Regional Community Advisory Committee (RCAC)
Region 11 – Pomona - Committee Summary
dA Center for the Arts
252 D South Main Street
Pomona, CA 91766
Thursday, March 16, 2017

MEMBERS						**STAFF/MANAGEMENT**	
Gladyz Alvarez	P	Maria Ángeles Refugio	P	**ADVOCATES**		Martin Vicente, *Community Outreach Field Specialist*	
Sandra Aramburo	P	Rosa Pastrana	P	Layla Gonzalez-Delgado, *L.A. Care's Board Member*	P	Felicia Gray, *Community Outreach Liaison*	
Evangelina Candelario	P	Linda Resendez	P	Mario Ramos	p	Maria Rodriguez-Camarena, *Member Services Health Navigator*	
Angelica Vazquez Cisneros	P	Elda Sevilla *(vice chair)*	P	Alexandria Sanchez	U	Idalia Chitica, *Field Specialist Supervisor*	
Reyna Hernandez	P	Lluvia Salazar *(chair)*	P	Ana Gonzalez	U		
Mariela Lopez	P	Maria Elena Sanchez	P			**GUESTS/PUBLIC**	**INTERPRETERS**
Cruz Lopez Ochoa	P	Estela Vejar	E			Hilda Perez, *L.A. Care Board Member*	Hilda Villagran
Reyna Orellana	P						Isaac Ibarlucea
Marina Garcia	P						

Attendance: Members 14, Advocates 1, Providers 0, Public 0, Staff 4
(P) Present, (E) Excused absence, (U) Unexcused absence
(R) Removed due to recertification/absences/membership termination.

	AGENDA ITEM	**SUMARY OF DISCUSSION AND FOLLOW-UP**
I	**WELCOME & INTRODUCTIONS**	• Lluvia Salazar, *RCAC 11 Chair*, called the meeting to order at 9:30 a.m. **L.A. Care's Mission Statement / Three Pillars of CO&E and RCACs**

		• RCAC members read the L.A. Care's Mission statement and the three pillars of Community Outreach and Engagement. (Health Promotion, Health Advocacy and Partnership).
		
		Meeting Ground Rules
		• RCAC members read the following ground rules:
		  o We treat each other with respect
		  o Only one member talks at a time
		  o We don't have side discussions
		  o We do not personally attack each other
		  o We speak up when something is wrong or not working: we confront issues directly
		  o Raise your hand and wait to be called on
		  o Put cell phones on vibrate

II	**BUSINESS** Approval of Agenda & Meeting Summary **ECAC REPORT** Lluvia Salazar, *Chair*	• Members were informed the meeting was being recorded. • Member approved today's agenda. • The January 19, 2017 meeting summary was reviewed and approved. **ECAC Report** Report from RCAC members who attended ECAC • Linda Resendez, RCAC 11 member, attended the ECAC meeting on March 8, 2017. • Mrs. Resendez informed that L.A. Care's has a Community Health Investment Fund (CHIF). The Community Health Investment Fund will be rewarding $1,500,000 for a maximum of $25,000 per organization. • These funds have three categories for application, one of which is to enhance clinic accessibility, and includes purchase and installation of adaptive exam equipment such as adjustable exam tables, wheelchair accessible weight scales, and assistive listening devices. • Mrs. Resendez informed the committee that on Saturday, March 25, the USC Wellness Center will be celebrating their anniversary, there will be education on different topics and resources. The event will be from 10:00 a.m. to 3:00 p.m. • Mrs. Resendez also informed the committee that Rudy Martinez, Safety and Security Specialist, spoke about emergency procedures in case any emergency arises during the ECAC meeting. Mr. Martinez informed members regarding how to exit the building in case of fire or earthquake. Elda Sevilla, RCAC 11 member and ECAC member At-Large • Mrs Sevilla informed the committee the Health Promoters continue to attend individual appointments at L.A. Care Health Plan for the following three new health topics: Colon Cancer, Dementia Part 1 and Dementia Part 2. During the scheduled individual appointments, health promoters give their presentation

		and receive feedback. • The Health Promoters continue to give presentations in their community on health topics and participate in community events. <u>Lluvia Salazar, RCAC 11 Chair read the following highlights:</u> • Ana Rodriguez, *RCAC 2 Chair*, informed the committee members that the Center for Economic Survival attended their December RCAC 2 meeting and gave a presentation on Tenant's Right in the City of Los Angeles. • The presentation covered the following: Rent Control, Evictions, Affordable Housing and the Ellis Act. The information was very useful and educational that RCAC 2 members are recommending that it be given at all RCAC/CCI meetings. • If you are interested, please speak to your Field Specialist to make necessary arrangements for future RCAC/CCI meetings. • Maria Adela Guadarrama, *RCAC 1 Chair*, asked for an update on the motion presented by RCAC 1 in reference to the timely services of the following three clinics in the Antelope Valley; Antelope Valley Community Clinic, High Desert Community Clinic and South Valley Clinic. • Mr. Oaxaca responded that the clinics were put on a performance plan and a corrective action plan to improve wait times for appointments and to increase hours of availability. Those Clinics have added staff and are conducting additional training to improve performance. Evaluations usually happen quarterly and assess the overall performance of the clinic. He informed members to help by providing informations about specific issues with wait time at the clinics and to continue to call Member Services Department so the process can be followed and staff can determine if there is a trend of problems at a specific clinic.

	<u>CO&E REPORT</u>
	Martin Vicente, *Field Specialist*
		<u>ECAC Leadership Training</u>
		• ECAC Leadership Training for Chairs, Vice-Chairs and At-Large members was scheduled for Wednesday, February 15, 2017 from 8:30 a.m. to 2:30 p.m. at L.A. Care Health Plan. The training was on "Conflict Resolution and Meeting Facilitation".
		
		<u>Consumer Advisory Application, Eligibility, Provisional Membership and</u>
		• Francisco Oaxaca provided some clarification requested by RCAC/CCI members about the provisional membership that included the following:
		  o Provisional Membership will not be implemented until the new fiscal year in October 2017.
		  o Members felt 6 months is too short of a period but they were informed that the requirements indicate to attend a new Member Orientation which have set dates and attend only one Board of Governors or ECAC meeting not both. The 6 months will be more than enough time to do this and will address concerns from ECAC/RCAC/CCI Councils about the level of commitment of new

		incoming members. Members would like more clarification in regards to the process and structure on the new proposed provisional membership. Members agreed that member's responsibilities should be enforced and RCAC members should be accountable for those responsibilities. But they would like more details on the changes and maybe have something in writing from L.A. Care's staff. Lluvia Salazar and Elda Sevilla will gather all the questions and concerns from RCAC 11 members and they will bring this issues back to ECAC. **Approval of Revisions to the Operating Rules for the Community Advisory Committees and Executive Community Advisory Committee of L.A. Care Health Plan** • The motion was not approved by ECAC as they would like the operating rules redlined to mark the changes that are being made. The motion has been moved to the April ECAC meeting. **Consumer Advisory Committee Conference "Accessing Care in a Time of Change"** • The Consumer Advisory Committee Conference "Accessing Care in a Time of Change" is scheduled for Friday, March 24, 2017 from 8:30 to 3:00 p.m. at the Cathedral of Our Lady of The Angels. • Members were informed that there will be two pick up sites and they are as follow: o Sacred Heart Parish at 1215 S. Hamilton Blvd., Pomona, CA 91766 and 2418 Angela Street, Pomona CA 91766, departure time will be 6:45 a.m. for both sites. **Members Attending ECAC and BOG** Evangelina Candelario will attend the Board of Governors meeting on April 7, 2017. Marina Garcia will attend the Board of Governors on May 4, 2017 Rosa Pastrana will attend ECAC meeting on April 12, 2017. Maria Angel Refugio will attend ECAC on May 10, 2017. **Congresswoman Norma Torres** Mario Ramos, RCAC 11 member advocate, informed he he is currently working with Congresswoman Norma Torres. Congresswoman Torres is very interested in addressing health and immigration issues and would like to hear from the community on how ca can work together to improve these issues. Mario Ramos invited RCAC members to join Congresswoman Norma Torres at a Town Hall Meeting on Saturday, March 25, 2017 at Chaffey Joint Union High School District Hill Auditorium at 211 West Fifth Street Ontario, CA 91762. A flyer was distributed to all RCAC 11 members for them to attend. **Community Outreach and Engagement Toll Free Line 1888-522-2732.**

		• Martin Vicente gave members a brief introduction to the Community Outreach toll free line. He informed members that the toll free should be used for the following inquiries:
		  o Stipend and reimbursements, mileage and child care.
		  o RCAC, CCI meetings, Health Promoters and CO&E event times and dates.
		  o To speak to and individual staff.
		• Members were informed not to call for the following:
		  o To speak to their primary care physician.
		  o Medical emergency to dial 911
		  o Inquiries about their L.A. Care benefits.
		• A flyer was distributed to all members with the toll free line for reference. Martin Vicente encouraged members to please utilize this toll free line to show management that it was put into good use.

III	**Regional Issues** Martin Vicente	**<u>Member issues</u>** • During this section of the agenda members can bring issues occurring at clinics, hospitals and pharmacies. Members were informed this is a good opportunity to bring global issues, which are issues that affect a group of people in their communities. • Maria Rodriguez-Camarena, L.A. Care's Health Navigator, was available for members who had individual issues. **<u>Early Visits, Walk-ins, Urgent Care and Emergency Care</u>** • RCAC 11 members had concerns about urgent care services. • Members informed that Clinics (specifically East Valley Community Clinics) do not refer their patients to urgent care, but direct them to go to emergency care. • Members feel that providers lack the knowledge and education on how the process works. • Providers don't refer members to urgent care because they don't know what urgent care facility the patient belong or they don't take the time of explaining to patients how to get that information. • Patients lack the knowledge on how the process works and how to get the information necessary to go to the urgent care facility they belong to. • RCAC 11 members feel that some type of education or outreach should be done to better inform members and providers about how to get information on when to use urgent care vs emergency care. How to get information about what urgent care facility the patients' needs to use. • Lluvia Salazar will present this issue to ECAC on April, 2017.
IV	**Get up & Move**	• Members had the opportunity to take a 5 minute break. • RCAC members participated in a motivational exercise about pulse energy, Simon Says, Electric Circle and

		Coordination. RCAC members expressed they enjoyed these types of exercises because it stimulates them to participate more.
V	**Community Affairs**	**<u>"National Nutrition Month"</u>** • All members received a sheet with information about "National Nutrition Month". Members were asked to please read this at home and share the information with friends and family and if they had any questions to contact their primary care provider.
VI		**<u>Work Plan 2016/2017 update</u>** • Martin Vicente informed members that he has been working with several organizations in the area of Pomona to promote the sponsorship "Increasing Access to Dental Care". • Members were informed that so far only one organization has apply, the Parents Place of West Covina. • Members were encouraged to continue giving Martin Vicente names and contacts of organizations that might be interested in applying for the sponsorship.
VII	**Future Agenda Items**	**<u>Future Agenda Items</u>** • To bring an L.A. Care staff to educate members on how to navigate the health system.
VIII	**Meeting Evaluation**	**<u>Meeting Evaluations</u>** • Members were informed that during this time they have the opportunity to fill out the meeting evaluation.
IX	**Public Comments** group	**<u>Public Comments</u>** • There were no public comments.
X	**ADJOURNMENT-Next Meeting Date**	**<u>Adjournment/ Next Meeting Date</u>** • Meeting Adjourned at 12:00 p.m. • The next meeting is scheduled for **Thursday, May 18, 2017 at dA Center for the Arts at 252 D South Main Street, Pomona, CA 91766.**

Martin Vicente, *Coommunity Outreach Fiel S, cialist*

Lluvia Salazar, *RCAC 11 Chair*