



Regional Community Advisory Committee (RCAC) Region 1

Palmdale Community Resource Center

2072 E. Palmdale Blvd, Palmdale, CA 93550

Friday, February 21, 2025

11:00 a.m. – 1:30 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	P	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	
Fidelia Pineda	P	Marsha Diana Jackson	P	
Irene Cuevas	P	Pamela Harris	E	
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
Fatima Vazquez, RCAC 7, BOG member	Jeannette Martinez
Diane Chavez, RCAC 2	Margarita Salazar
Marlene Enriquez	
Norberto Rodriguez	
Eduardo Medina, Salva Organization	

MEETING SUMMARY, DISCUSSION AND FOLLOW UP	
I. Welcome & Introduction (15 min)	Agenda Lead
<p>A. Call Meeting to Order</p> <ul style="list-style-type: none"> Roger Rabaja, <i>Interim Chair</i>, called the meeting to order. Mr. Rabaja initiated the meeting with introduction of the committee members, public members, L.A. Care staff and interpreters. <p>B. Approval of Agenda</p> <ul style="list-style-type: none"> Mr. Rabaja provided the members with an opportunity to review the agenda. Ramon Garcia, <i>Field Specialist</i>, asked the committee if anyone received the meeting materials through mail. Several members stated that they had not received the materials through the mail, only through email. Marcia Ramos, <i>RCAC member</i>, mentioned that there may be delays in the mail due to the recent fires. Roger Rabaja asked for a motion to approve the agenda. Marcia Ramos made the first motion to approve the agenda. Maria Adela Guadarrama, <i>RCAC member</i>, second the motion to approve the agenda. The agenda for Friday, February 21, 2025, was approved. <p>C. Group Agreements</p>	<p><i>Roger Rabaja, Interim RCAC Chair</i></p> <p><i>Ramon Garcia, CO&E Field Specialist</i></p>

<ul style="list-style-type: none"> • Mr. Rabaja asked for volunteers to read through the RCAC 1 Group Agreements. • Maria Mayoral, RCAC member, read the group agreements. • Ms. Mayoral asked to add an agreement to allow members to speak without being interrupted. • Ramon Garcia asked the group if they agreed to add the group agreement that was suggested by Ms. Mayoral. The majority of the committee agreed to include Ms. Mayoral's suggestion to the group agreements. • Alicia Flores, <i>RCAC member</i>, added that those who wish to speak should raise their hands and wait to be called on. • Mr. Garcia suggested that members can raise their hands, and he will write down the names of any members who wish to speak. • Frank Meza, <i>Field Specialist</i>, added those who raise their hands should speak only after they have been recognized by the RCAC Chair or a Field Specialist. 	
II. Meeting Minutes Approval (5 min)	Agenda Lead
A. Review Meeting Minutes <ul style="list-style-type: none"> • Roger Rabaja provided the members with an opportunity to briefly review the meeting minutes for December 20, 2024. • Marcia Ramos stated her name was misspelled on the first page. • Mr. Rabaja asked for a motion to approve the minutes. • Maria Teresa Rabaja, <i>RCAC member</i>, made a motion to approve the minutes. • Maria Los Angeles Cruz, <i>RCAC member</i>, second the motion to approve the minutes. • The meeting minutes for December 20, 2024, were approved with changes. 	<i>Roger Rabaja, Interim RCAC Chair</i> <i>RCAC Members</i>
III. L.A Care Updates (40 min)	Agenda Lead
A. RCAC Chairperson Highlights	

<p>Board of Governors updates</p> <ul style="list-style-type: none"> • Roger Rabaja handed it over to Mr. Garcia to provide the highlights for February Board of Governors (BOG) and Temporary Transitional Executive Community Advisory Committee (TTECAC). • Ramon Garcia started by providing the highlights for BOG. • Martha Santana-Chin, <i>L.A. Care Chief Executive Officer</i>, gave her first Chief Executive Officer report at the Board Meeting. Ms. Santana-Chin focused on strengthening L.A. Care’s operations, advocating for healthcare protections and ensuring uninterrupted care, especially during the recent wildfires. L.A. Care mobilized resources to support members, providers, and employees and the Board approved an allocation of \$10 million to support wildfire relief. • Additionally, Ms. Chin emphasized ongoing advocacy against policy changes that could impact healthcare access, particularly for low-income communities and immigrants. Internally, she engaged employees and community leaders. L.A. Care has invested in 14 community resource centers, in children’s health initiatives, and improved healthcare accessibility, demonstrating its commitment to long-term support of health care in Los Angeles County. • Terry Brown, <i>Chief Human Resources Officer</i>, provided an update on the installation of automatic doors at L.A. Care’s community resource centers. Over the holidays, automatic doors were installed at eight centers, and all new CRCs will have them as a standard feature. Centers that have less than three years on the lease were excluded. He confirmed that automatic doors are in place at the 1200 building. This is the last update on the request. <p>TTECAC Updates</p> <ul style="list-style-type: none"> • During the February TTECAC meeting there was a motion to recommend the approval of RCAC candidates. This included RCAC 3 member, Jose Lopez. • There was also a motion to approve the newly elected Chairs and Vice-Chairs for all 8 RCACs. • The Chairs and Vice-Chairs have been approved. The names will be sent to the March BOG meeting for final approval. These elected members will sit in their new roles starting in March of 2025. • RCAC 5 and RCAC 6 filed motions related to access to healthcare and availability of appointments with Primary Care Physicians (PCPs). <p>B. CO&E Department Update <u>Decision Making and Building Consensus</u></p>	<p><i>Ramon Garcia, CO&E Field Specialist</i></p>
--	---

- Mr. Garcia continued this section of the agenda by reviewing the two documents that covered methods of voting.
- RCAC members were provided with these materials during the December RCAC meeting and were asked to take them home for review.
- Ramon Garcia asked if anyone had any clarifying questions about the content on these two documents.
- With no questions among the members, Mr. Garcia briefly reviewed the 3 methods of voting listed on the documents, which include, general consent, ballot voting, and colored cards.
- Mr. Garcia read the following example from the ones that were provided to the group:

Motion: Scenario: Proposal to incorporate Cambodian programming at the CRC- Long Beach

Background: Members in the Long Beach area discussed the need for programs tailored to the Cambodian Community be available at the CRC in Long Beach. Long Beach, California has the largest and oldest Cambodian community in the nation with at least 20,000 people. Cambodian refugees came to Long Beach after the Cambodian genocide and require resources that address trauma and their life experiences. Many of the Cambodian members are monolingual Khmer and have various levels of literacy which make accessing services very difficult.

Motion: The RCAC recommends that the CRC review their current offerings and incorporate culturally relevant programming like Cambodian workshops and program. Collaborative partnerships should be formed with local Cambodian organizations such as United Cambodian Community (UCC) and Cambodian Association of America (CAA) to learn from their expertise in serving the Cambodian community. A focus group of Cambodian RCAC members can also assist in prioritizing needs and outreach to the community. With offerings made available in Khmer, promotion is necessary to increase the utilization of the Centers. The overall goal is to build trust with the Cambodian Community and illustrate that L.A. Care is a plan for all communities.

- Ramon Garcia asked members to explain what the motion is aiming to address.
- Marcia Ramos stated the motion aims to include the Cambodian community and information specific for this population.

- Mr. Garcia added that the overall goal is to address the lack of equity and to ensure that the CRC is fitting the needs of the community.
- Mr. Garcia asked all those in favor to lift their green colored card. He also asked those who opposed the motion to raise their red colored card.
- Adriana Martinez, *RCAC member*, asked if this method would be used to make all decisions during RCAC meetings.
- Mr. Garcia stated that this is the method that will be used during our RCAC meetings.
- Ramon Garcia went over the following example:

Scenario: Proposal to Advocate for a Telehealth Expansion Program.

Background: Members in the Antelope Valley report difficulties accessing specialists due to a shortage of healthcare providers in the area. Traveling to Los Angeles for care is burdensome.

Motion: "RCAC 1 proposes a motion to advocate for the expansion of telehealth services in the Antelope Valley, ensuring coverage includes primary care, mental health, specialized care such as, speech pathologist and registered dietician."

- Maria Mayoral stated that this scenario fits very well with the difficulties that the community currently faces, and it is far from being just a scenario. Marcia Ramos stated the motion also addresses the issue with the size of the Antelope Valley and expanding telehealth will help those who are unable to travel far distances. Ramon Garcia asked the committee to utilize their colored cards to vote, either in favor or against the proposed scenario. He added that during the previous voting session all the cards raised were green. However, in this situation there were a mixture of green and red cards, which means that the proposal must go into discussion.
- During the discussion, members can ask questions, clarify, or add to the motion.
- Mr. Garcia asked if any members wanted to modify the scenario.
Ms. Mayoral brought up that the older population may have difficulties with navigating technology, which would make telehealth services harder to reach. She suggested adding education for how to use telehealth services to the motion.

- At the end of the discussion, Mr. Garcia asked the committee to vote once again as this is part of the process.
- During the second vote, there was mixture of green and red cards. Mr. Garcia asked the committee what happens during this instance.
- Idalia De La Torre, *Field Specialist Supervisor*, clarified that members can bring suggestions and amendments during the discussion portion of the voting process. She added that Mr. Garcia was asking about what happens next, with respect to the voting process rather than focusing on the scenario itself.
- Ramon Garcia asked the committee once again to vote, which resulted in a mixture of red and green cards. Mr. Garcia asked the committee to explain what follows this result.
- Members suggested that the committee would have to vote again until they all came to an agreement. Another member suggested asking those that voted red why they voted that way.
- Ms. Ramos said the majority rules.
- Mr. Garcia reminded the members to look at their handout which outlines the voting process. With this method members take an initial vote. If there is a need to discuss, meaning that the votes are not unanimous, then the members can get clarification or make modifications. Finally, after the discussion the members vote again and in this instance the majority wins, whether it is unanimous or not.
- Frank Meza also added that voting red during the first vote does not necessarily mean that members are voting against the proposed motion. Voting red the first time can mean a member needs clarification and would like to go into discussion or that they would like to add something to the motion.
- Adriana Martinez, RCAC member, asked if modifications can be made if there are doubts about the motion.
- Mr. Garcia stated that motions can be amended but it needs to occur during the discussion portion.

2025 Work Plan Projects

- Ramon Garcia shared the 2025 Community Outreach and Engagement Work plan project.
- Part of L.A. Care's mission is to improve the quality of life of the communities we serve. This year, L.A. Care's RCACs are focused on addressing social determinates of health, as a mean of addressing the various external factors impacting health outcomes.
- L.A. Care is offering not-for-profit entities, which serve the populations that L.A. Care serves, a funding opportunity to help meet at least one of the following goals:

<ul style="list-style-type: none"> • Increase and expand mental health access to low-income residents and vulnerable populations. Raise awareness of community services and resources focused on expanding the overall access to healthcare, housing, and other ancillary services. Engage multiple sectors (healthcare, economic, faith-based, etc.) to strengthen community collaboration efforts related to health equity and social justice. <p><u>Eligibility Criteria</u></p> <ul style="list-style-type: none"> • Organization must be a not-for-profit entity. • Organization must submit a complete and signed application by April 4, 2025. If collaborating with other organizations, the lead organization must submit the application. <p><u>Funding Amount</u></p> <ul style="list-style-type: none"> • Organizations can request up to \$5,000 in funding to support the goals of the partnership. <p><u>Award Recipient Requirements</u></p> <ul style="list-style-type: none"> • If awarded funds, the organization must agree to the following: • Attend the RCAC meeting in your service area and provide a presentation on the organization and partnership activity. • Actively participate with the Community Outreach & Engagement (CO&E) Community Partner Collaborative. • Create and post a media announcement of funding on its website and/or social media platforms. • Offer L.A. Care RCAC members an opportunity to attend the proposed partnership activities (if applicable) • Market partnership activity materials and signage with the L.A. Care logo. • Complete partnership activity by August 31, 2025. <p><u>Reporting</u></p> <ul style="list-style-type: none"> • Upon conclusion of the project, the funded organization will submit a Project Summary Report (see attached Project Summary template) by September 15, 2025, detailing the specific outcomes of the partnership activity. 	
--	--

- Mr. Garcia informed the members to forward any information for organizations interested in applying to Frank Meza or Mr. Garcia.
- On April 25, 2025, the CO&E department will be allowing those who apply the opportunity to present at the Palmdale Community Resource Center.
- RCAC members were also invited to attend the presentation and provide their recommendations.
- Maria Mayoral asked if only not-for-profit organizations qualify.
- Mr. Garcia clarified that this is only for not-for-profit organizations.
- Adriana Martinez asked what the process is for any organization interested in applying for funding.
- Ramon Garcia stated that if members know of any organizations interested, the members should provide those individuals with the contact information for either Field Specialist and they will ensure those organizations follow the appropriate steps for applying.
- Ms. Rabaja asked what the criteria is for those interested in applying.
- The applicants must be a not-for-profit organization and must also complete an application by April 4, 2025.
- Marcia Ramos asked if the members could have access to the criteria so that they can better determine the organizations that are eligible.
- Idalia De La Torre informed members that the best way to determine eligibility is to have the organizations reach out to the Field Specialists to avoid any confusion.
- Mr. Garcia clarified that the presentations taking place on April 25th are for the organizations interested in applying for funds to present on their organization, their services, and how the funding would be utilized. The RCAC members are being invited to provide their input and provide recommendations, but the CO&E department will make the final decision.
- Maria Del Carmen Gutierrez, RCAC member, asked if transportation and interpretation would be provided. Mr. Garcia stated both would be available.

Attendance to BOG and ECAC Meetings

- Mr. Garcia asked for volunteers for the Board of Governors and Executive Community Advisory Committee
- March**
- BOG: Laura Gonzalez (transportation required)

- ECAC: Yajaira Valdovinos (transportation required)

April

- BOG: Maria Mayoral (transportation required)
- ECAC: Maria Adela Guadarrama (no transportation required)

ECAC At Large Elections

- Mr. Garcia reviewed the documents for the Member At-Large positions for ECAC.
- Applicants will be invited for an interview at the April ECAC meeting scheduled for Wednesday, April 9, 2025. The ECAC will elect the At-Large member representatives at this meeting.
- The enclosed application packet includes basic qualifications and an application form to be completed by candidates. If you have any questions about the At-Large Member election, please feel free to contact Idalia De La Torre at (213) 605-4202.
- Please email the application to coeadvisory@lacare.org or contact your assigned Field Specialist so you can hand them your completed application before the deadline indicated below.
- Completed applications must be received by L.A. Care no later than 3:00 P.M. Friday, March 28, 2025, to be considered. There will be no exceptions for applications received late.
- Roles and Responsibilities include:
 - Advocate for the needs and concerns of all RCAC regions.
 - Work with the Chair to bring forward health related issues that are addressed during the advisory committee meetings.
 - Provide support to member issues brought forward by the advisory committee members.
 - Be available to clarify and provide information to ECAC and the advisory committee members on policies, programs or initiatives the committee is focused on.
 - Collect information from all RCAC general members to ensure representation from all groups as needed.
 - Attendance is required at ECAC meetings, L.A. Care Health Plan Board of Governors (BOG) meetings, Governance Committee meetings and advisory committee meetings to support member related issues.
 - Help connect the RCACs work with L.A. Care's strategic plan, by participating with other CBO's (with the approval of CO&E staff), to network and learn about the services they provide to the community and bring forward to the ECAC meetings.
 - To serve and Chair ECAC Ad-Hoc committees as requested.

<ul style="list-style-type: none"> ○ Participate as needed to support legislative office visits and advocacy efforts. ○ Special projects as needed. • Ms. De La Torre added that those who are interested in a leadership role this is a great opportunity to get more involved. • The current At-Large members are Deaka McClain and Lluvia Salazar. 	
IV. Member Experience Feedback & Updates (35 min)	Agenda Lead
A. L.A. Care New Global/Regional Issues <ul style="list-style-type: none"> • Marcia Ramos stated one of the issues in the Antelope Valley is the topic of mental health and suicides. Many people are losing their homes and being evicted. With the current administration, there is fear in the community about policy changes. This has resulted in members of the undocumented community staying home and keeping their children home from school. Ms. Ramos stated there is a gap with the resources that are available for mental health and people who need those services. • Mr. Garcia shared a resource provided by the Palmdale Community Resource Center for United Mental Health Promoters. • Workshops are available for those interested led by promoters. • Some dates include: <ul style="list-style-type: none"> ○ March 4th - Health, Wellness and Wholeness Workshop ○ March 11th - Depression and Anxiety 	<i>Ramon Garcia, CO&E Field Specialist</i>
V. Break (5 min)	Agenda Lead
A. An opportunity to take a 5-minute break.	<i>Roger Rabaja, Interim RCAC Chair</i>
VI. New Business (20 min)	Agenda Lead

<p>A. Health Equity 2025 – Elsa Greno, Health Equity, Field Specialist</p> <ul style="list-style-type: none"> • Roger Rabaja introduced Elsa Greno, Health Equity Field Specialist, who would be providing a presentation. • Ms. Greno would go over how to navigate the Social Needs Member Reference Sheet website, scan the QR code, visit the L.A. Care Health Equity page, and how to switch languages on the website. • The Social Needs Member Reference Sheet is divided into five sections: General Resources, Food, Transportation, Housing, and Maternal Health. • Ms. Greno walked members through the process of using their smart phones to scan a QR code to visit the L.A. Care website. • When utilizing the mobile version of the website, members can click on the menu button (hamburger button) and click on the globe that allows users to change the language. • Users can also click on the folders for specific resources and input their zip code to sort the resources available by proximity. • Members were encouraged to take action by sharing this information and how to scan a QR code with family members and friends, taking a magnet from the CRC with the Community Link QR code, and providing feedback to help improve the Community Link. • Ms. Greno shared the most searched categories include Housing Insecurity (490 searches), Food Insecurity (446 searches) and Financial Insecurity (205 searches). • Adriana Martinez asked how often the resources are update. She mentioned that during the pandemic there were resources that were uploaded onto the L.A. Care website. These resources that were mentioned were never updated and some of them are now closed. • The Health Equity department has been working on this within the past six months and will revisit the resources in July 2025. The plan is to update these resources on an annual basis. • Ms. Greno stated that all the services are low or reduced cost. Some resources do require members to meet an income level. 	<p><i>Elsa Greno, Health Equity Field Specialist</i></p> <p><i>RCAC Members</i></p>
<p>VII. Future Agenda Items (10 min)</p>	<p>Agenda Lead</p>

<ul style="list-style-type: none"> Alicia Flores invited 2 representative members from the organization Salva. These members would like to share the resources and the services that they provide. Ms. Flores suggested Eduardo and Oscar, representatives from Salva, to return during a future meeting and allowing them to present. The RCAC members agreed to invite Salva to present on the services they offer. Maria Mayoral recommended including the topic of resources available for young adolescents with respect to access to health. 	<p><i>Ramon Garcia, CO&E Field Specialist</i></p> <p><i>RCAC Members</i></p>
VIII. Public Comments (10 min)	Agenda Lead
<p>A. Public member will speak for up to 2 minutes.</p> <ul style="list-style-type: none"> Fatima Vasquez, BOG member, gave thanks to the committee for having her and allowing her to speak. She also thanked the CO&E department for facilitating the meetings. Ms. Vasquez gave thanks to the members of TTECAC and mentioned the following month the new Chairs would be joining ECAC. She talked about the importance of speaking up for others in the community and advocating for those who cannot advocate for themselves. Eduardo and Oscar, Salva Organization, gave a brief summary of the different resources offered specifically those in the Antelope Valley. Salva is a nonprofit organization with no political or religious preference. They offer their services and resources to immigrant communities. Salva has workshops they offer where they visit schools to inform the immigrant community of their rights. Legal services are offered at low cost to help undocumented individuals with their residency or citizenship. Marlene is an L.A. Care member who just learned about the resource centers available and the wide variety of services that are offered. Now that she is aware of these centers, she has been encouraging her friends and family to visit and advantage of the resources. Diane Chavez, RCAC 2 member, shared a flyer for adults and young adults for a rehabilitation center. 	<p><i>Roger Rabaja, Interim RCAC Chair</i></p>
IX. Resource Sharing & Meeting Evaluations (10 min)	Agenda Lead
<p>A. Complete meeting evaluation forms</p> <ul style="list-style-type: none"> Ramon Garcia asked the committee to thank Roger Rabaja for his time as the Chair for RCAC 1. This would be Mr. Rabaja's last meeting chairing the committee. 	<p><i>Roger Rabaja, Interim RCAC Chair</i></p>

<ul style="list-style-type: none"> Mr. Garcia shared a flyer from the CRC for a member orientation so members may learn about the benefits available to them. 	<i>Ramon Garcia, CO&E Field Specialist</i>
X. Adjournment	Agenda Lead
<ul style="list-style-type: none"> The meeting adjourned at 1:30pm. Next Meeting Date: Friday, April 18, 2024, from 11:00 a.m. to 1:30 p.m. at the Palmdale Community Resource Center at 2072 E. Palmdale Blvd, Palmdale, CA 93550 	<i>Roger Rabaja, Interim RCAC Chair</i>

Respectfully Submitted by:	Approved by:
Ramon Garcia, <i>Community Outreach Field Specialist</i>	Maria Mayoral, <i>RCAC 1 Chair</i>

<ul style="list-style-type: none"> Mr. Garcia shared a flyer from the CRC for a member orientation so members may learn about the benefits available to them. 	<i>Ramon Garcia, CO&E Field Specialist</i>
X. Adjournment	Agenda Lead
<ul style="list-style-type: none"> The meeting adjourned at 1:30pm. Next Meeting Date: Friday, April 18, 2024, from 11:00 a.m. to 1:30 p.m. at the Palmdale Community Resource Center at 2072 E. Palmdale Blvd, Palmdale, CA 93550 	<i>Roger Rabaja, Interim RCAC Chair</i>

Respectfully Submitted by:	Approved by:
<i>Ramon Garcia, Community Outreach Field Specialist</i>	<i>Maria Mayoral, RCAC 1 Chair</i> 