

KCD Board Meeting  
Knoxville Center of the Deaf  
Thursday, September 29<sup>th</sup>, 2022

Present	Absent
Christina Vorreyer-Davis	Justine Hardin
April Haggard	Bryan Bowen
Jennifer Dean	Albert Owen
Anna Austin	Kristina Willicheva
Meme Kerr	
Susanna Bourgeois	
Angela Simmons	
David Moore	
Jimmy Smith	

**Call to Order:** The board meeting started at 6:36 pm EST.

**Silent Invocation:** silent for a few minutes.

**Approval of Minutes:** the minute notes are approved as read. The meeting notes will be shared with the public right after the meeting.

**Public/Announcement:**

Mary Carver wanted to comment that the leadership zoom workshop discussed with the board last week. Wow. There is a lot of information about the board. It hit me one thing she wanted to bring up, asked who the committee chairperson of Bylaws is. The president replied, Susanna Bourgeois. She wanted to add two terms for the board directors in the Bylaws and wanted it effective in December when the elections for the new board directors. Susanna replied that they would provide the report. Mary Carver dropped her comment and walked away.

Judith wanted to comment that she wanted to read the Bylaws and was unfamiliar with the board's bylaws. Select new board members with the explanation of job duties, did they? Susanna explained in article 5 that a board can be added as another duty but not a board member. For the officers only, they needed to attend any events. Judith expressed that the situation needs improvement to see all board members show up at any events so we can socialize with them and express their concerns. It is important for our community. She does not want this to happen to KCD.

Steve Harrison wanted to make it short and know that one keyword that Chrissy, a few others, and I discussed, the word "training," is where KCD needs badly; like I said, I am not here to find fault but find the weakness to change into strength. Without training, it is difficult for the board's involved to what is my duty, role, etc. The training will reduce mistakes. From the recent training, I wanted to thank April Haggard, Jennifer Dean, Anna Austin, Mary Carver, and Chrissy Vorreyer-Davis for participating in the training. It's important to have the training to share the information with each other on

the board. The small group can go to different pieces of training and bring them back to share with the board. It is teamwork and supports each other.

Patty Henley recently arrived and wanted to share my comment right time. Ms. Henley wanted to comment on her concerns about cutting the budget for overnight interpreting with Teresa Gregory and Heather Webb. She felt like going backward for the deaf community. Some issues about that, and some were fine, then one lawsuit against one hospital. She was sure that Fort Sanders and other hospitals she did not know. Two or three weeks ago, Fort Sanders Hospital was mandatory for the staff to take training related to services for the deaf, hard of hearing, and companions. The budget for the overnight interpreting services was cut, and the training was mandatory for the staff at the hospital, so it was a concern. What kind of message do we give to them to the general community?

(at 14:04 - outside of video: ongoing discussion regarding shortage interpreters - ??)

Steve Harrison explained that the shortage of interpreters in Knoxville happens everywhere in the USA. It is very hard to find an interpreter willing to interpret morning, day, evening, or overnight. We do not have any solution right now.

Meme Kerr explained that her brother-in-law worked in Sorenson and that most interpreters work remotely instead of in person due to COVID during that period, and they get comfortable and prefer to work in the home permanently. Hence, we need to think about how to adapt to this current situation.

Patty Henley understood their discussions or concerns but was concerned about how we could solve and answer the training and then what to do. Conflict with the contradiction, what is that she was concerned about.

Fred Orr noticed that the discussion related to the interpreters' situation is difficult, but Sorenson has community interpreters here. Why not is KCD connected with Sorenson to interpret for the deaf community?

Morgan Rancy explained that she works for Sorenson and will let us know if you need an interpreter to contact us or schedule, but we are unsure about the emergency. Just let us know.

Penny Worsley remote interpreters are right; I understand that, but deafblind people in hospital, what to do with them since no interpreters?

Lee commented that he wanted to know more about Protacile interpreting. April Haggard suggested that he can contact Monica Orr since she works with Deaf Blind clients.

Lorianne Crochan explained her experience at the hospital about 2 – 3 months ago, and she knows that she cannot blame KCD, but the nurse was trying to work with her. The

nurse called VRI three times, but no one answered. She went ahead with her procedure without an interpreter and tried to work with the nurse. The doctor and other doctor walked back and forth. She admitted that she did not like the VRI interpreter but could accept that.

Judith commented on the issue with VRI and agreed with Lorianne’s comment. What about CDI? Do we have CDI here? The president replied no but does have Deaf Interpreter who does not have the certification. She had to interpret for her sister but am I in trouble for doing this?

**President Report:**

April Haggard explained:

- Executive Director Christina began on August 1<sup>st</sup>, 2022
- Gave her the USB drive
- Met with her a couple of times during her first week and multiple communication via Marco Polo
- The search for an Executive Director has been completed
- The DHS Findings Action Plan – Paid
- Pro Bono Legal Consultant – Lynsday Lee, ESQ
- Members Meeting: Dec. 3
- Next Board Meeting: Dec. 8
- There will be a closed session after the meeting.

**Vice President Report:**

Jennifer Dean has things to do, such as Chair Nomination, Bylaws committee, and planning the retreat for the board; so far, she has yet to make a report to share. She will share those reports during the committee's report later.

**Executive Director’s Report:**

Christina Vorreyer-Davis introduced herself and thanked April Haggard, Jennifer Dean, and some members of the Deaf community who have supported her since she arrived at KCD on August 1st. Christina wanted to keep the PowerPoint that the former ED used and explained two pictures of different events, pointed out on the PowerPoint: “Building Community Together,” explained from Helen Keller’s famous quote: “one does little, the community does a lot,” that fits her vision.

Christina wanted to introduce her team as frontline who work hard every day. Daniel Cobble, Business Manager; Gabrielle S., secretary/operator; Monica Shimmin, DeafBlind Program Specialist; and Becky Wood, scheduler/interpreter/many hats.

**The first 60 days as executive director:**

Social Media	KCD Staff
Activities and Events	Interpreters Shortage
Educational	No Return of Investment (ROI)
Improvement	Town Hall Meetings:
Collaboration	Interpreting Services: Solution Needed

Budget	
Interpreting Services	
Building	

Town Hall Meetings:

August 26, 2022: 11 attendees and topic: Board and services

September 17, 2022: 11 attendees and topic: Board and Petition

Executive Director's Report on SWOT from the Board:

Strength	Weakness
Deaf-Owned Center	Low Morale
Space/Building	Finance
Investment/stocks	Outdated (staff mindset and equipment)
Interpreting Services	Lack of certified interpreters
Senior Citizens	Lack of partnership with the community
Majority Deaf on Board	
Facebook	
Grants	Old Building
Sponsorships	Board Members don't have time, family first
Space rentals	Lack of support
Fundraiser	Community shrinks
Rebuild KCD	Lack of teamwork
Virtual vs. On-Site	Lack of eagerness
Only center in the area	Unrealistic expectations from the community

**Treasurer's Report:**

Jimmy Smith provided the three months (June, July, and August 2022) for Profits and Loss:

	June	July	August
Revenue	Actual	Actual	Actual
Program Service Fees	<b>\$61,866.29</b>	<b>\$50,672.77</b>	<b>\$48,823.67</b>
Contributions	\$ -	<b>\$1,543.44</b>	<b>\$235.00</b>
Misc. Revenue	<b>\$1,200.00</b>	\$-	\$
ASL Classes			<b>\$2,405.00</b>
Training/workshops	\$ -	<b>\$500.00</b>	<b>\$30.00</b>
Total Revenue	<b>\$63,066.29</b>	<b>\$52,716.21</b>	<b>\$51,493.67</b>
Total Variable Operating Expenses	\$23,108.59	\$15,546.26	\$16,634.88
Total Fixed Operating Expenses	\$35,806.92	\$35,689.90	<b>\$38,072.77</b>
Total Operating Expenses	<b>\$58,915.51</b>	<b>\$51,236.16</b>	<b>\$54,707.65</b>

Net Income	<b>\$4,150.78</b>	<b>\$1,480.05</b>	<b>(\$3,213.98)</b>
------------	-------------------	-------------------	---------------------

Interpreting Billable Hours from July – August 2022:

2022	Extracted from ERSP
June	578.75
July	553.64
Aug	604.05

Jimmy provided the report of UBS, savings, and checking accounts:

**Financial Stats as of June 30<sup>th</sup>, 2022**

UBS Portfolio – June 30<sup>th</sup>, 2022

Main Account	\$178, 294.79
Smith-Bishop	\$114,552.35
Total	\$292,847.14

Checking Account Balance of June 30<sup>th</sup>, 2022

Savings Account Balance of June 30<sup>th</sup>, 2022

Total \$292,847.14

Accounts Receivable – As of June 30<sup>th</sup>, 2022

Current	\$34,379.35
31 – 60	\$6,703.07
61 – 90	\$780.00
>90	\$5,011.70
Total	\$46,874.12

**Financial Stats as of July 31<sup>st</sup>, 2022**

UBS Portfolio – July 31<sup>st</sup>, 2022

Main Account	\$186, 836.66
Smith-Bishop	\$120,276.06
Total	\$307,112.72

Checking Account Balance of July 31<sup>st</sup>, 2022: \$42,873.77

Savings Account Balance of July 31 <sup>st</sup> , 2022:	0.00
Total	\$ 42,873.77

Accounts Receivable – As of July 31st, 2022

Current	\$22,959.37
31 – 60	\$7,213.91
61 – 90	\$4,559.10
>90	\$5,192.50
Total	\$39,924.88

**Financial Stats as of August 31st, 2022**

UBS Portfolio – August 31<sup>st</sup>, 2022

Main Account	\$117,314.70
Smith-Bishop	\$116,354.85
Total	\$233,669.55

Checking Account Balance of August 31st, 2022      \$82,156.28 **(The amount was after we received \$50,000 but before it was cleared.)**

Savings Account Balance of August 31<sup>st</sup>, 2022      \$-

Total      \$82,156.28

Accounts Receivable – As of August 31st, 2022

		# of invoices unpaid
Current	\$25,290.61	53
31 – 60	\$2,742.45	14
61 – 90	\$-	0
>90	\$5,245.03	17
Total	\$33,278.09	84

**Committee Reports:**

Finance:

Anna Austin still needed to meet with Christina Vorreyer-Davis and Jimmy Smith. Last month, Anna, April, Christina, and Daniel Cobble, the business manager, met to look at the current KCD budget and plan the budget for 2023 - 2024. Hopefully, we will meet again soon to discuss the KCD budget. Someone asked, what is the duty of the financial chair? The KCD President responded to that question: Financial chair's duty is to check and ensure the budget matches the different accounts, investments, insurance benefits, utility billing, etc.

Personnel: Angela Simmons had no report to share.

Regulatory:

Susanna Bourgeois explained those on the Bylaws committee: Susan Bourgeois - Bylaws Chair, Jennifer Dean, David Moore, and Albert Owen. All four of us did meet on different occasions since Susanna and Jennifer worked hard to edit the bylaws. It was not easy and required a lot of work. We were trying to work on phase one, and some changes are needed. To read and understand, we must research what is best for all levels, like friendly readers. As of our current Bylaws, it looked easily overwhelming for the community to read. We were trying to make all things more friendly for all levels could understand equally. Susanna stated that Judith did comment about the duties of the board members. It was a good question since we are still working on editing and adding the duties for the board members. Susanna asked Jennifer if she wanted to add comments. Jennifer Dean stated basically when she looked at the bylaws. It was very confusing, and not have the right information.

Jennifer discussed with Susanna that the best solution is to discard the current Bylaws and start over again, so we would like each of you to be involved and approve that we need to discard and start again. She forgets to add one more thing to the comment. Ms. Dean was writing in English and wanted to include an ASL version. Ms. Bourgeois was planning to comment on the ASL version and emphasized that the number 1 includes the ASL version as she said that all levels could understand the bylaws clearly, so the committee wanted to make it happen. Ms. Bourgeois ended her report and asked if anyone had questions. Anna Austin had a question about the two terms for KCD board members. Susanna replied to Ms. Austin's question that it would be limited to two terms for KCD board members in the new version of the Bylaws. She glanced at her notes and stated within the included the orientation and training requirements for KCD board members elected. Someone asked about the limitation of terms; the president explained how it works with the terms of each board member. Five people will be elected every three years to replace the former board members who are no longer involved or are running for the term.

Fundraising:

Meme Kerr introduced herself and explained that Meme and Kristina had yet to meet due to Kristina being out of the country or town. They have been unable to meet due to not working out with their schedule but proceed to work on it. Meme was working with Becky Woods about the events. The golf event should happen in October during TSD homecoming, but it was not happening due to short notice. They decided to postpone the golf event to May and agreed. Working on the connections with the sponsors for the golf event. Ms. Kerr would like to add the Gala since some of us are not favorable to playing or watching golf; it can blend together in one event. During the day, the golf event will happen there, then go to the gala for the celebration to have a banquet, dance, and silent/live auctions. She wanted to see that happen in May. Keep watch for

more information about the event in May, and also, please let her know if you have any ideas or thoughts about fundraising or even volunteering.

### Nominating:

Jennifer Dean explained her responsibility to search and find people who qualify to be on board, can be involved in discussions, offer good ideas, contribute their time or donate money. The processing self real tough; she asked different people last time. She had several people who were interested and ensured to ask them again. Ms. Dean explained that eight vacancies needed to be filled. That is tough. (As of now, we are Lilly white, and she wanted diversity.). To ensure hearing people will be involved on the board, they do not require to sign since we will provide interpreters. The president asked to see if any people were interested in nominating. Ms. Dean found it unpromising, unsure, or on the fence to decide if they wanted to join the board.

### Building:

Bryan Bowen was not present in the meeting, but Mr. Bowen wanted to convey the report. The president received the information from him that the Cat 6 was replaced in the whole building. It was found that it still needs to be updated and completed but is still left to clean up. We are currently up-to-date.

### Retreat:

Jennifer Dean explained that the members had moved the board members needed training. The motion was carried out and brought to the board to discuss the retreat. The board members agreed and assigned it to Ms. Dean. She wanted to take the role because she wanted the progress it was made to happen, so she contacted ABN. ABN has many resources and benefits KCD can have the opportunity to use, such as assessment. ( I am wondering if there is enough to add or what..sort of, I am lost on that portion.)

### **Old Business:**

The president explained the first two motions related to Google Drive since Kristina Willicheva was not in the meeting tonight. Ms. Haggard explained that Kristina was struggling to get non-benefit status technology soup. Recently, this week it finally worked when Kristina came back from out of the country and would be working on google drive.

Meme Kerr explained that she and Anna Austin had the chance to discuss rebranding last month. They were progressing to discuss but have the list to make sure before changing to the real official stamp. They provided their thoughts on discussing rebranding a new look, new name, new motto and etc., including rebranding. They also discussed if needed to have a committee, but Meme personally thinks the committee has time and wants to move the process to set up a committee. They wanted to focus



on the mission and vision statement edited to make sense and then edit the current KCD logo. It was very outdated and not appealing today due to better technology.

Kristina Willicheva moved to have the KCD Board establish Google Drive as the KCD Board's new centralized cloud storage.

Kristina Willicheva moves to have the Center implement efforts to track engagement (individual, day and time, purpose) within the Center, beyond interpreting affairs, for the purpose of data collection. The efforts will be summarized as a quarterly report.

Kristina Willicheva moved to implement a day retreat for the board for the second quarter of the year. (Assigned to Jen)

Kristina Willicheva moves to create an updated community member database.

Meme Kerr moved that KCD set up a committee to investigate and explore rebranding KCD. (Assigned to Meme and Anna as a co-chair of the committee).

April: The Google Drive has not been set up because of the issue to get the non-profit status.

**New Business:**

Susanna Bourgeois moved the KCD Board director to be elected as a community liaison. Jennifer Dean seconded, and the motion was carried.

The meeting was adjourned at 8:45 pm EST.

Respectfully,  
Anna Austin, Interim Secretary, and Justine Hardin, KCD Secretary