



Regional Community Advisory Committee (RCAC) Region 1

Palmdale Community Resource Center

2072 E. Palmdale Blvd, Palmdale, CA 93550

Friday, October 18, 2024

11:00AM – 1:30PM

Meeting Summary

Member Attendance				Staff/Management Present
Adela Guadarrama	P	Maria Los Angeles Cruz	P	Frank Meza, Community Outreach Field Specialist
Adriana Martinez	P	Maria Mayoral	P	Ramon Garcia, Community Outreach Field Specialist
Alicia Flores	P	Maria Teresa Rabaja	P	Armando Magana, Health Navigator,
Daniela Castillo	E	Maria Teresa Trujillo	P	Eric Gonzalez, Specialist, Palmdale CRC
Fidelia Pineda	P	Marsha Diana Jackson	P	Layla Gonzalez, Board Member
Irene Cuevas	P	Pamela Harris	P	
Laura Gonzalez	P	Pedro Martinez	P	
Lupe Galvez	P	Roger Rabaja	P	
Marcia Ramos	P	Yajaira Valdovinos	P	
Maria Del Carmen Gutierrez	P			

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

Public Attendance	Interpreter Attendance
Norberto Gutierrez	Isaac Ibarlucea
Nicholas Doran, Meals in Motion	

MEETING SUMMARY, DISCUSSION AND FOLLOW UP

I. Welcome & Introduction (15 min)

Agenda Lead

A. Call Meeting to Order

- Roger Rabaja, Interim RCAC Chair, called the meeting to order.
- Mr. Rabaja asked the committee members to introduce themselves, including public in attendance.

B. Approval of Agenda

- Mr. Rabaja asked the RCAC members to review the agenda for the day.
- The Interim RCAC Chair asked for a motion to approve the agenda.
- Maria Teresa Rabaja, RCAC member, presented the first motion to approve the agenda.
- Maria Mayoral, RCAC member, presented a second motion to approve the agenda.
- There were no discussions, and the agenda was approved as presented.

C. Review Group Agreements

- Mr. Rabaja asked for volunteers to read through the group agreements.

*Roger Rabaja, Interim
RCAC Chair*

II. Meeting Minutes Approval (5 min)

Agenda Lead

- Mr. Rabaja asked the members of the committee to take a few minutes to read through the meeting minutes for the September 17th meeting.
- Mr. Rabaja asked for a motion to approve the meeting minutes.
- Adriana Martinez, RCAC member, asked if there was an answer to a previous comment that someone made during the September 17th meeting. Ms. Martinez recalled that the comment was regarding getting a hold of staff at some of the health centers.
- Ramon Garcia, Field Specialist, clarified that the original comment was that there was a lack of resources for COVID-19 guidelines – not a lack of providers.
- Marcia Ramos, RCAC member, added that the minutes only documents that the Wesley Health Center provides COVID-19 test kits that you can take home, or they can be mailed, but the Children’s Pediatric Office also offers the same services.
- Frank Meza, Field Specialist, further clarified that the original question was “What can someone do when they do not feel well and come down with COVID-19 symptoms?”

*Roger Rabaja, Interim
RCAC Chair*

RCAC Members

<ul style="list-style-type: none"> • A definite answer was not provided, but the Field Specialists did provide members with some general guidelines, members should always follow-up with their primary physician. • Mrs. Ramos also pointed that there was an error on the first page of the minutes, her name was misspelled. • Frank Meza circled back to the original topic of COVID-19 resource and encouraged members to use each other as a resource. • Frank Meza asked the group if everyone is comfortable with sharing their contact information with one another, this will be assisting the committee members to stay connect with future meetings, events, and resources. • The group agreed to share their information except for one member. • Roger Rabaja asked for a motion to approve the minutes with changes. • Maria Teresa Rabaja presented a motion to approve the minutes with changes. • Pamela Harris presented a second motion to approve the minutes. • The meeting minutes for September 17, 2024, were approved with the proposed changes made. 	
<p>III. L.A Care Updates (20 min)</p>	<p>Agenda Lead</p>
<p>A. RCAC Chairperson Highlights</p> <ul style="list-style-type: none"> • Roger Rabaja provided an updated on the October BOG meeting. • Health Investment fund chief summary – 3,069 vaccinated including 8 Public Health Emergency (PHE). • \$3.8 Million reward from L.A. Care to support organizations addressing hunger and poverty. • Housing stability 4,500 tenants received free legal representation. • 2,000 tenants remained in their homes after settlements. • Automatic doors that the members have requested. • Roger talked about the accessibility push buttons that Deaka McClain, ECAC Member At-large, brought to the table. • There is a motion for L.A. Care to install push buttons at the L.A. Care building and Community Resource Centers for more accessibility for members with disabilities. • The motion was approved during the last Board of Governors (BOG) meeting. • L.A. Care will conduct research to assess where these push buttons are most needed within L.A. Care’s buildings. • Layla Gonzalez, BOG member, mentioned that the first time the motion was presented to BOG it did not pass. • Deaka McClain, presented the motion once more and had a conversation with the BOG Chair. 	<p><i>Roger Rabaja, Interim RCAC Chair</i></p> <p><i>Ramon Garcia, CO&E Field Specialist</i></p>

- Ms. Gonzalez elaborated on some of the rewards that Mr. Rajaba mentioned. L.A. Care donates millions of dollars to community-based organizations.
- A RCAC member asked Ms. Gonzalez about an update regarding mobile clinics in MacArthur Park.
- Ms. Gonzalez stated the project is to help people in that neighborhood who are unhoused to assist them with housing and accessing their health care services.
- The goal is not only to have this resource available to those in MacArthur Park but in other areas as well, including the Antelope Valley.
- Nicholas Doran, Meals in Motion, offered to connect with a RCAC member to provide additional mobile clinic resources.
- Current CRC license end date. License for Palmdale CRC ends on October 26, 2026.
- Earlier this year, Francisco Oaxaca, Chief of Communications and Community Relations mentioned the center may potentially move to a bigger location in Palmdale.
- Nothing has been finalized, but potential sites include 99 Cent Store that is now vacant or the Fallas Paredes.
- The purpose of looking for another space is to ensure that RCAC 1 meetings have enough space to tend to the needs of the community served. Moving to a bigger location will allow more meeting space for community partners and resources for the community members.
- The Palmdale CRC is now one of the smallest CRCs.

B. CO&E Department Update

- Roger Rabaja handed over the floor to Ramon Garcia.
- Mr. Garcia mentioned the first document that would be reviewed would be the 2025 Application for Election as a Candidate for L.A. Care Board of Governors.
- The document was reviewed during the October TTECAC meeting. TTECAC members asked that this document be brought to the RCACs for review and recommendations.
- Maria T. Rabaja, asked if this document was for nominations for RCAC elections.
- Mr. Garcia responded that this document was specifically for the representatives that sit at BOG. Currently Layla Gonzalez and Fatima Vazquez hold these seats.
- The RCAC members took a few moments to review the document.
- Mr. Garcia asked the members if they had any questions or suggestions.
- Adela Guadarrama, RCAC member, asked, “Hilda Perez used to hold that position. Would Ms. Perez be eligible to run for that position again?”

- Frank Meza informed Ms. Guadarrama that Ms. Perez is no longer eligible for the position because she has already served the maximum term limit of 8 years. We are currently reviewing the application as we prepare for the upcoming elections for BOG.
- Marcia Ramos asked, “When is the deadline for the application for the L.A. Care Board of Governors?”
- Frank Meza clarified that CO&E will be bringing this document to all the RCACs, including the RCACs that meet in November. After gathering feedback and recommendations the CO&E team will provide those recommendations during the December TTECAC meeting.
- Marcia Ramos followed up with, “Are we looking at some time next year to start the process?”
- Frank Meza responded that we are currently just making updates to the application, but the BOG election process will begin next year.
- Ramon Garcia reminded members that if no one has any feedback to provide now, RCAC members can always utilize the toll-free line, the CO&E email, or the Field Specialist phone number to provide feedback at a later time.
- RCAC members did not have any additional questions or feedback to add to the application.
- Next, Ramon asked members to review the Board of Governors Motion Summary.
- The motion presented was “Ask the two consumer representatives, Layla Gonzalez and Fatima Vazquez, to continue to serve until the 2025 election of new representatives is complete and request a review by RCAC members of the application and rules for the election of nominees to the two consumer board seats with feedback provided to ECAC by February 2025.”
- Adriana Martinez asked, how can the members receive an update of what the representatives have accomplished in their positions that have benefited the members? It is important to understand what they have done for the members.”
- Ramon Garcia reminded members that they are always welcome to attend TTECAC and BOG meetings, either in person or virtually.
- Fatima Vasquez and Layla Gonzalez provide their updates during TTECAC.
- Ms. Gonzalez provided a response that their role also ensures that they remind Mr. Baackes of all the suggestions brought forward by the RCAC members.
- The Board Members also remind the CEO and L.A. Care that there is a lack of providers throughout various areas within L.A. County.
- There is a lack of funding for programs and resources, which is where Prop 35 comes in, to be able to provide more funding and for the health plan to be able to offer more resources and providers and specialists.

<ul style="list-style-type: none"> • Ms. Gonzalez reminded members that they can attend TTECAC via Zoom virtually and ask their questions. They can ask questions via phone as well through the toll-free line. • Ms. Guadarrama asked Ms. Gonzalez to please advocate for RCAC 1 for more doctors in the Antelope Valley. • Members did not have any additional comments or suggestions regarding the motion. 	
<p>IV. Member Experience Feedback & Updates (35 min)</p>	<p>Agenda Lead</p>
<p>A. Update on L.A. Care Dental and Vision benefits</p> <ul style="list-style-type: none"> • RCAC members took a few minutes to review the dental and vision benefits provided by staff. • Marcia Ramos stated that Medi-Cal will cover contact lenses if you have an eye disease. Your doctor must write a letter and a reason for needing the contact lenses. Medi-Cal will not cover both contact lenses and glasses. The option is one or the other. • Irene Cuevas, RCAC member, stated that she had to purchase her glasses where she paid for the frame and the lenses. Ms. Cuevas needs glasses with transition for light sensitivity and was told that it was not covered under her insurance. • Ms. Ramos mentioned that the glasses are covered with a note from a doctor that states that the glasses are necessary. • Ms. Cuevas mentioned that she did get a doctor's note and the insurance did not recognize the condition as an item to be covered by the insurance. • Ms. Ramos stated that when picking out glasses that are covered by the insurance it is helpful to ask before purchasing which glasses are covered by Medi-Cal. • Maria T. Rabaja stated that she recently received glasses that were covered by her insurance, other than the scratch resistance that was added. • Armando Magana, Health Navigator, informed the members that the billing has to do with the way the doctor submits the diagnosis. If a doctor does not submit the proper diagnoses and the member, ask for specific items to be added to their glasses then it will be considered cosmetic. • Ms. Ramos mentioned that if you do not know what is covered with your insurance, you can call the number and they will tell you the amount that is covered with your specific plan. • When ordering for children, make sure you order an extra frame because they often come back from school with broken frames. 	<p><i>Ramon Garcia, CO&E Field Specialist</i></p>

<ul style="list-style-type: none"> Mr. Garcia reminded members that the document that staff provided only serves as an overview, but the members have other resources such as the CRC and the Health Navigators to help navigate their insurance. <p>B. L.A. Care New Global/Regional Issues</p> <ul style="list-style-type: none"> Irene Cuevas mentioned frustration with Call the Car for medical transportation. Ms. Cuevas had an issue where the driver could not find her, and she called L.A. Care to inform them of the issue and they informed her that she was not in the system. Mr. Magana stated that there have been several issues with Call the Car lately. Mr. Magana always recommends for members to use will-call. Mr. Magana also recommends giving them about an hour to an hour and a half. Alicia Flores, RCAC member, stated that she had an issue where she had transportation arranged for pick-up. Ms. Flores was waiting outside on a hot day for several minutes. Finally, the driver called her and informed her that they were outside. Ms. Flores told the driver that she had been outside for several minutes and she did not see them. The driver threatened to leave. Mr. Garcia asked members for recommendations for how to improve some of the situations that they have experience with transportation. Ms. Ramos recommends confirming the address, zip code, and the city when the transportation is being set up. Mr. Meza informed members that CO&E staff will take these issues back to Call the Car and provide an update during the next RCAC meeting. 	
<p>V. Break (5 min)</p>	<p>Agenda Lead</p>
<p>A. An opportunity to take a 5-minute break.</p>	<p><i>Roger Rabaja, Interim RCAC Chair</i></p>
<p>VI. New Business (40 min)</p>	<p>Agenda Lead</p>
<p>A. RCAC Chair and Vice-Chair Information and Nominations</p> <ul style="list-style-type: none"> Ramon Garcia began reviewing documents on nominations starting with the letter. This letter states that the RCAC Chair and Vice Chair election will take place on December 20th, 2024. Everyone is eligible to run for either position and nominations can be submitted through the nomination sheet included in the member folders, toll-free line at 1- 888-522-2732 or email at coeadvisory@lacare.org. 	<p><i>Ramon Garcia, CO&E Field Specialist</i> <i>RCAC Members</i></p>

- Ramon reviewed the 2024/2025 Transition Election Timeline for RCAC Chair and Vice Chair Elections.
- Reviewed the RCAC Chair and Vice Chair roles and responsibilities.
- **General Role and Responsibilities:**
- The Regional Community Advisory Committee (RCAC) Chair serves as a volunteer. The RCAC Chair's term of office is two years. RCAC Chairs can be elected for no more than two consecutive two-year terms, or no more than four years in a row.
- The RCAC Chair leads the regular meetings of the RCAC in partnership with the Community Outreach and Engagement Field Specialists assigned to that RCAC.
- The RCAC Chair is responsible to guide the RCAC meetings in a manner that ensures full and respectful participation by all RCAC members, visitors, and guests.
- The RCAC Chair represents the RCAC at the meetings and events of the Executive Community Advisory Committee (ECAC).
- The RCAC Chair is responsible to report the activities, concerns and issues discussed at the RCAC to the ECAC and report back to the RCAC on the discussions, decisions, and activities of the ECAC.
- The RCAC Chair is eligible to receive a stipend of \$100 for each ECAC meeting attended and \$180 for attending and chairing the meeting of their RCAC. A Social Security or ITIN number must be provided to receive stipends.
- **Qualifications:**
- The RCAC Chair must be a certified Consumer Member or Advocate Member of the RCAC at the time of nomination and election.
- The RCAC Chair must be able to attend and chair regularly scheduled RCAC meetings. Excessive absences may result in removal from office.
- The RCAC Chair should be able to speak in public and lead simple discussions. Being familiarity with basic parliamentary procedures is preferred.
- The RCAC Chair must be able to interact with persons from different cultures and backgrounds, helping to facilitate a respectful environment during RCAC meetings and events.
- The RCAC Chair should have a basic understanding of how government sponsored health care programs such as Medi-Cal, L.A. Care Medicare Plus (HMO), LA Care Covered, or PASC-SEIU Homecare Workers Health Care Plan work. He/she should be able to correctly describe the mission of L.A. Care Health Plan, the role of L.A. Care's Board of Governors, the role of the RCACs and the ECAC.
- **Training:**
- The RCAC Chair and Vice Chair will receive mandatory trainings focus on meeting facilitation, meeting decisions, note taking, and reporting during their term.


<ul style="list-style-type: none"> • All trainings will be at L.A. Care Health Plan office in downtown Los Angeles and transportation services will be offered to eligible individuals. • Note: • The general role, responsibilities, and qualifications for the RCAC Vice-Chair are the same as for the RCAC Chair. The Vice-Chair assumes the duties of the RCAC Chair only in the absence of the RCAC Chair. If a Vice-Chair assumes the duties of a Chair, the stipend(s) paid to RCAC Chair will be paid to the Vice-Chair. The Vice-Chair will be offered the opportunity to attend two (2) Executive Community Advisory Committees (ECAC) meetings per fiscal year and will be eligible to receive a stipend of \$50.00 for each ECAC meeting attended. A Social Security or ITIN number must be provided to receive stipends. • Moving on to the nomination form, all members are eligible to run for either position of RCAC Chair or Vice Chair. • Mr. Garcia clarified, you can nominate whoever you would like and as many as you would like. • RCAC members that are nominated have the option of accepting or declining their nomination and can decide if they want to run. • Mr. Garcia asked members to fill out their nomination forms and leave them inside their folders. • A RCAC member mentioned that not everyone’s name was included in the nomination form. • After reviewing the form, all members agreed that everyone’s name was included on the form. 	
<p>VII. Future Agenda Items (10 min)</p>	<p>Agenda Lead</p>
<ul style="list-style-type: none"> • Ms. Guadarrama would like the RCAC Chair to invite Dr. Shapiro to the RCAC 1 meeting to discuss the topic of stomach cancer. Ms. Guadarrama also stated is Dr. Shapiro is able to attend if he can speak on several topics or is he limited to only one topic? • Mr. Garcia asked the members if they were all in agreement to inviting Dr. Shapiro. Although we can invite Dr. Shapiro, we are not guaranteed that he will be able to attend. • The majority of members agreed to invite Dr. Shapiro to attend a RCAC 1 meeting to discuss stomach cancer. • Maria T. Rabaja recommended that in case he cannot attend, maybe he can put together a video to share with RCAC members. • A RCAC member asked who Dr. Shapiro is, and staff informed the RCAC member that he is the Vice-Chair of L.A. Care’s Board of Governors. • Dr. Shapiro creates videos with L.A. Care and works with AltaMed, which is contracted with L.A. Care. 	<p><i>Ramon Garcia, CO&E Field Specialist</i></p> <p><i>RCAC Members</i></p>

<ul style="list-style-type: none"> • Marcia Ramos recommends inviting someone from Mental Health America to bring in information for the new organizations they have for mental health for different age groups. Ms. Ramos will share the contact information with Mr. Garcia. • Maria T. Rabaja attended a training with Best Start: Trauma Informed and how to deal with children with trauma. • Yajaira Valdovinos asked how well informed and prepared L.A. Care was with respect to an emergency preparedness event that the Palmdale CRC had on Wednesday. There was a big turnout, and the CRC was not prepared to deal with the amount of people that turned out. • Frank Meza asked if the member had a suggestion for how staff can stay more informed. • Yajaira Valdovinos mentioned that the event was promoted where registration was not required and moving forward, registration should be required so the CRC is able to better serve the community in attendance. • Maria Mayoral mentioned that there was a second event that was going on simultaneously which may have caused some issues. • Marcia Ramos recommended having a training on emergency preparedness. 	
<p>VIII. Public Comments (10 min)</p>	<p>Agenda Lead</p>
<p>A. There were no public comments.</p>	<p><i>Roger Rabaja, Interim RCAC Chair</i></p>
<p>IX. Resource Sharing & Meeting Evaluations (10 min)</p>	<p>Agenda Lead</p>
<p>A. Resource Sharing</p> <ul style="list-style-type: none"> • Marcia Ramos shared Halloween Haunt for Lancaster and Palmdale at the new location, Lancaster National Soccer Center field number 30 off of 30th East and Avenue L from 4pm – 8pm on Saturday, October 19, 2024. • Ramon Garcia shared some resources that were provided during the October TTECAC meeting on Prop 35 and L.A. Care’s Strategic Vision presentation. • Erick Gonzalez, CRC Representative, shared the CRC calendar and recommended everyone pick up a calendar monthly and follow the CRC on social media in order to stay up to date with all the events going on. • Nicholas Doran, Executive Director at Meals in Motion, provided a background of what the organization does. Meals in Motion provides healthy food choice education and cooking classes where children and families can make healthier choices and practice cooking. The goal is to push into some of the schools in the Antelope Valley and 	<p><i>Roger Rabaja, Interim RCAC Chair</i></p> <p><i>Ramon Garcia, CO&E Field Specialist</i></p>

<p>hoping to host some classes at the CRC some time in the future. Mr. Doran expressed interest in running for a seat on the Board of Governors.</p> <ul style="list-style-type: none"> • Ramon reminded members that the next meeting will not be held at the Palmdale CRC but will be at the Palmdale Woman’s Club. • Members were provided time to fill out their evaluations. 	
<p>X. Adjournment</p>	<p>Agenda Lead</p>
<ul style="list-style-type: none"> • Roger Rabaja, Interim RCAC Chair adjourned the meeting. • Next Meeting Date: Friday, December 20, 2024, from 10:00 a.m. to 12:30 p.m. at the Palmdale Woman’s Club at 2141 E. Avenue Q, Palmdale, CA 93550 	<p><i>Roger Rabaja, Interim RCAC Chair</i></p>

<p>Respectfully Submitted by:</p>	<p>Approved by:</p>
<p>Ramon Garcia, <i>Community Outreach Field Specialist</i></p>	<p>Roger Rabaja, <i>RCAC 1 Chair</i></p>

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<p>Respectfully Submitted by:</p>	<p>Approved by:</p>
<p>Ramon Garcia, <i>Community Outreach Field Specialist</i></p> 	<p>Roger Rabaja, RCAC Chair <i>Maria Adela Guadarrama</i> <i>Adela Guadarrama (R.G.)</i></p>