



Regional Community Advisory Committee (RCAC) Region 5

West L.A Community Resource Center

11173 W. Pico Blvd, Los Angeles, CA 90064

Thursday, February 20, 2025

2:00 p.m. – 4:30 p.m.

Meeting Summary

Member Attendance				Staff/Management Present
Maria Sanchez, Interim Chair	P	Gloria Camarillo	P	Cindy Pozos, Community Outreach Field Specialist
Ana Reyes	E	Lynnea Johnson	P	Martin Vicente, Community Outreach Field Specialist
Andria McFerson	P	Marco Galindo	P	Auleria Eakins, Community Outreach Field Specialist Manager
Angelica Bogarin	P	Maria De Jesus Leos	P	Idalia de la Torre, Community Outreach Field Specialist Supervisor
Carmen Delgado	P	Maria Guadalupe Mendez	E	Elsa Susana Greno, Health Equity Field Specialist
Clotill Cleo Ray	P	Mariel Herrera	P	Kendal Cochran, Customer Solution Center Health Navigator
Deysi Corona	P	Martha Rodriguez	P	Jesus Gonzalez, Manager of the West L.A. Community Resource Center
Diana Camacho	P	Rosa Fuentes	E	
Robert G. Harvey-Dixon	P	Susana Rios	P	
Sofia E. Sulca	P	Eugene Beatty	P	
Erik Castro	U			

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

Public Attendance	Interpreter Attendance
Demetria Saffore	Eduardo Kogan
Russell Mahler	Shelley Hash

MEETING SUMMARY, DISCUSSION, AND FOLLOW-UP	
I. Welcome & Introduction (15 mins)	Agenda Lead
<p>A. Call Meeting to Order</p> <ul style="list-style-type: none"> Maria Sanchez, Interim 5 Chair, called the meeting to order. Maria Sanchez introduced herself 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, Maria Sanchez initiated the review of the Group Agreement and requested a volunteer to read each agreement. Members of the RCAC volunteered to read each of the presented agreements. <p>C. Approval of Agenda</p> <ul style="list-style-type: none"> Maria Sanchez asked the RCAC members to review the agenda for approval. RCAC 5 members had five minutes to review today's Agenda. Maria Sanchez asked for a motion to approve the agenda. Eugene Beatty, RCAC 5 member, approved the motion, and Carmen Delgado seconded the motion. During the agenda discussion, Andria McFerson, RCAC 5 member, recommended a revision to agenda item number VII. Old Business under second bullet point. The member proposed to remove the wording "sponsorship" to the sentence and rewording the second bullet point to read: "Increase funding for the RCAC 5 work plan projects and remove the word "sponsorship." Dr. Auleria Eakins, Community Outreach and Engagement Manager, asked the Chair if she could speak about Ms. McFerson request. The discussion Dr. Eakins asked if the word sponsorship is removed, will it change the conversation that is supposed happen? Staff confirmed it would not. RCAC 5 Chair suggested that section seven, "old business," be moved after agenda item number two "Meeting Minutes Approval" to give Dr. Eakins time for her report about CBO partnership as she needed to leave early. The committee approved this change with majority vote. 	<p><i>Maria Sanchez, Interim RCAC Chair</i></p> <p><i>Cindy Pozos, CO&E Field Specialist</i></p>

<ul style="list-style-type: none"> • The committee resumed the discussion regarding Ms. McFerson’s original recommendation of rewording the agenda’s second bullet point under “Old Business” to read: “Increase funding for the RCAC 5 work plan projects and remove the word sponsorship” • After an extensive discussion, Maria Sanchez asked the members to vote on whether to change the wording as recommended by Ms. McFerson or to leave it as is. <ul style="list-style-type: none"> ○ The majority voted for the wording to remain as is, 12 voted to remain as is, and 2 voted in favor of the change. • RCAC 5 members approved the agenda with changes to the order of business of moving section seven from “Old Business” to agenda item number two. 	
II. Meeting Minutes Approval (5 mins)	Agenda Lead
A. Meeting Minutes Approval <ul style="list-style-type: none"> • Maria Sanchez asked the RCAC members to review the meeting minutes for approval. • RCAC 5 members had five minutes to review the December 19, 2024, meeting minutes. • Maria Sanchez asked for a motion to approve the meeting minutes. • Marco Galindo, RCAC 5 member, approved the motion, and Susana Rios seconded the motion. • There were no further discussions, and the committee approved the meeting minutes as presented. 	<i>Maria Sanchez, Interim RCAC Chair</i> <i>RCAC Members</i>
III. Old Business (20 mins)	Agenda Lead
<p>Discuss the funding for the RCAC workplan projects</p> <ul style="list-style-type: none"> • Staff provided the committee with an overview and timeline of the 2025 Work Plan Projects. The following information was provided: <p>March 2025:</p> <ul style="list-style-type: none"> ▪ RCAC Work Plan funding opportunity opens with a budget of \$5,000 to partner with Community Based Organizations in their region. RCAC members are encouraged to refer community-based organizations (CBOs) that align with L.A. Care’s strategic plan. <p>April 4, 2025:</p>	<i>Cindy Pozos, CO&E Field Specialist</i> <i>RCAC Members</i>

- The deadline for COBs to apply for the partnership.

April 17, 2025, CBO presentation

- RCAC members will be able to listen to and make their recommendations on the CBO's that are applying for the partnership. This will not be a RCAC meeting but an opportunity for members to listen and provide their feedback.
- The CBO presentation is scheduled for Thursday, April 17, 2025, from 10:00 a.m. to 11:00 a.m. at the West LA Community Resource Center.

Post-April 17, 2025:

- L.A. Care will review the RCAC members recommendation before making the final selection of the CBO (s) that will be participating in the partnership.

- **Questions/Comments:**

- Ms. Clotill Ray requested a list of community-based organizations in the West L.A. area that we are currently partnering with.
- Ms. McFerson asked the following questions:
 - If they could propose hosting their own event, inviting various organizations, and using their own funds for this purpose.
 - Can we vote on whether we are allowed to retain that money?
 - Cindy Pozos, Field Specialist, and Idalia De La Torre, CO&E Supervisor, stated the funding is designated for non-profit community-based organizations and cannot be used by the RCACs to host their own events.
- A RCAC 5 member asked if there is still room in Region 5 for new members to join the Regional Community Advisory Committee.
 - Yes, we encourage RCAC 5 members to invite interested individuals to attend our RCAC 5 meetings as members of the public. This gives them the opportunity to assess whether the committee is a good fit for them before they decide to join. It is important to note that all interested candidates will undergo a selection committee process to ensure diversity within the groups.

Increase funding for RCAC 5 Community-Based Organization Sponsorships

- Dr. Eakins informed members that there has been ongoing discussion about how the RCAC conducts its Community Partnerships.

- For those new to the RCAC, it was shared that the Community Partnership has been in place for quite some time.
- Members were told that, like many initiatives, the Community Partnership has evolved to better meet the needs of the surrounding community.
- Dr. Eakins highlighted that the partnership allocates \$5,000 to each RCAC and hosts health fairs throughout the county in each region.
- However, it was noted that these health fairs often attract only RCAC members, with little to no community member attendance.
- The goal is to return to the fundamentals and explore ways to make these efforts more impactful and intentional to serve the larger community.
- With new leadership in place, members were reminded that there is now a clear expectation to make a greater impact within the larger community.
- Ms. McFerson commented that, while \$5,000 is allocated to each region, the approach for 2025 will differ significantly from previous years.

Operating Rules for Advisory Committees:

- Member where informed L.A. Care has established operating rules for advisory committees that outline their functioning.
- These rules are currently being updated.
- Once finalized, they will be shared with all Regional Community Advisory Committees (RCACs) to ensure everyone understands the changes and their implications.
- **The document describes:**
 - The purpose of the advisory committees.
 - The functions of the committees.
 - The responsibilities of RCAC members, chairs, and vice chairs when elected.
 - Attendance requirements.
- The document includes a section on work plan projects, which states that “Funding for support of the CACs at ECAC is determined by the Board of Governors each year” in the annual L.A. Care budget.
- All funding related to advisory committees is managed by the Board of Governors.
- The \$5,000 allocated for this fiscal year's work plan projects and partnerships has already been secured.

Members were informed:

- RCAC members will be informed about the finalized operating rules once available, including changes to funding and responsibilities and clarification on RCAC Funding:
- Dr. Eakins addressed a comment from a RCAC 5 member regarding the claim that RCACs have \$150,000. Dr. Eakins informed that is not the case and noted that the money does not roll over; any unused funds will be lost.

Example, if \$5,000 is allocated for fiscal year 2025 and is not utilized, it will not carry over into the next year and must be used within the fiscal year to avoid forfeiture.

- **Questions/comments:**

- A member asked if the \$5,000 is only allocated for RCAC 5?
 - No, there is a total of eight RCACs, and each RCAC is allocated \$5,000
- Comment from RCAC 5 member with sponsoring other organizations: The RCAC has their own non-profit organization, and the only way we could change it and be looked at as members is through this meeting right here, and BOG ultimately makes the decision, but it begins with us, the RCAC members. Also, regarding the \$150,000, I've asked for a copy of the budget for years. That \$5,000 for each RCAC (total of 11 RCACs) for 3 years is how I came up with the \$150,000 if that does not roll over. It was told during a BOG meeting by the CEO that it does roll over. I'm a part of another organization, and the money did roll over for 2 years. The Department of Healthcare Services allowed that funding to roll over for two years. This is a discussion, not a dictatorship.
 - Dr. Eakins clarified to the RCAC 5 members that the RCACs are not non-profit organizations. L.A. Care is a non-profit organization, and we serve at the discretion of our board. ECAC is a subcommittee of L.A. Care's board, and the RCACs fall under ECAC. The only committee that can place items on L.A. Care's Board agenda is the ECAC committee.
- Mr. Robert Harvey-Dixon expressed his enjoyment of the community, particularly when activities are taking place in the West L.A. area, such as in Culver City and Santa Monica. He is eager to participate and requests to be informed about any upcoming events.
- Ms. Delgado asked if Charter Schools can also participate in receiving the \$5,000 partnership.
 - Yes, if they meet the criteria.

IV. L.A Care Updates (20 mins)	Agenda Lead
<p>A. RCAC Chairperson Highlights</p> <p>TTECAC and BOG Reports</p> <ul style="list-style-type: none"> Due to time, we were not able to provide an update on this section of the agenda. <p>B. CO&E Department Updates</p> <p>Decision-Making and Building Consensus</p> <ul style="list-style-type: none"> Martin Vicente, Field Specialist, presented the committee with two informational sheets detailing the new voting process for the RCAC meetings. The staff explained that the previous voting method, based on Robert’s Rules of Order, was difficult and time-consuming. As a result, CO&E developed this simplified process to facilitate decision-making at the RCACs. Three methods of voting were presented for members: <ul style="list-style-type: none"> General Consent: This method helps the meeting progress faster 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: A voting method in which members raise a green or red card to show their vote. When the vote is called, the proposal moves forward if all votes are green. If all red, the proposal does not move forward. The proposal moves forward for discussion if votes are a mixture of green and red. After discussion, a second vote is called, and the color with the majority vote wins. Staff told the committee that this method will be used for motions/proposals to ensure everyone’s voice is heard. The committee had the opportunity to participate on a role-play exercise to practice the new method of decision making. An example was provided using the motion to move the RCAC meetings to the morning. The committee used the color cards to actively participate and successfully reached a consensus. Due to time constraints, the staff could not conduct more decision-making and consensus-building scenario activities. 	<p><i>Cindy Pozos, CO&E Field Specialist</i></p> <p><i>Martin Vicente, CO&E Field Specialist</i></p>

- Staff will continue this practice in upcoming RCAC 5 meetings to ensure the committee gains practice and understands the process.

Members Feedback:

- A member asked if they needed to follow this process. Do the committee members have an opportunity to give suggestions on whether they want to keep the abstentions?
 - The field specialist clarified and confirmed it is a parliamentary procedure that will be used for the Consumer Advisory Committee and CO&E will continue to provide training during the meeting to committee members can familiarize themselves with this new process. We will also start using the new process when making group decision.
- A member asked what this training is about, or what the training is for.
 - Staff clarified that this training covers decision-making and consensus-building for placing a motion and the voting process.

At-Large Member Application

- Staff provided the committee with information on the ECAC At-large member position and application. The following information was provided:
 - The committee was informed that a restructure led to the creation of the TTECAC to provide L.A. Care with feedback in the interim. Now that the RCACs have resumed and new chairs have been elected, the TTECAC will be dissolved, and an at-large member election will be held.
 - The Roles and Responsibilities were read to the committee:
 - 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.

<ul style="list-style-type: none"> ▪ Help connect the RCACs work with L.A. Care’s strategic plan by participating with other CBOs (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. ▪ Participate as needed to support legislative office visits and advocacy efforts. ▪ Special projects as needed. ○ Staff relayed key information from the Cover Letter, which included: <ul style="list-style-type: none"> ▪ The At-Large position is a two-year term ending on June 30, 2027. ▪ Applicants will be interviewed at the April ECAC meeting. ▪ ECAC will select the At-Large members. ▪ The deadline to apply is March 28, 2025. 	
V. Member Experience Feedback & Updates (35 mins)	Agenda Lead
<p>A. L.A. Care New Global /Regional Issues</p> <ul style="list-style-type: none"> • Staff introduced Kendal Cochran, Customer Solution Center Health Navigator: <ul style="list-style-type: none"> ○ Ms. Cochran provided the following information: She is the Health Navigator at the West L.A. Community Resource Center and works with complex customer issues both in person and over the phone. She is available to answer any questions that members may have regarding the resource center, as well as issues related to their health plan with L.A. Care, including complex cases such as authorization problems and approvals. ○ One of the most asked questions is about the over-the-counter benefits card provided to members with a Medicare Advantage (Part C) plan. This card is a prepaid MasterCard that can be used at grocery stores, gas stations, and CVS for purchasing over-the-counter products. The card typically has a balance of approximately \$120.00, and it's important to note that you must use the funds within the designated period, as the remaining balance does not roll over. <p>Questions/Comments:</p> <ul style="list-style-type: none"> • A member requested more information about the over-the-counter benefit card that the health Navigator shared. <ul style="list-style-type: none"> ○ Towards the end of the meeting, a copy of the information was provided to all committee members. 	<p><i>Cindy Pozos, CO&E Field Specialist</i></p> <p><i>Martin Vicente, CO&E Field Specialist</i></p>

<ul style="list-style-type: none"> • A member asked if to qualify for the over-the-counter benefit card do you need to be under the Medi-Cal/Medicare plan <ul style="list-style-type: none"> ○ Yes, it was confirmed by the Health Navigator • A member asked if the Health Navigator can register members for Medi-Cal/Medicare. <ul style="list-style-type: none"> ○ No, the health navigator is only able to assist with any issues or concerns you may have regarding your health plan with L.A Care. Regarding assistance with Medical or Medicare benefits, please visit your local Social Security office, as they manage eligibility. • A member asked about the age requirements to qualify for Medicare. <ul style="list-style-type: none"> ○ It was shared that if you are 65 years of age or have a disability but ultimately eligibility depends on a case-by-case basis. 	
VI. Break (5 mins)	Agenda Lead
A. An opportunity to take a 5-minute break. <ol style="list-style-type: none"> a. Members took a 2-minute break and agreed. 	<i>Maria Sanchez, Interim RCAC Chair</i>
VII. New Business (20 mins)	Agenda Lead
A. Health Equity 2025 – Elsa Greno, Health Equity, Field Specialist <ul style="list-style-type: none"> • Staff introduced Elsa Greno, L.A. Care’s Health Equity Field Specialist, who provided a presentation about “Navigating the L.A. Care Social Needs and the Member Reference Sheet and Website”. • Mrs. Greno spoke about the following: <ul style="list-style-type: none"> ○ How to navigate the social needs resource website using a phone or digital device. ○ Information about Equity and Social Determinants of Health, with information to providers and members on links to food resources, maternal health, and transportation with a self-help tool. ○ Information about the reasons why we make referrals to social services and resources, for example education, job status, family support, income or health behaviors. ○ How to scan the QR code to access resource in L.A. County. Ms. Greno walked members through the process of using their smartphones to scan a QR code to visit the L.A. Care website. 	

<ul style="list-style-type: none"> ○ How to navigate the website, like changing language and find doctors. ○ Transportation under community links and resources. ○ How google translate works. ○ Mrs. Greno also share data on the usage of the website. <ul style="list-style-type: none"> ● Members were encouraged to act 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. <p>Questions/Comments:</p> <ul style="list-style-type: none"> ● A member inquired about the difference between emergent and non-emergent transportation. What does this refer to? <ul style="list-style-type: none"> ○ Ms. Greno clarified that this refers to the Call the Car transportation benefit for both emergent and non-emergent medical appointments. <ul style="list-style-type: none"> ▪ The member requested more information regarding Call the Car emergent and non-emergent transportation. 	
VIII. Future Agenda Items (10 min)	Agenda Lead
<ul style="list-style-type: none"> ● Maria Sanchez shared that due to time limitations, this section of the agenda will be reduced to 5 minutes with the committee consensus. ● Ms. McFerson shared that the Wilmington and Long Beach Community Resource Center will hold a workshop at the Community Resource Center in Long Beach to discuss policies, upcoming changes, and immigrants' rights. <ul style="list-style-type: none"> ○ The staff was able to make copies of the information and distribute it to the committee. ● A member asked about the RCAC stipend and whether it affects members' benefits <ul style="list-style-type: none"> ○ Ms. De La Torre, Field Specialist Supervisor, shared that L.A. Care will send a 1099 form if you surpass \$599. You will have to ask your tax preparer if you need to report this income. ○ Member were informed the calendar year begins from January to December like any organization or tax period. As a member, it is your responsibility to notify staff that you do not want to receive the stipend if you feel you surpass the \$599 so that it does not affect your benefits. ○ A member requested ACH forms for direct deposit. <ul style="list-style-type: none"> ▪ Staff will connect with the individual to provide an ACH form. 	<p><i>Maria Sanchez, Interim RCAC Chair</i></p> <p><i>Cindy Pozos, CO&E Field Specialist</i></p> <p><i>RCAC Members</i></p>

IX. Public Comments (10 min)	Agenda Lead
<p>A. Each public member will speak for up to 2 minutes.</p> <ul style="list-style-type: none"> Staff introduced the new West L.A. Community Resource Manager <ul style="list-style-type: none"> Jesus Gonzalez, Manager of the West L.A. Community Resource, introduced himself, welcomed the committee, and thanked them for their commitment to our community as residents of region 5. Mr. Gonzalez shared two flyers for two upcoming events with the committee <ol style="list-style-type: none"> American Health Fun is taking place in the month of February Two workshops will be held at the Mar Vista Gardens Community: one promoting art wellness and the other a Zumba class. Black History Month event– Greens fair at Virginia Park – member was invited to attend. Russel Mahler, RCAC 4 member, introduced himself and stated today’s meeting was informational with hopes that their upcoming RCAC 4 meeting will also receive the same information shared. Demetria Saffore, a member of RCAC 4, stated: “Divided we fall; united we stand.” This means we should seek unity regardless of skin color and remain united. 	<p><i>Maria Sanchez, Interim RCAC Chair</i></p>
X. Resource Sharing & Meeting Evaluations (10 min)	Agenda Lead
<p>A. The committee shared resources during public comments and future agenda items. At the end of the meeting, flyers were distributed to members.</p> <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>Maria Sanchez, Interim RCAC Chair</i></p> <p><i>Cindy Pozos, CO&E Field Specialist</i></p>
XI. Adjournment	Agenda Lead
<ul style="list-style-type: none"> The meeting adjourned at 4:35 p.m. Next Meeting Date: Thursday, April 17, 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>Maria Sanchez, Interim RCAC Chair</i></p>

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Respectfully Submitted by: 	Approved by: 
Cindy Pozos, <i>Community Outreach Field Specialist</i>	Maria Sanchez , <i>Interim RCAC's Chair</i> MARCO GALINDO