



Regional Community Advisory Committee (RCAC) Region 6

Lynwood Community Resource Center

3200 E. Imperial Hwy, Lynwood, CA 90262

Wednesday, October 16, 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	Evangelina Cantero Avila	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	U	Edith Moreno	P	Auleria Eakins , <i>Community Outreach Manager</i>
Maria E. Rivas	P	Esther Rivas	P	
Mary Romero	E			
Hilda Perez	P			
Olivia Avalos	U			
Araceli Aragon	U			

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

Public Attendance	Interpreter Attendance
Jennifer Penalosa	Andrew Yate
Zoyla Jorge	Izmir Coello
Vivian Tang	
Yolanda Rodriguez	

MEETING SUMMARY, DISCUSSION AND FOLLOW UP	
I. Welcome & Introduction (15 min)	Agenda Lead
<p><i>Call Meeting to Order</i></p> <ul style="list-style-type: none"> Joyce Sales, RCAC 6 Chair, called the meeting to order. RCAC 6 members went around and said their names, where they live, and something they like about the holidays. <p><i>Approval of Agenda</i></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 Evangelina Cantero Avila and seconded by Lottie Cleveland. RCAC 6 members approved the agenda as presented. <p><i>Review Group Agreements</i></p> <ul style="list-style-type: none"> RCAC Chair read the group agreements and asked committee members if they had any additional agreements they would like to add. No new agreements were presented. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p> <p><i>Tyonna Baker, CO&E Field Specialist</i></p>
II. Meeting Minutes Approval (5 min)	Agenda Lead
<p><i>Meeting Minutes Approval</i></p> <ul style="list-style-type: none"> RCAC 6 members had five minutes to review the September meeting minutes. The meeting minutes was motioned for approval by Edith Moreno and seconded by Esther Rivas. RCAC 6 members approved the meeting minutes as presented. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p> <p><i>RCAC 6 Members</i></p>
III. L.A. Care Updates (20 min)	Agenda Lead
<p><i>RCAC Chairperson Highlights</i></p> <ul style="list-style-type: none"> Staff explained that the "RCAC Chairperson Highlights" is an opportunity for the RCAC 6 Chair and committee members to discuss their experience at the Temporary Transitional Executive Community Advisory Committee (TTECAC) meeting, Board of Governors (BOG) meeting, and other RCAC related events. A member of RCAC 6 recommended including the BOG and TTECAC reports on future agendas. The committee member shared highlights from the October BOG meeting, focusing on several key topics: 	<p><i>Tyonna Baker, CO&E Field Specialist</i></p>

- **Medical School Scholarship & Loan Repayment Grant:** L.A. Care offers these programs to support medical professionals.
 - **Housing Services:** The committee member inquired about the housing services available through L.A. Care and how members can access them.
 - **Pilot Program with L.A. Fire Department:** A collaboration with the L.A. Fire Department involves 20 providers working to reduce emergency service use among L.A. Care members.
 - **Community Health Investment Fund (CHIF):** CHIF focuses on addressing maternal health disparities, especially among Black women. The committee member raised concerns about the allocation of CHIF funds and noted that providers in region 6 are underrepresented.
 - **Educational Overview of L.A. Care:** The committee member suggested a presentation to the committee on how L.A. Care operates. This would help members better understand the organization and identify ways to bring in relevant speakers and resources.
 - **Concerns about Board Meeting Outcomes:** The committee member noted that concerns raised during the BOG meeting were not always taken seriously. The committee member requested that all concerns discussed in future meetings be included in the minutes, along with actions or resolutions taken.
- Staff informed members that further research will be conducted on the programs mentioned, and these topics will be presented at a future meeting. Staff will also provide a status update during the next RCAC 6 meeting.

CO&E Department Updates

- November BOG and November TTECAC Volunteers
 - The following members volunteered to attend the November TTECAC and BOG meeting:
 - Evangelina Cantero Avila volunteered to attend the November BOG Meeting scheduled for Thursday, November 7, 2024.
 - Esther Rivas volunteered to attend the November TTECAC Meeting scheduled for Wednesday, November 13, 2024.
 - Evangelina Cantero Avila and Esther Rivas were both provided with a reminder sheet.
- Board of Governors Motion Summary and 2025 Application
 - Staff explained that the BOG Motion Summary and 2025 Application documents were presented at the October TTECAC meeting. All members received copies of the documents for review and had the opportunity to provide feedback. Members did not have any additional feedback.

- Questions and Comments from RCAC 6 Members
 - RCAC 6 members had questions regarding the BOG election process and content of the documents presented.
 - Members received an overview of the BOG election process with the following information:
 - The RCACs elect two representatives, a “consumer member” and a “member advocate.” Currently Fatima Vasquez represents the consumer member seat (R7) and Layla Gonzalez represents member advocate seat (R3) are the two members representing the consumer members on the Board of Governors. These seats are voted on every four years.
 - The BOG elections, scheduled for 2020, were delayed due to COVID-19. In 2023, a temporary election was held to fill Hilda Perez’s position for one year, as she reached the maximum term limit of 8 years. Fatima Vasquez was elected to fill this position for one year, and now the RCACs are considering extending her role.
 - TTECAC is the committee responsible for voting on the BOG election process. The election process and timeline are outlined in the documents. Revisions to the process were made, and TTECAC is waiting for feedback from the RCACs before taking any action. Once approved, applications for the "consumer member" and "member advocate" positions will open, and candidates can begin campaigning.
 - One revision to the election process is returning to a larger, conference-style event for voting, allowing candidates to answer questions from RCAC members. The revisions also clarify the definition of “consumer member” and “member advocate.”
 - RCAC 6 members asked about the motion process.
 - Members were informed that the role of the advisory committee is to advise and make recommendations to L.A. Care. The committee can agree to take a concern/issue to ECAC, ECAC does further investigation, then brings the recommendation to the Board of Governors.
 - A RCAC 6 member requested that there be a presentation on the BOG election process so that committee members can ask questions and gain more clarity on the process.

A. Member Experience Feedback & Updates (35 min)

Agenda Lead

Discuss Member Experiences

- Maria Rivas reported an incident involving an acquaintance at a Community Resource Center (CRC), where personal information, including a Social Security number, was requested to take a class. Following this, the acquaintance faced issues with their Medi-Cal eligibility. Maria requested to keep the acquaintance and CRC location anonymous.
 - A CRC Representative informed Maria that personal information should not be requested at the CRC. The CRC Representative encouraged committee members to request a supervisor or manager if a situation like this occurs.
 - Staff also informed Maria that the CRCs have enrollment specialists available. Enrollment specialists may request an individual's Social Security number to assist with Medi-Cal enrollment.

- Edith Moreno shared an experience of having to advocate for a closer mammogram appointment. Ms. Moreno stated that she was initially referred to a provider in Cerritos, but after calling, she was able to secure an appointment in Downey, which is closer to where she lives. Ms. Moreno also shared a story about her primary care clinic being switched unexpectedly, so she called and requested to change it back to her original clinic, which was successfully done. Ms. Moreno emphasized the importance of self-advocacy.

- Zoyla George, a public member, shared her experience transitioning from private insurance to Medi-Cal, citing long wait times for appointments and providers being far away from her area of residence. Ms. George noted that her experience might differ from long-term L.A. Care members and agreed that these issues should be presented to TTECAC by the RCAC chair.

- Joyce Sales echoed similar concerns regarding long wait times for appointments and providers being far from her area of residence. Ms. Sales stated that the provider network is limited due to administrative challenges related to Medi-Cal, which results in a small selection of providers. Ms. Sales questioned how incentives could be offered to encourage more doctors to join the network, thereby increasing the availability of services.
 - Staff informed the committee that this issue can be brought to the TTECAC to see if other regions are experiencing the same issue.

- Yessica Chavez shared a story about advocating for her daughter, who had been misdiagnosed, and the long wait times for appointments during the process of receiving an accurate diagnosis. Ms. Chavez highlighted the need for persistence and advocacy in healthcare.

*Tyonna Baker, CO&E
Field Specialist*

*Martin Vicente, CO&E
Field Specialist*

RCAC 6 Members

- Silvia Sosio stated that a common theme among all the shared experiences is the failure of primary care. Ms. Soto suggested that perhaps a stimulus is needed to ensure clinics are properly staffed.
- Hilda Perez informed committee members that their L.A. Care member ID card has contact information on the back. Ms. Perez also notified them that the CRCs host new member orientations where they can learn about their rights and responsibilities as L.A. Care members. Ms. Perez then referred to a previous motion where L.A. Care partnered with a medical group in the Antelope Valley because RCAC 1 members advocated that they did not have access to care near them. Lastly, she informed the committee that that they can make a motion outlining how they want L.A. Care to rectify this issue.
- Joyce Sales suggested that committee members discuss this further during the next RCAC 6 meeting on December 18th, 2024.
 - Staff informed the committee that the Chair can raise these concerns at the November TTECAC meeting during the "Member Issues" section of the agenda. The Chair can also inform TTECAC that RCAC 6 will present a motion in the future, providing an opportunity to determine if other regions are experiencing similar issues. Staff also advised the committee to consider what action they would like L.A. Care to take, such as providing training or education, and to keep in mind that this motion would be a recommendation. The final decision will be made by the Board of Governors. Additionally, staff clarified that RCACs bring motions to TTECAC, and TTECAC then takes them to the BOG.
- Staff will collaborate with the RCAC Chair to bring these access issues to the November TTECAC meeting to assess whether similar challenges are being experienced across all regions.

Staff will assist RCAC 6 members in creating a motion to present at the next RCAC 6 meeting for submission to TTECAC.

A. Break (5 min)

Agenda Lead

An opportunity to take a 5-minute break.

Joyce Sales, Interim RCAC Chair

- Due to time constraints, RCAC 6 members decided to not take a 5-minute break.

B. New Business (30 min)

Agenda Lead

RCAC Chair and Vice-Chair Information and Nominations

- RCAC 6 members received information about the RCAC Chair and Vice Chair nomination and election process including the following material:
 - Election Letter
 - Staff explained that the election letter outlines the details regarding when the election will take place and how to nominate RCAC 6 members.
 - RCAC Chair and Vice Chair General Roles, Responsibilities, and Qualifications
 - Staff explained that this document outlines the roles and responsibilities of the RCAC Chair and Vice Chair and encouraged the committee to review this document if they are interested in either position.
 - Chair and Vice Chair Nomination Form for RCAC 6
 - Staff explained that the nomination form lists the eligible RCAC 6 members who can be elected for Chair or Vice Chair. If members are interested in nominating a committee member (including themselves), they can mark an "X" next to the name and position they wish to nominate them for. Staff also clarified that if a member nominate someone, the nominee will be contacted to confirm whether they wish to run. This means that nominating someone does not guarantee their acceptance; they have the right to decline. For those who accept a nomination, they will need to write a brief statement explaining why they wish to be elected. Nominee will also have the opportunity to present a statement on the day of the election, December 18th, 2024. If members are unsure whether to run or nominate someone, they can submit nomination later by calling the CO&E Toll-Free Line or emailing us at the CO&E Advisory Email. In the message, please include the full name and position of the individual you wish to nominate, as well as your name and RCAC number, so we can properly document your nomination. The deadline for submitting nominations is December 4.

- Questions and Comments from RCAC 6 Members
 - How many people can you nominate?
 - Staff informed members that there is no limit on the people you wish to nominate.
 - If a name is not on the list can someone add/write in a name?
 - Staff informed members that everyone that is listed on the nomination form is eligible to run for Chair or Vice Chair. To run for these positions, you must be an active L.A. Care member.

*Tyonna Baker, CO&E
Field Specialist*

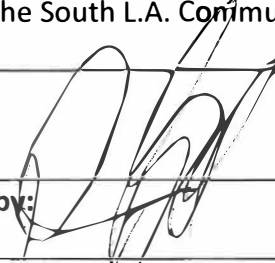
RCAC 6 Members

<ul style="list-style-type: none"> ○ Will RCAC members be required to attend three community events during the year? <ul style="list-style-type: none"> ▪ Staff informed members that they do not have an answer now, as plans are still being finalized. More information will be provided at future meetings. ○ A RCAC 6 member encouraged new committee members to run for the position because it is a big opportunity to be a representative. The member stated that everyone is here to learn and to believe in themselves. ○ A RCAC 6 member shared her experience as RCAC chair and encouraged members to participate and she informed members this is a good opportunity to connect with people and personal growth. 	
Future Agenda Items (10 min)	Agenda Lead
<p><i>Discuss Future Agenda Items</i></p> <ul style="list-style-type: none"> • The RCAC 6 members agreed to have the following topics as future agenda items: <ul style="list-style-type: none"> ○ Information on transportation services offered by L.A. Care via Call the Car. ○ Presentation from an L.A. Care representative regarding housing services and resources available and how the navigation process works. <ul style="list-style-type: none"> ▪ Staff informed the committee that L.A. Care does not have a housing department. To be referred to housing services members should call member services where they will complete an intake to determine eligibility for housing navigation services. ▪ Staff also informed members that if CO&E cannot obtain an L.A. Care representative to present, staff will bring the content and present it to the committee. ○ Discussion on how the committee will handle public comments during the RCAC meeting. <ul style="list-style-type: none"> ▪ The committee disagreed on how public comments should be taken at the RCAC 6 meetings. Some members would like the public to have the opportunity to comment and ask questions at the beginning or end of each agenda item. While others would like the public to have the opportunity to comment at the beginning or end of each agenda item, but the comment should be timed to keep the meeting on-time. Staff advised that this discussion will continue at the next RCAC 6 meeting on December 18th, 2024 due to time constraints. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p> <p><i>Tyonna Baker, CO&E Field Specialist</i></p> <p><i>RCAC 6 Members</i></p>
Public Comments (10 min)	Agenda Lead

<p><i>Public member will speak for up to 2 minutes.</i></p> <ul style="list-style-type: none"> • There were no public comments. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p>
<p>Resource Sharing & Meeting Evaluations (10 min)</p>	<p>Agenda Lead</p>
<p><i>Resource Sharing</i></p> <ul style="list-style-type: none"> • RCAC 6 chair informed members that there are flyers for several events, resources for families and youth available. The Chair also mentioned that Taste of Soul is a big event happening this weekend and L.A. Care will have a table. • Staff informed members to send any resources that they would like printed in advance and to provide any materials in both English and Spanish if possible. This is important because RCAC 6 has both monolingual English and Spanish speaking members. • A RCAC 6 member announced that Watts Health Care is having a resource fair on October 26th and the theme is breast cancer awareness. <p><i>Complete meeting evaluation forms</i></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> <p><i>RCAC 6 Members</i></p>
<p>Adjournment</p>	<p>Agenda Lead</p>
<ul style="list-style-type: none"> • The meeting adjourned at 12:30pm. • Next Meeting Date: Wednesday, December 18, 2024, from 10:00 a.m. to 12:30 p.m. at the South L.A. Community Resource Center at 5710 Crenshaw Blvd, Los Angeles, CA 90043 	<p><i>Joyce Sales, Interim RCAC Chair</i></p>

<p>Respectfully Submitted by:</p>	<p>Approved by:</p>
<p><i>Tyonna Baker, Community Outreach Field Specialist</i></p>	<p><i>Joyce Sales, RCAC 6 Chair</i></p>

<p><i>Public member will speak for up to 2 minutes.</i></p> <ul style="list-style-type: none"> • There were no public comments. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p>
<p>Resource Sharing & Meeting Evaluations (10 min)</p>	<p>Agenda Lead</p>
<p><i>Resource Sharing</i></p> <ul style="list-style-type: none"> • RCAC 6 chair informed members that there are flyers for several events, resources for families and youth available. The Chair also mentioned that Taste of Soul is a big event happening this weekend and L.A. Care will have a table. • Staff informed members to send any resources that they would like printed in advance and to provide any materials in both English and Spanish if possible. This is important because RCAC 6 has both monolingual English and Spanish speaking members. • A RCAC 6 member announced that Watts Health Care is having a resource fair on October 26th and the theme is breast cancer awareness. <p><i>Complete meeting evaluation forms</i></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> <p><i>RCAC 6 Members</i></p>
<p>Adjournment</p>	<p>Agenda Lead</p>
<ul style="list-style-type: none"> • The meeting adjourned at 12:30pm. • Next Meeting Date: Wednesday, December 18, 2024, from 10:00 a.m. to 12:30 p.m. at the South L.A. Community Resource Center at 5710 Crenshaw Blvd, Los Angeles, CA 90043 	<p><i>Joyce Sales, Interim RCAC Chair</i></p>

<p>Respectfully Submitted by:</p>	<p>Approved by:</p> 
<p><i>Tyonna Baker, Community Outreach Field Specialist</i></p>	<p><i>Joyce Sales, RCAC 6 Chair</i></p>