

North Los Angeles County Regional Center  
**Consumer Advisory Committee Meeting Minutes (Via Zoom)**  
March 2, 2022

**Present:** Caroline Mitchell, Chair, Bill Abramson, Pamela Aiona, Lesly Forbes, Suzanne Paggi, and Cynthia Samano, – Committee Members

Linda Butler, Desiree Boykin, Amparo Dallas, Esther Kelsey, J. Koster, Todd Rubien, Alex Phuong, Kristine Choulakian/PASC Representative, Yael Hagen/PASC Representative, Isabel Romero/Spanish Interpreter - Guests

Silvia Bonilla, Juan Hernandez, Ana Maria Parthenis-Rivas, Jose Rodriguez, and Jennifer Williamson – Staff

**Absent:** Susan Good, Destry Walker – Note: Chair was no longer in the meeting after approximately 45 minutes.

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**I. Call to Order & Introductions**

Chair was delayed in joining the meeting due to technical issues, therefore, S. Paggi called the meeting to order at 11:03 am.

**II. Consent Items**

- A. Approval of Agenda  
**M/S/C** (S. Paggi/P. Aiona) to approve the agenda as presented.
  
- B. Approval of Minutes February 2<sup>nd</sup> Meeting  
**M/S/C** (S. Paggi/L. Forbes) to approve the minutes as presented.

**III. Committee Business**

- A. Presentation – IHSS (PASC Representative)  
Y. Hagen provided an overview of PASC services and answered questions.  
**Action:** J. Rodriguez will email the committee members with the information regarding PASC webinars.
  
- B. Human Interest Stories  
J. Williamson informed the committee that a communication would be sent to the community on Friday, March 4, 2022, requesting Human Interest Stories from members of the community for posting on the agency's social media sites and answered questions regarding the process for posting these stories. There was discussion by the Committee about the requirements and suggestions.  
D. Boykin suggested that the agency have a spotlight on NLACRC staff, i.e., years' of service, or consumer's passion, i.e., art, starting a business.

C. IHSS Issues/Concerns

J. Williamson asked for feedback:

Number of IHSS hours

C. Samano – sufficient hours

A. Dallas – lack of service providers, partially due to lack of adequate compensation, new staff so they don't know how to properly assess for the number of hours, particularly in AV.

S. Paggi – perhaps the question should be how the RC can help, i.e., additional transportation, tokens, Access coupons.

J. Hernandez – in the past RC provided taxi vouchers, that may be what S. Paggi was referring to.

D. Regional Center Service Recommendations

J. Williamson asked the committee for recommendations about services or supports.

J. Rodriguez: AV needs to have more services and supports.

A. Dallas: Increase the pay of new CSCs so that they will stay. Fix the benefit package.

S. Paggi: Reach out to vendors to see if can give reasons why they do not have staff available to provide services.

C. Samano: Since there is a shortage of CSCs, they have more cases resulting in it being stressful for consumers.

J. Hernandez: IPPs sent to consumers to sign without having a meeting.

S. Paggi: When a CSC leaves the agency she has not been notified.

S. Paggi – has felt that RC was against consumers, need for RC to work together with consumers and families.

E. Training/Presentation Calendar

J. Rodriguez: Still working on Housing, stimulus check, Covid update, and budget.

**Action:** J. Rodriguez to email A. Dallas name of Self Determination doctor.

F. Abilities Expo

J. Rodriguez answered questions about the Abilities Expo.

G. March Virtual Town Hall

J. Williamson provided the date for the next Virtual Town Hall and reminded committee members that these meetings are recorded and posted on the YouTube page.

#### IV. Identify Agenda Items for the Next Board Meeting

- A. Minutes from the March 2<sup>nd</sup> Meeting

## V. Announcements / Information / Public Input

- A. Next meeting: April 6, 2022

S. Paggi: Expressed her continued concern about the Chair's lack of attendance and asked if the committee could make a motion to remove Chair. As those present in the meeting were not aware of the process to remove a committee/board member, J. Williamson agreed to reach out to the Executive Director, R. Janka for guidance.

**Action:** J. Williamson to reach out to R. Janka and provide feedback at next meeting as to the process to address this concern.

**Action:** J. Williamson to check on the status of S. Paggi's board application.

## VI. Adjournment

S. Paggi adjourned the meeting at 1:18 pm.

Submitted by,

*Ana Maria Parthenis-Rivas*

Executive Administrative Assistant

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