



Regional Community Advisory Committee (RCAC) Region 7

East L.A. Community Resource Center

4801 Whittier Blvd. East Los Angeles, CA 90022

Friday, January 17, 2025

10:00 a.m. – 12:30 p.m.

Meeting Summary

Member Attendance		Staff/Management Present	
Brynette Cruz	P	Martha Pedroza	P
Maria L. Alvarado	P	Maritza Lebron	P
Norma Flores	P	Maria Toscano	P
Gisela Brigido	P	Maria Guadalupe Villasenor	P
Sarai Angeles	P	Guadalupe Perez	P
Aida Aguilar	P	Fatima Vasquez	E
Marta Perez	P	Elsa Martinez	P
Damares O. Hernandez de Cordero	P		
Nereyda Ibarra	P		
Janner Gavidia	P		
Luci Jeronimo	P		
Maria de Lourdes Ascencio	P		
Marlene Paz	P		
Fresia Paz	P		

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

Public Attendance	Interpreter Attendance
Gabriel Paz - Helpline Youth Counseling	Eduardo Kogan
	Issac Ibarlucea

MEETING SUMMARY, DISCUSSION, AND FOLLOW UP	
I. Welcome & Introduction	Agenda Lead
<p>A. Call Meeting to Order</p> <p>a. Damares Hernandez, Interim RCAC Chair, welcomed everyone and called the meeting to order at 10:00 a.m. Ms. Hernandez asked all members to introduce themselves.</p> <p>RCAC Group Agreements</p> <p>B. Review Basic Group Agreements</p> <p>a. During this agenda section, Damares Hernandez reviewed the Group Agreements based on the recommendations made by members of the RCAC. Ms. Hernandez invited RCAC members to read the RCAC meeting agreements.</p> <p>b. Ms. Damares Hernandez asked the members if anyone would like to add an item to the meeting agreements for RCAC 7. No further group agreements were suggested.</p>	<p><i>Damares Hernandez, Interim RCAC Chair</i></p>
II. Review and Approval of Meeting Agenda and Minutes	Agenda Lead
<p>Damares Hernandez asked the RCAC members to review the agenda before the approval. The agenda was reviewed by all RCAC members.</p> <p>C. Approval of Agenda</p> <p>a. Damares Hernandez asked for a motion to approve the agenda.</p> <p>b. Aida Aguilar, RCAC 7 member, approved the first motion, and Maritza Lebron, RCAC 7 member, seconded it.</p> <p>c. There was no further discussion, and the committee approved the agenda as presented.</p>	<p><i>Damares Hernandez, Interim RCAC Chair</i></p> <p><i>RCAC Members</i></p>

<p>D. Approval of meeting minutes</p> <ul style="list-style-type: none"> a. Damares Hernandez asked for a motion to approve the November 15, 2024, meeting minutes. b. Aida Aguilar, RCAC 7 member, approved the first motion, and Brynette Cruz, RCAC 7 member, seconded it. c. Martha Pedroza stated she was not assigned to attend the November BOG meeting. d. Maria De Lourdes Ascencio stated the upcoming dates for TTECAC/BOG meetings show 2024 instead of 2025. e. There was no further discussion, and the committee approved the meeting minutes with changes. 	
<p>II. L.A Care Updates</p>	<p>Agenda Lead</p>
<p>A. L.A. Care Internal Updates</p> <p><u>RCAC Chairperson Highlights - TTECAC and BOG reports</u></p> <ul style="list-style-type: none"> • Hilda Herrera invited members who attended the BOG and TTECAC meetings in December to share their experiences with the group. • Sarai Angeles shared that at the December 2024 BOG meeting, they talked about having computer classes available at the CRCs for members to access their doctor's appointments. Information about dual membership was shared. Members who have dual membership under the L.A. Care Health Plan receive money for medications, groceries, and gas. Also, a farewell celebration took place for Mr. Baackes. • Brynette Cruz shared that at the December 2024 TTECAC meeting, they talked about having nurses, vaccine shots and mammogram screenings at the CRCs. Ms. Cruz also informed that the Hoyer lifts motion was approved and would be available at certain facilities and L.A. Care will also continue to collaborate with different Community Based Organizations. • Ms. Damares shared that John Baackes will be retiring and he is a very appreciated person by the L.A. Care members. • Ms. Herrera informed the RCAC 7 committee that the new L.A. Care CEO is Martha Santana-Chin who took on her new role as of January 6th, 2025. Ms. Santana Chin comes from Health Net. 	<p><i>Damares Hernandez, Interim RCAC Chair</i></p> <p><i>RCAC Members</i></p>

Decision-Making and Building Consensus

- Kristina Chung acknowledged the firefighters fighting the L.A. fires.
- Ms. Chung briefly informed the members about Community Outreach and Engagement's plan to simplify the process for voting on agenda items during the RCAC meetings.
- Three methods of voting were presented for members:
 - **General Consent:** This method helps the meeting progress more quickly 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:** In this voting method, members raise either a green or red card to indicate their vote. Members were provided with more details on how this method will be used to streamline the recommendations approval process.
- Kristina Chung also informed members that at the March RCAC 7 meeting staff will go over this new process in more detail and will have scenarios available for the RCAC members to roleplay.
- RCAC members will begin familiarizing themselves with the simplified parliamentary procedure process that will be implemented.

Questions from Members:

- Ms. Aida Aguilar asked if this process would apply to the elections.
- Answer: Kristina Chung clarified that this new process will not be used for the elections. This process will be used for future motions.

2025 Workplan Project

Hilda Herrera informed the RCAC 7 committee members that at the March RCAC meeting, detailed information will be shared regarding the 2025 work plan project.

TTECAC/ECAC and BOG Meetings

- Hilda Herrera invited members to volunteer to attend future TTECAC and BOG meetings.
- Members will receive a stipend for attending these meetings.

*Kristina Chung, CO&E
Field Specialist*

*Hilda Herrera, CO&E
Field Specialist*

<ul style="list-style-type: none"> • Transportation is provided for members. • January 2025 is a dark month for both the BOG and TTECAC. These meetings did not take place. • Marlene Paz volunteered to attend the BOG meeting on Thursday, February 6, 2025, from 1:00pm – 5:00pm. RCAC 7 members agreed. • Nereyda Ibarra volunteered to attend TTECAC on February 12, 2025, from 10:00am – 1:00pm. RCAC 7 members agreed. • Martha Pedroza volunteered to attend the BOG meeting on Thursday, March 6, 2025, from 1:00pm-5:00pm. RCAC 7 members agreed. • Maria Lourdes De Ascencio volunteered to attend the TTECAC meeting on Wednesday, March 12, 2025, from 10:00am-1:00pm. RCAC 7 members agreed. • RCAC members will be alternating to allow multiple members the opportunity to attend TTECAC/ECAC and BOG meetings. 	
<p>III. Member Experience Feedback & Updates</p>	<p>Agenda Lead</p>
<p><u>L.A. Care Health Plan New Global/Regional Issues</u></p> <ul style="list-style-type: none"> • RCAC member Brynette Cruz: Shared an incident when she arrived a few minutes late to her OB/GYN appointment and was turned away. Ms. Cruz stated that when she arrives early to her OB/GYN appointments she always has to wait long periods. Ms. Cruz did not contact member services and did not want to go into much detail at the meeting. Hilda Herrera will follow up to gather details and connect her with a health navigator for further assistance. • RCAC member Maritza Lebron: Shared that Los Angeles County medical offices, the wait time for a follow-up appointment is always a six-month wait period. • RCAC member Aida Aguilar: Shared that at the El Sereno medical clinic, walk-ins are seen before those that have appointments. • RCAC member Nereyda Ibarra: Shared that her son has a referral to be seen by a specialist but has not been successful. Ms. Ibarra stated the her son’s six appointments have been canceled and he has now been waiting for 	<p><i>Hilda Herrera, CO&E Field Specialist</i></p>

<p>seven months to see the specialist. Hilda Herrera will follow up to gather details and connect her with a health navigator for further assistance.</p> <ul style="list-style-type: none"> • RCAC member Guadalupe Perez: Shared that she has a referral to be seen by a neurologist. Ms. Perez has now been waiting several months to obtain an appointment to be seen by a cardiologist and neurologist. Ms. Perez also shared that her son has been waiting for a surgery appointment for over a year now. Ms. Perez has not called her health plan to report any of these issues. Hilda Herrera will follow up to gather details and connect her with a health navigator for further assistance. • Hilda Herrera - advised all members to contact the customer solutions department at 888-839-9909 to report any issues with health care services. Members do not have to wait until the RCAC meeting takes place to share their member issues. • Kristina Chung reminded all members to always document these encounters. The second step would be to contact L.A. Care Health Plan member services. The third step would be to share incidents at the RCAC meetings. 	
<p>IV. Break</p>	<p>Agenda Lead</p>
<p>A. An opportunity to take a break.</p> <p>a. Members took a 2-minute break.</p>	<p><i>Dameres Hernandez, Interim RCAC Chair</i></p>
<p>V. New Business</p>	<p>Agenda Lead</p>
<p><u>Close RCAC 7 Chair and Vice-Chair Nominations and Conduct Elections.</u></p> <ul style="list-style-type: none"> • Before moving on to the election process, nominations must be closed. • Ms. Herrera read the names of the nominees running for RCAC 7 Chair. • Ms. Herrera informed the committee there were 19 members present. The winner needs to receive 10 votes. 	<p><i>Hilda Herrera, CO&E Field Specialist</i></p>

- Chair nominees included Maritza Lebron, Aida Aguilar, Fresia Paz, Damares Hernandez and Nereyda Ibarra. Ms. Herrera 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. Ms. Herrera informed the committee if they nominated a member, and the name was not read it is because they have declined the nomination.
- Ms. Herrera asked all the candidates if they would like to continue running for the Chair position. Nereyda Ibarra and Damares Hernandez removed their names from the ballot.
- Chair nominations were closed.

Chair Elections

Ms. Herrera invited the candidates to present their 1-minute speech to the committee.

- Good afternoon my name is Fresia Paz. I started as a volunteer with my parents as I was their caregiver. I became a member in 2014 when my parents passed. I am now my brother's caretaker. I am here to support you all and want to represent you. I have several people who come to me for advice and support. I continue to help and advocate for my family.
- Good afternoon my name is Aida Aguilar, and I was the RCAC and ECAC chair for several years. My son passed away in 2015 and I had to leave my position to deal with my grief. I know most of you know the type of person I am. I am the type of person who wants to help you, I just don't say it I do it. I also like to ask questions not just to come here to take a seat. We need to make a change, and I promise I will do a great job if elected. If you don't think I am doing a great job representing you, then you have the right to remove me. We all need to come together and speak up to make a change and not just take a seat without voicing our concerns.
- Good afternoon my name is Maritza Lebron. I am the interim chair because Fatima your previous chair left to be part of the Board of Governors. I had the honor to learn about the RCACs through Maria Villasenor and now have the privilege to be part of this committee. I started in the RCACs and during the pandemic I was part of the CHEC, advocating for several topics. We now have the opportunity to meet in person. Also, part of being the chair besides having the voice is to listen with empathy place us in your shoes, and advocate for you. In the process, we must fight for democracy and things that happen at the meetings but we have to take that voice together so change can happen. I would like for you to bring up issues and we can follow up but also call the member services line or find other avenues and not just here at the meetings. Remember change starts with you if you give me the opportunity, I will continue to do my best to represent you.

RCAC Members

The results for the first round of votes for the Chair position were as follows:

- Aida Aguilar: **7**
- Fresia Paz: **3**
- Maritza Lebron: **9**

The results for the second round of votes for the Chair position were as follows:

- Aida Aguilar: **8**
- Fresia Paz: **2**
- Maritza Lebron: **9**

Aida Aguilar withdrew her name from the chair ballot.

The results for the third round of votes for the Chair position were as follows:

- Fresia Paz: **4**
- Maritza Lebron: **15**

- Maritza Lebron was officially elected as the Chair for RCAC 7.
- Ms. Lebron thanked the committee for their trust and for electing her as the RCAC 7 Chair.

Vice-Chair Elections

Ms. Herrera informed the members they would now be voting for the Vice Chair position

- Before moving on to the election process, nominations must be closed.
- Ms. Herrera read the names of the nominees running for RCAC 7 Vice Chair.
- Vice Chair nominees included Aida Aguilar, Fresia Paz, Damares Hernandez, Maritza Lebron, and Nereyda Ibarra.

Ms. Herrera informed the committee since Maritza Lebron won the Chair position, her name will have to be removed from the ballot. Ms. Herrera 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. Ms. Herrera informed the committee if they nominated a member, and the name is not listed on the ballot, it is because they have declined the nomination.

- Ms. Herrera asked all the candidates if they would like to continue running for the Vice- Chair position. Nereyda Ibarra and Damares Hernandez removed their names from the ballot.
- Vice-Chair nominations were closed.

Ms. Herrera invited the candidates to present their 1-minute speech to the committee.

- Good afternoon my name is Fresia Paz. I am here to help you if you need help whether it is in English or Spanish we have translators here at the meetings. I have some experience talking to the clinics and staff and if it's something personal you are more than welcome to speak to me. We have several issues that come up here and we have to start getting these resolved.
- Good afternoon my name is Aida Aguilar, I removed myself from the Chair nomination because I wanted to be the bigger person. If I am elected, I will work closely with the Chair. All I want is to listen to you make and see changes. If you give me the opportunity that would be great if not, I will run in the next two years. Thank you

The results for the first round of votes were as follows:

- Aida Aguilar: **13**
- Fresia Paz: **5**
- Aida Aguilar was officially elected as the Vice Chair for RCAC 7.
- Ms. Aguilar thanked the members for electing her to be the new vice chair. Ms. Aguilar shared she was born in Mexico and was brought at an older age to the U.S. She felt embarrassed because she didn't speak English. It took Ms. Aguilar 20 years to become a citizen and she made herself a promise to help anyone and everyone.

VI. Future Agenda Items

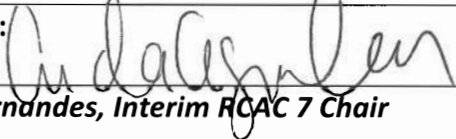
Agenda Lead

- **Fresia Paz:** Requested presentations focused on the L.A. Care Health Plan Health Navigators department and a presentation on the Grievance and Appeals process. Ms. Paz also requested a presentation from Call the Car.

*Damares Hernandez,
Interim RCAC Chair*

<ul style="list-style-type: none"> • Aida Aguilar: Requested a presentation on public speaking. Ms. Aguilar would like the presentation to be focused on how members can become advocates for themselves while attending medical appointments. • Brynette Cruz: Requested a presentation focused on the Health Promoters program. 	<p><i>Hilda Herrera, CO&E Field Specialist</i></p> <p><i>RCAC Members</i></p>
<p>VII. Public Comments</p>	<p>Agenda Lead</p>
<ul style="list-style-type: none"> • Gabriel Paz from the Helpline Youth Counseling Organization – Mr. Paz informed members of their mental health services and shared flyers regarding their new program for people between the ages of 18 and 30. This program is free for anyone in that age group. No insurance is needed, and case management is also available. Mr. Paz informed of all HYC locations in Whittier, Commerce, and Norwalk. 	<p><i>Dameres Hernandez, Interim RCAC Chair</i></p>
<p>VIII. Resource Sharing & Evaluations</p>	<p>Agenda Lead</p>
<p>A. Complete meeting evaluation forms</p> <p>a. RCAC members took time to complete their evaluation forms.</p> <ul style="list-style-type: none"> • Call the Car flyers were made available for members to share their transportation experience for both medical and non-medical appointments. • Hilda Herrera informed members that in their folders included was information on the Durable Medical Equipment presentation that was presented at the December TTECAC meeting. • Ms. Aida Aguilar shared with members of a program that the mothers’ locations under WIC have going on. For anyone who receives Cal Fresh and if their card has \$60 or more. The mother’s location will give the person \$60 worth of groceries. • Brynette Cruz shared all the classes that are offered at the East L.A. Community Resource Center. 	<p><i>Dameres Hernandez, Interim RCAC Chair</i></p> <p><i>Hilda Herrera, CO&E Field Specialist</i></p>

IX. Adjournment	Agenda Lead
<ul style="list-style-type: none"> • The meeting adjourned at 12:30 p.m. • Next Meeting Date: Friday, March 21, 2025, from 10:00 a.m. to 12:30 p.m. at the Norwalk Community Resource Center at 11721 Rosecrans Ave. Norwalk, CA 90650 	<p><i>Damaries Hernandez, Interim RCAC Chair</i></p>

Respectfully Submitted by:	Approved by: 
<i>Hilda Herrera, Community Outreach Field Specialist</i>	<i>Damaries Hernandez, Interim RCAC 7 Chair</i>