



Regional Community Advisory Committee (RCAC) - Region 11

Community Resource Center - Pomona

696 W Holt Ave, Pomona, CA 91768

Wednesday, March 15, 2023

10:00 AM – 12:30 PM

Goals for Today's Meeting

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

Meeting Agenda

I. Welcome & Introductions	(20 min)	10:00 - 10:20 p.m.	Agenda Lead
A. Ice Breaker			Frank Meza, <i>Field Specialist</i> Hilda Herrera, <i>Field Specialist</i>
B. Review Today's Meeting Agenda			Maria Angel Refugio, <i>Chairperson</i>
GOAL: <i>Get to know each other and review the goals for the meeting and agenda items.</i>			
II. Business	(70 min)	10:20 - 11:30 a.m.	Agenda Lead
A. Approval of Agenda			Maria Angel Refugio, <i>Chairperson</i>
B. CO&E Report (60 min)			Hilda Herrera, <i>Field Specialist</i>
			<ul style="list-style-type: none">• Medi-Cal Redetermination• Black History Month Event - Feedback• Disability Awareness Month – Virtual Event Thursday, March 30, 2023 from 10:00 a.m. to 12:00 p.m.• CO&E Toll-Free Line 1-888-522-2732• L.A. Care Board Of Governors Election Process• L.A. Care Board of Governors Application• Board of Governors, Candidates for 2023 Election• Other CO&E Department Updates
GOAL: ✓ <i>Approve today's meeting agenda</i> ✓ <i>Receive an update from the CO&E Department</i>			
III. Get up & Move/Break	(10 min)	11:30 – 11:40 a.m.	Agenda Lead

<ul style="list-style-type: none"> An opportunity to stretch and move 			Group
IV. Regional Issues	(25 min.)	11:40 - 12:05 p.m.	Agenda Lead
<ul style="list-style-type: none"> Member Issues Senior & People with Disabilities (SPD) Issues 			Group
GOAL: <i>An opportunity to identify community issues affecting members in the region</i>			
V. Future Agenda Items	(10 min.)	12:05 - 12:15 p.m.	Agenda Lead
			Group
VI. Public Comments	(10 min.)	12:15 - 12:25 p.m.	Agenda Lead
<ul style="list-style-type: none"> Each public member is given time for comments 			Group
VII. Meeting Evaluations	(5 min)	12:25 - 12:30 p.m.	Agenda Lead
			Group
VIII. Adjournment		12:30 p.m.	Agenda Lead
A. Next Meeting Date: Wednesday, May 17, 2023			Maria Angel Refugio, <i>Chairperson</i>

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

NOTE: Members, your absence will be considered unexcused if you do not call **Frank Meza** at **(323) 541-7900** 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 Pomona located at 696 W Holt Ave, Pomona, CA 91768 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