

1 **GREATER LOS ANGELES AGENCY ON DEAFNESS, INC.**
2 **Executive Agency Board of Directors**
3 **Wednesday, October 26, 2011**
4 **MINUTES**

5
6 **Vice President Jones called the meeting to order at 7:09 p.m. A quorum was present.**
7

8 **I. ROLL CALL**
9

10 Board Members Present:

11 Mark Jones-Vice President, John Arce-Treasurer, Fred Lovitch-Secretary, Robert Sidansky, David Kurs,
12 Modela Kurzetz, Robert Sutton, Barbie Gomez
13

14 Absent:

15 Stephen Schultz-President, Jonathan Weiss
16

17 Visitors:

18 None
19

20 Staff Present:

21 Dr. Patricia Hughes
22

23 Interpreters:

24 Norman Galapin and Barbara Mathis
25

26 Recording Secretary:

27 Jainah Ranger
28

29 **II. APPROVAL OF MINUTES: Meeting of September 21, 2011**

30 Page 2, line 20, change "expect" to "except"

31 Page 2, line 17-18, revise "Numerous B-GLAD consumers lost internet access. Consumers were unable to
32 use email or make videophone calls due to budget constraints." to "Consumers were unable to use email or
33 make videophone calls due to their personal budget constraints. Numerous B-GLAD consumers lost
34 internet access."

35 Page 5, line 44, revise "Currently we have three board members" to "Currently we have three *deaf* Board
36 Members"

37 Page 5, line 50, revise "Chilies" to "Chili's"

38 Sidansky moves approve minutes as corrected. Lovitch seconded. **MSC.**
39

40 **III. OFFICER'S REPORTS**

41 President's Report:

42 No Report
43

44 Vice President's Report:

45 No Report
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1 Treasurer's Report:

2 Arce referred to the handout of Controller's Report as of yesterday's date (10/25/11) was given to the
3 Finance Committee with the following information -

- 4 • Overall cash position today for DAHC, GLAD and LifeSigns is \$1,474,952.
- 5 • Overall accounts receivable balance is \$997,600 which comprised of GLAD balance of \$437,566
6 and LifeSigns balance of \$560,034.

7
8 Financial reports as of 9/30/11 was given to the Finance Committee presented by our controller with the
9 following information –

- 10 • Consolidated profit and loss for year to date (three months ending 9/30/11) shows a loss of
11 \$(12,999) as compared to a loss of \$(691) a year ago.
- 12 • Consolidated year to date revenues as of 9/30/11 was \$1,482,155 which is \$7,434 less than prior
13 year.
- 14 • GLAD's 9/30/11 net loss was \$(24,428) as compared to prior year net loss of \$(22,117).
- 15 • LifeSigns's 9/30/11 net income was \$20,486 as compared to prior year net income of \$28,271.
- 16 • DAHC's 9/30/11 net loss was \$(9,057) as compared to prior year net loss of \$(6,845).

17
18 Secretary's Report:

19 Lovitch reported that he is having difficulty with accessing the board email through MailStreet.com and
20 requested IT assistance from GLAD.

21 The next board meeting is tentatively on November 30, 2011. Lovitch will confirm with Schultz then
22 inform with the rest of the board.

23
24 **IV. CEO'S REPORT**

25 *LIFESIGNS*

26 Filled Requests	887
27 Cancellations	140
28 No Interpreter Available	38
29 Emergency	149

30 The numbers represent the stability of LifeSigns (LS); however, LS needs to recruit more freelance
31 interpreters, especially in the Kern county and Los Angeles. Heidi Booth and Dr. Hughes are working on
32 this.

33 *HUMAN RESOURCES*

34 GLAD has two openings which are LifeSigns Director and one Job Developer/Interpreter for the EDD
35 office in Anaheim. GLAD a total of 74 employees.

36 The new Regional Director at OCDEAF started on October 11th. A new staff interpreter for Los Angeles
37 started October 26th.

38 *PUBLIC RELATIONS*

39 The annual campaign letter is being printed and will be ready for distribution this week. Ken Paves, the
40 celebrity hair stylist, agreed to be the person to sign the annual campaign letter for us.

41 After the City's Deaf Awareness on September 16th, Councilmember Huizar's new field deputy and intern
42 (a future interpreter) visited GLAD for the first time last week. They were very impressed by our services
43 and the beauty of the facility.

44 UrbanSak will continue its promotion for GLAD through the month of November. The product will be
45 featured at the GLAD booth at the upcoming MATA Expo. UrbanSak will donate 15% of GLAD driven
46 sales back to support our programs and services. Come and buy the product from us.

47 Flutters, Inc was featured at the DEAFestival fashion show.

48 The Championship Rounds (TCR the movie) campaign fundraising has launched on IndieGoGo

49 <http://www.indiegogo.com/TCR>

1 TCR casting has recruited Harold Perrineau Jr. and Larry Gilliard Jr. for roles in the Championship
2 Rounds.
3 GLAD hosted a booth at the 7th Annual No Limits Walkathon October 25th.
4 Claustrophobia: As a special thank you to GLAD for hosting the movie at GLAD, you can get \$5.00 off
5 when you purchase a captioned Claustrophobia DVD. Go to the website: [www. Claustrophobia-](http://www.Claustrophobia-themovie.net)
6 [themovie.net](http://www.Claustrophobia-themovie.net), watch the trailer, and click on the “Order Now” button. Fill in the Promo Code Field with
7 GLAD. Then click on the special \$9.95 price and receive \$5.00 off the regular \$14.95 price. A portion of
8 the proceeds will go to GLAD.
9 GLAD will host 4 booths at the upcoming MATA Expo this November 11-12 at the Ontario Convention
10 Center. Tickets are on sale at the GLAD front desk.
11 Disney Project – Save the Dates March 23-25. CJ Jones with Sign World Media invited GLAD to be a
12 part of the planning committee for a large project involving Downtown Disney. GLAD is working with the
13 committee to be a beneficiary of funds raised during the upcoming 3-day event. More details to come.

14 *HUMAN SERVICES*

15 Upcoming workshops:
16 10/28 – Chronic Obstructive Pulmonary Disease (COPD) Workshop
17 We had SSI and You workshop presented by SSA Public Affairs Specialist Veronica Diaz on September
18 24th. About 17 people showed up.
19 GLAD sent four advocates to take the training “Disability Rights Seminar” hosted by Housing Rights
20 Center where advocates learned of various applicable Landlord/Tenant rights and responsibilities.
21 Advocates attended the inter-department meeting (Human Services and Health Education) to work together
22 for future collaborative events.

23 *TRENDS:*

24 Numerous medical offices with deaf/hard of hearing Medi-Cal patients have been contacting GLAD to ask
25 for a procedure in getting interpreters. GLAD advocates worked with the Health educators on consumer
26 requests and educating providers.
27 A consumer needed more resources to afford food. A SSA office suggests applying for food stamps since
28 he is receiving SSA and can qualify for additional assistance. The advocate went through the process on
29 how to get food stamps with the consumer. The consumer went to apply for food stamps and felt
30 empowered with information/resources since he was able to get food stamps successfully. Our advocate
31 worked with him on how to use an EBT card (food stamps in a debit card).
32 We sent an advocate to work with a consumer in court to see that she had communication access for her
33 child custody case. Two sets of interpreters and two CDIs showed up. The advocate reviewed
34 questions/discuss with the consumer about what to ask was being discussed with the attorney. She was able
35 to make informed decisions on the custody/visitation case.

36 *BGLAD*

37 Challenges: Interpreters are very scarce in Bakersfield. We had 10 complaints from consumers that they
38 did not have interpreters during their stay at hospitals or medical appointments. The consumers were
39 encouraged to reschedule their appointments later in the day in order to take advantage of interpreter
40 availability because many interpreters are working at schools.
41 Section 8 programs in Kern County are closed and consumers have experienced financial hardships as they
42 are unable to find affordable housing. Consumers have been referred to epath.org (a program for homeless
43 individuals) and local housing authorities.

44 *Success:*

45 An advocate assisted a consumer with Medicare coverage back in 2007. The consumer had an old bill that
46 was redirected to a collection agency. The consumer learned that Medicare used Worker Compensation
47 Insurance as the primary insurance in 2007 and the medical bill was denied. The advocate and the
48 consumer were able to convince Medicare to go back to 2007 and change the primary carrier to Medicare.
49 The consumer finally got the bill with the zero balance.

50 BGLAD will have an open house on November 17th that Hughes will be attending. There will be a

1 meeting with DOR representatives in Bakersfield on the 18th. Hughes will be attending this meeting.

2 *HARD OF HEARING PROGRAM*

3 TRENDS: We continue to receive requests to be referred to low cost hearing aid dealers and lip reading
4 classes.

5 Support Group: ONLINE Support Group for Hearing Loss facilitated by our Hard of Hearing Specialist
6 through Facebook included: Personal Accommodations, family events, and holidays, medical
7 appointments. Some HoH/LD consumers remain dependent on a hearing spouse or family member to hear
8 fire alarms or children crying despite availability of baby cry/fire equipment/alerts. Issues like these are
9 being addressed in support group.

10 For ongoing discussions we have about 54 to 75 participants. More consumers offer each other support and
11 different approaches on coping skills.

12 GLAD will have the 28th Annual Children's Holiday Celebration on December 3rd.

13 *DAHC*

14 We plan to offer low impact exercise for residents. The residents signed a waiver form and obtained
15 doctors' notes. GLAD applied for a grant to get a van from the Ahmanson Foundation.

16 Hughes gave a grand tour of GLAD facility to a representative from the Ahmanson Foundation. We had a
17 good meeting talking about GLAD and general programs. The representative said that it usually requires
18 about four to six weeks hearing back from the foundation if our request will be granted.

19 *EDD*

20 Our Anaheim office made 13 job placements due to high number of recruitment from Knott's Berry Farm
21 for the Halloween season. More consumers are seeking retail jobs due to a large number for seasonal jobs
22 in the next three months. It is true for all of our other EDD offices.

23 The trends and challenges remain the same. It is becoming frustrating for consumers to continue seeking
24 employment after being rejected many times. Our EDD staff is trying to keep their interests in finding
25 employment through sending consumers to Job Fairs, making cold calls to companies, and persuading
26 employers to hire our consumers.

27 Another challenge is that consumers heard from other consumers who had great jobs at places like Coke or
28 Walgreens distribution centers. They want the same thing; however, they may lack necessary skills or
29 experience. EDD developers work with Department of Rehabilitation to see about having consumers take
30 vocational training or encourage consumers to get a job at an entry level that potentially will increase their
31 experience.

32 *HEALTH EDUCATION*

33 The Health Department is preparing for the GLAD's World AIDS Day event set for December 2nd.

34 A new consumer asked for guidance from our healthcare access case manager on how to find a doctor. The
35 consumer did not know that his Medi-Cal has been changed and assigned to LA Care. Our case manager
36 worked with him to get it in order.

37 *MISC:*

38 Dr. Hughes has been reviewing 1,500 pages worth of documents for her deposition to be given next week.
39 It is about a lawsuit filed by a law student against a university for not providing her communication
40 accommodations.

41 She is also working with DRA (Disability Rights Advocates) attorneys on our CNN.com lawsuit. There
42 will be a court hearing on December 1st. It is possible that Dr. Hughes will be at the court hearing in
43 Oakland and will be determined in the very near future.

44 Our lawsuit against the state's Office of Family Planning is still in process. GLAD is working with DRLC
45 (Disability Rights Legal Center) attorneys on collecting narratives from parents who want to have GLAD
46 continue to provide Teen Pregnancy Prevention program.

47 The California Coalition of Agencies Serving Deaf and Hard of Hearing met in Fresno last week to go over
48 issues. Our last meeting was in 2009. Jim Brune, Executive Director from DCARA was elected to be the
49 new chair and Amy Grindrod, our regional director at OCDEAF was elected to be the new secretary. We
50 will send a letter to the Chief of Deaf Access Program at the Department of Social Services requesting that

1 a meeting be set up to discuss the new budget modification rules and what the future is for our 8 agencies.

2 *ANNEX LOT*

3 The board discussed what was to be done with the annex lot while they are trying to raise funds for the new
4 building. Discussion ensued. The discussion was tabled till next the next board meeting. No official
5 motion was passed.

6

7 **V. SUBSIDIARY REPORTS**

8 LIFESIGNS Chair Report:

9 Arce reported that the LifeSigns (LS) board met yesterday. The LS board discussed the Agenctrak1000
10 (AGT) the online database for interpreter requests. LS is trying to become paperless by transitioning AGT
11 the online database. Some of LS customers are used to faxing interpreter requests but LS staff is slowly
12 getting LS customers to use the AGT online rather than faxing interpreter requests. AGT makes is easier
13 for interpreters to complete jobs. The GLAD board inquired why LS has taken so long to transition to
14 AGT. Hughes explained that since AGT was not custom made for LS but rather created for all interpreting
15 agencies there are several issues that have popped up. Dataweb the company that created and runs AGT is
16 building a custom online database for LS. Becoming paperless is a slow but successful process for LS.
17 Hughes explained that LS is not looking for a LS Director right now because she is considering a possible
18 restructure. Hughes would like to split the position into two positions, a manager to manage the LS staff
19 (Booth is managing LS staff temporarily) and a subcontractor that would report directly to Hughes that is
20 solely focused on marketing LS. The board will meet again in January 2012.

21

22 DAHC Chair Report:

23 Hughes informed the board that they will start a low impact exercise class for residents but will require the
24 residents to obtain a doctor's note saying they are physically fit enough for the class and to sign a waiver.
25 HUD (Housing and Urban Development) has not paid GLAD since last September. GLAD has a long
26 waiting list for the 14 apartments on the third floor.

27

28 CODIE Report:

29 Kurzet inquired if GLAD's stove could be used for events. Hughes explained that it may have gas leak
30 and in the past the committee for the kitchen had deemed that it was the wrong kind of stove but Hughes
31 will check into it.

32

33 TRI COUNTY Report:

34 Sidansky reported that Tri-County GLAD will have a booth at the Strawberry Festival again in 2012. The
35 fee for the booth will be waived for 2012 since Tri County GLAD won an award last year for the best
36 decorated booth at the Strawberry Festival 2011. All of the items that will be sold at the booth will cost
37 \$3.00. The Tri board will be giving a 2012 calendar as a gift to Tri staff for the holidays to show the
38 board's appreciation. Sidansky explained that in 1995 the Ventura Fair had a deaf house demonstrating the
39 equipment that the deaf used. Tri County GLAD will build another deaf house with current technology for
40 the Strawberry Festival.

41 Sidansky explained that the size of the support group Mothers of Deaf Children has increased.

42 Tri-County GLAD received \$50,000 from Ventura Behavioral Mental Health to serve the deaf and hard of
43 hearing community.

44 The Ventura prison is in process of installing the new Sorenson ntouch video phone for the deaf inmates.

45

46 OC-DEAF Report:

47 Jones reported that the board finally met Amy Grindrod the new Regional Director for OCDEAF. The
48 board wanted to give Grindrod a fresh start as Regional Director so they asked her to create a wish list for
49 things she would like to improve in the office. OCDEAF will have an open house to meet the board and
50 Grindrod. The board is still discussing a date. One thing Grindrod would like to improve is the OCDEAF

1 website.
2 Jones informed that OCDEAF may have made about \$200-\$400 from Deaf Awareness Day at Knott's
3 Berry Farm.

4
5 **VI. COMMITTEE REPORTS**

6 Finance Committee Report:

7 Arce reported that the Finance Committee reviewed the audit. After a recommendation from the Finance
8 Committee, the board voted to approve it prior to the meeting via electronic vote. The Finance Committee
9 discussed moving some funds to another bank affiliated with City National Bank to qualify for \$250,000
10 FDIC protection.

11
12 Governance Committee:

13 No Report

14
15 Nominations Committee:

16 Lovitch asked the board to inform him if they know of anyone that is interested in joining to board.
17 Gomez mentioned she might know someone that is interested.

18
19 Personnel Committee:

20 No Report

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22 **VII. UNFINISHED BUSINESS**

23 Lovitch stated that the items below are the unfinished business topics that have not been completed and
24 should be listed as follows in the minutes:

- 25
26 A. Setting up the Foundation Board
27 B. Fundraising for the Annex Lot
28 C. Developing Guidelines for Memorials on the GLAD Property
29 D. Prop 63
30 E. Five Year Plan

31
32 Hughes and Kurs will work together on the Five Year Plan.

33
34 **VIII. NEW BUSINESS**

35 Lovitch moves to hire someone to look at the kitchen stove to see if it needs to be repaired. Gomez
36 seconded. **MSC.**

37 Arce moves to add under unfinished business Proposition 63 Mental Health Services Expansion and
38 Funding to look into getting potential funding for the deaf and hard of hearing community. Sutton
39 seconded. **MSC.**

40
41 **IX. PUBLIC INPUT**

42 None

43
44 **X. ANNOUNCEMENTS**

45 Arce encouraged the board to sign up for escrip.com. eScrip is a resource for fundraising where
46 participating grocery stores and other businesses (for example Ralphs or Albertsons) contribute a
47 percentage of grocery loyalty cards, and credit card, purchases to local schools or organizations of the
48 customer's choice.

49 Kurzet mentioned that there will be fashion show in Palm Springs on June 1st, 2nd, and 3rd.

50

1 **XI. ADJOURNMENT**

2 Meeting adjourned 9:34pm. The next Board Meeting will be held on November 30, 2011 at 7pm .

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5 _____
Fred Lovitch

6 Board Secretary

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8

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