IX. Resource Sharing &amp; Meeting Evaluations (10 min)</b></p>	<p><b>Agenda Lead</b></p>
<p><b>A.</b> Resource Sharing</p> <ul style="list-style-type: none"> <li>• Strategic vision presentation</li> <li>• PROP 35 Frequently Asked Questions (FAQs)</li> <li>• Allies for Every Child – 31<sup>st</sup> Annual Children’s Arts Festival Flyer – Saturday, October 19, 2024, from 11:00 a.m. – 2:00 p.m. (Location 12120 Wagner Street, Culver City, C.A. 90230)</li> <li>• Community Health Fair Flyer– Saturday, October 26, 2024, 11:00 a.m. – 2:00 p.m. (Location: 4909 Marionwood Dr. Los Angeles, C.A. 90230)</li> </ul> <p><b>B.</b> Complete meeting evaluation form</p> <ul style="list-style-type: none"> <li>• RCAC 5 members had an opportunity to complete the meeting evaluation form.</li> </ul>	<p><i>Marco Galindo, Interim RCAC Chair</i></p> <p><i>Cindy Pozos, CO&amp;E Field Specialist</i></p>

<b>X. Adjournment</b>	<b>Agenda Lead</b>
<ul style="list-style-type: none"> <li>The meeting adjourned at 4:30 p.m.</li> <li><b>Next Meeting Date:</b> Thursday, December 19, 2024, from 2:00 p.m. to 4:30 p.m. at the West L.A Community Resource Center at 11173 W. Pico Blvd., Los Angeles, CA 90064</li> </ul>	<p><i>Marco Galindo, Interim RCAC Chair</i></p>

<b>Respectfully Submitted by:</b>	<b>Approved by:</b>
<i>Cindy Pozos, Community Outreach Field Specialist</i>	<p><i>Marco Galindo</i>  <del>Maria Sanchez</del> / Interim RCAC Chair  Marco Galindo, RCAC 5 member</p>