

Consumer Action Board of Directors

(as of Aug. 30, 2022)



Sue Rogan (Board President)

Sue Rogan is the director of strategic partnerships for the CASH (Creating Assets, Savings and Hope) Campaign of Maryland. She leads the expansion and support of asset-building coalitions and partnership development to cultivate and broaden a group of stakeholders from around the state who are committed to asset-building programs such as financial education, financial coaching and tax preparation. She leads CASH's efforts to provide professional development for practitioners and oversees special projects that serve unique audiences. She also serves as CASH's representative on several state commissions to represent the individual consumer voice. Rogan obtained a BA in political science from University of Maryland Baltimore County and, prior to joining CASH, was an investigator/communications manager with the Montgomery County Office of Consumer Protection.

Rosa Gonzalez-Abrego (Board Vice President)

Rosa Gonzalez-Abrego, a resident of Austin, Texas, is a grants manager with the Federal Emergency Management Agency (FEMA). In her role at FEMA, she helps communities implement hazard mitigation measures following a Presidential Major Disaster Declaration in the areas of the state, tribe or territory requested by the governor or tribal executive. Her goal is to enact mitigation measures that reduce the risk of loss of life and property from future disasters. Previously she served as the senior director of housing programs at Easter Seals Central Texas. Gonzalez-Abrego managed day-to-day operations of the organization's housing and community programs to provide support for people with disabilities and low-income families, including in the areas of home purchases, financial literacy, home repairs, residential accessibility, rental assistance, assistive technology, and advocacy. Before joining Easter Seals, Gonzalez-Abrego was employed at the Austin Area Urban League and at Disability Assistance of Central Texas.



Sue Hestor (Board Treasurer)

Sue Hestor, an attorney in private practice in San Francisco, is a longtime housing advocate. Hestor arrived in San Francisco in 1969 and joined the battle against "Manhattanization" of the city in the 1970s. The crusade led her to enroll at Golden Gate University's School of Law, and she was admitted to the State Bar of California in 1976. Since then she's been active in efforts to impose transit and housing fees on developers, to bar towers from casting shadows on city parks, and to require large institutions to file citywide master plans. Hestor also attended Wheaton College in Wheaton, Illinois.

Ken McEldowney (Board Secretary)

Ken McEldowney is executive director of Consumer Action, a San Francisco-based national consumer advocacy and education organization. Prior to coming to Consumer Action, McEldowney was consumer editor for a weekly newspaper. He is a graduate of the University of Michigan, with a BA in political science and graduate work in economics. McEldowney is past president, and currently a vice president, of the Consumer Federation of America (CFA)—a federation of nearly 300 pro-consumer organizations. He chairs the California Public Utilities Commission's Universal Lifeline Telephone Service Trust Administrative Committee and is on the executive committee of the Coalition Against Insurance Fraud and the Credit Abuse Resistance Education organizations. He sits on the Federal Communications Commission (FCC) Consumer Advisory Committee.

**Anna Flores**

Anna Flores is the former executive director of the Credit Abuse Resistance Education (CARE) program. Founded in 2002, the CARE program educates high school and college students on the responsible use of credit and other fundamentals of financial literacy, as well as the potential consequences of poor money management and credit card abuse. The American Bankruptcy Institute administers CARE. Prior to joining the CARE program, Flores was the executive director of Veterans Assistance for Learning, Opportunity & Readiness (VALOR), where she worked on strategic planning, fundraising, brand awareness and partnership development to ensure financial independence for America's veterans and servicemembers. She also was the vice president of consumer and community affairs for American Express for 15 years, where she established long-term relationships with consumer advocacy organizations, community-based organizations, government agencies and industry representatives. She also served as director of the Office of Consumer Affairs for the District of Columbia Public Service Commission and as executive director of the National Association of Consumer Agency Administrators.

Dr. Irene Leech

Dr. Irene Leech is an associate professor at Virginia Tech. She was an extension specialist in Virginia for 12 years, where the majority of her focus was leading a statewide extension agent-designed and -delivered financial counseling volunteer program. She was a pioneer in providing statewide education to extension staff and the public in multiple sessions delivered via satellite. Although her work today focuses on citizen involvement, she has taught financial management and financial counseling to undergraduate and graduate students and continues to work in those areas. She has been a full-time resident faculty member for eight years.

Deborah Lowe Muramoto

Debbie Muramoto is president and CEO of California Capital Financial Development Corp. in Sacramento, a nonprofit organization offering technical assistance, funding, education, business counseling and training for small businesses in underserved communities. Her past employment includes executive and legislative roles with former California Assemblymember and Speaker Pro Tempore Mike Roos, and with Willie L. Brown, Jr. when he was a member of the California

Assembly. Muramoto has a strong record of community involvement and is active in local, statewide and national small business and entrepreneurial development and advocacy organizations, in Chambers of Commerce, and in other community-based organizations.



Gail H. Sanders

Gail H. Sanders is the assistant vice president of business development at Tower Federal Credit Union in Laurel, Maryland. There she manages efforts to attract businesses to offer their employees credit union services. At the credit union, Sanders provides financial education on a variety of topics, using seminars and webinars to distribute critical financial information to credit union members. She is responsible for creating the TowerCares Foundation, launched in 2015, with a mission to support children in need as well as military members and their families. Currently, she serves as the vice chairman of the BWI Business Partnership, ambassador for the Howard County Chamber of Commerce, member of the GovConnects Council, and board member for Rebuilding Together Howard County. She is also a member of the *Daily Record's* Circle of Excellence, after being acknowledged three times as one of Maryland's Top 100 Women. Previously Sanders worked at FedChoice Federal Credit Union in Lanham, Maryland, and at the Anne Arundel Community Foundation in Annapolis.

Dr. LaTasha Slappy

LaTasha Slappy is the executive director of the Peace Financial Center in Flint, Michigan, a nonprofit organization whose mission is to help income vulnerable individuals develop a firm financial foundation through financial education, financial literacy, financial coaching, budgeting, credit counseling, and learning new life skills. As ED, Slappy works to ensure that the organization's mission, programs, products and services are consistently presenting a strong, positive image to relevant stakeholders. Among many duties, she oversees the organization's fundraising planning and implementation and consults with stakeholders to ensure that the organization's programs and services serve the community. Slappy holds an MBA focused in organizational leadership from Walden University and is completing a Doctor of Business Administration degree.

Joe Wynn

Joe Wynn has served the veterans community for 20 years. He is the legislative liaison for the National Association for Black Veterans (NABVETS) and was appointed to the Veterans Disability Benefits Commission by Representative Nancy Pelosi, Speaker of the U.S. House of Representatives. Wynn currently serves as the chairman of the Armed Services and Veterans Affairs Committee for the NAACP; as a member of the Mayor's Veterans Advisory Board for the District of Columbia; and has received recognition awards for his advocacy for veterans from the Small Business Administration, the NAACP, VET-Force, Blacks in Government and the United Black Fund. To further assist veterans seeking to start or expand their own small businesses, Wynn founded the Veterans Enterprise Training and Services (VETS) Group, a nonprofit organization based in Washington, D.C., offering small business and employment training, and

supportive services for veterans interested in starting or expanding their own small businesses; he serves as president and CEO.

IN MEMORIAM



Kay Pachtner (1935-2018)

Kay Pachtner, most recently our emeritus board member, was a community activist who founded Consumer Action in 1971 and served on its board for more than two decades. She died in December 2018. ([Link to Kay Pachtner obituary.](#))