DEPARTMENT OF CONSUMER AFFAIRS • PROFESSIONAL FIDUCIARIES BUREAU

BUSINESS, CONSUMER SERVICES AND HOUSING AGENCY • GAVIN NEWSOM, GOVERNOR
DEPARTMENT OF CONSUMER AFFAIRS • PROFESSIONAL FIDUCIARIES BUREAU
1625 North Market Blvd., Suite S-209, Sacramento, CA 95834
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Professional Fiduciaries Bureau
Advisory Committee Meeting

NOTICE OF IN PERSON AND TELECONFERENCE MEETING

Meeting Date and Time
Wednesday, December 11, 2024, at 10 a.m.

Meeting Location
This meeting will be held by teleconference via Webex Events, Webcast, and in person at the following location:

Department of Consumer Affairs
1625 North Market Blvd, 1st Floor Hearing Room, Suite S-102
Sacramento, CA 95834

Advisory Committee Members
Bertha Hayden Sanchez, Chair (attending remotely)
Elizabeth Ichikawa, Vice Chair (attending remotely)
Joyce Anthony (attending remotely)
James Moore (attending remotely)
Linda Ng (attending in person)
Alfred Torregano (attending remotely)

* Members of the public are not obligated to provide their name or personal information and may provide a unique identifier such as their initials or another alternative, and a fictitious email address like in the following sample format: XXXXX@mailinator.com.

To access the Webex event, attendees will need to click the following link and enter their first name, last name, email, and the event password listed below:
https://dca-meetings.webex.com/dca-meetings/j.php?MTID=me815a2d7017b7929ba0842952043104c

If joining using the link above
Webinar number: 2497 706 6346
Webinar password: PFB1211

If joining by phone
+1-415-655-0001 US Toll
Access code: 2497 706 6346
Passcode: 7321211

**Instructions to connect to the meeting can be found at the end of this agenda.
Due to potential technical difficulties, please consider submitting written comments
by December 9, 2024, to fiduciary@dca.ca.gov.**

AGENDA

Action may be taken on any item on the agenda

1) Call to Order – Bertha Sanchez Hayden, Chair

2) Roll Call and Establishment of Quorum – Angela Cuadra, Program Analyst

3) Advisory Committee Members, Bureau Program Manager, Staff and Legal Counsel
   Introductions

4) Public Comment on Items Not on the Agenda
   *Please note: The Committee may not discuss or take action on this agenda item except to decide
   whether to place the matter on the agenda of a future meeting. [Government Code Sections 11125 and
   11125.7(a)]*

5) Reading of the Professional Fiduciaries Bureau Mission Statement – Terri McClain,
   Program Manager

6) Discussion and Approval of the Advisory Committee Meeting Minutes from
   September 11, 2024 – Bertha Sanchez Hayden, Chair

7) Update from the Director's Office – DCA Executive Staff

8) Budget Report – DCA Budget Analyst
   • Budget Overview and Update

9) Legislative Office – DCA Legislative Analyst

10) Bureau Updates – Terri McClain, Program Manager
    • Application, Licensing and Enforcement Statistics
    • Bureau Efforts to Increase Licensing Numbers
    • Outreach Events
    • E-Newsletter
    • Strategic Plan Update

11) Enforcement Process Presentation – Helen Geoffroy, Sue Lo and Cathie Scott

12) Future Agenda Items – Angela Cuadra, Program Analyst

13) Future Meeting Dates
- Wednesday, March 12, 2025
- Wednesday, June 11, 2025
- Wednesday, September 10, 2025
- Wednesday, December 10, 2025

13)   Adjournment

This agenda can be found on the Professional Fiduciaries Bureau's website at www.fiduciary.ca.gov. Action may be taken on any item on the agenda. The time and order of agenda items are subject to change at the discretion of the Bureau and may be taken out of order. In accordance with the Bagley-Keene Open Meeting Act, all meetings of the Bureau are open to the public.

Government Code section 11125.7 provides the opportunity for the public to address each agenda item during discussion or consideration by the Committee prior to the Committee taking any action on said item. Members of the public will be provided appropriate opportunities to comment on any issue before the Committee, but the Committee Chair may at his or her discretion, apportion two minutes per speaker for those who wish to speak. Individuals may appear before the Committee to discuss items not on the agenda; however, the Committee can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).

This meeting is being held via WebEx events. The meeting is accessible to the physically disabled. A person who needs disability-related accommodations or modifications to participate in the meeting may make a request by contacting the Bureau at (916) 574-7498, email: fiduciary@dca.ca.gov, or send a written request to the Professional Fiduciaries Bureau, 1625 N. Market St., Suite S-209, Sacramento, CA 95834. Providing your request at least five (5) business days prior to the meeting will help ensure availability of the requested accommodations. TDD Line: (916) 326-2297.

*The Bureau plans to webcast this meeting on its website at www.fiduciary.ca.gov. Webcast availability cannot, however, be guaranteed due to limitations on resources or technical considerations. If you wish to participate or to have a guaranteed opportunity to follow the meeting, you may do so by following the instruction listed above.

If joining using the meeting link

1   Click on the meeting link. This can be found in the meeting notice you received.

2   If you have not previously used Webex on your device, your web browser may ask if you want to open Webex. Click "Open Cisco Webex Start" or "Open Webex", whichever option is presented. DO NOT click "Join from your browser", as you will not be able to participate during the meeting.

3   Enter your name and email address*.
Click "Join as a guest" .
Accept any request for permission to use your microphone and/or camera.
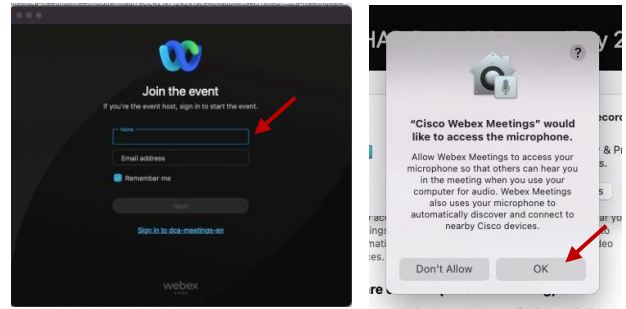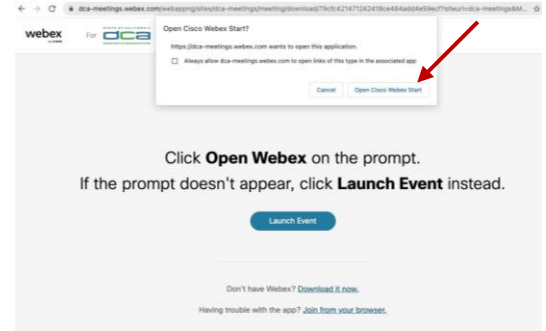
* Members of the public are not obligated to provide their name or personal information and may provide a unique identifier such as their initials or another alternative, and a fictitious email address like in the following sample format: XXXXX@mailinator.com.

── OR ──

If joining from Webex.com

1   Click on "Join a Meeting" at the top of the Webex window.

2   Enter the meeting/event number and click "Continue" . Enter the event password and click "OK" . This can be found in the meeting notice you received.

3   The meeting information will be displayed. Click "Join Event" .
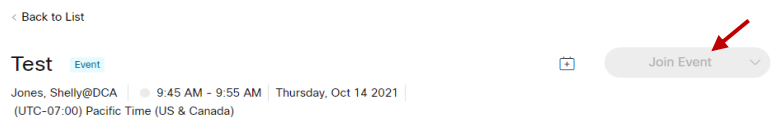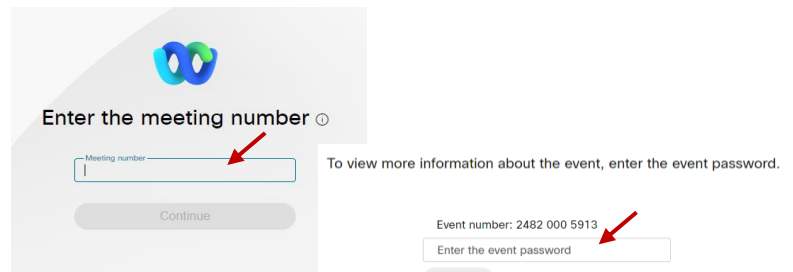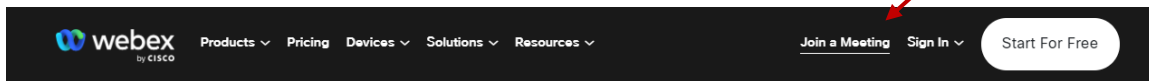
── OR ──

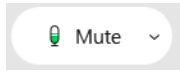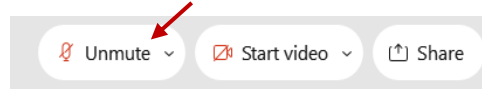**Connect via telephone*:**
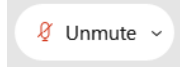You may also join the meeting by calling in using the phone number, access code, and passcode provided in the meeting notice.

Webex Public Access Guide

Microphone

Microphone control (mute/unmute button) is located on the command row.

Green microphone = Unmuted: People in the meeting can hear you.

Red microphone = Muted: No one in the meeting can hear you.

Note: Only panelists can mute/unmute their own microphones. Attendees will remain muted unless the moderator enables their microphone at which time the attendee will be provided the ability to unmute their microphone by clicking on "Unmute Me".

If you cannot hear or be heard

1 Click on the bottom facing arrow located on the Mute/Unmute button.

2 From the pop-up window, select a different:
- Microphone option if participants can't hear you.
- Speaker option if you can't hear participants.
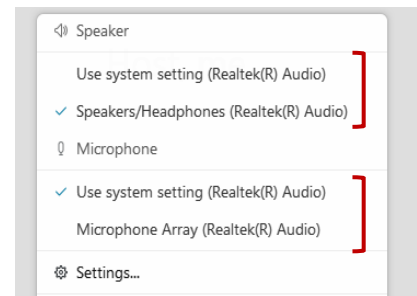
### If your microphone volume is too low or too high

1 Locate the command row – click on the bottom facing arrow located on the Mute/Unmute button.

2 From the pop-up window:
- Click on "Settings…":
- Drag the "Input Volume" located under microphone settings to adjust your volume.
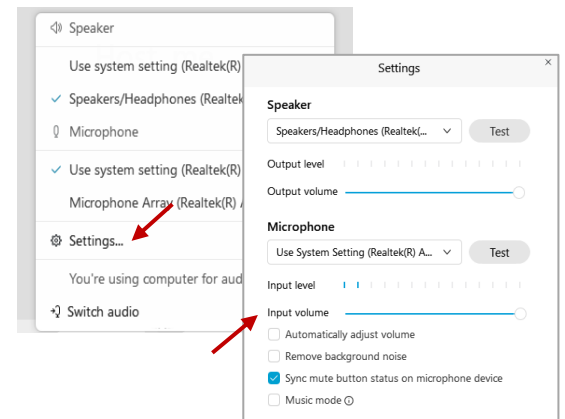
Audio Connectivity Issues

If you are connected by computer or tablet and you have audio issues or no microphone/speakers, you can link your phone through Webex. Your phone will then become your audio source during the meeting.

1 Click on "Audio & Video" from the menu bar.

2 Select "Switch Audio" from the drop-down menu.

3 Select the "Call In" option and following the directions.
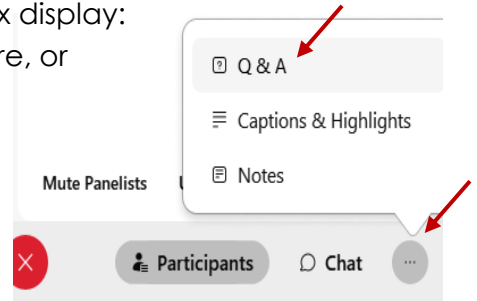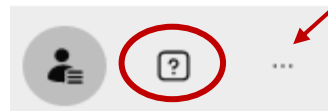
Webex Public Access Guide
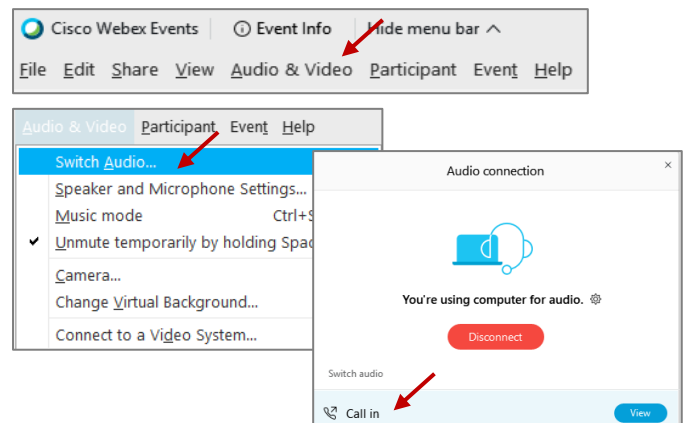
The question-and-answer (Q&A) and hand raise features are utilized for public comments.

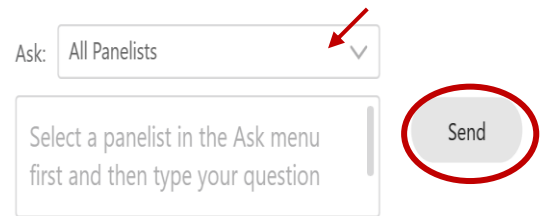*NOTE: This feature is not accessible to those joining the meeting via telephone.*

Q&A Feature

1 Access the Q&A panel at the bottom right of the Webex display:
- Click on the icon that looks like a "?" inside of a square, or
- Click on the 3 dots and select "Q&A".

2 In the text box:
- Select "All Panelists" in the dropdown menu,
- Type your question/comment into the text box, and
- Click "Send".

— OR —

Hand Raise Feature

1
- Hovering over your own name.
- Clicking the hand icon that appears next to your name.
- Repeat this process to lower your hand.
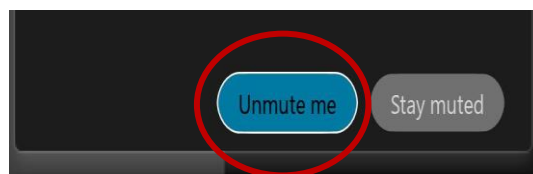
If connected via telephone:
- Utilize the raise hand feature by pressing *3 to raise your hand.
- Repeat this process to lower your hand.

Unmuting Your Microphone

→ The moderator will call you by name and indicate a request has been sent to unmute your microphone. Upon hearing this prompt:
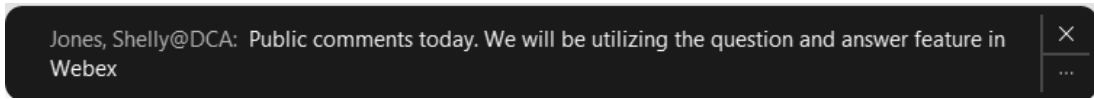- Click the **Unmute me** button on the pop-up box that appears.

— OR —

If connected via telephone:
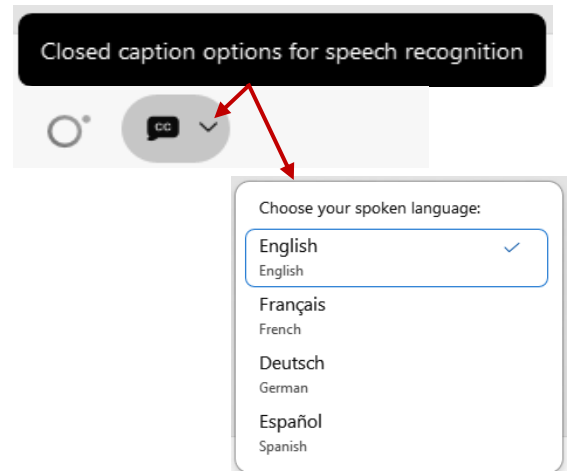- Press *3 to unmute your microphone.

Webex provides real-time closed captioning displayed in a dialog box on your screen. The captioning box can be moved by clicking on the box and dragging it to another location on your screen.

> Jones, Shelly@DCA: Public comments today. We will be utilizing the question and answer feature in Webex
> ✕
> ...

The closed captioning can be hidden from view by clicking on the closed captioning icon. You can repeat this action to unhide the dialog box.

Show captions (Ctrl + Shift + A)

Hide captions (Ctrl + Shift + A)

○˙ cc ⌄
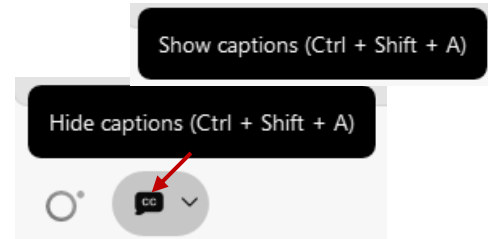
You can select the language to be displayed by clicking the drop-down arrow next to the closed captioning icon.

Closed caption options for speech recognition

○˙ cc ⌄

Choose your spoken language:

English
English   ✓

Français
French

Deutsch
German

Español
Spanish

You can view the closed captioning dialog box with a light or dark background or change the font size by clicking the 3 dots on the right side of the dialog box.

> Jones, Shelly@DCA: Public comments today. We will be utilizing the question and answer feature in Webex
> ✕
> ...

Back to default position and size

Use light background

Font size   >

View captions and highlights