



Regional Community Advisory Committee (RCAC) Region 6

Lynwood Community Resource Center

3200 E. Imperial Hwy, Lynwood, CA 90262

Wednesday, September 25, 2024

10:00 a.m. – 12:30 p.m.

Meeting Summary

Member Attendance				Staff/Management Present
Joyce Sales	P	Yessica Chavez	P	Tyonna Baker , <i>Community Outreach Field Specialist</i>
Lottie Cleveland	P	Celia M. Hernandez	P	Martin Vicente , <i>Community Outreach Field Specialist</i>
Daniel Navarro	P	Silvia Sosio	P	Idalia de la Torre , <i>Field Specialist Supervisor</i>
Celia Juarez	P	Edith Moreno	U	Auleria Eakins , <i>Community Outreach Manager</i>
Maria E. Rivas	P	Esther Rivas	P	
Mary Romero	P	Evangelina Cantero Avila	P	
Hilda Perez	P			
Olivia Avalos	U			
Araceli Aragon	U			

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

Public Attendance	Interpreter Attendance
Andria McFerson	Eduardo Kogan
Zoyla Jorge	Sonia Hernandez
Yolanda Rodriguez	

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"> Joyce Sales, RCAC 6 Chair, called the meeting to order. <p>B. Approval of Agenda</p> <ul style="list-style-type: none"> RCAC 6 members had five minutes to review today's Agenda. The agenda was motioned for approval by Hilda Perez and seconded by Lottie Cleveland. RCAC 6 members approved the agenda as presented. <p>C. Group Connection</p> <ul style="list-style-type: none"> RCAC 6 Members, Public and CO&E Staff, introduced themselves and participated in a group connection activity by sharing a fun fact about themselves. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p> <p><i>Tyonna Baker, 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"> Joyce Sales read the RCAC 6 Group Agreements. Members reviewed the agreements and had the opportunity to recommend additional group agreements. Members agreed to add the following agreement proposed by a RCAC member. <ul style="list-style-type: none"> Phones should be silenced and if a committee member needs to answer a call, please take the call outside of the room. Members were informed if they wanted additional group agreements after the meeting, they can be emailed to the Field Specialist. The additional group agreements will be discussed during the RCAC meeting. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p> <p><i>RCAC 6 Members</i></p>
III. L.A Care Updates (10 min)	Agenda Lead
<p>A. L.A. Care Internal Updates</p> <ul style="list-style-type: none"> RCAC Chair and Vice-Chair Elections 	<p><i>Tyonna Baker, CO&E Field Specialist</i></p>

- CO&E Staff provided RCAC 6 members with an update on the RCAC Chair and Vice Chair Elections and timeline. The timeline is as follows:
 - RCAC Chair/Vice Chair nominations will open during the October/November meeting cycles – October for RCAC 6
 - Roles and Responsibilities of the RCAC Chair/Vice-Chair will be reviewed during the October/November meeting cycles.
 - All active RCAC members are eligible to nominate themselves or nominate someone for each of the positions.
 - RCAC Chair/Vice Chair elections will close nominations and move forward with elections during the December/January RCAC meeting cycles – December for RCAC 6.
 - All candidates who accepted their nominations for each of the positions will be allowed to speak for up to two minutes before the elections occur during the December/January meeting cycles – December for RCAC 6.
 - Once all the RCAC members have voted for their Chair/Vice Chair, their names will be forward to the February 2025 TTECAC meeting for the committee members to review and consent to forward the list to BOG for approval during the March 2025 BOG meeting.
 - TTECAC will continue their role until February 2025.
 - The New elected Chairs will seat as ECAC committee members March 2025, the only two TTECAC members that will still seat as ECAC members will be the two At-Large Members (Deaka McClain and Lluvia Salazar).
 - During the March 2025 ECAC meeting, it will be announced that the At-Large elections will occur during the April 2025 ECAC meeting.
 - All RCAC members who are interested in running for the At-Large position will submit their application and attend the April 2025 ECAC meeting.
 - During the April 2025 ECAC meeting, ECAC will vote for those two positions and forward their names to the BOG for approval during their May 2025 BOG meeting.
 - May 2025, the ECAC will be complete with 8 Chairs and 2 At-Large members.
- Members received the following information based on comments and questions:
 - The information provided today is a general timeline and is to make them aware and informed on the RCAC Chair and Vice-Chair election process.
 - By the next meeting the election process will be finalized, and all members will receive a letter with the election process including when nominations will be open.
 - Members can run for the two positions but cannot hold two titles.

<ul style="list-style-type: none"> ▪ Nominations will be closed the day of the elections. ▪ Nominees must be a part of RCAC 6 and an eligible L.A. Care member. ▪ The RCAC Chair and Vice-Chair is a two-year position. ▪ The dates of the RCAC Chair and Vice-Chair elections cannot be decided by RCAC members based on the process stated by the Operating Rules. ○ All members will receive a copy of the Chair and Vice-Chair timeline and election process. • October BOG and October TTECAC Volunteers <ul style="list-style-type: none"> ○ The following members volunteered to attend the October TTECAC and BOG meeting: <ul style="list-style-type: none"> ▪ Lottie Cleveland volunteered to attend the October BOG Meeting scheduled for Thursday, October 3, 2024. ▪ Mary Romero volunteered to attend the October TTECAC Meeting scheduled for Wednesday, October 9, 2024. ○ Members received the following information based on comments and questions: <ul style="list-style-type: none"> ▪ RCAC members received information about the BOG meeting structure and meeting dynamics. ▪ Members were informed they had the opportunity to provide a report during the RCAC meeting. 	
<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> <ul style="list-style-type: none"> • RCAC members received an overview of the new agenda format that will be used at the upcoming RCAC meetings and reviewed the following: <ul style="list-style-type: none"> ○ Meeting Information, which includes the date, time, and location of the RCAC 6 meeting. ○ Meeting Goals, which will reflect the topics that will be discussed during that RCAC meeting. <ul style="list-style-type: none"> ▪ Welcome and Introductions <ul style="list-style-type: none"> • Members will have a recurring opportunity to add new group agreements. • Informed members group connections are activities to ensure that everyone can get to know each other better and remain connected as a group. ▪ Meeting Minutes Approval <ul style="list-style-type: none"> • Informed members that at the end of every RCAC meeting, the Field Specialists will write a meeting summary which will be provided and presented for approval. ▪ L.A. Care Updates 	<p><i>Tyonna Baker, CO&E Field Specialist</i></p>

- Referenced today's meeting updates (RCAC Chair and Vice Chair Elections) and stated that if there are any L.A. Care updates that it will be provided during this section.
 - Continued Business: Member Experience Feedback & Updates
 - This an opportunity for committee members to share any member issues, concerns, and feedback.
 - Break
 - New Business
 - Examples include advocacy training and regional work plan discussions.
 - Public Comments
 - Explained that this section is for members of the public that would like to comment on any item on the agenda.
 - Resource Sharing & Meeting Evaluations
 - Informed members that if they have any resources to share with the group, they will have the opportunity to do so. Advised members to reach out to Field Specialists in advance if they need anything printed such as flyers.
 - Adjournment
- CO&E Department Mission
 - Reviewed the CO&E Department Mission emphasizing the importance of creating an empowering space for individuals to share experiences, learn, and provide feedback. CO&E values this input, using it to improve services and ensure community health needs are met.
- A Promise to our RCAC
 - Reviewed "A Promise to our RCAC," emphasizing the value of this space to L.A. Care. It's essential that the RCACs are diverse and inclusive, ensuring all voices in Los Angeles County are heard when providing feedback and sharing experiences related to healthcare.
- Meeting Materials
 - Explained that meeting materials are available at the designated Community Resource Center so that members of the public can inspect the documents in accordance with the Brown Act.
- Please Note and CO&E Contact Information
 - Informed members that they were provided with a 2024 RCAC Calendar which outlines the RCAC meetings (date, time, and location) for the rest of the year.
- Members received the following information based on comments and questions:

<ul style="list-style-type: none"> ○ RCAC 6 meeting will alternate between the Lynwood and South L.A. Community Resource Centers (CRC) In September and October, the meeting will be at the Lynwood CRC, in December and February at the South L.A. CRC. All members received a 2024 RCAC meeting calendar. ○ All RCAC 6 members were invited to the South L.A. Community Resource Center Ribbon Cutting Event on October 11th, 2024, from 10:00am – 12:00pm. Members were informed If they received an email to RSVP, please do so. ○ CO&E will be providing transportation to the ribbon cutting. Members were informed If they need transportation to notify Tyonna Baker or Martin Vicente after the meeting. ○ Members were informed that notes and reports are important, but they were encouraged to attend the BOG and TTECAC meetings to observe, engage, and share their experiences as L.A. Care members and not focus on taking notes and reports. This will foster more conversation during the Continued Business section of the RCAC agenda and will help staff understand the issues and analyze whether education, resources and presentations from internal departments are needed at the RCAC. ○ Members were informed that RCACs can make a list of goals but must be brought forward to be agreed upon by the committee. ○ A public member provided the following recommendations, that there should be a section to discuss BOG motions, a section about community outreach so that members can work with organizations and attend events, the RCAC agenda should be simplified, a future agenda items section, and information on the next meeting (date, time, and location). ○ A member stated that they would like RCAC 6 to show their presence in the community by tabling at events and the health promoter program. 	
<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"> • Members took a 5-minute break. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p>
<p>VI. Ralph M. Brown Act (30 min)</p>	<p>Agenda Lead</p>
<p>A. Review Ralph M. Brown Act</p> <ul style="list-style-type: none"> • Martin Vicente and Tyonna Baker provided members with a presentation on the Ralph M. Brown Act. The topics presented were as follows: 	<p><i>Tyonna Baker, CO&E Field Specialist</i></p>

- The Rights of Access
- What types of bodies the Brown Act applies to
- Meetings
 - Definition
 - Meeting Types (regular, special, emergency, adjourned)
- Exceptions to the Brown Act
- Subsidiary Bodies
 - Standing Committee (RCAC and ECAC)
 - Ad-Hocs
- Agenda
 - Detail
 - Location
 - Notice
- Adding to the Agenda
 - Emergency
 - New Items
- Public's Rights
- Public Comments
- Public's Rights to Documents
- Serial Meetings
- What is Permitted v. Prohibited under the Brown Act
- Violating the Brown Act
 - Criminal Penalties
 - Civil Remedies

- Members received the following information based on comments and questions:
 - Members received examples of special meetings and it was regarding last year's RCAC restructure listening sessions, which informed members about the RCACs going on hold, and a meeting by the ECAC regarding the RCAC pause at the pandemic's onset. Emergency and special meetings are similar, as both are convened by a presiding officer when an immediate decision is necessary and cannot wait for the next scheduled meeting.
 - Members were informed If you would like to add future agenda items, you would have to bring forward a motion, this motion would need to be seconded, there will need to be discussion, then a vote where majority approves of adding this future agenda item.

*Martin Vicente, CO&E
Field Specialist*

RCAC 6 Members

<ul style="list-style-type: none"> ○ The RCAC agenda is prepared along with the chairperson. The Field Specialists also take notes at the meeting to ensure we are listening to the committee and having discussions on topics brought forward at the RCAC meetings. ○ Members were informed that L.A. Care is working on details about RCAC member participation at community events and to ensure L.A. Care do not have a competitive edge against our competitors during community events and programs, everything we do must be inspected by L.A. Care’s legal and compliance department. ○ Members were informed that RCAC meetings have a section for public comments at the end so the meeting can end in a timely manner. We ask that public members take notes and give their comment during that section on the agenda. It is at the discretion of the chair to allocate the amount of time for public comments. ○ Members expressed that comments and questions should be made on agenda items throughout the meeting for both committee members and the public. Members were informed the committee decides how they would like to run the meeting. 	
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A. Member Feedback (20 min)	Agenda Lead
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<p>A. Discuss Member Experiences</p> <ul style="list-style-type: none"> ● Hilda Perez shared that L.A. Care members do not have information on urgent care facilities near them. L.A. Care members are told there is a toll-free line for CO&E, member solutions number, and the nurse advice line but when you contact those numbers the staff is not able to provide you with urgent care locations where L.A. Care is accepted. L.A. Care members are told not to go to emergency rooms but are not provide with urgent care alternatives. <ul style="list-style-type: none"> ○ Tyonna Baker asked if Hilda Perez would like more information regarding urgent care facilities in her area. Hilda Perez confirmed. Tyonna Baker will follow-up with Hilda Perez. ● Joyce Sales shared that when she needed to go to an urgent care facility, she searched the internet for urgent care facilities in her zip code. She then called the facilities to confirm that they accepted her insurance. She stated that this is a method that others can use when looking for an urgent care facility near them. ● Mary Romero shared her experience with UMMA Clinic. She stated that during the pandemic she stopped attending the clinic because of an incident where she heard a staff member say that she could no longer go to the clinic if she continues to reschedule her appointments. Another incident occurred when she went to the clinic to request assistance with finding an urgent care facility because she hurt her leg but was told that they were unable 	<p><i>Tyonna Baker, CO&E Field Specialist</i></p> <p><i>RCAC 6 Members</i></p>
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<p>to assist her. These incidences deterred her from going to the clinic. Recently, they scheduled an appointment for a TB test for 9/25/24 which she communicated during scheduling that she would be unable to attend but they did not accommodate/reschedule her appointment. Staff will follow up with Mrs. Romero and forward the issue to L.A. Care VIP.</p> <ul style="list-style-type: none"> ○ Tyonna Baker will follow-up with Mary Romero and forward her issue to the L.A. Care VIP line. ● Members received the following information based on comments and questions: <ul style="list-style-type: none"> ○ Some of the issues resolutions cannot be reported back due to HIPAA, staff cannot disclose the outcome or resolution of a personal member issue. It is up to that member to report back to the committee the resolution but if there is opportunity to bring forth information that will educate members on a process, we will do that based on the member issues being brought forward. 	
B. Public Comments (10 min)	Agenda Lead
<p>A. Public member will speak for up to 2 minutes.</p> <ul style="list-style-type: none"> ● Andria McFerson commented on RCAC members rights regarding discussions outside the meeting and the new RCAC member term limits. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p>
C. Evaluations (10 min)	Agenda Lead
<p>A. Complete meeting evaluation forms</p> <ul style="list-style-type: none"> ● RCAC 6 members had the opportunity to complete the meeting evaluation form. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p> <p><i>Tyonna Baker, CO&E Field Specialist</i></p>
D. Adjournment	Agenda Lead
<ul style="list-style-type: none"> ● The meeting adjourned at 12:30pm. ● Next Meeting Date: Wednesday, October 16, 2024 from 10:00 a.m. to 12:30 p.m. at the Lynwood Community Resource Center at 3200 E. Imperial Hwy, Lynwood, CA 90262 	<p><i>Joyce Sales, Interim RCAC Chair</i></p>

Respectfully Submitted by: 

Approved by: 

Tyonna Baker, *Community Outreach Field Specialist*

Joyce Sales, *RCAC 6 Chair*