

1 **GREATER LOS ANGELES AGENCY ON DEAFNESS, INC.**  
2 **Executive Agency Board of Directors**  
3 **Wednesday, March 25, 2009**  
4 **MINUTES**  
5

6 **President Kurs called the meeting to order at 7:20 p.m. A quorum was present.**  
7

8 **I. ROLL CALL**  
9

10 Board Members Present:

11 David Kurs-President, Stephen Schultz-Treasurer, Sheri Hithe-Hultgren-Secretary, Fred Lovitch, John  
12 Arce, Robert Sidansky, Robert Sutton  
13

14 Ex-Officio:  
15

16 Absent:

17 Etta Stecker-Vice President, Modela Kurzet, Jonathan Weiss, Deborah Merryman, Adina Calnan  
18

19 Visitors:

20 None  
21

22 Staff Present:

23 Dr. Patricia Hughes  
24

25 Interpreters:

26 Barbara Mathis  
27

28 Recording Secretary:

29 Jainah Ranger  
30

31 **II. APPROVAL OF MINUTES: Meeting of February 25, 2009**

32 Hughes stated the credit for the benefits for the Flex Spending Account is \$2,500.00 not \$5,000.00. Last  
33 February during the Board Meeting, the Board had passed a resolution approving the Flex Spending  
34 Account with the understanding the amount for the benefits would be double-checked for accuracy.

35 Schultz moves to approve minutes as corrected. Lovitch seconds. Sutton abstains. **MSC.**  
36

37 **III. OFFICER'S REPORTS**

38 President's Report:

39 No Report  
40

41 Vice President's Report:

42 No Report  
43

44 Treasurer's Report:

45 Schultz referred to hand out of Controller's Report as of today's date. Year to date (8 months) profit and  
46 loss as of February 28, 2009 is \$52,340 (a profit) as compared to last year's year to date profit and loss  
47 which was \$(79,454) (a loss). The cash position today for DAHC, GLAD and LifeSigns is \$873,395. The  
48 overall accounts receivable balance is \$956,028. GLAD balance is \$431,693. LifeSigns balance is  
49 \$524,335. The overall accounts payable is \$19,072. GLAD's year to date revenues is \$44,267 more as  
50 compared to prior year to date. LifeSigns's year to date revenues is \$306,064 more as compared to prior

1 year to date due to more interpreting requests. GLAD's current aging accounts receivable balance as of  
2 2/28/09 was \$228,731 as compared to prior month's balance of \$251,442. LifeSigns's current aging  
3 accounts receivable balance is \$185,856 as compared to the prior month's balance of \$167,965.

4  
5 Secretary's Report:

6 No Report

7  
8 **IV. CEO'S REPORT**

9 *LIFESIGNS*

10 Total of requests: 1,229  
11 Cancellations: 113  
12 No Interpreter available: 62

13  
14 We are working on getting LA LIFESIGNS to go paperless by using a scanner and transmit information to  
15 email. After we are completed with LA office, we will start working on Riverside LIFESIGNS. My goal  
16 is to modernize the process of making an interpreter request and billing vendors without using papers. I  
17 am currently reviewing a proposal from a potential consultant for LIFESIGNS to improve how we operate  
18 internally.

19 We are also working feverishly to reduce the accounts receivable which is \$527k which is totally  
20 unacceptable. The AR department has my full attention.

21  
22 *HUMAN RESOURCES*

23 Most of job openings are for Job Developer/Interpreter under the grant with the Employment Development  
24 Department. It is a challenge finding certified interpreters to apply for these job openings.

25  
26 *BUILDING*

27 We got a surprise visit from a fire captain to investigate the annex building. Yes we are not in compliance.  
28 Thus, we removed everything from the annex building.

29 We managed to sell some things from the annex and the rest went to landfill and paper recycling. We  
30 found some valuable information like handwritten board minutes from the Council and Board meetings.  
31 We did not have chance to go through all papers but stored them away for now. The annex building is  
32 empty except for few TTY machines and we plan to relocate them in the main building and locate them in  
33 different places (after we clean them up). Councilman Huizer office has offered us an opportunity to fill  
34 out a \$40,000.00 proposal timeline for the annex (what we are going to do with the Annex from A to Z).  
35 After the Chief of staff reviewed our proposal he asked for \$300,000 for us because the total cost for the  
36 project is approximately 4 million dollars.

37  
38 *HUMAN SERVICES*

39 We are seeing more consumers who are confused by default carriers for 911 VRS calls. More parents who  
40 have children who are deaf or hard of hearing wonder what kind of life they will have after graduating  
41 from high school due to high unemployment rate. Job Fairs have fewer booths but packed with job  
42 seekers. Several companies requested a follow up calls in March or April for possible openings.

43  
44 *Challenges:*

45 Credit card companies are closing accounts on consumers who have had bad credit issues and asking them  
46 to pay off the entire outstanding balance at once which is not possible for most consumers. Some  
47 consumers who are late deafened and use hearing aids or cochlear implants are unaware of how assistive  
48 listening devices can enhance their understanding and are frustrated that they are not using their hearing  
49 instruments to maximum effectiveness. Families may have some unrealistic expectations regarding  
50 functioning levels due to lack of information.

1 *Successes:*

2 A job seeker was successfully placed at a Cocoa Cola Bottling Company in Orange County after intensive  
3 work with our West Covina EDD Job Placement Coordinator, pursuing his dream of working at one of the  
4 largest corporations in the world.

5 A consumer has a daughter living out of country that is getting married and needed a passport to travel.  
6 She was able to get the information she needed and was able to get the INS (Immigration and  
7 Naturalization Service) to process the request earlier due to organization of all documents that prove that  
8 she is a citizen.

9 .

10

11 *HEALTH ED SERVICES*

12 The building will be full of color and volunteers on March 20, 2009 as we will be hosting the GLOW  
13 event. We hope to have around 200 students attending the event.

14 We are working with the Marlton School for the Deaf to develop collaboration for our staff to provide  
15 activities for the Teen Pregnancy Prevention Program. We will be conducting individual outreach sessions  
16 and group workshops as well as a Teen Health Fair there on April 29<sup>th</sup>.

17 Health Care Access Coalition training curriculum for health care providers has started.

18

19 *PUBLIC RELATIONS*

20 House of Blues: Deanne Bray and Troy Kotsur confirmed to co-host. For the first time in our HOB event  
21 history, Sprint declined to sponsor. We managed to find another printing company to give us a real good  
22 price to print our HOB information packets/tickets, etc. I have been in contact with Jack, Marlee Matlin's  
23 agent manager to help us in recruiting a celebrity for our HOB event. To this date, we have not gotten a  
24 celebrity; we are still working on it. Flyers have been mailed out. Packets of invitations will be given to  
25 the board members tonight. Sponsorship outreach and ticket sales have begun. We reduced the ticket  
26 price from \$100 to \$75 and from \$75 to \$50 considering the economy situation we are experiencing here.

27

28 *ANNUAL REPORT*

29 The PR department still needs some items from certain individuals as we want to have annual reports ready  
30 by HOB so we can pass them around. They need a letter from me and David Kurs as well as image from  
31 both of us individually. We also need GLAD history from John Arce, program highlights from Jennifer  
32 Olson, and list of donors from accounting department. It will have fewer pages than last year's report.

33

34 *MAGIC MOUNTAIN – June 13*

35 We will be co-sponsoring with WRAD and tickets are now on sale. Tickets are \$25.00 presale.

36

37 *Other activities:*

38 Met with Paul Habib, District 14, and Andrew Westhall, Senior Deputy with Councilmember Wesson  
39 (chair of budget committee) to discuss about getting city's funding for our asbestos abatement/demolition  
40 project. We will contact them again on March 31<sup>st</sup> to learn if it will be on agenda in April.

41 One outsider reviewed CNB (City National Bank)'s refinancing terms and said that we could not get a  
42 better deal than what CNB has to offer. Mike Michner and I learned that the original cost to refinance was  
43 around \$470,000 but our bankers managed to reduce down to \$147,000. We have asked our bankers to try  
44 and reduce more on the pre-payment penalty. They assured us that they would try their best.

45

46 I will be giving a presentation at LACD (Los Angeles Club for the Deaf) on March 21, 2009 about the  
47 annex building and hope the members will vote to donate \$150k to us so we can start the asbestos  
48 abatement and demolition project right away if we are lucky enough to get everything under \$150k.

49 I am grateful to have such dedicated staff who work real hard for our consumers and the cause, too.

50

1 Please let me know if you need any assistance in getting a 1, 3, 5 year plan project started. This kind of  
2 information is needed for our grants.

3  
4 With 10% cut from the Department of Social Services, it is becoming more challenging preparing 2009-  
5 2010 budget.

6  
7 *40<sup>TH</sup> ANNIVERSARY and THE TASTE OF EAGLE ROCK*

8 On October 3, 2009 the City of Eagle Rock will be having their annual music festival. We were planning  
9 to have GLAD's 40<sup>th</sup> Anniversary on October 3, 2009 and due to the music festival October 3, 2009 date  
10 will not work. Schultz mentioned October 17, 2009 there is an event in Palm Springs that may conflict  
11 with our event. Hughes suggested that the Taste of Eagle Rock and 40<sup>th</sup> Anniversary celebration could be  
12 combined into one event on August 22, 2009. On the Taste of Eagle Rock signs and other advertising we  
13 could add 40<sup>th</sup> Anniversary but we will have to confirm with the Chamber of Commerce for approval. To  
14 raise funds for the annex building tiles could be sold at this event. Then the name of the person purchasing  
15 the tile could be put onto the tile. When the new annex building is being built the tiles would be placed in  
16 the new building.

17  
18 *TOWN HALL MEETING*

19 The purpose of the Town Hall meeting is to give the community a voice in the five year plan the Board  
20 will be implementing. Approximately eighty people attended the last town hall meeting five years ago. V-  
21 Log and a survey could be attached to GLAD's Enews to obtain input from the community. Hughes  
22 affirmed as she goes about her business and interacts with the community there are needs for different  
23 services like domestic violence and mental health. Sidansky moves that the By Laws Committee do a  
24 study on eliminating the town hall meeting and then bring the findings back to the Board. Article four of  
25 the By Laws should be revised to give the CEO more flexibility in obtaining input from the community  
26 through the different technologies available. Lovitch seconds. Arce abstains. **MSC.**

27  
28 **V. SUBSIDIARY REPORTS**

29 LIFESIGNS Chair Report:

30 No Report

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32 DAHC Chair Report:

33 No Report

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35 CODIE Report:

36 No Report

37  
38 TRI COUNTY Report:

39 No Report

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41 OC-DEAF Report:

42 No Report

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44 **VI. COMMITTEE REPORTS**

45 Finance Committee Report:

46 Schultz referred to the handout. We are paying 7.57% interest for the current balloon loan that is due in  
47 forty-one months with City National Bank. CNB has made a new offer for refinancing the GLAD building  
48 and a decision is due in two weeks.

49  
50 The Finance Committee recommends the following; First choice, Option Four, Second choice; Option

1 Three.

2

3 For Option Four we would have to pay a prepayment penalty fee of \$15,000.00, with savings of \$4,000.00  
4 a month, and pay a monthly payment of \$13,616.00. We would save \$41,343.00 annually. Michner asked  
5 his contact at Wachovia to review the loan proposed by CNB. Michner's contact stated the loan proposed  
6 by CNB is a good offer and Wachovia would not be able to match the loan. If we were to go to another  
7 bank it could cost GLAD \$75,000.00 to \$100,000 for closing fees. The new bank will need to contact  
8 different lenders that we owe for the purchase of the building for approval for the loan and we would also  
9 pay CNB the pre penalty payment of \$407k. This process can take up to three to four months. In May the  
10 State may be doing more cuts. We owe The City of Los Angeles \$196,000.00 for the loan they provided to  
11 us. Hughes has not heard back from City of Los Angeles since December of 2008 regarding their decision  
12 on an approval for an extension of the deadline for the loan. Lovitch moves to approve Option Four.  
13 Sidansky seconds. Sutton moves to table the motion until the next Board Meeting. Arce seconds. Two in  
14 favor. Three oppose. Motion fails. Board Members expressed they would like to have a better  
15 understanding of the loan process before making a decision. Hughes will provide the Board with details of  
16 Option Four and Option Three via email. Sidansky moves to table Lovitch's original motion. Sutton  
17 seconds. **MSC.**

18

19 Governance Committee:

20 Hithe-Hultgren stated a position needs to be create to address the past president issue. Discussion ensued.  
21 The position needs to be investigated to see if a position has been created already. The Board concluded  
22 the issue should be dropped.

23

24 Nominations Committee:

25 Closed Session

26

27 Personnel Committee:

28 No Report

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30 Fundraising Committee:

31 No Report

32

33 **VII. UNFINISHED BUSINESS**

34 None

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36 **VIII. NEW BUSINESS**

37 None

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39 **IX. PUBLIC INPUT**

40 None

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42 **X. ANNOUNCEMENTS**

43 None

44

45 **XI. ADJOURNMENT**

46 Meeting adjourned 9:55 pm. The next Board Meeting will be held April 29, 2009 at 7pm.

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49 \_\_\_\_\_  
Hithe-Hultgren

50 Board Secretary