



**Meeting Minutes
Tuesday, November 9, 2021**

Present:

Sandra Price, Board Chairperson
Richard Weisenhoff – Board Vice-Chairperson
Patricia Branch – Board Member
Jerome Rollerson - Board Member
Judi McCormick - Board Member
Rosa-Maymi - Board Member
Cheryl Mattis - Deputy Director, Department of Community Resources and Services
Beth Silverman - Investigator, Office of Consumer Protection

Absent:

Young Smith – Board Member

- The meeting was called to order at 7:00 PM by Sandra Price, Board Chairperson.
- The minutes from the Tuesday, October 12 13, 2021 meeting were approved.
- Old Business –
 - Beth gave an update on the Office. Mentioned that CB-33 was ending on November 16, and gave some examples of cases recently filed.
 - Annual Board Report – Jerome stated he has sent around a draft. Discussed that report isn't due until January, so will hold off on finalizing until the year ends. Rose mentioned that she hadn't received the draft and Jerome said he would make sure she was added to his list.
- New Business –
 - Consumer Protection Week – discussion around how the Board would like to honor the week. Noted that the FTC hasn't put out anything yet around

when it will be, although it is usually held the first full week in March. Discussed the idea of holding a shred event, but decided instead to use the week to educate around a topic.

- Discussed various potential topics to cover for consumer protection week and for the year. Some of the ideas were:
 - Energy suppliers and how to choose one, could also include information on solar panel suppliers
 - Student loans/debt relief, including student loan forgiveness programs
 - Medicare enrollment scams
 - Government imposter scams
 - Covid related scams
 - Credit scams (could conflict with county Money Matters programming in April)
 - How to be a smart consumer, including how to safeguard credit, price compare, basic ideas on protecting consumers in the marketplace.
- Also talked about how to deliver the message – using video if the Department has a new communications director who could help with this; expanding beyond social media by putting articles in other publications, or creating a newsletter
- Decided to have everyone review topics and ideas and then make formal decision next month on exactly what topics to cover during Consumer Protection Week.
- Other announcements
 - Multi Service Center is hosting 2 consumer protection days on November 17 and December 8 from 10:00 am – 2:00 pm. Flyers have been created in English and Spanish for the events and are being distributed.
- Next Meeting will be held on December 14, 2021.

Adjournment:

The meeting was adjourned by Sandra Price at 7:45 pm.