



Consumer Affairs Advisory Commission 2018 Annual Report

2018 Commissioners

Commission Chair

Ronnie Jayne
Second District

Commission Vice Chair

Mike Gomez
First District

First District

Farrell J. Chiles
Mark Ramos

Second District

Dennis Arguelles
Kisheen Wayne Tulloss

Third District

Joan Patsy Ostroy
Ross Viselman

Fourth District

Charline Sistrunk
Patrick Wilson

Fifth District

Vivian Chan
Daniel Deng

Los Angeles County

Consumer Affairs Advisory Commission

History of the Commission

The Los Angeles County Consumer Affairs Advisory Commission was established in 1980 and has been continued pursuant to Board Order by Chapter 3.13 of the Los Angeles County Code. The Commission is a non-regulatory body, the purpose of which is to represent the interests of consumers to the Director of the Department of Consumer and Business Affairs and to the Board of Supervisors.

The Commission has provided valuable linkages between the Board of Supervisors, the Department of Consumer and Business Affairs, and various community groups and organizations invested in consumer issues. The commissioners' collective experience as consumers, members of the business community, and leaders in their own communities has been a valuable resource providing important assistance to the Department.

The Duties of the Commission

The Commission plays a valuable role in making sure the Department of Consumer and Business Affairs is helping consumers in the best possible way. The Duties of the Commission include:

- Ascertaining the needs of consumers, and advising the Director of its findings as appropriate
- Advising the Director concerning the protection and promotion of the interests of consumers
- Advising the Director regarding the need for changes in procedures, programs or legislation in order to further the interests of consumers
- Discussing with the Director methods for more effective consumer education
- Studying and reporting on matters referred for review by the Director or the Board of Supervisors
- Rendering to the Director and the Board of Supervisors at least once each calendar year a report of its activities and to testifying upon request.

Organization

The Consumer Affairs Advisory Commission is comprised of fifteen members (three from each Supervisorial District) and are appointed by the Board of Supervisors. In addition to the main body, the Commission includes three standing committees.

Key Accomplishments in 2018

The Commission was extremely proactive in identifying issues impacting consumers in their local communities and throughout California. The Commission particularly focused on issues that targeted some of the most vulnerable consumer populations, including senior citizens, low-income residents, women, and children. Commissioners often brought information from the community and mainstream news sources to the Department for further research and review.

Key topics discussed by the Commission included the potential consumer safety concerns resulting from legalization of recreational use of Cannabis, supported the County's stance on High Cost Loans, addressed possible issues concerning the immigrant community, and the impact of Rent Stabilization to mobile homes and rental units in Unincorporated LA County.

In addition to various consumer legislation topics, the Commission also supported the development and expansion of County programs and services, such as the Center for Financial Empowerment (CFE). The CFE serves the most vulnerable populations of Los Angeles County and provides financial literacy workshops to improve access and opportunities for disadvantaged communities.

Finally, the Commission continued to advocate for the use of social and digital media platforms to reach a greater population of consumers. The Commission has frequently advocated for video recording and live streamed content.

Standing Committees

There are currently three Standing Committees of the Consumer Affairs Advisory Commission. The standing committees include the Executive Committee, the Legislative Committee, and the Public Information Committee. Each committee meets every other month, alternating with the Regular Commission meetings to focus on specific aspects of Consumer Affairs in Los Angeles County.

Executive Committee

The Executive Committee proposes strategic direction and reviews the administrative policy guidelines and standards for the Consumer Affairs Advisory Commission. The Executive Committee, whose membership includes the Commission Chair, Commission Vice Chair, and each Committee Chair, work together to devise approaches to increase the presence and effectiveness of the Consumer Affairs Advisory Commission.

The 2018 Chair of the Executive Committee was Commissioner Ronnie Jayne.



Legislative Committee

The Legislative Committee ensures the protection of Los Angeles County consumers by monitoring and proposing improvements to existing legislation and recommending new policies as the needs of consumers continues to evolve. The Legislative Committee has reviewed a variety of legislation proposed in 2018.

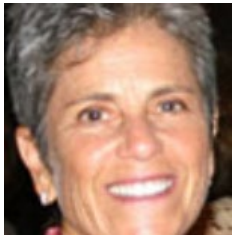
The 2018 Chair of the Legislative Committee was Commissioner Mark Ramos.



Public Information Committee

The Public Information Committee identifies, facilitates and enhances public outreach and dialogue to the diverse communities served by Los Angeles County. The Public Information Committee has advocated for increased access to consumer services and consumer education-including the addition of additional languages for department communications. They have also championed the use of technology and media to reach the large consumer population of Los Angeles County. The Public Information Committee also leads the organization of commission-sponsored events, which aims to bring consumer education and resources into the community in an accessible format.

The 2018 Chair of the Public Information Committee was Commissioner Patsy Ostroy.



Regular Meetings

The Consumer Affairs Advisory Commission held six meetings in 2018. Regular Meetings were held on the third Thursday of every other month in the Kenneth Hahn Hall of Administration or at the East Los Angeles Service Center. Notable agenda items included the development of the County's Center for Financial Empowerment, concerns regarding High Cost Loans in LA County, Support for Mobile home and Rent Stabilization in Unincorporated LA County, Cannabis safety issues, and consumer protections for vulnerable populations.



Commissioners Name Left to Right: Mark Ramos, Vivian Chan, Farrell Chiles, Ronnie Jayne, Mike Gomez, Joan Patsy Ostroy, Susan R. Jerich

Community Meetings

In addition to the regular meetings held in the Hall of Administration, the Consumer Affairs Advisory Commission also holds meetings in alternate locations throughout the Supervisorial Districts each year. In 2018, the Commission held two meetings, one in the Third Supervisorial District, in the city of Pasadena and the other in the fourth Supervisorial District, in the City of Wilmington.

The purpose of these community-based meetings are to increase the visibility of the Commission, and to educate the community about the services provided by the Department of Consumer and Business Affairs and participating local agencies.

These meetings provided the commission an opportunity to research issues in their representing district and to develop materials catered to those constituents.



COUNTY OF LOS ANGELES
SUPERVISOR SHEILA KUEHL and
CONSUMER AFFAIRS ADVISORY COMMISSION
INVITE YOU TO A



Smarter Senior Forum



FREE!

Thursday, March 8, 2018
10 a.m. - 11:30 a.m.
St. Barnabas Senior Services Hollywood
5170 Santa Monica Blvd.
Los Angeles, CA 90029

**Opportunity
Prize
Drawing**
(must be present)

Presentations by:



LOS ANGELES COUNTY
**CONSUMER &
BUSINESS AFFAIRS**



County of Los Angeles
Department of Workforce
Development, Aging and
Community Services

We can answer your questions about:

- Avoiding real estate fraud; Understanding reverse mortgages and foreclosures
 - Knowing the rights and responsibilities of landlords and tenants
 - Preventing, detecting, and resolving identity theft
- Recognizing the signs of physical, emotional, and financial elder abuse

dcba.lacounty.gov
For more information, call Alex Rodriguez at (213) 974-9969
Funded by a grant from the County of Los Angeles Department of Workforce Development, Aging and Community Services

A community meeting was held in the Third District, in the city of Los Angeles at the St. Barnabas Senior Center. In preparation for the event, the Commission partnered with the Department of Consumer and Business Affairs to research prevalent issues affecting the constituents in the Third Supervisorial District in Los Angeles County. The resulting event was a Consumer Protection Town Hall and Resource Fair, including additional information on Landlord-Tenant concerns, Identity Theft, and Elder Abuse. DCBA prepared presentations and assembled resources to address the needs of the local community.



Commissioners Name Left to Right: Farrell Chiles, Joan Patsy Ostroy, Ross Viselman, SBSS Representatives, Ronnie Jayne



Commissioners Name Left to Right: Farrell Chiles, Vivian Chan, Patrick Wilson, Charlene Sistrunk, Mark Ramos, Mike Gomez

The Commission conducted another community event in the Fourth Supervisorial District at the Banning Recreation Center in Wilmington to educate and hear from the constituents in the Fourth Supervisorial District.



COUNTY OF LOS ANGELES
SUPERVISOR JANICE HAHN and
CONSUMER AFFAIRS ADVISORY COMMISSION
INVITES YOU TO A

Smarter Senior Forum



Thursday, October 18, 2018
10:30 a.m. - 12:00 p.m.
Banning Recreation Center
1331 N. Eubank Ave.
Wilmington, CA 90744



Presentations by:



LOS ANGELES COUNTY
CONSUMER & BUSINESS AFFAIRS



WDACS
WORKFORCE DEVELOPMENT
AGING & COMMUNITY SERVICES



County of Los Angeles
Public Health

We can answer your questions about:

- Common consumer scams and identity theft
 - Immigration fraud
 - Environmental health issues
- Recognizing the signs of physical, emotional, and financial elder abuse

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The meeting was to provide the community with the opportunity to learn about the services provided by participating agencies, speak with Commissioners regarding local consumer protection issues, and inform the community of common issues, such as Immigration Fraud, Identity Theft, and Elder Abuse.



Rigoberto Reyes, DCBA's Deputy Director, presenting on immigration rights and fraud.

The Department of Consumer and Business Affairs presented on sensitive consumer protection matters and hosted a table with vital information to the consumers in the 4th Supervisorial District.



DCBA's Cathy Mikuni and Alejandra Rodriguez inform the community on their rights as a consumer and the resources DCBA offers.

Key issues discussed by included:

Immigration fraud

Environmental health issues

Common consumer scams and identity theft

Recognizing the signs of physical, emotional, and financial elder abuse

Avoiding real estate fraud; understanding reverse mortgages and foreclosures

Rights and responsibilities of landlords and tenants

There were government agencies from Local, State, and Federal jurisdictions in attendance, answering consumer questions and providing general information about their services.



Housing Rights Center representative providing public outreach at DCBA's hosted smarter senior forum.

The participating agencies included:

211 Los Angeles County

California Department of Business Oversight

California Department of Insurance

California Contractors State License Board

Department of Consumer and Business Affairs

Department of Public Social Services

Department of Workforce Development, Aging & and Community Services

County of Los Angeles Office of the Assessor

Federal Trade Commission

Housing Rights Center



Commissioners Name Left to Right: Ross Viselman, Ho-Jeong Eun, Vivian Chan, Dennis Arguelles, Ronnie Jayne, Mike Gomez, Mark Ramos, Joan Patsy Ostroy, Farrell Chiles

The Consumer Affairs Advisory Commission is proud to continue its partnership with the Department of Consumer and Business Affairs. The commission will continue to serve the residents of their respective Districts by highlighting the importance of consumer education, outreach, and preventive measures to enhance consumer protection.