

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 16, 2019  
10:00 a.m. - 12:30 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
4. Discuss the 2018-2019 RCAC Work Plan Project

### Meeting Agenda

<b>I. Welcome &amp; Introductions</b>	<b>(10 min)</b>	<b>10:00 a.m. - 10:10 a.m.</b>	<b>Agenda Lead</b>
A. Review of Agenda			Estela Lara, <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>(90 min)</b>	<b>10:10 a.m. - 11:40 a.m.</b>	<b>Agenda Lead</b>
A. Approval of Agenda & Summary (10 min)			Estela Lara, <i>Chair</i>
B. ECAC Report (5 min) <ul style="list-style-type: none"><li>• November 2019 Report</li><li>• December 2019 Report</li></ul>			Maria Sara Monica Elias Janet Henderson
C. Board of Governors Report (5 min) <ul style="list-style-type: none"><li>• November 2019 Report</li><li>• December 2019 Report</li></ul>			Mary Jo Fernando Wilma Ballew
D. CO&E Report (70 min) <ul style="list-style-type: none"><li>• Green Believers Project - CBD Presentation (30 min)</li><li>• Neighborhood Legal Services of Los Angeles County - Housing and Eviction Presentation (30 min)</li><li>• Homeless Resources</li><li>• Revisions to Operating Rules</li></ul>			Cheryl A. Branch/Deborah Lynn Castillero  Kristina Chung, <i>Field Specialist</i>

<ul style="list-style-type: none"> <li>2020 Advocacy Day</li> </ul>			
<b>GOALS:</b> ✓ Approve today's meeting agenda and October 2019 meeting minutes ✓ Receive updates from the ECAC and Board of Governors meetings ✓ Receive an update from the CO&E Department			
<b>III. Get Up &amp; Move/Break</b>	<b>(10 min)</b>	<b>11:40 a.m. -11:50 a.m.</b>	<b>Agenda Lead</b>
<ul style="list-style-type: none"> <li>An opportunity to stretch and move</li> </ul>			Cindy Pozos, <i>Liaison</i>
<b>IV. Regional Issues</b>	<b>(15 min.)</b>	<b>11:50 a.m. – 12:05 p.m.</b>	<b>Agenda Lead</b>
<b>A. Community Member Issues/SPD Member Issues</b>			Kristina Chung, <i>Field Specialist</i>
<b>GOAL:</b> An opportunity to identify community issues affecting members in the region			
<b>V. RCAC Community Work Projects</b>	<b>(10 min.)</b>	<b>12:05 p.m. - 12:15 p.m.</b>	<b>Agenda Lead</b>
<b>RCAC Work Plan</b> <ul style="list-style-type: none"> <li>2019 Colorectal Cancer Outreach Project</li> </ul>			Kristina Chung, <i>Field Specialist</i>
<b>GOAL:</b> Discuss the 2018-2019 RCAC Work Plan			
<b>VI. Future Agenda Items</b>	<b>(5 min.)</b>	<b>12:15 p.m. -12:20 p.m.</b>	<b>Agenda Lead</b>
			Estela Lara, <i>Chair</i>
<b>VII. Meeting Evaluations</b>	<b>(5 min.)</b>	<b>12:20 p.m. - 12:25 p.m.</b>	<b>Agenda Lead</b>
<ul style="list-style-type: none"> <li>Complete meeting evaluation forms</li> </ul>			Estela Lara, <i>Chair</i>
<b>VIII. Public Comments</b>	<b>(5min.)</b>	<b>12:25 p.m. -12:30 p.m.</b>	<b>Agenda Lead</b>
<ul style="list-style-type: none"> <li>Each public member is given 2 minutes for comments</li> </ul>			Estela Lara, <i>Chair</i>
<b>IX. Adjournment</b>		<b>12:30 p.m.</b>	<b>Agenda Lead</b>
<b>A. Next Meeting Date:</b> Monday, February 17, 2020			Estela Lara, <i>Chair</i>

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

***NOTE: Members, your absence will be considered unexcused if you do not call Cindy Pozos at (213) 694-1250, Ext. 5197 to inform her 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**