Regional Community Advisory Committee (RCAC)
Region 6 – Compton, Inglewood, Watts, Gardena, Hawthorne - Committee Summary
South L.A. Sport Activity Center
7020 S. Figueroa St., Los Angeles, CA 90003
Thursday, August 15, 2019
3:00PM - 5:30PM

MEMBER ATTENDANCE

<table>
<thead>
<tr>
<th>Name</th>
<th>Attendance</th>
<th>Staff/Management</th>
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<tr>
<td>Joseph Airo</td>
<td>P</td>
<td>Celia Juarez</td>
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<tr>
<td>Araceli Aragon</td>
<td>P</td>
<td>Andria McFerson, Chair</td>
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<tr>
<td>Olivia Avalos</td>
<td>P</td>
<td>Edith Moreno</td>
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<td>Jo Ann Cannon</td>
<td>P</td>
<td>Maria E. Nuñez, Vice Chair</td>
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<td>Evangelina Cantero</td>
<td>P</td>
<td>Hilda A. Perez, Board Member</td>
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<tr>
<td>Ley Ding</td>
<td>P</td>
<td>Dove S. Pinkney</td>
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<td>Brigitte Green</td>
<td>P</td>
<td>Esther Rivas</td>
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<tr>
<td>Robert G. Harvey-Dixon</td>
<td>P</td>
<td>Mary Romero</td>
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<td>Celia M. Hernandez</td>
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<td>Irma Torres</td>
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<td>Jo Lynn Horton</td>
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(P) present (E) excused absent (U) unexcused absent

STAFF/ MANAGEMENT

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<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Joseph Ricardo Rivas</td>
<td>Community Outreach Field Specialist</td>
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<tr>
<td>Hilda Herrera</td>
<td>Liaison</td>
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<tr>
<td>Maribel Gonzalez</td>
<td>CMC Member Advocate</td>
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<td>Layla Delgado</td>
<td>Board Member</td>
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<tr>
<td>Auleria Eakins</td>
<td>Manager, Community Outreach &amp; Engagement</td>
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<td>Pamela S. Garcia</td>
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<td>Ruth Nuno</td>
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MEETING SUMMARY, DISCUSSION AND FOLLOW UP

AGENDA ITEM | LEAD
---|---
I. WELCOME AND INTRODUCTION | Andria McFerson, Chair
| J. Ricardo Rivas, Field Specialist |
L.A. Care’s Mission Statement / Three Pillars of CO&E and RCACs
- Andria McFerson, Chair, called the meeting to order and asked everyone to introduce themselves.
- RCAC member Esther Rivas read the RCAC meeting “Ground Rules”, and Celia Hernandez read L.A. Care’s Mission statement, and the three pillars of Community Outreach and Engagement (Health Promotion, Health Advocacy and Partnership).

II. BUSINESS

| Andria McFerson, Chair |
| J. Ricardo Rivas, Field Specialist |

Approval of Agenda & Meeting Summary
- Today’s meeting agenda was approved as presented with one abstention.
- The June 20, 2019 meeting summary was approved with two changes: (1) on page 2, the word “proposed” changed to “suggested”, and (2) the word “proposed” changed to “suggested” on page 7.

Executive Community Advisory Committee (ECAC) and Board of Governors (BOG) Meeting Update
- There was no ECAC Report to review for the month of August.

Ley Ding, RCAC 6 member, attended the ECAC meeting on July 10, 2019, and reported the following:
  - A presentation was given at this ECAC meeting called, Improving the Member Experience of L.A. Care Members. The presentation highlighted what a member experience is, why it is important, common issues reported by members, what is L.A Care doing to make improvements, and how can members help L.A. Care improve.

Evangelina Cantero, RCAC 6 member, was unable to attend the BOG meeting on July 25, 2019, so in her place Ms. Maria Nuñez, Vice Chair reported the following:
  - The first eight medical students receiving a scholarship through L.A. Care's Elevating the Safety Net where celebrated for completing their first year of medical school. Pictures of the celebration were displayed with the students and their loved ones. The next eight L.A. Care medical school scholarships have been awarded to eight new identified students.
  - A grant/sponsorship report was provided that mentioned the amount of money being spent on Elevating the Safety Net program.
  - The RCAC 6 outreach event took place at the Inglewood Family Resource Center (FRC) on July 13, and it was a huge success. The event was well attended, and the RCAC 6 volunteers that showed up on this day did an amazing job to support the event. There was a second FRC summer event scheduled for September, but unfortunately this event was postponed to a later date. Members that signed up to attend this event were encourage to speak to Mr. Rivas their Field Specialist, just in case they were encountering issues doing their outreach for their work plan this year.
Ley Ding, RCAC 6 member, was unable to attend the BOG meeting on July 25, 2019. Members interested in information on this particular meeting were referred to the www.lacare.org website to access the meeting minutes for this meeting.

ECAC Meeting Attendance

- Jo Ann Cannon is scheduled to attend the September 11, 2019 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.
- Ley Ding is scheduled to attend the October 9, 2019 ECAC meeting at L.A. Care Health Plan Headquarters office from 10:00 a.m. to 1:00 p.m.

BOG Meeting Attendance

- Olivia Avalos is scheduled to attend the September 5, 2019 Board of Governors meeting at Joan Palevsky Center, California Community foundation from 9:00 a.m. to 5:00 p.m.
- Joseph Airo is scheduled to attend the October 3, 2019 Board of Governors meeting at L.A. Care Health Plan Headquarters office from 2:00 p.m. to 5:00 p.m.

CO&E Report

American Red Cross Presentation – Cindy Chua

- Members’ received a presentation on how to prepare for a disaster, and basic information that will help them respond appropriately in an earthquake, fire, or other natural disaster.
- All members received information on the importance of creating a disaster kit, making a plan before a disaster occurs, being informed and learning about the disasters that could happen in the area they live in & finding out about local resources, preparing for a disaster & what to do before, during and after a natural disaster.
- The presentation also included info for individuals with access & functional needs, seniors, people with pets and additional resources & a Be Red Cross Ready checklist to help people prepare to be ready in case of an emergency.

ECAC Leadership Training

- The next ECAC Leadership Training for all Chairs, Vice-Chairs and At-Large Members will be held on Friday, September 27, 2019 from 8:30 a.m. to 2:30 p.m. at L.A. Care Health Plan. The training topic will be “Health Equity and Equality – Understanding the needs of our members.”

New Member Orientation

- The next New Member Orientation will be on Friday, September 13, 2019 from 8:30 a.m. to 2:30 p.m. at L.A. Care Health Plan. The training is mandatory for all new RCAC members as it is a requirement to attend during their provisional membership status.
RCAC 6 Meeting Site
- CO&E staff was recently informed that all RCAC regions that have a Family Resource Center (FRC) within their RCAC-region must move to their local FRC. In RCAC 6’s case, this means moving the meeting to the FRC in Lynwood at the 3200 E. Imperial Hwy, Lynwood, CA 90262 in Plaza Mexico. More updates will be shared in the next coming months.

III. REGIONAL ISSUES

Member Issues
- Committee members were informed that this section of the agenda is where members can bring forward community health issues that are affecting their region. If committee members have personal issues they would like to report, members were encouraged to speak to Maribel Gonzalez, CMC Member Advocate, or to call L.A. Care’s customer service line at (888)839-9909.
- One member shared that L.A. Care has improved tremendously. The last time she encountered a health access issue was about two years ago. Since then everything has been on point at the pharmacy, doctor’s office, and with her appointments.
- Another member brought up that in her case, two exam procedures to diagnose her thoroughly are no longer approved as part of her routine assessment that she used to get when seeing her PCP. Being a member that suffers from epilepsy, this change is not a good one. The absence of these preventive exams could affect her, and in essence everyone no longer getting these preventive exams.
- In response Maribel Gonzalez, CMC Member Advocate addressed the group and explained that these types of issues are unfortunately very common, and encouraged RCAC 6 members to speak to her during or after the meeting. Ms. Gonzalez explained that not only is she going to resolve any issues brought up to her, but will also dig deep and will get to the bottom of why an issue is happening, to avoid it from happening to other L.A. Care members.
- Another member shared that she did a sleep study with a company that does not take Medi-Cal. In this process she was informed that she needed a Continuous Positive Airway Pressure (CPAP). She reached out to L.A. Care to obtain a CPAP, and was informed that L.A. Care needed a letter from the sleep company stating that they do not take Medi-Cal to approve the CPAP. After going back and forth with L.A. Care and the company doing the sleep test, a letter from L.A. Care was sent to the sleep company, and she was able to get her test completed. In this case this member wanted to share her positive experience with the group.
- Ms. Andria McFerson, Chair addressed the group and informed everyone that she and everyone in the committee is here to advocate for people that live in the RCAC 6 region. There are people in the RCAC 6 region living in fear, so they do not go see their primary care physician (PCP) because of their immigration status; there are people in the region not getting the proper follow up care from their PCP, and preventive care services are being taken away – “Everyone deserves Equal Respect,” and if these issues along with the ones not mentioned are not addressed L.A. Care members will suffer in the long run, and the cost to service these members will cost more as well. Ms. McFerson will be advocating at the ECAC/BOG level addressing these issues along with RCAC 6’s recommendations/issues.

IV. GET UP AND MOVE

- All RCAC members took a five-minute break.
### 2018-2019 Sponsorship
- Members were informed that the $5,000.00 sponsorship moneys have been awarded to *Ministerios Cristianos Faro De Luz*.
- This agency fights food insecurity by distributing food twice a week every week, and it has been doing so for the last seven years.
- On Wednesday, from 9am – 11am, the Food Bank is open and takes place at 9615 Kalmia Street, L.A., CA 90002.
- On Thursday, from 9am – 11am, the Food Bank is open and takes place at 7600 S. Broadway, Los Angeles, CA 90003.
- Everyone is welcome to come to these Food Bank events, just come prepared with your own bags.
- More detailed information will be shared with the group at the next RCAC 6 meeting, all information included on one-sheet.

### Community Outreach Events
- Members that did their outreach at the Family Resource Center (FRC) in Inglewood were thanked for coming out, and for their hard work and dedication on the day of the event. It was a successful event, and it was well attended.
- Members were informed that today would be a good time to submit all *Tally Sheets*, and *Pictures* taken to L.A. Care. If anybody did not have this info today, these members were encouraged to take a pre-paid return envelope to submit this information on or before the end of September. Mr. Rivas shared his e-mail for those in need of it: jrivas@lacare.org.
- Members still doing outreach were encouraged to submit their information on time, and were encouraged to visit their local FRC to take advantage of the people that attend the classes at the FRCs. Anybody needed assistance in this was also encouraged to reach out to Mr. Rivas their assigned Field Specialist.

### VII. Future Agenda Item
- **RCAC 6 New Meeting Site** – to be added to the RCAC 6 meeting in October.

### VIII. Meeting Evaluation
- RCAC members took a few minutes to complete the meeting evaluation in their folder.

### IX. Public Comments
- Ms. Andria McFerson, Chair informed the group that she will be bringing up the $25 gift card raise in stipend at the next ECAC meeting, a suggestion that stems from a motion brought up by RCAC 6 in a previous meeting.
The Personal Assistance Services (PASC), the public authority for In-Home Supportive Services (IHSS) in Los Angeles County is looking to add more providers, and is adding more hours to providers already within the IHSS network. For more information on applying to become a provider, or for more hours, people were referred to call PASC at 1-877-565-4477.

A member suggested that RCAC’s be assigned a “color”, so it’s easier for anybody reading a map understand the borderline of each RCAC region. In response Mr. Rivas informed the group that L.A. Care is currently working on “RCAC maps”, which highlights each RCAC region and includes the zip codes within each region as well. More information will be shared as this information is released.

A member shared that she recently went to visit an assemblyman person (did not have the name available) in the city of Gardena. The RCAC member volunteers including herself were very astonished what this legislator representative is doing to get the word out on the Cal-Fresh changes affecting people within his community. One thing he wants to do, is to partner up with agencies like Ministerios Faro de Luz and wants to reinforce agencies already combating food-insecurity.

Hilda Perez, Board Member in response to this comment added that in RCAC 8, a representative from Senator Steven Bradford’s office came out to RCAC 8. This encounter is opening up the door to a possible collaboration between L.A. Care and Mr. Bradford’s office on health related issues, community outreach, and programs that could benefit the community. Perhaps this is something that RCAC 6 could do as well in a future meeting, to open up the door to work with the city representative that represents the RCAC 6 region.

X. ADJOURNMENT

- The meeting was adjourned at 5:25 p.m.
- The next RCAC meeting is scheduled for Thursday, October 21, 2019 from 3:00pm to 5:30pm. at the South LA Sports Activity Center on 7020 S. Figueroa Street, Los Angeles, CA 90003.

Respectfully Submitted by:
Jose Ricardo Rivas, Community Outreach Field Specialist

Approved by:
Andria McFerson, RCAC 6 Chair

In the absence of chair approved by:
Name:
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Respectfully Submitted by:
Jose Ricardo Rivas, Community Outreach Field Specialist

Approved by: Andria McFerson, RCAC 6 Chair

In the absence of chair approved by:
Name: [Signature]

August 15, 2019 RCAC 6 Meeting Summary