

1 **GREATER LOS ANGELES AGENCY ON DEAFNESS, INC.**  
2 **Executive Agency Board of Directors**  
3 **Wednesday, March 27, 2019**  
4 **MINUTES**

5  
6 **President Sidansky called the meeting to order at 6:45 P.M. A quorum was present.**  
7

8 **I. ROLL CALL**

9  
10 Board Members Present:

11 Robert Sidansky- President, Stacey Woods, Modela Kurzet, Ivonne Bogen, Elaine Aikins, Karen Bowman, Daryl Crouse  
12

13 Absent:

14 None  
15

16 Visitors:

17 None  
18

19 Staff Present:

20 Dr. Patricia Hughes  
21

22 Interpreters:

23 Barbara Mathis  
24

25 Recording Secretary:

26 Samantha Beutel  
27

28 **II. APPROVAL OF MINUTES: September 26, 2019 and January 23, 2019**

29 Page 2, line 13 (September's minutes) change "35<sup>th</sup>" to "30<sup>th</sup>"

30 Page 2, line 17 (September's minutes) change "35<sup>th</sup>" to "30<sup>th</sup>"

31 Page 1, line 33 (January's minutes) change "PR" to "public relations"

32 Page 1, line 39 (January's minutes) change "he" to "she"

33 Page 2, line 30 (January's minutes) change "4" to "four"

34 Page 2, line 44 (January's minutes) change "4" to "four"

35 Page 2, line 40 (January's minutes) change "3-4 hour" to "three-four hour"

36 Page 3, line 24 (January's minutes) change "If we have 80 people..." to "We have 80 people..."

37 Page 3, line 40 (January's minutes) change "Bogen" to "Ivonne Bogen"

38 Elaine Aikins moved to approve minutes for September 26, 2018 with corrections. Karen Bowman seconded. **M.S.C.**  
39 (Motion Seconded, Carried)

40 Daryl Crouse moved to approve minutes for January 23, 2019 with corrections. Stacey Woods seconded. **M.S.C.** (Motion  
41 Seconded, Carried)  
42

43 **III. OFFICER'S REPORTS**

44 President's Report:

45 Robert Sidansky reported that the 50<sup>th</sup> Anniversary event has been very active lately. Will save for Modela Kurzet's full  
46 report. Vice President, Treasurer, and Secretary positions are still vacant for the board. Robert Sidansky explained that he  
47 has been going to video conferences and it seems the time for using that kind of platform has arrived. We may use video  
48 conferencing for the first time next month. Discussion ensued regarding the logistics of coordinating and setting up the  
49 video conference. It would be nice to be able to invite other agencies that are further away, such as Riverside and Orange  
50 County.

1 An increasing number of people are utilizing text to 911, however, this is not successful in every county. Recently, the  
 2 legislature was proposed to make this text to 911 feature readily accessible in all counties. GLAD sent numerous letters of  
 3 support mandating that this be ready by the year 2022. Many counties oppose this bill and claim that it is due to a  
 4 financial issue, but that is no excuse. The Americans with Disabilities Act states that they must have 911 text available  
 5 and accessible in all counties. Dr. Patricia Hughes agreed to send a copy of the legislative bill to Daryl Crouse, per his  
 6 request. GLAD has hosted various workshops on the text to 911 feature while also advertising information about this on  
 7 social media. The City of Los Angeles sent out information about this as well.

8 Robert Sidansky described his experience at the Deaf Entrepreneurship Network Conference (DEN) two weeks ago. The  
 9 price for early bird admission was \$130. CJ Jones presented a workshop titled "Don't Be Afraid of Failure". It was a great  
 10 workshop, and the conference was enjoyable. DEN Conferences are scheduled to occur biannually. Potential places for  
 11 next year's conference include Rochester, New York, California, and Arizona. Discussion ensued regarding the  
 12 orchestration of future DEN Conferences. GLAD paid for all interpreter services, which consisted of fourteen - fifteen  
 13 interpreters. There was also a two-three week run of advertising done by GLAD for this event.

14  
 15 Vice President's Report:

16 No Report

17  
 18 Treasurer's Report:

19 Dr. Patricia Hughes gave the handout of the Controller's report as of 2/28/2019 to the board with the following  
 20 information,

21 Today

	GLAD	DAHC	Lifesigns	Total
22 Over Cash Position	1,104,175	309,100	1,462,926	2,876,201
23				
24 Accounts Receivable				
25 Current	-	-	225,491	225,491
26 1-30 days	260,843	-	61,076	321,918
27 31-60 days	227,384	-	21,381	248,765
28 61-90 days	89,562	-	8,657	98,219
29 >90 days	45,467	-	45,684	91,151
30 Totals	623,256	-	362,288	985,544
31				
32				

33 As of 2/28/2019, consolidated revenues for year to date 2/28/2019 was \$6,134,284, which is \$536,105 more than a year  
 34 ago on 2/28/2018. Consolidated profit and loss statement for year to date 2/28/2019 shows a consolidated net loss of  
 35 (\$15,581) as compared to a net loss of (\$44,010) a year ago on 2/28/2018- an increase of \$3,380. GLAD's net (loss) was  
 36 (\$11,302), DAHC's net (loss) was (\$4,279) and Lifesign's net income was (\$108,025). Consolidated net income is  
 37 \$92,443.

38  
 39 Secretary's Report:

40 No Report

41  
 42 **IV. C.E.O.'s Report**

43 Dr. Patricia Hughes reported that GLAD sent letters to twenty-six companies regarding sponsorship for the 50<sup>th</sup>  
 44 Anniversary. A few of these companies include Sorenson, Sprint Purple/ZVRS, Convo, and Hamilton. Some of the  
 45 businesses that these letters were sent to are out of business. Others can be reached more easily via email.

46 Modela Kurzet requested to be bcc'd to these sponsorship emails to follow along on who has been contacted and who is  
 47 now. Dr. Patricia Hughes agreed that she would bcc Modela Kurzet to those emails.

48 GLAD is being restructured in regards to staffing. The six-month probation is nice because it allows time for coaching  
 49 and the opportunity to see where staff members are best suited. It is difficult to find qualified, skilled members for this  
 50 Los Angeles office, which has resulted in a staffing drought. We are trying to keep our current staff members even if that

1 means restructuring. All staff members must read and sign the Personnel Handbook with the understanding that there is  
2 mandatory six-month probation regardless of if you transfer to a new position or are recently hired.  
3 Tomorrow is Career Day, which is why today's board meeting is being held here in the board room as opposed to the  
4 Auditorium. Discussion ensued regarding the preference of using this room over the Auditorium due to various factors.  
5 We advertise our Career Day event to all schools in Los Angeles, and these schools have expressed that they look forward  
6 to receiving this annual information. High school students from Deaf and Hard of Hearing programs at North Valley  
7 Occupational Center, Abraham Freidman Occupational Center, the National Center on Deafness, Cal State University  
8 Northridge, and possibly the Department of Rehabilitation will attend this event tomorrow. There will be booths set up so  
9 students can sign up for diverse programs. South Hills will not be in attendance. Birmingham will also not be attending, as  
10 they do not have enough students. Bob Hilterman, at North Valley Occupational Center, has been very motivated in  
11 participating. Discussion ensued regarding the logistics and agenda for this event. In addition to the valuable resources  
12 this event provides, it also provides students the invaluable opportunity to socialize with one another. A suggestion was  
13 made to reach out to schools outside of Los Angeles as well. We seldom have schools outside Los Angeles join us  
14 because it is so far. However, if they would be willing to make the trip then we welcome them. It is much more difficult  
15 now to find Deaf, adult presenters in varying job fields now. Robert Sidansky suggested to reach out to itinerant teachers  
16 next year so that they can bring students from their school as well.  
17 Last Saturday's Family Resource Fair was very successful. This event provided education for parents through panel  
18 discussions and various booths. It was the first time we have done this event, and eighty families came. GLAD's social  
19 media presence at the event was successful as well. People who attended the event expressed enthusiasm about wanting  
20 this to be offered again in the future.  
21 Dr. Patricia Hughes discussed a video conferencing program, called Zoom, and how the general set up occurs. Discussion  
22 ensued regarding the required wifi signal strength of 50 mbps as well as compatible devices. Dr. Patricia Hughes will send  
23 board members the details about the program and associated compatible equipment. A moderator, or Samantha Beutel,  
24 will automatically record each person who speaks. This feature can be used to refer back to for minutes. Captions will not  
25 be used, as they would create excessive misunderstanding. Discussion ensued regarding potential pros and cons of using a  
26 video conferencing program as opposed to meeting in person. Dr. Hughes explained that her experience with the program  
27 so far has been positive. The goal is to have clarity and fewer interruptions. A five-minute test run should be conducted to  
28 see if this method is successful. If it is successful, then we can use it a few more times before deciding if we would like to  
29 continue with that or go back to meeting in person. Darryl Crouse recommended starting a Frequently Asked Questions  
30 page that would include information on Zoom. This page can be referred back to for current and future board members.  
31 The schedule of board meetings will be reevaluated after trying Zoom.

### 32 *Lifesigns (L.S.)*

33 We are looking for someone who has the proper qualifications and experience to perform an efficiency study for  
34 Lifesigns. This would examine the process that occurs when an interpreter is requested and how dispatch determines  
35 which interpreter to send for that job. We need to review if dispatchers are inputting the correct information into the  
36 system and how we are matching the profiles of interpreters to various assignments. It needs to be understood that  
37 dispatchers need more time to evaluate numerous requirements of interpreters, including drug testing, fingerprinting, and  
38 a live scan. This efficiency study would assess the question: Is Interpreter Intelligence (II) working, or do we need to  
39 switch to a different software? A large sum of money is being spent on Lifesigns staff, so we need to reevaluate if we are  
40 as efficient as possible. We are looking for a qualified, experienced individual for this but have not found one yet.  
41 A two-day advance notice to request an interpreter is not enough time anymore. It is best, if possible, to give Lifesigns a  
42 four to seven day notice ahead of time if you need an interpreter. Emergencies are different, and we cannot predict how  
43 long those assignments will last. We need to establish a better system for after-hours. It would be great to give dispatch  
44 more training on CPS protocol. That is something that can be discussed more at a later time.

## 45 **V. SUBSIDIARY REPORTS**

### 46 LIFESIGNS Report:

47 Stacey Woods reported that Lifesigns is in the process of planning a workshop with Corey Axelrod for June 15, 2019. The  
48 next Lifesigns board meeting is April 19, 2019. There will be more information on this workshop during the next meeting.

### 49 DAHC Report

1 Dr. Patricia Hughes reported that none of the residents are planning to move out. We currently have a five-page waiting  
2 list. We need more apartments and social programs for seniors. Many people want to live here because it falls under HUD.  
3 We are currently looking for a senior citizen advocate. If you know someone who would be a good fit for this position,  
4 they are welcome to apply.

5  
6 CODIE Report

7 Dr. Patricia Hughes reported that the lease for CODIE's new building was signed yesterday. It is a much larger building  
8 than the previous location. It is also closer to San Bernardino where the Employment Development Department (EDD),  
9 Sorenson and the Department of Rehabilitation (DOR) are located. There is more bus access at this new location. We are  
10 pushing to get an answer from the broker about a move-in date. We must move there before June 30<sup>th</sup> because we have  
11 money in the budget for a moving company. This will take place shortly.

12  
13 TRI-COUNTY Report

14 Elaine Aikins reported that they are currently hiring for the new positions. The new Administrative Assistant will start  
15 there soon. Jasmine has been there for eleven years and recently retired on January 18, 2019. She came back and has  
16 agreed to work part-time, three days a week, on Monday, Tuesday, and Thursday until April. The Strawberry Festival is  
17 scheduled for May 18<sup>th</sup> and 19<sup>th</sup> in Oxnard. A volunteer list is in the works. Tri-County donated \$5,000 to sponsor the 50<sup>th</sup>  
18 Anniversary, so they inquired if GLAD would be willing to volunteer for them during this event as a trade-off. Discussion  
19 ensued regarding the various ways in which one could volunteer. Concern was expressed over the Strawberry Festival on  
20 May 18<sup>th</sup> conflicting with a Knott's Berry Farm event scheduled on the same day. Discussion ensued.

21 Hal Suddreth, a former Community Advocate of six years, is thrilled to have been promoted to Regional Director. He is  
22 doing very well and consumers are happy. Thank you, Dr. Patricia Hughes, for seeing that he is the right fit.

23 AARP has provided tax preparation service to this office for the last three-four years. However, we are no longer happy  
24 with AARP because they have refused to provide interpreters. Because of this, we had to let them go. Gary Jacobson  
25 could not offer tax service this year for us because he has many clients of his own. We asked United Way Tax Preparation  
26 if they would be willing to provide tax assistance with interpreters and they happily obliged. They came on March 21<sup>st</sup> and  
27 provided service to 9 consumers. The next date for United Way tax service is April 4<sup>th</sup>. That announcement will be made  
28 soon.

29  
30 OC-DEAF Report:

31 Ivonne Bogen reported that the Knott's Berry Farm event would be held on May 18, 2019. We have VIP tickets for \$65,  
32 \$46 for ages twelve and up, and \$44 for ages three - eleven and sixty-five plus. OC-DEAF is providing interpreters for  
33 this event. Many of these interpreters will be student interpreters. A suggestion was made to ensure that the Strawberry  
34 Festival and Knott's Berry Farm events do not fall on the same day next year. There is also an Apple workshop this Friday  
35 in Cerritos that will discuss making videos. The next Orange County board meeting is this Friday, March 29<sup>th</sup>.

36  
37 **VI. COMMITTEE REPORTS**

38 Finance Committee Report:

39 No Report

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41 Governance Committee

42 No Report

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44 Nominations Committee:

45 No Report

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47 Personnel Committee:

48 No Report

49  
50 Fundraising Committee:

51 No Report

1  
2 50<sup>th</sup> Anniversary:

3 Modela Kurzet reported that the 50<sup>th</sup> Anniversary is scheduled for October 12, 2019. Tickets start at \$75 and the deadline  
4 for that price is Oct 1, 2019. After October 1, the ticket price increases to \$85. There is an additional \$5 charge if you  
5 want to join a group table. There is a separate list that details the price depending on what table is chosen. Will discuss  
6 more at a later time.  
7

8 **VII. UNFINISHED BUSINESS**

9 Dr. Patricia Hughes filled out a form from Jose Huizar's 14<sup>th</sup> district office requesting signage. We want to establish a  
10 sign to put on Colorado Street, near Occidental College's sign, directing consumers to our location. This has already been  
11 brought up with staff to gather feedback from consumers. Samantha Beutel will lead the project from here.

12 We want to establish an audiology program downstairs where families can bring their deaf children to get their hearing  
13 tested. They would then have the opportunity to meet with the Family Education Specialist in the building, which would  
14 make it more convenient for the parents. We must look for appropriate grants to go forward with this. Discussion ensued.  
15 There is a bill for insurance to cover the cost of hearing aids for children ages five-eighteen. However, we oppose that  
16 because we want this to be available for people of any age. There is incorrect language use in the bill that perpetuates the  
17 idea of speech over language acquisition. Discussion ensued.  
18

19 **VIII. NEW BUSINESS**

20 Daryl Crouse suggested that the board extend the discussion from the DEN conference regarding entrepreneurship in our  
21 community and focus on local individuals. By inviting business owners, both Deaf and hearing, we can provide them the  
22 opportunity to collaborate with Small Business Development Centers under the Small Business Administration. Dr.  
23 Patricia Hughes explained that it is currently out of GLAD's budget to develop their department specifically for this  
24 purpose. Currently, GLAD refers individuals to the SBA for this kind of information and service. This conversation will  
25 continue during the next board meeting, which will allow Board members time to formulate ideas and feedback regarding  
26 this.

27 Daryl Crouse requested that the board President schedule time in the agenda to discuss updating the portion in the board's  
28 five-year plan (from 2003-2008) regarding setting up an audiology department at GLAD.

29 Modela Kurzet inquired as to what GLAD's policy is regarding filming projects on the premises. Dr. Patricia Hughes  
30 explained that if the film project is related to deaf research projects, then there is typically no charge. We already have a  
31 contract with three scouting agencies (CAST).  
32

33 **IX. PUBLIC INPUT**

34 None  
35

36 **X. ANNOUNCEMENTS**

37 Concern was expressed regarding Betty Duvose and her attempt to cut \$13 million in funding from both Gallaudet  
38 and RIT. Dr. Patricia Hughes stated that she plans to contact Duvose's Secretary of Education in Washington regarding  
39 this. Betty Duvose has already removed funding from the Special Olympics. Dr. Patricia Hughes explained that she is  
40 mostly concerned about California and that, while she can send a letter, individual voters should send letters, email, and  
41 call themselves as well. It is essential that everyone gets involved, not only GLAD. One way to do this, is to send in a  
42 letter from your home district.  
43

44 **XI. ADJOURNMENT**

45 Meeting adjourned at 8:50 P.M. The next Board Meeting will be held on May 22, 2019 at 6:30 P.M.  
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47

48 \_\_\_\_\_  
49 Board Secretary  
50  
51