

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**

**L.A. Care Family Resource Center - Palmdale  
2072 E. Palmdale Blvd.  
Palmdale, CA 93550**

**Friday, December 21, 2018  
10:00 am - 12:30 pm**

**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>10:00 a.m. - 10:15 a.m.</b>	<b>Agenda Lead</b>
A. Review of Agenda			Russell Mahler, <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>(2 hours)</b>	<b>10:15 a.m. - 12:15 a.m.</b>	<b>Agenda Lead</b>
A. Approval of Agenda & Summary			Russell Mahler, <i>Chair</i>
B. ECAC Report (5 min) <ul style="list-style-type: none"><li>• November 2018 Report</li><li>• December 2018 Report</li></ul>			Russell Mahler, <i>Chair</i> Ruth Hernandez, <i>Vice-Chair</i>
C. Board of Governors Report (5 min) <ul style="list-style-type: none"><li>• November 2018 Report</li><li>• December 2018 Report</li></ul>			Maria Teresa Rabaja
D. CO&E Report <ul style="list-style-type: none"><li>• Code of Conduct Training</li></ul>			Kristina Chung, <i>Field Specialist</i>
<b>GOALS:</b> <ul style="list-style-type: none"><li>✓ <i>Approve today's meeting agenda and October 2018 meeting minutes</i></li><li>✓ <i>Receive updates from the ECAC and Board of Governors meetings</i></li><li>✓ <i>Receive an update from the CO&amp;E Department</i></li></ul>			

<b>III. Public Comments</b>	<b>(15 min)</b>	<b>12:15 a.m. -12:30 a.m.</b>	<b>Agenda Lead</b>
<ul style="list-style-type: none"> <li>Each public member is given 2 minutes for comments</li> </ul>			Group
<b>IX. Adjournment</b>		<b>12:30 p.m.</b>	<b>Agenda Lead</b>
<b>A. Next Meeting Date: Friday, February 15, 2019</b>			Russell Mahler, <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**