

North Los Angeles County Regional Center  
**Consumer Advisory Committee Meeting Minutes (Via Zoom)**  
November 1<sup>st</sup>, 2023

**Present:** George Alvarado, Pamela Aiona, Bill Abramson, Suzanne Paggi, Destry Walker, Esperanza Gomez, and Juan Hernandez – Committee Members

Desiree Boykin, Alex, Jennifer Koster, Yaneth, Alyssa Mazur, Debbie, Nicholas, Minutes Services - Guests

Jose Rodriguez, Janet, Kimberly Visokey – Staff

**Absent:**

---

**I. Call to Order & Introductions**

G. Alvarado called the meeting to order at 3:11 pm, and introductions were made by all committee members, staff, and guests.

**II. Consent Items**

A. Approval of Agenda

**M/S/C** (J. Hernandez/D. Walker) To approve the Agenda. Motion **passed**.

B. Approval of Minutes from October 4<sup>th</sup>, 2023 Meeting

**M/S/C** (B. Abramson/D. Walker) To approve the October 4, 2023 minutes. Motion **passed**.

**III. Committee Business**

A. CAC Goals Update

J. Rodriguez stated that the CAC Goals had been updated. He read that goal number 1 and 3 were combined to state, “CAC members will work together to share information about current consumer issues at CAC meetings (like employment, transportation, legislation, and housing). Any information that the committee thinks is really important will be posted on their webpage.” J.

Rodriguez asked if they would like to keep these changes. The committee approved the updated CAC Goals, which now included three items instead of 4.”

**M/S/C** (D. Walker/B. Abramson) To approve the updated CAC Goals. Motion **passed**.

Action Item: J. Rodriguez will update the formatting, and the goals will be presented at the next Board meeting.

It was announced that Esperanza Gomez joined the CAC Committee.

B. Training/Presentation Update – Reporting Abuse

J. Rodriguez stated they had previously discussed including training for Reporting Abuse. The committee agreed it was a good idea.

J. Hernandez suggested they include Caregiver Abuse around money and hours.

Action Item: J. Rodriguez will schedule the training about Reporting Abuse for January.

G. Alvarado suggested they consider transportation items. J. Rodriguez suggested reporting to the Board about daytime transportation. G. Alvarado stated that some of the transportation programs do not pick people up on time.

Action Item: G. Alvarado will discuss transportation at the next Board meeting.

J. Rodriguez stated that if there were any other ideas, to bring them up to him for discussion at the next meeting.

C. Mass Mailing of Flyers to promote CAC

J. Rodriguez stated there had been a discussion about mass mailing a flyer for CAC meetings. He asked if the committee still wanted to continue that work.

This would address the third goal of the CAC committee to spread awareness.

J. Hernandez asked if they also did promotions on Facebook, as no one reads their newsletters. J. Rodriguez stated he will see if they post on social media, and if they do not, they will report it.

**M/S/C** (J. Hernandez/D. Walker) To approve the mass mailing of the flyers to promote CAC committee meetings. Motion passed.

**D. Chair Board Meeting Report**

S. Paggi stated that the Board members had not come for two weeks in a row. The request for the Board members to join was extended in order to help this committee in their communication efforts with the Board. J. Rodriguez stated that they are working to get Board members to attend.

G. Alvarado presented his report, which was presented at the last Board Meeting. He had reported that transportation delays, metro bus delays, and reporting abuse and harassment were discussed. J. Hernandez also added input as a CAC member. A. Quiles, Board of Trustees President, will look into partnerships, training, and transportation.

**E. Topics for Quarterly Public Presentations – Mental Health**

J. Rodriguez stated that a presentation schedule with Wilmary Torres, their Clients' Rights Activist, will be created and shared with the committee. Presentation discussion topics for 2024 would include Financial Awareness (March), Clients Rights (June), Voting Rights (September), and Fair Hearings (December). Discussions for 2025 include Social Security (March), Moving into the Community (June), Where to Live (September), and Being your own Boss (December).

The committee stated it was unclear if 'Moving into the Community' was about independent living or community living.

The committee agreed all the listed topics would be interesting. J. Rodriguez stated these presentations would be conducted in the community in order to accomplish CAC goals. These topics were chosen based on interests in the community, such as owning your own business.

Action Item: J. Rodriguez will confirm the Public Presentation dates with Wilmary Torres.

- F. December Informal: Wednesday, December 6, 2023, at 3:00 pm  
J. Rodriguez stated in July and December, the committee is not required to meet. An informal meeting will be scheduled in December in the form of a potluck.

The committee suggested hosting a Secret Santa event. G. Alvarado suggested hosting the Secret Santa in the style of White Elephant.

The committee agreed to host a White Elephant event during the December Informal. The gift amount is between \$5 to \$15. Food for the event was discussed. Anyone with food allergies not mentioned in the meeting should email J. Rodriguez.

The committee changed the December Informal date to Tuesday, December 5, 2023, at 3:00 pm.

Action Item: J. Rodriguez will send an email confirming the December Informal information, which will be held on December 5, 2023.

#### **IV. Identify Agenda Items for the Next Board Meeting**

- A. Minutes from the November 1<sup>st</sup>, 2023, meeting  
G. Alvarado will speak at the next Board meeting about the transportation needs. A response from the Board will also be requested regarding the CAC Chair Election and Board attendance.

#### **V. Announcements/Information/Public Input**

- A. Next meeting: January 3<sup>rd</sup>, 2023  
B. Attendance Sheet  
C. Other Events

- Fall Harvest Festival in Granada Hills – November 3-5, 2023
- Community Resource and Health Fair at Pacoima Charter School – November 4, 2023, from 10 am to 1 pm.
- Dia de los Muertos – November 5, 2023, from 10am to 5pm
- Event Bright Christmas Event - December 2, 2023

D. Public Input

S. Paggi stated this was her last meeting for 2024. She offered her assistance if anyone needed it.

J. Rodriguez stated Advocates were welcome to join the December Informal. He suggested that G. Alvarado should ask the Board to attend the December meeting and contribute to the potluck.

**VI. Adjournment**

G. Avlarado adjourned the meeting at 4:17 pm.

Submitted by:

*Kimberly Visokey*

Executive Administrative Assistant

*(\*) The majority of these minutes are taken from the Minutes Service submission and reviewed/edited as presented herein by NLACRC staff.*

