



North Los Angeles County Regional Center

Main 818-778-1900 • Fax 818-756-6140 | 9200 Oakdale Avenue #100, Chatsworth, CA 91311 | www.nlacrc.org

MEMORANDUM

Date: January 8, 2026

To: **Consumer Advisory Committee:** Juan Hernandez (chair), Bill Abramson, Pam Aiona, George Alvarado, Jennifer Koster, Elena Tiffany, Destry Walker

From: Lindsay Granger, Executive Administrative Assistant

Subject: The next CAC Meeting: Thursday, January 8, 2026, at 5:00pm

.....

Hello everyone!

Attached is information for this week's CAC meeting. Please review this information prior to the meeting and bring it with you to the meeting.

If you have any questions or if you are unable to attend the meeting, please let me know. I can be reached at (818) 452-4743 or at BoardSupport@nlacrc.org.

Thank you!

Join Zoom Meeting:
<https://us06web.zoom.us/j/86551114235>

Meeting ID: 865 5111 4235

Attachments:
Meeting Packet

Supporting people with developmental disabilities in the San Fernando, Santa Clarita, and Antelope Valleys since 1974.

Consumer Advisory Committee Meeting

January 8, 2026

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CONSUMER ADVISORY COMMITTEE

Thursday, January 8, 2026, 5:00 p.m.

Virtual Zoom

~ AGENDA ~

- 1. Call to Order & Introductions**
- 2. Agenda – Approval of Agenda**
- 3. Public Input for Agenda**
- 4. Consent Items**
 - A. Approval of meeting minutes from November 6, 2025 meeting
- 5. Action Items**
 - A. Approval of 2026 CAC Meeting Schedule – Lindsay Granger
 - B. Approval of Updated CAC Flyers – Chris Whitlock
 - C. Approval of Open Topic of Conversation for February
- 6. Committee Business**
 - A. Open Conversation: Transportation (10 min.)
 - B. Discuss Potential CAC Training Topics – Jose Rodriguez
 - SCDD Trainings
 - C. Upcoming Events and Flyers – Jose Rodriguez and Santos Rodriguez
- 7. Action Items and Meeting Minutes**
- 8. Announcements / Information / Public Input**
 - A. Next meeting Thursday, February 5, 2026 at 5:00 p.m.
 - B. Attendance sheet
- 9. Adjournment**

North Los Angeles County Regional Center
Consumer Advisory Committee Meeting Minutes (Via Zoom)
November 6, 2025

Present: Juan Hernandez, George Alvarado, Pam Aiona, Elena Tiffany, Destry Walker–
Committee Members

Leslie Rosas, Erica Rodriguez, Whitney Jarquin - **Guests**

Santos Rodriguez, Jose Rodriguez, Evelyn McOmie, Chris Whitlock, Lindsay Granger – **Staff**

Absent: Bill Abramson, Jennifer Koster

1. Call to Order & Introductions

A. Committee Chair and Board of Trustees Vice President, Juan Hernandez called the meeting to order at 4:06 pm.

2. Agenda

M/S/C (Juan Hernandez/Destry Walker) On a motion made by Juan Hernandez, seconded by Destry Walker, it was resolved to approve the agenda. Motion carried.

3. Public Input

There was no public input.

4. Consent Items

A. Approval of Minutes from September 4, 2025 Meeting

M/S/C (Destry Walker/Pam Aiona) On a motion made by Destry Walker seconded by Pam Aiona, it was resolved to approve the meeting minutes from the September 4, 2025 meeting. Motion carried.

5. Action Items

There were no action items.

6. Committee Business

Before discussing Committee Business, Whitney Jarquin, Assistant Clients Rights Advocate and Erica Rodriguez, Clients Rights Advocate, gave a presentation on OCRA's Micro-Enterprising/Being Your Own Boss.

A. Discuss and Update for Upcoming CAC Open Conversations

Chris Whitlock reviewed prior CAC planning and confirmed that the January CAC meeting will feature an open discussion on transportation rather than a formal training. Chris Whitlock asked the Committee to begin identifying potential topics for the February meeting and whether the group would like to vote on future discussion topics.

Juan Hernandez facilitated brainstorming for topics beyond transportation. Jose Rodriguez suggested housing as a major ongoing issue, and Lindsay Granger noted that medical access had also been previously raised. Juan Hernandez and Lindsay Granger revisited online safety, including identity theft and cybersecurity, which Angela Pao-Johnson agreed would be a strong topic. Juan Hernandez emphasized the increasing risk of online misinformation, scams, and the growing impact of AI, and supported opening a broader discussion on this issue.

Jose Rodriguez proposed that, depending on the topic selected, the CAC could consider hosting or promoting a town hall-style meeting open to the public and potentially supported by a subject matter expert. Chris Whitlock acknowledged the idea and noted that logistics, timing, and format would need to be discussed, including whether a regular CAC meeting could be promoted as a town hall. Elena Tiffany supported using an existing CAC meeting date to maximize participation and encourage continued or new membership.

Lindsay Granger recapped the discussion and outcomes. The Committee will proceed with the January open discussion on transportation, and there was consensus interest in identity theft and information security as a tentative February topic. Juan Hernandez recommended moving forward with the online safety topic, with flexibility to adjust if needed.

ACTION: Chris Whitlock will work with Lindsay Granger for the January CAC meeting with the open topic for conversation being transportation.

B. Review Updated CAC Flyers

The Committee reviewed an updated CAC flyer. Chris Whitlock explained that the revisions focused on simplifying the language, reducing the amount of text, adding a QR code, updating the rebranding link to avoid displaying the full Zoom link, and including webinar and phone-in information. A Spanish version of the flyer was also prepared.

Chris Whitlock noted that the flyer shown was a proof of concept for layout approval only, and that meeting dates and times would be updated to reflect the correct schedule, including the 5:00–6:30 p.m. meeting time.

Committee members discussed the group photo included on the flyer. Jose Rodriguez noted that two CAC members were missing from the photo, specifically Destry Walker and Elena Tiffany. Chris Whitlock suggested updating the photo at a future CAC potluck or gathering to ensure all members are included. Elena Tiffany and Juan Hernandez agreed that the updated design and image looked improved.

The Committee expressed approval of the flyer layout.

ACTION: Chris Whitlock and staff will proceed with updating the dates, times, and group photo when available.

C. Update on Site Visits

Jose Rodriguez provided an update on CAC site visits following recent outreach at a Regional Center vendor fair. Jose Rodriguez reported that multiple vendors expressed interest in having CAC members participate in site visits to day programs to engage with consumers and share information about the CAC and self-advocacy opportunities.

Jose Rodriguez noted that site visits are being planned for early in the year, potentially in the second week of January or in February, depending on vendor availability. Jose Rodriguez has collected vendor contact information and is in the process of emailing potential dates. Possible locations discussed included programs on Sherman Way, in Sunland, and Valley Village, with follow-up pending from some vendors.

Destry Walker shared that he had spoken with staff from New Horizons and identified Adriana Swan as a potential contact involved with the Advocacy Growth Program. Jose Rodriguez stated that he would review the contact information and follow up as needed.

Elena Tiffany asked whether the visits would be specific to day programs, which Jose Rodriguez confirmed. Jose Rodriguez also explained that for community-based programs where on-site visits may not be feasible, vendors agreed that consumers could attend meetings at the Regional Center so CAC members could provide information about the CAC, self-advocacy, and other related programs.

Jose Rodriguez stated that he will continue coordinating with vendors and will keep the Committee informed as scheduling is confirmed, ensuring that dates work for CAC members.

D. Transportation Update

Juan Hernandez asked whether there were any updates related to transportation resources and referenced prior discussions regarding materials already available, including the transportation booklet.

Jose Rodriguez noted that outreach to Metro had been discussed, particularly due to recent and ongoing transportation changes in the San Fernando Valley. Juan Hernandez asked whether a proposed program to make transportation free for all riders had been finalized. Jose Rodriguez and Elena Tiffany clarified that they were not aware of a finalized free transportation program beyond existing discount programs, such as the LIFE program.

Juan Hernandez shared that there had been discussion in the past about making transportation free for all riders, but that the proposal appeared to have faced pushback and may not have moved forward. Juan Hernandez and Jose Rodriguez both agreed to monitor the issue and share updates if new information becomes available.

Juan Hernandez also referenced previously discussed transportation accommodations and resources included in the booklet, including service animal considerations.

E. Discuss Holiday Potluck in December

The Committee discussed plans for the annual CAC holiday potluck. Juan Hernandez proposed continuing the tradition of a potluck, noting that the focus is on gathering together rather than formality. A draft flyer and RSVP link were reviewed, which ask members to indicate attendance and what type of dish they may bring to help estimate participation.

Lindsay Granger explained that the flyer did not include a finalized date in order to gather input from Committee members. The group discussed preferred timing, with consensus that the potluck should be held early in December due to holiday travel schedules. December 4 was identified as a potential date, pending confirmation from members who were not present.

The Committee discussed event timing and agreed that an extended timeframe would be preferable to allow sufficient time for socializing and activities, rather than limiting the event to a short or late-evening meeting time. It was agreed that an email with the flyer and RSVP form would be sent to all CAC members to confirm availability and preferences.

The group also discussed continuing the White Elephant gift exchange as an

optional activity. Lindsay Granger предлож to include a question in the RSVP form asking whether members plan to participate. The Committee agreed on a modest gift value, approximately \$10, and confirmed participation would be optional.

Jose Rodriguez and Destry Walker supported gathering feedback from all members before finalizing details.

ACTION: Lindsay Granger will update the flyer and RSVP form based on the discussion and circulate it to the full Committee.

F. CAC Upcoming Training Calendar

The Committee discussed upcoming training topics. Juan Hernandez noted that the recent *Being My Own Boss* training was successful and asked whether any additional trainings were currently scheduled. Jose Rodriguez confirmed that no trainings are yet scheduled for next year.

Jose Rodriguez shared that he will follow up with Erica Rodriguez to explore potential training options, including possible IHSS-related topics, and will coordinate with Chris Whitlock to identify additional opportunities. Juan Hernandez suggested reconnecting with the State Council as a potential partner for future trainings, which Jose Rodriguez agreed to explore.

The Committee also discussed using upcoming program site visits as an opportunity to learn about trainings already being offered to consumers that could potentially be adapted into future CAC presentations. Juan Hernandez and Jose Rodriguez identified financial literacy and money management as a strong potential training topic, noting its relevance, especially during the holidays.

Jose Rodriguez agreed to make additional outreach calls to identify available presentations and encouraged Committee members to share any training topics of interest so they can be pursued for future CAC meetings.

ACTION: Jose Rodriguez will coordinate with Chris Whitlock and Erica Rodriguez to identify some potential training options and connect with State Council to explore potential trainings.

ACTION: Jose Rodriguez will make additional calls and research available presentations for trainings in 2026.

G. Upcoming Events and Flyers

Jose Rodriguez shared community⁸ event flyers and noted long-standing

outreach from Grandsons of Italy, which hosts a free RSVP-only event for individuals with disabilities (including developmental disabilities). Chris Whitlock assisted with reviewing the flyer and confirmed the event location as the Mayflower Club. Juan Hernandez indicated the location was close to his home and expressed interest in attending and reporting back.

Jose Rodriguez also referenced another community event hosted annually by City Councilmember Imelda Padilla, in partnership with the LAPD Mission Division, and noted it is a free family event. Jose Rodriguez confirmed these were the only current flyers for December, and that prior community events (including Día de los Muertos events) had already occurred in early November. Destry Walker shared that he attended a prior event in Canoga Park and reported it had resources and community participation.

7. Actions

- Chris Whitlock will work with Lindsay Granger for the January CAC meeting with the open topic for conversation being transportation.
- Chris Whitlock and staff will proceed with updating the dates, times, and group photo when available on the CAC Flyers.
- Lindsay Granger will update the CAC Potluck flyer and RSVP form based on the discussion and circulate it to the full Committee.
- Once details are finalized for upcoming site visits, an email will be sent to CAC members to identify who would like to participate via Zoom.
- Jose Rodriguez will coordinate with Chris Whitlock and Erica Rodriguez to identify some potential training options and connect with State Council to explore potential trainings.
- Jose Rodriguez will make additional calls and research available presentations for trainings in 2026.

8. Announcements/Information/Public Input

During announcements/public input, Jose Rodriguez shared the flyer for the Regional Center's upcoming Legislative Town Hall that was previously mentioned by Chris Whitlock.

Chris Whitlock explained that the Regional Center typically hosts a legislative town hall in February or March and would normally hold a candidates forum around this time; however, this year an additional town hall was scheduled instead to expand public participation. Chris Whitlock noted Belinda (Legislative Specialist) coordinated legislator participation, Angela Pao-Johnson would provide opening remarks, and Marty Omoto would serve as MC. Chris Whitlock also highlighted that the town hall topic was voted on by the CAC, which was a first and reflects expanded CAC input into legislative engagement. Chris Whitlock confirmed the event would be virtual, webinar-

style, and would allow registrants to submit questions during registration.

Jose Rodriguez also announced a Turkey Giveaway (300 turkeys) in Panorama City and encouraged members to share the information with families in the area. No additional public input was raised, and Juan Hernandez asked to adjourn the meeting.

8. Adjournment

Juan Hernandez adjourned the meeting at 6:00 pm

Submitted by:
Lindsay Granger
Executive Administrative Assistant

DRAFT



North Los Angeles County Regional Center

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Consumer Advisory Committee

Meeting Schedule

FY 2025-26

*Meetings are held on the first Thursday of the month
from 5:00pm-6:30pm*

Until further notice, all meetings will be held virtually through Zoom.

Thursday, January 8, 2026

Thursday, February 5, 2026

Thursday, March 5, 2026

Thursday, April 2, 2026

Thursday, May 7, 2026

June 4, 2026 (*tentative*)

~ No meetings in July ~

Thursday, August 6, 2026

Thursday, September 3, 2026

~ No meetings in October ~

Thursday, November 5, 2026

~ No meetings in December ~



COME AND JOIN THE CONSUMER ADVISORY COMMITTEE (CAC)

Be the Change. Your Voice matters.



**FIRST THURSDAY OF
THE MONTH EXCEPT
JULY, OCTOBER, AND
DECEMBER**



**NEXT MEETINGS:
JANUARY 8, 2026
FEBRUARY 5, 2026
MARCH 5, 2026
APRIL 2, 2026**



QR code to Zoom meeting



5:00 - 6:30 PM



<https://rebrand.ly/CAC2526>

Webinar ID: 865 5111 4235

Join via audio:

+1 669 444 9171 US

+1 669 900 6833 US (San Jose)

+1 408 638 0968 US (San Jose)

**Meetings are open.
Come, listen, learn
and participate.**



If you are an adult, NLACRC consumer and would like to attend, please contact email boardsupport@nlacrc.org or jrodriguez@nlacrc.org for translation services and/or additional accommodation you may need. **Requests must be made five (5) business days before the meeting.**

VEN Y ÚNETE A EL COMITÉ ASESOR DEL CONSUMIDOR (CAC)

Sé el cambio. Tu voz importa.



**PRIMER JUEVES DEL MES
EXCEPTO JULIO, OCTUBRE,
Y DICIEMBRE**



Código QR para la reunión de Zoom

**PRÓXIMAS REUNIONES:
8 DE ENERO DE 2026
5 DE FEBRERO DE 2026
5 DE MARZO DE 2026
2 DE ABRIL DE 2026**



5:00 PM A 6:30 PM



<https://rebrand.ly/CAC2526>

ID de reunión: 865 5111 4235

Unirse por audio:

+1 669 444 9171 US

+1 669 900 6833 US (San Jose)

+1 408 638 0968 US (San Jose)

**Las reuniones son
abiertas. Ven, escucha,
aprende y participa.**



Si eres adulto, consumidor del NLACRC y deseas asistir, por favor, manda un mensaje a boardsupport@nlacrc.org o jrodriguez@nlacrc.org para solicitar servicios de traducción o adaptaciones adicionales. Las solicitudes deben hacerse cinco (5) días hábiles antes de la reunión.



FREE TRAININGS PROVIDED BY THE SCDD LA OFFICE

Accessing Training

Most often, we are invited to provide trainings to an existing group or organization within Los Angeles County. This includes self-advocacy groups, parent support groups, service providers and other interested parties. If you have a group of 25 or more people and are located in Los Angeles County, please contact us for your training needs. Trainings are free and when needed we can provide a laptop, projector, and translation equipment (you will need to provide the interpreter when needed). We presently offer remote trainings. We can host it using our Zoom account or use your virtual platform. We offer trainings in both English and Spanish.

Training Series

We can offer trainings in a single session or a series of trainings. If a series is chosen, we can provide it based on a single topic such as special education.

Leadership Series are also available for identified self-advocate and parent leaders who support and educate others. This series usually includes advocacy and leadership-focused trainings such as Group Development, Dynamics & Leadership, Giving Public Testimony, How to Be an Effective Board Member, and California Law and Budget Processes.

Train-the-Trainer Series are also an option for those who want to learn how to teach IPP strategies, IEP strategies, or other topics.

Some topics, such as the all-day independent facilitation training, are offered in conjunction with a community partner who provides all of the logistical support. These are generally open to the public and are large events.

To request training, please call 818-543-4631 and let us know what you are looking for. One of our trainers will call you back to discuss your training needs. If you want a topic not listed here, please contact us to see if we can provide it. If you are interested in being informed about trainings conducted by the SCDD LA Office, please subscribe to our newsletter by sending your email address to losangeles@scdd.ca.gov.

REGIONAL CENTER

Regional Center Services and IPP Strategies – overview of the regional center system and strategies to get needed services from the regional center

"The Council advocates, promotes & implements policies and practices that achieve self-determination, independence, productivity & inclusion in all aspects of community life for Californians with developmental disabilities and their families."

Fair Hearings & 4731 Complaints – understand options for when there are disagreements with regional centers, the process, and strategies to get what is needed

Disparities in Regional Center Services – understand the issue of disparity in regional center services and how to address your concerns with regional centers

The Role of the Regional Center Board – understand the role of a regional center board, how to be an effective board member, open meeting requirements, and parliamentary procedure

SELF-DETERMINATION (SDP) IN THE REGIONAL CENTER SYSTEM

Self-Determination Program (SDP) – a general overview of SDP, a comparison to traditional regional center services, and if SDP may be right for an individual

The Role of the Local Self-Determination Advisory Committees – understand the role of these committees, open meeting requirements, and how to have an effective meeting and committee

Independent Facilitation in the Self-Determination Program (SDP) – a six to eight-hour training, which covers the principles of self-determination, person-centered planning, budget and spending plans, independent facilitation, and the role of financial management services

Independent Facilitation – the role of the independent facilitator in SDP

Person-Centered Plans (PCP) – understand what a PCP is, how to create one, strategies to develop one, and the role of supported decision making in creating PCPs

The Budget & Spending Plan in the Self-Determination Program – an overview of the budget in SDP and how to create a spending plan that will give you more for your money

Relationship Management in the Self-Determination Program – an overview for independent facilitators in SDP on how to develop new partnerships, manage conflict, and successfully work with the participant, their family and/or circle of support, support staff and community members

The Business of Facilitation under the Self-Determination Program – how to manage the business side of independent facilitation including marketing, fees, conflict of interests, mandated reporting, and more

SPECIAL EDUCATION & EARLY START

IEP Strategy Part 1 – understand how IEP meetings work, how to participate in them, and how to get needed services

IEP Strategy Part 2 – learn strategies to maximize success and respond to statements frequently made in IEP meetings

Early Start – understand eligibility, Early Start services, and the transition to other services

Understanding Special Education Evaluations – learn the legal requirements of evaluations, what they say about the student, and how to use them strategically to get needed services

State Compliance Complaints – understand this complaint process, how to strategically use them, and get needed services

Anti-Bullying for Children – overview of what bullying is and what to do about it, including how to use the IEP and other strategies to address it

HEALTHY & SAFETY

Emergency Preparedness – overview of emergency preparedness strategies with a focus on meeting the needs of people with disabilities

Tips to Support Someone During Times of Change – strategies to support someone during

times of uncertainty and change

Alternatives to Conservatorship & Supported Decision Making – understand options that are available instead of a conservatorship and how to allow the person to make the decision that's right for them using supported decision making

Anti-Bullying for Adults – overview of what bullying is and strategies to address it

ADVOCACY-RELATED

Disability Awareness & Self-Advocacy Strategies – understand characteristics of autism and other developmental disabilities; tools and strategies to promote independence and self-advocacy

Giving Public Testimony – how to give public input to policy makers, boards, committees, and influence public policy

Group Development, Dynamics, & Leadership – understand how to establish and lead self-advocacy or parent support groups, the dynamics of groups, and effective leadership strategies

How to Train Others – understand the principles, tips, and tricks of training others

Building Healthy Relationships for People with Disabilities and Their Support Staff – understand how to build a healthy relationship with those who work with you or who you serve whether you are a self-advocate, family member, or service provider. This training is provided by our self-advocate partners.

Self-Advocacy Groups – what they are and how to establish and grow them

How to Be an Effective Board or Committee Member – how to effectively participate on boards and committees and understand parliamentary procedure

California Law and Budget Processes – understand how bills become laws, how the state budget is developed, and opportunities for advocacy to impact them

OTHER

Systems Overview – understand the many systems that serve people with disabilities and where to go to get help accessing them

The ABLE Act – how to save money and protect your benefits

Work and Benefits – how employment impacts benefits and why working is better than not working

A RESOURCE GUIDE FOR ACTION

ELDER JUSTICE




Wise & Healthy Aging

Created by Wise & Healthy Aging and funded in part
by the City and County of Los Angeles Area Agencies on Aging.



Recognizing the Signs...

PHYSICAL ABUSE

- Unexplained signs of injury like bruises, welts, scars, broken bones or sprains
- Over or under medication
- Broken eyeglasses
- Signs of being restrained, like rope marks on wrists.
- Caregiver's refusal to allow you to see the person alone.
- Drug overdose or apparent failure to take medication regularly.
- Physical or chemical restraints for caregiver's convenience

EMOTIONAL ABUSE

- Threatening, belittling, or controlling caregiver behavior that you witness
- Someone isolates an elder; refusing to allow access to visitors, mail, phone, etc.
- Uncharacteristic behavior such as withdrawal or changes in alertness

SEXUAL ABUSE

- Bruises around breasts or genitals
- Unexplained sexually transmitted diseases or unexplained vaginal or anal bleeding
- Torn, stained, or bloody underclothing

NEGLECT BY CAREGIVERS OR SELF-NEGLECT

- Unusual weight loss, malnutrition, dehydration
- Untreated physical problems, such as bed sores
- Unsanitary living conditions: dirt, bugs, soiled bedding
- Poor hygiene, lack of clean or appropriate clothing
- Unsafe living conditions (no heat or running water; faulty electrical wiring, fire hazards)
- Desertion of the elder at a public place

FINANCIAL EXPLOITATION

- Significant or unauthorized withdrawals from the elder's accounts
- Sudden changes in the elder's financial condition
- Items or cash missing from the household
- Suspicious changes in wills, power of attorney, titles, and policies
- Addition of names to the elder's signature card at the bank
- Unpaid bills or lack of medical care, although the elder has money to pay for them
- Financial activity the elder couldn't have done, (ATM withdrawals by a bedridden account holder)
- Unnecessary services, goods, or subscriptions
- Unusual change in spending habits

SCAMS

- Constant phone calls from various phone numbers
- Elder/adult suddenly wiring money
- Large accumulation of lottery mail
- Elder/adult secretive about a relationship with someone they have not met in person



HOW TO Report Abuse or Neglect

- **Dial 911 to report elder abuse or neglect to the Police **NOW** if the abuse is immediate and life-threatening.**
- **Elder Abuse Hotline**
Call (877) 477-3646 to report allegations of abuse when you are unsure of where to call.
- **Adult Protective Services, County of Los Angeles**
Call (888) 202-4248 if you suspect elder abuse in the community.
Call (213) 351-5401 if you are outside of Los Angeles County.
- **Long-Term Care Ombudsman at Wise & Healthy Aging**
Call (800) 334-9473 if you suspect abuse occurring at a skilled nursing, assisted living, or board and care facility.
wiseombudsman.org
- **Statewide Ombudsman after-hours crisis line**
(800) 231-4024.
- **National Elder Fraud Hotline**
Assistance with reporting at federal, state and local levels and referrals to fraud resources
(833) 721-8311.



RESOURCES

GENERAL INFORMATION

- **City of Los Angeles Department of Aging**
aging.lacity.org
(213) 482-7252
- **County of Los Angeles Aging & Disabilities Department Information & Assistance**
ad.lacounty.gov
(800) 510-2020
- **Los Angeles County Information and Referral:**
211la.org or Dial 211
- **City of Los Angeles Information & Referral**
lacity.gov/myla311
(213) 473-3231

LEGAL ASSISTANCE

- **Bet Tzedek Legal Services**
www.bettzedek.org
(323) 939-0506

- **California State Attorney General**
ag.ca.gov
(800) 952-5225
- **Legal Aid Foundation of Los Angeles**
lafla.org
(800) 399-4529
- **Los Angeles City Attorney's Office Elder Abuse Hotline**
(877) 477-3646
- **Los Angeles County Bar Assoc. Lawyer Referral & Information Smart Law**
smartlaw.org
(213) 243-1525
- **Los Angeles County District Attorney Elder Abuse Section**
(213) 257-2290
- **Los Angeles County Public Administrator/ Public Guardian**
(213) 974-0515
- **CANHR State Bar Certified Lawyer Referral Service**
(800) 474-1116

DOMESTIC VIOLENCE

- **National Domestic Violence Hotline:** (800) 799-7233
- **Domestic Violence Hotline Southern California**
(800) 978-3600
Callers may receive help in 13 languages
- **VINE – Victim Information and Notification Everyday**
(A service by the Los Angeles County Sheriff's Department to notify you when the status of an inmate changes.)
(877) 846-3452

MENTAL WELLNESS

- **County of Los Angeles Department of Mental Health, Older Adult Services ACCESS Center**
(Help regarding hoarding and other mental health issues)
(800) 854-7771
- **National Suicide Prevention Lifeline**
(800) 273-8255 or Dial 988
- **24-Hour Friendship Line**
(For those who are lonely and need to talk)
(800) 971-0016
- **LA Found help for when a loved one goes missing due to a wandering from dementia**
lafound.lacounty.gov
(883) 569-7651
- **Wise & Healthy Aging Elder Abuse Support Groups**
wiseandhealthyaging.org
(310) 394-9871
- **Los Angeles County District Attorney Victim Assistance**
(800) 380-3811 or
(626) 927-2500
da.lacounty.gov/victims

MEDICARE OR MEDI-CAL FRAUD

- **California Attorney General Bureau of Medi-Cal Fraud & Elder Abuse**
(800) 722-0432
Online complaint form
oag.ca.gov/dmfea
- **Center for Health Care Rights/California Health Advocates**
cahealthadvocates.org



- **Health Insurance Counseling and Advocacy Program (HICAP)**
Medicare and healthcare counseling
(800) 434-0222
- **Department of Health Services for Medi-Cal fraud**
(800) 822-6222
- **U.S. Health & Human Services TIPS Hotline to report Medicare fraud**
(800) 447-8477

SOCIAL SECURITY ADMINISTRATION

- **Fraud Hotline**
(800) 269-0271
SSA.gov

CREDIT CARD FRAUD

- If you are a victim of identity theft, or want to avoid becoming a victim, call these agencies to freeze new accounts being opened in your name. Also, for disputes regarding your credit record.
- **Experian.com**
(888) 397-3742
- **Equifax.com**
(800) 525-6285
- **TransUnion.com**
(800) 680-7289
- **Free Annual Credit Report**
annualcreditreport.com
(877) 322-8228

MAIL FRAUD

- **U.S. Postal Inspection Service Report Mail Fraud**
uspis.gov
(877) 876-2455
- **Opt-out from unsolicited mail, pre-approved credit card and insurance offers**
(888) 567-8688

- **Direct Marketing Association Inc.**
Remove name from mailing and emailing list
dmachoice.org

TELEPHONE FRAUD

- **Federal Trade Commission (FTC)**
Telemarketing fraud and identity theft
(877) 382-4357

Do Not Call Registry
Stop telemarketers from calling you.
donotcall.gov
(888) 382-1222

INTERNET CRIME/SPAM

- **Internet Crime Complaint Center**
Make a complaint online.
IC3.gov

BROKER/INVESTMENT FRAUD

- **Department of Financial Protection and Innovation, Seniors Against Investment Fraud (SAIF)**
dfpi.ca.gov
(866) 275-2677
- **Financial Industry Regulatory Authority (FINRA) BrokerCheck**
Check the background of a broker or brokerage.
brokercheck.finra.org
(800) 289-9999

CONSUMER ISSUES

- **California Department of Consumer Affairs**
Check licenses for doctors, nurses and other healthcare professionals
dca.ca.gov
(800) 952-5210

- **California Department of Insurance**
Insurance concerns
insurance.ca.gov
(800) 927-4357
- **California Department of Real Estate**
Real estate concerns
dre.ca.gov
(213) 620-2072
- **California Public Utilities Commission**
Utility complaints
cpuc.ca.gov
(800) 649-7570
- **Contractors State License Board**
Concerns regarding licensed and unlicensed contractors
cslb.ca.gov
(800) 321-2752
- **Los Angeles County Department of Consumer and Business Affairs**
Landlord/tenant issues, housing discrimination, consumer complaints
dcba.lacounty.gov
(800) 593-8222





Protecting yourself

DO:

- Stay active with your local senior center. It can be a valuable source of information.
- Plan for your care as you age. Identify reliable people who can provide assistance if needed.
- Review your finances regularly. Be extremely cautious when selecting “trustworthy” individuals to help manage your affairs when needed.
- Participate in community activities. Volunteering is a great way to have contact with others and make friends.
- Use the resources in this guide to get support.

DON'T:

- Don't put off preparing your future physical and financial needs.
- Don't accept personal care from anyone in exchange for property or assets without a lawyer or trusted advocate to witness the transaction.
- Don't allow others to keep details of your finances from you.
- Don't give out personal or financial information to people you don't know, especially over the phone.
- Don't sign legal documents that you do not understand.

ELDER★JUSTICE LEAGUE

Recognize. Report. Recover.



Wise & Healthy Aging

1527 4th Street • Santa Monica, CA 90401

wiseandhealthyaging.org • (310) 394-9871



Wise & Healthy Aging is a nonprofit, social services organization recognized for its wide range of innovative support services designed to meet the needs of a diverse clientele within Los Angeles and San Bernadino counties.

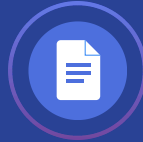
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The County and City of Los Angeles
Area Agencies on Aging (AAA)

JOINT PUBLIC HEARINGS NOTICE

FY 2026-2027 AREA PLAN



Five (5) In-Person and One (1) Virtual Public Hearings

You are invited to participate in the joint County and City of Los Angeles public hearings on the Area Agencies on Aging FY 2026-2027 Area Plan.

The public hearings will provide an opportunity for community members, caregivers, service providers, advocacy groups, older adults, adults with disabilities, and other stakeholders to review and comment on the Area Plan, including the programs funded under the Older Americans Act, Older Californians Act, and Community Development Block Grants.

How to Participate:

- Submit comments or written statements by email:
aaaprogram@ad.lacounty.gov or
ladoa.planning@lacity.org
- Provide comments during any public hearing

To Attend Virtually:

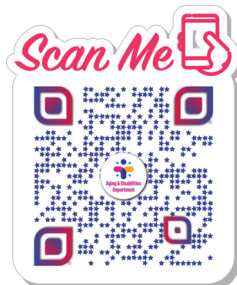
Scan the QR Code for MS Teams Access:

Meeting ID: 269 148 542 540 43

Passcode: fK73us2a

Via Phone: +1 (323) 776-6996

Meeting ID: 469 949 531#



Hearings Schedule:

Tuesday, January 13, 2026 • 1 PM – 3 PM

San Pedro Service Center
769 W. 3rd St., San Pedro, CA 90731

Wednesday, January 14, 2026 • 1 PM – 3 PM

San Gabriel Valley Service Center
1441 Santa Anita Ave., South El Monte, CA 91733

Thursday, January 15, 2026 • 1 PM – 3 PM

Antelope Valley Senior Center
777 W. Jackman St. Lancaster, CA 93534

Tuesday, January 20, 2026 • 1 PM – 3 PM

ONEgeneration Senior Enrichment Center
18255 Victory Blvd., Reseda, CA 91335

Wednesday, January 21, 2026 • 1 PM – 3 PM

Virtual Public Hearing
Via Teams Meeting (See information to the left)

Thursday, January 22, 2026 • 1 PM – 3 PM

Willowbrook Senior Center
12915 S. Jarvis St., Los Angeles, CA 90061



ad.lacounty.gov or
aging.lacity.org



@LACountyAD or
@LACounty4AD



510 S. Vermont Ave., 11th Fl.
Los Angeles, CA 90020

As covered entities under Title II of the Americans with Disabilities Act, we do not discriminate based on disability. Upon request, we provide reasonable accommodation to ensure equal access to our programs, services, and activities. If you need any accommodation, including assistive devices, please contact Chelo Jovellanos at (323) 363-5371 / Cjovellanos@ad.lacounty.gov and/or Freyen Santiago at (213) 202-9985 / freyen.santiago@lacity.org, 72 hours before the event.

HOMELESS CONNECT DAY

This one-day event is a collaboration between LA Family Housing, the City of San Fernando, multiple county resources, and local nonprofit partners across SPA 2. Together, we're bringing free, one-stop services to families and individuals experiencing homelessness.

THURSDAY
JAN 15, 2026
9AM - 1PM



GOVERNMENT ASSISTANCE



LEGAL ASSISTANCE



HOUSING ASSISTANCE

LOCATION

*Las Palmas Park
Recreation Center*
505 S Huntington St, San
Fernando, CA 91340

Documentation services, medical & mental health resources, legal aid, food and clothing donations, pet resources, & more!



**LA FAMILY
HOUSING**

HOMELESS CONNECT DAY

Este evento de un día es una colaboración entre LAFH, la Ciudad de San Fernando, diferentes recursos del condado, y agencias locales sin fines de lucro en SPA 2 para brindar servicios integrales gratuitos a familias e individuos sin hogar.

JUEVES

**15 de Enero
2026**

De 9 am - 1 pm



ASISTENCIA DEL GOBIERNO



ASISTENCIA LEGAL



**ASISTENCIA PARA LA
VIVIENDA**

UBICACIÓN

*Las Palmas Park
Recreation Center
505 S Huntington St, San
Fernando, CA 91340*

¡Servicios de documentación, recursos médicos y de salud mental, asistencia legal, donaciones de alimentos y ropa, recursos para mascotas y más!



**LA FAMILY
HOUSING**



UNITED AMERICAN
INDIAN INVOLVEMENT, INC.
LOS ANGELES, CA | ESTABLISHED 1974

LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH
hope. recovery. wellbeing.

S.A.L.T.1
SERVICE AREA 1 LEADERSHIP TEAM



REGISTER HERE!



NATIVE WELLNESS EDUCATIONAL EVENT CULTURALLY ROOTED & RESILIENT

JOIN US FOR AN INSPIRING DAY CELEBRATING NATIVE STRENGTH, WELLNESS, AND
COMMUNITY. THIS FREE EVENT WILL FEATURE CULTURAL LEARNING AND OPPORTUNITIES
TO CONNECT WITH LOCAL NATIVE ORGANIZATIONS AND RESOURCES.

- KEYNOTE SPEAKER: ROBYN GOMEZ, LCSW A CAREGIVER'S GUIDE TO EMOTIONAL WELLNESS
- FRYBREAD TACOS
- NATIVE INFORMATION & RESOURCE TABLES
- COMMUNITY CONNECTION AND CULTURALLY SHARING

DATE: 01/31/2026

TIME: 10AM-2:30PM

LOCATION: ALL FOR KIDS 525 W AVE P-4, PALMDALE, CA 93551

North Los Angeles County Regional Center
Consumer Advisory Committee
FY25-26 Meeting Attendance

<u>Consumer Attendee</u> <i>*Committee Members</i>	July 2025 DARK	August 2025	Sep 2025	Oct 2025 DARK	Nov 2025	Dec 2025 DARK	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026	TOTALS Absences	TOTALS Attended (Non-CM)
Meeting Length														
*Juan Hernandez, Chair		P	P		P								0	
*Bill Abramson		P	P		Ab								1	
*Pam Aiona		P	Ab		P								1	
*Jennifer Koster		P	P		Ab								1	
*Destry Walker		P	Ab		P								1	
*George Alvarado		P	P		P								0	
*Elena Tiffany		Ab	P		P								1	
		1	1.5		1.5								1	

Membership: Consumers who attend 5 meetings in a 12-month period can become a CAC Member.