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Direct questions or concerns to the Commission Liaison at (310) 618-2935, or individual department head prior to submission to the Commission. Parties will be notified if the complaint will be included on a subsequent agenda.

Security procedures: Members of the public will be directed to enter City Hall on the East side of the building through the sliding door. All other entrances will remain locked for entry. Oversized bags or backpacks will not be allowed in the Council Chamber or Commission meeting room. All bags are subject to search.

Any correspondence received after 2:00 p.m. on TUESDAY on any item on the agenda will be provided to the Commission electronically and available for public inspection in the City Clerk's Office. A copy of the correspondence will be available for public inspection in a binder at the back of the Council Chamber or Commission Meeting room.

**TORRANCE COMMISSION ON AGING AGENDA  
TUESDAY, MAY 5, 2026  
REGULAR MEETING  
9:30 A.M. IN THE WEST ANNEX COMMISSION MEETING ROOM  
AT 3031 TORRANCE BL.**

**THE COMMISSION ON AGING MAY TAKE ACTION ON ANY ITEM  
LISTED ON THE AGENDA**

**1. CALL MEETING TO ORDER**

**ROLL CALL:** Commission members: Ohno, Kraemer, Wang, Montoya, Bisenieks, and Chair Hileman.

**2. FLAG SALUTE**

**WORDS OF INSPIRATION**

**3. REPORT OF THE STAFF ON THE POSTING OF THE AGENDA**

The agenda was posted on the Public Notice Board at 3031 Torrance Blvd. and on the City's Website on Thursday, April 30, 2026.

**4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

**5. ORAL COMMUNICATIONS (Limited up to a 30-minute period)**

*This portion of the meeting is reserved for comment on items on the Consent Calendar or not on the agenda. Under the Ralph M. Brown Act, the Commission cannot act on items raised during public comment but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. **No longer than 2 minutes per speaker**. If presenting handout material to the Commission, please provide 10 copies to staff before speaking.*

**6. CONSENT CALENDAR**

*Matters listed under the Consent Calendar are considered routine and will be enacted by one motion and one vote. There will be no separate discussion of these items. If discussion is desired, that item will be removed by a Commissioner from the Consent Calendar and considered separately.*

**6A. Approve Commission Minutes: April 7, 2026**

**7. ADMINISTRATIVE MATTERS**

**7A. ACCEPT AND FILE PRESENTATION BY WISE & HEALTHY AGING**

Presentation by Miles McNeeley from Wise & Healthy Aging. A nonprofit social services organization that serves over 20,000 older adults annually across the Los Angeles Westside and surrounding communities, supporting older adults at all stages of aging.

**7B. DISCUSS AND PROVIDE DIRECTION ON SPEAKERS FOR UPCOMING MEETINGS**

Recommendation of the Community Services Director that the Commission on Aging discuss and decide on speakers relevant to the senior population.

1) **June – Dark**

2) **July 7** – Coastline Cares, presentation by Tom and Karen Carmody, overview of the organization’s vision, mission and services provided to support the senior population, including assistance for those needing help at home with daily chores and tasks.

3) **August 4** – Presentation by Hamssa Benrekia of Hamssa LLC regarding tailored placement services for senior living. Hamssa LLC prioritizes individualized care through comprehensive assessments of each client’s preferences, health conditions, and lifestyle.

**7C. RECEIVE UPDATE ON THE OLDER AMERICANS AWARD PRESENTATION**

Recommendation of the Community Services Director that the Commission on Aging receive an update on the 2026 Older Americans Award presentation.

1) Tuesday, May 5, at 6:30 p.m. City Council Meeting.

**7D. RECEIVE ORAL REPORTS ON SENIOR CITIZEN CONCERNS**

Recommendation of the Community Services Director that the Commission on Aging report on:

- City Council Activities - Commissioner Hileman
- Community Programs - Commissioner Kraemer
- Health - Commissioner Wang
- Transportation - Commissioner Montoya
- Focal Point Programs & Housing - Commissioner Bisenieks
- Elder Abuse/Fraud - Commissioner Ohno

**7E. ACCEPT AND FILE SENIOR SERVICES MONTHLY REPORT**

Recommendation of the Community Services Director that the Commission accept and file the senior services division report.

**8. COMMISSION ORAL COMMUNICATIONS**

**9. ADJOURNMENT**

**9A.** Adjournment of Commission on Aging Meeting to Tuesday, July 7, 2026, at 9:30 a.m. located in the West Annex Commission Meeting Room.



**MINUTES OF A REGULAR MEETING OF  
THE TORRANCE COMMISSION ON AGING**

**1. CALL TO ORDER**

The meeting convened on Tuesday, April 7, 2026 at 9:30 a.m. at the West Annex Commission Meeting Room at City Hall, 3031 Torrance Boulevard.

**ROLL CALL/MOTIONS FOR EXCUSED ABSENCE**

Present: Commissioners Bisenieks, Kraemer, Montoya, Ohno, Wang and Chair Hileman

Absent: None

Also Present: Senior Recreation Supervisor Castro and Recreation Supervisor Campos

**2. FLAG SALUTE**

Commissioner Montoya led the Pledge of Allegiance and Commissioner Hileman provided words of inspiration.

**3. REPORT OF THE CITY CLERK ON THE POSTING OF THE AGENDA**

Senior Recreation Supervisor Castro reported that the agenda was posted on the Public Notice Board at 3031 Torrance Boulevard and on the City's website on Thursday, April 2, 2026 by City Clerk Poirier.

**4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

No items.

**5. ORAL COMMUNICATIONS**

None

**6. CONSENT CALENDAR**

**6A. APPROVAL OF MINUTES – March 3, 2026 Commission on Aging**

**MOTION:** Commissioner Wang moved to approve the minutes of February 3, 2026 of the Commission on Aging meeting and Commissioner Bisenieks seconded. The motion passed by a 6-0 vote.

**7. ADMINISTRATIVE MATTERS**

**7A. ACCEPT AND FILE PRESENTATION BY TORRANCE POLICE DEPARTMENT RETURN HOME REGISTRY PROGRAM**

Police Services Supervisor Christina Szczypkowski presented information on the Department's Return Home Registry Program and explained that the database would assist by providing critical details to locate and identify individuals who cannot easily identify themselves. She noted that the family could register their loved one on the Police Department's website, under *Community Programs* and then mail to the department: a head shot photo and a full-length body photo of the person that they were registering. She added that the family would receive a tag that

the family member could keep on their person. She distributed printed information on the program and noted that a person did not necessarily need to live in Torrance in order to register.

There was public comment.

**MOTION:** Commissioner Montoya moved and Commissioner Wang seconded, to accept and file the presentation by Torrance Police Department Return Home Registry Program. The motion passed by a 6-0 vote.

## **7B. DISCUSS AND PROVIDE DIRECTION ON SPEAKERS FOR UPCOMING MEETINGS:**

Chair Hileman announced the upcoming speakers:

May 5, 2026 – Presentation by Miles McNeeley from Wise and Healthy Aging-nonprofit social services organization. Senior Recreation Supervisor Castro confirmed that Lori Mars, JD, LLM Assistant Professor of Clinical Family Medicine Director, National Center on Elder Abuse Department of Family Medicine Keck School of Medicine of USC would join Miles McNeeley on May 5, 2026.

July 7, 2026 – Coastline Cares, presentation by Tom and Karen Carmody with an overview of the organization's vision, mission and services provided to support the senior population, including assistance for those needing help at home with daily chores.

Commissioner Kraemer requested a report on seniors who were homeless or in the tiny homes within the City.

Commissioner Montoya discussed how the Commission might collaborate with the Social Services Commission on seniors.

Chair Hileman requested that Senior Recreation Supervisor Castro contact the City of Gardena to receive information on their Senior Citizens Day Care Center.

## **7C. RECEIVE AND DISCUSS THE OLDER AMERICANS AWARD APPLICATIONS**

Senior Recreation Supervisor Castro displayed the applications on the screen and the Commission discussed the applicants. He noted that the Commission could also review the application form and revise it for the next year.

**MOTION:** Commissioner Wang moved and Commissioner Kraemer seconded, to accept all three applications: Ronald Kott. Joe Provenzino and Beverly Findley for the Older Americans Award. The motion passed by a 6-0 vote.

**MOTION:** Commissioner Ohno moved and Commissioner Montoya seconded, to accept Ronald Kott as the recipient for the Los Angeles County Award Older American Award. The motion passed by a 6-0 vote.

Senior Recreation Supervisor Castro announced that the City award would be presented on Tuesday, May 5 at 6:30 p.m. at the City Council meeting. He added that he would notify the recipients. He stated that the Los Angeles County award ceremony was scheduled for May 29 from 1:00 p.m. to 3:00 p.m. at the Los Angeles County Department of Mental Health Office Building. He noted that currently there were no extra seats available for the ceremony, but stated that he would update the Commission, if there was any availability.

## **7D. RECEIVE ORAL REPORTS ON SENIOR CITIZENS CONCERNS**

### **1. City Council Activities**

Chair Hileman announced that the Dodgers' mural on the south facing wall of the Doubletree Hilton Hotel had been completed.

## 2. Community Programs

Commissioner Kraemer announced events for April: The Book of Will at the Torrance Theater Company, Torrance Chorale Spring Program, Youth Council Pancake Breakfast for scholarships, Volunteer Center Food Drive, Candidates Forums, Bunka Sai for Sister City, Senior Arts and Craft Fair, Chamber Awards for Torrance Firefighters, and a fundraiser for the Torrance Education Foundation.

## 3. Health

Commissioner Wang presented information on Chinese health techniques, such as tai chi and acupuncture.

## 4. Transportation

Commissioner Montoya reported on the transit app which listed the costs, the schedule and the choices available for routes.

## 5. Focal Point Programs and Housing

Commissioner Bisenieks reported the following statistics for the month of:

### March 2026:

Total number of documented calls: 12	Web Inquiries: 156
Miscellaneous calls: 42	Total number of calls received: 54

Of the documented calls there were the following requests:

Requests for housing 42%	Requests for in home services 50%
Requests for Alzheimer's support 15%	

Commissioner Bisenieks reported that there would be a Focal Point meeting on Friday, April 10 at 9:30 a.m. at the Bartlett Center.

## 6. Elder Abuse/Fraud

Commissioner Ohno discussed an email scam regarding a court summons and an app from insurance carriers to assist in documenting your home for insurance coverage.

A member of the public spoke.

## 7E. ACCEPT AND FILE SENIOR SERVICES MONTHLY REPORT

Senior Recreation Supervisor Castro presented the Senior Services report for the month of March and announced that the Spring Arts and Crafts Fair would be on Saturday April 25 at the Ken Miller Center.

**MOTION:** Commissioner Ohno moved and Commissioner Wang seconded, to accept and file the Senior Services monthly report. The motion passed by a 6-0 vote.

**8. ORAL COMMUNICATIONS #2 Commissioners/Staff**

In response to a question from Commissioner Kraemer, Senior Recreation Supervisor Castro stated that the *50 and on the Go* newsletters were no longer mailed, but only emailed, and added there some printed copies were available at the Senior Centers.

Chair Hileman announced that Commissioner Ohno had accepted the assignment to review the Beat the Odds scholarship applications.

Senior Recreation Supervisor Castro announced that the Beat the Odds dinner would take place on May 21, 2026 at the Attic and invitations would be sent out at the later date. He noted that he would need Commissioners to volunteer to interview potential candidates for the next year's Youth Council.

**9. ADJOURNMENT**

**MOTION:** At 10:29 a.m., Commissioner Wang moved to adjourn the meeting to the regular meeting on Tuesday, May 5, 2026, at 9:30 a.m. at the West Annex Commission Meeting Room at City Hall, 3031 Torrance Boulevard. The motion was seconded by Commissioner Ohno. The motion passed by a 6-0 vote.

DRAFT SUBJECT TO APPROVAL



# Wise & Healthy Aging

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## ELDER ABUSE PREVENTION

MILES MCNEELEY, LCSW  
VICE-PRESIDENT, ELDER ABUSE PREVENTION  
WISE & HEALTHY AGING


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### Speakers Background

Long-Term Care Ombudsman Program  
(LA & San Bernardino Counties)

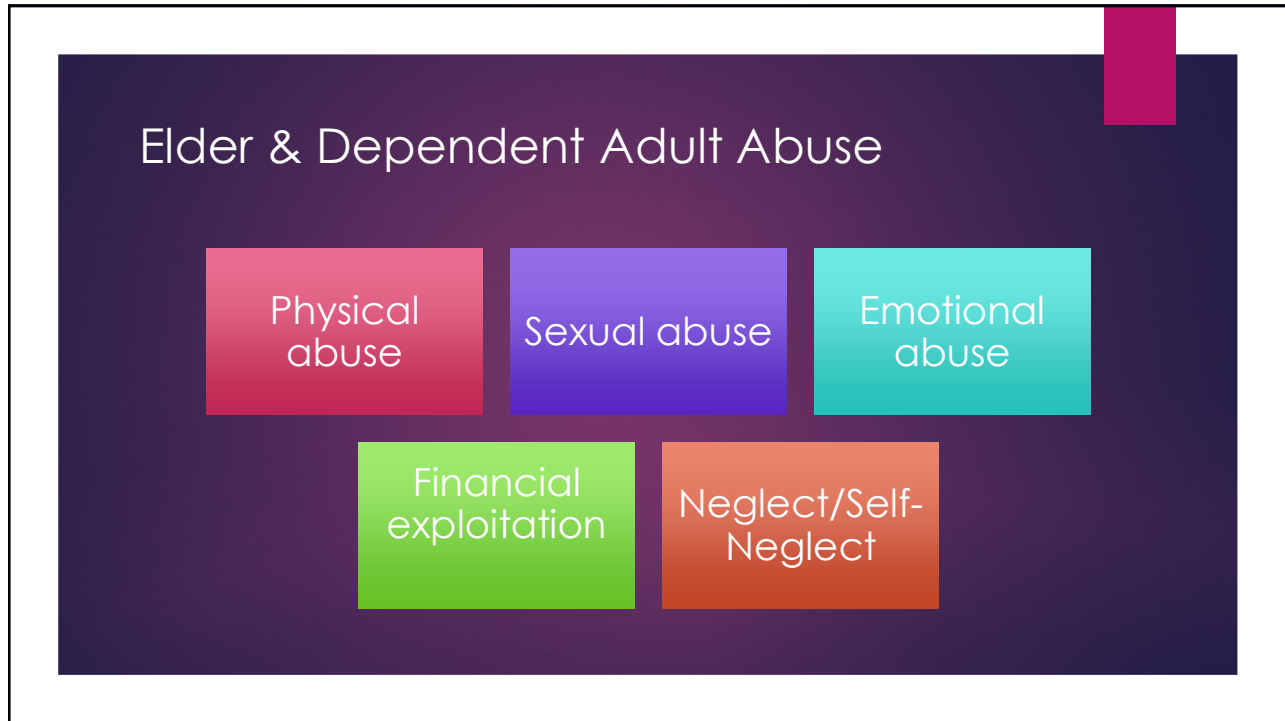
Wise & Healthy Aging

- HEART (Holistic Elder Abuse Response Team)
- APS Center of Excellence



Wise & Healthy Aging  
ELDER ABUSE PREVENTION

2



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**Wise & Healthy Aging**

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**ELDER ABUSE PREVENTION**

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## Elder Mistreatment Education, Training and Awareness

- ▶ Education Events Available Countywide (LA and SB Counties)
- ▶ Fraud/Scam Prevention Workshops
  - ▶ Large and Small Education Events
- ▶ Elder Abuse Training for Professionals
  - ▶ Case Consultation
- ▶ Material Distribution



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## Individual Fraud Support (Countywide)

### Personalized Scam & Fraud Help for Seniors

#### GET HELP AT NO COST

If you are age 55+ and live in Los Angeles County, we provide compassionate assistance with fraud reporting and recovery. Your safety and well-being are our top priorities.



#### Get free assistance with:



- Filing a fraud claim with your bank
- Reporting fraud to law enforcement
- Placing a credit freeze
- Preventing further fraud

We are here to help you!  
Call us at 310-394-9871 ext. 423



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## Fraud Support Group (Countywide in LA and San Bernardino)

### Seniors Against Scammers!

8 out of 10 people will be targeted by scammers

Have you been affected by a scam?  
You are not alone!

Join our FREE monthly phone-in group, and get confidential support from your peers in the comfort of your own home.

Common scams include:

- Romance fraud
- Mail fraud
- Lottery scams
- Identity Theft
- Telephone and internet
- IRS/Federal government

For more information, or to sign up, call (310) 394-9871 ext. 423

WISE & Healthy Aging is a nonprofit organization dedicated to serving seniors and caregivers in Los Angeles and San Bernardino Counties.

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# WISE & Healthy Aging

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## APS CENTER OF EXCELLENCE

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## Center of Excellence – Forensic Center, Multi-Disciplinary Team

**Most referrals are complex cases of abuse including self-neglect**

- APS
  - LTC Ombudsman
  - Keck School of Medicine
  - District Attorney, LA City Attorney
  - LAPD, LA Sheriff's Dept
  - CA DOJ
  - LAC Dept. of Consumer and Business Affairs,
  - Bet Tzedek Legal Services
  - DMH-GENESIS
  - DMH- Office of the Public Guardian
  - LA General Medical Center
- WISE Staff: VP, Project Manager, Advocates
  - Meets every Thursday for 2 hours to review 2-4 cases referred to FC for case review and recommendations

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## CoE Services

- ▶ Medical record review
- ▶ Decision Making Capacity Assessments (neurocognitive)
- ▶ Advocate Services (HEART model)
  - ▶ MDT Case Support
  - ▶ RO Support Direct Referrals

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# Wise & Healthy Aging

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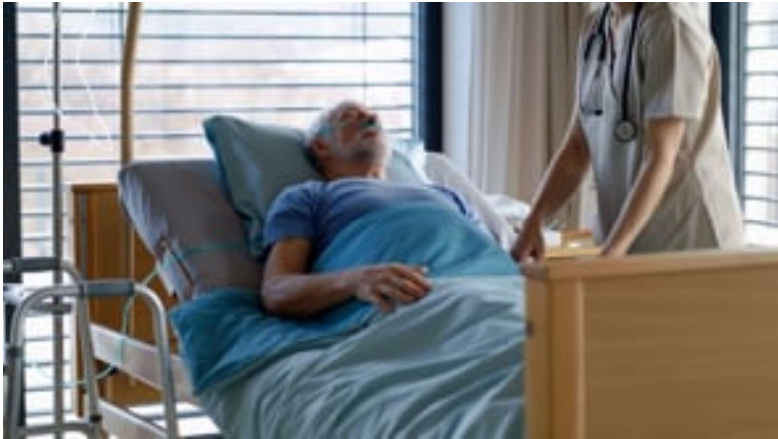
## LONG-TERM CARE OMBUDSMAN

LOS ANGELES

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Wise & Healthy Aging  
LONG-TERM CARE OMBUDSMAN  
LOS ANGELES



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Ombudsman educate residents and their families about their rights, help to resolve complaints and address a variety of issues. All calls are confidential.

- **Advocacy** - Presenting and promoting residents' concerns to a facility's administration, regulatory agency, legislators and policy makers
- **Investigation** - Investigating complaints made by or on behalf of residents
- **Conflict Resolution** - Assisting parties to reach agreements and resolve conflicts with the residents' satisfaction as the focus.
- **Unannounced Visits** - Making facility visits to be available to residents, as well as monitoring facility conditions.
- **Education** - Promoting resident and families awareness of their rights, including pertinent State or Federal regulations. Providing consultations to facilities on how to preserve residents' rights.
- **Witness to Documents** - Witnessing of resident signatures on Advance Health Care Directives, (required by the Probate Code), for residents of nursing homes only.

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## Complaints an Ombudsman Can Address

- Abuse and neglect
- Inappropriate unsafe transfers/discharges
- Staff are rough when providing care
- Staff are discourteous
- Not getting mail or phone calls
- Questions about Medicare or Medi-Cal not being answered
- Wrong medications given
- Nutrition and dietary concerns
- Heating or air conditioning problems
- Activities are boring or non-existent
- Personal property is lost or stolen
- Slow response to call lights
- They have not seen a physician in months
- Hearing aids and/or eyeglasses are missing
- Residents rights are being ignored
- Lack of participation in care planning
- Issues with physical therapy
- Discrimination LGBTQ+ residents

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## Questions?

Miles McNeeley, LCSW  
Wise & Healthy Aging  
310-394-9871 ext. 423  
[mmcneeley@wiseandhealthyaging.org](mailto:mmcneeley@wiseandhealthyaging.org)



For Commission Meeting  
May 5, 2026

**TO: COMMISSION ON AGING**

**FROM: JESUS CASTRO, SENIOR RECREATION SUPERVISOR**

**SUBJECT: SENIOR SERVICES MONTHLY REPORT FOR APRIL 2026**

The following is information regarding senior services programs for April 2026:

**SENIOR SERVICES**

*Jesus Castro, Senior Recreation Supervisor; Sal Campos, Recreation Supervisor; Linda Wilson-Gray, Senior Program Specialist.*

***Focal Point on Aging***

- The monthly meeting was held on Friday, April 17, 2026, and featured guest speaker Jenny Goldberg, MSG, Manager of Outreach and Professional Training at Alzheimer's Los Angeles.
- The organization provides support to individuals and families affected by Alzheimer's disease and other dementias, offering free services such as care consultations, support groups, and educational classes and workshops.
- Additional resources include referrals to community services, as well as online educational videos and caregiver tip sheets.
- The next meeting is scheduled for Friday, May 15, 2026, at 9:30 a.m.
- Volunteers - 8
- Volunteer Hours - 121
- Total Calls – 41
  - Documented calls - 20
  - Miscellaneous - 21
- Most requested:
  - Housing - 40%
  - Unhoused - 30%
  - In Home Services - 5%

***Senior Citizens Programs (Bartlett Center, Tillim, WALTERIA)***

- The Spring Arts and Crafts Fair was held on April 25, 2026, from 9:30 a.m.–2:30 p.m., featuring 65 vendors offering a variety of handmade goods. Attendance was strong overall despite a slower start to the day.
- Tillim Senior Center launched its first presentation as part of the new health, wellness, and financial series.
- Torrance Travelers visited The Huntington Library, Art Museum, and Botanical Gardens on April 22 from 9:00 a.m.–3:00 p.m. The sold-out excursion was well attended, and participants provided positive feedback.
- The next excursion is scheduled for June 25 and will include a visit to the Los Angeles County Museum of Art, along with a stop at a local Italian restaurant for lunch.

**Bartlett Center Activities:**

- The Foundation for Senior Services hosted an informational presentation on April 15 focused on understanding insurance options and key Medicare basics.
- The Spring Luncheon was also held on April 15, featuring a seasonal theme and desserts. Staff distributed colored eggs with candy to participants, contributing to a festive and well-received event.
- On April 28, Jen McCartney of Affordable Living for the Aging presented on the Shared Housing Program, which connects unhoused seniors with available rooms in private homes while offering homeowners an opportunity for supplemental income. The session was well attended, with 22 participants.

**BARTLETT SENIOR CENTER PROGRAMS AND CLASS ATTENDANCE**

<b>PROGRAM</b>	<b>ATTENDANCE</b>
Beading Workshop	56
Cards	49
Craft Workshop	29
Drop-ins	54
Table, Games, and Puzzles	0
Lapidary	33
Line Dancing	90
Paid Lunches	327
Pool	49
Senior Discussion (Friday afternoon)	40
Telephone Log	164
Television	0
OLEF Chair Fusion	65
OLEF Fitness Difference	137
Salsa for Seniors	37
Walking Club	N/A
Gardening Club	N/A
Mini-Fitness Center	10
Coffee with Maxine	59
Meditation	16
English/Spanish Book Club	6
Volunteers	4
Radio Club	6
Karaoke	16
Movies	32
Wisdom Wednesdays	2
<b>TOTALS:</b>	<b>1,317</b>

**TILLIM SENIOR CENTER**

PROGRAM	ATTENDANCE
Bingo	4
Cards	40
Creative Crafters	63
Drop-ins	5
Games	2
Pool	0
Telephone	0
Volunteers	0
Watercolor workshop	61
Wisdom Wednesdays	0
<b>TOTALS</b>	<b>175</b>

**WALTERIA SENIOR CENTER**

PROGRAM	ATTENDANCE
Cards	1
Games	1
Ping Pong	138
Drop-ins	7
Wit & Wisdom	0
<b>TOTALS</b>	<b>147</b>

Respectfully Submitted,

  
 \_\_\_\_\_  
 Jesus Castro  
 Senior Recreation Supervisor

CONCUR:

  
 \_\_\_\_\_  
 Garrett Craig  
 Recreation Services Manager



Our first of many presentations at  
Tillim Senior Center



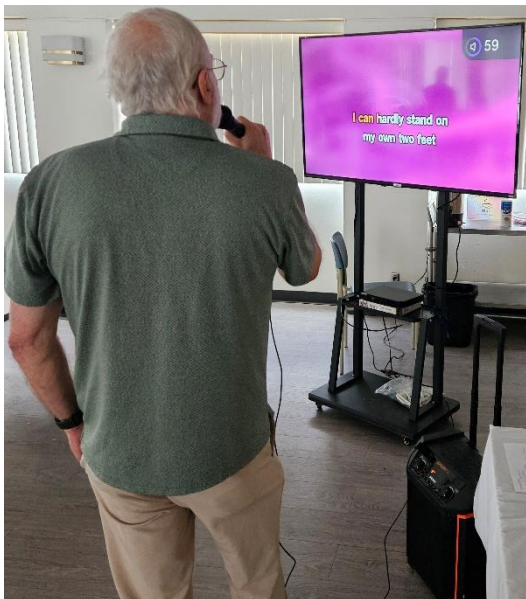
Spring Celebration at Tillim Senior Center



Movie Matinee at Bartlett Senior Center



Spring Arts and Crafts Fair



Karaoke Friday at Bartlett Senior Center