

Board of Governors, Member Representatives

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

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



Regional Community Advisory Committee (RCAC) - Region 9
Community Resource Center – Long Beach
5599 Atlantic Ave • Long Beach, CA 90805
Monday, March 20, 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			Kristina Chung, <i>Field Specialist</i> Cindy Pozos, <i>Field Specialist</i>
B. Review Today's Meeting Agenda			Tonya Byrd, <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			Tonya Byrd, <i>Chairperson</i>
B. CO&E Report (60 min)			Cindy Pozos, <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	(30 min.)	11:40 - 12:10 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.)	12:10 - 12:20 p.m.	Agenda Lead
			Group
VI. Public Comments	(10 min.)	12:20 - 12:30 p.m.	Agenda Lead
<ul style="list-style-type: none"> Each public member is given time for comments 			Group
VII. Adjournment		12:30 p.m.	Agenda Lead
A. Next Meeting Date: Monday, May 15, 2023			Tonya Byrd, <i>Chairperson</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 Long Beach located at 5599 Atlantic Ave • Long Beach, CA 90805 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