



LOS ANGELES COUNTY  
**CONSUMER &  
BUSINESS AFFAIRS**

**Brian J. Stiger**  
Director

Los Angeles County  
Board of Supervisors  
Hilda L. Solis  
Mark Ridley-Thomas  
Sheila Kuehl  
Don Knabe  
Michael D. Antonovich

## PRESS RELEASE

*For Immediate Release*  
October 7, 2016

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### **L.A. COUNTY DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS CELEBRATES NATIONAL MEDIATION WEEK**

The County of Los Angeles Department of Consumer and Business Affairs (DCBA) is proud to celebrate National Mediation Week 2016 from October 16-22. The department will attend and host free events throughout the week. The flyers are attached.

Mediation provides people an option to resolve conflicts without going to court. DCBA mediators resolve a variety of disputes, including landlord and tenant issues, debt-related matters, and more. DCBA conducts on-the-spot mediation in L.A. County Superior Court with cases ranging from limited civil jurisdiction litigation to unlawful detainer and small claims cases.

Earlier this year, the department was [recognized](#) by the County of Los Angeles Board of Supervisors for our successful Online Dispute Resolution program which facilitates mediation for those who choose not to participate in a traditional face to face mediation.

“Mediation is an effective way for individuals to resolve conflicts and find creative solutions to complex problems,” says Director Brian J. Stiger. “Mediation is a core program at our department and we want the public to take advantage of the positive benefits.”

To RSVP for any of the free events or to learn more about DCBA’s no-cost mediation services, contact Maritza Gutierrez by phone at (213) 974-9415, or email at [mediation@dcbalacounty.gov](mailto:mediation@dcbalacounty.gov).

*Since 1976, the County of Los Angeles Department of Consumer and Business Affairs (DCBA) has served consumers, businesses, and communities through education, advocacy, and complaint resolution. We work every day to educate consumers and small business owners about their rights and responsibilities, mediate disputes, investigate consumer fraud complaints, and enforce Los Angeles County’s minimum wage ordinance. For more information, visit [dcbalacounty.gov](http://dcbalacounty.gov)*

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[dcbalacounty.gov](http://dcbalacounty.gov)



LOS ANGELES COUNTY  
**CONSUMER &  
BUSINESS AFFAIRS**

# Mediation Week 2016

**October 16-22, 2016**

Meet DCBA's expert mediators  
and find out how we can help  
you resolve disputes.



**To RSVP or for more information,  
email: [mediation@dcba.lacounty.gov](mailto:mediation@dcba.lacounty.gov)**



## Schedule of Events

Tuesday, Oct. 18

Information table at  
Norwalk  
Courthouse,  
10 a.m.

Wednesday, Oct. 19

Information table at  
Stanley Mosk  
Courthouse,  
Downtown L.A.,  
10 a.m.

Friday, Oct. 21

Workshop at  
California  
Endowment,  
Downtown L.A.  
(RSVP required),  
1 p.m.

Saturday, Oct. 22

Workshop at  
L.A. Law Library,  
Downtown L.A.  
(RSVP required),  
11 a.m.

## More info:

[dcba.lacounty.gov](http://dcba.lacounty.gov)

@LACountyDCBA



In celebration of Mediation Week 2016  
October 16-22, 2016



LOS ANGELES COUNTY  
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# MEDIATION ROUNDTABLE

Join us for a roundtable lead by expert mediators on the topic of parent-school conflict resolution. Learn about existing programs and share your thoughts on the creation of future programs.

## Moderator



**Michael Evans**, Coordinator of the Los Angeles City Attorney's Neighborhood Justice Program (NJP)

## Panelists



**Jason Harper**, President of the Southern California Mediation Association (SCMA) and founder of Harper Conflict Resolution, LLC.



**Marc Purchin**, President of mediation firm, Purchin Consulting.



**Dr. Anissa McNeil**, Court-Appointed Special Advocate for foster youth and CEO of Education Works Consulting Firm, Inc.

## RSVP

To RSVP please contact Tanzila Huda at (213) 974-2072 or email [THuda2@DCBA.LACounty.gov](mailto:THuda2@DCBA.LACounty.gov)

Tuesday,  
October 18  
6-8 p.m.

Registration begins  
at 5:30 p.m. Panel  
starts at 6:00 p.m.



LA Law Library

301 W. 1st St.  
Los Angeles, CA  
90012



LALAWLIBRARY

Mediation services are made possible through major support from the Los Angeles County Department of Community and Senior Services and the California Dispute Resolution Program Act.



LOS ANGELES COUNTY  
**CONSUMER &  
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*In Celebration of Mediation Week 2016:*

# Celebrating Mediation in All Its Diversity

Meet DCBA's expert mediators and  
find out how we can help you resolve disputes



- ◆ Learn the benefits of using mediation as a resource for your organization.
- ◆ Health care providers: Learn strategies to resolve billing disputes.
- ◆ Strengthen your knowledge of the mediation process.
- ◆ Observe best practices through a mock mediation.

**Friday, October 21, 1-3 p.m.**

**The California Endowment**

**1000 North Alameda Street Los Angeles, CA 90012**

**RSVP:** Please call Maritza Gutierrez at (213) 974-9415  
or email: [mediation@dcba.lacounty.gov](mailto:mediation@dcba.lacounty.gov)