



# North Los Angeles County Regional Center

Main 818-778-1900 • Fax 818-756-6140 | 9200 Oakdale Avenue #100, Chatsworth, CA 91311 | [www.nlacrc.org](http://www.nlacrc.org)

## **MEMORANDUM**

**Date:** March 5, 2025

**To:** **Consumer Advisory Committee:** Juan Hernandez (chair), Bill Abramson, Pam Aiona, George Alvarado, Jennifer Koster, Destry Walker

**From:** Lindsay Granger, Executive Administrative Assistant

**Subject:** The next CAC Meeting: Wednesday, March 5, 2025, at 3:00pm

.....

Hello everyone!

Attached is information for this week's CAC meeting. Please review this information prior to the meeting and bring it with you to the meeting.

If you have any questions or if you are unable to attend the meeting, please let me know. I can be reached at (818) 452-4743 or at [BoardSupport@nlacrc.org](mailto:BoardSupport@nlacrc.org).

Thank you!

**Join Zoom Meeting**

<https://us06web.zoom.us/j/87280164927?pwd=d7rGgXtQqF7o3ZEeVfgAb306sApRFT.1>

**Meeting ID: 872 8016 4927**

**Passcode: 480150**

**Attachments:**  
**Meeting Packet**

*Supporting people with developmental disabilities in the San Fernando, Santa Clarita, and Antelope Valleys since 1974.*

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## **CONSUMER ADVISORY COMMITTEE**

**Wednesday, March 5, 2025, 3:00 p.m.**

Virtual Zoom

~ **AGENDA** ~

- 1. Call to Order & Introductions**
- 2. Agenda** – Approval of Agenda (page 3)
- 3. Public Input**
- 4. Consent Items**
  - A. Approval of minutes February 5, 2025, meeting (page 4)
- 5. Committee Business**
  - A. Transportation Updates – Juan Hernandez and Jose Rodriguez
  - B. Public Information Marketing Campaigns –Chris Whitlock
  - C. CAC Chair Report – Juan Hernandez
  - D. CAC Training Calendar – Jose Rodriguez (page 6)
  - E. Everbridge Emergency Message System – Juan Hernandez and Jose Rodriguez
- 6. Action Items and Meeting Minutes**
- 7. Announcements / Information / Public Input**
  - A. Next meeting April 2, 2025
  - B. Attendance sheet (page 15)
- 8. Adjournment**

North Los Angeles County Regional Center  
**Consumer Advisory Committee Meeting Minutes (Via Zoom)**  
February 5, 2024

**Present:** Juan Hernandez, Bill Abramson, Pam Aiona, Jennifer Koster, – **Committee Members**

Jacqueline Gaytan – DDS, Lety Garcia, Alex Phuong, Liz Lyons, Karla Reyes, Andrew Garcia, Elena Tiffany, Noa Goldfill - **Guests**

Angela Pau-Johnson, Santos Rodriguez, Jose Rodriguez, Destiny Holt, Lindsay Granger – **Staff**

**Absent:** Destry Walker

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**1. Call to Order & Introductions**

A. Juan Hernandez called the meeting to order at 3:00 pm

**2. Agenda**

**M / S/ C** (Bill Abramson / Pamela Aiona) Approval of the meeting Agenda.

**3. Consent Items**

A. Approval of Minutes from November 6, 2024 Meeting

**M/S/C** (Bill Abramson / Pam Aiona) To approve the November 6, 2024 minutes as presented.

**4. Committee Business**

A. Transportation Updates – Juan Hernandez

Juan Hernandez and Jose Rodriguez provided updates on a new program – New Freedom Transportation Program that uses taxicabs to provide transportation services.

Action: Jose Rodriguez will contact the transportation company and get more information to provide. He will follow up with the company to ask if they can send someone to speak with the consumers to answer questions and provide more general information.

B. Public Information Website Workgroup – Destiny Holt

Destiny Holt, NLACRC Public Information, presented the Public Information Website Workgroup asking for consumers to join. She is asking what consumers like about the site, do not like about the site, and what

improvements can be made. This workgroup is for those in the Consumer Services Committee meeting only.

Action: Board Support will reach out to everyone and follow up on who would be interested in joining this work group. Board Support will also make a list of individuals that are going to join the work group to provide to Destiny to send invitations.

Action: Board Support will provide Destiny Holt with the consumer information that was received in the chat during the meeting to join the work group.

C. CAC Chair Report – Juan Hernandez

Juan Hernandez provided a brief report out with an update on the last Board of Trustees meeting with the recent and sudden changes that resulted. He mentioned that there are open positions on the Board of Trustees.

Action: Board Support will send out an email to the individuals, who asked for a Board of Trustees application and provided their email.

D. Day Program Outreach Meeting Report – Juan Hernandez/Jose Rodriguez

Jose Rodriguez provided an update on how they are reaching out to several different day programs to have Juan attend and share information at these programs. This is still in process, and he will return with an update as things progress.

E. CAC Training Calendar – Jose Rodriguez

The committee discussed the upcoming training calendar.

Action: Jose will provide Board Support with the updated training calendar dates and events to update the training calendar and include in future packets.

F. Discussion Returning to Hybrid Meetings – Juan Hernandez

Juan and Jose discussed potentially moving back to Hybrid Meetings. Concerns regarding technological trouble that they previously had in the conference room were raised and the primary reason that the meetings have not become hybrid. Some consumers asked about transportation and if transportation could be offered for them to attend the CAC meeting in person like how transportation is offered to the board members.

Action: Board Support will investigate whether this is a service that is provided just to the Board of Trustees or if it is provided to consumers too.

G. Everbridge Emergency Message System – Juan Hernandez and Jose Rodriguez

Jose discussed his concerns regarding these messages and that they were difficult to understand, and specifically the message in Spanish was extremely difficult to understand.

Action: Juan Hernandez will bring up this issue to the Board of Trustees.

**5. Identify Agenda Items for the Next Board Meeting**

The update on the Everbridge Emergency Message System will be brought up at the next board of trustees meeting.

**6. Announcements/Information/Public Input**

- A. Next meeting March 5, 2025
- B. Attendance sheet

**7. Adjournment**

Juan Hernandez adjourned the meeting at 4:24 pm.

Submitted by:  
Lindsay Granger  
Executive Administrative Assistant

North Los Angeles County Regional Center  
**Consumer Advisory Committee**

**Training/Presentation Calendar**

**FY 2024-25**

<b>Date (Time)</b>	<b>Training/Presentation Topic</b>
July 2024	Informal Meeting (check-in)
August 2024	CAC Orientation
September 2024	OCRA voting rights presentation
October 5 2024 Confirmed	Emergency preparedness (Roy Ortega)
November 1 2024	Employment specialist
December 2024	Informal Meeting (check-in)
January 2025	LEAP program TBD
February 2025	
March 2025	
April 2025	
May 2025	
June 2025	Budget update (legislative educators)

Note: Presentations should be no longer than 20 minutes.



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**Los Angeles • March 7-9, 2025**

**Los Angeles Convention Center • West Hall A**

1201 South Figueroa Street • Los Angeles, CA 90015  
Friday 11am - 5pm • Saturday 11am - 5pm • Sunday 11am - 4pm

Parking: \$25  
(Subject to change)



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**Los Angeles Convention Center • West Hall A**

1201 South Figueroa Street • Los Angeles, CA 90015  
Viernes 11am - 5pm • Sábado 11am - 5pm • Domingo 11am - 4pm

Estacionamiento: \$25  
(Sujeto a cambios)



**ENTRADA  
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# NOWROOZ PICNIC IN THE PARK

Regional center In Collaboration with  
Family Focus Resource Center FFRC,  
Armenian Parent Circle of Support  
LAUSD Refugee Educational Support Program (RESP),  
and Pars Equality Center



**Saturday, March 15**  
**10:30 am-1:30 pm**



**Balboa Park**  
**6300 Balboa Blvd, Van**  
**Nuys CA 91406**  
**Across the Playground**

**For more information contact:**

**Farsi: Nahid 818-756-6487**

**Armenian: Armine 818-534-5606**

**Email: [outreach@nlacrc.org](mailto:outreach@nlacrc.org)**

**REGISTER NOW**



**Toys for Children!**

**\*Potluck foods are welcome but not required to attend**





# ՆՈՎՐՈՒԶ ՊԻԿՆԻԿ ԱՅԳՈՒՄ

Տարածաշրջանային կենտրոն  
Համագործակցելով  
Family Focus Resource Center-ի,  
Հայ ծնողների Աջակցության Շրջանակի,  
LAUSD Փախստականների Կրթության  
Աջակցության ծրագրի( RESP)  
և Pars Equality կենտրոնի հետ



Շաբաթ, Մարտի 15-ին  
Ժամը 10:30-13:30



Բալբոա այգի  
6300 Balboa Blvd, Van Nuys CA  
91406

Խաղահրապարակի դիմաց

Հավելյալ տեղեկությունների համար  
դիմեք՝

Պարսկերեն՝ Նահիդ 818-756-6487  
Հայերեն՝ Արմինե 818-534-5606  
Էլ.փոստ՝ Outreach@lacrc.org

REGISTER NOW



Խաղալիքներ երեխաների համար

\*Potluck ուտելիքները ողջունելի են, բայց պարտադիր չեն

# Black Family Wellness Expo



Linked in Friendship, Connected in Service  
San Fernando Valley (CA) Chapter

NATIONAL IMPACT DAY OF SERVICE



## CALIFORNIA WORSHIP CENTER

Sunday, March 16th 2025

1:00-4:00 pm

214 MACLAY AVENUE SAN FERNANDO, CA 91340

YOU'RE  
INVITED!

FREE EVENT

The California Worship Center in partnership with  
The San Fernando Valley (CA) Chapter of The Links, Incorporated  
invites you to the Black Family Wellness Expo!

- Health Screenings
  - Mental Health Resources
  - Kids Activities
  - Spiritual Wellness
  - Menopause Health
  - Men's Health
  - Free comprehensive biometric testing opportunity
  - Fitness Activities
  - Community Wellness Resources
  - Safety
  - Resources for Healthy Eating
  - Vendor Giveaways
  - Food Trucks
  - Music
- Great for all ages!!!





# ANNUAL PURCHASE OF SERVICE DATA INFORMATION MEETINGS



Learn about NLA information on Purchase of Service,  
Demographics, and Expenditures for Fiscal Year 2023 - 2024

**TUESDAY, MARCH 25, 2025**

**1:00 PM TO 2:30 PM & 6:00 PM TO 7:30 PM**



**1:00 PM - 2:30 PM**

[rebrand.ly/POS1PM](https://rebrand.ly/POS1PM)

**SCAN QR CODE  
TO REGISTER**



**6:00 PM - 7:30 PM**

[rebrand.ly/POS6PM](https://rebrand.ly/POS6PM)

Presented in English with interpretations in Spanish, Armenian, Farsi, Tagalog, Russian, and ASL.  
Information will be the same at both meetings.

**Registration is required.**



# STOP THE STIGMA 2025



## COMMUNITY, CONVERSATION, AND CHANGE!



**MAY 10TH, 2025**

10:00 AM - 02:00 PM

### Henry Mayo Newhall Hospital Campus

23803 McBean Parkway,  
Valencia, CA 91355

### About Our Event!

Stop the Stigma 2025 is back! Join us on May 10th for a powerful day dedicated to mental health awareness, support, and advocacy. Connect with community resources, hear inspiring stories, and take part in engaging activities designed to break down barriers and foster understanding.

### Event Highlights

#### Expert Panels & Speakers ◀

Learn from mental health professionals and lived-experience advocates.

#### Resource Fair ◀

Connect with local organizations offering support and services.

#### Food & Fun ◀

Enjoy delicious snacks, live music, and a supportive atmosphere.

#### Gift Basket Raffle ◀

Collect tickets by interacting with local vendors and win a gift basket!

**FREE ADMISSION! SIGN UP HERE: <https://bit.ly/3CKqy4J>**



# LET YOUR VOICE BE HEARD

NATIONAL CORE INDICATORS (NCI) IN-PERSON SURVEY

Evaluate the services and supports you receive through your regional center and service providers.



Share your experiences to help better services!

Surveys address topics like:

- Rights
- Choices
- Service Planning
- Community Inclusion
- Health & Safety
- Other Important Topics

## WHAT?

The NCI survey is for adults who are 18 years or older and receive at least one service from a regional center. There will be an interview held in person to ask you the survey questions.

## WHY?

Let your regional center and the Department of Developmental Services (DDS) know what you think about your services.

Your survey answers will help your regional center and DDS understand how services and supports impact you, your family, and your loved ones.

## HOW?

The State Council on Developmental Disabilities (SCDD) will contact you to schedule the interview at a time that works best for you.

**The survey is voluntary, and your answers are confidential.**

Questions? Email [QAProject@SCDD.ca.gov](mailto:QAProject@SCDD.ca.gov) or [NCIHelp@dds.ca.gov](mailto:NCIHelp@dds.ca.gov)

**DDS** Department of Developmental Services

North Los Angeles County Regional Center

Consumer Advisory Committee

FY24-25 Meeting Attendance

Consumer Attendee *Committee Members	July 2024 DARK	August 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024 DARK	Jan 2025 DARK	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	TOTALS Absences	TOTALS Attended (Non-CM)
Meeting Length														
*Juan Hernandez, Chair		P	P	P	P			P					0	
*Bill Abramson		P	P	P	P			P					0	
*Pam Aiona		P	Ab	P	P			P					1	
*Jennifer Koster		P	P	P	P			P					0	
*Destry Walker		P	P	Ab	Ab			A					2	
Andrew Garcia		Ab	Ab	P	P			P					2	3
Elizabeth Lyons					P			A					1	
Alyssa Mazur		P	Ab	Ab	Ab			A					1	1
Y. Parvoool		P	Ab	Ab	Ab			A					1	1
Elena Tiffany		P	Ab	P	Ab			A					1	2
		0.75	1.25	1.5	1.5			1.5						

**Membership:** Consumers who attend 5 meetings in a 12-month period can become a CAC Member.