

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 1**  
**Community Resource Center in Palmdale**  
**2072 E Palmdale Blvd. Palmdale, CA 93550**  
**Friday, April 21, 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**

<b>I. Welcome &amp; Introductions</b>	<b>(5 min.)</b>	<b>10:00 a.m. - 10:05 a.m.</b>	<b>Agenda Lead</b>
A. Review of Agenda			Russell Mahler, <i>Chair</i>
<b>GOAL:</b> Review the goals for the meeting and agenda items.			
<b>II. Business</b>	<b>(85 min.)</b>	<b>10:05 a.m. - 11:30 a.m.</b>	<b>Agenda Lead</b>
A. Approval of Agenda and February 2023 meeting minutes (10 min)			Russell Mahler, <i>Chair</i>
B. Introduce L.A. Care's New Community Engagement Model (75 min)			CO&E Staff
<b>GOALS:</b> ✓ Approve today's meeting agenda and February 2023 meeting minutes. ✓ Introduce L.A. Care's New Community Engagement Model and give RCAC members an opportunity to ask questions about the New Community Engagement Model.			
<b>III. Break</b>	<b>(5 min.)</b>	<b>11:30 a.m. -11:35 a.m.</b>	<b>Agenda Lead</b>
<ul style="list-style-type: none"><li>An opportunity to take a 5-minute break.</li></ul>			Group
<b>IV. Business (Continue)</b>	<b>(30 min.)</b>	<b>11:35 a.m. – 12:05 p.m.</b>	<b>Agenda Lead</b>
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"><li>Medi-Cal Redetermination</li><li>Board of Governors Election – Friday, June 16, 2023 from 10:00 a.m. to 12:30 p.m. at the Community Resource Center in Palmdale.</li></ul>			CO&E Staff

<b>GOAL:</b>			
✓ 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.			
<b>V. Regional Issues</b>	<b>(15 min.)</b>	<b>12:05 p.m. - 12:20 p.m.</b>	<b>Agenda Lead</b>
A. Community Member Issues B. SPD Member Issues			CO&E Staff
<b>GOAL:</b> An opportunity to identify community issues affecting members in the region.			
<b>VI. Meeting Evaluations</b>	<b>(5 min.)</b>	<b>12:20 p.m. - 12:25 p.m.</b>	<b>Agenda Lead</b>
• Complete meeting evaluation forms			Russell Mahler, <i>Chair</i>
<b>VII. Public Comments</b>	<b>(5 min.)</b>	<b>12:25 p.m. -12:30 p.m.</b>	<b>Agenda Lead</b>
• Public member will speak for up to 2 minutes.			Russell Mahler, <i>Chair</i>
<b>VIII. Adjournment</b>		<b>12:30 p.m.</b>	<b>Agenda Lead</b>
			Russell Mahler, <i>Chair</i>

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

**NOTE:** Members, your absence will be **considered unexcused** if you do not call **Kristina Chung** at **(213) 905-8502** 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 Palmdale located at 2072 E. Palmdale Blvd. Palmdale, CA 93550 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