

Ms. Raquel Regalado, Board Member

SUBJECT: CALL FOR ACTION

COMMITTEE: INNOVATION, GOVERNMENTAL RELATIONS, AND COMMUNITY ENGAGEMENT

LINK TO STRATEGIC BLUEPRINT: INFORMED, ENGAGED AND EMPOWERED STAKEHOLDERS

Call for Action, Inc. (CFA) is a nonprofit organization founded in 1963 to empower consumers through mediation and education to resolve problems with businesses, government agencies, and other organizations. The organization's services are available for free to all individuals and small businesses via a network of consumer hotlines. More than 1,000 volunteer professionals donate over 300,000 hours a year at the organization to help consumers in need.

Currently, CFA has 27 offices throughout the United States, one of these located in Fort Myers, Florida. Each office is typically staffed by 10 to 25 volunteers who are spread out throughout the week at their work site. Since founded, CFA has resolved 90 percent of all cases and annually, it saves consumers over \$12 million in lost goods, services, and refunds.

In order to strengthen the organization's connection to the community, each CFA office partners with a local media outlet that provides working space, supplies, and promotion of its services. Data gathered by CFA on trends and new frauds affecting consumers is used by its media partners to prepare news reports. CFA's radio and television partners broadcast to over 80 million people worldwide on a daily basis.

**ACTION PROPOSED BY
MS. RAQUEL REGALADO:**

That The School Board of Miami-Dade County, Florida, through the Superintendent, explore the feasibility of WLRN partnering with Call for Action, Inc. to assist and educate our community on general consumer issues.