

**Los Angeles County
Consumer Affairs Advisory Commission
Meeting**

Minutes

Wednesday, May 15, 2013

Present:	Dionne Faulk Dennis Arguelles Sylvia Southerland	Joseph Lee Stanley Rogers	Ho-Jeong Eun Vivian Chan
Staff:	Brian Stiger Dawnnesha Smith	Kirk Shelton	Clemente Mejia
Excused:	Ronnie Jayne Joyce Ayvazi	Karine Bagdasarian	Helen Levin
Public:	Neil Rubenstein Ancelmo Ramos Nera Little	Anabella Mazariegos Said Said Suzan Rogers	Sherry Hernandez Harolyn Rhue

Call to Order and Confirmation of Quorum:

The Chair called the meeting to order at approximately 1:04 p.m. The quorum requirement was met during the entire meeting. The agenda was reviewed by the commissioners present.

In accordance with the Brown Act, the agenda for the Commission Meeting was posted in advance on the outside door of the Department of Consumer Affairs (Room B-96), the meeting location (Cafeteria Conference Room), and online at <http://dca.lacounty.gov/Commission.htm>.

Approval of Minutes:

The minutes for the meetings of March 20, 2013 were unanimously approved on motion by Commissioner Arguelles and seconded by Commissioner Eun.

Subcommittee Updates:

**Public Information Subcommittee
Commissioner Southerland – Subcom. Acting Chair (in Commissioner Jayne’s absence)**

Commissioner Southerland updated the Commission on the activities of the subcommittee. The subcommittee provided an update on the department’s social media efforts, website development, and recent speaking engagements. The subcommittee did not have any suggested recommendations at this meeting.

**Foreclosure Subcommittee
Chair Faulk – Subcommittee Chair**

Chair Faulk updated the Commission on the activities of the subcommittee. She discussed the department’s work on implementing state legislation (Senate Bill 62). The subcommittee did not have any suggested recommendations at this meeting.

**Volunteers and Interns Subcommittee
Commissioner Chan – Subcommittee Chair**

Commissioner Chan updated the Commission on the activities of the subcommittee. She reviewed the department's progress in implementing the Commission's recommendations. The subcommittee reviewed their purpose and recommended that they had completed their assignment.

Commissioner Chan made the following motion, seconded by Commissioner Eun:

Declare that the Volunteers and Interns Subcommittee has completed their work and the Subcommittee's assignment has come to an end.

The motion was unanimously passed by the commissioners present.

**Administrative Subcommittee
Commissioner Eun**

Chair Eun updated the Commission on the work of the subcommittee. The subcommittee had begun review of the first sections of the Commission Administrative Manual that had been drafted. The subcommittee is waiting on an updated draft of the manual for their continued review.

New Business:

Commission Annual Report

Chair Faulk presented the Commission with a draft copy of the 2012 Commission Annual report. Commissioners reviewed the report.

Commissioner Southerland made the following motion, seconded by Commissioner Eun:

Approve the 2012 Commission Annual Report. Direct the Chair to sign the report and submit it the Board of Supervisors.

The motion was unanimously passed by the commissioners present.

Department Update:

Director Brian Stiger provided an update on the Department to the Commissioners. Mr. Stiger reviewed the results of the department's reorganization. The new structure had resulted in a decrease in abandoned calls, increase in the number of closed cases, and a decrease in the number of aging cases.

The Director provided updates on the department's mediation program and its upcoming expansion to provide court-connected services. He updated the Commissioners on the department budget for FY 2013-14 and shared that the CEO had recommended an increase to maintain the current level of service that had been funded through one-time money. The department received a \$95,000 grant from the Union to train represented staff. The department was also seeking grant funding for consulting services to develop new performance measures.

Mr. Stiger answered questions from the Commissioners.

Public Comment:

Six members of the public spoke to the Commission during public comment. They spoke about issues relating to homeowners' rights, foreclosures, small print in advertising, community

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representation, and local utility rates. Some of the public comment presentations included additional written materials for the Commissioners to review.

Chair's Final Remarks:

Chair Faulk thanked the public for attending the meeting and sharing their input. She also thanked the Commissioners present for attending.

Next Meeting:

The next meeting will be held on Wednesday, **July 17, 2013**.

Adjournment:

The meeting adjourned at approximately 2:04 p.m.