



Regional Community Advisory Committee (RCAC) Region 5
West L.A Community Resource Center
 11173 W. Pico Blvd, Los Angeles, CA 90064
 Thursday, December 19, 2024
 2:00 p.m. – 4:30 p.m.
Meeting Summary

| Member Attendance | | | Staff/Management Present | |
|-------------------------------------|----------|------------------------|--------------------------|---|
| Maria Sanchez, Interim Chair | E | Gloria Camarillo | E | Cindy Pozos, Community Outreach Field Specialist |
| Ana Reyes | P | Lynnea Johnson | P | Martin Vicente, Community Outreach Field Specialist |
| Andria McFerson | P | Marco Galindo | P | Idalia de la Torre, Community Outreach Field Specialist Supervisor |
| Angelica Bogarin | P | Maria De Jesus Leos | P | John Baackes, Chief Executive Officer |
| Carmen Delgado | P | Maria Guadalupe Mendez | P | |
| Clotill Cleo Ray | P | Mariel Herrera | P | |
| Deysi Corona | P | Martha Rodriguez | P | |
| Diana Camacho | P | Rosa Fuentes | P | |
| Robert G. Harvey-Dixon | P | Susana Rios | E | |
| Sofia E. Sulca | P | Pascuala Rosales | U | |
| Erik Castro | U | Eugene Beatty | P | |

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

| Public Attendance | Interpreter Attendance |
|-------------------|------------------------|
| Demetria Saffore | Eduardo Kogan |
| Russell Mahler | Isaac Ibarlucea |
| Dr. David Kagan | |
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| MEETING SUMMARY, DISCUSSION, AND FOLLOW UP | |
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| I. Welcome & Introduction (15 min) | Agenda Lead |
| <p>A. Call Meeting to Order</p> <ul style="list-style-type: none"> • Due to Maria Sanchez's (<i>Interim Chair</i>) absence, we asked for a volunteer to help run and facilitate today's meeting and the following members Robert Harvey-Dixon, Andria McFerson, and Marco Galindo volunteered. • Marco Galindo was elected via a show of hands by the majority of the committee. • Marco Galindo called the meeting to order. • Marco Galindo introduced himself and asked the committee members to introduce themselves. <p>B. Review Group Agreement</p> <ul style="list-style-type: none"> • During this section of the agenda, Marco Galindo initiated the review of the Group Agreement and requested a volunteer to read each agreement. • A member of the RCAC volunteered to read each of the presented agreements. <p>C. Approval of Agenda</p> <ul style="list-style-type: none"> • Marco Galindo asked the RCAC members to review the agenda for approval. • RCAC 5 members had five minutes to review today's Agenda. • Marco Galindo asked for a motion to approve the agenda. • Eugene Beatty, RCAC 5 member, approved the motion, and Sofia Sulca, second the motion. • There were no further discussions, and the committee approved the agenda as presented. | <p><i>Marco Galindo, Interim RCAC Chair</i></p> <p><i>Cindy Pozos, CO&E Field Specialist</i></p> |
| II. Meeting Minutes Approval (5 min) | Agenda Lead |
| <p>A. Meeting Minutes Approval</p> <ul style="list-style-type: none"> • Marco Galindo asked the RCAC members to review the meeting minutes for approval. • RCAC 5 members had five minutes to review the October meeting minutes. • Marco Galindo asked for a motion to approve the meeting minutes. • Ana Reyes, RCAC 5 member, approved the motion, and Carmen Delgado second the motion. | <p><i>Marco Galindo, Interim RCAC Chair</i></p> <p><i>RCAC Members</i></p> |

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| <ul style="list-style-type: none"> • There were no further discussions, and the committee approved the meeting minutes as presented. | |
| III. L.A Care Updates (20 min) | Agenda Lead |
| <p>John Baackes, L.A. Care’s Chief Executive Officer</p> <ul style="list-style-type: none"> • Mr. Baackes joined the meeting to share updates on community health initiatives, his upcoming retirement, and reflections on his time with L.A Care. • Mr. Baackes expressed the following: <ul style="list-style-type: none"> ○ Mr. Baackes expressed that L.A. Care’s Regional Community Advisory Committees (RCACs) are a key feature that allows the organization to effectively serve its diverse membership. Mr. Baackes expressed his gratitude to the committee member for providing input about the services L.A. Care’s provided which makes this a unique organization. ○ Mr. Baackes informed that the Regional Community Advisory Committees are now aligned with the Service Planning Areas (SPAs) managed by the County. This alignment will allow health status reports to be shared with RCACs in 2025 providing valuable information to guide resource allocation. • Mr. Baackes announced that on January 6, 2025, Martha Santana-Chin will serve as the new appointed Chief Executive Officer of L.A. Care Health Plan. Mr. Baackes expressed gratitude for RCAC 5’s contributions to L.A. Care and shared his commitment to ongoing advocacy after retirement. <p>Member Feedback:</p> <ul style="list-style-type: none"> • Andria McFerson on behalf of RCAC 5, presented a retirement card and cake to Mr. Baackes in appreciation for his time at L.A. Care. • Member wished Mr. Baackes a wonderful retirement and thanked him for advocating for L.A. Care members. <p>A. RCAC Chairperson Highlights</p> <ul style="list-style-type: none"> • <u>TTECAC and BOG Reports</u> Field Specialist, Cindy Pozos provided an update from the December TTECAC meeting. During this meeting, RCAC 4 presented a motion addressing several issues: <ul style="list-style-type: none"> ○ Long wait times to see a specialist. ○ The referral process taking too long, and access to Durable Medical Equipment (DME). | <p><i>Cindy Pozos, CO&E Field Specialist</i></p> <p><i>Martin Vicente, CO&E Field Specialist</i></p> |

- Since RCAC 5 expressed similar concerns, Maria Sanchez, RCAC 5 interim Chair, amended the motion to include the primary care provider (PCP) component, discussed by RCAC 5 during the October RCAC 5 meeting.
- The motion was also amended to include prescription medication.
- CO&E staff is working on the wording of this motion, once completed it will be forwarded to Board Services before the February 2025 Board of Governors (BOG) meeting. The motion will be presented during the February BOG meeting unless different instructions are received from Board Services.

Member Feedback:

- Andria McFerson requested for the Durable Medical Equipment component if it can be more general so that anyone needing Durable Medical Equipment can get it regardless of the type. Staff informed that Durable Medical Equipment (DME) covers all equipment, for example, wheelchairs, walkers, and other items that fall under this category.
- A member raised concerns about providers who prescribe Durable Medical Equipment (DME) and get denied. The member shared a personal experience in which their provider submitted a request for a scooter three times, but each time it was not approved by the insurance. Consequently, the member had to purchase the scooter themselves.

BOG and TTECAC February and March Meetings

- A list was created by the recommendation of RCAC 5 members at the September 26th meeting, which list all RCAC 5 members names who will be attending the BOG and TTECAC meetings. This list will be used to allow multiple members the opportunity to attend.
 - The following members are next on the list to attend the February and March BOG and TTECAC meetings:
 - **Carmen Delgado** will attend the February BOG Meeting scheduled for Thursday, February 6, 2025.
 - **Clotill Ray** will attend the February TTECAC Meeting scheduled for Wednesday, February 12, 2025.
 - **Robert Harvey-Dixon** will attend the March BOG Meeting scheduled for Thursday, March 6, 2025.
 - **Maria Mendez** will attend the March TTECAC Meeting scheduled for Wednesday, March 12, 2025.

B. CO&E Department Updates

Decision Making and Building Consensus

- Martin Vicente informed the committee on the plan staff is working on to simplify the voting process.
- Three methods of voting were presented for members:
 - **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.

Members Feedback:

- A member asked if the whole committee raises the green card, does that mean the motion passes (Yes), and if one person raises a red card, will we then go into a discussion (Yes)?
 - The field specialist clarified and confirmed the question asked.

2025 Work Plan Projects

- Members were informed that each region is allocated a \$5,000 budget to support community engagement initiatives, local event sponsorships, and partnerships aligning with L.A. Care's mission.
- Members asked for more detailed guidelines on how fund should be used to ensure alignment with L.A. Care's objectives and goals. Once guidelines are clarified, the committee plans to select projects that benefit the community and diversify membership.

Members Feedback:

- A member asked whether the community-based organizations being recommended come from the members.
 - The Field Specialist confirmed that they do and encouraged the committee to share any community-based organizations they would like to recommend so that the field specialist can make those connection.
 - Idalia De La Torre, CO&E Field Specialist Supervisor, shared that we have a list of community partners that L.A. Care is currently working with, and will share more information on how that process is going to look. Ms. De La Torre assured the committee that they will keep members informed regarding the process.

However, as per the L.A. Care operating rules, L.A. Care members can only make recommendations and the final decision on funding rests with L.A. Care staff.

IV. Member Experience Feedback & Updates (35 min)

Agenda Lead

A. L.A Care New Global /Regional Issues

- During this section of the agenda members have the opportunity to share any concerns they may have with their individual health care services and global issues affecting more than one person. Those issues could be at Doctor's office, clinic, pharmacy, and billing.
- A member highlighted that Dr. Amin discussed an important process during a meeting she attended, which aimed to improve communication and access to care between doctors, their offices, and L.A. Care regarding the approval of various procedures and medications. The focus was on reducing the cost of care, holding providers accountable for their services, and ensuring that low-income members receive the same respect and quality of care.

Members feedback:

- L.A. Care should consider including questions in their surveys about avoidable factors that could influence diagnosis. This would help prevent misdiagnoses. For example, it's important to prescribe medications that are appropriate based on a thorough evaluation of the situation, rather than prescribing potentially unsafe medications without proper assessment.
- A member shared a recent experience that occurred at Cedar Sinai Medical Center. She was scheduled for a colonoscopy and an endoscopy at 9:30 a.m., but the first procedure did not begin until 11:00 a.m. She expressed her frustration about having to wait an additional hour due to another patient arriving late for their appointment. After the procedure, the doctor who performed it was called three times but could not be reach while she was still in recovery. She didn't hear from the doctor until the next day when she received a voicemail explaining what had been done during the procedure. The member felt that the doctor's behavior was very unprofessional and requested assistance in filing a grievance.
- A member shared an experience at Venice Family Clinic, where she had a 9:00 am appointment for a vitamin vaccine. After waiting an hour, she was informed she needed to pick up the vaccine from the pharmacy. Upon arriving, the pharmacy, had no record of her prescription. She returned to the clinic, waited for an additional two

Cindy Pozos, CO&E Field Specialist

Martin Vicente, CO&E Field Specialist

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| <p>hours for a consultation, and was eventually sent home. Later she was told to return to the clinic, where the vaccine was finally available. Dissatisfied with the service she received she sought help in filing a grievance.</p> <ul style="list-style-type: none"> • A member, shared with the committee the RX telephone number 1-800 977-2273 as a resource for Medi-Cal recipients. • A member raised concerns about unresolved billing issues. The Field Specialist will follow up with her and with the Customer Solution Center to provide additional assistance, as there is an existing case on file in which she was previously receiving help. <p>B. Discuss how to improve the accessibility and timeliness of care for L.A. Care members in region 5 - update. Martin Vicente reviewed the draft motion initiated by RCAC 5, highlighting the significant challenges faced by members, particularly the long distances they must travel to access healthcare services, including primary care providers (PCPs), specialists, and urgent care services. A full copy of the motion can be obtained by contacting the Community Outreach & Engagement Department.</p> <ul style="list-style-type: none"> • After the review, staff presented the motion for approval. • Diana Camacho motioned the recommendations and Lynnea Johnson second it. • During the RCAC discussion, Andria McFerson expressed her agreement with the motion, reinforcing the need for these recommendations. • There was no additional discussion, the motion was approved as presented. | |
| <p>V. Break (5 min)</p> | <p>Agenda Lead</p> |
| <p>A. An opportunity to take a 5-minute break.</p> <ol style="list-style-type: none"> Members took a 5-minute break. Set to return at 3:55 PM. | <p><i>Marco Galinda, Interim RCAC Chair</i></p> |
| <p>VI. Old Business (40 min)</p> | <p>Agenda Lead</p> |
| <p>A. Close RCAC Chair and Vice-Chair Nomination and Conduct Elections for both positions</p> <ul style="list-style-type: none"> • Marco Galindo welcomed the members back from break. The next topic is old business, in which Cindy Pozos will conclude the RCAC Chair and Vice Chair nominations and conduct elections for both positions. | <p><i>Cindy Pozos, CO&E Field Specialist</i></p> |

Chair Elections:

- Cindy announced due to Maria Sanchez's absence today and her name being nominated for today's elections, she will unfortunately not be able to run, as all candidates must be present to be elected.
- Cindy proceeded and announced the names of the individuals nominated for Chair who had accepted.
 - Marco Galindo
 - Diana Camacho
 - Lynnea Johnson
 - Andria McFerson
 - Robert Harvey-Dixon
- Before closing the chair nominations, members were allowed to nominate themselves or others.
 - No new members were added to the nomination list; therefore, nominations were closed to proceed with the elections.
- Each candidate for the chair position had one minute to explain why they would be a good leader. During this time, candidates shared their experiences, qualifications, and their plans for the committee's future.
- After each candidate had spoken, we proceeded with the voting for the Chair position.
- Cindy requested volunteers to assist with counting the ballots: one member from the public (Romalda Meza), one committee member (Eugene Beatty) who was not running for a position, and a staff member from L.A. Care (Martin Vicente).
- The committee received ballots to vote. Once finished, the ballots were collected and given to the volunteers for counting.
- Volunteers returned and reported the following results:
 - Marco Galindo received 11 votes.
 - Diana Camacho received 0 votes.
 - Lynnea Johnson received 1 vote.
 - Andria McFerson received 4 votes.
 - Robert Harvey-Dixon received 1 vote.
- A total of 17 committee members present, establishing a quorum for the election of the Chair position, which requires a minimum of 9 votes for a candidate to be selected. With a majority of 11 votes, Marco Galindo was elected as the new RCAC 5 Chair.
 - The committee was so excited and congratulated Mr. Galindo on his new role.

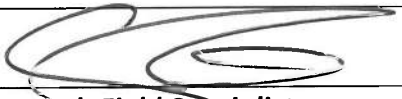

RCAC Members

Vice-Chair Elections:

- Cindy then proceeded and announced the names of the individuals nominated for Vice-Chair who had accepted.
 - Diana Camacho
 - Lynnea Johnson
 - Andria McFerson
 - Carmen Delgado
- Before closing the Vice Chair nominations, members were allowed to nominate themselves or others.
 - Robert Harvey-Dixon nominated himself and was added to the nomination list; therefore, nominations were then closed to proceed with the elections.
- Each candidate for the Vice-Chair position had one minute to explain why they would be a good leader. During this time, candidates shared their experiences, qualifications, and their plans for the committee's future.
- After each candidate had spoken, we proceeded with the voting for the Vice-Chair position.
- The same volunteers assisted with counting the ballots: one member from the public (Romalda Meza), one committee member (Eugene Beatty) who was not running for a position, and a staff member from L.A. Care (Martin Vicente).
- The committee received ballots to vote. Once finished, the ballots were collected and given to the volunteers for counting.
- The volunteers returned and reported the following results:
 - Diana Camacho received 3 votes.
 - Lynnea Johnson received 2 votes.
 - Andria McFerson received 3 votes.
 - Carmen Delgado received 7 votes.
 - Robert Harvey-Dixon received 2 votes.
- A total of 17 committee members present, establishing a quorum for the election of the Vice-Chair position, which requires a minimum of 9 votes for a candidate to be selected.
- Since none of the candidates received the necessary 9 votes in the first round, a second round of voting was conducted.
- Each candidate was asked whether they wished to withdraw their name from the nomination list or remain for the second round.
 - The following candidates chose to withdraw their names:
 - Diana Camacho
 - Andria McFerson

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| <ul style="list-style-type: none"> • We proceeded with the second round of votes for the Vice-Chair position. • The same volunteers assisted with counting the ballots. • The volunteers returned and reported the following results: <ul style="list-style-type: none"> ○ Lynnea Johnson received 3 votes. ○ Carmen Delgado received 10 votes. ○ Robert Harvey-Dixon received 4 votes. • With a Majority of 10 votes, Carmen Delgado was elected as the new Vice-Chair of RCAC 5. <ul style="list-style-type: none"> ○ The committee was thrilled and congratulated Ms. Delgado on her new role. | |
| <p>VII. Future Agenda Items (10 min)</p> | <p>Agenda Lead</p> |
| <ul style="list-style-type: none"> • Members would like to discuss an increase of funds for the 2025 work plan budget for region 5. • A member requested a presenter who specializes in housing programs to attend a future meeting to help improve the committees understanding and implementation of housing initiatives. Lynnea Johnson and Eugene Beatty identified a specific organization that aligns well with L.A. Care’s mission. They will provide staff with the contact information for this organization to facilitate further communication and collaboration. This will help explore potential partnerships and gain valuable insights into effective housing solutions. | <p><i>Marco Galindo, Interim RCAC Chair</i></p> <p><i>Cindy Pozos, CO&E Field Specialist</i></p> <p><i>RCAC Members</i></p> |
| <p>VIII. Public Comments (10 min)</p> | <p>Agenda Lead</p> |
| <p>A. Public members will speak for up to 2 minutes.</p> <ul style="list-style-type: none"> • Russel Mahler, RCAC 4 member, introduced himself and is glad to have been able to attend today’s meeting. • There were no public comments. | <p><i>Marco Galindo, Interim RCAC Chair</i></p> |
| <p>IX. Resource Sharing & Meeting Evaluations (10 min)</p> | <p>Agenda Lead</p> |
| <p>A. The following information was provided to all members as handouts.</p> <ul style="list-style-type: none"> • COVID-19 • Whooping Cough • West Nile Virus | <p><i>Marco Galindo, Interim RCAC Chair</i></p> |

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| <ul style="list-style-type: none"> Jackie's Pain Booklet Infectious Rumors! Booklet <p>B. Complete the meeting evaluation form.</p> <ul style="list-style-type: none"> RCAC 5 members had an opportunity to complete the meeting evaluation form. | <p><i>Cindy Pozos, CO&E Field Specialist</i></p> |
| <p>X. Adjournment</p> | <p>Agenda Lead</p> |
| <ul style="list-style-type: none"> The meeting adjourned at 4:35 p.m. Next Meeting Date: Thursday, February 20, 2025, from 2:00 p.m. to 4:30 p.m. at the West L.A Community Resource Center at 11173 W. Pico Blvd., Los Angeles, CA 90064 | <p><i>Marco Galindo, Interim RCAC Chair</i></p> |

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| <p>Respectfully Submitted by: </p> | <p>Approved by: </p> |
| <p>Cindy Pozos, Community Outreach Field Specialist</p> | <p>Maria Sanchez, Interim RCAC 5 Chair</p> |