North Los Angeles County Regional Center
Consumer Advisory Committee Meeting Minutes (Via Zoom)
February 5, 2026

Present: Juan Hernandez, Pam Aiona, Elena Tiffany, Bill Abrahmson, Jennifer Koster–
Committee Members

Lesly Galvan – Support Staff - **Guests**

Santos Rodriguez, Jose Rodriguez, Angela Pao-Johnson, Chris Whitlock,
Lindsay Granger – **Staff**

Absent: Destry Walker, George Alvarado

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1.   **Call to Order & Introductions**

Committee Chair and Board of Trustees Vice President, Juan Hernandez called the
meeting to order at 5:05 pm.

Juan Hernandez read the NLACRC Civility Code and welcomed everyone to the
meeting.

2.   **Agenda**

M/S/C Bill Abrahmson/Pam Aiona) On a motion made by Bill Abrahmson,
seconded by Pam Aiona, 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 January 8, 2026 Meeting

     M/S/C (Bill Abrahmson/Juan Hernandez) On a motion made by Bill
     Abrahmson, seconded by Juan Hernandez, it was resolved to approve the
     meeting minutes from the January 8, 2026 meeting. Motion carried.

5.   **Action Items**
     A.   Approval of Updated CAC Flyers

Juan Hernandez introduced the updated event flyers for committee review. Chris Whitlock, Public Information Manager, presented the redesigned materials, which included refreshed visuals, bilingual English and Spanish formatting, updated group imagery, and a QR code for meeting access. Members expressed positive feedback regarding the layout, readability, and overall appearance.

Jose Rodriguez identified that a portion of the Spanish flyer still contained English text ("No registration needed"). Chris Whitlock agreed to have the translation corrected. Jose Rodriguez also requested that the flyer be fully clickable so individuals viewing it on a phone could directly access the meeting without scanning the QR code. Chris Whitlock confirmed this feature could be implemented and tested. Lindsay Granger demonstrated that the existing link already directed users to the Zoom page and confirmed staff would update the flyer so the entire document is clickable.

M/S/C (Pam Aiona/Bill Abrahmson) On a motion made by Pam Aiona, seconded by Bill Abrahmson, it was resolved to approve the updated CAC flyers with corrections. Motion carried.

ACTION: Public Information Team will translate the portion of the flyer that reads no registration needed on the Spanish flyer before sending it out and posting.

ACTION: Public Information Team will look into making the entire flyer clickable.

B. Review and Approval of Updated CAC Meeting Schedule

Juan Hernandez introduced the updated CAC meeting schedule, noting meetings will generally occur on the first Thursday of each month at 5:00 p.m., with exceptions in July, October, and December.

Lindsay Granger stated she added the June meeting date that had previously been discussed as tentative at the prior meeting.

No concerns were raised regarding the proposed schedule.

M/S/C (Pam Aiona/Juan Hernandez) On a motion made by Pam Aiona, seconded by Juan Hernandez, it was resolved to approve the updated CAC meeting schedule. Motion carried.

6.   **Committee Business**

A. <u>Open Conversation: Identity Protection and Online Security</u>

Juan Hernandez opened the committee's open conversation on online security and identity protection, emphasizing the goal of preventing scams and helping members feel safer online. Lindsay Granger reminded members that guiding questions had been emailed in advance and were optional, intended only to help start the discussion.

Members first discussed how they access the internet, noting that phones are the primary device for most participants, with some also using laptops or workplace desktop computers. The conversation then focused on password management. Bill Abramson explained that maintaining private and secure passwords can be challenging and expressed appreciation for newer security tools such as biometric login and multi-factor authentication. Juan Hernandez shared that he uses a password manager to organize credentials and acknowledged that remembering multiple passwords can be difficult for many people.

The group discussed how to determine when it is appropriate to share information online. Members noted it can be difficult to distinguish legitimate requests from scams, particularly when links appear real. Juan Hernandez emphasized avoiding sharing personal information—especially sensitive details such as Social Security numbers—unless the website is verified. Bill Abramson added that checking for "HTTPS" can be one indicator of a more secure website.

Jose Rodriguez highlighted risks associated with social media, including hacked or duplicate accounts and accepting friend requests from unknown individuals. He advised members to notify others immediately if an account is compromised so they do not unknowingly interact with a fraudulent profile. Members also discussed limiting the sharing of personal photos or information online and being cautious about unfamiliar contacts. The conversation expanded to include examples of phishing messages, suspicious calls, and impersonation attempts.

When discussing what to do if something goes wrong online, Bill Abramson shared that he would contact his Independent Living Skills support person, Christian Garcia. Juan Hernandez noted members can also submit an IT support ticket and use reputable instructional resources to troubleshoot problems. Members agreed that knowing who to contact is important, as many individuals are unsure where to seek help.

The committee expressed strong interest in receiving additional education on

online safety. Jose Rodriguez asked whether NLACRC's IT Department could provide a brief training presentation, and Executive Director, Angela Pao-Johnson, confirmed staff could compile one. She explained that staff currently use short interactive cybersecurity videos that cover topics such as phishing and online safety, and she offered to confirm whether similar content exists within New Staff Orientation. Lindsay Granger mentioned that SCDD may also have identity theft and protection training resources available. The committee discussed reviewing the presentation calendar, noting another presentation is already scheduled for March and that May may be an appropriate timeframe to coordinate a presenter.

Additional discussion included researching unfamiliar companies before making purchases, being cautious of increasingly sophisticated scams such as AI voice impersonation and romance scams, and limiting public posts about location or travel. Bill Abramson also raised privacy concerns related to smart devices and connected technology collecting personal data.

The committee agreed the topic would benefit from an expert-led presentation and plans to pursue scheduling a future training, tentatively considering May to allow time to identify a presenter and prepare materials.

ACTION: Staff will consult with the IT Department about providing a brief training/presentation for the CAC (Key do's/don'ts, phishing/scams, what to watch for).

ACTION: Angela Pao-Johnson and Lindsay Granger will double-check whether NSO includes specific online safety topic and report back.

ACTION: Staff to review available resources for CAC use (e.g., existing interactive cybersecurity videos and SCDD identity theft/protection trainings previously shared).

ACTION: Committee to review the CAC presentation calendar and select a target month/date for the training (May discussed as a possible option, with March already scheduled).

ACTION: Staff to identify and share a clear "who to contact" pathway for CAC members if something goes wrong online (e.g., submit an IT ticket, contact support staff/ILS).

B. Update on Social Media Outreach and CAC Testimonials

Juan Hernandez introduced an update regarding social media outreach and testimonial promotion. Chris Whitlock shared that outreach had been conducted seeking volunteers to participate in a video testimonial to help promote the Consumer Advisory Committee (CAC), but only one individual had responded. He asked whether additional members would be willing to participate and noted another email could be sent to recruit more volunteers.

Jose Rodriguez explained that the March presentation on giving public testimony is intended to help members feel more comfortable speaking publicly, which may increase willingness to participate in promotional videos. Bill Abramson suggested waiting until after the March training so members feel more prepared interacting with media. Chris Whitlock agreed to proceed with the current volunteer while continuing to invite additional participants.

The group discussed outreach methods, including sharing the promotion through social media, newsletters, and typical family communication channels. Jose Rodriguez requested a flyer he could include in his regular mailings to families and consumers. Chris Whitlock agreed to update and provide a flyer for distribution.

Members also informally suggested potential volunteers during discussion.

C. Upcoming Events and Flyers

Juan Hernandez introduced the upcoming events segment. Santos Rodriguez reviewed community events and resources available to members.

Santos Rodriguez shared a literacy-themed community event hosted by the Office of Imelda Padilla in Panorama City featuring books, arts and crafts, and mental health and wellness resources, with RSVP optional. Members also noted public libraries as a free ongoing resource offering regular programs and activities.

Santos Rodriguez announced upcoming Beyond the Walls meetings through the LA County Department of Mental Health, intended for community members to share needs and access wellness resources, including a local meeting in Lancaster.

Jose Rodriguez presented a free Ready Together emergency preparedness event at Mission College in Sylmar and emphasized the importance of accessible flyers and clickable links for mobile users. He also offered to send members event flyers and links separately for easier access.

The committee discussed free tax preparation assistance events, including "Tacos and Taxes" hosted by Assemblymember Jesse Gabriel and a similar "Pupusas and Taxes" event. Jose Rodriguez noted he would share updated accessible flyers once available. It was also shared that New Horizons is hosting tax preparation services through AAA, and Lindsay Granger confirmed the tax filing deadline as April 15.

Additional upcoming opportunities included a potential Proyecto del Barrio event and the LAUSD 5K Health and Wellness Festival at Dodger Stadium, featuring screenings, fitness activities, and wellness booths (free for LAUSD students, parents, and staff; fee for general community participants).

Staff will continue sharing flyers and links for upcoming community resources and events as they become available.

7. Review Actions

Juan Hernandez asked whether there were any action items resulting from the meeting. Lindsay Granger confirmed there were no action items requiring Board action. Public Information will finalize and distribute the updated CAC flyer along with the approved meeting schedule, and the materials will also be posted to the CAC webpage.

Staff will explore coordinating an online safety presentation for a future meeting, tentatively targeting May. Jose Rodriguez will assist in reviewing potential training resources from SCDD, and Angela Pao-Johnson and Lindsay Granger will follow up to discuss additional options.

Following the March "Giving Public Testimony" presentation, the committee will revisit recruiting volunteers to record CAC testimonial videos to help promote membership.

No additional action items were identified. Juan Hernandez then asked for announcements and confirmed the next CAC meeting would be held on March 5 at 5:00 p.m., reminding members to review attendance and ensure participation.

Actions:

- Public Information to correct the Spanish flyer text so no English remains on the Spanish version (e.g., "No registration needed").
- Public Information will look into making the entire flyer clickable (not just the link/QR code) and complete a test run on mobile devices.

- Staff to confirm the final, corrected flyer versions and distribute once updates are completed.
- Public Information to distribute the approved CAC meeting schedule and post it on the CAC webpage.
- Committee and staff to coordinate an online safety/identity protection presentation (identify presenter, content, and meeting date — tentatively May).
- Staff to consult with the IT Department regarding training content (phishing/scams and online safety practices).
- Angela Pao-Johnson and Lindsay Granger to confirm whether New Staff Orientation includes online safety content and follow up on training logistics.
- Staff to review available training resources (including existing cybersecurity videos and SCDD materials), with Jose Rodriguez assisting in identifying SCDD options and potential presenters.
- Staff to provide CAC members with clear guidance on who to contact if an online issue occurs (e.g., IT ticket or support staff/ILS).
- After the March "Giving Public Testimony" presentation, the committee will revisit recruiting volunteers for CAC promotional testimonial videos.
- Staff to send additional outreach to recruit testimonial participants and record videos once volunteers confirm.
- Staff to continue sharing community event flyers and accessible links with CAC members as available.

8. Announcements/Information/Public Input

There were no announcements or public input.

8. Adjournment
Juan Hernandez adjourned the meeting at 6:01 pm

Submitted by:
Lindsay Granger
Executive Administrative Assistant