



**Meeting Minutes**  
**Tuesday, May 10, 2022**

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

**Present**

Sandra Price – Board Chairperson  
Richard Weisenhoff – Board Vice-Chairperson  
Patricia Branch – Board Member  
Rosa Maymi – Board Member  
Young Smith – Board Member  
Trent Williams – Board Member  
Tracy Rezvani – Administrator, Office of Consumer Protection

**Absent**

Jerome Rollerson – Board Member

**Motion to approve the minutes from April 12 meeting**

Review of minutes, Patricia motioned, Sandra seconded, minutes approved

**Introduction of New Board Member – Trent Williams**

Trent introduced himself and provided background information. He spent 27 years in banking in the wealth management. After leaving banking, Trent provided consulting services and took a couple of years off to participate in volunteer work in Howard County and Baltimore City. Trent is Board Treasurer for the Baltimore Regional Housing Program. It's a non-profit that helps those living in poverty move to areas of opportunity. Trent also sits on the board of several agencies in Howard County.

**Old Business**

Patricia presented legislative update - the general assembly convened January 12 and during the 90 day session, considered over 2500 bills. The Board reviewed 25 bills mostly in the landlord/tenant areas and 9 of those bills were passed. Over 800 bills were passed by the general assembly.

**New Business**

**CPAB Subcommittee Assignments**

Sandra attended the Montgomery County Board meeting and there were several things they were interested in collaborating with Howard County. It was decided that no more than two Board members would sit on each subcommittee.

1. *Howard County-Montgomery County Inter-Governmental Subcommittee* – Sandra and Rich will sit on the subcommittee; no volunteers anticipated.



2. *Legislative Monitoring* – Patricia volunteered to sit on the subcommittee, she requested a volunteer. Tracy asked that a position description be drafted in the Fall so that recruitment can begin.
3. *Board Training* - -Rosa and Jerome will sit on the subcommittee
  - a. Onboarding
  - b. Professional Development
4. *Community Engagement* – Young and Trent volunteered to sit on the subcommittee. Volunteers will be needed for the subcommittees. A position description will be written to recruit the volunteers. Volunteers may be called the SWAT team (Seniors with Available Time)

DCRS's IT (Tom Bradley) will provide access to a workspace for Board members.

### **FY23 Meeting Schedule**

The board will continue to meet the second Tuesday of the month in FY23.

### **Office Report**

Tracy presented the office report – summary of Q1 (first quarter of the year) complaints, 24 out of 54 cases were rental issues. For the future, look at merchant category to see if too many cases fall under retail. Are they really retail issues? For example, FedEx fell under retail, but the questions is should a new category be created for shipping/delivery? Does Comcast fall under telephone or another category? There were 157 calls with questions around landlord/tenant issues. There were 7 complaints about common ownership (HOA and Condos). There were 36 calls under the Other category that need to be better organized.

Outreach – at the AAPI event over 299 attendees stopped by the DCRS table.

April was Financial Literacy month. OCP organized presentations for the community and DCRS staff. A presentation on scams was provided for 20 individual participants at Parkview at Emerson. For the Money Matters presentations on scams there were 20 participants and 57 for home improvement. Two workshops were presented internally. For Debt Collection there were 54 attendees and 25 for the payment apps presentation. OCP also hosted the FTC, CFTC and FINRA for a Money Matters workshop on Crypto Currency for 34 participants.

Distributed 165 English/Korean OCP fliers during the Grab & Go Food event.

Goal is to increase the number of consumer complaints, increasing Office of Consumer Protection's visibility for consumer (non-L&T) complaints too.

Looking at updating towing laws. In the past calls were made to the Office of Consumer Affairs and the Howard County Police Department. Working with the police department to streamline the process for businesses.



### **Other Announcements or Dates of Importance**

- May 26- Young and volunteers will record a webinar “Anatomy of a Scam” in Korean. It is also available in English and Spanish.
- June 11 – World Elderly Abuse Awareness, AARP is sponsoring a resource fair and shredding event. Attendees will also receive a ticket for breakfast.
- July 12 - board members will attend a social gathering at Union Jacks

### **Next Committee Meeting Date**

The next Board meeting is Tuesday, June 14, 7:00 p.m. to 8:30 p.m.  
No meetings July and August

### **Adjournment**

The meeting was adjourned by Board Chairperson Sandra Price at 7:48 p.m.