

County of Santa Clara  
Advisory Commission on Consumer Affairs



**DATE:** February 27, 2017, Workshop Meeting  
**TIME:** 7:00 PM  
**PLACE:** Conference Room 157  
County Government Center – 70 W. Hedding Street, 1st Floor  
San Jose, CA 95110

**AGENDA**

In compliance with the Americans with Disabilities Act and the Brown Act, those requiring accommodations in this meeting should notify the Clerk of the Advisory Commission on Consumer Affairs no less than 24 hours prior to the meeting at (408) 299-5001, or TDD (408) 993-8272.

Please note: To contact the Commission and/or to inspect any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to all or a majority of the Board of Supervisors (or any other commission, or board or committee) less than 72 hours prior to that meeting, visit our website at <http://www.sccgov.org> or contact the Clerk at (408) 299-5001 or 70 W. Hedding Street, 10th Floor, East Wing, San Jose, CA 95110, during normal business hours.

Persons wishing to address the Commission on a regularly scheduled item on the agenda are requested to complete a request to speak form and give it to the Deputy Clerk. (Government Code Section 54953.3.) Individual speakers will be called by the Chairperson and are requested to limit their comments to two minutes. Groups of speakers on a specific item are asked to limit their total presentation to a maximum of twenty minutes for each side of the issue.

COMMUTE ALTERNATIVES: The Board of Supervisors encourages the use of commute alternatives including public transit, bicycles, carpooling, and hybrid vehicles.

For public transit trip planning information, contact the VTA Customer Service Department at 408-321-2300 Monday through Friday between the hours of 6:00 a.m. to 7:00 p.m., and on Saturday from 7:30 a.m. to 4:00 p.m. Schedule information is also available on the web at [www.vta.org](http://www.vta.org).

Bicycle parking racks are available in the James McEntee, Sr., Plaza in front of the County Government Center building. If this Board or Commission does not meet in the County Government Center please contact VTA for related routes.

**Opening**

1. Call to Order/Roll Call.
2. Public Comment.

This item is reserved for persons desiring to address the Commission on any matter within the subject matter jurisdiction of the Commission that is not on this agenda. Members of the public who wish to address the Commission on any item not listed on the agenda should complete a request to speak form and give it to the Deputy Clerk. The Chairperson will call individuals to speak in turn.

Speakers are limited to the following: three minutes if the Chairperson or designee determines that five or fewer persons wish to address the Commission; two minutes if the Chairperson or designee determines that between six and fourteen persons wish to address the Commission; and one minute if the Chairperson or designee determines that fifteen or more persons wish to address the Commission.

The law does not permit Commission action or extended discussion of any item not on the agenda except under special circumstances. If Commission action or response is requested, the Commission may place the matter on a future agenda.

### **Regular Agenda - Items for Discussion**

3. Discuss Commission Work Plan for Fiscal Year (FY) July 1, 2017 through June 30, 2018 and Accomplishments for FY 2017, to be submitted to the Clerk of the Board by April 1, 2017, and subsequently forwarded to the Board of Supervisors through the Public Safety and Justice Committee (PSJC). (ID# 84818)
4. Discuss potential recommendation to the Board of Supervisors through the Public Safety and Justice Committee (PSJC) and the Finance and Government Operations Committee (FGOC) on date uncertain to change the Advisory Commission on Consumer Affairs committee oversight body from PSJC to FGOC. (ID# 85198)
5. Discuss the Ontario, Canada pilot financial literacy curriculum and a potential consumer financial literacy project for Santa Clara County. (Salem/Garcia/Casey).
6. Discuss issues relating to providing consumers information regarding product recalls. (Ambra)
7. Discuss proposal to add informational flyer to income tax assistance programs relating to fraudulent IRS tax schemes. (Lebron)
8. Discuss next steps relating to County land development activities and a possible presentation from the City of San Jose Office of Housing and Homeless Support Services. (Lebron)
9. Receive verbal reports from Commissioners relating to consumer issues being tracked on various consumer advocacy web sites.
10. Propose future agenda items.

### **Announcements**

11. Announcements and correspondence.
  - a. Chairperson's Announcements.
  - b. Commissioners' Announcements.
  - c. There are currently two vacancies on the Commission. For Internet access to the vacancies list and applications visit <http://www.sccgov.org/sites/bos/bnc>.

### **Adjourn**

12. Adjourn to the next regular meeting on March 27, 2017 at 7:00 p.m. in Room 157, County Government Center, 70 West Hedding Street, San Jose.

## **Instructions for Completion of Annual Boards & Commissions Work Plans and Prior Year Accomplishments**

A committee comprised of Board Policy Aides and the Office of the Clerk of the Board have developed a standard template for use by Boards and Commissions in completing their annual work plans. A significant change is that work plans will be based on a fiscal year rather than a calendar year. The new work plans are to be completed by each Board and Commission and approved at a regular Board or Commission meeting no later than April 1 of each year. The Clerk's Office will then transmit the work plans to the appropriate Board Committee for review in May of each year and to the Board of Supervisors for approval in June.

Please use the following instructions when completing the work plans:

### **Cover Sheet (Page 1)**

This area should include the name of the Board or Commission, the timeframe covered by the work plan (i.e. Fiscal Year 2007 July 1, 2006 – June 30, 2007) members' names, chair's name, and vacancies as of April 1. Do not put commissioner addresses or phone numbers on the work plan. The Board offices have access to that information if necessary. This page will need to be updated each year.

### **Mission Statement: (Page 2)**

This area of the work plan should clearly state the mission of the Board or Commission. This information may be extracted from the enabling legislation (i.e. Ordinance, Board action, Resolution) that formed the Board or Commission or may be a purpose statement approved by the Board or Commission and derived from the enabling legislation. This section may also contain the roles and responsibilities of the Board or Commission. This page may not need to be updated each year.

### **Historical Background: (Page 2)**

This area should provide the reader with some historical information about the Board or Commission (i.e. when it was formed, issues of focus in years' past, significant outcomes of work by the Board or Commission. NOTE: Accomplishments from the previous year should not be discussed here – there is another area on the work plan where this is done. This page may not need to be updated each year.

**Fiscal Year Work Plan: (Page 3)**

This area should provide the goals/objectives (no more than 5) of the work plan, the activities planned to accomplish the goals, the priority ranking of each goal and the timeline anticipated to accomplish the goal. This page will need to be updated each year.

**Prior Year Accomplishments: (Page 4)**

This area should address the prior year work plan accomplishments including the goal/objective, activities that supported the successful completion of the goal and the status of the goal. The status column should inform the reader whether the goal was a) completed, b) not started and why, c) in process and expected completion date, or d) eliminated and why. This page will need to be updated each year.

**Ongoing Projects: (Page 5)**

This area provides the Board or Commission with an opportunity to inform the reader of ongoing projects that the Board or Commission is continuing to work on. This page may not need to be updated each year.



**COUNTY OF SANTA CLARA**  
**(Board or *Commission*)**

**FISCAL YEAR 2017-2018 WORK PLAN**  
**AND**  
**2016-2017 ACCOMPLISHMENTS**

*Members*

Attachment: Work Plan Template (84818 : ACCA Work Plan 2017)

**MISSION STATEMENT:**

**HISTORICAL BACKGROUND:**

FISCAL YEAR 2018 WORK PLAN

GOAL/OBJECTIVE	PROPOSED ACTIVITIES	PRIORITY RANKING	TIMELINE FOR COMPLETION
1.	•		
2.	•		
3.	•		
4.	•		
5.	•		

Attachment: Work Plan Template (84818 : ACCA Work Plan 2017)

**PRIOR YEAR ACCOMPLISHMENTS**

<b>GOAL/OBJECTIVE</b>	<b>ACTIVITIES SUPPORTING GOAL</b>	<b>STATUS</b>
1.		
2.		
3.		
4.		
5.		

Attachment: Work Plan Template (84818 : ACCA Work Plan 2017)



**ONGOING PROJECTS**

<b>PROJECT</b>	<b>ACTIVITIES</b>

Attachment: Work Plan Template (84818 : ACCA Work Plan 2017)



## **COUNTY OF SANTA CLARA**

**(Board or *Commission*)**

**FISCAL YEAR 2016-2017 WORK PLAN**

**AND**

**2015-2016 ACCOMPLISHMENTS**

Elizabeth Ambra  
Charlotte Casey  
Todd Jarvis  
Dmitrius Garcia  
Neil Salem, Chair  
Nathan Svoboda  
Charisse Lebron

**MISSION STATEMENT:**

The Advisory Commission on Consumer Affairs was established by Ordinance No. NS300.197 of Santa Clara County Ordinance Code. We generally assist and advise the Board of Supervisors of Santa Clara County appropriate action to be taken to protect the interests of consumers in this county. When necessary or advisable, we also consult and work with other government agencies to enhance our efforts to reach the consumer and to avoid duplication of efforts. We also take in consumer complaints and have meetings where consumers can participate and alert the commission to various problems within the community.

**HISTORICAL BACKGROUND:**

The Advisory Commission on Consumer Affairs was established by Ordinance No. NS 300.197 of Santa Clara County Ordinance Code.

**FISCAL YEAR 2017 WORK PLAN**

GOAL/OBJECTIVE	PROPOSED ACTIVITIES	PRIORITY RANKING	TIMELINE FOR COMPLETION
1. Support the County's Healthy Nail Salon initiative	<ul style="list-style-type: none"> <li>• Receive reports from Supervisor Chavez' staff</li> <li>• Attend campaign kick-off</li> </ul>	1	July
2. Improve health of county residents by reducing sugar in our diets	<ul style="list-style-type: none"> <li>• Participate in “rethink your drink” campaign</li> <li>• Urge county to install refill stations in county facilities</li> </ul>	2	September
3. Improve financial literacy of county residents	<ul style="list-style-type: none"> <li>•</li> </ul>	3	October
4. Reduce use of bottled water in our county	<ul style="list-style-type: none"> <li>• Urge county to install refill stations in county facilities</li> </ul>		October
	<ul style="list-style-type: none"> <li>•</li> </ul>		

Attachment: Work Plan FY 2016-2017 (84818 : ACCA Work Plan 2017)

**PRIOR YEAR ACCOMPLISHMENTS**

<b>GOAL/OBJECTIVE</b>	<b>ACTIVITIES SUPPORTING GOAL</b>	<b>STATUS</b>
<b>1.Support Healthy Nail Salon campaign</b>	<b>Received updates from Supervisor Chavez' office</b>	<b>Ongoing</b>
<b>2. Ensure that consumers in our county have access to helpful online information</b>	<b>Encouraged Supervisors to include links to online consumer information such as the Consumer Connection magazine in their outreach materials</b>	<b>Ongoing</b>
<b>3. Help protect privacy of consumers in our county</b>	<b>Discussed this issue but did not have a specific resolution</b>	<b>Closed</b>
<b>4. Assist the county in water conservation efforts</b>	<b>Discussed this issue and will continue for look for ways to pursue this goal</b>	<b>Ongoing</b>
<b>5. Alert county seniors to the proliferation of scams targeting seniors and the elderly</b>	<b>Received reports from staff of Consumer Mediation Unit, District Attorney's Office about scams such as the fake calls from the IRS</b>	<b>Ongoing</b>

Attachment: Work Plan FY 2016-2017 (84818 : ACCA Work Plan 2017)

**ONGOING PROJECTS**

<b>PROJECT</b>	<b>ACTIVITIES</b>
<b>Educate ourselves and alert the public about important consumer issues</b>	<ul style="list-style-type: none"> <li>• <b>Work with Consumer Mediation Unity of District Attorney's Office to find out about what issues the public is bring to that office</b></li> <li>• <b>Invite speakers to Commission meetings from groups such as the Better Business Bureau and the state Department of Insurance</b></li> </ul>
<b>Monitor consumer issues with a view toward recommendations to be forwarded to the Board of Supervisors</b>	<ul style="list-style-type: none"> <li>• <b>Review state Department of Consumer Affairs web site on a regular basis: <a href="http://dca.ca.gov">http://dca.ca.gov</a></b></li> <li>• <b>Review other web sites with information of interest to California consumers:</b> <ul style="list-style-type: none"> <li>◦ <b>Consumers' Union <a href="http://consumersunion.org">http://consumersunion.org</a></b></li> <li>◦ <b>California Public Interest Research Group (CalPIRG) <a href="http://calpirg.org">http://calpirg.org</a></b></li> </ul> </li> <li>• <b>Stay informed about consumer-related issues in the San Jose Mercury News and other publications</b></li> </ul>
<b>Use the Consumer Connection magazine published quarterly by the state Department of Consumer Affairs to educated people in our county about important consumer issues</b>	<ul style="list-style-type: none"> <li>• <b>Subscribe to the magazine</b></li> <li>• <b>Read magazine articles</b></li> <li>• <b>Urge County Supervisors to include link to the magazine in their outreach materials to their constituents</b></li> </ul>

Attachment: Work Plan FY 2016-2017 (84818 : ACCA Work Plan 2017)

## About the Committees

### Board of Supervisors' Policy Committees:

The Board of Supervisors has five major policy committees. The policy committees are designed to provide a venue for a comprehensive review of the major functional areas of County Government. The Committees are the Board's medium for fostering collaboration among various departments of the County of Santa Clara and for encouraging partnerships between government agencies in the County. Each Board member is the Chair of one committee and the Vice Chair of a second committee. In addition to the five policy committees, the Board of Supervisors has established a Legislative Committee to review legislative issues that have been brought to the Board for action or that directly affect the County of Santa Clara.

### Finance and Government Operations Committee:

The Finance and Government Operations Committee (FGOC) provides oversight and direction to the County Executive in areas of Finance, Budget, Technology and Capital Projects. The FGOC maintains the strongest linkage to the budget process, and is tasked with reviewing the budget process and working toward the most efficient and effective process possible. The FGOC also focuses on identifying cost-saving recommendations through the use of the Board's independent management auditor, the Harvey Rose Corporation. The Harvey Rose Corporation conducts an annual review of the Recommended Budget Document to assure its accuracy and to identify areas where savings or additional revenues can be found. Finally, the FGOC reviews the budgets of the County Executive, County Counsel, Assessor, Registrar of Voters, Information Services Department, Facilities and Fleet, Controller-Treasurer, Tax Collector, Department of Revenue, Clerk Recorder, and the Clerk of the Board.

### Public Safety and Justice Committee:

This committee is responsible for oversight of the criminal justice system. A key area of focus is preserving the non-custodial treatment options brought about by the implementation of the voter-approved referendum mandating drug treatment instead of incarceration for non-violent drug crimes. Another key area is the statutory relationship between the Department of Correction and the Office of the Sheriff. This committee also provides a venue for discussion of matters related to the court system. This committee reviews budget recommendations relating to the Criminal justice departments including the Office of the District Attorney, Office of the Public Defender, Office of the Sheriff, Probation Department, Department of Correction, Pretrial Services, Medical Examiner-Coroner.

### Children, Seniors, and Families Committee:

This committee is focused on a wide variety of issues in the areas of social services and child support services. The Committee considers issues concerning family, seniors and children's issues, including the continued development of multi-disciplinary initiatives and partnerships with Community-based organizations to provide affordable supportive direct services to clients. This committee is also working on issues resulting from reduced State and Federal funding. This committee reviews the budgets for the Social Services Agency, In-Home Support Services, and the Department of Child Support Services.

### Health and Hospital Committee:

The work of the Health and Hospital Committee (HHC) is focused on the operations of a comprehensive health care system that provides prevention,

education, and treatment; monitoring the ongoing health status of our County and maintaining a health care safety net for our community's most vulnerable residents. This committee reviews the budget recommendations of the following county departments: Public Health Department, Mental Health Department, Alcohol and Drug Services, Custody Health Services, Community Health Services, Valley Health Plan, and Santa Clara Valley Medical Center.

**Housing, Land Use, Environment and Transportation Committee:**

This committee is focused on long-range, strategic planning in the areas of land use, environment and transportation planning. In addition, this committee will review general transportation issues, including those related to the Roads and Airports Department, and review transportation programs and fiscal policies. This committee also oversees issues related to the Housing Trust Fund and reviews the impact of budget recommendations for the departments of: Planning and Development, Office of Affordable Housing, Agriculture and Environmental Management, Vector Control District, Environmental Health, Parks and Recreation, Roads and Airports.

**Legislative Committee:**

The Legislative Committee reviews legislative issues that have been brought to the Board of Supervisors for action or that directly affect the County of Santa Clara. This Committee is focused on preparing general guidelines on major legislative issues setting forth the County's position on such issues and making recommendations to the Board of Supervisors for approval. Committee members meet as necessary with legislative representatives of the County to review legislative issues and provide instructions as to actions to take with regard to specific bills when a guideline is approved by the Board. This Committee also keeps the Board of Supervisors informed of actions taken related to legislation.

**View Board's Policy Committees Meeting Schedule**