

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 will 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 community 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