

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

Thursday, September 17, 2015

Item 1: **Call to Order:** The Chair, called the meeting to order at approximately 10:36 a.m.

Item 2: **Roll Call Confirmation of Quorum:**

Present: Dennis Arguelles, Vivian Chan, Ronnie Jayne, Ho-Jeong Eun, Sylvia Southerland, K.W. Tulloss, Ross Viselman, Joan Ostry, Susan Jerich

Absent: Karine Bagdasarian, Joyce Ayvazi

Staff Present: Rigo Reyes, Espie Hernandez, Mary Safaryan, Armando Nogal

Public: None

The quorum requirement was met with the Commissioners present.

Item 3: Approval of Consumer Affairs Advisory Commission Minutes for July 16, 2015. The minutes were approved unanimously.

Item 4: **Commission Recognition**

Former Commissioner Stanley Rogers was presented a certificate recognition by the Commission for his service to the community. Photo opportunity with the commissioners present followed.

Item 5: Department Update

Rigo Reyes, Chief Investigator, welcomed the Commissioners in Director Stiger's absence.

DCBA's New Telephone System

Mary Safaryan, of the Counseling Division, presented on the Department's new Automated Call Distributer (ACD) system. It features scale base routing targeting specific agents with other language speaking and knowledge skills. Following are new features:

- This new system has reduced the call abandon rates from 4% down to .73%.
- True Connect allow agents to log-in without an internet connection and take calls.
- Staff can take calls from anywhere, Civic Center headquarters or branch offices.
- Various type of monitoring:
 - Whisper Monitoring – Allows the supervisor to “coach” the agent through a call without the customer hearing.
 - Barge In Monitoring - Allows the supervisor to become an active participant in the call, both the agent and the customer will be able to hear the supervisor.
 - Silent Monitoring – Allows the Supervisor to listen to the conversation with the knowledge of the agent or customer.

Foster Youth Program

Rigo Reyes updated the Commission on the Department's Foster Youth Program. In 2006, the legislature put a law into effect to protect foster youth in the County. There are a total of 5,000 foster youth in the State. At 18 years of age, these kids are pushed into the world. However, the foster

youth have an identity theft problem. They cannot rent an apartment, cannot find a job and cannot obtain any credit because of damaging information on their credit report.

A new law has been enacted that mandates that at age 16, all foster youth credit reports be run and reviewed for information that should not be there.

In 2010, the Department of Consumer and Business Affairs reached out to the Department of Children and Family Services (DCFS) to partner in this effort. DCFS immediately joined the effort. The State Office of Privacy Protection, Department of Public Social Services and Probation also joined the effort and started a pilot that ran the credit reports of 1,500 foster youth. Ten percent of those reports had credit issues such as house purchases, car purchase, unpaid income taxes and unpaid health services. A Memorandum of Understanding (MOU) was established between the Departments to begin the work. Currently, every 4 months foster youth credit reports are run and reviewed. Experian, the credit reporting agency partner, has been very help and cooperative in accomplishing this task.

The Foster Youth Program has been recognized by the County's Quality and Productivity Commission.

DCBA New Commissioner Orientation

Espie Hernandez informed the commissioners about the Department's New Commissioner Orientation to take place on Thursday, September 24, 2015 in room 383. It was designed to inform the new commissioners of the role of the Department and not intended to the place of the orientation program presented by the Board of Supervisors.

Item 6: Subcommittee Updates

Deferred Action Committee

Commissioner Chan updated the Commission on the purpose of the Deferred Action Ad-Hoc Committee. The purpose is to educate the public on the Federal Government's DACA/DAPA immigration programs. The following additional points were also developed by the committee.

- Fraud Prevention
- Education/Outreach
- Monitor Federal Policy
- Information Sharing
- Advocate for Funding
- Social Media
- Hard to Reach Groups
- Use Churches/Schools, CBOs, NGOs, Hospitals as partners to distribute information
- Performance measures
- Advice, resources, recommendations
- Consult, Monitor
- Hearings, town hall meetings, Videos
- Spoke Persons
- Educate the County
- Messages
- Identify businesses that have connection with employees that are affected.

Legislative Committee

The Legislative Committee is composed of Commissioner Southerland, Commissioner Tulloss and Commissioner Viselman.

The purpose of the Legislative Committee is to ensure existing legislation and propose new legislation that protects Los Angeles County Consumers by monitoring and or recommending topical language updates as societal needs and the nature of crime evolves.

The goal of the Legislative Committee is to "Support the Public Policy Unit articulating emerging issues and trends.

Public Information Committee

Commissioner Ronnie Jayne shared the committee's work and development of their role and purpose.

Purpose of Public Information Committee:

- Serve as a bridge between the Department and the community
- Support and enhance the Department's outreach programs to diverse communities
- To identify and facilitate public outreach
- Engage in diversity dialogue

Item 7: Future Agenda Items

- New Trends in Identity Theft
- What is the company's liability regarding medical records theft. What do they have to do?
- Rent Control at Trailer Parks. Rents have been raised 100% forcing people out (El Monte) Will the County step in?
- Women have too many hoops to get their credit reports rectified after divorce. Is there a process that will help?
- How to get more people in public comment?
- Transgender people need assistance in getting their name changed in legal papers and credit reports.
- Espie Hernandez reminded the commissioners that nominations will be accepted at the next commission meeting.

Item 8: Public Comment - None

Item 9: Adjournment: The meeting adjourned at approximately 12:10 p.m.

Next Meeting is scheduled for November 19, 2015 at 10:30 AM.