

Board of Governors, Member Representatives

Layla Gonzalez-Delgado
L.A. Care Health Plan, Member Advocate

Hilda Perez
L.A. Care Health Plan, Member Representative



Regional Community Advisory Committee (RCAC) - Region 2
Community Resource Center in Pacoima
10807 San Fernando Road, Pacoima CA 91331
Monday, April 17, 2023
10:00 AM – 12:30 PM

Goals for Today's Meeting

1. Introduce L.A. Care's New Community Engagement Model.
2. Learn about L.A. Care business from the Community Outreach & Engagement Department (CO&E).
3. Provide an opportunity to identify community issues affecting members in the region.

Meeting Agenda

I. Welcome & Introductions	(5 min.)	10:00 a.m. - 10:05 a.m.	Agenda Lead
A. Review of Agenda			Estela Lara, <i>Chair</i>
GOAL: <i>Get to know each other and review the goals for the meeting and agenda items.</i>			
II. Business	(85 min.)	10:05 a.m. - 11:30 a.m.	Agenda Lead
A. Approval of Agenda and February Meeting minutes (10 min)			Estela Lara, <i>Chair</i>
B. Introduce L.A. Care's New Community Engagement Model (75 min)			Hilda Herrera, <i>Field Specialist II</i> Tyonna Baker, <i>Field Specialist II</i>
GOALS: ✓ <i>Approve today's meeting agenda and February 2023 meeting minutes.</i> ✓ <i>Introduce L.A. Care's New Community Engagement Model and give RCAC members an opportunity to ask questions about the New Community Engagement Model.</i>			
III. Break	(5 min.)	11:30 a.m. -11:35 a.m.	Agenda Lead
<ul style="list-style-type: none">• An opportunity to take a 5-minute break.			Group
IV. Business (Continue)	(30 min.)	11:35 a.m. – 12:05 p.m.	Agenda Lead
C. Board of Governors, Candidates for 2023 Elections (20 min)			BOG Candidates
D. Community Outreach & Engagement Business (10 min) <ul style="list-style-type: none">• Medi-Cal Redetermination• Board of Governors Election – Monday, June 26, 2023 from 10:00 a.m. to 12:30 p.m. at Community Resource Center in Pacoima			Hilda Herrera, <i>Field Specialist II</i> Tyonna Baker, <i>Field Specialist II</i>

<ul style="list-style-type: none"> Other CO&E Department Updates 			
GOAL: ✓ Give an opportunity for candidates who are running for the Board of Governors positions to introduce themselves and speak to RCAC members of why they are running for the position. ✓ Receive and update from the CO&E Department.			
V. Regional Issues	(15 min.)	12:05 p.m. - 12:20 p.m.	Agenda Lead
A. Community Member Issues B. SPD Member Issues			Group
GOAL: An opportunity to identify community issues affecting members in the region.			
VI. Meeting Evaluations	(5 min.)	12:20 p.m. - 12:25 p.m.	Agenda Lead
<ul style="list-style-type: none"> Complete meeting evaluation forms 			Group
VII. Public Comments	(5 min.)	12:25 p.m. -12:30 p.m.	Agenda Lead
<ul style="list-style-type: none"> Public member will speak for up to 2 minutes. 			Group
VIII. Adjournment		12:30 p.m.	Agenda Lead
			Estela Lara, <i>Chair</i>

***** PLEASE BE ON TIME *****

NOTE: Members, your absence will be **considered unexcused** if you do not call **Martin Vicente at (213) 503-6199** to inform him that you will not be attending the meeting.

AGENDA and PRINTED MEETING MATERIALS ARE AVAILABLE FOR INSPECTION BEFORE THE MEETING at the Community Resource Center in Pacoima located at 10807 San Fernando Road, Pacoima CA 91331 through the Reception Area in the Building Lobby.

Community Outreach & Engagement (CO&E)

Toll Free Line 1-888-522-2732

L.A. Care's Line of Business Phone Numbers

- 1.888.839.9909 Medi-Cal
- 1.844.854.7272 PASC SEIU
- 1.855.270.2327 L.A. Care Covered
- 1.888.522.1298 Cal-Medi-Connect (CMC)
 - TTY for all LOBs is 711