

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 9**

**Long Beach Water Department - Administration Building**  
**1800 E. Wardlow Road**  
**Long Beach, CA 90807**

**Monday, November 19, 2018**  
**9:30 a.m. - 12:00 p.m.**

**Goals for Today's Meeting**

1. Learn about L.A. Care business from the Executive Community Advisory Committee (ECAC) and the Community Outreach & Engagement Department (CO&E)
2. Provide an opportunity to identify community issues affecting members in the region
3. Connect with Health Navigators to address individual member issues

**Meeting Agenda**

<b>I. Welcome &amp; Introductions</b>	<b>(15 min)</b>	<b>9:30 a.m. - 9:45 a.m.</b>	<b>Agenda Lead</b>
<b>A.</b> Review of Agenda			Tonya Byrd, <i>Chair</i> Kristina Chung, <i>Field Specialist</i>
<b>GOAL:</b> <i>Get to know each other and review the goals for the meeting and agenda items</i>			
<b>II. Business</b>	<b>(65 min)</b>	<b>9:45 a.m. – 10:50 a.m.</b>	<b>Agenda Lead</b>
<b>A.</b> Approval of Agenda & Summary			Tonya Byrd, <i>Chair</i>
<b>B.</b> ECAC Report (10 min) <ul style="list-style-type: none"><li>• October 2018 Report</li><li>• November 2018 Report</li></ul>			Heang Por Ing Sheila Thach
<b>C.</b> Board of Governors Report (10 min) <ul style="list-style-type: none"><li>• October 2018 Report</li><li>• November 2018 Report</li></ul>			Ana Villaseor Sambour Lay
<b>D.</b> CO&E Report (45 min) <ul style="list-style-type: none"><li>• "Elevating the Safety Net" Program</li><li>• Review of Operating Rules</li><li>• C&amp;L Survey</li><li>• Code of Conduct Training</li><li>• American Red Cross – Emergency Preparedness Training</li><li>• Member Acknowledgement</li><li>• Name Badges</li></ul>			Kristina Chung, <i>Field Specialist</i>  Manny Vizcarra, <i>Liaison</i>

<b>GOALS:</b>			
✓ Approve today's meeting agenda and September 2018 meeting minutes			
✓ Receive updates from the ECAC and Board of Governors meetings			
✓ Receive updates from the CO&E Department			
<b>III. Regional Issues</b>	<b>(15 min)</b>	<b>10:50 a.m. -11:05 a.m.</b>	<b>Agenda Lead</b>
A. Community Member Issues			Kristina Chung, <i>Field Specialist</i>
<b>GOAL:</b> An opportunity to identify community issues affecting members in the region			
<b>IV. Get Up &amp; Move/Break</b>	<b>(15 min.)</b>	<b>11:05 a.m. - 11:20 a.m.</b>	<b>Agenda Lead</b>
• An opportunity to stretch and move			Manny Vizcarra, <i>Liaison</i>
<b>V. RCAC Community Work Projects</b>	<b>(5 min.)</b>	<b>11:20 a.m. - 11:25 a.m.</b>	<b>Agenda Lead</b>
			Kristina Chung, <i>Field Specialist</i>
<b>GOAL:</b> Discuss the 2018-2019 RCAC Community Work Project			
<b>VI. Future Agenda Items</b>	<b>(10 min.)</b>	<b>11:25 a.m. – 11:35 a.m.</b>	<b>Agenda Lead</b>
			Group
<b>VII. Meeting Evaluations</b>	<b>(10 min.)</b>	<b>11:35 a.m. – 11:45 a.m.</b>	<b>Agenda Lead</b>
A. Complete meeting evaluation forms			Group
<b>VIII. Public Comments</b>	<b>(15 min.)</b>	<b>11:45 a.m. -12:00 p.m.</b>	<b>Agenda Lead</b>
• Each public member is given 2 minutes for comments			Group
<b>IX. Adjournment</b>		<b>12:00 p.m.</b>	<b>Agenda Lead</b>
A. Next Meeting Date: Monday, January 28, 2018			Tonya Byrd, <i>Chair</i>

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

***NOTE: Members, your absence will be considered unexcused if you do not call Manny Vizcarra at (213) 694-1250, Ext. 4603 to inform him that you will not be attending the meeting.***

**Community Outreach & Engagement  
Toll Free Line 1-888-522-2732**

**L.A. Care's Line of Business Phone Numbers:  
888-839-9909 Medi-Cal  
844-854-7272 PASC SEIU  
855-270—2327 L.A. Care Covered  
888-522-1298 CMC  
TTY for all LOBs is 711  
Toll Free Line 1-888-839-9909**