

1 **GREATER LOS ANGELES AGENCY ON DEAFNESS, INC.**
2 **Executive Agency Board of Directors**
3 **Wednesday, September 21, 2011**
4 **MINUTES**
5

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

8 **I. ROLL CALL**
9

10 Board Members Present:

11 Stephen Schultz-President, Mark Jones-Vice President, John Arce-Treasurer, Fred Lovitch-Secretary,
12 Robert Sidansky, Jonathan Weiss, Robert Sutton, Modela Kurzet, David Kurs
13

14 Absent:

15 Barbie Gomez
16

17 Visitors:

18 None
19

20 Staff Present:

21 Dr. Patricia Hughes
22

23 Interpreters:

24 Norman Galapin and Jennifer Snipstad
25

26 Recording Secretary:

27 Jainah Ranger
28

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

30 Page 2, line 9-16, Revise the president's report to the first person. Kurs moves to approve the minutes with
31 corrections. Sidansky seconded. **MSC.**
32

33 **III. OFFICER'S REPORTS**

34 President's Report:

35 Schultz reported that Kurzet informed him that her term is up on the CODIE Advisory Board and that the
36 CODIE Advisory Board informed Kurzet that she could not serve on two Boards. There was some
37 confusion among the Board Members because Sidansky and Jones serve on OCDEAF and Tri GLAD
38 Advisory Boards and then report to the GLAD Board. Sutton explained that since Kurzet is a
39 representative from the CODIE Advisory Board and attends GLAD Board Meetings and reports to the
40 GLAD Board on CODIE activities is in accord with the Bylaws. Kurzet will clarify the above to the
41 CODIE Advisory Board. Hughes explained that Lisa Price (Director of CODIE) had informed Hughes the
42 CODIE Advisory Board had postponed electing new Members as they did not want to lose any Board
43 Members before Riverside's Deaf Awareness Week and that is the reason Kurzet kept coming to the
44 GLAD Board Meetings. The CODIE Board will meet after Riverside's Deaf Awareness Week to elect
45 new Members. Schultz recommended that if Kurzet is interested in joining the GLAD Board she should
46 inform Lovitch then the Board could vote her in as a new Board Member.

47 There will be a closed session after the Board Meeting. Next month Schultz will not attend the October
48 Board Meeting. Jones will run the October Board Meeting.
49
50

1 Vice President's Report:

2 No Report

3

4 Treasurer's Report:

5 The handout of Controller's Report as of today's date was given to the Finance Committee with the
6 following information -

7 Overall cash position today for DAHC, GLAD and LifeSigns is \$1,084,629.

8 Overall accounts receivable balance is \$1,140,185 which comprised of GLAD balance of \$588,601 and
9 LifeSigns balance of \$551,584.

10 Financial reports as of 8/31/11 was given to the Finance Committee presented by our controller with the
11 following information -

12 Consolidated profit and loss for year to date (two months ending 8/31/11) shows a loss of \$(36,452) as
13 compared to a loss of \$(16,862) a year ago.

14 Consolidated year to date revenues as of 8/31/11 was \$940,467 which is \$16,182 less than prior year.

15 GLAD's 8/31/11 net loss was \$(44,898) as compared to prior year net loss of \$(16,476).

16 LifeSigns's 8/31/11 net income was \$15,694 as compared to 25 prior year net income of \$2,780.

17 DAHC's 8/31/11 net loss was \$(7,248) as compared to prior year net loss of \$(3,166).

18

19 Secretary's Report:

20 Lovitch reported that all Members are present except Gomez and thanked the Board for reading the
21 minutes ahead of time. Sutton explained that if Kurzet's term has ended on the CODIE Advisory Board
22 then they will need to send a new representative from CODIE the report to the GLAD Board.

23 Schultz stated that the late Etta Stecker's (former Board Vice President) memorial service was beautiful
24 and Arce did a wonderful job interpreting.

25

26 **IV. CEO'S REPORT**

27 Hughes reported that GLAD had a nice event at the Los Angeles City Hall last Friday. LifeSigns was
28 recognized by the District 14 for its 26+years of service to the community. Congratulations to Stephen
29 Schultz, too for his recognition for his numerous volunteer activities. LifeSigns staff was so thrilled when
30 they learned that LifeSigns got the award. The LifeSigns staff voted to have it hung in the LifeSigns hall.

31 *LifeSigns (LS)*

32 Number of requests: 915

33 Cancellations: 127

34 No Interpreter Available 9

35 Emergency 161

36 NIA - Emergency 0

37 The search for LS director is still on; however for time being, Heidi Booth and I are managing LifeSigns. I
38 am working on a possible restructure. Heidi is handling the staffing. I am handling all other issues related
39 to LifeSigns. I got to talk with many interpreters about their payroll, etc. I talked with vendors, too.

40 LifeSigns finally got paid for our services from a college worth \$84,000. I called their legal office and
41 reminded them of their college's legal responsibilities in providing communication access which we
42 assisted in this. LifeSigns expected to be reimbursed for the services and threatened to send someone to sit
43 in their office to wait for the check to be typed. They immediately got it done within a week (5 business
44 days).

45 The software is good but we do need upgrades in order to make it more customized for our needs. I am
46 currently discussing this with the LifeSigns Board.

47 LifeSigns will be sending 17 interpreters to the DEAFestival this Saturday along with a "point of contact"
48 for interpreters to communicate with should they need to change positions, etc.

49 *Hard of Hearing Program*

50 We have a new online Support Group for Hearing Loss facilitated by our hard of hearing specialist through

1 Face Book (“a place you can bring your hearing loss questions, offer and/or ask for support, advice,
2 inspiration, or just vent”). August topics included Personal Accommodations, Court Accommodations,
3 Communication at pools/beaches, hospital/doctor offices communication, etc. We had about 40-54
4 ongoing participants. We anticipate it will continue to grow.

5 *Challenges:*

6 Some hard of hearing consumers are struggling with how to communicate with their family and other
7 loved ones on their needs to use different communication means to accommodate their hearing loss. We
8 provide tools and peer counseling.

9 *Advocacy Services*

10 Independent Living Skills: A consumer was unable to pass the DMV written exam for two years since her
11 license expired. She arranged to meet with an advocate on a weekly basis to review questions and
12 answers. After two months of weekly appointments, the consumer passed the written exam.

13 We had SSI workshop last week and we had about 17 participants.

14 We also have Fall ASL classes September through November.

15 *B-GLAD*

16 We have Janice England from Missouri as the new B-GLAD outreach coordinator.

17 Consumers were unable to use email or make videophone calls due to their personal budget constraints.

18 Numerous B-GLAD consumers lost internet access.

19 *Success Stories:*

20 An advocate provided information to Bakersfield Adult School on ADA’s educational provisions for
21 schools to provide communication accommodation. A few days later, a consumer informed the advocate
22 that he was able to attend the Bakersfield Adult School as they will provide a sign language interpreter.

23 *DAHC*

24 We completed a report of Tenant Income and Rent Certification and sent them to our third party
25 administrator, Community Housing Management Services (CHMS). CHMS communicate with the proper
26 agencies on our behalf.

27 *EDD*

28 *TRENDS:*

29 A number of former consumers are returning back to us for services and an increase of Unemployment
30 Insurance assistance.

31 Through our cold call inquiries reveal that most employers are not hiring nor have any plans to hire on a
32 permanent basis. Seasonal hiring is about the same as last year; steady, but not strong, and some places are
33 uncertain as to how many temp jobs they will be offering.

34 I know that the current economy is making EDD jobs very difficult; however, I want to share a “happy”
35 story.

36 A consumer gave up searching for a cooking position due to high competition here. However, GLAD-
37 EDD sent the consumer cooking job leads. The consumer applied as a sous chef at a local resort. The
38 company liked the consumer very much and interviewed the consumer twice. The company unexpectedly
39 offered him a CHEF MANAGER position which oversees over 200 staff instead of the position as a sous
40 chef. The company is very pleased with our work and is committed to continue contacting us for more
41 referrals when needed.

42 *HEALTH EDUCATION*

43 We developed two vlogs for our webpage, one to promote the upcoming AIDS Walk in October and the
44 second to replace the current vlog on the HIV Prevention Program webpage. Program staff has
45 collaborated with GLAD-EDD staff to schedule community workshops at three EDD centers.

46 A mass mailing list for nationwide dissemination on our breast cancer DVDs and materials has been
47 developed.

48 *HIV Prevention Program*

49 Program staff is reviewing and revising the recruitment and retention strategy for our clients. Previous
50 attempts have not generated satisfactory results yet. We are waiting for adult education programs to start

1 so we can make different efforts to recruit clients so we can provide a community level workshop as
2 required by our contract.

3 *HUMAN RESOURCES*

4 We have 73 employees. We have three job opportunities:

5 LifeSigns Director

6 Community Interpreter

7 Regional Director –OCDEAF

8 *PUBLIC RELATIONS*

9 UrbanSak has officially teamed up with us in support of a nationwide Deaf Awareness. UrbanSak is a
10 convenient pouch that wraps around the wrist and is capable of carrying a cell phone, money, coins, credit
11 cards, ID, keys, among many other items. UrbanSak is ideal for deaf and people who sign by providing
12 access to a hands-free accessory while exercising, etc. Hughes owns two. UrbanSak can be purchased at
13 our booth this Saturday or through our web. UrbanSak will donate 15% to GLAD driven sales back to
14 support our programs and services.

15 Mr. Bullet Leather Event raised \$870.00 in just a few hours at the Bullet Bar in North Hollywood. Thanks
16 to Joey Tarin, Mr. Bullet Leather 2011 for choosing GLAD as the beneficiary.

17 Versa Effect Ticket Sales \$1 profit per ticket sold through walk in at receptionist's desk sold = \$25.00. We
18 are working to make tickets available through our PayPal for future fundraising events.

19 *Annual Campaign*

20 GLAD is drafting a letter for Ken Paves and working on a donation card design.

21 *DEAFestival*

22 GLAD will have four booths at DEAFestival this coming Saturday. GLAD, EDD, LS, and Health Ed will
23 share the four booths. There will be a comment box for people to write what they want from us, how we
24 can improve services, and an opportunity to express. It was like we did last year in lieu of Town Hall
25 Meeting. I was at the booth last year and not many people commented due to a very hot weather. We will
26 do it again this Saturday.

27 *Flutters, Inc*

28 The GLAD design teal wristlet will be available for sale starting this Saturday at our booth.

29 *The Championship Rounds*

30 The Championship Rounds creative/producing team has decided to make it a feature film. The theme of
31 our booth this Saturday will be boxing to start spreading the word about the Championship Rounds movie.

32 *AIDSWALK Promotion*

33 GLAD will participate in AIDSWALK Los Angeles as a team on October 16th. For being a part of the
34 Community Coalition Initiative (CCI) provided by AIDS Project Los Angeles, we have an opportunity to
35 raise an additional \$5,000. AHF Pharmacy has made a generous gift of \$100,000 to support the CCI.
36 There are currently 23 organizations enrolled in the initiative. In addition to receiving 100% of all funds
37 we raise as a team, the top 20 fundraising CCI teams at AIDS Walk Los Angeles 2011 will receive a bonus
38 of \$5,000 from AHF Pharmacy. Top teams will be determined as one of the fundraising deadlines on
39 November 11th. It is important for us to participate and raise a high amount of dollars through sponsors
40 for individual walkers in order to get the additional \$5,000.

41 *Jeffrey Young Memorial Fund*

42 We have received \$2,630 as of 9/15/11.

43 *Misc:*

44 Hughes, Richard Ray from City of LA, a representative from Braille Institute, and Jennifer Olson had a
45 meeting with two representatives from the deaf/blind community to discuss the lack of SSP programs
46 among other issues. GLAD is looking into it to figure out where and which agency/grant to seek for
47 funding to pay for SSP.

48 We also had a meeting with various Department Of Rehabilitation representatives from local areas and
49 Sacramento to discuss GLAD providing services like vocational assessment and independent living skills
50 to get clients job ready for placement. The meeting was productive. Hughes is familiar with this program

1 as Hughes worked in this field in one of her former employment. GLAD will need to do a financial
2 analysis because it is a for fee service and it is not a profit making program. We will meet again in
3 November.
4 Attorneys for the CNN lawsuit have filed their paperwork with the court and I had the opportunity to
5 review and am appalled by some of their comments. I am working with the Disability Rights Advocates
6 (our attorneys on this lawsuit) for comments.
7 The Coalition will meet in Fresno on October 19th.
8 We will have our quarterly staff meeting on October 13th.
9 Good news, the Board has its own email address, gladboard@gladinc.org. You will need to use www.
10 Mailstreet.com. I will give instructions how to access to this through an email.
11 Lovitch would like to have the Board email address forwarded to one of his emails accounts.

12 13 **V. SUBSIDIARY REPORTS**

14 LIFESIGNS Chair Report:

15 Arce reported that the LifeSigns Board discussed the LifeSigns online software Agenctrak1000 and the
16 upgrades. The next LifeSigns Board meeting they will discuss the cost of the upgrades for Agenctrak1000.
17 Booth is assisting with running part of LifeSigns and is doing a wonderful job. Booth handles the
18 freelance interpreters and the staff. We are still looking for a LifeSigns Director.
19 LifeSigns is looking into setting up VRI which may help with eliminating NIA (No Interpreter Available)
20 and is still looking into hiring a consultant to market LifeSigns. Hughes explained that a hospital in
21 Riverside is considering VRI for emergency situations.

22 23 DAHC Chair Report:

24 Hughes reported that some of the resident's old appliances needed to be replaced and that all of the
25 residents are doing well.

26 27 CODIE Report:

28 Kurzet reported that September 14th was her last day on the Advisory Board which was when the Board
29 met. September 24th there will be a carbon monoxide workshop, the senior citizens meet every 4th
30 Wednesday of the month, and November 11th and 12th will be the Mata Expo. Kurzet will find out from
31 the CODIE Advisory Board who will be the next representative to attend the GLAD Board Meetings.

32 33 TRI COUNTY Report:

34 Sidansky reported that Tri has three new Board Members. Some of the Board Members had to step down
35 because according to the Bylaws a Board Member cannot serve more than ten years on the Tri GLAD
36 Advisory Board. There is a good mixture of younger and older people on the Board. There are nine
37 Members on the Tri GLAD Advisory Board. Tri will host a fundraiser at Johnny Rockets on February 10,
38 2012.

39 40 OC-DEAF Report:

41 Jones informed the Board that the last time OCDEAF Advisory Board met was on September 9th. Ed
42 Kelly is still assisting with a few things in the office. We lost another Board Member who moved to
43 another state. However, we also gained a new hearing Board Member from Toyota who just joined the
44 Board. Currently we have three deaf Board Members. We want to recruit more deaf Board Members. On
45 September 17th OCDEAF hosted Deaf Awareness Day at Knott's Berry Farm. We sold approximately 250
46 tickets and earned about \$500-\$600. 150 tickets were sold online. The event would have done better if
47 there was more time to advertise for the event. It was difficult to advertise the event because schools were
48 closed. The Deaf Awareness Day was moved to Knott's Berry Farm from Disneyland because the ticket
49 cost for Disney was \$65 and Knott's Berry Farm was \$30.

50 A thank you dinner was held at Chili's for Ed Kelly's last day working as Director of OCDEAF. Kelly

1 worked for OCDEAF and GLAD for fifteen and half years.

2

3 **VI. COMMITTEE REPORTS**

4 Finance Committee Report:

5 Arce reported that Hughes received the audit report. The Finance Committee will receive the audit report
6 highlights from Michner in about two weeks. Schultz will have an opportunity to review the audit report
7 and provide feedback before he leaves on vacation.

8

9 Governance Committee:

10 No Report

11

12 Nominations Committee:

13 Lovitch stated that he and Arce are reviewing possible candidates for the Board.

14

15 Personnel Committee:

16 Schultz informed the Board that the CEO evaluation is completed and that the Board will review it during
17 the closed session.

18

19 **VII. UNFINISHED BUSINESS**

20 *Five Year Plan*

21 Hughes explained since DeMers retired and Kelly no longer working as Director at OCDEAF Hughes has
22 taken over running LifeSigns and OCDEAF. Therefore Hughes has not been able to focus on the Five
23 Year Plan and that she needs the Board's assistance with the Five Year Plan. Kurs and Hughes will work
24 together on the Five Year Plan.

25 *Tracking Unfinished Business*

26 Kurzet suggested that someone should keep track of the Unfinished Business section in the Board minutes
27 to keep track of the issues that need to be completed. Lovitch volunteered to keep track of the Unfinished
28 Business and he will begin with January 2012.

29 *Domestic Violence*

30 Arce explained that sometimes there are no services for Deaf perpetrators. There was a court case where a
31 judge ordered the deaf perpetrator to go to counseling for a domestic violence case and pay for an
32 interpreter for their counseling sessions which is against ADA (American Disabilities Act). The deaf
33 perpetrator should have been referred to GLAD.

34

35 **VIII. NEW BUSINESS**

36 Hughes informed the Board that the daughters of late Marcella Meyer (GLAD's former CEO) purchased a
37 memory bench for Marcella Meyer and had it placed under a tree in by the water fountain. The Maucere
38 family would like to do the same for one of their family member who is deceased. Discussion ensued.
39 Sidansky moves to establish an Adhoc Committee to develop guidelines for future GLAD memorials that
40 individuals want to place on the GLAD property. Kurs seconded. Open discussion. Kurs amends that
41 future memorials that individuals want to place on the GLAD property must be approved by the Board.
42 Discussion ensued. Kurs withdrew his motion. Discussion closed. **MSC.** Sidansky will be responsible for
43 developing the memorial guidelines.

44

45 **IX. PUBLIC INPUT**

46 None

47

48 **X. ANNOUNCEMENTS**

49 Kurs congratulated Schultz and LifeSigns for receiving awards from the City of Los Angeles.

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1 **XI. ADJOURNMENT**

2 Meeting adjourned 8:55pm. The next Board Meeting will be held October 26, 2011 at 7pm .

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5 _____
Fred Lovitch

6 Board Secretary

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