

Professional Fiduciaries Bureau

Post Office Box 989005 West Sacramento, CA 95798-9005 Telephone: (916) 574-7340 FAX (916) 574-8645 Website: www.fiduolary.ca.gov



Professional Fiduciaries Bureau Advisory Committee Meeting

Wednesday, January 9, 2019 11:00a.m. – 1:00p.m. or until conclusion

Meeting Location:

Department of Consumer Affairs (DCA)
1747 North Market Boulevard, 1st Floor Hearing Room
Sacramento, CA 95834

AGENDA

- 1) Call to Order Hang Le To, Chair
- 2) Roll Call & Establishment of Quorum Angela Cuadra, Program Analyst
- 3) Advisory Committee Members, Bureau Chief, Staff and Legal Counsel Introductions
- 4) Reading of the Professional Fiduciaries Bureau Mission Statement Rebecca May, Bureau Chief
- 5) Discussion and Approval of the Advisory Committee Meeting Minutes from November 7, 2018
- 6) Update from the Director's Office DCA Executive Staff
- 7) Budget Report DCA Budget Analyst
 - Budget Overview and Update
- 8) Legislative Update and Discussion DCA Legislative Analyst
 - SB 931 (Hertzberg) Conservatorships: Custody Status
 - SB 1191 (Hueso) Crimes: Elder and Dependent Adult Abuse: Investigations
- 9) Bureau Updates Rebecca May, Bureau Chief
 - Application, Licensing and Enforcement Statistics
 - Clarification of new licensees and total licensees from November meeting
 - Outreach Events
 - E-Newsletter

- Complaint process
- Clarification of the DCA mediation website
- 10) Proposed Rulemakings Rebecca May, Bureau Chief
 - Update Regarding Proposed Inactive/Retired License Regulation Sections 4560-4580 of Article 8 of Title 16 of the California Code of Regulations
 - Update Regarding Proposed Client Notification Regulation Section 4640 of Article 12 of Title 16 of the California Code of Regulations
 - Update Regarding Proposed Advertising Regulation Section 4485 of Article 4 of Title 16 of the California Code of Regulations and Amendment to Section 4406 of Article1 of the California Code of Regulations
 - Update Regarding Proposed Amendments to Citation Sections 4600 and 4606 of Article 10 of Title 16 of the California Code of Regulations
- 11) Future Agenda Items
- 12) Future Meeting Dates
 - Wednesday, May 29, 2019
 - Wednesday, August 14, 2019
 - Wednesday, November 13, 2019
- 13) Public Comment on Items Not on the Agenda (See "Note" below)
- 14) Adjournment

Please note: 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. The public can participate in the discussion of any item on this agenda. If the committee does not offer public comment before going on to the next agenda item, the public may request the floor at the start of the next agenda item to comment on a prior agenda item.

Note: The meeting may be cancelled or changed without notice. For verification, please check the Bureau's website at http://www.fiduciary.ca.gov or call (916) 574-7340. The Professional Fiduciaries Bureau Advisory Committee may take action on any of the above agendized item; however, the committee may not discuss or take action on any matter raised that is not included in this agenda. The Committee may, however, decide to place the matter on the agenda of a future meeting. Any item may be taken out of order to accommodate speakers and/or to maintain a quorum. All times indicated are approximate. The public may take appropriate opportunities to comment on any issue before the Committee at the time the item is heard, but the Committee Chair may, at his or her discretion, apportion available time among those who wish to speak. The public may

comment on issues not on the agenda, but Committee Members cannot discuss and/or take action on any issue that is not listed on the agenda.

Notice: The meeting is accessible to persons with disabilities. A person who needs accommodations or modifications in order to participate in the meeting should make a request no later than five working days before the meeting to the Bureau by contacting Jenny Turner at (916) 574-8375, jenny.turner@dca.ca.gov or by sending a written request to the Professional Fiduciaries Bureau,1625 North Market Blvd., Ste. S-209, Sacramento, California 95834.

Requests for further information should be directed to Ms. Turner at the same address and telephone number.

*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 observe, please plan to attend at a physical location.

OUR MISSION

To protect consumers through licensing, education, and enforcement of the Professional Fiduciaries Act by promoting and upholding competency and ethical standards across the profession.



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Professional Fiduciaries Bureau (Bureau) Advisory Committee Meeting Wednesday, November 7, 2018

Meeting Minutes

Committee Members Present

Hang Le To, Chair

Jenny Chacon (via teleconference location)

Aileen Federizo (via teleconference location)

King Gee

Committee Members Absent

Barbara de Vries

Kathleen Thomson, Vice Chair

Department of Consumer Affairs (DCA) Staff Present

Tracy Montez, Division Chief

Angela Cuadra, Bureau Program Analyst

Fred Chan-You, DCA Legal Counsel

1) Call to Order – Ms. To called the meeting to order at 10:07 a.m. and stated the meeting date and locations. Ms. To stated the suite number at the San Francisco location was changed to suite 200 in order to accommodate the number of attendees. Signs were posted in the lobby of the building and at the original suite location to inform attendees of this change.

2) Roll Call & Establishment of Quorum – Ms. Cuadra called roll. Committee members Ms. Hang Le To and Mr. King Gee were present at meeting-location 1747 N. Market Blvd, 1st Floor Hearing Room, Sacramento, CA 95834. Ms. Alleen Federizo was present via teleconference from teleconference location 6345 Balboa Blvd., Bldg. 1, #114, Encino, CA 91316. Ms. Jenny Chacon was present via teleconference from teleconference location 5-Third Street, Suite 200, San Francisco, CA 94103. Ms. Barbara de Vries and Ms. Thomson were absent. A quorum was established with four members present.

3) Advisory Committee, Bureau Chief, Staff and Legal Counsel Introductions – Committee Members introduced themselves. Ms. Jordan Goldstein, Ms, Venus Gist, and Ms. Mary Vivian introduced themselves from the San Francisco teleconference location and Mr. James Counts and Ms. Linda Kincaid introduced themselves from the Encino location.

Ms. Montez stated that Rebecca May, Bureau Chief, was unable to attend due to a mandatory training class, but that she looks forward to seeing everyone at the next meeting.

Public Comment: None.

4) Reading of the Professional Fiduciaries Bureau Mission Statement –

Ms. Montez read the Bureau's mission statement.

Public Comment: None.

5) Discussion and Possible Approval of the Advisory Committee Meeting Minutes from August 15, 2018 –

Ms. Federizo motioned to approve the minutes as written. Mr. Gee seconded the motion. A vote by roll call was made: Ms. Federizo, Mr. Gee, Ms. Chacon, and Ms. To were in favor. Ms. de Vries and Ms. Thomson were absent for the vote. There was no discussion from the committee members and the motion carried with four votes.

Public Comment: Ms. Gist commented on her experience with her fiduciary who did not follow the Professional Fiduciaries Code of Ethics. Ms. To stated that any comments not related to this agenda item may be brought up during the public comment segment at the end of the agenda. Mr. Chan-You requested the Chair move the "public comments for items not on the agenda" segment up on the agenda since there was a comment from the public requesting it. *

*13) Public Comment on Items Not on the Agenda -

A public attendee began talking regarding fiduciary duties and violations specific to her mother's conservator. Ms. To asked that specific names withheld since this a public forum and asked that issues be directed to the Bureau in the form of a complaint. Ms. Cuadra stated the reason for not using names is that the Bureau's legal counsel is in attendance and is not allowed to be involved in the complaint process. Ms. Cuadra asked that any specific questions regarding complaints be sent to her at angela.cuadra@dca.ca.gov.

The public attendee stated they are here representing Shout-out Justice, CEDAR, and the probate reform movement.

Ms. Federizo stated since allegations are time sensitive, there is an attorney which represents the conservator. Mr. Chan-You interrupted stating the committee is not able to discuss the comments being presented. This is for public comment only and the item may be placed on a future agenda. Ms. Montez added there is a difference between making comments and discussing. There are very specific protocols the Bureau must follow regarding discussion during a public meeting. Additionally, specific complaints will not be placed on an agenda and must be processed through the complaint process.

Another public attendee commented she has made complaints to the Bureau and it is difficult to reach the Bureau and then was told the complaint had to be handled by the court so what is the process to get the complaints handled. Ms. Montez stated the Bureau processes complaints within its jurisdiction, if the complaint is outside of that jurisdiction, the complainant is directed to the proper authority. If there is additional information, please contact the Bureau. Ms. Montez also stated that while the Bureau staff is small, it is efficient and is meeting its timelines in processing complaints and does not have a backlog.

Mr. Chan-You re-stated that the committee is not able to discuss items not on the agenda. The committee will take note of the comments and the Bureau will consider adding the items to a future agenda.

Ms. To stated the committee appreciates all the comments.

A public attendee from the Encino location asked if all conservatorships are court appointed then does the Bureau have any supervision? Ms. Chan-You stated the committee cannot comment on this since it is not on the agenda.

A public attendee from the Sacramento location asked what the narrow scope of the Bureau is? He also asked if the Bureau follows DCA referral guidelines and why the DCA mediation program not advertised to consumers. He also stated annual statements are not accurate or filed on time.

He then presented to the Bureau a handout of articles and alleged documented abuse by professional fiduciaries.

Another comment from a teleconference location stated a licensee practiced without a license and does not have a physical address listed on the Bureau's website and the Bureau did not do anything. Ms. Montez asked that specific complaints be submitted to the Bureau.

6) Updates from the Director's Office –
Ms. Montez presented updates from the Director's Office. The Director's Quarterly Meeting was held on October 29 and DCA provided an update on the executive officer salary study and shared the draft plan to implement AB 2138 by July 2020.

Licensing and enforcement workgroups continue to meet to discuss business processes and best practices. In September, the enforcement workgroup explored performance measure four and ways to standardize performance measure two. In October and November, the Office of Information Services data governance team previewed an interactive reporting tool to promote openness and transparency in reporting performance metrics such as data for annual reports and quarterly enforcement performance measures. The tool is designed to be interactive and intuitive and allows users to create custom analysis and visualizations.

Finally, DCA held its kick-off meeting with the second cohort of the Future Leadership Development program in September. This initiative was launched in August 2017 to develop the best and brightest among DCA and its boards and bureaus into its future leaders. The program includes executive mentoring, customized leadership training, and project management. This year Chief May was one of seven individuals participating in the program's steering committee and the Director's office thanks her for her support.

Public Comment: None.

7) Budget Report -

Mr. Robert de los Reyes from the DCA's Budget Office presented the expenditure projection and fund condition for the current fiscal year. The projections are based off two months of expenditures. Currently, there are no concerns with the Bureau's budget and the Bureau is expected to expend its full budget this fiscal year.

Public Comment: A public commenter asked how to get a mechanism for enforcement on the budget. Ms. Montez stated there is a process for complaints and as the complaints are processed some of those will go to the Attorney General's (AG) Office. The commenter asked for the committee to address the complaint process. Mr. Chan-You stated again, this is outside the scope of the agenda item and may be considered for placement on a future agenda. The public commenter asked why the budget expenditures has been cut in half for enforcement.

Ms. Montez stated it depends on the type of action taken and how much the AG Office is involved.

8) Legislative Update -

Mr. Alexander Millington, DCA Legislative Affairs Analyst, presented updates on the following bills.

2018 Legislation Related to the Bureau

 1. AB 1247 (Nazarian) Professional Fiduciaries: Prelicensing and Renewal or Restoration: Education

2. AB 3144 (Low) Professional Fiduciaries Bureau

3. SB 909 (Hertzberg) Uniform Trust Decanting Act

 4. SB 931 (Hertzberg) Conservatorships: Custody Status Ms. Federizo asked if this bill references Lanterman Petris-Short Conservatorships and Mr. Millington answered that it does not.

2018 Legislation Related to the Department

- 1. AB 2138 (Chiu)Licensing Boards: Denial of Application: Revocation or Suspension of Licensure: Criminal Conviction
- 2. SB 1137 (Vidak) Veterans: Professional Licensing Benefits
- Previously discussed 2018 Legislation Related to the Bureau
 - 1. AB 2113 (Obernolte) Estates and Trusts: Guardianships

Ms. Federizo asked if the licensee can pay final debt from the trust or estate after the client has passed away and Mr. Millington answered section 3 of PC 1600 states the trust terminates except as provide by other law. Mr. Millington also stated that he does not see anything specific in the text that would change existing abilities.

- 2. AB 2236 (Maienschein) Trustee: Conservatorships
- 3. AB 2426 (Maienschein) Trustee: Power to Terminate Trust
- 4. AB 2750 (Obernolte) Certified Copies of Death Records

Public Comment: A public commenter asked that SB 1191 be added to the Bureau's bills to track.

9) Bureau Updates – Ms. Montez presented the following two-year comparison for statistics as of October 31 of 2017 and 2018.

Statistics –

Two-Year Fiscal Year Statistics Comparison	As of October 2017	As of October 2018
New Licenses	17	22
Active Licenses	710	741
Total Licenses Issued	949	1,073
AG Cases Initiated	1	2
Citations Issued	5	2
Complaints Received	55	43
Complaints Closed	56	23
Complaints Pending	35	40
Average Days to Close	215	113

Outreach events –

Ms. Montez read the events Bureau staff has participated in since the last meeting and stated there are no upcoming events at this time and if anyone becomes aware of an event the Bureau should participate, please contact Rebecca May.

E-Newsletter –

Ms. Montez stated the fall newsletter was distributed in September to the Bureau's interested parties list and is available on the Bureau's website. Staff is currently working on the next newsletter and if anyone is interested in contributing an article, please contact Rebecca May. Ms. Montez added the newsletter lists administrative and enforcement actions taken against licensees since the last newsletter.

Public Comment:

Statistics: A public commenter asked if the number of licenses issued increased by 124 and active licenses increased by 31. Ms. Montez stated this is correct and the commenter stated there is a loss of active licensees.

A second commenter asked how the enforcement workgroup works and are public members involved. Ms. Montez explained it is an internal workgroup for DCA employees to share best practices. Another asked how many complaints were closed without investigation and Ms. Cuadra stated all complaints are investigated or reviewed in some way unless the complaint reached our office in error. There were no complaints closed without investigation which were under the Bureau's jurisdiction. Another commenter asked how the total licensees increased by 124, but during that time there were only 22 that were issued. Ms. Montez stated the Bureau will report back to clarify that statistic. He also asked about the ratios of complaints received and actions taken and asked for comparisons to be added to the agenda. Another commenter stated she never received a written answer about her complaint. Ms. Montez asked that her request be submitted to the Bureau since it is regarding a specific complaint. Another commenter asked that a statistic be added to show any licenses lost due to a complaint or prosecution. Another commenter asked if anyone at the Bureau is a mandatory reporter. Ms. Montez stated that falls within the confidential parameters of the investigation process.

Outreach: There was a public comment asking what size and justification to determine if the Bureau will attend the event. Ms. Montez stated each event is reviewed on a case-by-case basis.

E-Newsletter: A commenter asked if a section could be added to notify the public of resources available such as links to documentaries or stories. Ms. Montez asked the commenter to send that information to the Bureau for review and discussion with legal counsel.

10) Proposed Rulemakings -

Ms. Montez stated all four proposed regulations have been discussed at previous meetings and all are in the pre-review process with the Department of Consumer Affairs. Bureau staff continue to check in with the Department and will continue to update the committee as the proposed regulations move through the process.

- Update regarding Inactive/Retired License Proposed Regulation Sections 4560-4580 of Article 8 of Title 16 of the California Code of Regulations
- Update and discussion regarding Client Notification Proposed Regulation Section 4640 of Article 12 of Title 16 of the California Code of Regulations
- Introduction and Discussion of Proposed Advertising Regulation Section 4485 of Article 4 of Title 16 of the California Code of Regulations and Amendment to Section 4406 of Article 1 of the California Code of Regulations
- Introduction and Discussion of Proposed Amendments to Citation Sections 4600 and 4606 of Article 10 of Title 16 of the California Code of Regulations

Public Comment: With respect to issuing citations is there a provision for forwarding to law enforcement. Mr. Chan-You stated this is outside the scope of discussion for this item and can be considered for possible inclusion on a future agenda.

Commenter asked that the Bureau's mediation program and complaint process be added in the Client Notification regulation and to the e-newsletter. Commenter asked that the Bureau research to see if the mediation program still exists and Ms. Montez stated the Bureau will report back.

11) Future Agenda Items

Complaint process

1 Enforcement budget process of how the complaint goes to AG and is taken from the 2 enforcement budget. 3 Detail of SB 931 4 SB 1191 5 Clarify new licensees versus total licensees on statistics handout 6 Comparison of percentage of cases sent to the AG's office compared to other boards and 7 bureaus and percentage of actions taken compared to the number of licensees 8 Addition of number of licensees who have lost their license on the statistics 9 Referrals to law enforcement 10 Mediation page on the DCA website 11 Complaints received compared to discipline 12 Mandatory reporting 13 Licensee protocol and procedure regarding accountability to the Bureau 14 15 Public Comment: None. 16 17 12) Future Meeting Dates 18 -Wednesday, January 9, 2019 19 -Wednesday, May 29, 2019 20 -Wednesday, August 14, 2019 -Wednesday, November 13, 2019 21 22 23 Committee members did not mention any scheduling conflicts. 24 25 Public Comment: None. 26 27 13) Public Comment on Items Not on the Agenda -28 A commenter presented a copy of his handout to the committee. 29 Commenter commented on fiduciaries who misuse funds and how are the fiduciaries accountable 30 to the Bureau and what are their work ethics? Ms. Montez stated this agenda item is for public 31 comments not on the agenda and the committee is not able to answer or discuss the comments. 32 Another commenter began stating names and Mr. Chan-You asked the commenter to pause. Ms. 33 Montez asked commenters to keep to comments only and not presentations. 34

14) Adjournment – The meeting was adjourned at 11:59 a.m.

35

BUDGET REPORT Expenditure Projection 2018-19 - FM 4

	FY 2015-16	FY 2016-17	FY 2017-18			FY 2018-19		
		Actual EXPENDITURES	Áttual EXPENDITURES	Budget Allolment	Current Year EXPENDITURES	Percent Spent	Projections to Year End	Unencumbered Balance
bject Description	Month 13	Month 13	Month 12		1/7/2019	أنير بمنصوب بين		
PERSONNEL SERVICES								*******
Salary & Wages (Staff)	124,868	110,184	117,407	108,000	41,612	39%	124,836	(16,836
Statutory Exempt	85,452	6,818	93,600	77,000	32,448	42%	97,344	(20,344
Temp Help (Seasonal)	25,711	37,258	28,759	22,000		0%	22,000	0
Committee Members	1,800	2,500	2,000		600		2,000	(2,000
Overtime		66						
Staff Benefits	113,815	67,955	97,703	112,000	32,910	29%	98,731	13,269
TOTALS, PERSONNEL SVCS	351,646	224,781	339,469	319,000	107,570	34%	344,911	(25,911
OPERATING EXPENSE AND EQUIPMENT								
General Expense	1,658	2,305	153	5,000		0%	500	4,500
Fingerprint Reports		59						
Minor Equipment	1,335							
Printing	3,391	3,843	1,775	1,000		0%	500	500
Communication	336	359	431	1,000	1,462	146%		(1,000
Postage	2,467	1,190	2,191	2,000		0%	2,000	0
Insurance		3	885					
Travel In State	7,362	2,972	2,683	4,000		0%	3,000	1,000
Training	350	10	T	1,000		0%	0	1,000
Facilities Operations	37,275	39,521	40,114	32,000	12,925	40%		(8,000
C&P Services Interdept.			7,542	3,000		0%	0	3,000
C&P Services - External	394	2,302				<u> </u>		
DEPARTMENTAL SERVICES								
Office of Information Services Pro Rata	21,215	19,276	35,000	39,000	13,000	33%		
Administration Pro Rata	31,996	37,853	41,000	43,000		33%		(
Interagency Services with OPES		100,060	4,000	4,000		33%		
DOI - Special Ops Unit Pro Rata	983	920	1,000	1,000		33%		(
Communication Prorata	27,000	14,446	209	2,000	677	34%	·	(
Public Policy Review Division Pro Rata	59,281	654	22,000	20,000	6,667	33%	20,000	
INTERAGENCY SERVICES:			<u>i</u>				<u> </u>	
Consolodated Data Center	1,403		1,090					
Information Technology	38,376			1,000		0%	1,000	(
EXAM EXPENSES:					<u> </u>			
Exam Supplies	164		118					
ENFORCEMENT:				<u> </u>				
Attorney General	31,300	25,918		66,000	11,755	18%		36,000
Office of Admin, Hearings	16,140	2,161	6,245			1	6,245	(6,24
Evidence / Witness Fees	573			<u> </u>	<u></u>		500	(500
TOTALS, OE&E	282,99	9 254,437	192,370	225,000	62,486	28%		30,25
TOTAL EXPENSES	634,64	5 479,218	531,839	544,000	170,056	31%	539,656	4,34
Scheduled/Unsch Reimbursements	(1,000		(1,000)	(1,000	}		(1,000)	
NET APPROPRIATION	633,64			543,000	170.056	319	638,658	4,34

3108 - Professional Fiduciary Fund Analysis of Fund Condition

(Dollars in Thousands)

Prepared 11/1/18

Budget Act 2018 with FM 12 Actuals		ACTUAL 2017-18		CY 2018-19		BY 2019-20	
BEGINNING BALANCE	\$	220	\$	221	\$	250	
Prior Year Adjustment	\$	-	\$	-	\$		
Adjusted Beginning Balance	\$	220	\$	221	\$	250	
REVENUES AND TRANSFERS							
Revenues:							
4121200 Delinquent fees	\$	3	\$	3	\$	3	
4127400 Renewal fees	\$	454	\$	455	\$	455	
4129200 Other regulatory fees	\$	6	\$ \$	10	\$ \$	10	
4129400 Other regulatory licenses and permits	\$ \$ \$	102	\$	126	\$	126	
4163000 Income from surplus money investments	_\$	3	<u>\$</u> \$	2	\$	1_	
Totals, Revenues	\$	568	\$	596	\$	595	
Totals, Resources	\$	788	\$	817	\$	845	
EXPENDITURES							
Disbursements:							
1111 Department of Consumer Affairs Program Expenditures (State Operations)	\$	532	\$	543	\$	554	
9892 Supplemental Pension Payments (State Operations)	\$	-	\$	9	\$	9	
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$	35	\$	15	\$	35	
Total Disbursements	\$	567	\$	567	\$	598	
FUND BALANCE			•				
Reserve for economic uncertainties	\$	221	\$	250	\$	247	
Months in Reserve		4.4		5.0		4.9	

Professional Fiduciaries Bureau January 9, 2019 Legislative Update

<u>Important Legislative Dates – Winter 2018-2019</u>

- December 3, 2018 The Legislature Convenes the 2019-2020 Regular Session
- January 1, 2019 Statutes take effect unless otherwise noted
- January 7, 2019 Legislature Reconvenes
- January 10, 2019 Budget must be submitted to the Governor
- February 22, 2019 Last day for bills to be introduced
- April 26, 2019 Last day for policy committees to hear and report to fiscal committees fiscal bills

2019 Legislation Related to the Bureau

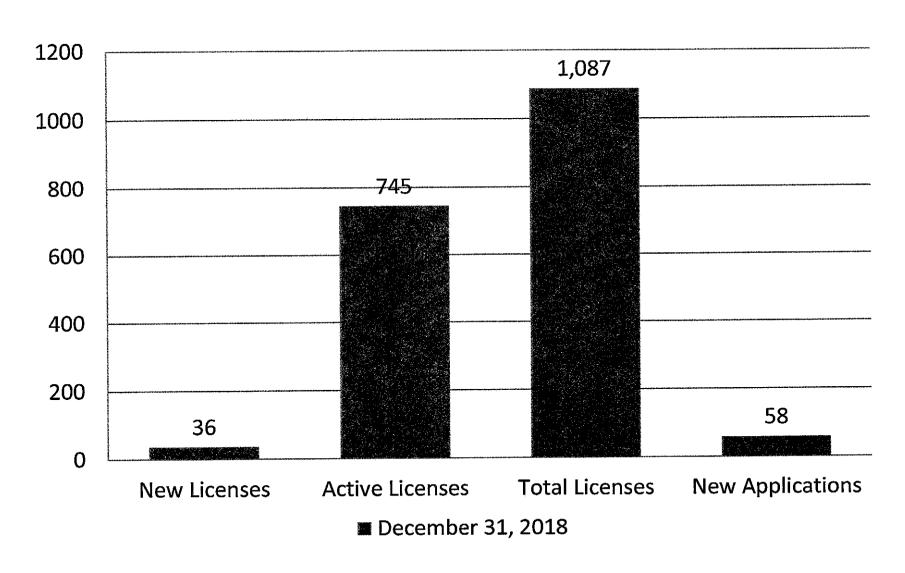
As of the writing of this handout, there were no bills pending related to the Bureau. This may change as bills are introduced throughout January and February 2019.

Other Issues

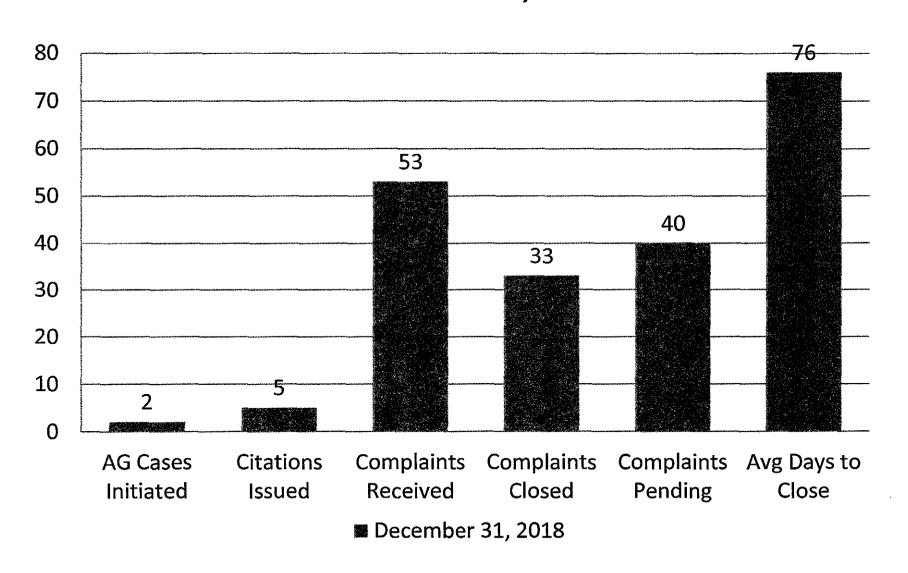
SB 931 (Hertzberg, Chapter 458, Statutes of 2018) among other things, authorizes the initiation of conservatorship proceedings of a person transferred from a county jail to a specified mental health facility for 72-hour evaluation and treatment, upon a recommendation to a conservatorship investigator or the appropriate county. This bill also prohibits a conservatorship investigator from failing to schedule an investigation based upon the custody status of a person subject to such investigation.

SB 1191 (Hueso, Chapter 513, Statutes of 2018) requires local law enforcement agencies and long-term care ombudsman programs to revise or include in their existing policy manuals upon their next scheduled revision specified information regarding elder and dependent adult abuse. For the purpose of this statute, 'local law enforcement agency' means "every municipal police department and county sheriffs' department.

Licensing Statistics Through December 31, 2018



Complaint Statistics Through December 31, 2018



OUTREACH EVENTS

Since the last Advisory meeting

None

Upcoming Events

 4th Annual Senior & Veteran Fraud Prevention Fair, Shasta County District Attorney's Office, March 5, 2019 in Redding