

**EXECUTIVE OFFICE**

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Board Member and Advisory Committee Member Training Day Tuesday, July 27, 2010 Sacramento Public Library

- 9:00 AM - 9:15 AM **Welcome & Introductions** - Brian Stiger, Director, Department of Consumer Affairs
- 9:15 AM - 9:45 AM **Opening Remarks** - Bill Leonard, Secretary, State and Consumer Services Agency
- 9:45 AM - 10:30 AM **Status of Consumer Protection Initiative** - Paul Riches, Deputy Director, Enforcement and Compliance & Luis Portillo, Assistant Deputy Director, Legislative and Policy Review
- 10:30 AM - 10:45 AM **Break**
- 10:45 AM - 11:15 AM **DCA's Role in Job Creation** - Brian Stiger, Deputy Director, Enforcement and Compliance & Bill Young, Chief Deputy Director, Department of Consumer Affairs
- 11:15 AM - Noon **Performance Measurement for Enforcement and Licensing** - Bev Augustine, Deputy Director, Strategic, Organizational Leadership & Individual Development & Kim Kirchmeyer, Deputy Director, Board and Bureau Support
- Noon - 1:15 PM **Break**
- 1:15 PM - 2:30 PM **Board and Advisory Committee Members Roles & Responsibilities** - Kim Kirchmeyer, Deputy Director, Board and Bureau Support
- 2:30 PM - 2:45 PM **Break**
- 2:45 PM - 3:00 PM **Continuing Competency** – David Swankin, President and CEO, Citizen Advocacy Center
- 3:00 PM - 3:45 PM **Process Improvement for Enforcement & Licensing** - Bev Augustine, Deputy Director, Strategic, Organizational Leadership & Individual Development
- 3:45 PM - 4:00 PM **Wrap Up & Closing Remarks** - Thomas Sheehy, Undersecretary, State and Consumer Services Agency