



## Regional Community Advisory Committee (RCAC) Region 7

### Norwalk Community Resource Center

11721 Rosecrans Ave. Norwalk, CA 90650

Friday, March 21, 2025

10:00 a.m. – 12:30 p.m.

### Meeting Summary

Member Attendance				Staff/Management Present	
Aida Aguilar	P	Maria Guadalupe Villasenor	P	<b>Hilda Herrera</b> , <i>Community Outreach Field Specialist II</i>	
Brynette Cruz	P	Maria L. Alvarado	P	<b>Idalia De La Torre</b> , <i>Community Outreach Field Specialist Supervisor</i>	
Damaries O. Hernandez de Cordero	E	Maria Toscano	P	<b>Kristina Chung</b> , <i>Community Outreach Field Specialist III</i>	
Elsa Martinez	P	Maritza Lebron	E	<b>Shernedra Brown</b> , <i>Community Outreach Project Specialist II</i>	
Fatima Vasquez	P	Marlene Paz	P		
Fresia Paz	P	Marta Perez	P		
Gisela Brigido	P	Martha Pedroza	P		
Guadalupe Perez	P	Nereyda Ibarra	P		
Janner Gavidia	E	Norma Flores	P		
Luci Jeronimo	E	Sarai Angeles	E		
Maria de Lourdes Ascencio	P				

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

Public Attendance	Interpreter Attendance
Alice Noriega Torres - Helpline Youth Counseling	Andrew Yatres
Karol Curiel-Kozycz – Plus Me Project	Issac Ibarlucea
Andrew Johnson – Call the Car	
Dr. Michelle Tyson – Call the Car	
Aldwin Cruz – Call the Car	
Denise Hannibal – Call the Car	

MEETING SUMMARY, DISCUSSION, AND FOLLOW UP	
I. Welcome & Introduction	Agenda Lead
<p><b>A. Call Meeting to Order</b></p> <ul style="list-style-type: none"> <li>Aida Aguilar, RCAC Vice Chair, welcomed everyone and called the meeting to order at 10:00 a.m. Ms. Aguilar informed the RCAC 7 committee the Chair, Maritza Lebron, would not be present; she will run the meeting on her behalf. Ms. Aguilar asked all members to introduce themselves.</li> </ul> <p><b>B. RCAC Group Agreements</b></p> <ul style="list-style-type: none"> <li>During this agenda section, Aida Aguilar reviewed the Group Agreements based on the recommendations made by members of the RCAC. Ms. Aguilar invited RCAC members to read the RCAC meeting agreements.</li> </ul> <p><b>C. Approval of Agenda</b></p> <ul style="list-style-type: none"> <li>Aida Aguilar asked the RCAC members to review the agenda before the approval. The agenda was reviewed by all RCAC members.</li> <li>Aida Aguilar asked for a motion to approve the agenda.</li> <li>Nereyda Ibarra, RCAC 7 member, approved the first motion, and Brynette Cruz, RCAC 7 member, seconded it.</li> <li>There was no further discussion, and the committee approved the agenda as presented.</li> </ul>	<p><i>Aida Aguilar, RCAC Vice Chair</i></p>
II. Review and Approval of Meeting Agenda and Minutes	Agenda Lead
<p><b>A. Approval of meeting minutes</b></p> <ul style="list-style-type: none"> <li>Aida Aguilar asked for a motion to approve the January 17, 2025, meeting minutes.</li> <li>Marta Perez, RCAC 7 member, approved the first motion, and Maria Toscano, RCAC 7 member, seconded it.</li> <li>There was no further discussion, and the committee approved the meeting minutes with changes.</li> </ul>	<p><i>Aida Aguilar, RCAC Vice Chair</i></p> <p><i>RCAC Members</i></p>

III. L.A Care Updates	Agenda Lead
<p><b>A. RCAC Chairperson Highlights - TTECAC and BOG reports</b></p> <ul style="list-style-type: none"> <li>Hilda Herrera invited members who attended the BOG and TTECAC meetings in February and March to share their experiences with the group.</li> <li>Marlene Paz shared that at the February 2025 BOG meeting, they talked about L.A. Care Health Plan donating 10 million dollars to the fire relief. It is estimated that there will be a shortage of primary care providers and specialty doctors by 2040.</li> <li>Nereyda Ibarra shared that at the February 2025 TTECAC meeting, they talked about the following topics: Brown Act, approved RCAC candidates, freeze on the federal funds for the undocumented population, and the funds available for fire relief victims.</li> <li>Marta Pedroza shared how important it is for her to attend these meetings. Ms. Pedroza shared that at the March 2025 BOG meeting, the most concerning topic addressed was how Medi-Cal and Medicare cuts will affect our communities. There was also a conversation about opening a program that would be focused on helping the undocumented population.</li> <li>Maria Lourdes de Ascencio shared that at the March 2025 TTECAC meeting, all the new RCAC Chairs and Vice Chairs introduced themselves. CEO Martha Santana-Chin was also there and introduced herself. Ms. Santana-Chin shared information on the budget cuts and how they will affect California. If the proposal goes through it will impact all of California through Medi-Cal and Medicare. Currently, this proposal is being negotiated and will have an answer by the summer of 2025.</li> <li>Ms. Herrera informed the RCAC 7 committee that the information shared by CEO Martha Santana-Chin is regarding the new Consumer Fact Sheet for RCAC Members. Ms. Herrera informed the committee the fact sheet was not available but would be mailed out to each member to reference the information and be able to share with their communities.</li> </ul>	<p><i>Aida Aguilar, RCAC Vice Chair</i></p> <p><i>RCAC Members</i></p> <p><i>Hilda Herrera, CO&amp;E Field Specialist</i></p>

- Ms. Aida Aguilar thanked the members for sharing their experiences at these meetings. Ms. Aguilar emphasized the importance of members taking notes and bringing that information back to the RCACs so that all members can stay informed of what is being discussed at these meetings.

#### **ECAC and BOG Meetings**

- Hilda Herrera invited members to volunteer to attend future ECAC and BOG meetings.
- Members will receive a stipend for attending these meetings.
- Transportation is provided for members.
- Brynette Cruz volunteered to attend the BOG meeting on Thursday, April 3, 2025, from 1:00 pm – 5:00 pm. RCAC 7 members agreed.
- Martha Pedroza volunteered to attend ECAC on April 9, 2025, from 10:00 am – 1:00 pm. RCAC 7 members agreed.
- Aida Aguilar volunteered to attend the BOG meeting on Thursday, May 1, 2025, from 1:00 pm-5:00 pm. RCAC 7 members agreed.
- Maria Toscano volunteered to attend the ECAC meeting on Wednesday, May 14, 2025, from 10:00 am-1:00 pm. RCAC 7 members agreed.
- RCAC members will be alternating to allow multiple members the opportunity to attend ECAC and BOG meetings.

#### **B. CO&E Department Updates**

##### **Decision-Making and Building Consensus**

- Hilda Herrera briefly informed the members about Community Outreach and Engagement’s plan to simplify the process for voting on agenda items during the RCAC meetings. Ms. Herrera reminded members that Kristina Chung went over the documents at the January RCAC meeting.
- The three methods of voting were presented to 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.

*Hilda Herrera, CO&E  
Field Specialist*

- **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.
- Hilda Herrera reminded members that Kristina Chung also informed members at the January RCAC meeting that at the March RCAC 7 meeting, staff would go over this new process in more detail and would have scenarios available for the RCAC members to roleplay.
- RCAC members will begin familiarizing themselves with the simplified parliamentary procedure that will be implemented.
- A motion was introduced to practice the voting method with the colored cards.
  - **Scenario:** The proposal is to meet only at the East L.A. Community Resource Center.
  - **Background:** During the RCAC restructuring, both RCAC 7 and RCAC 10 merged into one RCAC, now known as RCAC 7 as of July 2024. Members requested to continue meeting at their assigned CRCs in East L.A. and Norwalk. All RCAC members agreed to alternate between CRCs for every other meeting.
  - **Motion:** RCAC member Aida Aguilar recommended that moving forward, all the RCAC 7 meetings take place at the East Los Angeles Community Resource Center. Ms. Aguilar has expressed that it has become very overwhelming for her to keep track of where the RCAC 7 meetings will be taking place every other month.
  - Voting for the motion was a tie, and a discussion was needed as each side had different opinions. The second and official vote took place, and in the end, the motion passed.

#### **Questions from Members:**

- Ms. Nereyda Ibarra asked if members have questions about the motion before voting, at which point members can discuss the motion.
  - Answer: Hilda Herrera clarified that the first vote is only to identify if there is a need for discussion, and once the discussion has taken place, the second vote is the official vote.
- Nereyda Ibarra asked what happens when you don't want to vote.
  - Answer: Hilda Herrera informed members that abstention will no longer be an option moving forward. Members will either participate in the vote or not.
- Nereyda Ibarra asked what happens if there is a tie and members can't agree, regardless of the discussion.
  - Answer: Hilda Herrera clarified that if members can't agree, the motion can be placed on the agenda for the following meeting for further discussion.

- Hilda Herrera informed members that there will be more practice opportunities with decision-making at future RCAC meetings. Ms. Herrera also encouraged members to get creative and come up with scenarios that can be used at future RCAC meetings.

### **ECAC At-Large Elections**

- At-Large member (serves all Consumer Advisory Committee members)
- At-large member (serves seniors and people with disabilities)
- Hilda Herrera informed members that the documents in their folders were also mailed out to all members. This would give members enough time to review the information in case they would like to apply for these two positions.
  - All RCAC members are encouraged to apply.
  - Responsibilities – Advocate for the needs of all members and have a presence at the Executive Community Advisory Committee meetings. Ms. Herrera reviewed some of the responsibilities with the RCAC members.
  - Voting will be conducted at the April 9, 2025, ECAC meeting.
  - Attendance is required at the ECAC and BOG meetings.
  - Applications can be submitted in person, by email, or by mail before the deadline of March 28, 2025, by 3:00 pm

### **Questions from Members:**

- Aida Aguilar asked how many monthly meetings the At-Large members must attend.
  - Answer: Hilda Herrera clarified that the At-Large members are mandated to attend all ECAC meetings and will also be invited to attend the Board of Governors meetings, which are not mandatory, but it is recommended to attend if possible. Also, there might be other meeting opportunities that are not yet scheduled.
- Aida Aguilar asked if the At-Large members receive stipends for attending these meetings
  - Answer: Hilda Herrera clarified that a stipend is provided for attending scheduled meetings. Ms. Herrera advised that if the At-Large member decides to attend RCAC meetings that are not scheduled, a stipend will not be provided, but only transportation.
- Brynette Cruz asked if members would have to campaign at the ECAC meeting.

<ul style="list-style-type: none"> <li>○ Answer: Idalia de la Torre informed members they will have an opportunity to speak to the ECAC committee as to why they are running for this position</li> </ul> <p><b>2025 Workplan Project</b></p> <ul style="list-style-type: none"> <li>• For the Community Partnership this year, each RCAC will have \$5,000 to support a non-profit in their regions.</li> <li>• The focus of the Community Partnership should be at least one of the following:</li> <li>• Increase and expand mental health access for low-income residents and vulnerable populations.</li> <li>• Raise awareness of community services and resources that enhance access to healthcare, housing, and other essential services.</li> <li>• Engage multiple sectors (healthcare, economic, faith-based, etc.) to strengthen community collaborations focused on health equity and social justice.</li> <li>• Community Outreach &amp; Engagement has invited community partners to apply. Members have the option of connecting staff to other organizations that might be interested.</li> <li>• All community-based organization applications must be submitted by Friday, April 4, 2025.</li> <li>• A meeting for organizations to present their proposal to RCAC 7 will be on Tuesday, April 29, 2025, from 11:00 am – 12:00 pm at the Norwalk Community Resource Center.</li> <li>• Light refreshments and Transportation will be provided.</li> <li>• The winner will be announced, and a project summary will be due in September 2025.</li> </ul>	<p><i>Kristina Chung, CO&amp;E Field Specialist</i></p>
<p><b>IV. L.A. Care Board of Governors Elections</b></p>	
<p><b>Board of Governor's Elections</b></p> <ul style="list-style-type: none"> <li>• BOG elections will take place on June 17, 2025.</li> <li>• There are 2 Board seats that will be voted on by members: <ul style="list-style-type: none"> <li>○ Consumer Member and Member Advocate seats</li> </ul> </li> <li>• Fatima Vasquez, current BOG consumer member, shared with the RCAC 7 committee her experience in this role.</li> <li>• Everyone is encouraged to apply.</li> <li>• The deadline for applications is April 18, 2025, by 3 pm. The application can be emailed or delivered to:</li> </ul> <p style="text-align: center;">Board Services</p>	<p><i>Hilda Herrera, CO&amp;E Field Specialist</i></p>

<p>L.A. Care Health Plan 1200 W. 7th Street, 4th Floor Los Angeles, CA 90017 <a href="mailto:boardservices@lacare.org">boardservices@lacare.org</a></p>	
<p><b>V. Member Experience Feedback &amp; Updates</b></p>	<p><b>Agenda Lead</b></p>
<p><b>A. L.A. Care Health Plan New Global/Regional Issues</b></p> <ul style="list-style-type: none"> <li>• RCAC member Brynette Cruz keeps having issues with Marina's OB/GYN and shared the same issue she keeps encountering with phone appointments. The member stated she had scheduled a doctor's appointment over the phone, but no specific time was provided, and she was asked to wait from 9 am – 5 pm until the call was received. Hugo Zambrano, Health Navigator, will follow up to gather details and connect with her for further assistance.</li> <li>• Hugo Zambrano attended the RCAC 7 meeting to talk about the Health Navigators department. Mr. Zambrano is the health navigator from the Wilmington Community Resource Center who is covering temporarily for Michael Eugene Davis, who is based at the Norwalk CRC. Hugo informed members of the services the Health Navigators offer and the process to help members with individual issues.</li> <li>• RCAC member Nereyda Ibarra: Shared that she visited a specific CRC that didn't have a health navigator for an entire month. Hugo apologized to Ms. Ibarra and expressed t they had been short-staffed and they recently finalized hiring staff. Ms. Ibarra expressed her son has a referral to be seen by a specialist but has not been successful. Ms. Ibarra stated her son's six appointments have been canceled, and he has now been waiting for seven months to see the specialist. Hugo Zambrano will follow up to gather details and connect with Nereyda Ibarra for further assistance.</li> <li>• Hilda Herrera advised all members to contact the customer solutions department at 888-839-9909 to report any issues with healthcare services. Members do not have to wait until the RCAC meeting takes place to share their member issues.</li> </ul> <p><b>Call the Car Transportation Services</b></p> <ul style="list-style-type: none"> <li>• Fresia Paz – asked Call the Car staff why the Lyft drivers are not screened.</li> </ul>	<p><i>Hilda Herrera, CO&amp;E Field Specialist</i></p>



<ul style="list-style-type: none"> <li>○ <b>Answer:</b> CEO Dr. Michelle Tyson from CTC informed that all drivers are screened. Once negative feedback is received, the driver will be removed immediately. Dr. Tyson also stated she would like to provide training on how to use the CTC application, as not everyone is familiar with the application.</li> <li>• Brynette Cruz - expressed her gratitude for the CTC services</li> <li>• Maria Lourdes de Ascencio – Transportation services to her doctor's office are perfectly fine. The member expressed that she has issues with the return ride. The driver sometimes picks up the wrong person or doesn't show up. Ms. Ascencio stated that sometimes she must take public transportation instead. <ul style="list-style-type: none"> <li>○ <b>Answer:</b> Dr. Tyson advised members that CTC has Monitor Representatives who are assigned to monitor rides, and this will ensure members are being picked up by the correct drivers.</li> </ul> </li> <li>• Maria Toscano – Shared that she received a phone call from CTC to confirm her transportation for the RCAC meeting. The member was unable to answer the call, and a voice message was left. Ms. Toscano returned the call but was informed they didn't have any transportation requests for her.</li> </ul>	
<b>VI. Break</b>	<b>Agenda Lead</b>
<ul style="list-style-type: none"> <li>• Members did not take a break. Instead, members had the opportunity to speak with staff from Call the Car about any issues or concerns they may have.</li> </ul>	<i>Aida Aguilar, RCAC Vice Chair</i>
<b>VII. New Business</b>	<b>Agenda Lead</b>
<p><b>A. Helpline Youth Counseling Organization – Alice Noriega Torres</b></p> <p>Presented information on the programs offered under the HYC organization for different age groups:</p> <ul style="list-style-type: none"> <li>• Mental Health services for ages 0-59 who have Medi-Cal and Medicare. Classes are available in person and online, and can also be taken individually or as a couple</li> <li>• Substance abuse programs for young adults and educational classes on substance abuse for parents</li> <li>• Resources for uninsured young adults ages 18-30 in person or online</li> <li>• Online Support group for ages 18-30</li> </ul>	<p><i>Aida Aguilar, RCAC Vice- Chair</i></p> <p><i>RCAC Members</i></p>

<ul style="list-style-type: none"> <li>• Housing Resources</li> <li>• 15-week program for parenting classes. Can be taken online or in person, and a certification will be received</li> <li>• Mental Health Fair event on May 14<sup>th</sup></li> </ul> <p><b>HYC will NOT ask for immigration status when receiving these services</b></p>	
VIII. Future Agenda Items	Agenda Lead
<ul style="list-style-type: none"> <li>• <b>No future Agenda items</b></li> </ul>	<p><i>Aida Aguilar, RCAC Vice- Chair</i></p> <p><i>RCAC Members</i></p>
IX. Public Comments	Agenda Lead
<ul style="list-style-type: none"> <li>• <b>Karol Curiel-Kozycz from the Plus Me Project Organization</b> – Karol informed the RCAC 7 committee that her reason for attending this meeting is to introduce herself and the organization, since the Plus Me project organization will be applying for the 2025 partnership. Karol spoke briefly about the programs the Plus Me project offers and advised the committee that she will be present at the Community Partners Presentation on Tuesday, April 29, to present in detail on all the services.</li> </ul>	<p><i>Aida Aguilar, RCAC Vice Chair</i></p>
X. Resource Sharing & Evaluations	Agenda Lead
<p><b>Complete meeting evaluation forms</b></p> <ul style="list-style-type: none"> <li>• RCAC members took time to complete their evaluation forms.</li> <li>• Fatima Vasquez – Informed members about the health care benefits annual guide that is being mailed out to all members. Ms. Vasquez emphasized the importance of reading this document as it guides members on how to use their medical services.</li> </ul>	<p><i>Aida Aguilar, RCAC Vice Chair</i></p> <p><i>Hilda Herrera, CO&amp;E Field Specialist</i></p>

XI. Adjournment	Agenda Lead
<ul style="list-style-type: none"> <li>• The meeting adjourned at 12:30 p.m.</li> <li>• <b>Next Meeting Date: Friday</b>, May 16, 2025, from 10:00 a.m. to 12:30 p.m. at the East Los Angeles Community Resource Center at 4801 Whittier Blvd. East Los Angeles, CA 90022</li> </ul>	<i>Aida Aguilar, RCAC Vice Chair</i>

Respectfully Submitted by:	Approved by:
<i>Hilda Herrera, Community Outreach Field Specialist</i>	<i>Aida Aguilar, RCAC 7 Vice Chair</i>

XI. Adjournment	Agenda Lead
<ul style="list-style-type: none"> <li>The meeting adjourned at 12:30 p.m.</li> <li><b>Next Meeting Date:</b> Friday, May 16, 2025, from 10:00 a.m. to 12:30 p.m. at the East Los Angeles Community Resource Center at 4801 Whittier Blvd. East Los Angeles, CA 90022</li> </ul>	<p><i>Aida Aguilar,</i> <i>RCAC Vice Chair</i></p>

Respectfully Submitted by: <i>Hilda Herrera</i>	Approved by: <i>Aida Aguilar</i> RCAC 7 President
Hilda Herrera, <i>Community Outreach Field Specialist</i>	<i>Aida Aguilar, RCAC 7 Vice Chair</i>