

1 **GREATER LOS ANGELES AGENCY ON DEAFNESS, INC.**

2 **Executive Agency Board of Directors**

3 **Wednesday, January 29, 2014**

4 **MINUTES**

5
6 **President Sidansky called the meeting to order at 7:05 p.m. A quorum was present.**

7
8 **I. ROLL CALL**

9
10 Board Members Present:

11 Robert Sidansky -President, Mark Jones-Vice President, Fred Lovitch-Secretary, Karen Bowman,
12 Modela Kurzet

13
14 Absent:

15 Robert Sutton –Treasurer, Barbie Gomez, Elaine Aikins, Margo Cienik

16
17 Visitors:

18 None

19
20 Staff Present:

21 Dr. Patricia Hughes

22
23 Interpreters:

24 Barbara Mathis and Mona Jean Cedar

25
26 Recording Secretary:

27 Jainah Ranger

28
29 **II. APPROVAL OF MINUTES: Meeting of November 20, 2013**

30 Page 2, line 16-17, after “(controller)” add a period,

31 Page 2, line 28, remove “COB”,

32 Page 3, line 17, revise “career” to “jobs”,

33 Page 4, line 5 and line 45, revise “Obama Care” to “Affordable Care Act”,

34 Page 5, line 20, revise “Kurzets” to “Kurzet”

35 Kurzet moves accept the minutes with corrections. Jones seconded. **MSC.**

36
37 **III. OFFICER’S REPORTS**

38 President’s Report:

39 Sidansky reported that only some of the board contributed to GLAD and not the entire board. We need
40 the entire board to contribute to GLAD since this is one of the items that prospective foundations look
41 at. The amount of the contribution does not matter just as long as all board members participate.

42 Sidansky informed the board that he went to Kaiser for an appointment and he finally received a
43 LifeSigns (LS) interpreter and was very pleased with the level of skill of the interpreter from LS.

1 Sutton has not attended a board meeting since last fall due to work and has offered to resign.

2

3 Vice President’s Report:

4 Jones reported that the he had attended GLAD’s 30th Annual Children’s Holiday Party on December
5 14th. He was the only board member there. Jones would like to see more board members attend GLAD
6 events since it will look better if more board members attended events.

7

8 Treasurer’s Report:

9 The handout of Controller’s report as of today’s date was given to the board by the CEO with the
10 following information:

11 Today	GLAD	DAHC	LifeSigns	Total
12 Over Cash Position:	\$561,770	\$121,272	\$992,485	\$1,675,527
13 Accounts Receivable:				
14 Current			\$5,835	\$5,835
15 1-30 days	\$89,123		\$205,649	\$294,772
16 31-60 days	\$155,889		\$179,767	\$335,656
17 61-90 days	\$156,085		\$102,402	\$258,487
18 > 90 days	\$51,799		\$182,848	\$234,647
19 Total	\$452,896		\$676,501	\$1,129,397

20 Finance report as of 12/31/13 was given to the board by out controller with the following information,
21 as of 12/31/13 consolidated revenues for year to date (6 months 12/31/13) was \$3,201,773 which is
22 \$125,513 more than a year ago on 12/31/12. Consolidated profit and loss statement for year to date (6
23 months ending 12/31/13) shows a consolidated net loss of (\$52,201) as compared to a net loss of
24 (\$16,604) a year go on 12/31/12. GLAD’s net (loss) was (\$81,019), DAHC’s net (loss) was (\$14,960),
25 and LifeSigns’ \$43,778, Consolidated net loss (\$52,201).

26

27 Secretary’s Report:

28 Lovitch reported that the next board meeting will be in February and will remind the board members.

29

30 **IV. CEO’S REPORT**

31 We look forward to the New Year even though majority of our contracts are run by July through June.

32 **LIFESIGNS**

33 Some changes were made in LifeSigns organization which I hope that will prove to be better
34 management of staff and consumers. I divided LifeSigns into three parts. The groups are divided by
35 dispatchers; accounts receivable/payments; and staff interpreters. Each group has a different supervisor
36 with specialized knowledge of tasks involved. LifeSigns is also going through a new software
37 transition. It is more user friendly than the previous software. All LifeSigns staff has been trained how
38 to use it then they will be in a better position in guiding vendors on how to use it.

39 The stats are:

40 Total:	1,414
41 Completed:	1,078
42 Actionable:	1,148
43 Per Day:	34.77

1 Total NIA: 70
2 % NIA 11.71%

3 For July 2013 thru December 2013, the figures are:

4 Number of Requests:

5 LA: 41%

6 AV: 1%

7 OC: 9%

8 TRI: 6%

9 KERN: 12%

10 IE: 31%

11 *HUMAN RESOURCES*

12 As of January 21, we have 72 employees. We have three job openings which are Director of Public
13 Relations, Community Advocate (Riverside), and Staff Interpreter (Los Angeles).

14 We are seeing a gradual increase of participants in 403b. We are hoping for more participants because
15 we have no idea what the future stands for us all who retire in the future. I as the CEO want to be sure
16 that staff gets some contribution from the organization toward their 401k plan. We now have more than
17 50% participated in 403b.

18 *BUILDING*

19 The building manager did continuous repairs on 3rd floor replacing valves and some faucets due to wear
20 and tear. There were many little pieces of maintenance needed to be done like replacing light fixtures in
21 the elevator; replacing garbage disposal in one apartment; plumbing in some bathrooms; and plastering
22 some walls to get ready for painting to keep the interior look fresh and clean.

23 *HUMAN SERVICES*

24 One inspiring story after a sad day: A consumer asked for assistance registering for Toys for Tots
25 program to provide Christmas gifts for her four children. Our advocate worked with the consumer and
26 encountered difficulties because the program required an online application. The Toys for Tots staff
27 made special accommodations but did not inform the applicant that she would need to pick up toys two
28 days before Christmas. The day after Christmas, the consumer called the advocate with four children.
29 The consumer with her four children said that Santa Claus did not stop by. The advocate contacted the
30 Toys for the Tots manager and learned that the warehouse was closed for the season.

31 The manager personally made a surprise delivery to the children bringing a skateboard, guitar, dolls,
32 music speakers, mobile car, and games for children. This story reminded staff why we work for an
33 organization like GLAD, TRI, CODIE, and OCDEAF.

34 A consumer applied for ACCESS paratransit services and was denied. The advocate made a new
35 appointment and met the consumer at the evaluation center. The outcome was that the consumer was
36 approved and is now able to work in the mornings since he could not see until the sun comes up.

37 A consumer was having difficulties with processing a FMLA request for his employer after his baby was
38 born. The supervisor handed the consumer documents about FMLA and a note telling him to stay home
39 during that time, assuring him he would not lose his job. The consumer was upset with the supervisor
40 after he was sent home because he did not report that he would be returning to work. An advocate
41 translated the employer's policy on FMLA and provided information on CA's FMLA policies. The
42 consumer was upset because he thought he had been fired. The advocate called the employer to clarify
43 the situation. The supervisor explained that the consumer had two months left on FMLA and

1 encouraged him to use them. The consumer was relieved and understands what he needs to do and how
2 to process his return to work.

3 A consumer was hospitalized for three months and had no one to pay his bills so his utilities and phone
4 services were shut off. After his release, he came to his home with no utilities on. The phone company
5 requested a \$300 dollars deposit. The outcome is that the consumer with the advocate called the
6 supervisor to explain his situation and got fees waived and restored services immediately.

7 *HARD OF HEARING PROGRAM*

8 A consumer had been seeing a doctor for years; however, he refused to provide an interpreter. The
9 advocate contacted the office and always got different and creative excuses that the office manager was
10 not available to take the call. The consumer decided to see a new doctor so the health issue could be
11 taken care of and the new doctor provided an interpreter. The consumer is filing a complaint against her
12 former doctor for denying access to communication.

13 GLAD's 30th Annual Children's Holiday Party was attended by more than 315 people including
14 children. Toys were donated by the US Marine Corps and other donors provided treats for gift bags. A
15 signing Santa passed out 212 presents to kids. Entertainment included dancers, a magician, 10 Disney
16 voluntEARS, and a children's performance for Hanukkah.

17 *HEALTH EDUCATION*

18 50 appointments were made for duplicated consumers during the month of December. There was a
19 homeless consumer who had health issues that run in the family. He had been having problems getting
20 it diagnosed correctly at the clinic as well as facing communication barriers. The consumer learned that
21 since he has Medicare, he could go to UCLA for better services and interpreter services. GLAD's case
22 manager is working with him to get a specific diagnosis and treatment for his condition.

23 Over 60 women attended the World AIDS Day event. Production of the PSA promoting HIV testing for
24 deaf and hard of hearing women has been completed and uploaded to GLAD's website and two TV
25 screens in the lobby and entrance areas. The PSA will be in each center's TV, too.

26 *EDD*

27 A consumer never had a paying job; his only experience was volunteer training about ten years ago. He
28 was thrilled to get a job as an Inventory Auditor.

29 *Trends:*

30 The federal extension for unemployment benefits impacted a lot of our consumers making our work
31 more challenging.

32 A consumer who obtained a job at a department store as a seasonal store associate last October was
33 promoted to a full time employee in December. The HR manager kept in touch with GLAD-EDD office
34 in facilitating a smooth transition for the consumer to be a full time employee.

35 During the month employers tended not to hire more seasonal employees nearing end of holidays;
36 however, our EDD staff managed to make 16 placements for our consumers.

37 *PUBLIC RELATIONS:*

38 *SoCal Gas AMCOE Project Grant*

39 GLAD completed our final paperwork and about ready to submit the final invoice for \$8,333.67
40 payment.

41 *Annual Report:*

1 2012-2013 Annual Report is currently being printed and will be posted online via PDF. The printed
2 Annual Report will be received this week and passed out accordingly to funders who prefer a printed
3 annual report.

4 *Annual Campaign:*

5 GLAD continues to collect contributions. Donors can make contributions online via PayPal or send a
6 check via mail. CEO will get an accurate amount of monetary donation for the Wednesday board
7 meeting.

8 *TRAININGS*

9 PR staff completed an above average number of deaf sensitivity trainings in 2013 and continues to
10 receive more requests. There will be a joint training provided by PR, Human Services, and someone
11 from Five Acres for a training to a large client.

12 The PR staff continues to create vlogs for upcoming events and informational videos. We would like to
13 make a suggestion for the board to develop a vlog to post on the board of directors page?

14 During the month of December, www.gladinc.org had 3,414 visits and 9,228 page views. The primary
15 demographic is American but the website does get some International attention and conversions to
16 various languages. The top 3 foreign visitors are Indian, Iranian, and British.

17 GLAD's Facebook page gained 25 "Likes" during the month of December and this shows steady
18 growth. Twitter currently has 33 subscribers and we uploaded 3 videos to YouTube during December.
19 YouTube gained 1 new subscriber for a total of 117 subscribers and had 1,225 views during this time
20 frame.

21 *YACHT*

22 The CEO and PR staff visited two different yacht companies for the potential fundraiser. They were
23 Hornblowers and FantaSea. We did not go with Hornblowers because they are not wheelchair
24 accessible. We visited the FantaSea yacht and are very impressed with the salespeople and the yacht
25 itself. It has a kitchen and it has a kitchen elevator which makes it possible for people who use walkers
26 or wheelchairs to go up and down the floor. There are four floors. The top floor is not wheelchair
27 accessible but the three floors under are accessible and they have a restroom that is wheelchair
28 accessible. CEO went ahead and made a deposit to hold the yacht for May; however, it could be
29 transferred to October with all prices intact. CEO is concerned because it is a very short time frame to
30 raise funds from sponsors if we were to have it in May. In order to have a successful fundraiser, the
31 event needs to have 6 to 12 months to raise funds.

32 *CEO*

33 CEO was extremely busy with all roles/duties of CEO and took over some of vacant positions' roles,
34 too. GLAD had an audit in January with a program from Department of Public Health from LA County.
35 GLAD wrote a letter to support the Switched at Birth to receive a Peabody award for two reasons; one
36 show was a complete silence with captions on and no sounds for hearing people to hear and about using
37 American Sign Language and preservation to keep the day school for the deaf to remain open. It
38 showed "guts" from the producers to feature because many producers would not touch the subject of
39 ASL with a stick.

40 CEO continues to be involved with various task forces on education of the deaf, VRS, and TRS.

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1 **V. SUBSIDIARY REPORTS**

2 LIFESIGNS Chair Report:

3 Bowman reported that the board met on December 12th. The board wrote a Thank You Letter to John
4 Arce thanking him for his many years of service. There are three new board members on the LS board;
5 Tynisha Johnson, Marcus Wood, and Arlene Narvaez. The board will meet on March 20th, July 24th and
6 November 13th. The board will start revising the bylaws. We will have four interpreting workshops a
7 year. The first workshop will be on April 26th here at GLAD and will be taught by Frank Alatorre on
8 how to pass the NIC (National Interpreter Certification). LS is transitioning to a new online platform
9 from Agentrak to Interpreter Intelligence.

10
11 DAHC Chair Report:

12 Hughes reported that GLAD will have REAC (Real Estate Assessment Center) Inspection from HUD
13 (Housing and Urban Development) in the near future and will have a pre-inspection this Friday.

14
15 CODIE Report:

16 No Report

17
18 TRI COUNTY Report:

19 Sidansky reported that on December 14th Tri had their Annual Children’s Holiday Party and over 150
20 people attended.

21 Sidansky noticed that more young deaf are getting Cochlear Implants (CI) and they seem to know both
22 American Sign Language (ASL) and English.

23 The Strawberry Festival will be on May 17th and 18th. We had an anonymous donation of a popcorn
24 machine that was donated for the Strawberry Festival.

25
26 OC-DEAF Report:

27 Jones reported that the board had their holiday dinner last Friday. The board met in October. Every
28 Wednesday there is a deaf coffee social at the OCDEAF office. On February 10th there will be an arts
29 and crafts workshop hosted by Erma Fostama on how to make an old lamp look new. Deaf pizza will be
30 on February 20th which is normally on the third Thursday of each month.

31
32 **VI. COMMITTEE REPORTS**

33 Finance Committee Report:

34 No Report

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36 Governance Committee:

37 Lovitch suggested that the board meet every two months instead of monthly and referred the board to
38 the bylaws to page 3, line 46. Discussion ensued.

39
40 Nominations Committee:

41 No Report

42

43

1 Personnel Committee:

2 No Report

3

4 Fundraising Committee:

5 No Report

6

7 GLAD Building Committee:

8 No Report

9

10 50th Anniversary Committee:

11 No Report

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13 **VII. UNFINISHED BUSINESS**

14 No Report

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16 **VIII. NEW BUSINESS**

17 *Gala Fundraiser*

18 Jones moves that we host the yacht event in October in order to find sponsors. Lovitch seconded. **MSC.**

19 Hughes will decide the date in October for the yacht fundraiser.

20 *Board Meeting*

21 The board meetings will be held every two month instead of meeting monthly. The next board meetings
22 will be in March, May and will start time 6:30pm.

23

24 **IX. PUBLIC INPUT**

25 None

26

27 **X. ANNOUNCEMENTS**

28 Lovitch announced that he will retire March 28th from his job with Los Angeles County.

29

30 **XI. ADJOURNMENT**

31 Meeting adjourned 9 pm. The next Board Meeting will be held at 7pm on March 26, 2014.

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34 _____
Fred Lovitch

35 Board Secretary