

The People's Department

DCBA Overview and Services



LOS ANGELES COUNTY
**CONSUMER &
BUSINESS AFFAIRS**

The People's Department

Our mission is to serve consumers, businesses and communities through education, advocacy and complaint resolution to promote a fair and vibrant marketplace in Los Angeles County.



LOS ANGELES COUNTY
CENTER FOR
**FINANCIAL
EMPOWERMENT**

Get Ahead **LA**



LOS ANGELES COUNTY OFFICE OF
**CANNABIS
MANAGEMENT**

OFFICE OF LABOR EQUITY
new logo coming soon :)



LA County Office of Immigrant Affairs
LAC4you
Your Rights. Your Resources. *Your Future*



REPRESENTLA
DUE PROCESS FOR IMMIGRANTS



Rent
Stabilization
County of Los Angeles



Our Mission



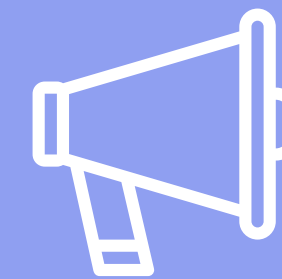
Service

Knowledgeable staff that assist L.A. County residents across various topics and connect them to resources



Empower

Educate constituents to create equitable awareness of rights, responsibilities and opportunities



Advocate

Develop and implement policies to protect and support consumers, workers, landlords, tenants, and immigrants

Priority Programming



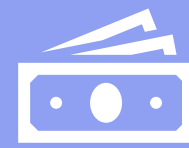
Consumer Protection

- Fraud Prevention
- Price Gouging



Worker Protections

- Wage Enforcement



Financial Stability and Capability

- Center for Financial Empowerment
- CalEITC/VITA



Housing & Tenant Protections

- Eviction Defense
- Tenant Protections Resolution
- Foreclosure Prevention



Cannabis Management

- Emblem Program
- Equity Licensing



Access to Justice Programs

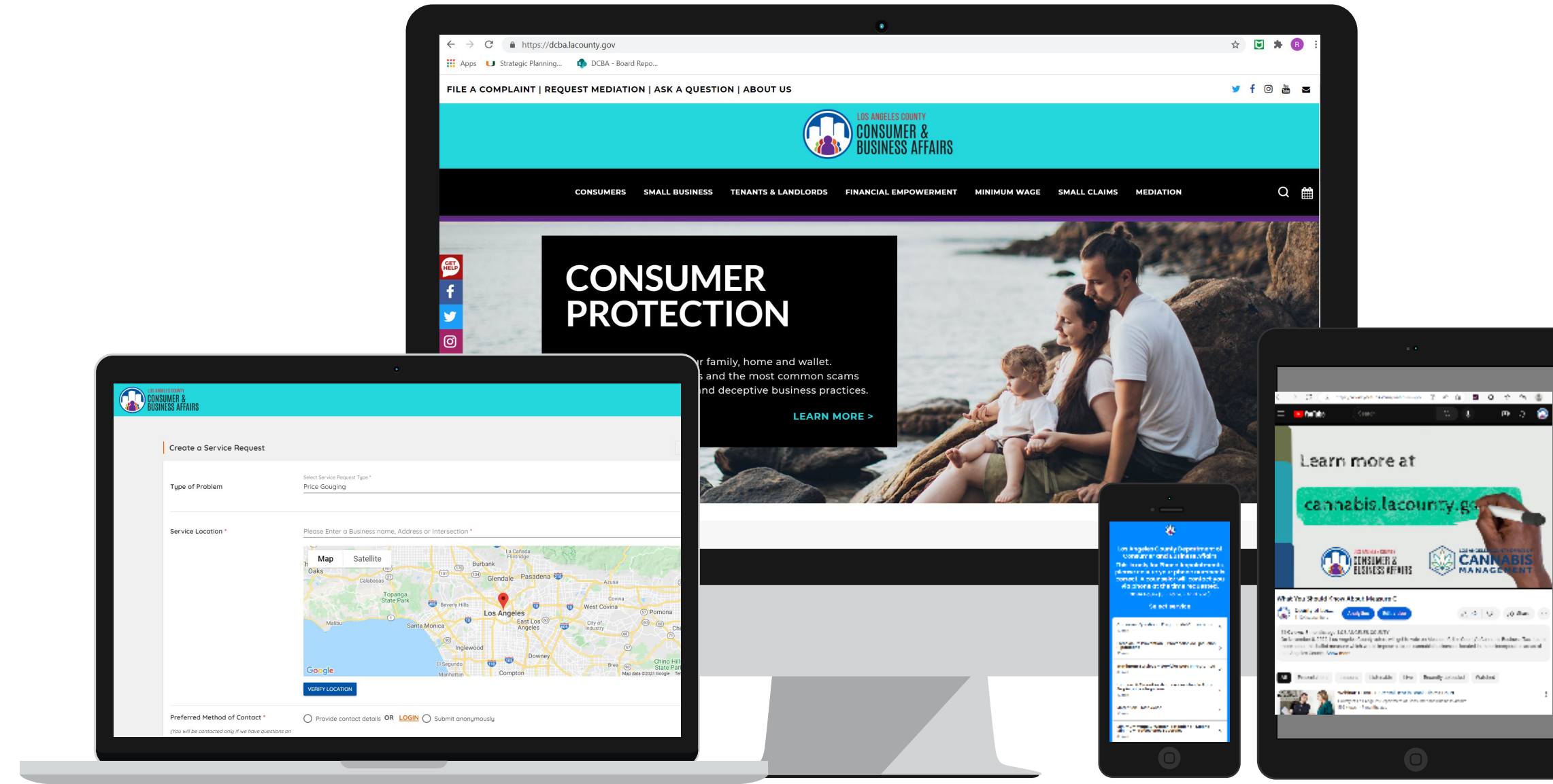
- Small Claims Court Advisors
- Dispute Resolution Program



Advancement of Immigrant Communities

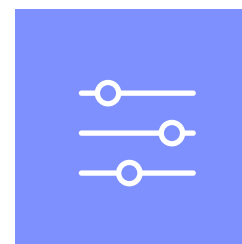
- RepresentLA
- Language Accessibility

Innovation With a Purpose



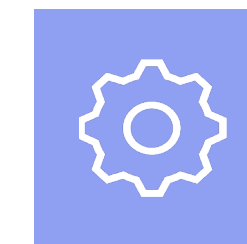
Reimagining Frameworks

Building tools that support our programs and maximize reach



Human-Centered

Creating experiences that meet the diverse needs of our clients



Uniting Resources & Networks

Developing one-stop shops that assist effectively and promote program integration



Consumer Counseling

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Counselors educate consumers on their rights and responsibilities on various consumer related matters. Counselors assess and address inquiries to accept complaints or refer to the appropriate agency.

Counseling Topics

- Fraud
- Consumer scams
- Price gouging
- Identity theft
- Elder financial abuse
- Small Claims Services





Dispute Resolution

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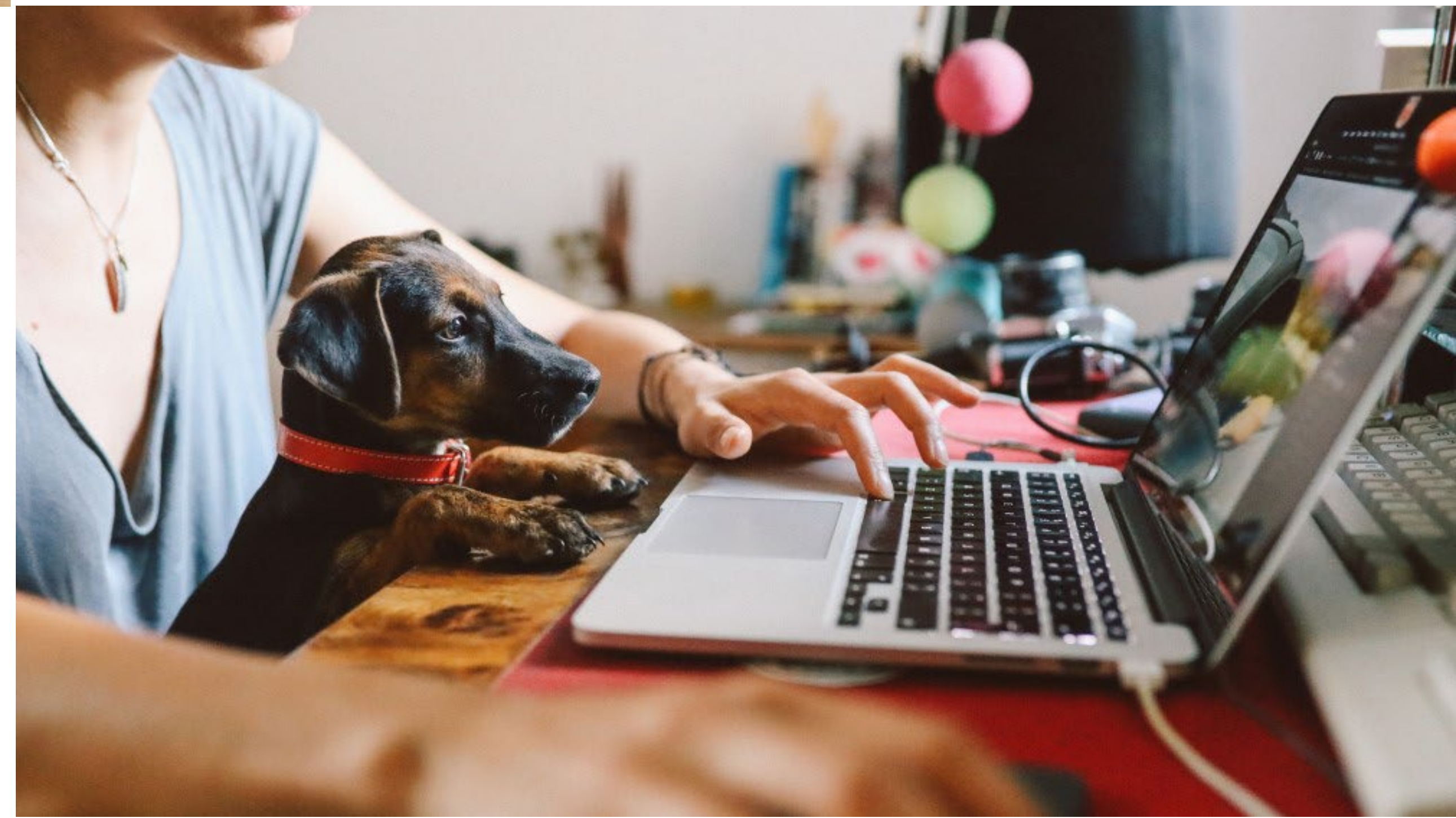
Alternative Methods to Resolving Disputes

- Confidential
- Neutral process and mediators
- Voluntary and friendly
- No cost to either party
- Available to LA County residents and businesses

Community & Court-Connect Mediation Services

Types of Disputes

- Consumer/Merchant
 - Debt, billing, service or merchandise dispute
- Landlord/Tenant
 - Repairs, Entrance to unit, Lease Termination, Noise
- Business/Business
 - Debt, Billing, service or merchandise dispute
- Neighbor/Neighbor
 - Property line, Noise
- Personal Injury/Property Damage
 - Car accidents





Investigations

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- Individual consumer complaint review
- Provides counseling to individuals and businesses on consumer rights and responsibilities
- Attempts to informally resolve disputes
- Collaborates with regulatory and prosecuting agencies in order to file civil or criminal charges

Areas of focus: Unfair business practices • False advertising • Misrepresentation • Services paid for and not received • Price gouging • Elder financial abuse

Price Gouging

From water to cleaning products, the Stop Price Gouging reporting system allows consumers to report price gouging as they witness it in their community

The Stop Price Gouging reporting system is a permanent service and can be used to report price gouging allegations whenever there is a declared state of emergency.

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stoppricegouging.dcba.lacounty.gov



Types of Complaints DCBA Accepts

Consumer purchases

- Products/services not received
- Defective quality
- Billing disputes

Violations of consumer protection laws, rules, regulations

- Refund and return policy issues
- False advertising
- Deceptive business practices

New and Used Car Purchases

Immigration Consultant Fraud

- Unregistered/unbonded immigration consultants
- No service provided
- Services provided outside scope of immigration consultant authority

Real Estate Fraud

- Mortgage payment disputes
- Fraudulent deeds
- Mortgage rescue scams

Elder Financial Abuse



Housing & Tenant Protections

Responsible for enforcing the County's Rent Stabilization ordinances for residents in the unincorporated areas of Los Angeles County; and ensures tenants, mobile homeowners, landlords, and park owners are informed of their rights and responsibilities.

- One-on-One Options Counseling
- Accept Complaints
- Connect to Resources

Eviction Protections

Comprehensive initiative to provide L.A. County residents with information about their rights as tenants, free legal representation, short-term rental assistance, and referrals to resources and services to prevent eviction through the end of the COVID-19 local emergency.

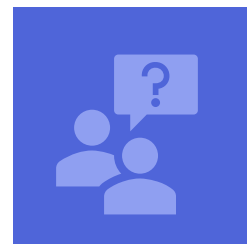
dcba.lacounty.gov/noevictions

rent.lacounty.gov

LA COUNTY DCBA



Stay Housed LA (for Tenants) & Landlord Outreach



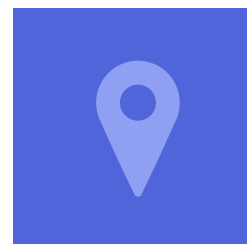
Stay Housed LA

A countywide program that operates as a first line of defense against mass evictions and potential homelessness



First-of-its-kind Partnership

Between DCBA, tenant-led community organizations, and legal services providers

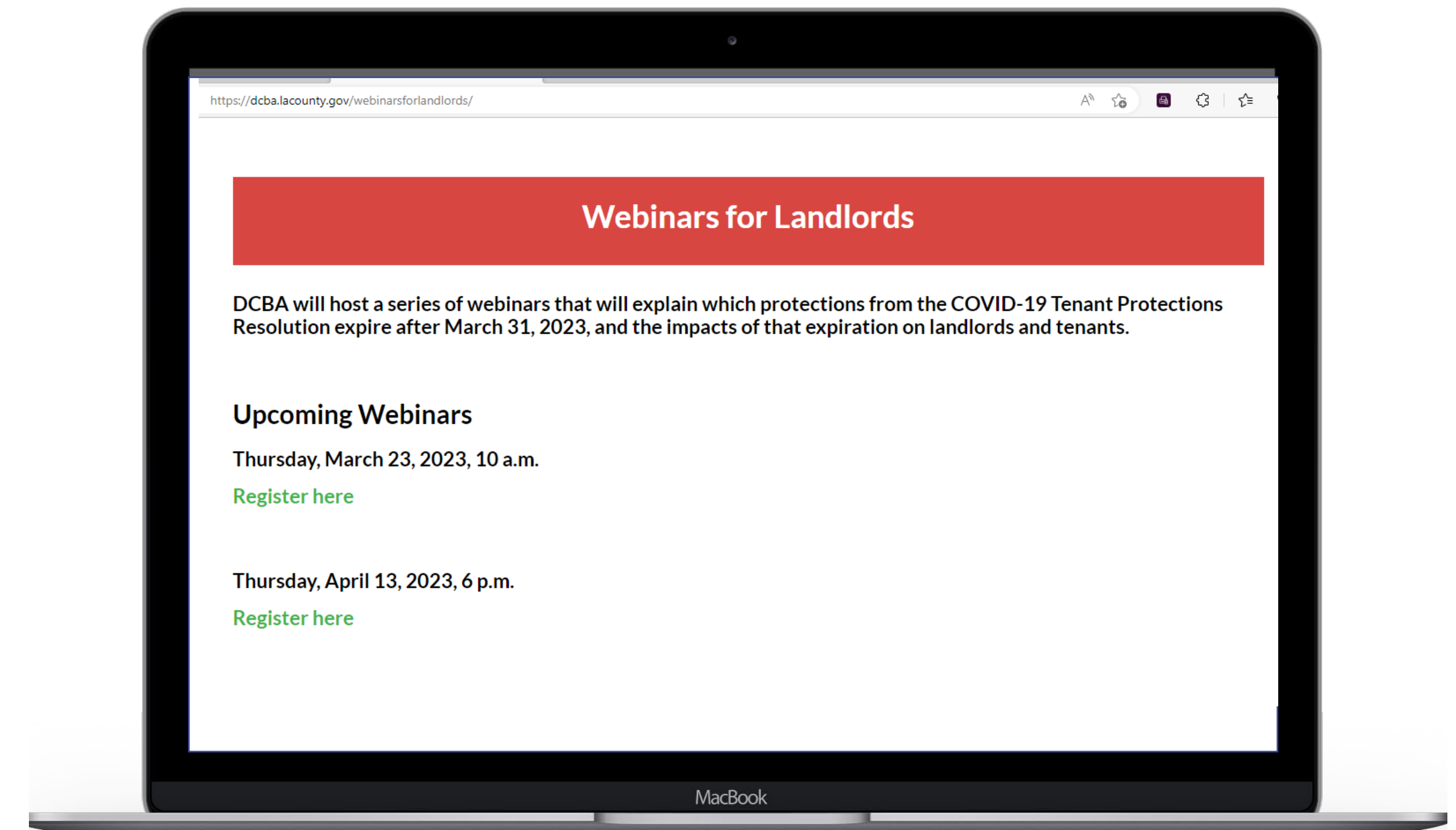


Free Services

Public Awareness Campaign, Tenant Outreach and Education, Legal Services, Short-Term Rental Assistance and Referrals



stayhousedla.org • 888-694-0040



Webinars for landlords

For March 31 end of Tenant Protections resolution
dcba.lacounty.gov/landlords



Foreclosure Prevention

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- Designed to help property owners navigate the foreclosure process and explore all options available to avoid foreclosure.
- Foster a dialogue between property owners and their lenders.
- Provide guidance and counseling when lenders provide options to property owners.

Help for Homeowners

Series of webinars on topics related to foreclosure and homeownership. Topics include the California foreclosure process, applying for mortgage assistance, lien priority and more.

dcba.lacounty.gov/foreclosure-prevention-webinars

LA COUNTY DCBA



The MINIMUM WAGE in the Unincorporated Areas of Los Angeles County

\$15.96

per hour, starting July 1, 2022



EL SALARIO MINIMO
EN LAS AREAS NO
INCORPORADAS DEL
CONDADO DE LOS ANGELES



Office of Labor Equity

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Authority to enforce:

- Los Angeles County Minimum Wage Ordinance (\$16.90 on July 1, 2023)
- Public Health Anti Retaliation Ordinance
- Prevention of Human Trafficking Ordinance
- Hero Pay Ordinance
- Employee Paid Leave for Expanded COVID-19 Vaccine Access Ordinance

Enforcement Contracts/MOUs

- In contract with City of Santa Monica to enforce the city's Minimum Wage, Hotel Minimum Wage and Paid Sick Leave Laws
- MOU with Department of Labor and State Department of Labor Standards Enforcement

workers.lacounty.gov

LA COUNTY DCBA



Office of Labor Equity Highlights

COUNSELING

DCBA counselors help **hundreds of employers and employees** understand the County's wage laws each year.

BACK WAGES

Since July 2016, Office of Labor Equity (OLE) has collected **\$1,275,603.91** in back wages.

FINES

In the same period, OLE has collected **\$1,389,291.35** in Employee and Administrative Fines.

EDUCATIONAL VISITS

Since July 2016, Office of Labor Equity conducted **2,455** door-to-door visits to educate businesses on the requirements of the ordinances enforced by DCBA

Office of Cannabis Management

Since 2017, the Office of Cannabis Management (OCM) has served LA County and its residents by leading an equitable transition of cannabis to a regulated market with policies that seek to promote the health, safety, and well-being of our communities.

cannabis.lacounty.gov



Leading with Equity

Cannabis Equity Program will support entrepreneurs by creating business opportunities for individuals who have been disproportionately impacted by cannabis prohibition. Business development; technical & legal assistance; financial assistance & access to capital; workforce development; priority licensing with reduced administrative barriers.

COMMUNITY FEEDBACK SESSIONS going on now!



Office of Cannabis Management Highlights



ADOPTED FRAMEWORK

Up to 90 cannabis business permits approved for up to six (6) business activities including, retail, delivery, distribution, testing, manufacturing, and cultivation in the unincorporated areas of LA County.



LEGISLATIVE ADVOCACY

Cannabis Business Tax (Measure C) – In November 2022, voters approved a measure to impose a cannabis business tax in the unincorporated communities.



EMBLEM PROGRAM

Requires licensed cannabis stores to display a unique emblem which demonstrates the premises have been inspected by Public Health personnel and the store has obtained all required state and local government authorizations.



REPORTING UNLICENSED CANNABIS BUSINESSES

Residents can report unlicensed cannabis businesses in their communities:

- Through the Works App
- By email: cannabis@lacounty.gov



Immigrant Affairs

The mission of the Los Angeles County Office of Immigrant Affairs is to drive forward policies, strategies and programs that realize immigrant equity. We envision a County where every immigrant has the ability to equitably pursue the same opportunities available to native-born Angelenos.

immigrants.lacounty.gov • 800-593-8222

OIA services

Immigration Fraud: Direct assistance to victims of immigration fraud and the unauthorized practice of immigration law.

Public Charge and Benefits Assistance: Assistance for unaccompanied children and their household members & other vulnerable immigrants; Training and technical assistance for County departments and external partners

Asylees and Refugees Support: Monthly orientation for new asylees and refugees to help them navigate the services available for them and their families



Office of Immigrant Affairs Priorities

REPRESENT LA

Immigration legal representation and social service support program for County's most vulnerable communities

- ❑ Nation's first program for immigrants experiencing homelessness
- ❑ Partnership between County, City of LA, philanthropy, administered by OIA

CBO CAPACITY BUILDING

- ❑ Investments in CBOs providing essential services to the County's immigrant residents who have been disproportionately impacted by the pandemic.
- ❑ Two-year CBO capacity-building grants to increase access to social safety net services.

LANGUAGE ACCESS

- ❑ Providing technical assistance to County Departments on their Departmental language access plans.
- ❑ Coordinating language access training to complement training already conducted by County Departments.
- ❑ Aligning relevant County systems and structures with County language access standards and requirements.



Financial Empowerment

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The Los Angeles County Center for Financial Empowerment convenes, advocates, and builds capacity to strengthen the financial health of County residents, with a focus on Black, Indigenous, and People of Color (BIPOC), to build economic resiliency.

Areas of focus • Capacity building trainings & convenings • Asset building • Education & Outreach • Advocacy/Policy

Financial Capability Summit

A unique gathering of experts from local government, non-profit organizations, financial institutions and philanthropy. The event focuses on providing our stakeholders with resources and strategies to empower low-moderate income County residents.

Next Summit: Thursday, Aug. 24, 2023

LA COUNTY DCBA



Financial Empowerment



GetAheadLA.org

Compilation of free financial health resources to help L.A. County residents get back on their feet



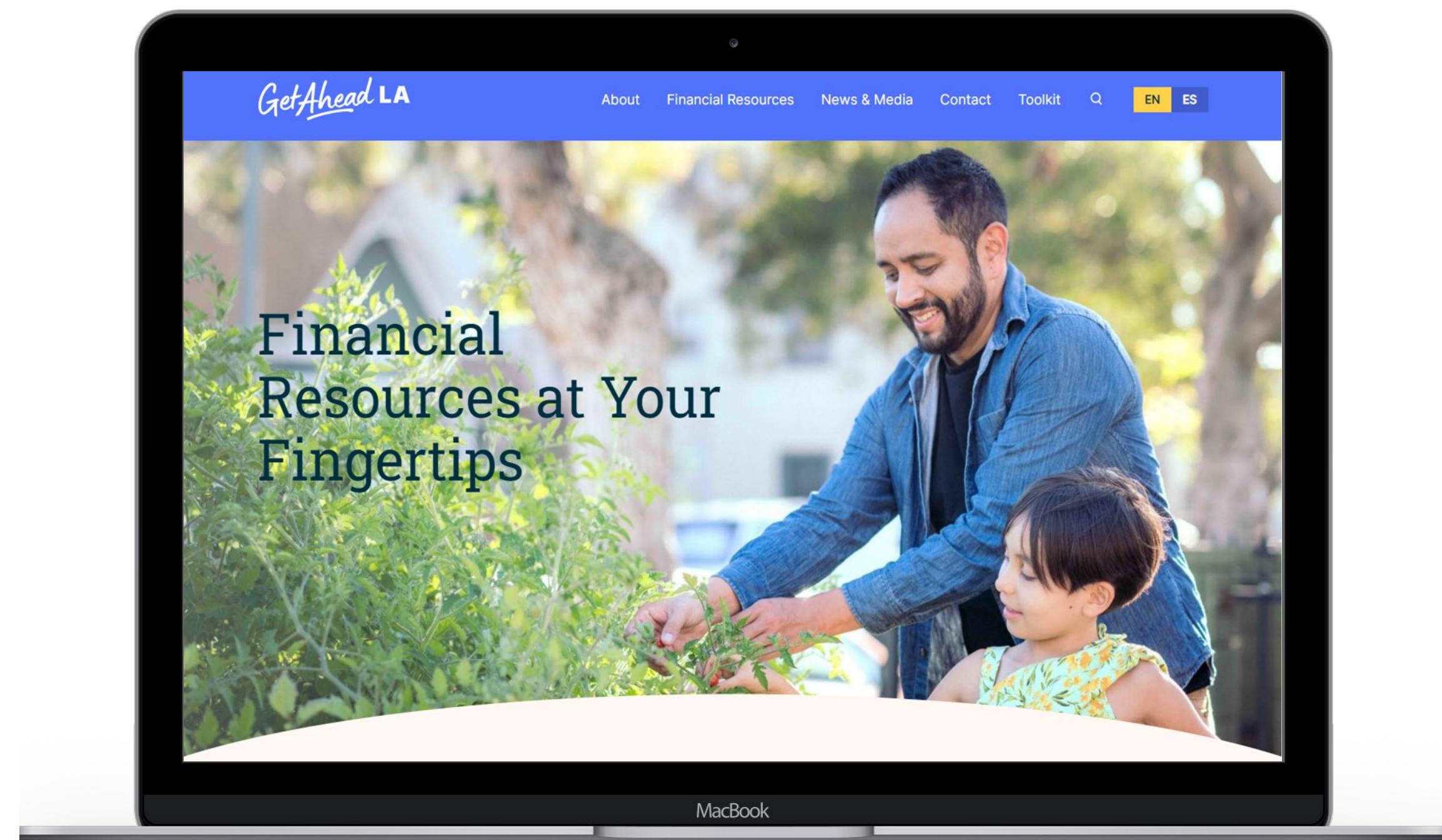
BankOn

Collaboration with the Cities for Financial Empowerment Fund, local financial institutions and others to connect unbanked County residents to mainstream bank accounts



Tax Time Outreach and Free Income Tax Prep

Raise awareness of the EITC and other refundable tax credits and increase access to free income tax preparation and ITIN services



Our Network and Partners

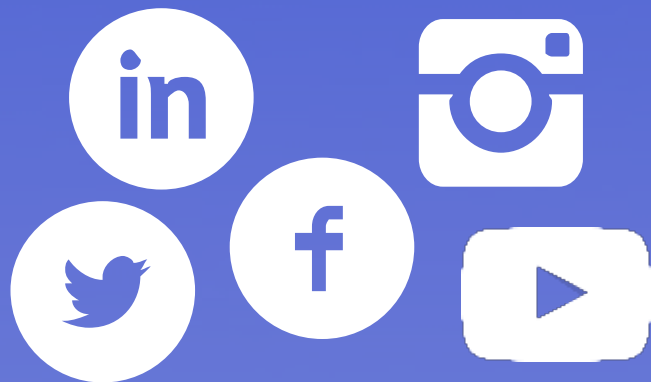


How To Reach Us



Phone

800-593-8222



Social Media

@LACountyDCBA



Website

dcba.lacounty.gov



Email

info@dcba.lacounty.gov