



Regional Community Advisory Committee (RCAC) Region 6

South L.A. Community Resource Center

5710 Crenshaw Blvd, Los Angeles, CA 90043

Wednesday, February 19, 2025

10:00 a.m. – 12:30 p.m.

Meeting Summary

Member Attendance				Staff/Management Present
Joyce Sales	P	Edith Moreno	P	Tyonna Baker , <i>Community Outreach Field Specialist</i>
Lottie Cleveland	P	Evangelina Cantero Avila	P	Martin Vicente , <i>Community Outreach Field Specialist</i>
Daniel Navarro	P	Silvia Sosio	P	Idalia De La Torre , <i>Field Specialist Supervisor</i>
Celia Juarez	P			Auleria Eakins , <i>Community Outreach Manager</i>
Maria E. Rivas	P			
Mary Romero	U			
Hilda Perez	P			
Yessica Chavez	P			
Esther Rivas	P			

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

Public Attendance	Interpreter Attendance
Fatima Vazquez	Eduardo Kogan
Angela Pena	Isaac Ibarlucea
Abraham Rivera	
Kala Hillary	

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"> Joyce Sales, Interim RCAC 6 Chair, called the meeting to order. RCAC 6 members went around and introduced themselves and shared sentiments regarding the recent L.A. wildfires. <p>B. Review Group Agreements</p> <ul style="list-style-type: none"> RCAC 6 members reviewed the group agreements. The interim RCAC 6 Chair asked committee members if they had any additional agreements they would like to add. No additional agreements were added. <p>C. Approval of Agenda</p> <ul style="list-style-type: none"> RCAC 6 members had two minutes to review the agenda. The agenda was motioned for approval by Silvia Sosio and seconded by Edith Moreno. RCAC 6 members approved the agenda as presented. 	Joyce Sales, Interim RCAC Chair
II. Meeting Minutes Approval (5 min)	Agenda Lead
<p>A. Meeting Minutes Approval</p> <ul style="list-style-type: none"> RCAC 6 members had two minutes to review the December RCAC 6 meeting minutes. The meeting minutes was motioned for approval by Evangelina Cantero Avila and seconded by Lottie Cleveland. During discussion, a RCAC 6 member stated that there was a typo on page 5. The member requested to change the word “forces” to “forced.” The member also requested that page numbers be placed on the meeting minutes so that it is easier to reference. A RCAC 6 member inquired whether the meeting minutes were mailed and emailed in advance for review. Staff confirmed that the minutes are mailed one week prior and emailed the Friday before the scheduled meeting. Some RCAC 6 members reported not receiving the materials, while others confirmed timely receipt. A RCAC 6 member emphasized that the committee should notify staff if they haven't received the materials, as they are aware of the upcoming meeting. 	Joyce Sales, Interim RCAC Chair

<ul style="list-style-type: none"> RCAC 6 members approved the meeting minutes with changes. 	
<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"> TTECAC & BOG Reports <ul style="list-style-type: none"> The Interim RCAC 6 Chair provided the committee with information regarding the RCAC 6 motion stating that it was presented to TTECAC, it was approved and will be forwarded to the BOG in March. The Interim RCAC 6 Chair then encouraged the committee to participate in person or virtually at the upcoming BOG meeting. Questions/Comments <ul style="list-style-type: none"> Were there any other RCACs that reported similar issues? If so, which RCAC and how will the motion be presented to the Board? <ul style="list-style-type: none"> Yes, RCAC 5 had similar access to care issues. During the TTECAC meeting it was suggested that both motions be presented together but it was ultimately decided that they will be presented separately. The committee requested that the motion be sent to them to review. <ul style="list-style-type: none"> Staff will forward the motion to the committee. <p>B. CO&E Department Updates</p> <ul style="list-style-type: none"> March and April BOG and TTECAC Volunteers <ul style="list-style-type: none"> The following members volunteered to attend the March ECAC and BOG meeting: <ul style="list-style-type: none"> Lottie Cleveland volunteered to attend the March BOG Meeting scheduled for Thursday, March 6, 2025. Evangelina Cantero Avila volunteered to attend the March ECAC Meeting scheduled for Wednesday, March 12, 2025. The following members volunteered to attend the April ECAC and BOG meeting: <ul style="list-style-type: none"> Hilda Perez volunteered to attend the April BOG Meeting scheduled for Wednesday, April 3, 2025. Lottie Cleveland volunteered to attend the April ECAC Meeting scheduled for Wednesday, April 9, 2025. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p> <p><i>Tyonna Baker, CO&E Field Specialist</i></p> <p><i>Martin Vicente, CO&E Field Specialist</i></p>

- Staff informed the committee that all are welcome to attend the BOG and ECAC meetings, even without volunteering, and CO&E will provide transportation if needed.
- Decision Making and Building Consensus
 - Staff provided the committee with two informational sheets outlining the new voting process for the RCAC meetings. Staff explained that the previous voting process, Robert’s Rule of Order, was difficult and time consuming so CO&E developed this simplified process to make decision making at the RCACs easier.
 - Staff reviewed the following information with the committee:
 - Methods of Voting
 - **General Consent:** Can be used to help the meeting go faster, best used for regular items (like meeting minutes) or items that everyone is in favor of.
 - **Ballot Vote:** Generally used for elections. Ballots are counted by identified staff/volunteers. Candidates with the most votes, win. Staff referenced the recent chair/vice-chair elections as an example of ballot vote.
 - **Colored Cards Use:** A voting method in which members raise a green or red cards to show their vote. When the vote is called: If all votes are green, the proposal moves forward. If all red, the proposal does not move forward. If votes are a mixture of green and red, the proposal moves forward for discussion. After discussion, a second vote is called and the color with the majority vote wins. Staff let the committee know that this method will be used for motions/proposals to ensure that everyone’s voice is heard.
 - Staff conducted a decision making and building consensus scenario activity. The scenario discussed was:
 - “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.””
 - In the initial vote, there were 10 green cards and 1 red card due to confusion over the word "burdensome." Because of the mixed votes, the proposal moved to discussion. After the discussion, a final vote was held, and all committee members voted green.

- Staff further clarified the meaning of the cards: a green card indicates approval, while a red card signals doubts, clarifying questions, feedback, or opposition. During the discussion phase, these issues can be addressed before the final decision.
 - Questions/Comments
 - When using this process, can you abstain?
 - No, you cannot abstain. If you do not want to vote, then do not raise a card.
- 2025 Work Plan Projects
 - Staff provided the committee with an overview and timeline of the 2025 Work Plan Projects. The following information was provided:
 - The RCAC Work Plan is an annual budget, with each RCAC receiving \$5,000 to partner with a community-based organization (CBO) in their region. The funding opportunity opens this month, and we encourage RCAC members to refer any relevant organizations. Interested organizations must align with L.A. Care's strategic plan, which supports a wide range of CBOs. They must submit an application, present to the RCACs, and report on how the funding was used. Members will be asked to provide feedback during these presentations, which will take place in April at a separate meeting. The application deadline is April 4, 2025. Staff clarified that while RCAC members can provide feedback, L.A. Care will make the final decision. Once an organization is selected, RCACs will be notified, and any opportunities for member involvement will be communicated.
 - Questions/Comments
 - What if you are member and you are the founder or executive director of a CBO, can you apply?
 - No that would be a conflict of interest.
 - Can CBO's apply online?
 - CBO's can apply via email.
 - Is there a cut off on the number of organizations that can apply?
 - No, all CBO's that are interested are encouraged to apply.
 - A RCAC 6 member referred two organizations: YWCA and I Heart Watts.
 - Staff will follow-up and email then partnership details and funding application.
 - The committee requested staff to send partnership criteria.
 - Staff will send partnership criteria to the committee.

- At-Large Member Application
 - Staff provided the committee with information on 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.
 - 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.
 - 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:
 - 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

IV. New Business (30 min)	Agenda Lead
<p>A. L.A. Care’s Transportation Benefit.</p> <ul style="list-style-type: none"> • The interim RCAC 6 chair asked the committee if they agreed with switching the New Business and Member Experience Feedback & Updates items since the meeting was running late. The committee agreed. The interim RCAC 6 chair then introduced Kala Hillary from Call the Car. • Members received the following information on Call the Car and L.A. Cares transportation benefit: <ul style="list-style-type: none"> ○ Non-Medical Transportation (NMT) and Non-Emergency Medical Transportation Services (NEMT) ○ Clarifying NEMT & NMT Benefits by Lines of Business ○ NEMT Physician Certification Statement (PCS) Form ○ How To Schedule NEMT and NMT Transportation ○ Types of Reservations • Questions/Comments <ul style="list-style-type: none"> ○ How are members informed on what they need to do to request this service, especially specialty services, who arranges those type of services the member or physicians? <ul style="list-style-type: none"> ▪ NMT members can arrange transportation services on their own. Physicians or staff members arrange transportation for members usually if they are being discharged from the hospital or stay in a SNF etc. ○ Do these benefits also apply to the companion? <ul style="list-style-type: none"> ▪ The benefits only apply to the person who is receiving the service, but they can take an extra person. In case they are children, and you have more than one, please notify the company to have a vehicle with enough space. ○ Information regarding L.A. Cares transportation benefit is on the website and in the member handbook. 	<p><i>Kala Hillary, Call the Car</i></p> <p><i>RCAC 6 Members</i></p>
V Break	Agenda Lead
<p>A. An opportunity to take a 5-minute break.</p> <ul style="list-style-type: none"> • Due to time constraints, RCAC 6 members decided to not take a 5-minute break. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p>
VI Member Experience Feedback & Updates (35 min)	Agenda Lead

<p><i>A. L.A. Care New Global/Regional Issues</i></p> <ul style="list-style-type: none"> • Due to time constraints, the committee agreed to shorten this section from 35 minutes to 15 minutes. • A RCAC 6 member raised a concern about the limited options available for prescriptions, such as durable medical equipment (DME) and pharmaceuticals. They noted that members are often given only one option, and when attempting to appeal for more choices, their requests are frequently denied. The member suggested discussing how the committee can address this issue within the regulations of Medi-Cal and L.A. Care. They believe this is a concern that the Board of Governors (BOG) should consider, and that L.A. Care should review the formulary to increase the number of options available to members for prescriptions, including DME. <ul style="list-style-type: none"> ○ The committee agreed to continue the discussion at the April RCAC 6 meeting and decide if they would like to create a motion. ○ Staff will follow up with the member to address any individual concerns and investigate the current process for selecting alternatives to generic options. 	<p><i>Tyonna Baker, CO&E Field Specialist</i></p> <p><i>Martin Vicente, CO&E Field Specialist</i></p> <p><i>RCAC 6 Members</i></p>
<p>Future Agenda Items (10 min)</p>	<p>Agenda Lead</p>
<p><i>A. Discuss Future Agenda Items</i></p> <ul style="list-style-type: none"> • The committee agreed to have a discussion about how to make L.A. Care members (at large) more aware of the extensive services offered to them such as the transportation benefit and how to increase the number of options for prescriptions. 	<p><i>Tyonna Baker, CO&E Field Specialist</i></p> <p><i>Martin Vicente, CO&E Field Specialist</i></p> <p><i>RCAC 6 Members</i></p>
<p>Public Comments (10 min)</p>	<p>Agenda Lead</p>
<p><i>A. Public member will speak for up to 2 minutes.</i></p> <ul style="list-style-type: none"> • A member of the public stated thanked the committee the opportunity to be here and to hear their valuable feedback. The member informed the committee about a program called “Teladoc.” This platform allows primary care physicians to set up appointments remotely. The member stated that they are sharing this information 	<p><i>Joyce Sales, Interim RCAC Chair</i></p>

<p>because they recently had an experience where they needed to see a doctor urgently. Through Teladoc, their doctor was able to provide a prescription without the need for an in-person visit.</p>	
<p>Resource Sharing & Meeting Evaluations (10 min)</p>	<p>Agenda Lead</p>
<p>A. Resource Sharing</p> <ul style="list-style-type: none"> • A RCAC 6 member shared that every fourth Wednesday there is a food giveaway at St. Bridget’s Church from 1:00pm – 3:00 pm and everyone is welcome. • A RCAC 6 member shared that on March 22, 2025, Macedonia Church in Watts will have a conversation regarding AFIB with Kareem Abdul Jabbar. There will be a doctor present to answer questions regarding irregular heartbeat. Registration to this event is required. • A RCAC 6 member shared that on February 22,2025 Kaiser Permanente at Baldwin Hills will host a free health fair from 8:00am – 1:30pm. <p>B. Complete meeting evaluation forms</p> <ul style="list-style-type: none"> • RCAC 6 members had the opportunity to complete the meeting evaluation form. 	<p><i>Joyce Sales, Interim RCAC Chair</i></p> <p><i>RCAC 6 Members</i></p>
<p>Adjournment</p>	<p>Agenda Lead</p>
<ul style="list-style-type: none"> • The meeting adjourned at 12:33pm. • Next Meeting Date: Wednesday, April16, 2024, from 10:00 a.m. to 12:30 p.m. at the South L.A. Community Resource Center at 5710 Crenshaw Blvd, Los Angeles, CA 90043 	<p><i>Joyce Sales, Interim RCAC Chair</i></p>

<p>Respectfully Submitted by:</p>	<p>Approved by:</p>
<p><i>Tyonna Baker, Community Outreach Field Specialist</i></p>	<p><i>Joyce Sales, Interim RCAC 6 Chair</i></p>

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<p>Respectfully Submitted by:</p>	<p>Approved by:</p> <p><i>Ailda Perez</i></p>
<p>Tyonna Baker, Community Outreach Field Specialist</p>	<p>Joyce Sales, Interim RCAC 6 Chair</p> <p><i>Hilda Perez</i></p>