

North Los Angeles County Regional Center  
**Consumer Advisory Committee Meeting Minutes (Via Zoom)**  
August 6, 2026

**Present:** Juan Hernandez, Destry Walker, Elena Tiffany, Pam Aiona, Jennifer Koster – **Committee Members**

Sofia Cervantes - SCDD - **Guests**

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

**Absent:** George Alvarado, Bill Abrahamson

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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 5:06 pm.

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

**2. Agenda**

**M/S/C** (Destry Walker/Juan Hernandez) On a motion made by Destry Walker, seconded by Juan Hernandez, 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 June 4, 2026 Meeting

**M/S/C** (Jennifer Koster/Juan Hernandez) On a motion made by Jennifer Koster, seconded by Juan Hernandez, it was resolved to approve the meeting minutes from the June 4, 2026 meeting. Motion carried.

**5. Giving Public Testimony – SCDD**

Sofia Cervantes, Advocate with the State Council on Developmental Disabilities (SCDD), provided a presentation on how to give effective public testimony. Sofia Cervantes reviewed SCDD's role in providing technical assistance, training and capacity building, and advocating for systemic changes that benefit individuals with intellectual and developmental disabilities.

Sofia Cervantes explained that effective public testimony should focus on a systemic issue affecting multiple people and be directed to the appropriate decision-making body. Sofia Cervantes presented a three-part approach: identify the problem, explain how the issue impacts individuals or the community, and propose a solution. Sofia Cervantes also encouraged participants to offer to collaborate in developing solutions rather than only presenting concerns.

Sofia Cervantes advised participants to focus on one or two priority issues, understand the topic and proposed solution, and use personal examples and supporting data when available. Public testimony should educate the audience, avoid assuming familiarity with disability-related terminology or acronyms, and remain clear, concise, respectful, accurate, and engaging. Sofia Cervantes noted that public comment is typically limited to one to three minutes and recommended providing written testimony when additional information is needed. Sofia Cervantes also emphasized the importance of persistence and continued follow-up, as systemic change may take time.

Sofia Cervantes encouraged members to practice preparing testimony and emphasized the importance of individuals receiving services sharing their experiences directly with decision-makers. Sofia Cervantes agreed to provide Lindsay Granger with the presentation materials and contact information for distribution to members. Angela Pao-Johnson reinforced the importance of community participation, noting that legislators have expressed a desire to hear directly from individuals in the community.

## **6. Action Items**

### **A. Approval of Updated Presentation Calendar**

Lindsay Granger reviewed the proposed updates to the presentation calendar. The September training was updated to include a Voter Registration training presented by OCRA, resulting in the previously scheduled presentations being moved to later months. The November presentation will focus on Online Safety, with the timing intended to provide information about online shopping and scams during the holiday season. A subsequent SCDD presentation will focus on Building Healthy Relationships for People with Disabilities and Their Support Staff. Lindsay Granger clarified that the updated calendar presented would serve as the committee's presentation schedule through January 2027.

**M/S/C** (Jennifer Koster/Juan Hernandez) On a motion made by Jennifer Koster, seconded by Juan Hernandez, it was resolved to approve the updated presentation calendar. Motion carried.

### **B. Review and Approve Updated Guidelines and Procedures**

Lindsay Granger reviewed the proposed updates to the committee's Guidelines and Procedures. Lindsay Granger explained that references to other Board committees that did not accurately reflect the committee's structure and processes were revised to reflect the CAC and its current functions. Additional revisions included updates to the meeting frequency to reflect the new dark months. Lindsay Granger also prepared a plain-language version for reference and clarified that the Guidelines and Procedures would remain the official governing document.

**M/S/C** (Destry Walker/Jennifer Koster) On a motion made by Destry Walker, seconded by Jennifer Koster, it was resolved to approve the updated Guidelines and Procedures for the Consumer Advisory Committee. Motion carried.

## **6. Committee Business**

### **A. Orientation**

#### **1. Bylaws**

2. Review CAC Priorities
3. Review CAC Meeting Schedule

Juan Hernandez reviewed committee orientation information, including the committee's structure and various aspects of committee participation. No questions or concerns were raised.

Juan Hernandez reviewed the proposed 2026–2027 CAC priorities, which included supporting meaningful employment opportunities, advocating for transportation needs, sharing information on current issues affecting individuals served such as employment, transportation, legislation, and housing, and educating other individuals served about CAC involvement and membership.

During discussion, Jose Rodriguez offered to obtain Metro and Access meeting schedules to support transportation advocacy. Jose Rodriguez also suggested inviting NLACRC's housing specialist to a future CAC meeting and continuing visits to day programs, including virtual visits when in-person participation is not possible.

**M/S/C** (Jennifer Koster/Destry Walker) On a motion made by Jennifer Koster, seconded by Destry Walker, it was resolved to approve the 2026-2027 committee priorities. Motion carried.

Following the vote, Angela Pao-Johnson advised that the CAC bylaws will need to be updated in the coming months. Angela Pao-Johnson explained that recruitment and interviewing of prospective CAC members should reside with the CAC rather than the Nominating Committee, with the Nominating Committee retaining formal approval responsibilities. Angela Pao-Johnson also discussed recently approved trailer bill language requiring two CAC members to be appointed to the Board and one CAC member to serve on the Board's Nominating Committee.

Committee members discussed the proposed changes and the importance of maintaining an accessible process for CAC membership. Jose Rodriguez expressed concern that a formal interview process could discourage individuals from participating. Lindsay Granger clarified that the current bylaws allow individuals to become CAC members after attending the required number of consecutive meetings. Angela Pao-Johnson indicated that this provision did not need to change and reiterated that the CAC should have responsibility for recruiting its members.

The committee then reviewed the meeting schedule. Juan Hernandez recommended maintaining the existing schedule, and members indicated agreement.

**M/S/C** (Jennifer Koster/Destry Walker) On a motion made by Jennifer Koster, seconded by Destry Walker, it was resolved to approve the 2026-2027 meeting schedule. Motion carried.

**B. Discuss Committee Chair and Vice Chair for Fiscal Year 2026-2027**

Juan Hernandez opened discussion regarding the election of the CAC Chair and Vice Chair for the upcoming fiscal year and invited members to express interest in either position.

Jennifer Koster expressed interest in serving as Chair or Vice Chair, and Elena Tiffany expressed interest in serving as Chair.

Lindsay Granger explained that the election was scheduled for September to allow additional time for members to express interest. Jose Rodriguez recommended notifying members who were not present at the meeting to ensure all CAC members have an opportunity to submit their interest. The committee agreed to distribute the information to absent members and conduct the election at the next meeting.

C. Discuss Location and Time for CAC Holiday Potluck

The committee discussed the location and format for the upcoming holiday gathering, including the possibility of combining the CAC and Board holiday events. Juan Hernandez supported a combined event as an opportunity for CAC members to engage with Board members and build relationships. Lindsay Granger advised that the next step would be to discuss the possibility of a combined event with Board President Sharmila Brunjes.

Angela Pao-Johnson referenced a recent dinner that brought together CAC, VAC, and Board members and asked whether members would be interested in a similar format. Juan Hernandez expressed support, noting that the combined gathering provided opportunities to interact with individuals members may not otherwise have an opportunity to meet. The committee agreed to explore a combined holiday gathering, with additional details to be provided at a future meeting.

Jennifer Koster suggested considering the same location used for the previous combined gathering. Juan Hernandez indicated that the location could be discussed by the event planning workgroup. Lindsay Granger clarified that the next workgroup meeting date had not yet been established and agreed to email members regarding scheduling the next meeting. The committee agreed to continue exploring the combined holiday gathering, with additional details to be determined through the event planning workgroup.

D. NINJIO Cybersecurity Presentation Video

Lindsay Granger presented a cybersecurity training video on Trusted Relationship Phishing (TRP). The training explained that trusted relationship phishing occurs when attackers first compromise the legitimate email account of a trusted vendor, coworker, or other familiar contact and then use that account to send malicious requests. Because the communication comes from an authentic email account, recipients may be more likely to trust the request and take action without recognizing that the sender's account has been compromised.

The video illustrated the potential consequences of a trusted relationship phishing attack through a healthcare scenario involving a hospital. In the example, an urgent ventilator firmware update appeared to come from a known vendor. The update was installed because the request appeared legitimate, allowing attackers to gain access to the hospital's network, reach the ventilator management system, and deploy ransomware. The resulting cyberattack disrupted ventilator operations and required hospital staff to manually assist patients while the cybersecurity team worked to restore the system.

The training emphasized that attackers can take advantage of trust, urgency, and a recipient's willingness to follow instructions. Members were advised not to assume that a

message is safe simply because it comes from a familiar or legitimate email address. Urgent or unusual requests should be independently verified through a second communication channel, such as contacting the individual or organization using a known telephone number rather than relying on information contained in the questionable message. Members were also advised to exercise caution with links and attachments, even when the sender appears familiar.

Another key takeaway was the importance of promptly reporting suspicious communications. The training advised members to report questionable messages immediately, even when uncertain whether the communication is an actual phishing attempt. The video emphasized that quick reporting can help limit the scope and impact of a cyberattack and reinforced that cybersecurity incidents can have consequences beyond compromised information, particularly when technology is connected to critical services.

Following the video, Lindsay Granger facilitated a knowledge check with members. Questions addressed whether attackers can use compromised accounts belonging to trusted vendors or coworkers, whether urgent messages from trusted senders should still be independently verified, whether links and attachments from familiar contacts should be treated cautiously, and whether suspicious messages should be reported promptly rather than waiting for confirmation. Members correctly identified the recommended cybersecurity practices and received a score of 100%.

Jennifer Koster shared an example from workplace cybersecurity practices at a hospital. Jennifer Koster explained that employees are instructed to monitor work emails carefully and send suspicious communications to the hospital's cybersecurity team for immediate review. Jennifer Koster noted that the same practice is relevant to companies, organizations, vendors, and other workplaces and reinforced the importance of reporting suspicious communications as soon as possible.

#### E. Upcoming Events and Flyers

Santos Rodriguez and Jose Rodriguez reviewed upcoming community events and resources included in the meeting packet. Santos Rodriguez shared information regarding a Summer Movie Night hosted by Councilwoman Monica Rodriguez at the Hansen Dam Aquatic Center, with a screening of *Lilo & Stitch* scheduled for August 7. Santos Rodriguez also highlighted a free CPR and First Aid course offered by the Encino Neighborhood Council on August 8 and a Back-to-School Block Party in Pacoima on August 15 that would provide community resources, school supplies, and access to nonprofit organizations.

Jose Rodriguez provided information regarding a Passport Fair scheduled for August 15 at the YMCA in Van Nuys. Jose Rodriguez explained that attendees must RSVP and would receive information regarding required documentation. Jose Rodriguez later reviewed additional information regarding passport fees and the differences between passport books and passport cards, noting that representatives from the Department of State were expected to be available to assist attendees with the application process.

Santos Rodriguez announced an upcoming PRIDES Initiative training hosted by IRI, an NLACRC vendor and Service Access and Equity grantee. The August 19 in-person training in Van Nuys will focus on best practices at the intersection of disability and LGBTQ+ identity and is open to NLACRC individuals served, community members, families, and

service providers. Santos Rodriguez noted that the training is the first in a planned series focused on providing effective support to LGBTQ+ individuals served.

Santos Rodriguez also shared information regarding Homeless Connect Day in Santa Clarita on August 20. The event will provide community members with access to housing resources, legal and medical supports, haircuts, food, clothing, hygiene products, and other resources. Jose Rodriguez highlighted a Firefighter Heroes Breakfast scheduled for August 22 at Van Nuys Fire Station 39.

Santos Rodriguez reviewed upcoming mental health events, including the 11th Annual Suicide Awareness and Prevention Conference on September 12 at USC Verdugo Hills Hospital, which will offer both in-person and virtual participation, speakers, a resource fair, and community resources. Santos Rodriguez also highlighted Stop the Stigma 2026, scheduled for September 19 at Henry Mayo Newhall Hospital in Valencia. The event will promote mental health awareness and provide community resources, activities, and information. NLACRC will participate with a resource table at the event.

Jennifer Koster asked that the event flyers be distributed to members. Jose Rodriguez confirmed that the flyers had previously been emailed to members and noted that additional community events and resources were also available beyond those presented during the meeting.

**7. Review Actions**

**8. Announcements/Information/Public Input**

Juan Hernandez opened the floor for public input and member announcements. No formal public comments were provided.

No further public comments were raised.

**8. Adjournment**

Juan Hernandez adjourned the meeting at 6:08 pm

Submitted by:  
Lindsay Granger  
Executive Administrative Assistant