

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

Present: Juan Hernandez, Pam Aiona, Elena Tiffany, Bill Abrahamson, Jennifer Koster, George Alvarado– **Committee Members**

Lesly Galvan – Support Staff - **Guests**

Santos Rodriguez, Jose Rodriguez, Angela Pao-Johnson, John Van De Riet, Lindsay Granger – **Staff**

Absent: Destry Walker

1. Call to Order & Introductions

Committee Chair and Board of Trustees Vice President, Juan Hernandez called the meeting to order at 5:07 pm.

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

2. Agenda

Agenda clarification was provided that Action Item A would not be voted on during this meeting and would instead be discussed, with formal action deferred to a future meeting.

M/S/C (George Alvarado/Jennifer Koster) On a motion made by George Alvarado, seconded by Jennifer Koster, it was resolved to approve the agenda as amended. Motion carried.

3. Public Input

There was no public input.

4. Consent Items

- A. Approval of Minutes from February 5, 2026 Meeting

M/S/C (George Alvarado/Bill Abrahamson) On a motion made by George Alvarado, seconded by Bill Abrahamson, it was resolved to approve the meeting minutes from the February 5, 2026 meeting. Motion carried.

5. SCDD Presentation – Giving Public Testimony

The scheduled presentation from the State Council on Developmental Disabilities (SCDD) was not delivered due to the presenter's absence. The committee discussed options to reschedule the presentation and reviewed upcoming agenda topics.

It was proposed to adjust the schedule by moving the SCDD presentation to the April meeting and shifting other planned topics accordingly. The committee also agreed to continue discussion on online safety as part of a future open discussion segment.

M/S/C (George Alvarado/Jennifer Koster) On a motion made by George Alvarado, seconded by Jennifer Koster, it was resolved to move the SCDD presentation to the April CAC meeting. Motion carried.

6. Action Items

A. Review and Approval of Primary Topics for May Presentation

The committee discussed and identified potential focus areas for the upcoming May presentation on online safety and cybersecurity. As no specific topics had been previously set, members were invited to share areas of interest to help guide the content of the presentation.

Key topics identified included best practices for protecting personal information, preventing identity theft, and recognizing legitimate versus fraudulent websites. Members also expressed interest in understanding how to avoid scams, including phishing and impersonation tactics, particularly those involving financial institutions.

Additional areas of interest included safe use of social media, identifying suspicious online activity, and understanding emerging risks related to artificial intelligence, such as manipulated images, videos, and voice impersonation.

These topics will be compiled and provided to the presenter to ensure the session is focused, relevant, and responsive to committee interests.

B. Review and Approve SCDD Training Schedule

The committee reviewed the proposed SCDD training schedule and revisited training topics previously identified. During the discussion, members noted that information on the grievance and complaint process may soon become outdated due to anticipated changes from the Department of Developmental Services, so that topic will be postponed until updated guidance is available.

The committee discussed several possible training topics and identified Emergency Preparedness and Building Healthy Relationships with Support Staff as the two priority topics to move forward at this time. It was also agreed that a more detailed training schedule table will be prepared and brought back to the April meeting for further review and approval.

M/S/C (Jennifer Koster/George Alvarado) On a motion made by Jennifer Koster, seconded by George Alvarado, it was resolved that a SCDD training schedule with the selected topics will be brought back to the committee in April to be voted on. Motion carried.

6. Committee Business

A. Update on Social Media Outreach and CAC Testimonials

Under Community Business, an update was provided on CAC testimonials and social media

outreach. Video testimonials have been recorded with several committee members, and additional recordings are in progress. The videos are currently being edited and will be shared with participants for review prior to being posted on social media and the organization's website to increase awareness of the CAC.

It was also noted that updates are being made to outreach materials, including making the CAC flyer fully clickable to improve accessibility and engagement.

No further questions were raised following the update.

B. NINJIO Cybersecurity Presentation Video

The committee viewed two cybersecurity training videos due to available time: one on safe use of public Wi-Fi and another on AI-related cyber threats. The first video focused on risks such as "evil twin" Wi-Fi attacks and emphasized best practices for protecting personal information, including using secure networks and avoiding suspicious connections. The second video highlighted the growing risks of AI-driven scams, including deepfakes, phishing, and impersonation tactics.

Following each video, the committee participated in brief knowledge-check questions and demonstrated strong understanding of the material, correctly identifying key cybersecurity concepts and safety practices.

Members shared positive feedback, noting that the videos were engaging, interactive, and informative.

C. ARCA Grassroots Legislative Update

Juan Hernandez provided a report on the recent ARCA Grassroots advocacy trip to Sacramento, which he attended with NLACRC staff, board members, and other representatives. The group met with multiple legislators and legislative staff, and Juan shared that the meetings were generally positive and well received.

The advocacy topics discussed included support for additional compensated dental desensitization visits for individuals who need extra time to become comfortable with dental care, recognition of the 60th anniversary of the Lanterman Act and regional centers, and a proposal to create high school career pathway opportunities related to direct support and developmental services.

Angela Pao-Johnson also summarized advocacy related to provider rates and regional center funding, explaining the need for ongoing rate studies, adequate funding to support rate increases, and updated funding formulas for regional centers. Overall, the trip was described as successful and productive, with strong engagement from legislative offices.

It was also shared that Assemblymember Juan Carrillo expressed interest in participating in the organization's podcast following the advocacy meeting. Juan noted he looks forward to future advocacy efforts, including possible local grassroots activities.

D. Upcoming Events and Flyers

The committee reviewed several upcoming events and community opportunities. Members were encouraged to participate in an Access transportation survey to provide feedback and help improve services.

Information was also shared about free tax preparation assistance available at local libraries during tax season, including multilingual resources.

Additional upcoming events included a cybersecurity workshop hosted by Dignity Health, the CSUN Assistive Technology Conference, a Spring Into Wellness Community Barbecue in the Antelope Valley, and the upcoming POS Public Meeting, which will be held virtually with opportunities for public feedback.

The Santa Clarita FestAbility event in May was highlighted as a community engagement opportunity, and members were informed about the Abilities Expo in Long Beach. Transportation options, including public transit and Access services, were discussed to support attendance.

Overall, members were encouraged to take advantage of these events and resources to stay informed, engaged, and connected within the community.

7. Review Actions

The committee reviewed and confirmed action items from the meeting. It was determined that the SCDD training on providing public testimony will take place at the April meeting. Additionally, topics identified for online safety and cybersecurity will be compiled and provided to guide the May presentation.

Staff will also prepare and present a detailed SCDD training schedule, including selected topics and proposed dates, for review and approval at the April meeting. No additional action items were identified.

8. Announcements/Information/Public Input

During announcements, members discussed an upcoming New Horizons event (walkathon), with clarification that participation in the walk requires a fee, while general attendance is free. Additional information will be shared with the committee once confirmed.

Members also shared brief updates, including a personal fundraising effort. Due to technical difficulties, one member was unable to provide verbal input but contributed via chat.

The committee confirmed that the next meeting will be held on **April 2 at 5:00 PM**. Attendance was noted to be strong, and members were encouraged to maintain engagement. The meeting was adjourned ahead of schedule.

8. Adjournment

Juan Hernandez adjourned the meeting at 6:30 pm

Submitted by:
Lindsay Granger
Executive Administrative Assistant