

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

Minutes

Thursday, March 20, 2014

Present:	Vivian Chan	Stanley Rogers	Sylvia Southerland	Ho-Jeong Eun
	Dennis Arguelles	Ronnie Jayne	Helen Levin	David E. Ryu
Staff:	Kirk Shelton	Maggie Becerra	Espie Hernandez	Caroline Torosis
Excused:	Joseph Lee	Joyce Ayvazi	Karine Bagdasarian	
Absent:	K.W. Tulloss			
Public:	None			

Call to Order and Confirmation of Quorum:

The Chair called the meeting to order at approximately 10:40 a.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), outside the Hall of Administration, and online at <http://dca.lacounty.gov>.

Approval of Minutes:

The minutes for the meeting of January 15, 2014 were unanimously approved on motion by Commissioner Southerland and seconded by Commissioner Eun.

Department Update:

Chief Deputy Director Kirk Shelton informed the commission that Director, Brian Stiger, was in Washington D.C. on a panel presenting emerging consumer issues and financial literacy.

Mr. Shelton announced that National Consumer Week was taking place the first week in March. DCA will be making presentations regarding consumer rights and responsibilities to youth and seniors at various colleges/universities and community/senior centers.

He also shared with the commissioners the:

- Launching of DCA's new phone system and highlighted the benefits of having such state of the art system.
- Start of budget negotiations for July 1st and offered to follow-up with the commission in July as to how the negotiations went.

Caroline Torosis, Dispute Resolution Program Manager & Legislative Analyst, provided the commissioners summarized assembly and senate bills that the Department is tracking. She also informed the committee that Senate Bill 827 had passed.

Special Presentations:

**Maggie Becerra, Department of Consumer Affairs
Overview of the Counseling and Dispute Resolution Programs**

The Consumer and Dispute Resolution unit provides a variety of services including:

- Consumer counseling
- Small Claims Court advising
- Mediation services
- Foreclosure Prevention services

**Espie Hernandez, Department of Consumer Affairs
Overview of the Volunteer and Internship Program**

The Volunteer and Internship Program is comprised of volunteer counselors who:

- Answer consumer questions and provide resources to assist consumers in resolving their complaints
- Refer consumers to other consumer protection agencies
- Identify fraud complaints DCA can assist with
- Conduct community mediations and day-of-hearing mediations in partnership with L.A. Superior Court.

Subcommittees Updates:

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

Recommend that the Department of Consumer Affairs creates a Legislative Subcommittee.

The motion was unanimously approved by the commissioners present.

Commissioner Arguelles made the following motion, seconded by Commissioner Jayne:

Recommend that the Department of Consumer Affairs transfers the responsibilities of the Foreclosure Subcommittee to the Legislative Subcommittee.

The motion was unanimously passed by the commissioners present. Commissioner Arguelles volunteered to join the Executive Subcommittee and Commissioner Jayne volunteered to join the Legislative Subcommittee.

Public Comment:

None.

Future Agenda Items:

The Commission requested a presentation from the Department's Volunteer & Internship Program.

Next Meeting:

The next meeting will be held on Thursday, **July 17, 2014** at 10:30 am in the Hall of Administration, Room B-83 (basement).

Adjournment:

The meeting adjourned at approximately 11:40 a.m.