



**Advisory Board Meeting Minutes
Tuesday, April 12, 2022**

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

Present:

Sandra Price – Board Chairperson
Young Smith – Board Member
Patricia Branch – Board Member
Jerome Rollerson- Board Member
Rosa Maymi – Board Member
Dr. Calvin Ball- County Executive
Jennifer Jones – County Administration
Tracy Rezvani – Administrator Office of Consumer Protection
Lila Boor- Investigator, Office of Consumer Protection

Absent:

Richard Weisenhoff

Annual Report:

Sandra Price introduced County Executive Dr. Calvin Ball. Dr. Ball discussed the importance of consumer protection work and expressed his appreciation to the Board for their work. Sandra Price, Patricia Branch and Young Smith presented the Board's 2021 Annual Report to the County Executive.

Tracy Rezvani discussed the edits she made to the report. The Board approved the Annual Report as presented and edited.

Business Discussed:

Sandra Price informed Dr. Ball of the Board's focus areas for 2022; impact of fraud on seniors, tenants' rights, impostor scams, and COVID scams. Dr. Ball appreciated the importance given to the data-driven initiatives, and the importance of scam awareness for older adults, foreign born residents, and people of color.

Tracy Rezvani informed the Board that Trent Williams has been appointed as a new board member who will present his nomination to the County Council on April 18, 2022.

The minutes from the March board meeting were approved.

Legislative Updates

Patricia Branch gave update that the 2022 session is adjourning this month. She will be checking to see if proposed bills have been passed into law.

Training Opportunities

Sandra Price suggested the attached training program. She also stated that when she joined the board, she received a binder containing useful information. She said that all board members should have one. Sandra Price will give it to Lila Boor and she and Tracy Rezvani will review the information, update the binder, and determine if there is a way of storing it in a shared drive accessible by the Board.

The Board moved and approved a recommendation to OCP to adopt the attached training program with the updated binder and possible online storage location for same.

Budget

Sandra price also expressed an interest in OCP apparel such as shirts for the Board to wear at events. Tracy Rezvani said that the only logo which can be ordered bears the DCRS logo because the vendor isn't set up to do anything more specific. Lila Boor said she will send the link to the Board. The Board also discussed business cards (attached sample) and name tags. Tracy Rezvani stated that she liked the idea of the board doing programming.

After discussion, the Board moved and approved a motion which recommended using its budget to pay for the training program, name tags, business cards, Board retreat dinner, and if budget allows, OCP magnets and jar grippers.

Office Updates

Lila Boor informed the Board that the Village of Wilde Lake will be having their 50th anniversary on April 23rd. This is an opportunity for the Board to volunteer for a short shift to staff the DTCS table. Tracy Rezvani stated that Board member Young Smith and a LOKA volunteer staffed a table at the Money Matters kickoff on April 4, 2022.

Lila Boor mentioned that in July there will be a retreat dinner for the Board at Union Jacks restaurant in Columbia. The restaurant has a large outdoor seating area. The dinner will be held on July 12, 2022, at 7:00 p.m.

Lila Boor informed the Board that the Office has been getting many calls regarding rent increases, and there is no rent control in Maryland. The Office is advising residents to contact their county council representatives.

Consumer Protection Week Re-Cap

Rosa Maymi re-capped the webinars. Tracy Rezvani said the webinars went well, and thanked Rosa Maymi and Richard Weisenhoff for their role as facilitator. Tracy Rezvani said that there were 74 registrants at the e-payment webinar and 55 at the debt collection webinar. Sandra Price and Patricia Branch attended and found them to be very informative. Tracy Rezvani said that the Board recommended social media campaign went out using PIO's graphics and DCRS' communications team with one posting each day of the week.

Montgomery County Advisory Committee on Consumer Protection

Sandra Price informed the Board that both she and Richard Weisenhoff met with leadership of the Montgomery County's consumer advisory committee last month and the Board is invited to attend the Committee's May meeting on May 3, 2022, at 8:30 a.m. They intend to discuss future cross-border coordination.

Sub-Committee Formation

The Board discussed forming four sub-committees: (1) inter-county sub-committee; (2) legislative sub-committee, (3) Board training (onboarding and development) and (4) community engagement/education. Tracy Rezvani suggested that there should be a board member in charge of each sub-committee and use volunteers to staff. Volunteers can be obtained through DCRS' volunteer coordinator, Darlene Vaselaros. Tracy Rezvani said that she found a training program on how to research bills in the general assembly to assist the legislative sub-committee which she had previously sent to Patricia Branch. The training has not been offered in 2020-22 and it's hoped it will return. The Board approved a motion to form the four above identified sub-committees.

The next meeting is scheduled for Tuesday, May 10, 2022

The meeting was adjourned at 8:26 PM by Sandra Price.

Consumer Protection Advisory Board

Proposed Board Onboarding and Training Options

BOARD MEMBER ONBOARDING

Staff currently provides an “Orientation Binder” to new Board members. The existing version is printed, propose creating an electronic/pdf version or a secure webpage for Board resources, to allow for frequent/monthly updates. In addition to the Membership Roster, Mission, Rules of Procedure, relevant Howard County Codes, Budget, past 6 months of Minutes, current Publications (in all languages), Projects, and the most recent 12 months of OCP Statistics, the following additional items are proposed:

- Staff Contact Information
- Most recent Annual Report
- Most recent [Current Robert’s Rules of Order](#) (CPAB budget item?) along with “[Cheat Sheet](#)”
- The creation of printed CPAB information cards, to hand out to community members (CPAB budget item; *example attached*)
- Order/provide Name Tag for New Members
- Order CPAB logo attire for Board members
- Schedule Onboarding Welcome Meeting with New Board Member, Staff, and Board Chairperson and Co-Chairperson. The purpose of the meeting is to not only welcome the new Board Members, but for staff and board members to review current projects, Subcommittee needs, etc.
 - New Board Member to select Subcommittee(s) they would like to join

Suggested trainings:

- Parliamentary Procedures Training (all Board members)
 - General Overview and/or Roberts Rules of Order
 - Separate Training/Deeper Dive regarding Motions and Voting
- Maryland Open Meetings Act training, in the event both Chairperson and Vice-Chairperson are both absent from a meeting.

ONGOING BOARD MEMBER PROFESSIONAL DEVELOPMENT

- Annual Board Retreat (social and professional)
 - Staff to discuss any revised Howard County Rules of Procedures and Howard County Codes
- Training relevant to Subcommittee work, e.g., training and access to legislative tracking systems for Legislative Monitoring Subcommittee, speaker training/Toastmasters for Community Engagement Subcommittee, etc.



Sandra Price

Member (Appointment 2018-2023)

Consumer Protection Advisory Board

The Howard County Office of Consumer Protection helps to protect Howard County consumers by mediating disputes, taking enforcement action, or providing tips on how to avoid scams or make smart purchasing decisions.

Howard County Office of Consumer Protection

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<https://www.howardcountymd.gov/consumer-protection>

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