



Regional Community Advisory Committee (RCAC) Region 8

Wilmington Community Resource Center

911 N. Avalon Blvd., Wilmington, CA 90744

Monday, October 21, 2024

10:00 a.m. – 12:30 p.m.

Meeting Summary

Member Attendance				Staff/Management Present
Ana Maria UcBatun	P	Bunly Buth	P	Hilda Herrera, Community Outreach Field Specialist II
Ana Romo	P	Carmencita B. Fernandez	P	Frank Meza, Community Outreach Field Specialist III
Belen Garcia	E	Deaka McClain	P	Idalia De La Torre, Community Outreach Field Specialist Supervisor
Dioselina Garcia	E	Hong Sok Pham	P	Auleria Eakins, Community Outreach Manager
Higinio Carillo	P	Ichnarin Chea	P	
Hoda Saber Mansour	P	Maria Cruz	P	
Maria Alvarez	P	Ravy Morrath	P	
Maria I. Tamayo	E	Richard Hernandez	P	
Maria Montes	P	Sambour Lay	U	
Maria N. Lopez	P	Samouth Vonn	U	
Mario Magdaleno Serafin	P	Sheila Thach	P	
Raul Montes Cano	P	Thoura Day	P	
Rita Elizabeth Montes	E	Tonya Byrd	P	
Arun Tes Yang	P	Celia Margarita Hernandez	P	

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

Public Attendance	Interpreter Attendance
	Izmir Coelho
	Erin Lafargue

	Sina New
	Bo Uce

MEETING SUMMARY, DISCUSSION, AND FOLLOW UP	
I. Welcome & Introduction	Agenda Lead
<p>A. Call Meeting to Order</p> <ul style="list-style-type: none"> a. Ana Romo, Interim RCAC Chair, welcomed everyone and called the meeting to order at 10:10 a.m. b. Ana Romo asked the RCAC members to review the agenda prior to the approval. <p>B. Approval of Agenda</p> <ul style="list-style-type: none"> a. Ana Romo asked for a motion to approve the agenda. b. Maria Montes, RCAC 8 member, approved the motion and Maria Alvarez, second the motion. c. There was no further discussion, and the committee approved the agenda as presented. <p>C. Approval of meeting minutes</p> <ul style="list-style-type: none"> a. Ana Romo asked for a motion to approve the September 23rd, 2024, meeting minutes. b. Celia Hernandez, RCAC 8 member, approved the motion and Maria Montes, seconded the motion. c. There was no further discussion, and the committee approved the meeting minutes as presented. 	<p><i>Ana Romo, Interim RCAC Chair</i></p>
II. RCAC Group Agreement	Agenda Lead
<p>A. Review Basic Group Agreements</p> <ul style="list-style-type: none"> a. During this section of the agenda, Ana Romo reviewed the Group Agreements based on the recommendations made by members at their last RCAC meeting. Ms. Romo requested volunteers to read each meeting agreement. b. RCAC members volunteered to read each of the meeting agreements. c. Ms. Ana Romo asked the members if anyone would like to add any additional agreements to the RCAC group agreements for RCAC 8. No further group agreements were suggested. 	<p><i>Ana Romo, Interim RCAC Chair</i></p> <p><i>RCAC Members</i></p>

III. L.A Care Updates	Agenda Lead
<p>A. L.A. Care Internal Updates</p> <p><u>RCAC Chairperson Highlights</u></p> <ul style="list-style-type: none"> • Ms. Romo shared that at the October TTECAC meeting, there was a discussion regarding the distribution of funds for housing and mental health services for the unhoused population. • Additionally, Ms. Romo emphasized the importance of voting for the upcoming RCAC Chair and Vice-Chair elections. <p><u>Board of Governors seat nominations</u></p> <ul style="list-style-type: none"> • Frank Meza presented and reviewed the 2025 Board of Governors (BOG) application for election as a candidate for L.A. Care’s BOG, along with the motion summary. Mr. Meza informed RCAC 8 that at the last October Transitional Temporary Executive Advisory Committee (TTECAC) meeting, a motion was approved to have the following information presented at all 8 RCACs for review and recommendations, as some revisions have been made to both documents. <p>2025 Board of Governors Application: Mr. Meza covered the following revisions made to the BOG application.</p> <ul style="list-style-type: none"> • What is a Consumer representative? <ul style="list-style-type: none"> ○ A member of L.A. Care Health Plan; Or ○ A parent, guardian, or conservator of a member of L.A. Care Health Plan • What is a Consumer Advocate? <ul style="list-style-type: none"> ○ A person, who, while employed by a Community Based Organization or agency, represents the best interests of and brings forward the issues and concerns of the population served by L.A. Care; Or ○ A volunteer of a Community Based Organization or agency who is recommended by that entity as its representative to L.A. Care and who represents the best interests of and brings forward the issues and concerns of the populations served by L.A. Care. ○ If you have a contract with L.A. Care Health Plan or its Plan Partners to offer health care services to L.A. Care members, you are a Provider and you are not eligible to apply as a consumer advocate. ○ If you are still unsure of your category, contact Board Services (email to boardservices@lacare.org). 	<p><i>Ana Romo, Interim RCAC Chair</i></p> <p><i>Frank Meza, CO&E Field Specialist</i></p>

- Every candidate (consumer and consumer advocate) must be nominated by a consumer member of L.A. Care. Candidates who are enrolled with L.A. Care for health care services can self-nominate.
- Candidates for the advocate seat must include with their application a letter of recommendation from a Community Based Organization serving the same community as L.A. Care.
- **How to Vote**
 - All RCAC members will be invited to an election convention. Only consumer members of the RCACs are eligible to vote. Advocates and Providers are not eligible to vote.
 - RCAC and ECAC consumer members may be provided with transportation to the election event for consumer advisory committee members.

Board of Governors Motion Summary

- **Date:** October 9th, 2024
- **Committee:** ECAC
- **Issue:** Consider asking the two representatives to continue to serve until new representatives are elected, and review by members of RCACs of the application and rules for the 2025 election process and gather feedback for the final approval by ECAC in February 2025.

- **Background:** The terms of the two consumer representatives on the Board of Governors will end on October 31, 2024. The election has been delayed. A timeline for election of nominees for those seats was approved by ECAC in June, 2024.

● **Timeline:**

Dates	Activity
○ September 2024	○ Consider asking the two representatives on the Board of Governors to continue serving through September 2025.
○ Oct-Nov 2024	○ Election Application and Rules reviewed by ECAC
○ Dec 2024-Jan 2025	○ Election Application and Rules reviewed by RCACs
○ Feb 2025	○ ECAC to approve Election Application and Rules with RCAC member input
○ Feb-Mar 2025	○ Candidate information session, applications can be submitted after ECAC approval of rules

- Feb-May 2025
 - Mar 2025
 - May 2025 (date to be determined)
 - May-Jun 2025
 - Jul or Sep 2025
- Candidates that have submitted an application and have been approved can visit RCACs to meet members. Candidates can visit the RCACs as often as they wish but will have time on the agenda at only one meeting for each RCAC.
 - Application completion deadline will be **60 days prior to the election date (that date is not yet determined)** and nominations are closed by ECAC motion.
 - A Candidate Statement must be included with the application.
 - Consumer Advocate candidates must also be recommended by a Community Based Organization
 - ~~Collection of ballots at CRCs, second ballot to be collected if there is a need.~~ All Board approved consumer RCAC members will be invited to a conference to vote on qualified candidates for the election of nominees for two Board seats.
 - Newly elected nominees to submit information to the Board of Supervisors and will be placed on the Supervisors' meeting agenda for appointment to the L.A. Care Board.
 - Newly elected nominees can attend L.A. Care Board meetings. An orientation session with the Board Chair and senior L.A. Care staff will be held.
 - Newly appointed Board Members to attend the first meeting as a member of the Board of Governors.
- **Motion:** Ask the two consumer representatives, Layla Gonzalez and Fatima Vasquez, to continue to serve until the 2025 election of new representatives is complete and request a review by RCAC members of the application and rules for the election of nominees to the two consumer Board Seats, with feedback provided to ECAC by February 2025.

Questions from the RCAC member:

- Question: If interested, at this moment can we fill out the application?
- Answer: No. Frank Meza reminded members that the committee is only reviewing the revisions.
- No further questions or comments were made from the committee members.

<p><u>TTECAC/ECAC and BOG Meetings</u></p> <ul style="list-style-type: none"> • Hilda Herrera invited members to volunteer to attend future TTECAC/ECAC and BOG meetings. • Members will receive a stipend for attending these meetings. • Transportation is provided for members. • Maria Cruz volunteered, and the RCAC 8 members agreed that she would attend the BOG meeting on Thursday, November 7, 2024, from 1pm-5pm. • Celia Hernandez volunteered, and the RCAC 8 members agreed that she would attend the TTECAC meeting on Wednesday, November 13, 2024, from 10am-1pm. • Ravy Morrath volunteered, and the RCAC 8 members agreed that she would attend the BOG meeting on Thursday, December 5, 2024, from 1pm-5pm. • Bunly Buth volunteered, and the RCAC 8 members agreed that she would attend the TTECAC meeting on Wednesday, December 11, 2024, from 10am-1pm. • RCAC members will be alternating to allow multiple members the opportunity to attend TTECAC/ECAC and BOG meetings. 	
<p>IV. 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"> • Member shared that he recently experienced a loss in his family and encountered an issue with the hospital refusing to sign the death certificate. Member stated he placed a grievance with the hospital and the issue has been resolved. • Member stated he received diabetes medication from the hospital and clinic but had not been diagnosed with diabetes. He was concerned that his doctor was not properly reviewing his chart and has since switched doctors. 	<p><i>Hilda Herrera, CO&E Field Specialist</i></p>

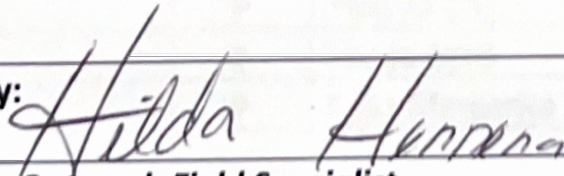
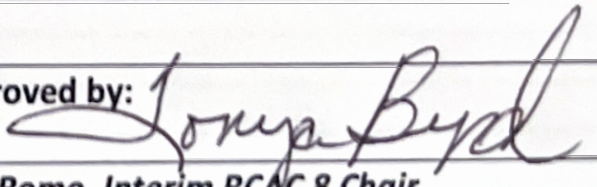
<ul style="list-style-type: none"> • Member reported an issue regarding a vision appointment that was delayed for six months. CO&E staff informed member her information will be shared with a health navigator for further review and follow-up. • Ms. Deaka McClain spoke on an issue regarding clinics lacking Hoyer Lifts available and clinic staff not being trained on how to use them. Ms. McClain presented the motion adding Hoyer Lifts and trainings to the grant that L.A. Care offers for other accessible devices. • Motion: Hoyer lifts or electronic lifts should be added to the Community Health Investment Fund program to assist providers in helping their patients get on and off the examination table. The motion also includes that those providers receiving funding, should receive training on how to use the electronic lifts (Hoyer Lift). • Richard Hernandez, RCAC 8 member approved the motion; Maria Montes second the motion presented. • The RCAC 8 committee approved the motion as presented. • 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. 	
<p>V. Break</p>	<p>Agenda Lead</p>
<p>A. An opportunity to take a break.</p> <p>a. Members took a 5-minute break.</p>	<p><i>Ana Romo, Interim RCAC Chair</i></p>
<p>VI. New Business</p>	<p>Agenda Lead</p>
<p><u>RCAC 8 Chair and Vice-Chair information and Nominations</u></p> <ul style="list-style-type: none"> • Hilda Herrera provided an update on the RCAC Chair and Vice-Chair Elections: <ul style="list-style-type: none"> ○ Chair and Vice-Chair nominations are set to open in October and November – October for RCAC 8 ○ All RCAC 8 members are welcome and eligible to apply as a candidate. ○ A list with RCAC 8 eligible member’s names was provided to all members of the committee to nominate themselves and/or others for the Chair and Vice-Chair seats. 	<p><i>Hilda Herrera, CO&E Field Specialist</i></p> <p><i>RCAC Members</i></p>

<ul style="list-style-type: none"> ○ Nominations will close prior to the elections, and the RCAC will move forward with voting during the RCAC 8 meeting on December 16, 2024. All members must be present during the elections. ○ All candidates who accept nominations for each position will be allowed to speak for 2 minutes before the elections occur during the December meeting. ○ General Chair and Vice-Chair Roles and Responsibilities were reviewed with the RCAC 8 committee. ○ Qualifications for Chair and Vice-Chair positions were reviewed with the RCAC 8 committee. ○ Training for the Chair and Vice- Chair positions were reviewed with the RCAC 8 committee. ○ After RCAC members vote for their candidates, the names will be forwarded to the February TTECAC meeting for review and consent before being forwarded to BOG for final approval. ○ BOG will review and approve during the March 2025 meeting. ○ TTECAC members will continue in their roles until the February 2025 meeting. ○ Once official Chairs are elected, they will fill in the roles at ECAC. ○ New elected Chairs will sit as ECAC members in March of 2025. ○ 2 At-Large members will remain in their roles (Lluvia Salazar and Deaka McClain). ○ At-large member elections will take place during the April 2025 ECAC meeting. ○ All RCAC members interested in applying for At-Large positions will submit an application and attend the April 2025 ECAC meeting. ○ During the April 2025 ECAC meeting, ECAC will vote for the two At-Large member positions and forward the names to BOG for final approval in May. ○ May 2025, ECAC will be complete with 8 RCAC Chair representatives and 2 At-Large representatives. 	
<p>VII. Future Agenda Items</p>	<p>Agenda Lead</p>
<ul style="list-style-type: none"> ● No future Agenda items. 	<p><i>Ana Romo, Interim RCAC Chair</i></p> <p><i>Hilda Herrera, CO&E Field Specialist</i></p> <p><i>RCAC Members</i></p>

VIII. Public Comments	Agenda Lead
<ul style="list-style-type: none"> • Arun Tes Yang reminded all members the importance of receiving their immunizations to prevent pneumonia. • Richard Hernandez, informed the committee that the Disabled Resource Center, will be hosting a flex vote center on Monday October 28th from 9 am-3 pm. • Candace Nafissi, Manager of the Wilmington Community Resource Center, took the time to speak on a few programs taking place at the CRC for the month of October. 	<i>Ana Romo, Interim RCAC Chair</i>
IX. Resource Sharing & Evaluations	Agenda Lead
<p>A. Complete meeting evaluation forms</p> <p>a. RCAC members took time to complete their evaluation forms.</p>	<p><i>Ana Romo, Interim RCAC Chair</i></p> <p><i>Hilda Herrera, CO&E Field Specialist</i></p>
X. Adjournment	Agenda Lead
<ul style="list-style-type: none"> • The meeting adjourned at 12:30 p.m. • Next Meeting Date: Monday, December 16, 2024, from 10:00 a.m. to 12:30 p.m. at the Long Beach Community Resource Center at 5599 Atlantic Ave. Long Beach, CA 90805 	<i>Ana Romo, Interim RCAC Chair</i>

Respectfully Submitted by:	Approved by:
<i>Hilda Herrera, Community Outreach Field Specialist</i>	<i>Ana Romo, Interim RCAC & Chair</i>

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