

**Board of Governors, Member Representatives**

**Layla Gonzalez-Delgado**  
**L.A. Care Health Plan, Member Advocate**

**Fatima Vazquez**  
**L.A. Care Health Plan, Member Representative**



**Regional Community Advisory Committee (RCAC) - Region 9**

**Community Resource Center – Long Beach**  
**5599 Atlantic Ave.**  
**Long Beach, CA 90805**

**Wednesday, March 20, 2024**

**11:00 AM – 1:30 PM**

If you are an individual with a disability and need a reasonable modification or accommodation pursuant to the Americans with Disabilities Act please contact the Community Outreach & Engagement staff prior to the meeting for assistance by calling out toll-free line at **1-888-522-2732** or by email to [COEpubliccomments@lacare.org](mailto:COEpubliccomments@lacare.org).

SB 1100 was signed by Governor in August 2022, and added a short section to the Brown Act as Govt. Code Section **54957.95** to supplement language already part of the Brown Act:

*(a) In addition to authority exercised pursuant to Sections 54954.3 and 54957.9, the presiding member of the legislative body conducting a meeting may remove an individual for disrupting the meeting.*

*(b) As used in this section, “disrupting” means engaging in behavior during a meeting of a legislative body that actually disrupts, disturbs, impedes, or renders infeasible the orderly conduct of the meeting and includes, but is not limited to, both of the following:*

*(1) A failure to comply with reasonable and lawful regulations adopted by a legislative body pursuant to Section 54954.3 or 54957.9 or any other law.*

*(2) Engaging in behavior that includes use of force or true threats of force.*

(54954.3 contains provisions related to public comment time restrictions, and 54957.9 allows the presider to clear the room if the meeting can’t continue.)

AGENDA and PRINTED MEETING MATERIALS ARE AVAILABLE FOR INSPECTION BEFORE THE MEETING at the Community Resource Center in Panorama City located at 7868 Van Nuys Blvd., Panorama City, CA through the Reception Area in the Building Lobby.

**Goals for Today’s Meeting**

- 1. Receive an update and have the opportunity to provide feedback on the Community Engagement Model.**
- 2. Provide an opportunity to identify community issues affecting members in the region.**

## Meeting Agenda

<b>I. Call to Order</b>	<b>(10 min.)</b>	<b>11:00 a.m. - 11:10 a.m.</b>	<b>Agenda Lead</b>
A. Welcome and Introductions B. Review the Meeting Goals and Agenda			Tonya Byrd, <i>Chair</i>
<i>GOAL: Introduce L.A. Care staff and committee members and review the goals for the meeting and agenda items.</i>			
<b>II. Approval of Agenda</b>	<b>(10 min.)</b>	<b>11:10 a.m. - 11:20 a.m.</b>	<b>Agenda Lead</b>
A. Approval of Meeting Agenda			Tonya Bryd, <i>Chair</i>
<i>GOAL: Approve today's meeting agenda.</i>			
<b>III. Business</b>	<b>(60 min.)</b>	<b>11:20 a.m. – 12:20 p.m.</b>	<b>Agenda Lead</b>
A. Community Engagement Model Discussion and Updates			Francisco Oaxaca, <i>Chief of Communication and Community Relations</i>  John Baackes, <i>Chief Executive Officer</i>
<i>GOAL: Receive an update and have the opportunity to discuss the Community Engagement Model.</i>			
<b>IV. Break</b>	<b>(10 min.)</b>	<b>12:20 p.m. – 12:30 p.m.</b>	<b>Group</b>
<b>V. Regional Issues</b>	<b>(30 min.)</b>	<b>12:30 p.m. - 1:00 p.m.</b>	<b>Agenda Lead</b>
A. Community Member Issues B. SPD Member Issues			Group
<i>GOAL: An opportunity to identify community issues affecting members in the region.</i>			
<b>VI. Meeting Evaluations</b>	<b>(15 min.)</b>	<b>1:00 p.m. - 1:15 p.m.</b>	<b>Agenda Lead</b>
• Complete meeting evaluation forms			Group
<b>VII. Public Comments</b>	<b>(15 min.)</b>	<b>1:15 p.m. -1:30 p.m.</b>	<b>Agenda Lead</b>
• Public member will speak for up to 3 minutes.			Group
<b>VIII. Adjournment</b>		<b>1:30 p.m.</b>	<b>Agenda Lead</b>
			Tonya Byrd, <i>Chair</i>

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

**NOTE:** Members, your absence will be **considered unexcused** if you do not call

**Kristina Chung at (323) 839-0981 or Hilda Herrera at (213) 213-605-4197** to inform them that you will not be attending the meeting.

**Community Outreach & Engagement (CO&E)**

**Toll Free Line 1-888-522-2732**

**[coeadvisory@lacare.org](mailto:coeadvisory@lacare.org)**

**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