

Los Angeles County Consumer Affairs Advisory Commission Meeting

Minutes
Thursday, May 19, 2016

Item 1: Call to Order: Vice-Chair Jayne called the meeting to order at 10:40 a.m. in the absence of the Chair.

Item 2: Roll Call and Confirmation of Quorum: The quorum requirement was met.

Present: Ronnie Jayne, Vivian Chan, Farrell J. Chiles, Ho-Jeong Eun, Mike Gomez, Joseph Lee, Joan Patsy Ostroy, K. W. Tulloss, Ross Viselman

Absent: Dennis Arguelles, Karine Bagdasarian, Mark Ramos, Sylvia Southerland, Susan Jerich

Staff: Brian Stiger, Amanda Hernandez, Espie Hernandez, Morine Merritt, Taryn Lyon, Caroline Torosis

Public: None

Item 3: Action Item: Approval of Minutes for the Consumer Affairs Advisory Commission Meeting on March 17, 2016: Commissioner Ostroy moved to approve the minutes of March 17, 2016. Second by Commissioner Chiles. Motion passed.

Item 4: Department Update

Director Brian Stiger informed the Commission of the following updates in the Department:

- **Business Registration Motion:** Los Angeles County has over 15,000 small businesses with only half of that number being licensed with Treasurer and Tax Collector (TTC). The Board of Supervisors (BOS) has directed TTC along with other departments such as Community and Senior Services (CSS), Community Development Commission (CDC), and the Department of Consumer & Business Affairs (DCBA) to design a Business Registration Program. This program would help fund the new Wage Enforcement Program (WEP) housed in DCBA, give the County a better connection to these businesses to help them with resources they may need, but also will protect consumers by giving DCBA better authority to investigate consumer complaints by knowing locations of said registered businesses. DCBA has participated in workgroups with TCC, CSS, and CDC to start developing what the Business Registration Program would look like.
- **Keiro Senior Healthcare Facilities Motion:** Attorney General Kamala Harris' Office granted the sale of Keiro Senior HealthCare Service Facilities to Pacifica Companies. A waiver of public hearing was also granted by the Attorney's Office and now worries have arisen from this sale taking place with only one year of price levels and five years of guaranteed continued operation. Community members are now worried about the seniors in these facilities. The Board of Supervisors has appointed the Department of Consumer & Business Affairs to investigate any wrongdoing during the transaction process.
- **Porter Ranch Consumer Complaints:** The Board of Supervisors directed DCBA to take on consumer complaints regarding the Porter Ranch gas leak. DCBA has taken on complaints in regards to reimbursement and housing relocations. These complaints are in the process of being investigated.

Item 5: Subcommittee Update

The Consumer Affairs Advisory Subcommittee Chairs provided the Commission with an update of what they have been working on.

- **Legislative**

The Legislative Subcommittee agreed to meet the second Thursday of every other month. They have met once since the last full Commission meeting. The subcommittee is recommending support from the full Commission on three legislative bills which would help protect consumers in areas of identity theft and real estate.

- SB 1150: Senate Bill 1150 helps family members of deceased homeowners, keep their home by requiring a lender to contact the deceased's family to see if they would like to take over the loan. The lender would also assist the family member with a loan modification.
- AB 1723: Assembly Bill 1723 decreases the amount of time debt collection agencies have to resolve identity theft issues. With average resolution taking around 183 days. This bill help the Department resolve identity theft issues more rapidly.
- AB 1580: Assembly Bill 1580 allows Identity theft victims' guardians to request a security freeze on their behalf. The bills protects consumers in care or minors who are vulnerable to identity theft.

- **Public Information**

The Public Information Subcommittee agreed to meet the second Thursday of every other month. The subcommittee has met twice since the last full Commission meeting. Commissioner Gomez spoke on the success of the CAAC meeting in the City of El Monte on March 17th. He also commented that the City of El Monte was pleased with the event and the Department's presence in the community. An article was published in the City of El Monte Newsletter regarding the event. Chair Gomez encouraged every supervisorial district to host a CAAC meeting. Commissioner Tulloss and Commissioner Jayne volunteered to host the September 15th CAAC meeting in the 2nd District in either South Los Angeles or the Culver City area.

- **Deferred Action Task Force**

The Deferred Action Task Force agreed to meet the first Thursday of every other month. The subcommittee has not met since the last full Commission meeting. Commissioner Ostroy briefly outlined the efforts being made to combat immigration fraud and protect consumers. These included: translate outreach materials into more languages, dedicate a webpage on DCBA's website regarding the issue and conduct more media advisories. Chair Ostroy also requested that the subcommittee's name be changed to "Immigration Education and Fraud Prevention".

Item 6: Future Agenda Items

- Center for Financial Empowerment

Item 7: Public Comment: - None

Item 8: Adjournment: The meeting was adjourned at 12:03 p.m.