



Regional Community Advisory Committee (RCAC) Region 7

Norwalk Community Resource Center

11721 Rosecrans Ave. Norwalk, CA 90650

Friday, November 15, 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 II
Maria L. Alvarado	P	Maritza Lebron	P	Martin Vicente, Community Outreach Field Specialist III
Norma Flores	P	Maria Toscano	P	
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	
Dameres 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
Maria Socorro Serrano	Andrew Yate
Gabriel Paz, Helpline Youth Counseling, Inc.	Izmir Coello

Layla Gonzalez, Board of Governors Member Advocate	
Vivian Tang, L.A. Care Health Plan	

MEETING SUMMARY, DISCUSSION, AND FOLLOW UP	
I. Welcome & Introduction	Agenda Lead
<p>A. Call Meeting to Order</p> <ul style="list-style-type: none"> • Maritza Lebron, Interim RCAC Chair, welcomed everyone and called the meeting to order at 10:00 a.m. • All members of the public introduced themselves. <p>B. Approval of Agenda</p> <ul style="list-style-type: none"> • RCAC 7 members had five minutes to review today’s agenda. • The agenda was motioned for approval by Damares Hernandez and seconded by Aida Aguilar. • RCAC 7 members approved the agenda as presented. <p>C. Review Basic Group Agreements</p> <ul style="list-style-type: none"> • Several RCAC 7 members volunteer to read the group agreements aloud. Members were asked if they wanted to propose any additional agreements, and none were presented. 	<p><i>Maritza Lebron, Interim RCAC Chair</i></p>
II. Meeting minutes approval	Agenda Lead
<p>A. Approval of meeting minutes</p> <ul style="list-style-type: none"> • RCAC 7 members had five minutes to review the September 24th meeting minutes. • The minutes were motioned for approval by Sarai Angeles and seconded by Damares Hernandez. • RCAC 7 members approved the September 24th meeting minutes as presented. 	<p><i>Maritza Lebron, Interim RCAC Chair</i></p> <p><i>RCAC Members</i></p>
III. L.A Care Updates	Agenda Lead

A. RCAC Chairperson Highlights

- Maritza Lebron informed the group that she is currently in the learning process regarding L.A. Care’s Board of Governors meetings. She shared those discussions at the meeting included upcoming changes with the new administration. Mrs. Lebron also spoke about Proposition 35 and how it will support healthcare providers. She updated the group on RCAC 8’s motion regarding the availability of mobility hoists at doctor’s offices. Additionally, she requested that staff be recognized for their consistent support of members during all meetings.
- Nereida Ibarra shared her experience attending the Board of Governors (BOG) meeting and highlighted that one key takeaway was learning about the rules of the Brown Act.
- Fresia Paz attended the TTECAC meeting and shared that L.A. Care’s Community Resource Centers will be signing a new contract with Blue Shield, which is set to be completed within two months and extend for an additional five years. Mrs. Paz also informed the group that the South Los Angeles Resource Center opened on October 11, 2024. Additionally, she mentioned a presentation on L.A. Care’s strategic vision for 2024-2027.
- Aida Aguilar shared her experience attending the ECAC meeting and informed members about L.A. Care’s CEO retiring. She also provided an update on the approval of two new members: Angelica Alvarez for RCAC 2 and Yessica Chavez for RCAC 6. Additionally, Mrs. Aguilar shared information about L.A. Care’s health promoters’ program and the various educational services they offer in the community.
- Lucy Jeronimo shared her experience attending the Board of Governors (BOG) meeting and expressed that she appreciated learning about the BOG representatives.
- Maria Toscano shared her experience and informed the group about the approval of funding for non-profit organizations, as well as the State’s preparations for the upcoming administration. Mrs. Toscano also mentioned that Proposition 35 had passed. Additionally, she expressed concern about some members making too many comments, which prevents others from having the opportunity to speak.
- Damares Cordero informed the group that she brought all concerns regarding "Call the Car" to the ECAC meeting.

*Maritza Lebron, Interim
RCAC Chair*

Martin Vicente thanked all members for their shared feedback and experiences. Mr. Vicente advise members who will be in attendance to future BOG & TTECAC meetings to consider taking notes and this will help members be more prepared for future RCAC meetings.

B. ECAC Motion Summary - Board of Governors Election

- Martin Vicente, Field Specialist, provided the committee with a motion summary presented to TTECAC asking to modify parts of the BOG election process for the consumer representative and member advocate representative positions. Martin explained that the first change would allow the two current representatives, Fatima Vazquez, and Layla Gonzalez, to serve until new representatives are elected. The second proposal is to invite all consumer RCAC members to a conference style election to vote for the two Board seats.
- A review of the 2025 election process application and rules will be conducted by the members of the RCACs, with feedback gathered for final approval by TTECAC in February 2025.
- Members were asked to review the application with the red line inserts and provide feedback.
- Questions and Comments from RCAC 2 Members
- Questions/Recommendations from RCAC 7 members:
 - Change the term limit for consumer representatives on the Board to 4 years instead of 8 years.
 - Repeat the same process as last year, requiring candidates to provide a biography and be present at meetings to make their declaration.

*Martin Vicente, CO&E
Field Specialist*

C. Health Promoters Program

During the L.A. Care updates, members discussed L.A. Care’s Health Promoters program:

- Members suggested implementing term limits for the program to allow other individuals the opportunity to become health promoters.
- A member shared that during an RCAC selection committee interview, she was told she could join L.A. Care’s Health Promoters program. Staff clarified that this information was incorrect, and staff apologized for the misinformation.
- Members were encouraged to explore other organizations that offer health promoter programs and not wait for L.A. Care to open the program for new participants.
- Members were informed that their suggestions would be relayed to the staff managing the program.

D. Method of Voting

- Martin Vicente briefly informed on the plan staff is working on to simplify the voting process.

<ul style="list-style-type: none"> • Three methods of voting were presented for members: <ul style="list-style-type: none"> ○ General Consent: This method helps the meeting progress more quickly and is used for routine items, such as approving the agenda and meeting minutes. ○ Ballot Vote: Typically used for elections, this method involves counting tangible ballots. ○ Colored Cards: In this voting method, members raise either a green or red card to indicate their vote. Members were provided with more details on how this method will be used to streamline the recommendations approval process. <p>E. <u>TTECAC/ECAC and BOG Meeting Attendance</u></p> <ul style="list-style-type: none"> • Hilda Herrera encouraged members to attend future TTECAC/ECAC and BOG meetings. • Members who attend on behalf of RCAC 7 receive a stipend for their attendance. Members who are not chosen but volunteer to attend don't receive a stipend. • Transportation is provided to all members who chose to attend. • Sarai Angeles volunteered to attend the BOG meeting on Thursday, December 5, 2024, from 1pm-5pm. • Brynette Cruz volunteered to attend the TTECAC meeting on Wednesday, December 11, 2024, from 10am-1pm. • Marlene Paz volunteered to attend the BOG meeting on Thursday, February 6, 2025, from 1pm-5pm. • Maria Ascencio volunteered to attend the TTECAC meeting on Wednesday, February 12, 2025, from 10am-1pm. • RCAC members will be alternating to allow multiple members the opportunity to attend TTECAC/ECAC and BOG meetings. 	<p><i>Hilda Herrera, CO&E Field Specialist</i></p>
<p>IV. Member Experience Feedback & Updates</p>	<p>Agenda Lead</p>
<p>A. Discuss Member Experiences</p> <ul style="list-style-type: none"> • A member spoke about access to specialists, doctors, and clinics. She informed members that they have the right to change doctors to avoid issues with access to care. This also helps prevent eligibility problems related to seeing specialists and accessing durable medical equipment and medication. • L.A. Care staff explained that a lack of providers in certain areas could be a contributing factor to these issues, which can be a significant concern for some members. These challenges are part of the Social Determinants of Health that impact many areas of the county. • A member informed that they could use Access for transportation to their healthcare providers in case they had issues getting there. 	<p><i>Hilda Herrera, CO&E Field Specialist</i></p>

<ul style="list-style-type: none"> • A member shared that some specialists are refusing to see Medi-Cal patients. For example, although there may be several dermatologists to refer to, only a few may accept Medi-Cal. In some cases, patients only see nurse practitioners, who may not be familiar with their specific health conditions. She emphasized that the shortage of doctors is a significant issue in the healthcare system. • A member shared a positive experience with referrals when she mentioned that her issue was a medical necessity. She was able to get a referral without having to wait 30 days. However, she also mentioned that rudeness at doctors' offices is a major issue. • A member informed the group that she heard some medications require a doctor's visit every three months to be prescribed. • L.A. Care staff clarified that certain medications are controlled substances, and patients must see a doctor before receiving them. • A member raised concerns about ambulatory services and hospital assignments. Some ambulances are only assigned to contracted hospitals, which can pose significant risks for patients in life-threatening emergencies. • L.A. Care staff informed members that ambulatory services and hospital assignments could be addressed in a future agenda item, where staff could provide more information on the issue. 	
<p>V. Break</p>	<p>Agenda Lead</p>
<p>A. An opportunity to take a break.</p> <p>a. Members took a 5-minute break.</p>	<p><i>Maritza Lebron, Interim RCAC Chair</i></p>
<p>F. VI. New Business</p>	<p>Agenda Lead</p>
<p>A. Chair and Vice Chair Elections and Nominations</p>	<p><i>Hilda Herrera, CO&E Field Specialist</i></p>

<ul style="list-style-type: none"> • Hilda Herrera reviewed three documents with members regarding the process for nominations and elections for RCAC Chair and Vice Chair. • Members received the following information: <ul style="list-style-type: none"> ○ A letter informing them of the election date for RCAC 7, scheduled for January 25, 2025. The letter also included the CO&E advisory web address and a toll-free line for members to submit their nominations. ○ A timeline of activities outlining the steps leading up to the election and the seating of the newly elected chairs and vice chairs at ECAC. ○ A sheet outlining the roles and responsibilities of the chair and vice chair. ○ A nomination form listing all RCAC 7 members eligible to run for the two positions. • Members were informed that they could also take these documents and either call the toll-free line or email at CO&E advisory email with the name/s of the person/s they wish to nominate. • Members comments and questions regarding nominations and elections: <ul style="list-style-type: none"> ○ If current chairs and vice chairs can run again for the positions? ○ Members asked if the current RCAC 7 Chairs also run for these positions. ○ L.A. Care Health Plan staff informed the committee all active members are eligible to run for the RCAC Chair and Vice Chair positions. 	<p><i>RCAC Members</i></p>
<p>G. Future Agenda Items</p>	<p>Agenda Lead</p>
<ul style="list-style-type: none"> • Bring information about ambulatory services and emergency covered areas. Information on how the system determines which location the paramedics will take patients. • A member would like information to be shared with the RCAC on the process of how to file a grievance. • Bring a presentation about durable medical equipment, the process of obtaining and coverage. 	<p><i>Maritza Lebron, Interim RCAC Chair</i></p> <p><i>Hilda Herrera, CO&E Field Specialist</i></p> <p><i>RCAC Members</i></p>
<p>H. Public Comments</p>	<p>Agenda Lead</p>

<ul style="list-style-type: none"> • Maria Jurado, L.A. Care’s Community Resource Center (CRC) Manager, provided information about the various services and programs offered by the CRC. Ms. Jurado invited all members to visit the center and encouraged them to share this information with others. • Gabriel Paz, with the Helpline Youth counseling organization, invited all RCAC members to visit their facility, where they offer mental health programs and services for both youth and adults. • Vivian Tang with the L.A. Care Population Health Management department stated she will be attending all RCAC meetings for observation on behalf of the state. • Layla Gonzalez shared that she enjoyed hearing all comments from the committee and is also very excited that the RCACs are taking place so members can be able to advocate for their communities. 	<p><i>Maritza Lebron, Interim RCAC Chair</i></p>
<p>I. Resource Sharing & Evaluations</p>	<p>Agenda Lead</p>
<p>A. Complete meeting evaluation forms</p> <p>a. RCAC members took time to complete their evaluation forms.</p>	<p><i>Maritza Lebron, Interim RCAC Chair</i></p> <p><i>Hilda Herrera, CO&E Field Specialist</i></p>
<p>J. Adjournment</p>	<p>Agenda Lead</p>
<ul style="list-style-type: none"> • The meeting adjourned at 12:30 p.m. • Next Meeting Date: Friday, January 17, 2025, from 10:00 a.m. to 12:30 p.m. at the East Los Angeles Community Resource Center at 4801 Whittier Blvd. East Los Angeles, CA 90022 	<p><i>Maritza Lebron, Interim RCAC Chair</i></p>

<p>Respectfully Submitted by:</p>	<p>Approved by:</p>
<p><i>Hilda Herrera, Community Outreach Field Specialist</i></p>	<p><i>Maritza Lebron, Interim RCAC 7 Chair</i></p>

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Respectfully Submitted by: <i>Hilda Herrera</i>	Approved by: <i>Daniela Adez</i>
Hilda Herrera, Community Outreach Field Specialist	Maritza Lebron, Interim RCAC 7 Chair