

1 **GREATER LOS ANGELES AGENCY ON DEAFNESS, INC.**  
2 **Executive Agency Board of Directors**  
3 **Wednesday, November 20, 2013**  
4 **MINUTES**

5  
6 **President Sidansky called the meeting to order at 7:08 p.m. A quorum was present.**  
7

8 **I. ROLL CALL**  
9

10 Board Members Present:

11 Robert Sidansky-President, Fred Lovitch-Secretary, Elaine Aikins, Karen Bowman, Barbie Gomez,  
12 Modela Kurzet, Margo Cienik  
13

14 Absent:

15 Mark Jones-Vice President, Robert Sutton –Treasurer  
16

17 Visitors:

18 None  
19

20 Staff Present:

21 Dr. Patricia Hughes  
22

23 Interpreters:

24 Barbara Mathis and Aaron Airgood  
25

26 Recording Secretary:

27 Jainah Ranger  
28

29 **II. APPROVAL OF MINUTES: Meeting of October 30, 2013**

30 Page 2, line 20-21, revise “Consolidated profit and loss statement for year to date (3months ending  
31 9/30/13) shows a net income of \$58,008 a net income of \$24,350 a year ago on 9/30/12” to “Consolidated  
32 profit and loss statement for year to date (3months ending 9/30/13) shows a net income of \$58,008 and a  
33 net income of \$24,350 a year ago on 9/30/12”,  
34 Lovitch moves to accept minutes with corrections. Cienik seconded. **MSC.**  
35

36 **III. OFFICER’S REPORTS**

37 President’s Report:

38 Sidansky reported that he would like to discuss when to have the board holiday party and the Building  
39 Committee during the Unfinished Business portion of the board meeting. Sidansky stated that he wrote a  
40 letter that needs to be printed on GLAD letterhead to Weiss thanking him for his many years of service on  
41 the GLAD Board.  
42

43 Vice President’s Report:

44 No Report  
45  
46  
47  
48  
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50

1 Treasurer's Report:

2 CEO gave the handouts of the Controller's report as of today was given to all board members present at the  
3 meeting.

4					
5	Today	GLAD	DAHC	LifeSigns	Total
6	Over Cash Position	\$946,982	\$79,050	\$1,1656,383	\$2,191,415

7  
8 *Accounts Receivable*

9	Current			\$6,456	\$6,456
10	1-30 days	\$220,275		\$173,705	\$393,980
11	31-60 days	\$207,747		\$189,884	\$397,631
12	61-90 days			\$84,169	\$84,169
13	90 days	\$172,981		\$183,576	\$356,557
14	Totals	\$601,003		\$637,790	\$1,238,793

15  
16 Financial report as of 9/30/13 Was developed by our subcontractor (controller) and was passed out to the  
17 board members by the CEO consolidated revenues for year to date (3months ending 9/30/13) was  
18 \$1,635,654 which is \$104,625 more than a year ago on 9/30/12 consolidated profit and loss statement for  
19 year to date (3 months ending 9/30/13) shows a net income of \$58,008 as compared to a net income of  
20 \$24,350 a year ago on 9/30/12. GLAD's net income was \$21,974, DAHC's net income was (\$5,690), and  
21 LifeSigns' net income was \$41,724, Consolidated is \$58,008.

22  
23 Secretary's Report:

24 No Report

25  
26 **IV. CEO'S REPORT**

27 *HUMAN RESOURCES*

28 We have 72 employees as of November 14<sup>th</sup>.

29 We have three job openings which are:

30	Placement Coordinator	West Covina
31	Public Relations Director	Los Angeles
32	Community Interpreter	Riverside

33 We have job openings on our web so if your friends ask you about any job openings, encourage them to  
34 look at our web.

35 *LIFESIGNS*

36	Filled Requests:	1007
37	Cancellations:	416
38	No Interpreter Available:	163
39	Emergency:	294

40 *PUBLIC RELATIONS:*

41 We had a large booth at MATA Expo on November 9<sup>th</sup>. Unfortunately, the committee on the MATA expo  
42 decided to put most of booths out of sight by the wrestling arena. We were very disappointed because  
43 many Expo participants had a hard time finding us; however, thanks to one of staff members' idea to rent  
44 an air dancer, it helped participants to find us. We had a great turnout. All of our staff at the booth were  
45 kept busy with people asking us questions about our services, etc. Lifesigns had good gadgets to give out  
46 to promote our services. We distributed magnets with LifeSigns phone numbers, etc so people can give  
47 out to their service providers, too. LifeSigns printed new business cards, too with the ADA information on  
48 the back. It was one of most popular items at our booth.

49 We completed our contract with the SoCalGas program. We will submit the final report and invoice by  
50 November 30<sup>th</sup>.

1 We are selling tickets for two fundraising events which are Swing Dance (November 23<sup>rd</sup>) and ASL Films  
2 (December 7 and 8). Tickets can be purchased online, at the front desk, or at the door. Both events are  
3 special because they were staff members' ideas and got the opportunity to use their skills and talents in  
4 recruiting people, etc.

5 We already sent out our annual campaign letters via email last Friday. Please distribute letters to your  
6 friends and family members using email or print them and mail to them. It is a great opportunity for  
7 people to make end of year donations.

8 Sorenson held its town hall meeting and used the videophone to distribute information on its upcoming  
9 town hall meeting. It attracted 528 people to GLAD where the town hall meeting was held. I have asked  
10 the Public Relations Coordinator to check into this method and I intend to experiment with this approach to  
11 get people here for our workshops and fund raising events. It was amazing to see that many people here.  
12 It was Sorenson's largest town hall meeting in its history, too.

13 We are receiving more requests for deaf sensitivity trainings from different agencies. We send different  
14 staff members depending on what areas of training they want to learn from us.

#### 15 *HUMAN SERVICES DEPARTMENT*

16 We hosted Career Day which attracted 88 students from four high schools. We had a panel discussion with  
17 deaf/ hard of hearing individuals from different jobs. We also had students giving their input on mock  
18 interviews and meetings with a variety of postsecondary programs and services.

19 CA School for the Deaf – Riverside (CSDR) had its open house and we had a booth there too along with  
20 CODIE, OCDEAF, and LifeSigns. We included TRI and Bakersfield information at our booth, too.

#### 21 *Trends:*

22 Many consumers received notices from Cal-Fresh (food stamps) stating that the amount will be reduced  
23 between \$15 and \$30.

24 Consumers are coming here to go about applying for medical coverage under the Affordable Care Act  
25 (ACA "Obamacare").

26 One consumer had an accident in June involving two cars. He had liability coverage only and his  
27 insurance company would not assist in contacting the other insurance companies. With an advocate's  
28 guidance, the consumer filed a complaint with the California Department of Insurance for delays in  
29 reimbursement for the total loss of car. A settlement offer was received and the consumer agreed to the  
30 deal after a long delay.

31 A consumer was given an eviction notice after the house she was renting went into foreclosure. An  
32 advocate worked with the consumer and called the property attorney and found that the woman could stay  
33 90 days or until further notice from a new owner.

34 A consumer was having difficulty communicating with his supervisor at work. The supervisor would just  
35 write and expect the consumer to sign documents he did not fully comprehend. The supervisor would not  
36 allow the consumer to bring documents to GLAD for document translation. The advocate contacted the  
37 Human Resources to discuss accommodations and they agreed that document translation was warranted.  
38 The consumer then brought the Accommodation Agreement form from the Human Resources and brought  
39 documents to GLAD for document translation.

40 A consumer received a "fix it" ticket from the Sheriff's department for a broken tail light and was unsure  
41 of the process. An advocate located services to repair the light and walked the consumer through the  
42 processes of getting repairs signed off on by the Sheriff. The consumer was able to have the ticket cleared.

43 A consumer wanted to contact the Mission Rescue Center in Bakersfield to reserve a bed, hot meal, and a  
44 shower daily. He needed to develop a budget and find an apartment by December. Working with the  
45 advocate, the consumer was approved for a bed for 30 days. The advocate and the Mission Rescue Center  
46 case manager are teaming to find a place with deposit assistance.

#### 47 *HARD OF HEARING PROGRAM*

48 *Trend:* Hard of hearing consumers are turning to GLAD for resources and support for Meiere's disease.

49 A consumer received a bill for interpreting services for a dental appointment that was cancelled less than  
50 24 hours in advance. A GLAD advocate discussed with the dental office and their corporate office,

1 explaining that a patient cannot be billed for their own accommodations. The interpreting bill was  
2 removed.

3 *DAHC:*

4 Twenty people showed up for a MediCal/Medi-care workshop to learn about changes anticipated after  
5 Affordable Care Act (ACA) is implemented.

6 **HEALTH EDUCATION**

7 *Success:*

8 A consumer has not enrolled her employer’s health benefit program because she did not understand the  
9 letters from her employer and was not aware of the opportunity. After meeting with the case manager, she  
10 enrolled the health benefit. A few weeks later, she had her first doctor appointment in decades. It was  
11 discovered that she had a high blood pressure thus received treatment immediately.

12 The HIV educator created a VLOG for GLAD’s website promoting the World Aids Day on December 6<sup>th</sup>.

13 We will also create a 30 second PSA encouraging women to take a HIV test. The PSA will be aired on  
14 TV, used for GLAD’s lobby area, GLAD website, and at our other four centers, too

15 **EMPLOYMENT Development DEPARTMENT**

16 41 people got jobs.

17 *Trends:*

18 The rise of temp/staffing agencies as a means for companies to outsource their HR needs is alarming. Our  
19 EDD staff is noticing an ever-increase number of jobs in clerical, accounting, and warehouse being  
20 advertised through temp/staffing agencies and fewer being advertised directly by the company, compared  
21 with past months/years.

22 Some of consumers were not used to adjusting to a new lifestyle after landing a job and had trouble  
23 adjusting to work schedules after being unemployed for a long time.

24 *Successes:*

25 A consumer had a dream goal of working for Coca-Cola, and applied periodically for employment with the  
26 company. The consumer finally landed an interview and is now employed as a full-time merchandiser for  
27 the company.

28 One consumer had been out of work for two years and is a single mother of three children. She has finally  
29 found a housekeeping position at Disneyland that fits with her schedule with children.

30

31 **V. SUBSIDIARY REPORTS**

32 LIFESIGNS Chair Report:

33 Bowman reported that the board will meet again on December 12, 2013. Three potential board members  
34 will be attending the meeting. November 16<sup>th</sup> we had a legal workshop for interpreters.

35

36 DAHC Chair Report:

37 Hughes reported that everything is going well and the residents are doing fine. The residents used the  
38 GLAD van to go to the Mata Expo but the battery for the van died. We replaced the battery and the  
39 residents are trying to do more outings.

40

41 CODIE Report:

42 No Report

43

44 TRI COUNTY Report:

45 Aikins reported that Tri had a very in depth ACA workshop. 15 people attended the workshop. Tri will  
46 have their annual children’s holiday party on December 14<sup>th</sup> at the Elks Lodge.

47

48 OC-DEAF Report:

49 No Report

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1 **VI. COMMITTEE REPORTS**

2 Finance Committee Report:

3 No Report

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5 Governance Committee:

6 No Report

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8 Nominations Committee:

9 No Report

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11 Personnel Committee:

12 No Report

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14 Fundraising Committee:

15 No Report

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17 **VII. UNFINISHED BUSINESS**

18 **Adhoc Committees**

19 A. GLAD Building- Hughes explained that GLAD is not allowed make any changes to the building  
20 because the GLAD building is a historical landmark. Discussion ensued. Kurzet suggested that the  
21 cost of maintaining the building be analyzed and will be discussed at the next board meeting.

22 B. GLAD’s 50<sup>th</sup> Anniversary- Cienik reported that she would like to have a fun evening with no  
23 awards, have a slide show with pictures, and she would like to be MC for GLAD’s 50<sup>th</sup>  
24 Anniversary. Cienik moves that for GLAD’s 50<sup>th</sup> Anniversary that there be no awards but have a  
25 slide show with historical pictures, that Cienik be MC and have a silent auction. Gomez seconded.  
26 **MSC.**

27

28 **VIII. NEW BUSINESS**

29 *Gala Fundraiser*-Hughes explained that there are two different yacht companies to choose from for  
30 GLAD’s gala fundraiser Yacht Club and the Hornblower. There one yacht that holds up to 300 people and  
31 another yacht that holds 135 people. The prices vary depending the time of the year, days during the week  
32 and the weekend is more expensive and the kind of food you get (appetizers or a full meal). The cost per  
33 ticket would have to be more than \$100 in order to make the fundraiser profitable. Discussion ensued.  
34 Lovitch moves that Hughes proceed with the yacht fundraiser. Aikins seconded. **MSC.**

35 *Holiday Dinner*-The board discussed having the holiday dinner on 12/28/13. Discussion ensued. The  
36 board will discuss via email.

37

38 **IX. PUBLIC INPUT**

39 None

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41 **X. ANNOUNCEMENTS**

42 None

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44 **XI. ADJOURNMENT**

45 Meeting adjourned 9 pm. The next Board Meeting will be held at January 29, 2014 at 7 pm .

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48 \_\_\_\_\_  
49 Fred Lovitch  
Board Secretary