

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

Minutes

Thursday, November 20, 2014

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

Call to Order and Confirmation of Quorum:

The Chair called the meeting to order at approximately 10:37 a.m. The quorum requirement was met. 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 July 17, 2014 and September 18, 2014 were unanimously approved on motion by Commissioner Stanley and seconded by Commissioner Jayne.

Commission Recognition:

Director recognized Commissioner Levin for her re-appointment to the commission.

Department Update:

Director Brian Stiger informed the commission of the following:

- Announced that Hilda L. Solis was sworn in as County Supervisor for the first District and Sheila Keuhl was sworn in as County Supervisor for the third District.
- The County's CEO, Bill Fujioka, is retiring at the end of November. His support enabled DCA to move forward with its initiatives. The County is currently recruiting to fill his position.
- The Board has moved forward with the merging of DCA and the Office of Small Business (OSB). Currently working on an implementation plan to transfer OSB to DCA. DCA's name will change after the merger to Department of Consumer and Business Affairs. The department will also inherit OSB's Commission during the merger. This commission will stand alone and not be merged with CAAC.
- Dawnnesha Smith and her team have trained 400 DPSS people in financial literacy.

Consumer Affairs Advisory Commission Meeting Minutes

Thursday, November 20, 2014

Page 2

- DCA wants to partner with Consumer Product Safety Commission to monitor recall items/products being sold. Five DCA employees will be deputized and help monitor in this effort.
- The Department has submitted a proposal to the Quality and Productivity Commission for software to support online mediation which will enhance/expand its services.
- In the process to fill 8 vacant positions in the Department.

Mandatory Training for Commissioners – County Policy of Equity:

All commissioners are required to complete the County's sexual harassment training every two years. The Department is trying to facilitate online training for commissioners. If unable to, then a trainer will be brought in to do the training.

Election Protocol:

The protocol was unanimously approved on motion by Commissioner Stanley and seconded by Commissioner Arguelles.

Nomination of 2015 Chair and Vice Chair:

Commissioner Stanley nominated Commissioner Arguelles as Chair and Commissioner Jayne seconded it. Commissioner Arguelles accepted the nomination.

Commissioner Arguelles nominated Commissioner Jayne as Vice Chair and Commissioner Bagdasarian seconded it. Commissioner Jayne accepted the nomination.

Commission Annual Report:

The annual report was unanimously approved on motion by Commissioner Arguelles and seconded by Commissioner Ayvazi.

Subcommittees Updates:

- Executive Commission – Chair Chan shared with the commission the purpose of the commission administrative manual and asked for its adoption. The manual was unanimously approved on motion by Commissioner Stanley and seconded by Commissioner Bagdasarian.
- Public Information – The subcommittee's recommendations (attachment "A") were unanimously approved on motion by Commissioner Bagdasarian and seconded by Commissioner Lee.

Public Comment:

Stanely Rogers recommended that DCA make a better effort to encourage public participation for the benefit and movement of CAAC meetings.

Future Agenda Items:

None.

Consumer Affairs Advisory Commission Meeting Minutes

Thursday, November 20, 2014

Page 3

Next Meeting:

The next meeting will be held on Thursday, **January 15, 2015** at 10:30 am in the Hall of Administration, Room 372 (3rd floor).

Adjournment:

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

Public Information Sub-Committee Recommendations for 2015

The *Public Information Subcommittee* provides feedback on the departments public information activities.

The proposed recommendations below by the sub-committee are ways Commissioners can assist DCA in promoting its services to consumers and businesses of Los Angeles County:

- Use social media and DCA's website to communicate important consumer information like scam alerts
- Provide information and publicize to schools, students and their communities about Life Smarts
- Increase outreach to multi-ethnic media to provide consumer education
- Increase outreach to the office of local elected public officials so they could share information with their constituents
- Utilize the Commissioners' connections in their communities to help distribute consumer educational materials
- Provide financial literacy to consumers at community events like at Smarter Senior Forums, etc.