



Meeting Minutes
Tuesday, January 11, 2022

The meeting was called to order at 7:00 PM by Sandra Price, Board Chairperson

Present:

Sandra Price – Board Chairperson
Rosa Maymi– Board Member
Patricia Branch – Board Member
Young Smith – Board Member
Cheryl Mattis- Deputy Director, Department of Community Resources and Services (DCRS)
Tract Rezvani – Incoming Administrator, Office of Consumer Protection
Jennifer Jones –Deputy Chief of Staff for County Administration
Lila Boor – Investigator, Office of Consumer Protection

Absent:

Richard Weisenhoff – Deputy Board Chairperson
Jerome Rollerson – Board Member

The minutes from the Tuesday, December 14, 2021 meeting were approved.

Business Discussed:

- Lila Boor informed the Board that Board member, Judi McCormick, resigned from the Board, effective December 31, 2021. Cheryl Mattis asked Lila Boor to ask Kim Henry in the DSRS communications team to draft a press release to advertise the now vacant position. Sandra Price introduced incoming Administrator, Tracy Rezvani, for the Office of Consumer Protection. Tracy gave a brief description of her background to the Board.
- Lila Boor gave updates for the Office of Consumer Protection:
 - She gave a review of the quarterly statistics;
 - Discussed types of cases the Office has received;

She mentioned that since the Office has been opened to the public in August, 2021, Consumers have not been coming in the office to discuss their issues, but rather have been contacting the Office via telephone.

The 2021 Annual Report was discussed. Lila Boor reminded the Board that their plans for 2022 need to be included.

2022 Focus Areas:

The Board voted on the following areas of focus for 2022 to increase awareness and protect residents:

- Communities of Color;
- Tenants' Rights;
- Older Adults;
- Covid-19 Scams;
- Government Imposters

Cheryl Mattis asked the Board what is the goal for these focus areas. Sandra Price stated to prepare tip sheets to send out to various agencies; such as the NAACP and Senior's Centers in the County.

National Consumer Protection Week:

- Sandra Price informed the Board that it will be the week of March 6 – 12, 2022;
- The Board voted on the theme of "How to be a Smart Consumer." The Board will write content for the following topics:
- Signing leases;
- Government Imposters;
- Refund policies;
- Safeguarding credit

Sandra Price stated that she would like to do short videos on each topic, but Cheryl Mattis stated the Department does not have a current Communications Manager to record videos. Jennifer Jones stated that the Public Information Office should be able to help with the videos. The following Board members agreed to write content and participate in a recorded video.

Sandra Price, Young Smith, and Rosa Maymi. Sandra Price said that she will reach out to Jerome Rollerson and Richard Weisenhoff to see if they would be interested in participating. Cheryl Mattis asked the Board to have their scripts prepared by the end of January.

Tracy Rezvani mentioned that Amazon impersonators are the number 1 scam going on right now. Cheryl Mattis suggested the Board go out in the community and give presentations on the Office's functions to increase awareness. Lila Boor said that she believes the Office has a Power Point presentation prepared that gives an overview. She will try to locate it and send it out to the Board.

Budget:

- Sandra Price reminded the Board that the \$1,000.00 budget money needs to be spent by mid-June. Sandra Price hopes to find various trainings for Board members. Cheryl Mattis mentioned ACS may offer training on how to be a Board member. Sandra Price said that she will check into it and asked the other Board members to look for training opportunities.
- Lila Boor asked the Board if they will not be holding meetings in the months of July and August in 2022. Sandra Price states the meetings will continue to be held the second Tuesday of each month and not in July and August. She said that she will send out a meeting schedule for 2022.

Legislative Update:

- Patricia Branch discussed the legislative update regarding consumer-related bills that have been pre-filed for the 2022 session. This update was sent out to the Board.

Announcements:

Young Smith announced that Lunar New Year will not be celebrated at the Columbia Mall on Saturday, February 5, 2022, as planned due to Covid-19. Instead, the event will be held virtually. She also stated that she sent the Eviction Guide translated in Korean to the Korean Times to post in the newspaper.

The meeting was adjourned at 7:55 PM by Sandra Price.