



Regional Community Advisory Committee (RCAC) Region 1

Palmdale Woman’s Club

2141 E Avenue Q, Palmdale, CA 93550

December 20, 2024

10:00 a.m. – 12:30 p.m.

Meeting Summary

| Member Attendance | | | | Staff/Management Present |
|----------------------------|---|------------------------|---|--|
| Adela Guadarrama | P | Maria Los Angeles Cruz | P | Frank Meza, Community Outreach Field Specialist |
| Adriana Martinez | E | Maria Mayoral | P | Ramon Garcia, Community Outreach Field Specialist |
| Alicia Flores | P | Maria Teresa Rabaja | P | Idalia de la Torre, Field Specialist Supervisor |
| Daniela Castillo | P | Maria Teresa Trujillo | P | John Baackes, Chief Executive Officer, L.A. Care Health Plan |
| Fidelia Pineda | P | Marsha Diana Jackson | P | |
| Irene Cuevas | P | Pamela Harris | P | |
| Laura Gonzalez | P | Pedro Martinez | E | |
| Lupe Galvez | P | Roger Rabaja | U | |
| Marica Ramos | P | Yajaira Valdovinos | P | |
| Maria Del Carmen Gutierrez | P | | | |

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

| Public Attendance | Interpreter Attendance |
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| Rosie Mainella | Isaac Ibarlucea |
| Norberto Rodriguez | Andrew Yate |
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MEETING SUMMARY, DISCUSSION AND FOLLOW UP

I. Welcome & Introduction (15 min)

Agenda Lead

*** Prior to the start of the meeting, John Baackes, Chief Executive Officer (CEO) for L.A. Care Health Plan, addressed the committee. Mr. Baackes spoke on the next CEO, Martha Santana-Chin and her official start with L.A. Care Health Plan on January 6th, 2025.

Maria Adela Guadarrama, Interim RCAC Chair

- *Maria Adela Guadarrama, Interim RCAC Chair, offered her thanks to Mr. Baackes and Al Ballesteros, Board of Governors Chair, for aiding community clinics so that they could remain open. Ms. Guadarrama stated that the committee would continue working with the new CEO by advocating for more doctors and specialists in the Antelope Valley. She also added that the committee would advocate for a new hospital in the area.*
- *Ms. Guadarrama added a story of a young boy who passed on the way to the hospital, which was not nearby. Adela also thanked Mr. Baackes for the Palmdale Community Resource Center. John Baackes stated there was a Federally Qualified Health Center in the Antelope Valley that was in financial trouble. L.A. Care was able to advance them enough money to keep going until they were able to merge with Mr. Ballesteros's organization. ****

*Ramon Garcia, CO&E Field Specialist
Frank Meza, CO&E Field Specialist*

A. Call Meeting to Order

- Roger Rabaja, Interim RCAC 1 Chair, was unable to attend the meeting. Ramon Garcia & Frank Meza, Field Specialists, asked the committee for a volunteer to run the meeting. Adela Guadarrama, RCAC member, volunteered to chair the meeting and the committee agreed.

B. Review Group Agreements

- Ms. Guadarrama asked for volunteers to read the Group Agreements.
- Maria T. Rabaja, RCAC member, volunteered to read the agreements.
- Ms. Guadarrama asked the RCAC members if there were any additional group agreements they would like to add.
- No additional agreements were proposed.

C. Review and Approval of Agenda

- Ms. Guadarrama asked the committee for a motion to approve the agenda for December 20, 2024.
- Maria Mayoral, RCAC member, presented a motion to approve the agenda.

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| <ul style="list-style-type: none"> • Maria T. Rabaja, RCAC member, presented a second motion to approve the agenda. • The agenda was approved as presented. • Adela Guadarrama asked everyone in the room to introduce themselves. | |
| <p>II. Meeting Minutes Approval (5 min)</p> | <p>Agenda Lead</p> |
| <ul style="list-style-type: none"> • RCAC members were given a few minutes to review the meeting minutes for the meeting from October 18, 2024. • Ms. Guadarrama asked for a motion to approve the minutes. • Maria T. Rabaja proposed a motion to approve the minutes. • Maria Del Carmen Gutierrez, RCAC member, seconded the motion to approve the motion. • There were no discussions. • The minutes for the month of October 2024 were approved as presented. | <p><i>Maria Adela Guadarrama, Interim RCAC Chair</i></p> <p><i>RCAC Members</i></p> |
| <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"> • Ms. Guadarrama handed over the section to Mr. Garcia to present the highlights on behalf of Roger Rabaja. • Mr. Garcia provided an update on the December Board of Governors (BOG) meeting. • Members of the Board and RCAC members in attendance gave their appreciation for John Baackes as he approaches his retirement. • The BOG announced L.A. Care’s next CEO, Martha Santana-Chin, who is set to begin on January 6th, 2025. • Ms. Santana-Chin is joining L.A. Care after her time at Health Net and has over 30 years of experience. • During the December Temporary Transitional Executive Community Advisory Committee (TTECAC), RCAC 4 presented a motion about the long wait time for seeing a specialist and receiving Durable Medical Equipment. • Other members on TTECAC expressed similar issues in their regions and added the following: <ul style="list-style-type: none"> • Long wait times for appointments with a Primary Care Physician (PCP), Issues related to receiving prescriptions and medication. • Mr. Garcia invited any members who attended TTECAC or BOG to share their experience. | <p><i>Ramon Garcia, CO&E Field Specialist</i></p> |

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| <ul style="list-style-type: none"> • Ms. Guadarrama shared that she was present during Mr. Baackes’s appreciation at BOG. She also learned during the meeting that L.A. Care played a role in providing funding to some of the community clinics that were financially struggling in collaboration with Al Ballesteros. • Maria Adela Guadarrama shared the importance of committee members attending BOG and TTECAC so that they can learn about the things that L.A. Care is implementing to improve member services and experiences. • Frank Meza added that Mr. Ballesteros is the Chair for the Board of Governors and is also the CEO for Wesley Health Centers. <p>B. CO&E Department Update</p> <ul style="list-style-type: none"> • Ramon Garcia reviewed a document on general methods of voting. • The first method is General Consent. This method has been used by members when approving the meeting minutes or agenda. • A ballot vote would be demonstrated later during the meeting when members vote for the RCAC Chair and Vice Chair for the election. • Colored Card voting has not been used, but Mr. Garcia informed members that the committee will have an opportunity to practice this method with scenarios during a future meeting. • Mr. Garcia asked members to take the documents home and review them. • Frank Meza reiterated that members would have the opportunity to practice with some real-life examples during the next meeting. He added that in the past the committee used Robert’s Rules of Order, but the purpose of these new methods of voting is to simplify the process. | |
| <p>IV. Member Experience Feedback & Updates (35 min)</p> | <p>Agenda Lead</p> |
| <p>A. L.A. Care New Global/Regional Issues</p> <ul style="list-style-type: none"> • Ramon Garcia provided an update on a request made by members for Board Member, Dr. Ilan Shapiro to attend a future RCAC 1 meeting. Staff has reached out to Dr. Shapiro, and they are waiting for a response. • Maria Adela Guadarrama invited members to share their experiences with their health plan, including issues with their doctor and pharmacy. • Maria Mayoral, RCAC member, shared a positive experience she has had. The physicians she has worked with have been extremely comprehensive and has not had any issues with the pharmacy or with the medical staff. | <p><i>Ramon Garcia, CO&E Field Specialist</i></p> |

- Irene Cuevas, RCAC member, expressed her challenges with many of the services she has received. Ms. Cuevas stated that navigating the health care system in the Antelope is extremely difficult and is made worse by the lack of resources.
- Maria T. Rabaja shared her experience with Wesley Health Center on Palmdale Blvd and 22nd St E. Ms. Rabaja was attempting to refill her prescription but was told by staff that she needed to have her blood pressure taken first. Ms. Rabaja waited over 2 hours to have her blood pressure taken and was told to return 2 days later. Ms. Rabaja returned 2 days later and was told by staff that she didn't have an appointment. Staff informed Ms. Rabaja that she had to return for her appointment on a different day because the doctor was unavailable. Ms. Rabaja went back on the date she was told and still had to wait for an extended period of time.
- Marcia Ramos, RCAC member, informed the committee that they have access to Case Managers available at the Wesley Health Centers. She also mentioned that whenever members experience any issues at the health centers, they can ask to speak to a manager in hopes that they may be able to escalate the issue accordingly.
- Ms. Cuevas shared she had a similar experience with the Wesley Health Center where she arrived for her appointment and was told she did not have an appointment for that day. It was difficult for Ms. Cuevas to arrive to her appointment in the first place because of the heavy snow. She left and called the manager of the health center and was told it was an issue with IT.
- Ms. Cuevas shared another experience where she had issues with her transportation. She was dropped off but when she was getting picked up the driver could not find her. Ms. Cuevas expressed her frustration with being dropped off with no issue but not being able to be picked up.
- A member stated that she went to several clinics to attempt to investigate the source of the issues that members are experiencing. The member was informed that the issue may be that many clinics are understaffed, some of them having as little as one physician available. She expressed the need for more physicians.
- Ms. Guadarrama stated it is important to attend BOG to inform L.A. Care of these issues that the region is experiencing and to increase number physicians and specialists.

- Ms. Ramos suggested members urgently need to see a physician visit urgent care which is available at the Wesley Health Center, but members need to go early. She also added that the concerns that members were bringing up were also impacting other regions. Population Health Management is planning on sending out surveys to see which issues are affecting each region.
- A member shared that they were diagnosed with osteopenia. The member asked their physician if they would be prescribed any medication. The physician informed the member they would be taking a vitamin. The member followed up with their doctor to make sure they were taking the appropriate action. A different physician informed the member that they now have osteoporosis. The member has now received an authorization to receive treatment, but they believe that something could have been done to prevent their condition from worsening. The member mentioned that this issue was also with one of the Wesley Health Centers.
- Ms. Del Carmen Gutierrez was referred to a physician and decided to switch to that health center. She was surprised when she found out that the physician no longer worked there. She also learned after switching that there were no appointments available for a physical for over a year. Ms. Del Carmen Gutierrez feels that the doctor she has now does not take the time to answer her questions thoroughly and her appointments feel rushed. She also feels that the interpreters assigned to her do not fully interpret what the doctor communicates during her appointments.
- Ms. Cuevas stated that she has had conversations with people that have different health plans and they have shared that they are also experiencing extended wait times for their appointments.
- Marcia Ramos mentioned that there are basic services that L.A. Care is attempting to bring to the Community Resource Centers (CRCs), such as taking blood pressure and mammograms.
- Idalia De La Torre, Field Specialist Supervisor, clarified that the proposal Marcia Ramos shared about some of the services to be offered at the CRCs are being proposed by Dr. Amin, Chief Medical Officer of L.A. Care Health Plan. However, it is not certain that Martha Santana-Chin will have the same plan for the CRCs. She also elaborated on the proposal that RCAC 4 presented during TTECAC. With this motion, TTECAC is asking BOG to share the number of physicians available in certain areas as well as specialists. The goal of this motion is to identify why so many regions are experiencing long wait times. Ms. De La Torre also informed the members that they can also put together a motion to present to TTECAC in the hopes of taking it up to the BOG. She also mentioned that it

doesn't have to go as far as a motion to the Board, but it can be something as simple as having an L.A. Care internal department come to RCAC 1 and discuss a topic.

- Mr. Garcia asked the members what staff can do to help with the issues that have been presented during this meeting.
- Irene Cuevas mentioned that preventative care is important and would like to see more cooking classes and health education at the Palmdale CRC.
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- Frank Meza stated that staff will check in with the Palmdale CRC and see what classes are being offered and share the calendar with the RCAC members.
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- Marcia Ramos suggested presenting a motion that the CRCs provide presentations for how to use Durable Medical Equipment (DME). She also mentioned that specialists in the area are unaware of where to send prescriptions to have DME covered for their patients.
- Ms. De La Torre explained that DME is very specific to the needs of individuals. Those members who need assistance with their DME can always use the Health Navigators at the CRCs as a resource when they have questions about their equipment or additional resources.
- Mr. Meza elaborated that staff could provide educational material. DME is a covered benefit under Medi-Cal which means that members can always go the Health Navigators for support and resources. He suggested that if a motion is presented it should be on the trend of issues with the Wesley Health Centers or an issue with access to care.
- Maria Adela Guadarrama shared the number for Member Services: 1-888-839-9909.
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- Mr. Meza stated this number is shared for members who would like to discuss personal issues. Members can also use the Palmdale CRC as a resource for personal matters.

B. Update on Call the Car

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| <ul style="list-style-type: none"> Ramon Garcia informed members that L.A. Care staff has a direct contact with Call the Car (CTC). Staff has shared issues and concerns that have been brought up and they will continue to communicate with CTC to ensure that the process is smooth. | |
| <p>V. Break (5 min)</p> | <p>Agenda Lead</p> |
| <p>A. Members took a 5-minute break.</p> | <p><i>Maria Adela Guadarrama, Interim RCAC Chair</i></p> |
| <p>VI. Old Business (40 min)</p> | <p>Agenda Lead</p> |
| <p>A. Close RCAC Chair and Vice-Chair Nominations and Elections.</p> <ul style="list-style-type: none"> Before moving on to the election process, nominations must be closed. Mr. Garcia read the names of the nominees running for RCAC 1 Chair. Chair nominees included Fidelia Pineda, Maria Del Carmen Gutierrez, Maria Mayoral, and Yajaira Valdovinos. Mr. Garcia asked the committee if anyone else wanted to include their names on the ballot or if they wanted to nominate anyone else before closing nominations. <p>He stated that Roger Rabaja was on the ballot, but his name would need to be removed because he was not present for the election.</p> <ul style="list-style-type: none"> Vice Chair nominees included Alicia Flores, Marcia Ramos, Maria Del Carmen Gutierrez, Maria Mayoral, Maria Rabaja, and Maria Rabaja. Maria Adela Guadarrama asked if she could nominate herself for the Chair position. Mr. Garcia asked the committee to include Ms. Guadarrama’s name on the ballot. Ramon Garcia closed the nominations. Mr. Garcia invited the candidates to present their speeches for the committee. Ms. Pineda thanked everyone for the nominations. She promised to learn as much as possible and to dedicate herself to the role. | <p><i>Ramon Garcia, CO&E Field Specialist</i></p> <p><i>RCAC Members</i></p> |

- Maria Del Carmen shared her desire to advocate for RCAC 1 especially for the lack of resources in the Antelope Valley. She talked about her background as an advocate and years of experience as a volunteer.
- Yajaira Valdovinos has been a volunteer for 15 years. Ms. Valdovinos shared her background with the committee, including her ethnic background and told everyone about her family. She is a member of CHRLA and is fights for Mexican rights in this country by informing people of their rights and sharing resources.
- Maria Mayoral has been with L.A. for several years and has been a volunteer for her children's schools for the past 22 years. She is ready to represent the committee and to advocate at TTECAC and BOG.
- Maria Adela Guadarrama has been Chair for RCAC 1 in the past and has also been a Health Promoter for L.A. Care. Ms. Guadarrama was motivated by another member to ask for a CRC for the Antelope Valley.
- Ramon Garcia informed members in order to win the majority vote they had to receive 9 votes total.
- Lupe Galvez - RCAC member, Frank Meza and Isaac Ibarlucea - Spanish Interpreter were the designated ballot counters.
- The results for the first round of votes for the Chair position were as follows:
 - Fidelia Pineda: 1
 - Maria Del Carmen Gutierrez: 3
 - Maria Mayoral: 5
 - Yajaira Valdovinos: 1
 - Maria Adela Guadarrama: 6
- Frank Meza informed RCAC members they had to vote again because none of the candidates received the required 9 votes to win the majority of the votes.
- Mr. Meza asked the candidates if any of them would like to remove themselves from the ballot. He informed them that no one would be asked to remove themselves, this was completely voluntary.
- Fidelia Pineda asked to be removed.
- Yajaira Valdovinos asked to be removed.
- 2 RCAC members left the meeting, bringing the total number of members down to 14.
- Frank Meza informed the members the new number of votes required to win was 8 total votes.
- The results for the second round of votes were as follows:
 - Maria Del Carmen Gutierrez: 2
 - Maria Mayoral: 7
 - Maria Adela Guadarrama: 5

- Mr. Meza asked the candidates if anyone wanted to remove their names from the ballot.
- Maria Del Carmen Gutierrez asked to be removed.
- The results for the third round of votes were as follows:
 - Maria Mayoral: 7
 - Maria Adela Guadarrama: 7

- Mr. Meza asked the candidates if anyone wanted to be removed from the ballot.
- Idalia De La Torre asked the remaining candidates to give a final speech on why they are the ideal candidate for the Chair role.
- Maria Mayoral stated that she likes to be involved in the community and she is ready to learn. Although she is new to the role, she is dedicated to learning. Ms. Mayoral promised to communicate the information she learns at TTECAC and BOG.
- Maria Adela Guadarrama stated she would like to learn more since the changes that have been made. Ms. Guadarrama also has previous experience as a Health Promoter and as RCAC 1 Chair. She mentioned that she enjoyed her experience in the past. Ms. Guadarrama asked the members, regardless of who won, to continue to advocate for more specialists in the area.
- The results for the fourth round of votes for the Chair position were as follows:
 - Maria Mayoral: 9
 - Maria Adela Guadarrama: 5

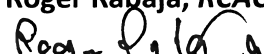
- Maria Mayoral was officially elected as the Chair for RCAC 1.
- Mr. Meza informed the members they would be voting for Vice Chair.
- Mr. Garcia invited Marcia Ramos to present her speech to the committee.
- Ms. Ramos stated she would like to represent the committee as a Vice Chair. She has volunteered in the community for over 30 years.
- Alicia Flores was invited to present her speech.
- Ms. Flores talked about her past as a Health Promoter and her experience as Vice-Chair.
- Maria T. Rabaja was invited to give her speech.
- Ms. Rabaja thanked the committee for nominating her.
- The results for the first round of votes were as follows:
 - Alicia Flores: 4
 - Marcia Ramos: 6

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| <ul style="list-style-type: none"> ○ Maria Del Carmen Gutierrez: 1 ○ Maria T. Rabaja: 3 ● Mr. Meza asked if anyone wanted to remove themselves from the ballot. ● Alicia Flores asked to be removed but then changed her mind and asked to remain on the ballot. ● The results for the second round of votes were as follows: <ul style="list-style-type: none"> ○ Alicia Flores: 9 ○ Marcia Ramos: 2 ○ Maria Del Carmen Gutierrez: 1 ○ Maria T. Rabaja: 2 ● Alicia Flores was officially elected as the Vice Chair for RCAC 1. | |
| <p>VII. Future Agenda Items (10 min)</p> | <p>Agenda Lead</p> |
| <ul style="list-style-type: none"> ● Ramon Garcia gave an update on a previous request from Marcia Ramos with Mental Health America. Mr. Garcia will follow up with Ms. Ramos to get that information. ● Mr. Garcia also contacted someone at Best Start L.A. which was shared by Ms. Rabaja. | <p><i>Ramon Garcia, 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 member will speak for up to 2 minutes.</p> <ul style="list-style-type: none"> ● There were no public comments. | <p><i>Maria Adela Guadarrama, 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 an event for a Holiday Drive-Thru giveaway by the ADTA on December 21, 2024, from 10 a.m. – 3 p.m. The event would be providing food and toys. Ms. Ramos also shared Hope Chapel on the 1st and 3rd Friday of the month provides food from 8 a.m. – 11 a.m. | <p><i>Maria Adela Guadarrama, Interim RCAC Chair</i></p> |

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| <p>B. Complete meeting evaluation forms</p> <ul style="list-style-type: none"> Ramon Garcia asked members to fill out their meeting evaluations. | <p><i>Ramon Garcia, CO&E Field Specialist</i></p> |
| <p>X. Adjournment</p> | <p>Agenda Lead</p> |
| <ul style="list-style-type: none"> Maria Adela Guadarrama adjourned the meeting at 12:40 p.m. Next Meeting Date: Friday, February 21, 2025, from 11:00 a.m. to 1:30 p.m. at the Palmdale Community Resource Center at 2072 E. Palmdale Blvd, Palmdale, CA 93550 | <p><i>Maria Adela Guadarrama, Interim RCAC Chair</i></p> |

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

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| <p>B. Complete meeting evaluation forms</p> <ul style="list-style-type: none"> Ramon Garcia asked members to fill out their meeting evaluations. | <p><i>Ramon Garcia, CO&E Field Specialist</i></p> |
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