North Los Angeles County Regional Center
Consumer Advisory Committee Meeting Minutes (Via Zoom)
April 2, 2025

Present: Juan Hernandez, Bill Abramson, Pam Aiona, Jennifer Koster – **Committee Members**

Jacqueline Gaytan – DDS, Lety Garcia, Nicholas Mendoza, Elena Tiffany, Erica Rodriguez – OCRA Clients' Rights Advocate, Marianita Mendez – DDS, - **Guests**

Angela Pao-Johnson, Santos Rodriguez, Jose Rodriguez, Destiny Holt, Lindsay Granger, Belinda Abatesi, Victor Vitalis – **Staff**

Absent: Destry Walker and Jennifer Koster

The meeting opened with **OCRA Presentation on Social Security** – Erica Rodriguez Clients' Rights Advocate with OCRA gave the presentation.

1. **Call to Order & Introductions**
    A. Committee Chair and Board of Trustees President, Juan Hernandez called the meeting to order at 4:14pm after the OCRA presentation on social security income was completed.
    B. Juan Hernandez read the civility code and started introductions.

2. **Agenda**

    M / S/ C (George Alvarado / Jennifer Koster) Approval of the meeting Agenda as presented.

3. **Public Input**
    There was no public input.

4. **Consent Items**
    A. Approval of Minutes from March 5, 2025 Meeting

    M/S/C (Jennifer Koster / George Alvarado) To approve the March 5, 2025 minutes.

5. **Committee Business**
    A. <u>CAC Website Workgroup</u> – Chris Whitlock
        Chris Whitlock presented on the CAC Website Workgroup and provided a recap of items from the workgroup. These items included: reviewing the ADA

guidelines for the website, using more photos for the website, using a longer time on the dropdown menus, applying plain language, and a site map in the footer.

NLACRC's web developers ran an ADA compliance on the website, and the working to implement suggestions, such as font sizes, colors, and images, are currently underway. Public Information is currently working on applying plain language. These items are currently being worked on.

B. CAC Marketing Campaign – Chris Whitlock
    At the last CAC meeting, there was a request to put together flyers to present. Chris Whitlock presented the different flyers that Public Information created to post on the website and social media. Including photos of individuals, who left their testimony or left the comment was proposed to the CAC for input and feedback. Juan Hernandez supported the idea. The committee discussed the flyers that were presented and provided feedback, and an updated version will be made.

    ACTION: Chris Whitlock will move forward with making these updates and sending out consent forms.

    ACTION: Public Information will reach out regarding potential photos to use for the flyers. The updates and suggestions will be made to the flyers and presented at the next meeting. Board Support will provide any additional assistance.

C. NLACRC Local Delegation Team – Belinda Abatesi
    This is a local team that would go to meet with legislators to discuss various and unique topics based on the legislators that they are meeting. Belinda Abatesi provided an explanation on the NLACRC Local Delegation Team, which serves to expand the organization's grassroots advocacy efforts by forming local delegation teams. It will mostly be advocating for a community with unique topics depending on the legislator.

    The link with information on who would like to join the team is provided: https://forms.office.com/r/JWw6WtDs9g

    ACTION: Belinda Abatesi will send out an email to the Consumer Advisory Committee members with information to ask who would like to join the team.

    ACTION: Board Support will send out the link with information on the local delegation team and to sign up for those, who are interested.

D. <u>Discuss Bylaw Structure for the CAC Committee Chair</u> – Juan Hernandez
The process to elect a committee chair in the current Bylaws was addressed and presented to the committee members. It was explained that it is not necessary to be a board member to run for the CAC Committee Chair so that any member of the committee can run for the position. The elections are held in August. There was emphasis on the necessity of the CAC Committee Chair to attend every meeting.

<u>ACTION:</u> <u>Board Support</u> will send out an email to find out who may be interested in running for chair of the CAC committee.

E. <u>Transportation Updates</u> – Juan Hernandez and Jose Rodriguez
Updates on current changes were provided, specifically in the Van Nuys and Pacoima areas. Fares will be increasing in price, but Jose Rodriguez is awaiting an email for confirmation on the new cost. Also, Jose Rodriguez is working on getting more information on potentially getting reduced fees.

<u>ACTION:</u> <u>Jose Rodriguez</u> will send out an update on the new fare and any additional information on reduced fees.

F. <u>NLACRC Call Directory System</u> – Victor Vitalis
Victor Vitalis provided information on the NLACRC Call Directory System and to provide answers to questions. Jose Rodriguez brought up the issue on calling the office number and getting re-routed to a different office location that is not the same or correct. as it will not connect them correctly to the individual or office location they are trying to reach, causing a delay in speaking with the correct person.

<u>ACTION:</u> <u>IT</u> Will be addressing the issue of the main number and consolidating these calls. IT will work to resolve the issue.

G. <u>CAC Chair Report</u> – Juan Hernandez
This item will be deferred to the next meeting.
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H. <u>CAC Training Calendar</u> – Jose Rodriguez
Jose Rodriguez presented the CAC Training Calendar with the upcoming OCRA training.

<u>ACTION:</u> <u>Jose Rodriguez</u> will update the Training Calendar for the next fiscal year.

6. **Identify Agenda Items for the Next Board Meeting**
No items needed to go to the next board meeting.
7. **Announcements/Information/Public Input**

Flyers for upcoming events were shared with the members of the consumer advisory committee members.

    A. <u>Next meeting tbd</u>
    B. Attendance sheet

8.   **Adjournment**
Juan Hernandez adjourned the meeting at 5:

Submitted by:
Lindsay Granger
Executive Administrative Assistant