

# LOS ANGELES COUNTY CONSUMER AFFAIRS ADVISORY COMMISSION

## REGULAR MEETING MINUTES

Centro Maravilla Service Center  
Conference Room  
4716 E. Cesar E. Chávez Avenue, Los Angeles, Ca 90022  
Thursday, May 18, 2017  
10:30 A.M. - 12:00 P.M.

**Item 1: Call to Order** Chair Ronnie Jayne called the meeting to order at 10:12 A.M.

**Item 2: Roll Call and Confirmation of Quorum** Roll call was taken and the quorum requirement was met.

<b>Present</b>	Dennis Arguelles, Vivian Chan, Farrell J. Chiles, Ronnie Jayne, Susan Jerich, Joan P. Ostroy, Mark Ramos, K.W. Tulloss, Ross Viselman
<b>Absent</b>	Mike Gomez,
<b>Staff</b>	Joel Ayala, Amanda Hernandez, Rigoberto Reyes, Chavon Smith
<b>Public</b>	None

### **Item 3: Approval of Minutes for the March 16, 2017**

Commissioner Ostroy moved to approve the minutes for the March 16, 2017 Consumer Affairs Advisory Commission meeting. The motion was seconded by Commissioner Gomez. Motion passed unanimously.

### **Item 4: In-District Meeting Planning – July 2017**

Pasadena City College

#### Discussion Topics

### **Item 5: Proposition 64 Update**

The Commission opened discussion on emerging trends in consumer fraud including scams targeting senior citizens, and immigrant populations. The Commission also reviewed data from the Federal Trade Commission's Consumer Sentinel Network, which provided complaint figures for consumers in California, in order to determine the issues affecting residents in California, and Los Angeles County. Commissioners intend to use this information to develop the content of the in-district meetings.

### **Item 6: Office of Immigrant Affairs**

Rigoberto Reyes, of DCBA's Office of Immigrant Affairs (OIA), introduced the program and the motion from the Board of Supervisors that led to its development. Mr. Reyes spoke to the Commission the focus of OIA and the services the office will provide; he also discussed OIA outreach events and the developing webpage.

### **Item 7: Department Update**

DCBA Chief Deputy Director Joel Ayala provided the department update, including an infographic chart of DCBA Program figures from January 1, 2017- February 28, 2017. The chart included data from 5 of DCBA's service areas, including: Wage Enforcement, Consumer Investigations, Consumer Counseling, Mediation and Dispute Resolution, and Foreclosure Prevention.

Mr. Ayala also spoke to the Commission about the recent assessment of Self-Help Legal Access Centers (SHLAC) in Los Angeles County

**Item 8: Future Agenda Items**

Commissioner Ostroy requested an item on bail reform assistance for low-income residents

Commissioner Ramos requested an update on Proposition 64

Commissioner Jayne requested that the Office of Immigrant Affairs provide another update at the next full commission meeting

**Item 9: Public Comment**

None

**Item 10: Adjournment**

The Consumer Affairs Advisory Commission meeting was adjourned at 11:45 A.M.