

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 4**  
**Community Resource Center – Metro LA**  
**1233 S Western Ave • Los Angeles, CA 90006**  
**Thursday, May 18, 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**

<b>I. Welcome &amp; Introductions</b>	<b>(5 min.)</b>	<b>10:00 a.m. - 10:05 a.m.</b>	<b>Agenda Lead</b>
A. Review of Agenda			Silvia Poz, <i>Chair</i>
<b>GOAL:</b> Review the goals for the meeting and agenda items.			
<b>II. Business</b>	<b>(85 min.)</b>	<b>10:05 a.m. - 11:30 a.m.</b>	<b>Agenda Lead</b>
A. Approval of Agenda and March 2023 meeting minutes (10 min)			Silvia Poz, <i>Chair</i>
B. Introduce L.A. Care's New Community Engagement Model (75 min)			Cindy Pozos, <i>Field Specialist II</i> Joshua Mendoza, <i>Field Specialist II</i>
<b>GOALS:</b> ✓ Approve today's meeting agenda and March 2023 meeting minutes. ✓ Introduce L.A. Care's New Community Engagement Model and give RCAC members an opportunity to ask questions about the New Community Engagement Model.			
<b>III. Break</b>	<b>(5 min.)</b>	<b>11:30 a.m. - 11:35 a.m.</b>	<b>Agenda Lead</b>
<ul style="list-style-type: none"><li>An opportunity to take a 5-minute break.</li></ul>			Group
<b>IV. Business (Continue)</b>	<b>(30 min.)</b>	<b>11:35 a.m. – 12:05 p.m.</b>	<b>Agenda Lead</b>
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"><li>Medi-Cal Redetermination</li></ul>			Cindy Pozos, <i>Field Specialist II</i> Joshua Mendoza, <i>Field Specialist II</i>

<ul style="list-style-type: none"> <li>Board of Governors Election – Thursday, June 29, 2023 from 10:00 a.m. to 12:30 p.m. at Community Resource Center in Metro LA</li> <li>Other CO&amp;E Department Updates</li> </ul>			
<b>GOAL:</b> ✓ 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.			
<b>V. Regional Issues</b>	<b>(15 min.)</b>	<b>12:05 p.m. - 12:20 p.m.</b>	<b>Agenda Lead</b>
<b>A. Community Member Issues</b> <b>B. SPD Member Issues</b>			Cindy Pozos, <i>Field Specialist II</i> Joshua Mendoza, <i>Field Specialist II</i>
<b>GOAL:</b> An opportunity to identify community issues affecting members in the region.			
<b>VI. 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>			Silvia Poz, <i>Chair</i>
<b>VII. Public Comments</b>	<b>(5 min.)</b>	<b>12:25 p.m. -12:30 p.m.</b>	<b>Agenda Lead</b>
<ul style="list-style-type: none"> <li>Public member will speak for up to 2 minutes.</li> </ul>			Silvia Poz, <i>Chair</i>
<b>VIII. Adjournment</b>		<b>12:30 p.m.</b>	<b>Agenda Lead</b>
			Silvia Poz, <i>Chair</i>

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

**NOTE:** Members, your absence will be considered unexcused if you do not call **Kristina Chung** at **(213) 905-8502** 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 Community Resource Center in Metro LA located at 1233 S. Western Ave. Los Angeles, CA 90006 through 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