

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

Minutes

Wednesday, March 4, 2015

Present: Dennis Arguelles Ronnie Jayne Ho-Jeong Eun

Staff: Brian Stiger Kirk Shelton Espie Hernandez Sabra Purifoy
Caroline Torosis

Absent: Joyce Ayvazi Karine Bagdasarian Vivian Chan Joseph Lee Helen Levin
Stanley Rogers David E. Ryu Sylvia Southerland K.W. Tulloss

Public: *None*

Call to Order and Confirmation of Quorum:

The Chair called the meeting to order at approximately 9:09 a.m. The quorum requirement was not 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://dcba.lacounty.gov>.

Approval of Minutes:

There was no quorum to approve the minutes.

Department Update:

Director Brian Stiger informed the commission of the following:

- Thanked Dr. Chong and Professor Cai for hosting the commission meeting at CSUN. Mr. Stiger expressed how pleased he was DCBA's and CSUN's internship partnership.
- The Department's name has officially changed to Department of Consumer and Business Affairs. Mr. Stiger gave a brief overview of DCBA's units. The Office of Small Business has completed integrated to DCBA. The merger provides great opportunities for businesses and consumers of Los Angeles County: expansion of services and more consumer outreach.
- The Department counseling unit is launching a new automated telephone system. The new system will provide the unit to take calls remotely away from headquarters.
- A review of the function of the new Public Policy Unit (PPU) was provided. PPU will review/support state/federal legislation, provide reports to the CEO and the Board and create/review/implement internal policies. PPU's goal is to expand services to consumers in a proactive approach by monitoring legislation that affects consumers.
- An overview of bills AB265 and AB60 was provided. Bill AB265 addresses the high interest rate that is given to consumers with bad credit. Consumers are now entitled to

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receive a 30-day notice for payment arrangement and to explore options. Bil AB60 extends protection to those covered under the President's Executive Order. DCBA has been appointed to an immigration task force as a result of this will.

Consumer Issues Townhall:

Robyn Smith, Staff Attorney, Legal Aid Foundation of Los Angeles & the National Consumer Law Center

Provided information on:

- Fake Student Scholarships
- America's Student Loan Crisis

Sheriff Tony Moore, Public Information Office of the Los Angeles County Sheriff's Department

Gave a presentation on the following:

- Internet Scams/ Cyber Crime
- Computer Forensics
- The dangers of social media

Rigo Reyes, Department of Consumer and Business Affairs

Discussed the trends of immigration fraud and what DCBA is doing to address the issue. DCBA identifies fraud complaints, answers consumer questions and provide resources to assist consumers in resolving their complaints.

Public Comment: Yes. Student thanked DCBA for its presence on campus and inquired on how consumers can alleviate frauds and scams.

Future Agenda Items:

None.

Next Meeting:

The next meeting will be held on Thursday, **May 21, 2015** at 10:30 am at the East Los Angeles Service Center.

Adjournment:

The meeting adjourned at approximately 10:55 a.m.