

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 11
Pomona Community Resource Center
696 W Holt Ave, Pomona, CA 91768
Wednesday, May 17, 2023
10:00 AM - 12:30 PM

Goals for Today's Meeting

1. Introduce L.A. Care's New Community Engagement Model.
2. Learn about L.A. Care business from the Community Outreach & Engagement Department (CO&E).
3. Provide an opportunity to identify community issues affecting members in the region.

Meeting Agenda

I. Welcome & Introductions	(5 min.)	10:00 a.m. - 10:05 a.m.	Agenda Lead
A. Review of Agenda			Maria Angel Refugio, <i>Chair</i>
GOAL: <i>Get to know each other and review the goals for the meeting and agenda items.</i>			
II. Business	(85 min.)	10:05 a.m. - 11:30 a.m.	Agenda Lead
A. Approval of Agenda and February Meeting minutes (10 min)			Maria Angel Refugio, <i>Chair</i>
B. Introduce L.A. Care's New Community Engagement Model (75 min)			Hilda Herrera, <i>Field Specialist II</i> Tyonna Baker, <i>Field Specialist II</i>
GOALS: ✓ <i>Approve today's meeting agenda and March 2023 meeting minutes.</i> ✓ <i>Introduce L.A. Care's New Community Engagement Model and give RCAC members an opportunity to ask questions about the New Community Engagement Model.</i>			
III. Break	(5 min.)	11:30 a.m. -11:35 a.m.	Agenda Lead
<ul style="list-style-type: none">• An opportunity to take a 5-minute break.			Maria Angel Refugio, <i>Chair</i>
IV. Business (Continue)	(30 min.)	11:35 a.m. – 12:05 p.m.	Agenda Lead
C. Board of Governors, Candidates for 2023 Elections (20 min)			BOG Candidates
D. Community Outreach & Engagement Business (10 min) <ul style="list-style-type: none">• Medi-Cal Redetermination• Board of Governors Election – Wednesday, June 21, 2023 from 10:00 a.m. to 12:30 p.m. at the Pomona Community Resource Center• Other CO&E Department Updates			Hilda Herrera, <i>Field Specialist II</i> Tyonna Baker, <i>Field Specialist II</i>

GOAL:			
✓ Give an opportunity for candidates who are running for the Board of Governors positions to introduce themselves and speak to RCAC members of why they are running for the position.			
✓ Receive and update from the CO&E Department.			
V. Regional Issues	(10 min.)	12:05 p.m. - 12:15 p.m.	Agenda Lead
A. Community Member Issues B. SPD Member Issues			Maria Angel Refugio, <i>Chair</i> Hilda Herrera, <i>Field Specialist II</i> Tyonna Baker, <i>Field Specialist II</i>
GOAL: An opportunity to identify community issues affecting members in the region.			
VI. Public Comments	(10 min.)	12:15 p.m. - 12:25 p.m.	Agenda Lead
• Public will speak for up to 2 minutes.			Maria Angel Refugio, <i>Chair</i>
VII. Meeting Evaluations	(5 min.)	12:25 p.m. -12:30 p.m.	Agenda Lead
• Complete meeting evaluation forms			Maria Angel Refugio, <i>Chair</i>
VIII. Adjournment		12:30 p.m.	Agenda Lead
			Maria Angel Refugio, <i>Chair</i>

*** PLEASE BE ON TIME ***

NOTE: Members, your absence will be **considered unexcused** if you do not call Frank Meza at **(323) 541-7900** to inform him that you will not be attending the meeting.

AGENDA and PRINTED MEETING MATERIALS ARE AVAILABLE FOR INSPECTION BEFORE THE MEETING at the Pomona Community Resource Center at 696 W Holt Ave, Pomona, CA 91768 at the Reception Area in the Building Lobby.

Community Outreach & Engagement (CO&E)

Toll Free Line 1-888-522-2732

L.A. Care's Line of Business Phone Numbers

1.888.839.9909 Medi-Cal

1.844.854.7272 PASC SEIU

1.855.270.2327 L.A. Care Covered

1.888.522.1298 Cal-Medi-Connect (CMC)

TTY for all LOBs is 711