

North Los Angeles County Regional Center
Consumer Advisory Committee Meeting Minutes (Via Zoom)
February 5, 2024

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

Jacqueline Gaytan – DDS, Lety Garcia, Alex Phuong, Liz Lyons, Karla Reyes, Andrew Garcia, Elena Tiffany, Noa Goldfill - **Guests**

Angela Pau-Johnson, Santos Rodriguez, Jose Rodriguez, Destiny Holt, Lindsay Granger – **Staff**

Absent: Destry Walker

1. Call to Order & Introductions

A. Juan Hernandez called the meeting to order at 3:00 pm

2. Agenda

M / S/ C (Bill Abramson / Pamela Aiona) Approval of the meeting Agenda.

3. Consent Items

A. Approval of Minutes from November 6, 2024 Meeting

M/S/C (Bill Abramson / Pam Aiona) To approve the November 6, 2024 minutes as presented.

4. Committee Business

A. Transportation Updates – Juan Hernandez

Juan Hernandez and Jose Rodriguez provided updates on a new program – New Freedom Transportation Program that uses taxicabs to provide transportation services.

Action: Jose Rodriguez will contact the transportation company and get more information to provide. He will follow up with the company to ask if they can send someone to speak with the consumers to answer questions and provide more general information.

B. Public Information Website Workgroup – Destiny Holt

Destiny Holt, NLACRC Public Information, presented the Public Information Website Workgroup asking for consumers to join. She is asking what consumers like about the site, do not like about the site, and what

improvements can be made. This workgroup is for those in the Consumer Services Committee meeting only.

Action: Board Support will reach out to everyone and follow up on who would be interested in joining this work group. Board Support will also make a list of individuals that are going to join the work group to provide to Destiny to send invitations.

Action: Board Support will provide Destiny Holt with the consumer information that was received in the chat during the meeting to join the work group.

C. CAC Chair Report – Juan Hernandez

Juan Hernandez provided a brief report out with an update on the last Board of Trustees meeting with the recent and sudden changes that resulted. He mentioned that there are open positions on the Board of Trustees.

Action: Board Support will send out an email to the individuals, who asked for a Board of Trustees application and provided their email.

D. Day Program Outreach Meeting Report – Juan Hernandez/Jose Rodriguez

Jose Rodriguez provided an update on how they are reaching out to several different day programs to have Juan attend and share information at these programs. This is still in process, and he will return with an update as things progress.

E. CAC Training Calendar – Jose Rodriguez

The committee discussed the upcoming training calendar.

Action: Jose will provide Board Support with the updated training calendar dates and events to update the training calendar and include in future packets.

F. Discussion Returning to Hybrid Meetings – Juan Hernandez

Juan and Jose discussed potentially moving back to Hybrid Meetings. Concerns regarding technological trouble that they previously had in the conference room were raised and the primary reason that the meetings have not become hybrid. Some consumers asked about transportation and if transportation could be offered for them to attend the CAC meeting in person like how transportation is offered to the board members.

Action: Board Support will investigate whether this is a service that is provided just to the Board of Trustees or if it is provided to consumers too.

G. Everbridge Emergency Message System – Juan Hernandez and Jose Rodriguez

Jose discussed his concerns regarding these messages and that they were difficult to understand, and specifically the message in Spanish was extremely difficult to understand.

Action: Juan Hernandez will bring up this issue to the Board of Trustees.

5. Identify Agenda Items for the Next Board Meeting

The update on the Everbridge Emergency Message System will be brought up at the next board of trustees meeting.

6. Announcements/Information/Public Input

- A. Next meeting March 5, 2025
- B. Attendance sheet

7. Adjournment

Juan Hernandez adjourned the meeting at 4:24 pm.

Submitted by:
Lindsay Granger
Executive Administrative Assistant