

# Agenda at a Glance

## Monday, November 8, 2010

- 7:30 a.m. Continental Breakfast, Expo and Registration
- 8:00 a.m. Opening and Introduction of CCAA Officers  
**Rigo Reyes, President, CCAA**  
Acting Director, LA County Dept of Consumer Affairs
- 8:10 a.m. Welcome Address  
**Brian Stiger, Acting Director**  
California Department of Consumer Affairs
- 8:30 a.m. Workshop 1: *Fostering Success Initiative—Foster Children and Credit: Detecting, Remediating, and Preventing Unauthorized Credit Accounts, Credit Report Trade Lines, and Collections Accounts*
- 10:00 a.m. Workshop 2: *Enhancing Consumer Services through Greater Efficiencies and Technology Applications*
- 11:30 p.m. Lunch
- 12:30 p.m. Keynote Speaker – *Credit CARD Act Implementation*  
**Benjamin K. Olson, Counsel**  
Board of Governors of the Federal Reserve System  
Division of Consumer and Community Affairs
- 1:30 p.m. Workshop 3: *Protecting the “Baby Boomer” Generation from Financial Ruin and Consumer Fraud*
- 3:00 P.M. Workshop 4: *Crimes of Affinity—Protecting Consumers from Bad Friends, Relatives and Acquaintances*
- 4:30 p.m. CCAA Business Meeting and Elections
- 6:30 p.m. Reception and Awards

# Agenda at a Glance

## Tuesday, November 9, 2010

- 8:00 a.m. Introduction of New CCAA Officers
- 8:10 a.m. CCAA Strategic Plan  
*Bev Augustine, Deputy Director  
California Department of Consumer Affairs  
Program and Consumer Services Division*
- 8:30 a.m. *Workshop 5: Consumer Debt and Collections—  
Protecting Consumers Against Unlawful Debt  
Collection Practices, Debt Consolidation and  
Credit Repair Services*
- 10:00 a.m. *Workshop 6: Social Media Networks as Tools to  
Communicate with Consumers and Network  
with Colleagues*
- 11:30 p.m. *Workshop 7: Foreclosure Gate—an Analysis of the  
Never-ending Foreclosure Crisis*
- 12:00 p.m. Lunch
- 12:30 p.m. Keynote Speaker—*Food Safety: Where We Have  
Been, Where We Are, Where We Are Going*  
Barbara Cassens, Regional District Director  
U.S. Food and Drug Administration
- 1:00 p.m. *Scam-O-Rama—Overview of Current Consumer  
Frauds, Issues and Challenges*
- 3:00 p.m. *Workshop 8: New Consumer Laws: Overview of  
Top California and Federal Laws that are Likely  
to Impact California Consumers*
- 4:30 p.m. Closing Remarks – New CCAA President