



Regional Community Advisory Committee (RCAC) Region 7

East L.A. Community Resource Center

4801 Whittier Blvd. East Los Angeles, CA 90022

Tuesday, September 24, 2024

10:00 a.m. – 12:30 p.m.

Meeting Summary

Member Attendance		Staff/Management Present		
Brynette Cruz	P	Martha Pedroza	P	Hilda Herrera, Community Outreach Field Specialist
Maria L. Alvarado	P	Maritza Lebron	P	Ramon Garcia, Community Outreach Field Specialist
Norma Flores	P	Maria Toscano	P	Idalia De La Torre, Community Outreach Field Specialist Supervisor
Gisela Brigido	P	Maria Guadalupe Villasenor	P	
Sarai Angeles	P	Guadalupe Perez	P	
Aida Aguilar	P	Fatima Vasquez	P	
Marta Perez	P	Elsa Martinez	P	
Damarez O. Hernandez de Cordero	P			
Nereyda Ibarra	P			
Janner Gavidia	P			
Luci Jeronimo	P			
Maria de Lourdes Ascencio	P			
Marlene Paz	P			
Fresia Paz	P			

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

Public Attendance	Interpreter Attendance
Andria McFerson	Izmir Coelho
Maria Socorro Serrano	Andrew Yates

<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>a. Damares Hernandez, Interim RCAC Chair, welcomed everyone and called the meeting to order at 10:00 a.m.</li> <li>b. Damares Hernandez asked the RCAC members to review the agenda for approval.</li> </ul> <p><b>B. Approval of Agenda</b></p> <ul style="list-style-type: none"> <li>a. Damares Hernandez asked for a motion to approve the agenda.</li> <li>b. Aida Aguilar, RCAC 7 member, approved the motion and Maria Lourdes Ascencio, second the motion.</li> <li>c. There was no further discussion, and the committee approved the agenda as presented.</li> </ul> <p><b>C. Group Connection</b></p> <ul style="list-style-type: none"> <li>a. Damares Hernandez, Interim RCAC Chair, introduced and provided instructions for the group connection activity.</li> <li>b. The group went around the room to present themselves and share a fun fact about themselves.</li> </ul>	<p><i>Damares Hernandez, Interim RCAC Chair</i></p> <p><i>Hilda Herrera, CO&amp;E Field Specialist</i></p>
<b>II. Develop RCAC Group Agreement (15 min)</b>	<b>Agenda Lead</b>
<p><b>A. Review Basic Group Agreements</b></p> <ul style="list-style-type: none"> <li>a. During this section of the agenda, Damares Hernandez initiated the review of the Group Agreement and requested volunteers to read each agreement.</li> <li>b. RCAC members volunteered to read each of the agreements presented.</li> <li>c. The interim RCAC Chair asked the members if anyone would like to add to the agreements for RCAC 7.</li> <li>d. Aida Aguilar stated that she would like to add an additional group agreement: Members to arrive on time to the meeting. The group agreed to add this to the RCAC 7 group agreements.</li> <li>e. Nereyda Ibarra stated that she would like to add an additional group agreement: Put phone on silent and if you need to take a call step outside. The group agreed to add this to the RCAC 7 meeting agreements.</li> </ul>	<p><i>Damares Hernandez, Interim RCAC Chair</i></p> <p><i>RCAC Members</i></p>

III. L.A Care Updates (10 min)	Agenda Lead
<p data-bbox="79 298 470 331"><b>A. L.A. Care Internal Updates</b></p> <p data-bbox="163 376 642 409"><b><u>RCAC Chair and Vice-Chair Elections</u></b></p> <ul data-bbox="128 415 1638 1149" style="list-style-type: none"> <li data-bbox="128 415 1075 448">• Ramon Garcia gave an update on RCAC Chair and Vice-Chair Elections: <ul data-bbox="216 454 1638 1149" style="list-style-type: none"> <li data-bbox="216 454 1556 487">○ Chair and Vice-Chair nominations are set to open in October and November – November for RCAC 7</li> <li data-bbox="216 493 1167 526">○ All RCAC 7 members are welcome and eligible to apply as a candidate.</li> <li data-bbox="216 532 1619 604">○ Nominations will close and we will move forward with voting during December/January meeting cycles – January for RCAC 7.</li> <li data-bbox="216 610 1638 682">○ All candidates who accept nominations for each position will be allowed to speak for 2 minutes before the elections occur during the January meeting.</li> <li data-bbox="216 688 1566 760">○ After RCAC members vote for their candidates, the names will be forwarded to the February TTECAC meeting for review and consent before being forwarded to BOG for final approval.</li> <li data-bbox="216 766 1062 799">○ BOG will review and approve during the March 2025 meeting.</li> <li data-bbox="216 805 1268 837">○ TTECAC members will continue in their roles until the February 2025 meeting.</li> <li data-bbox="216 844 1079 876">○ New elected Chairs will sit as ECAC members in March of 2025.</li> <li data-bbox="216 883 1310 915">○ 2 At-Large members will remain in their roles (Lluvia Salazar and Deaka McClain).</li> <li data-bbox="216 922 1276 954">○ At-large member elections will take place during the April 2025 ECAC meeting.</li> <li data-bbox="216 961 1619 1032">○ All RCAC members interested in applying for At-Large positions will submit an application and attend the April 2025 ECAC meeting.</li> <li data-bbox="216 1039 1608 1110">○ During the April 2025 ECAC meeting, ECAC will vote for the two At-Large member positions and forward the names to BOG for final approval in May.</li> <li data-bbox="216 1117 1556 1149">○ May 2025, ECAC will be complete with 8 RCAC Chair representatives and 2 At-Large representatives.</li> </ul> </li> </ul> <p data-bbox="69 1195 537 1227"><b>Questions from the RCAC member:</b></p> <ul data-bbox="117 1234 1629 1383" style="list-style-type: none"> <li data-bbox="117 1234 1045 1266">• Question: What are the two other two positions? What do they do? <ul data-bbox="216 1273 1629 1383" style="list-style-type: none"> <li data-bbox="216 1273 1629 1383">○ Answer: The two seats are the ECAC At-large positions, and they are elected by the ECAC committee. One represents all product lines for L.A. Care Health Plan and the other position represents the Seniors and people with disabilities community.</li> </ul> </li> </ul> <p data-bbox="69 1390 512 1422"><b><u>TTECAC/ECAC and BOG Meetings</u></b></p>	<p data-bbox="1682 289 1961 360"><i>Ramon Garcia, CO&amp;E Field Specialist</i></p>

<ul style="list-style-type: none"> <li>• Ramon invited members to volunteer to attend future TTECAC/ECAC and BOG meetings.</li> <li>• Members will receive a stipend for attending these meetings.</li> <li>• Transportation is provided for members.</li> <li>• Nereyda Ibarra volunteered, and the RCAC 7 members agreed that she would attend the BOG meeting on October 3, 2024, from 1pm-5pm.</li> <li>• Fresia Paz volunteered, and the RCAC 7 members agreed that she would attend the TTECAC meeting on October 9, 2024, from 10am-1pm.</li> <li>• Maria Toscano volunteered, and the RCAC 7 members agreed that she would attend the BOG meeting on November 7, 2024, from 1pm-5pm.</li> <li>• Aida Aguilar volunteered, and the RCAC 7 members agreed that she would attend the TTECAC meeting on November 13, 2024, from 10am-1pm.</li> <li>• RCAC members will be alternating to allow multiple members the opportunity to attend TTECAC/ECAC and BOG meetings.</li> </ul>	
<p><b>IV. Review New Agenda Format (30 min)</b></p>	<p><b>Agenda Lead</b></p>
<ul style="list-style-type: none"> <li>• Understanding the RCAC and the Agenda as a Tool <ul style="list-style-type: none"> <li>○ Hilda asked members to look for the new agenda format located in each of their folders.</li> <li>○ The purpose of the new agenda format, after the RCAC restructure, is to provide members with more opportunities for open discussion.</li> <li>○ Some of the topics included in the new agenda format include:</li> <li>○ Meeting information: <ul style="list-style-type: none"> <li>▪ Date, Address, Time</li> <li>▪ Goals for the meeting</li> </ul> </li> <li>○ Meeting Agenda <ul style="list-style-type: none"> <li>▪ Welcome and Introductions <ul style="list-style-type: none"> <li>• Call the meeting to order</li> <li>• Review group agreements</li> <li>• Review agenda</li> </ul> </li> <li>▪ Meeting Minutes Approval</li> <li>▪ L.A. Care Updates</li> </ul> </li> </ul> </li> </ul>	<p><i>Hilda Herrera, CO&amp;E Field Specialist</i></p>

- Where we provide updates to members on new information.
  - Continued Business
    - Invite other departments to join meetings and interact with our members.
  - Break
  - New Business
  - Public Comments
  - Resource Sharing & Meeting Evaluations
  - Adjournment
- Continued by reviewing the Community Outreach & Engagement Department Mission on the back of the agenda and asked for a volunteer to read the mission.
- Reviewed “A Promise to Our RCAC”
- Hilda reminded members that they had index cards available to write down questions/comments that we didn’t have time to get to during the meeting.
- Meeting materials are available prior to the meeting on the L.A. Care website, CRC, and via mail and email.
- Field Specialist information is always available on the agenda (Hilda & Kristina) along with the CO&E email and toll-free line.

**Recommendations:**

- Andria McFerson member of the public recommended that BOG motions and bimonthly planning for events/budgeting should be on the agenda.

**Questions from the RCAC Members:**

- Question: Maritza Lebron asked if the focus groups will take place during the RCAC meetings. If so, there will not be sufficient time at the RCAC meetings.
  - Answer: If there is a need for a focus group on a specific topic it will not take place at the RCAC meetings. Staff will schedule a different venue for that focus group discussion. Also, under continued business, we will have an opportunity for more member dialogue.

**V. Break (10 min)**

**Agenda Lead**

<p><b>A.</b> An opportunity to take a 10-minute break.</p> <p>a. Members took a 10-minute break.</p>	<p><i>Damares Hernandez, Interim RCAC Chair</i></p>
<p><b>VI. Ralph M. Brown Act (30 min)</b></p>	<p><b>Agenda Lead</b></p>
<p><b>A.</b> Review Ralph M. Brown Act</p> <ul style="list-style-type: none"> <li>• Hilda Herrera gave a presentation on the Ralph M. Brown Act. The topics are as follows:</li> <li>• The Brown Act is about ensuring transparency for the public.</li> <li>• Our meetings are open to the public – anyone can attend.</li> <li>• The Right of Access <ul style="list-style-type: none"> <li>○ All meetings of the legislative body of a local agency shall be open and public, and all persons shall be permitted to attend any meeting of the legislative body of a local agency.</li> </ul> </li> <li>• Applies Broadly <ul style="list-style-type: none"> <li>○ Legislative Bodies <ul style="list-style-type: none"> <li>▪ Boards of Supervisors</li> <li>▪ City Councils</li> <li>▪ School Boards</li> <li>▪ Other subsidiary committees, boards, Boards of Trustees of Special Districts</li> </ul> </li> <li>○ Appointed Bodies <ul style="list-style-type: none"> <li>▪ Planning Commissions,</li> <li>▪ Civil Service Commissions, and</li> <li>▪ Public Entity, i.e., L.A. Care Health Plan</li> <li>▪ Acting as Local Authority for Medicaid</li> </ul> </li> </ul> </li> <li>• Meeting <ul style="list-style-type: none"> <li>○ A gathering of a majority (or quorum) of the members of the legislative body at the same time and location to: <ul style="list-style-type: none"> <li>▪ HEAR</li> </ul> </li> </ul> </li> </ul>	<p><i>Hilda Herrera, CO&amp;E Field Specialist</i></p> <p><i>RCAC Members</i></p>

- DISCUSS
- DELIBERATE
- TAKE ANY ACTION

- Types

- REGULAR MEETING: occurring at the dates, times, and locations set by resolution, ordinance, or other formal action.

- Exceptions

- The Brown Act does not apply to the following:
  - Individual Contacts
  - Conferences
  - Community Meetings
  - Other Legislative Bodies
  - Social or Ceremonial Events
  - Standing Committees
  - Grand Jury Testimony

- Standing Committee (ECAC & RCACs)

- Less than a quorum of members;
- Includes other individuals not on the legislative body;
- Advisory or Decision-making;
- Continuing jurisdiction over a particular subject matter;
- Fixed meeting schedule.

- Ad-Hoc Committee

- Less than a quorum of members
- Advisory only
- Short-term; not ongoing
- No fixed meeting schedule.

- Agenda

- DETAIL: Agenda items must have enough detail to give the public a reasonable idea of what will be discussed or acted upon. If it's not on the agenda, it cannot be discussed.
- LOCATION: List the location of the meeting and the location for document inspection.

- NOTICE: Regular Meetings must be posted 72 hours before. Special Meetings must be posted 24 hours before.
- Adding to the Agenda
  - After the agenda is posted, an item may be added only if one of the following occurs:
    - **EMERGENCY**: when prompt action is needed because of actual or threatened disruption of public facilities (only applies to bodies with ultimate decision-making authority).
    - **NEW ITEMS**: unknown at the time of the original posting and immediate action needed.
- Public's Rights
  - Members of the public have the right to:
    - Not give their name as a condition
    - precedent to attend;
    - Record the meeting;
    - Comment and Criticize.
  - Members of the public must be allowed to comment on:
    - Any agenda item, before or during the consideration of the item; and
    - On any matter within the Board's jurisdiction.
- Public Comment
  - Fair and reasonable rules may be adopted to assist the body in processing comments from the public.
  - Regulating time is OK if reasonable.
  - Regulating content is not OK.
  - At least twice the allotted time should be provided to a member of the public who utilizes a translator unless simultaneous translation is utilized.
  - Public comment is not a debate. Avoid back and forth.
- Public's Right to Documents
  - The public can make a standing request for copies of agenda materials:
  - Request must be made in writing;
  - Request is effective for one year;
  - Subject to fees for copying and postage;
  - Failure to send packet can invalidate action
  - Materials provided to a majority of a body, unless exempt must be provided to members of the public.



- Serial Meetings
  - A serial meeting is typically a series of communications (face-to-face, telephone, e-mail, text, social media), each of which involves less than a quorum of the body, but which taken as a whole, involves a majority of the body's members.
  - General Rule: A Majority may not use a series of communications, directly or through intermediaries, to discuss agency business.
- Permitted
  - A member of a legislative body may engage in **“separate” communications with the public** using an internet-based social media platform that is open and accessible to the public regarding a matter that is within the subject matter jurisdiction of that body, provided that a "majority" do not discuss among themselves **business of a "specific nature”**.
  - A member of a legislative body may use social media to discuss personal matters with another member of a legislative body.
- Prohibited
  - A majority may not use an internet-based social media platform to discuss agency business.
  - Communication posted or shared by another member regarding agency business on an internet-based social media platform (No likes, thumbs up, emojis, or other symbols).
- Violating the Brown Act
  - Criminal Penalties
    - Knowing violations are a misdemeanor.
  - Civil Remedies
    - Any interested person may bring a lawsuit for declaratory and injunctive relief.
    - Body has chance to cure and correct.
    - Certain illegal action may be voided.
    - Costs and attorney fees awarded.
- Hilda concluded the presentation and asked the members if there were any questions.

**Questions from the RCAC members:**

- Question: Member asked if the committee can ask other members, including the public, not to record RCAC meetings.
  - Answer: CO&E staff will follow up on this question and provide an answer at the following meeting.

<ul style="list-style-type: none"> <li>• Question: Member asked if the committee can exclude the public from speaking on the member experience section at the RCAC meetings? <ul style="list-style-type: none"> <li>○ Answer: The public will be allowed to speak on Agenda items only if there is enough time on the agenda and the chair allows the public to speak.</li> </ul> </li> </ul>	
<b>VII. Member Feedback (20 min)</b>	<b>Agenda Lead</b>
<ul style="list-style-type: none"> <li>• Discuss Member Experiences</li> <li>• Members asked if there is a way to offer more training to CSC staff. Members mentioned there is a lack of training and empathy, as well as long wait times. Multiple surveys are also being received after the initial phone calls.</li> <li>• Members suggest that when grievances are filed, L.A. Care may not be properly following up with provider offices.</li> <li>• Members informed that doctor’s offices are billing for services that have not been received by the members.</li> <li>• Hilda Herrera - advised all members to contact the customer solutions department at 888-839-9909 to report any issues with health care services. Members do not have to wait until the RCAC meeting takes place to share their member issues.</li> </ul>	<p><i>Damares Hernandez, Interim RCAC Chair</i></p> <p><i>Hilda Herrera, CO&amp;E Field Specialist</i></p> <p><i>RCAC Members</i></p>

<b>VIII. Public Comments (10 min)</b>	<b>Agenda Lead</b>
<ul style="list-style-type: none"> <li>Public members will speak for up to 2 minutes.</li> <li>Andria McFerson public member– shared a personal anecdote where she recently went to the emergency room and was diagnosed with a sprain but received a second opinion from a specialist and was told that it was a fracture.</li> <li>Hilda Herrera informed all members the polo shirts will be distributed.</li> </ul>	<i>Damares Hernandez, Interim RCAC Chair</i>
<b>IX. Evaluations (10 min)</b>	<b>Agenda Lead</b>
<p><b>A.</b> Complete meeting evaluation forms</p> <p>a. RCAC members took time to complete their evaluation forms.</p>	<i>Damares Hernandez, Interim RCAC Chair</i>  <i>Hilda Herrera, CO&amp;E Field Specialist</i>
<b>X. Adjournment</b>	<b>Agenda Lead</b>
<ul style="list-style-type: none"> <li>The meeting adjourned at 12:30 p.m.</li> <li><b>Next Meeting Date: Friday, November 15, 2024, from 10:00 a.m. to 12:30 p.m. at the Norwalk Community Resource Center at 11721 Rosecrans Ave. Norwalk, CA 90650</b></li> </ul>	<i>Damares Hernandez, Interim RCAC Chair</i>

<b>Respectfully Submitted by:</b>	<b>Approved by:</b>
<i>Hilda Herrera, Community Outreach Field Specialist</i>	<i>Damares Hernandez, Interim RCAC 7 Chair</i>

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<b>Respectfully Submitted by:</b>	<b>Approved by:</b> 
<i>Hilda Herrera, Community Outreach Field Specialist</i>	<i>Damares Hernandez, Interim RCAC 7 Chair</i>