

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, April 15, 2019
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
4. Discuss the 2018-2019 RCAC work Plan Projects

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> Auleria Eakins, <i>CO&E Manager</i>
GOAL: <i>Get to know each other and review the goals for the meeting and agenda items</i>			
II. Business	(25 min)	10:10 a.m. - 10:35 a.m.	Agenda Lead
A. Approval of Agenda & Summary			Estela Lara, <i>Chair</i>
B. ECAC Report (5 min) <ul style="list-style-type: none">• March 2019 Report• April 2019 Report			Maricruz Álvarez Chun Choe
C. Board of Governors Report (5 min) <ul style="list-style-type: none">• April 2019 Report			Elizabeth Cooper
D. CO&E Report (15 min) <ul style="list-style-type: none">• 2019 RCAC Spring Conference/20th Anniversary of the RCACs• ECAC Leadership Training• New Member Orientation			Auleria Eakins, <i>CO&E Manager</i>
GOALS: <ul style="list-style-type: none">✓ <i>Approve today's meeting agenda and February 2019 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. Regional Issues	(15 min)	10:35 a.m. - 10:50 a.m.	Agenda Lead

A. Community Member Issues <ul style="list-style-type: none"> • Wait time at Olive View Medical Center • Pharmacy Co-payments for dual eligible members • SPD Member Issues 			Auleria Eakins, <i>CO&E Manager</i>
GOAL: <i>An opportunity to identify community issues affecting members in the region</i>			
IV. Get Up & Move/Break	(10 min.)	10:50 a.m. - 11:00 a.m.	Agenda Lead
<ul style="list-style-type: none"> • An opportunity to stretch and move 			Manny Vizcarra, <i>Liaison</i>
V. RCAC Community Work Projects	(70 min.)	11:00a.m. - 12:10 p.m.	Agenda Lead
<u>RCAC Work Plan Events</u> <ul style="list-style-type: none"> • 2018 -2019 Sponsorship • 2018 - 2019 Community Health Topic <ul style="list-style-type: none"> ○ Colorectal Cancer- Outreach Messaging • 2018 – 2019 Community Outreach Events <u>Presentation</u> <ul style="list-style-type: none"> • Stress Management 			Auleria Eakins, <i>CO&E Manager</i> L.A. Care Health Promoter Torhon Barnes, <i>Safety Net Initiative Senior Program Manager</i>
GOAL: <i>Discuss the 2018-2019 RCAC Community Work Projects.</i>			
VI. Future Agenda Items	(5 min.)	12:10 p.m. -12:15 p.m.	Agenda Lead
			Group
VII. Meeting Evaluations	(5 min.)	12:15 p.m. - 12:20 p.m.	Agenda Lead
A. Complete meeting evaluation forms			Group
VIII. 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, June 17, 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