LOS ANGELES COUNTY
CONSUMER &
BUSINESS AFFAIRS

Serving Los Angeles County Since 1976

2024 – 2025



MEETING THE MOMENT

Los Angeles County Consumer & Business Affairs | 2024–2025 Biennial Report



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SECTION 1

DIRECTOR'S MESSAGE

For 50 years, the Department of Consumer and Business Affairs has stood with the people of Los Angeles County, helping families navigate uncertainty, resolve conflicts, protect their rights, and access the support they need to move forward. As we mark this milestone anniversary, we reflect not only on our history, but also on how that history has prepared us to respond to the realities of today, including unprecedented natural disasters, economic pressures, and life-altering federal immigration actions that tested the strength and resilience of our communities.

Wildfires displaced thousands of households. Federal immigration enforcement actions created fear and instability among immigrant families. Many residents faced overlapping challenges, including housing insecurity, fraud and scams, price gouging, worker exploitation, and legal conflicts, often all at once. In those moments, DCBA did what we have always done. We met people where they were and responded in real time.

> **For decades, DCBA has built a model rooted in interconnected, human-centered services. Our commitment and compassion continue to define this department.**
>
> **Rafael Carbajal,** Director, DCBA

Our department did not become what it is today by accident. For decades, DCBA has built a model rooted in interconnected, human-centered services. No program operates in isolation. When residents walk through our doors or call our lines, they are connected to a coordinated network of counselors who listen, investigators who protect, mediators who resolve conflicts, legal partners who defend rights, housing experts who help stabilize families, and policy leaders who design the next generation of solutions.

This deliberate coordination of expertise allows DCBA to respond to the whole person, not just the immediate problem.

I am deeply proud of our staff, whose commitment and compassion continue to define this department. I am also grateful to our partners throughout the County and especially to the Los Angeles County Board of Supervisors, whose leadership and support make our work possible.

As we honor our first 50 years, we look toward the next 50 with purpose. DCBA will continue to evolve, innovate, and build what comes next, ensuring that Los Angeles County residents can count on us when it matters most.

SCAN TO WATCH
Directors Message
https://bit.ly/25DMRC



SECTION 2

SERVING THROUGH UNPRECEDENTED TIMES



Introduction

Since opening our doors to the public in April 1976, the County of Los Angeles Department of Consumer and Business Affairs (DCBA) has always been there, through the best and worst of times, to serve the people who live and work in LA County. By January 2024, Los Angeles County was discovering its new normal. The COVID global pandemic had run its course, tragically taking the lives of many and undoubtedly shaking up the economic marketplace for all. DCBA's focus was all about recovery for LA County's consumers, workers, tenants, homeowners, and immigrants. It was a time for renewed optimism and purpose. A time to introduce innovative new programs to support those most in need, while feeling secure that surely the worst was behind us...

What Happened In 2024

DCBA's extensive post-COVID recovery efforts complemented the department's longstanding suite of critical programs. DCBA took a leading role in providing financial support to those in need through the Rent Relief Program, which distributed $81 million to forgive rental debt. Boosted by funding from the federal government's American Rescue Plan, DCBA launched and expanded programs to support a variety of people in need across LA County. In many new and creative ways, DCBA was making a difference.

American Rescue Plan Fuels Recovery

Funds from the American Rescue Plan (ARP) allowed DCBA to successfully address many of the challenges brought on by the COVID pandemic through 13 programs which provided critical support to communities after a time of heightened need. Despite demand often exceeding available resources, the programs made a meaningful impact by delivering assistance, adapting to emerging challenges, building capacity of partners and helping individuals and families access essential services during a difficult period. Of note, DCBA's Center for Financial Empowerment operated the empowerU program, which provided grants to survivors of domestic violence, and the Leaving a Legacy program, which offered free estate planning services to promote generational wealth.

4,430+

grants delivered by the LA County Rent Relief Program

$81M

distributed to forgive rental debt



Rapid Response with Rent Relief

During the height of COVID-19, many LA County tenants fell behind on rent and faced eviction, while small landlords struggled to keep their properties afloat. To support both groups, DCBA launched the LA County Rent Relief Program with The Center by Lendistry, providing more than $81 million in assistance. The program delivered 4,430 grants, focusing on mom-and-pop landlords, high-need neighborhoods, and low-income households. Its effective, rapid-response model helped drive later DCBA-run financial relief programs. The systems built for the successful LA County Rent Relief Program continue to strengthen the County's ability to respond quickly and fairly in future crises.

SCAN TO WATCH

LA County Rent Relief Program: Landlord Testimonial

https://bit.ly/25RRL2

What Happened In 2025

It took less than one week of 2025 for Los Angeles County to be turned upside down. DCBA's recovery efforts immediately shifted into emergency response efforts. First, unprecedented winds and fires ripped through neighborhoods. Later in 2025, a completely different, yet equally unprecedented emergency was unleashed upon LA County's streets. Businesses, neighborhoods, and families in the promised land of Los Angeles County found themselves on dangerous, uncertain, unsteady ground seeking help.

Dangerous Days of Flames and Fear

On January 7, 2025, extremely high winds fueled the Palisades and Eaton fires, which displaced tens of thousands of residents, burned thousands of homes, and shockingly left entire communities in ashes. Then, in summer 2025, increased federal immigration enforcement actions saw people ripped away from their homes, jobs, and families. The LA County Board of Supervisors declared both situations as local emergencies which continued through the year. With so many consumers, tenants, homeowners, workers, and immigrants in unprecedented danger, DCBA sought every possible way to provide support.





$32M+

in household relief grants dispersed to 3,425 of the most vulnerable households

Bridging Gaps with Speed, Urgency

Confronted with the urgent needs of communities devastated by the Palisades and Eaton Fires, DCBA's Public Policy team quickly got the new Household Relief Grant program up and running to provide immediate financial assistance to the most vulnerable. Only 17 days after receiving Board approval, DCBA established grant framework; system infrastructure and eligibility criteria; identified a partner organization; and launched an online portal allowing residents to quickly apply for aid.

Developed to support impacted households based on need, the $31 million grant program helped bridge financial gaps and helped to create a safety net for 3,425 affected households waiting for insurance or government recovery resources.

TWO YEARS IN LA COUNTY

FEBRUARY 2024

Board Approves Fair Chance Ordinance

One of several new worker protection ordinances enforced by Office of Labor Equity, provides additional rights and protections for people with criminal history seeking employment.





JUNE 2024

OCM Kicks Off Cannabis Education Campaigns

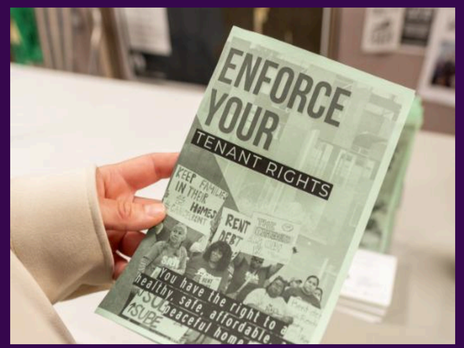
Office of Cannabis Management hosts "Candid Conversations" workshops, one of several education campaigns to raise public awareness and get community feedback about proposed cannabis business license program.



JUNE 2024

COVID Rent Relief Program Closes

This Housing and Tenant Protections program distributed over $81 million to help protect housing stability and mitigate long-term impacts of the COVID-19 pandemic.



SEPTEMBER 2024

Empower_U Program Boosts Survivors

One of many successful Center for Financial Empowerment programs, provided grants to survivors of domestic violence severely impacted by the COVID-19 pandemic.



JULY 2024

Tenants Right to Counsel Ordinance Approved

Board of Supervisors approved this ordinance, which provides greater Access to Justice through free legal representation for eligible tenants facing eviction.

JANUARY 2025

Emergency Response Keeps DCBA Running

After Palisades and Eaton fires, DCBA's Administrative Services secures department facilities, shifts resources, and maintains operations as 25 employees are deployed as Disaster Service Workers.





JANUARY 2025

Price Gouging Complaints Surge

DCBA's Consumer Protection and Investigations unit and Consumer Counseling Center responds to a surge of price gouging complaints, leading to increased compliance, restitution, and eventually, stronger enforcement tools.



FEBRUARY 2025

Household Relief Grant Accepts Applications

DCBA's Public Policy division leads department efforts to launch this $31 million program, to provide assistance to fire survivors, just 17 days after getting Board approval.

JUNE 2025

Community Centers Support Neighborhoods

DCBA's Altadena Community Center re-opens as a Survivor Support Location to provide resources to over 3,000 fire victims. Also in 2025, our South Whittier Community Resource Center staff hosted six large-scale events to help over 4,400 people.





OCTOBER 2025

Board Declares Emergency for Federal Immigration Actions

Federal immigration actions surged in the summer and fall of 2025. DCBA's Office of Immigrant Affairs keyed County efforts to provide critical support to families and neighborhoods facing emergency circumstances.



SECTION 3



RESPONDING IN REAL TIME

Answering The Call

Throughout 2024 and 2025, the needs of our LA County communities changed as quickly and urgently as the emergencies we faced. Even in times of crisis, DCBA wasted no time. We responded by expanding programs and bringing critical resources closer to home. We supported wildfire recovery initiatives, helped protect housing stability, and strengthened efforts to prevent fraud and other consumer harm. By listening to community needs and adapting in real time, DCBA helped residents receive support, protect their livelihoods, and build stronger, brighter futures together.

The Palisades and Eaton fires were the biggest fires in the most destructive wildfire season ever in Los Angeles County. Pacific Palisades and the unincorporated community of Altadena bore the brunt of destruction. Across the region, fires burned for 24 days across 50,000 acres, destroying over 16,000 structures, displacing more than 200,000 people, and claiming 31 lives.

SCAN TO WATCH

Serving Through Crisis and Change

https://bit.ly/25STCC

200,000+

people displaced, with 50,000+ acres of land affected



Supporting Victims At Disaster Resource Centers

In response to the disaster, Los Angeles County worked with federal and state partners to establish Disaster Recovery Centers in the Palisades and Eaton fire areas. These centers gave survivors a central place to access assistance. DCBA deployed 25 employees as Disaster Service Workers to help residents apply for relief programs, understand eligibility requirements, identify available resources, and resolve application issues. Other employees kept essential DCBA services running as community needs increased.

Finding a Way Forward

Recovery often begins with a conversation. At the Eaton Fire Disaster Recovery Center, a father whose family had lost their home in the fire sat down with DCBA staff to talk through what would come next. His family of five, along with their dog, had been displaced and was living in a single hotel room. Rather than rushing through the appointment, staff took extra time to listen and in return made sure he understood the available resources. He was connected with financial assistance through FEMA, the U.S. Small Business Administration, the American Red Cross, Tzu Chi, and DCBA's Household Relief Grant. When the application period opened, he returned for additional in-person assistance. Even in the midst of uncertainty, moments of hope emerged. While working with DCBA staff to complete difficult applications, he received a phone call from his son about how well his baseball game had gone. It brought a smile to both the father's face and was a reminder to DCBA's staff of the resilience families carry through difficult times and how honored we must always be as we support those journeys.

Opening Our Doors To Extend Support

DCBA assumed operations of the Altadena Community Center (ACC) on January 1, 2025, just days before the Eaton Fire. Although the Center was spared major damage, the surrounding community faced widespread loss and displacement. As Disaster Recovery Centers began closing later that year, DCBA transitioned the ACC into a Survivor Support Location where Eaton Fire survivors could receive personalized assistance, learn about available recovery programs, and connect with federal, state, and local services. In total, the Center supported 3,981 survivor visits, helping maintain access to recovery resources beyond the initial emergency response.

From Ashes to Graduation

For one student, the fires threatened not just their home but the future they were building. After their home was burned a week before they were supposed to begin their semester as an undergraduate at Cal State Northridge, they were left scrambling. Not just for a new place to live while they finished their degree, but a way to replace the textbooks they lost to the fires. The Household Relief Grant provided them with a critical financial boost.

> **This has been an extremely difficult time in my life and I'm doing my best to stay positive and see the silver lining in it all. The grant has afforded me the ability to get some clothes, shoes and replace some of the everyday essentials that burned up in the fire. All my books and school materials burned up and I had to use my savings to replace them, so this has given me the opportunity to have a bit of a cushion again.**

Fighting A Price Gouging Surge

One of DCBA's primary roles after a disaster is enforcing price gouging protections, which typically take effect after a declared emergency. Protections cover most goods and services, but following the January 2025 fires, housing-related price gouging surged dramatically, generating thousands of complaints. DCBA's Consumer Protection and Investigations unit used all available methods to keep businesses and landlords in compliance, including obtaining restitution through collaborative prosecutions for some price gouging victims. But the fires highlighted the desperate need for stronger enforcement. By the end of 2025, the LA County Board of Supervisors expanded DCBA's enforcement authority, allowing the department to issue heavy administrative fines to combat future price gouging.

2K

Cease-and-Desist Letters Issued

1.8K+

Rent-Gouging Complaints Addressed

18.7K+

Landlords and Businesses Reached with Educational Notices

In Summer 2025, federal immigration enforcement actions surged across Los Angeles County and many immigrant families faced uncertainty about where to turn for reliable information and support. DCBA's Office of Immigrant Affairs (OIA) responded by expanding education, strengthening legal partnerships, and increasing access to services across the County. From Know Your Rights workshops and multilingual public awareness campaigns to legal assistance and mobile service delivery, OIA adapted quickly to changing community needs while helping residents understand their rights and connect with available support.

Strength In Knowledge

When questions and concerns grew across immigrant communities, OIA expanded opportunities for residents to learn about their rights and prepare for possible encounters with immigration authorities. Through workshops, webinars, and community events, OIA shared practical information while connecting residents with legal and community services. OIA also partnered with County Counsel to provide Sensitive Location Policy trainings for County departments, helping employees better understand County policies and their role in serving immigrant residents.

OIA connected residents with information about their rights through workshops, neighborhood outreach, webinars, and community events.

Sensitive Location Policy trainings helped 40 County departments better understand policies that support immigrant residents and reinforce consistent service.

DID YOU KNOW?

37,521

Residents Reached Through Outreach, Education, and Trainings



Informing Communities Across The Region

Education extended beyond in-person events through two multilingual public awareness campaigns focused on 'Know Your Rights' and preventing 'Immigration Services Fraud'. Advertisements appeared across ethnic and hyperlocal news outlets, digital platforms, transit, outdoor advertising, radio, and social media, helping residents access accurate information through the news sources and platforms they already trusted. Together, the campaigns increased awareness of available County resources while encouraging residents to seek qualified legal assistance and avoid common immigration scams.

SCAN TO READ

Family Preparedness Toolkit

https://bit.ly/25FPTK

SCAN TO WATCH

What to do if you are detained by ICE

https://bit.ly/25DBICE

TELLING HER STORY

In April 2025, a mother from Mexico was preparing to enter an immigration courtroom with her two children. She was seeking asylum without an attorney. Everything depended on her ability to explain why returning to Mexico would put her family in danger.

The hearing would require her to revisit some of the most painful experiences of her life, including domestic violence and threats against her daughter from gangs and cartels. She would also need to answer questions from immigration officials, all while representing herself in an unfamiliar legal process.

Before the hearing, OIA's Mobile Immigration Services Program connected her with one-on-one preparation. Staff walked her through what to expect, helped her organize the events central to her case, and explained what she could do if she became confused or did not understand a question. Even knowing she could ask the judge to repeat a question made the courtroom feel less intimidating.

The preparation helped her understand the process and trust her ability to speak for herself.

> **I wouldn't have known what to expect on the day of the hearing if it wasn't for this preparation meeting.**





SECTION 4

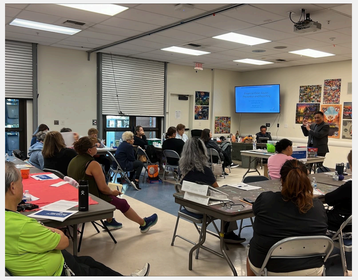


PROTECTING RIGHTS

Empowering For 50 Years

Since the very first days of the department more than 50 years ago, the Department of Consumer and Business Affairs has worked to protect the rights of people who live and work in Los Angeles County. Counselors and investigators from every bureau and unit at DCBA work collaboratively to provide one-on-one assistance and guidance so that every person can better understand their rights. That's perhaps never been more important than in the years 2024 and 2025, when DCBA was continually challenged to find ways to answer the call and protect the rights of LA County's most vulnerable people and communities.

Consumer Protection has been at the heart of DCBA since its inception. During 2024 and 2025, the Consumer Protection and Investigations Bureau played a critical role in safeguarding LA County residents by combating fraud, deceptive business practices, price gouging, and providing advocacy, education and outreach. It continues to be an area of significant and growing need, as consumer complaints to DCBA nearly tripled from 2024 (1,273 complaints) to 2025 (3,486).



Holding Businesses Accountable

DCBA's Consumer counselors and investigators provide immediate support for thousands of people. For larger cases of fraud or illegal business practices, DCBA works in collaboration with law enforcement and prosecuting agencies to stop bad actors in the marketplace.

Notably, in coordination with multiple county District Attorney offices, DCBA investigated businesses that refused to cash out gift cards with balances of $10 or less, in violation of California law. In 2025, these efforts resulted in a $246,000 settlement with restaurant chain Chipotle, which was accused of violating the law, following a similar action in 2024 that resulted in a $750,000 settlement with Home Depot.

Also in 2025, LA County Counsel reached a $3.6 million settlement with streaming service Peacock for alleged violations of California's Automatic Renewal Law. The settlement brought $1.5 million to DCBA to fund our critical consumer protection work. In 2024, County Counsel notably filed consumer protection lawsuits against Hawx Pest Control (for allegations over automatic renewals and other unfair business practices) and GrubHub (for alleged unfair business practices that financially harmed consumers, delivery drivers and restaurants.)

$1,214,048

was obtained in restitution in goods, services and refunds back to consumers during 2024 and 2025

Standing With Immigrants Against Fraud

The immigrant population of LA County has perhaps never been more vulnerable to scams and fraud than in 2024 and 2025. DCBA's Office of Immigrant Affairs and Consumer Protection and Investigations teams work in collaboration to combat immigration services fraud. DCBA investigations led to the prosecution of several unlicensed immigration consultants who were unlawfully taking thousands of dollars from families, filing false applications, failing to provide services, and pretending to be attorneys. In total, DCBA was able to return more than $350,000 in restitution to victims.

Everyone in LA County deserves to earn a living with dignity and respect. When faced with exploitation, wage theft, the threat of federal enforcement, and discrimination, DCBA was there to protect workers. Through extensive investigations, community outreach, and the development of new worker protection policies, we helped workers recover what they earned, prevented abuse, and promoted more safe and fair workplaces across LA County.

$445,861

recovered by audits in collected back wages, interest and fines

Combatting Labor Exploitation And Human Trafficking

DCBA reaffirmed our commitment to preventing human trafficking and combatting exploitation through community partnership. In times of crises, the risk of human trafficking often rises. DCBA collaborated with the Sunita Jain Anti-Trafficking Initiative at Loyola Law School to produce the video 'After the Disaster,' spreading awareness, sharing reporting resources, and highlighting the signs of human trafficking. On the investigative front, the Office of Labor Equity continued its multi-agency partnership with the LA County Treasurer and Tax Collector, Sheriff's Department, Public Health, Regional Planning, and civilian investigators across 10 joint operations, ultimately shutting down nine illicit, exploitative massage parlors in LA County.

SCAN TO WATCH

After the Disaster: Know the Signs of Human Trafficking

https://bit.ly/25ADHT

Enforcing LA County Wage Laws

DCBA continues to stand up for workers when they need it most. Through the course of 28 investigations into minimum wage violations, we collected over $445,000 in back wages, interest and fines for 865 impacted LA County workers. In one case, when an equestrian business tried to reclassify a ranch worker as an independent contractor, investigators conducted a compliance visit and discovered several employees being paid in cash. After a thorough audit, we returned over $26,000 to the ranch worker – $12,342.54 in back wages and interest and an additional $13,826.52 in fines for the violations.

Stronger Protections For Workers

DCBA worked to strengthen and expand worker protections through the adoption of two new county ordinances. The Fair Workweek Ordinance created new protections for retail workers in unincorporated LA County, promoting fair scheduling practices, enforcing reasonable notification of shift changes, and providing 'predictability pay' to compensate workers for disruptive, last-minute changes to their work schedules. Informed and enforced by our Office of Labor Equity, the Fair Chance Ordinance provides job seekers and employees who have a criminal history with critical protections against unfair hiring practices and workplace discrimination.

SCAN TO WATCH

Meet our Staff: Elyssa

https://bit.ly/25MTER

STANDING UP FOR POULTRY WORKERS

Hundreds of workers at Southern California poultry processing facilities were subjected to serious workplace violations, including unpaid overtime, retaliation, and dangerous conditions. Some were minors, including a girl from rural Guatemala who had arrived in the United States before her 14th birthday and had been pulled into work that kept her out of school.

OIA partnered with the U.S. Department of Labor to reach more than 270 affected workers. Staff provided information about workplace rights, helped workers enroll in benefits, and connected them with legal and community support. When settlement payments were issued, DCBA also coordinated financial counseling for more than 100 workers so they could make informed decisions about the money they received.

For the young girl, that support created a path back to school. With help from her attorney and local newcomer resources, she received clothing and school supplies and enrolled in classes for the first time in years.

The Department of Labor cases resulted in more than $8 million in back wages and damages for affected workers. The effort also strengthened connections among OIA, labor agencies, legal advocates, and service providers, creating a model for reaching other poultry and meatpacking workers across Los Angeles.

$8M+

in back wages and damages for affected workers due to Department of Labor cases



DCBA's Housing and Tenant Protections unit (HTP) grew significantly in 2024 and 2025, expanding its programs, staffing, and leadership to meet the increasing needs of tenants across Los Angeles County. With new initiatives and the creation of a second division, HTP strengthened its capacity to provide critical resources, guidance, and direct support to households facing housing instability or crisis. This expanded capacity also improves support and information available to landlords and rental property owners, helping ensure they understand their responsibilities and remain partners in maintaining safe, stable housing.

Strengthening Rent Stabilization Program

In 2024, Los Angeles County advanced tenant protections by updating the Rent Stabilization Ordinance (LACC Chapter 8.52) to better support residents with permanent mobility-related disabilities. This amendment ensures eligible tenants can relocate to rental units that offer appropriate and lasting accessibility. By 2025, the Rent Stabilization Program further strengthened housing stability by recovering more than $61,000 in restitution for tenants impacted by unlawful rent increases, habitability concerns, and reduced services. With most tenants served by the program living in disadvantaged communities and experiencing financial hardship, these achievements underscore the program's essential role in safeguarding vulnerable renters and promoting equitable housing conditions countywide.

SCAN TO WATCH

Meet L.A.'s civic guardian angels

https://bit.ly/25MCGA



$61K+

Recovered in restitution for tenants affected by unjust rent increases, habitability issues, and reduced housing services through the Rent Stabilization Program.

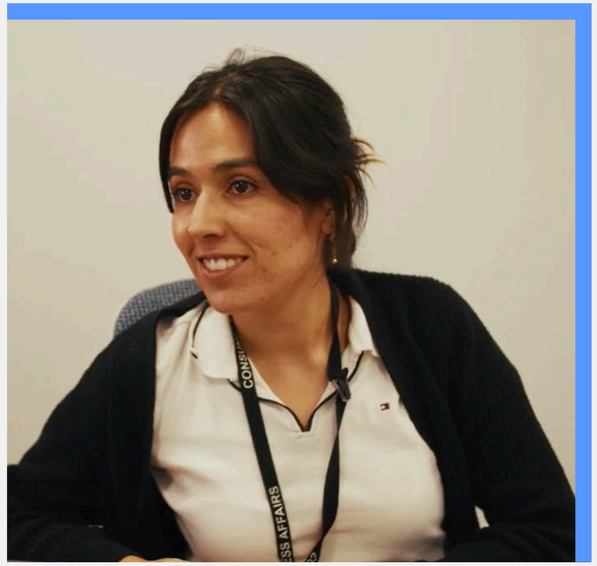
Holding on to Home

A 60-year-old widow contacted DCBA's Foreclosure Prevention team after discovering she was at risk of losing her long-time home. Without her knowledge, her late husband had taken out a second mortgage in his name only. After his passing, she used her savings to keep both loans current but eventually exhausted her funds and fell a year behind on the second loan. When foreclosure proceedings began, she attempted to speak with the servicer and was denied any information because she was not listed on the loan.

Our counselor intervened and contacted the servicer, who again declined to discuss options without legal documents proving her authority. After reviewing the property's history, the counselor discovered that the homeowner had been listed as a joint tenant on the deed since 1996 – making her the surviving owner with full rights to the property. With this information, the counselor requested a postponement of the trustee sale and urged the servicer to review her for foreclosure-avoidance options. Ultimately, she was able to reinstate the loan, and the foreclosure was canceled, preserving her home and her family's long-term stability.

Expanding Justice For Tenants

Many tenants face eviction court without a lawyer, while landlords often have legal support. Launched in 2025, Los Angeles County's Tenant Right to Counsel program helps balance the scales by offering free full-scope legal representation to low-income renters in unincorporated communities through Stay Housed LA. With this support, families can better understand their rights, navigate the eviction process, and avoid unnecessary displacement. The program helps more residents maintain stable housing and strengthens community stability – reflecting the County's commitment to justice, equity, and protecting those most at risk.



Enforcing Safe, Healthy Homes

In 2024, Los Angeles County adopted the Rent Escrow Account Program (REAP) to strengthen enforcement of habitability standards in rental housing across unincorporated communities. Under REAP, units may be placed into an escrow account when landlords fail to correct violations identified by the Department of Public Health's Rental Housing Habitability Program (RHHP). During this period, tenants can pay rent into escrow while landlords are assessed fees until conditions are resolved. Together, REAP and RHHP form a comprehensive system that safeguards tenant health, safety, and basic housing standards.

$8.89M

Rent Registry registration fees collected over 2024 and 2025

Ensuring Housing Stability Through Registration

The LA County Rent Registry helps protect renters by giving the County a clear and reliable picture of local housing conditions in unincorporated LA County. By collecting basic information from property owners, such as rent amounts and changes in tenancy, the Rent Registry can help identify where tenants may be at risk of unfair rent increases or loss of services. Ultimately, the Rent Registry strengthens enforcement of tenant protection laws and supports safer, more stable housing for residents across the County.





SECTION 5

MEETING PEOPLE WHERE THEY ARE



Serving Our Community

When people needed us most, DCBA went to them. Whether that meant taking our services directly into their neighborhoods and local community centers or adapting to circumstances and meeting LA County residents according to their own unique needs. We listened to Angelenos facing housing instability, navigating the legal system, rebuilding after domestic violence, seeking immigration assistance and making difficult financial decisions and we said, “we’re here to help.” From strengthening community partnerships and expanding existing services, to creating new and innovative programs that truly take individuals into account, DCBA took the spirit of public service directly to the community we serve.

Many residents encounter legal issues without knowing where to begin or where to find reliable help. Our Access to Justice programs serve as trusted gateways to legal information, referrals, and supportive services that empower community members to address civil legal matters with confidence. Whether assisting tenants, connecting immigrants to legal services, or helping self-represented litigants navigate the court system, DCBA works to remove barriers and expand access to justice

Keeping LA County Housed

Stay Housed LA helps Los Angeles County residents access essential information and legal support they need to remain safely housed. Through a partnership between Los Angeles County, the City of Los Angeles, and community-based legal service providers, the program offers free tenant workshops, Know Your Rights resources, provides legal referrals, and free legal representation in eviction cases for eligible low-income tenants, regardless of immigration status. In 2025, the program adapted its services to support tenants affected by two major crises in LA County: widespread wildfires and intensified immigration enforcement actions. These events increased demand for tenant counseling and limited traditional outreach, prompting Stay Housed LA to expand virtual engagement and use more easily recognizable program materials so tenants would continue receiving vital information and support.



6,705

tenants who receive limited-scope legal services to avoid eviction

$645K+

in short-term rental assistance disbursed to 57 tenant households that received legal assistance through SHLA for an unlawful detainer proceedings or pre-unlawful detainer negotiated settlements

2,835

tenants who received full-scope legal services to avoid eviction

$11,330

Average Rental Assistance disbursement per household

Legal Help For The Most Vulnerable

Access to legal representation became increasingly important as immigration enforcement activity intensified across the region. Through RepresentLA, OIA continued connecting eligible Los Angeles County residents with immigration legal services, including deportation defense and legal representation for complex immigration matters. As demand grew, the County increased its investment in RepresentLA by 47%, helping strengthen one of its largest immigration legal services programs and ensuring more residents could receive legal support when they needed it most.

Small Claims, Big Impacts

In 2025, DCBA expanded day-of-hearing mediation services to provide reliable weekly coverage across 31 court departments countywide for Small Claims Court, Unlawful Detainer, and Civil Harassment cases. This expansion improved access to timely dispute resolution, helping residents reach agreements while reducing court involvement. Our program resolved 1,263 cases, demonstrating increased successful dispute resolutions through mediation, and supported faster, less adversarial outcomes for litigants. With more than 1,800 volunteer hours contributing to service delivery, our program expanded capacity while saving the County approximately $85,705 in labor costs.

1,800+

volunteer hours for day-of-hearing mediation services

Mediating Successful Outcomes

A strong volunteer network is essential to the success of DCBA's mediation services. In 2025, the program enhanced its volunteer model by introducing a structured eight-week "Intro to Mediation" readiness phase designed to better equip participants for their roles. These efforts contributed to a 90 percent volunteer retention rate and supported 3,744 service hours annually. The program's stable volunteer base strengthened service reliability, generated an estimated $172,186 in labor value for the County, and helped 132 cases avoid the costs and time associated with litigation.

Legal Guidance When It's Needed

Our Self-Help Legal Access Centers (SHLAC) continue to support thousands of Los Angeles County residents navigating complex legal matters with confidence. From divorce and child custody to housing and restraining orders, SHLAC provided guidance that helped people understand their rights, protect their families, and resolve legal challenges. As a result, 20,590 survivors of harm reported feeling safer after receiving restraining order assistance, 6,760 tenants preserved their housing or prevented illegal lockouts, and 21,743 litigants successfully obtained or modified a court order. These outcomes reflect how legal guidance can improve safety, stability, and access to justice across our community.

CREATING HARMONY THROUGH MEDIATION

After the Eaton Fire destroyed Lisa's Altadena home, her 80-year-old mother, Jane, welcomed Lisa and her brother, John, into her house. What began as a temporary refuge gradually became a source of tension.

John, who has serious chronic health conditions, had been used to living independently. His inability to work made it harder to regain that independence, and long-standing tensions with his mother resurfaced. Arguments became more frequent, while Lisa, who also served as John's caregiver, tried to support them both and keep the household from falling apart.

By the time the dispute reached court, eviction seemed inevitable. Less than two hours before the hearing, DCBA's Dispute Resolution Program offered the family an alternative through mediation.

Jane acknowledged how John's health affected his ability to regain independence. John recognized that the living arrangement was no longer working and accepted responsibility for his role in the conflict.

Together, they reached an agreement that avoided a permanent eviction record and allowed the family to decide what came next.

When the agreement was finalized, Jane asked whether John could still visit for holidays and special occasions. The answer was yes. Mediation created needed boundaries without ending their relationship.



Mediation created needed boundaries without ending their relationship.

Access looks different for every resident. For some, it begins with a counselor who can answer questions. For others, it means finding support at a community center, through a mobile program, or at an event in their neighborhood. Across these efforts, DCBA brought services closer to residents and created more ways for people to get the help, information, and referrals they needed.

Consumer Counselors Have The Answers

For many residents, the Consumer Counseling Center (C3) is the first stop for trusted information and connections to County services, community resources, and consumer assistance. During 2024 and 2025, C3 assisted more than 55,050 callers. Timely guidance helps residents access trusted resources and make informed decisions. Following the Eaton and Palisades fires in 2025, C3 expanded its role by guiding residents through the Household Relief Grant Program, answering questions, navigating the application process, and connecting them with critical relief resources when they needed them most.

A Service Hub In Your Neighborhood

As communities faced new challenges, our Community Centers continued providing programs and resources that met residents where they were. In 2025, the Altadena Community Center welcomed 1,861 residents to classes and special events that encouraged recreation and wellness following the Eaton Fire. Local programs make it easier for residents to access services and stay engaged in their communities. Through 53 outreach events in 2024 and 2025, the South Whittier Community Resource Center reached more than 8,400 community members, expanding awareness of DCBA services, local programs, health services, and other County resources.

Promoting Long-Term Stability

The Case Management Pilot Program (CMPP) provided voluntary, community-based support to immigrants navigating the immigration system while settling into life in Los Angeles County. Led by OIA, the program brought together a network of legal and social service organizations to deliver individualized case management, legal services, mental health support, cultural orientation, and referrals to essential community resources. By coordinating services across trusted partners, CMPP helped participants address immediate needs while promoting long-term stability for individuals and families. Although the program concluded in 2025, the partnerships and lessons established through CMPP continue to inform OIA's work.



1,000+
Participants Served

47
Community Partnerships

More than 1,000 immigrants received individualized case management and supportive services during the program.

Expanded collaboration with immigrant-serving community-based organizations to strengthen coordinated service delivery across Los Angeles County.

Maximizing Tax Credits

As residents navigated changing financial circumstances, Free Tax Prep LA provided residents with support to access income tax refunds, credits, and other resources that could help families manage everyday costs and strengthen household stability. In 2024 and 2025 over 6,500 residents were assisted in generating more than $8,652,320. By making tax services easier to access, DCBA helped residents claim benefits they qualified for and connect with resources available in their communities.

SCAN TO WATCH

Did you know eligible L.A. residents can claim up to $12k in tax credits?

https://bit.ly/25LATAX

> **With this money I plan to pay for my citizenship application. This is something I have been wanting to achieve since last year but did not have the money for.**

$8,652,320

in federal and state tax refunds

Empowering Survivors

Financial assistance can provide domestic violence survivors with the flexibility to meet immediate needs and begin rebuilding their lives. Through the Empower_u Fund, DCBA distributed 2,780 grants totaling $6.95 million for domestic violence survivors impacted by the COVID-19 pandemic, including an additional 1,430 grants awarded in 2025. The program also connected survivors with wraparound support and strengthened the capacity of 10 community-based organizations, helping more residents access trusted services that promote financial stability and long-term recovery.

Saving Toward Citizenship

Adriana joined the DCBA's financial coaching program because she wanted to strengthen her credit and build savings. She had already taken steps on her own, carefully using store credit cards and paying down balances whenever possible, but she wanted a better understanding of how credit worked and how to plan for larger goals.

With support from her financial coach, Adriana created a budget, reviewed her credit, and joined the LISC Twin Account Program. The program gave her a structured way to save while continuing to build healthy financial habits.

By the end of the program, Adriana had saved $300 and received an additional $600 in matching funds. The money gave her the chance to move forward with something she had been putting off because of the cost. What began as a goal to improve her finances became a step toward becoming a U.S. citizen.

Leaving A Legacy Through Estate Planning

A home can be one of the most valuable assets a family owns, providing stability today and an opportunity for future generations. Planning ahead helps families protect their assets and preserve opportunities for future generations. Through the Leaving a Legacy program, we helped residents access estate planning services that support homeownership, protect assets, and strengthen financial security. In 2024, the program completed 483 wills, estates, and trusts, helping safeguard at least $150 million in assets. This effort supported older adults and families in creating a long-lasting legacy while reducing barriers to estate planning.

SCAN TO WATCH

If you died tomorrow, would your affairs be in order?

https://bit.ly/25WAIO



DID YOU KNOW?

$3.78M

In grants provided to first-time homebuyers

114

households purchased homes

$60M

In combined property value

Building Wealth Through Homeownership

For many first-time homebuyers, saving enough for a down payment or closing costs can put homeownership out of reach. The Greenline Home Program helped address that barrier by providing $35,000 in grant assistance to eligible low-to-moderate income buyers purchasing homes in areas harmed by historic redlining. Through the program, 114 households purchased homes, totaling $3.78 million in grants and representing more than $60 million in combined property value.

Improving Lives Street By Street

The Mobile Immigration Services Program (MISP) brought immigration legal and supportive services directly into communities, reducing barriers for immigrants at risk of or experiencing homelessness. Through trusted community partners, the program served 923 immigrants and connected them with legal assistance, case management, and other support. MISP also strengthened the organizations serving immigrant communities by providing 27 trainings attended by 1,935 participants representing 549 organizations.



Shaping The Future Of Cannabis In LA County

In 2024 and 2025, DCBA's Office of Cannabis Management expanded cannabis education and outreach to help residents better understand the County's developing cannabis regulatory framework. Working with Public Health and other partners, OCM held public meetings focused on the development of the county's cannabis regulatory framework, legal education trainings for potential social equity entrepreneurs, community workshops on informed consumption, youth prevention, and the differences between regulated and unregulated markets. As community interest continued to grow, OCM broadened its outreach, updated materials, and coordinated closely with other County departments. OCM also continued shaping the County's proposed Social Equity Program through policy analysis and community input. Together, these efforts helped residents stay informed and supported a more equitable cannabis future for LA County.



SCAN TO WATCH

LA County Office of Cannabis Management: The LA County Way

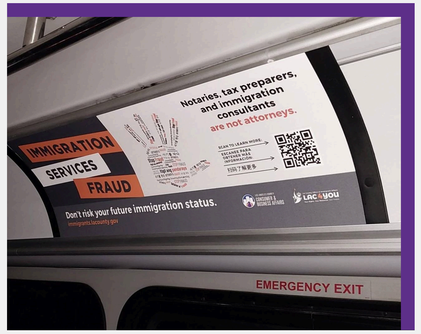
English
https://bit.ly/25OCMW

Spanish
https://bit.ly/25OCME

When Los Angeles County residents faced wildfires, increased federal enforcement, and other emergencies, clear information became part of the response. The Communications Division worked alongside teams across DCBA to quickly explain available services, protections, and relief in ways people could understand and use. By reaching residents through trusted sources and direct outreach, the team helped connect them with the information and resources they needed most.

Reaching Residents Across Los Angeles County

Across DCBA's major public awareness campaigns, the Communications Division reached residents on a scale that reflected both the size and diversity of Los Angeles County. Millions encountered information through local and ethnic media, radio, billboards, Metro ads, and digital advertising. More focused efforts, including bilingual text messages, neighborhood canvassing, and search ads, placed resources directly in front of residents most likely to need them. Together, these efforts broadened awareness of DCBA services and gave residents clearer paths to information, assistance, and protection.



4.4M+

Digital Ad Impressions

Combined reported impressions from the Know Your Rights, Immigration Services Fraud, Consumer Protections, and Leaving a Legacy campaigns.

3.58M

Radio Impressions

Combined reach from the Consumer Protections, Immigration Services Fraud, and Leaving a Legacy campaigns.

13.4M+

Billboard and Outdoor Ad Impressions

Includes the reported Know Your Rights billboard reach and the projected reach of Leaving a Legacy's billboard and corner-store placements.

5.15M

Metro Ad Impressions

Combined reach of interior and exterior Metro advertisements from the Immigration Services Fraud campaign.



SECTION 6



BUILDING WHAT COMES NEXT

Looking Ahead

DCBA is using the lessons of the past two years to shape what comes next. Stronger policies, updated systems, and new approaches are helping the department prevent problems before they grow and respond more effectively as needs change. From modernizing services to developing new protections and regulatory frameworks, DCBA is building a stronger foundation for consumers, workers, tenants, homeowners, and immigrants across Los Angeles County.

Influencing Tomorrow's Laws Today

Today's work from DCBA's Public Policy Division helps turn community needs, Board of Supervisors priorities, and emerging crises into the actionable programs, policies, reports, and services of tomorrow. In 2024 and 2025, the Policy team worked on many of the County's most urgent issues, including housing stability, eviction prevention, medical debt, financial empowerment, consumer protection, disaster recovery, gender equity, fair chance hiring, and poverty reduction. DCBA's Policy team delivered 19 ad-hoc board reports, outpacing many of the largest and most resourced departments in providing research, recommendations, and implementation pathways for innovative County initiatives, invaluable work that supports informed decision-making by the Board of Supervisors.

Laying The Groundwork For A New Industry

DCBA's Office of Cannabis Management (OCM) is leading the County's effort to create a safe, transparent, and responsibly regulated commercial cannabis industry in Los Angeles County. Working closely with partner departments, OCM is working to establish a strong public health and safety framework that will protect consumers and support the legal market. OCM is also developing a Social Equity Program that, once launched, will expand access and provide support for individuals and communities disproportionately impacted by cannabis criminalization. Together, these efforts lay the groundwork for a more fair, sustainable, and community-centered cannabis industry in the near future in Los Angeles County.

19

Ad-hoc board reports delivered by DCBA's Policy team in 2024 and 2025

> **Immigrant needs do not stop at jurisdictional boundaries. By building stronger relationships across sectors, OIA is creating a more connected regional response.**

Building Stronger Regional Coordination

Immigrant needs do not stop at jurisdictional boundaries. OIA is strengthening coordination with all 88 cities in LA County, along with community-based organizations and philanthropic partners, to improve how information, services, and resources reach immigrant communities. By building stronger relationships across sectors, OIA is creating a more connected regional response and helping partners work together when new needs emerge.

DID YOU KNOW?

Services provided at Self-Help Legal Access Centers and recorded in the updated tracking system

120,632



Strengthening Our Office Of Labor Equity

Looking ahead, the Office of Labor Equity is increasing proactive minimum wage enforcement by targeting high-risk industries, including restaurants, retail, hospitality, and homecare, and expanding its authority to enforce workplace protections through policy like the Reclaiming Wages for Workers through Worker-Centric Approaches motion. In building the framework for Last Paycheck protections, we are working to ensure workers' final wages get to their families and loved ones should they become unable to collect them.



Leading Countywide Language Access

OIA is leading LA County's efforts to make services easier to access for residents who speak languages other than English. As the County's Language Access Coordinator, OIA provides guidance, training, and technical assistance to departments as they develop and carry out their language access plans. The office also helps set countywide standards, tracks progress and supports a complaint process for residents who encounter language barriers when seeking County services.

Modernizing The Self-Help Legal Access Centers

DCBA modernized the Self-Help Legal Access Centers' tracking system to provide a clearer picture of how legal services are delivered and where they are needed most. The enhanced system documented 120,632 service interactions for 95,840 residents and identified the county's most common legal needs, including 32,522 divorce matters, 28,729 restraining-order cases, and 25,073 housing issues. By capturing detailed service trends instead of simple visit counts, DCBA can better evaluate community needs, strengthen future programs, and direct resources to the legal services that have the greatest impact across LA County.

MEETING THE MOMENT

County of Los Angeles
Department of Consumer and Business Affairs
2024–2025 Biennial Report



County of Los Angeles Board of Supervisors

Hilda L. Solis	Holly J. Mitchell	Lindsey P. Horvath	Janice Hahn	Kathryn Barger
First District	Second District	Third District	Fourth District	Fifth District

County of Los Angeles Department of Consumer and Business Affairs

320 West Temple Street, Room G-10 | Los Angeles CA, 90012
(800) 593-8222 | dcba.lacounty.gov