

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

First Congregational Church of Long Beach  
241 Cedar Avenue  
Long Beach, CA 90802

Monday, November 18, 2019  
9:30 am - 12:00 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

| <b>I. Welcome &amp; Introductions</b>   | <b>(10 min)</b> | <b>9:30 a.m. - 9:40 a.m.</b>  | <b>Agenda Lead</b>  |
|---|-----------------|-------------------------------|---|
| A. Review of Agenda   |                 |                               | Tonya Byrd, <i>Chair</i><br>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>(100min)</b> | <b>9:40 a.m. – 11:20 a.m.</b> | <b>Agenda Lead</b>  |
| A. Approval of Agenda & Summary (10 min)  |                 |                               | Tonya Byrd, <i>Chair</i>  |
| B. ECAC Report (5 min) <ul style="list-style-type: none"><li>• October 2019 Report</li><li>• November 2019 Report</li></ul>   |                 |                               | Sheila Thach<br>Samouth Vonn  |
| C. Board of Governors Report (5 min) <ul style="list-style-type: none"><li>• October 2019 Report (no meeting)</li><li>• November 2019 Report</li></ul>  |                 |                               | Alma Whitehurst   |
| D. CO&E Report (80 min) <ul style="list-style-type: none"><li>• RCAC 9 – Meeting Site Update</li><li>• Public Charge</li><li>• Board of Governors (BOG) Election Process</li><li>• Presentation - Breast Cancer Awareness (30 min)</li><li>• Emergency Preparedness Training (30 min)</li></ul> |                 |                               | Kristina Chung, <i>Field Specialist</i><br><br>Sinthu Kumar, <i>Quality Improvement Dept.</i><br>American Red Cross |

|  |                  |                                |   |
|--|------------------|--------------------------------|---|
| <b>GOALS:</b>  |                  |                                |   |
| ✓ Approve today's meeting agenda and September 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>11:20 a.m. -11:30a.m.</b>   | <b>Agenda Lead</b>                      |
| <ul style="list-style-type: none"> <li>An opportunity to stretch and move</li> </ul>                 |                  |                                | Hilda Herrera, <i>Liaison</i>           |
| <b>GOAL:</b> An opportunity to identify community issues affecting members in the region             |                  |                                |   |
| <b>IV. Regional Issues</b>   | <b>(10 min.)</b> | <b>11:30 a.m. – 11:40 a.m.</b> | <b>Agenda Lead</b>                      |
| Community Member Issues - SPD Member Issues  |                  |                                | Kristina Chung, <i>Field Specialist</i> |
| <b>V. RCAC Community Work Projects</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>Colorectal Cancer Outreach</li> </ul>                         |                  |                                | Kristina Chung, <i>Field Specialist</i> |
| <b>GOAL:</b> Discuss the 2018 - 2019 RCAC Community Work Projects                                    |                  |                                |   |
| <b>VI. Future Agenda Items</b>   | <b>(5 min.)</b>  | <b>11:50 a.m. -11:55 a.m.</b>  | <b>Agenda Lead</b>                      |
|  |                  |                                | Group                                   |
| <b>VII. Meeting Evaluations</b>  | <b>(5 min.)</b>  | <b>11:55 a.m.</b>              | <b>Agenda Lead</b>                      |
| <ul style="list-style-type: none"> <li>Complete meeting evaluation forms</li> </ul>                  |                  |                                | Group                                   |
| <b>VIII. Public Comments</b>   | <b>(5 min.)</b>  | <b>11:55 a.m. -12:00 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> |                  |                                | Group                                   |
| <b>IX. Adjournment</b>   |                  | <b>12:00 p.m.</b>              | <b>Agenda Lead</b>                      |
| <b>A. Next Meeting Date: Monday, January 27, 2020</b>  |                  |                                | Tonya Byrd, <i>Chair</i>                |

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

***NOTE: Members, your absence will be considered unexcused if you do not call Hilda Herrera at (213) 694-1250, Ext. 4402 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

ne 1-888-839-9909