

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 2

L.A. Care Family Resource Center - Pacoima
10807 San Fernando Road
Pacoima, CA 91331

Monday, December 17, 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

I. Welcome & Introductions	(10 min)	10:00 a.m. - 10:10 a.m.	Agenda Lead
A. Review of Agenda			Estela Lara, <i>Chair</i> Kristina Chung, <i>Field Specialist</i>
GOAL: <i>Get to know each other and review the goals for the meeting and agenda items</i>			
II. Business	(60 min)	10:10 a.m. - 12:20 p.m.	Agenda Lead
A. Approval of Agenda & Summary			Estela Lara, <i>Chair</i>
B. ECAC Report (5 min) <ul style="list-style-type: none">• November 2018 Report• December 2018 Report			Virginia Martinez Maria Ramos
C. Board of Governors Report (5 min) <ul style="list-style-type: none">• November 2018 Report• December 2018 Report			Sina Nhek Ana Rodriguez; <i>Vice-Chair</i>
D. CO&E Report (2 hours) <ul style="list-style-type: none">• Code of Conduct Training			L.A. Care – Center for Organizational Excellence Department
GOALS: <ul style="list-style-type: none">✓ <i>Approve today's meeting agenda and October 2018 meeting minutes</i>✓ <i>Receive updates from the ECAC and Board of Governors meetings</i>✓ <i>Receive an update from the CO&E Department</i>			

III. Public Comments	(10 min.)	12:20 p.m. -12:30 p.m.	Agenda Lead
<ul style="list-style-type: none"> Each public member is given 2 minutes for comments 			Group
IX. Adjournment		12:30 p.m.	Agenda Lead
A. Next Meeting Date: Monday, February 25, 2019			Estela Lara, <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