

**Greater Los Angeles Agency on Deafness (GLAD) Board Meeting Minutes** *Date: July 19, 2023* *Location: Virtual Meeting*

**Attendance:**

- Ron Herbold
- Daryl Crouse
- Sharon Wilson
- Jeff Jackson
- Scott Hostetler
- Jennifer Choi
- Karen Bowman
- Modela Kurzet

Staff

Patricia Hughes, CEO

Barbara Mathis, Interpreter

**Opening Remarks:**

- The meeting was called to order. The CEO reminded everyone about the availability of board minutes on the public website.

**Discussion on Board Minutes:**

- There was a discussion regarding the board minutes, specifically concerning whether there was a closed session. It was clarified that indeed, there was a closed session when the board interviewed potential new candidates.
- Daryl moved to accept the minutes. It was seconded and received unanimous approval.

**Employee Satisfaction Report:**

- The CEO discussed an employee satisfaction report, highlighting a 95% satisfaction rate. This prompted a discussion about the need for a survey committee, which had been discussed by Scott and Modela.
- Sharon expressed the view that a survey may no longer be necessary, and Karen inquired about the details of the survey conducted by Human Resources.

- Dr. Hughes explained that HR distributed the Pulse Survey confidentially to all employees, with 59 responses received.
- There was discussion and recommendation that future employee satisfaction surveys should include a comments section.

#### **Board Membership and Past Presidents:**

- There was a discussion about the role of past presidents on the board. California law was cited, stating that past presidents could be included on the board as advisors but not voting members.
- Recommendations for board membership requirements, including internet access and video phones, were proposed.
- The discussion on staggered board elections and other bylaws changes was postponed until the final draft of bylaws changes is presented in writing.

#### **Board Member Interviews:**

- The President recommended changes to the board member interview process, suggesting that the Secretary, Vice President, and President meet to discuss this matter.

#### **Report on Online Document Storage:**

- Scott provided a report on the online cloud storage of documents and email for the board.

#### **CEO's Report:**

- The CEO discussed the transition from QuickBooks Desktop to QuickBooks Online.
- Various grants and foundation gifts for health education in the community were being explored.
- The building retrofit was discussed, including CEO looking into options on getting financial assistance to retrofit the building with the City and/or Historical Society in LA.
- There is ongoing efforts with District 14 City Council representative Kevin DeLeon
- Changes to the employee survey and evaluation format were mentioned.

#### **Other Updates:**

- An opening for an advocate was noted, along with updates on various positions.
- A financial report was provided, detailing office and rental utilities expenses.
- The financial investment in the CD was discussed.
- Upcoming meetings, workshops, and events were announced.

**New Business:**

- Concerns were raised about the distribution of residents' belongings upon their passing. The board emphasized the importance of communicating through staff and the CEO due to complex issues surrounding consumer privacy and resident relations.
- The board discussed plans to celebrate GLAD's 55th anniversary in 2025.

**Next Meeting:**

- The next meeting is scheduled for September 27, 2023.

*Meeting Adjourned*

Daryl Crouse

11/13/2023