North Los Angeles County Regional Center
Consumer Advisory Committee Meeting Minutes (Via Zoom)
September 3, 2026

Present: Elena Tiffany, Destry Walker, Pam Aiona, Jennifer Koster, Bill Abrahmson – **Committee Members**

Erica Rodriguez, OCRA - **Guests**

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

Absent: Juan Hernandez

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1. Call to Order & Introductions

Due to Juan Hernandez's absence, Co-Chair Elena Tiffany led the meeting. Elena Tiffany reviewed NLACRC's mission and vision statements, meeting guidelines, Board of Trustees Civility Code, and welcomed everyone to the meeting. The meeting was called to order at 5:10 p.m.

Without a quorum, approval of the agenda and previous meeting minutes was deferred, and the committee proceeded with informational presentations.

2. National Voter Registration Act – Office of Clients' Rights Advocacy (OCRA)

Erica Rodriguez, Clients' Rights Advocate with the Office of Clients' Rights Advocacy (OCRA), provided a presentation on voting rights, eligibility, and accessibility for individuals with developmental disabilities. Erica Rodriguez reviewed voter registration requirements, available voting assistance and accommodations, and the importance of independent decision-making when voting. The presentation also addressed barriers contributing to lower voter participation among individuals with disabilities and emphasized the importance of voting in decisions affecting disability services, benefits, housing, transportation, and other community issues.

Erica Rodriguez reviewed voter registration options, including conditional same-day registration, vote-by-mail ballots, early voting, and voting centers. Erica Rodriguez encouraged participants to research candidates and ballot measures before Election Day and shared voter education resources and Disability Rights California's voting rights hotline. Presentation materials and a brief training evaluation survey were shared with attendees.

3. Agenda

With a quorum established, the committee proceeded with approval of the agenda. Due to Elena Tiffany's temporary unavailability, Lindsay Granger facilitated the approval process.

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

4. Public Input

There was no public input.

5. Consent Items

A. Approval of Minutes of the August 6, 2026, Meeting

M/S/C (Bill Abrahmson/Elena Tiffany) On a motion made by Bill Abrhamson, seconded by Elena Tiffany, it was resolved to approve the meeting minutes from the August 6, 2026, meeting. Motion carried.

6. Action Items

A. Elect Chair and Alternate CAC Chair for Fiscal Year 2026-2027

The committee conducted elections for the FY 2026–2027 Consumer Advisory Committee (CAC) Chair and Alternate Chair. Juan Hernandez, Elena Tiffany, George Alvarado, and Jennifer Koster had expressed interest in serving. Due to technical difficulties with the electronic ballot, members voted verbally.

Election Results:

Juan Hernandez: 2 votes
Elena Tiffany: 2 votes
George Alvarado: 0 votes
Jennifer Koster: 0 votes

With the vote resulting in a tie, the committee discussed conducting another vote or appointing Juan Hernandez and Elena Tiffany as Co-Chairs. The voting members present agreed to appoint both individuals as Co-Chairs for FY 2026–2027, eliminating the need for an Alternate Chair.

7. Committee Business

Bill Abramson requested additional resources to help research candidates and better understand their positions on issues, emphasizing that obtaining reliable information about candidates can be more challenging than the voting process itself. Bill Abramson expressed concern that limited access to candidate information makes it difficult for voters to make informed decisions and may discourage voter participation. Elena Tiffany explained that voter information guides are typically mailed alongside vote-by-mail ballots and include candidate statements, although information may not be available for every candidate, particularly in certain local races. Lindsay Granger offered to coordinate with Jose Rodriguez to identify and provide additional candidate research resources to Bill Abramson following the meeting.

A. NINJIO Cybersecurity Presentation Video

The committee viewed a cybersecurity training video titled Fish and Ships: Reporting Suspicious Emails, which focused on identifying phishing attempts, protecting sensitive information, and the importance of promptly reporting suspicious emails. The video referenced a cybersecurity breach involving Carnival Cruise Line, in which hackers obtained

millions of customer loyalty program records containing personally identifiable information (PII). The example illustrated how unreported phishing emails can create security vulnerabilities and potentially lead to unauthorized access, compromised accounts, and the theft of sensitive customer information.

The training emphasized that simply deleting a suspicious email removes it from an individual's inbox but does not address the potential threat to others. Reporting suspicious emails allows cybersecurity teams to investigate threats, identify and block malicious senders, warn other users, and take preventive measures before an attack spreads. The video also stressed the importance of immediately reporting any suspicious links that may have been clicked, as timely notification can help limit potential damage. Members were encouraged to familiarize themselves with their organization's established procedures for reporting cybersecurity concerns.

Following the video, Lindsay Granger facilitated an interactive knowledge assessment in which members identified true and false statements related to cybersecurity practices. The questions addressed whether deleting suspicious emails is sufficient, how reporting protects others from similar attacks, the importance of understanding organizational reporting procedures, and the role of security teams in preventing further incidents. Bill Abramson and Elena Tiffany participated in the discussion, reinforcing the importance of reporting suspicious activity rather than disregarding it. The assessment concluded with a review of the key practices presented in the training.

B. 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 reviewed upcoming community events and shared informational flyers highlighting employment opportunities, family resources, housing assistance, and health and wellness activities. Jose Rodriguez announced the End of Summer Career Fair scheduled for September 10, 2026, from 9:00 a.m. to 12:00 p.m. at Los Angeles Mission College. The event would provide attendees with opportunities to connect with prospective employers and learn about available job openings. Elena Tiffany confirmed registration for the career fair, and Jose Rodriguez encouraged interested members to attend.

Jennifer Koster joined the meeting and asked whether the CAC leadership election had already taken place. Jose Rodriguez asked whether the election could be reopened or Jennifer Koster's vote added to the existing results. Lindsay Granger explained that, based on the parliamentary procedures discussed, the completed election could not simply be reopened for another vote. Lindsay Granger offered to review whether any alternative procedures were available and provide clarification to the committee. Jennifer Koster requested clarification regarding the election results and leadership structure. Lindsay Granger confirmed that Juan Hernandez and Elena Tiffany had been selected as Co-Chairs for FY 2026–2027 following the tied election results. Lindsay Granger clarified that both individuals

would serve equally as Co-Chairs, rather than having a Chair and Alternate Chair, and that no separate Alternate Chair had been elected. Bill Abramson expressed support for following Robert's Rules of Order and maintaining the completed election results. Jennifer Koster also expressed agreement with the Co-Chair arrangement and proceeding under the established parliamentary procedures. No additional election was conducted.

Jose Rodriguez resumed reviewing upcoming community events and informational flyers, beginning with NLACRC's Fall 2026 Family Expo scheduled for September 12, 2026. Bill Abramson noted that the event coincided with Rosh Hashanah, which could prevent some individuals and families from attending due to religious observances. Jose Rodriguez acknowledged the concern and indicated that the Family Expo was expected to continue as an annual event, providing future opportunities for participation.

Jose Rodriguez also shared information about Stop the Stigma 2026, scheduled for September 19 in Santa Clarita, and Penny Lane Foundation's Fall Festival, scheduled for September 12. During the discussion, Bill Abramson raised concerns about transportation and travel distances to events held outside the San Fernando Valley, particularly those in the Antelope Valley, which could present challenges for some attendees. Jose Rodriguez explained that event information is distributed throughout NLACRC's service areas, including the Antelope Valley, to ensure individuals and families are informed of available community activities, programs, and resources. Jose Rodriguez offered to distribute the event flyers by email for members' reference.

Additional events included a bilingual Fair Housing Workshop hosted by the FamilySource Center in Panorama City on September 15, 2026, at 1:00 p.m. Jose Rodriguez explained that the workshop information was available in English and Spanish. Jose Rodriguez also announced Valley Presbyterian Hospital's Health and Wellness Community Fair, scheduled for October 3, 2026, from 10:00 a.m. to 1:00 p.m. Jose Rodriguez reviewed the event locations and available informational materials.

8. Review Actions

Lindsay Granger confirmed that the CAC membership roster would be updated to reflect the FY 2026–2027 leadership election results and the selection of Juan Hernandez and Elena Tiffany as Co-Chairs.

9. Announcements/Information/Public Input

Destry Walker shared information about an upcoming New Horizons event scheduled for September 22, 2026, and confirmed plans to attend. Angela Pao-Johnson requested additional information about the event because the flyer was difficult to read on screen. Jose Rodriguez offered to distribute the flyer to committee members once received by email. Destry Walker confirmed that the flyer would be forwarded to Jose Rodriguez.

Angela Pao-Johnson provided an update regarding proposed changes to Consumer Advisory Committee membership requirements under the FY 2026–2027 budget trailer bill, SB 163. Angela Pao-Johnson clarified that the proposed changes would give regional center Boards of Trustees authority to appoint committee members, potentially replacing the existing process in which individuals become members after attending five meetings. Under the proposed structure, the Board would interview and approve committee members, who could then nominate individuals for Board

membership. Angela Pao-Johnson explained that the changes were expected to take effect in January 2028 and that questions regarding implementation, including how existing committee members would be affected, remained unresolved.

Angela Pao-Johnson reported that executive directors and delegates at a recent Association of Regional Center Agencies (ARCA) meeting expressed concerns that the proposed appointment process could reduce the independence and representation of individuals served by giving regional center boards greater authority over committee membership. Angela Pao-Johnson explained that ARCA was pursuing legislative changes to address these concerns and requested feedback from committee members. Jennifer Koster questioned whether the proposed requirements would apply to current members or only future applicants. Bill Abramson expressed concern about the possibility of existing members losing their positions and suggested considering provisions that would allow current members to retain their membership. Jennifer Koster supported maintaining the existing membership process, allowing individuals to become members after attending five consecutive meetings. Angela Pao-Johnson emphasized the importance of preserving the committee's ability to determine its own membership and reported that NLACRC's Board had expressed a commitment to respecting the committee's membership selections, even if the legislative changes remained in effect. Members expressed support for maintaining the current process, while Bill Abramson encouraged further review of the proposed requirements.

Angela Pao-Johnson also requested feedback on distributing CAC recruitment materials through the Vendor Advisory Committee (VAC) to encourage service providers to share information about committee participation with individuals served. Jennifer Koster expressed support for the proposal and offered to make a motion if necessary. Angela Pao-Johnson clarified that no formal vote was being requested and that the purpose was to gather feedback. Jose Rodriguez asked about the availability of the current CAC recruitment flyer and suggested reviewing it for potential updates before distribution. Lindsay Granger confirmed that Public Information had been contacted regarding the current flyer and explained that previously requested committee revisions were believed to have been incorporated. Lindsay Granger offered to email the flyer to committee members for review and coordinate any additional corrections with Public Information.

Bill Abramson requested clarification regarding the next scheduled CAC meeting after noticing that October was not included on the meeting schedule. Lindsay Granger explained that the Board had previously approved a schedule without regular meetings in July, October, and December, and that the committees had adopted the same schedule. Lindsay Granger confirmed that no regular committee meeting would be held in October and that the next CAC meeting would take place in November. Bill Abramson expressed interest in continuing informal gatherings during months without regular meetings. Jose Rodriguez suggested discussing plans for a possible December gathering at the November meeting. Bill Abramson also noted that upcoming religious holidays could affect members' availability.

Lindsay Granger presented the committee attendance record for members to review and verify for accuracy. Bill Abramson noted previous absences due to work commitments and observed that attendance for the current meeting had not yet been recorded.

10. Adjournment

Elena Tiffany adjourned the meeting at 6:17 pm

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Submitted by:
Lindsay Granger
Executive Administrative Assistant