



**Client Services Committee Meeting  
Minutes**

Tuesday, July 1, 2025 • 5:00 p.m.  
Via Zoom

**Attendees:**

Jane Borochoff  
Andy Ponce  
Wakelin McNeel  
Vanda Yung  
Todd Rubien  
Fanfan Wang  
Erica Snell

Candace Hein  
Michael Nelson  
Ann Moore  
Julien Hernandez  
Karla Pineiro  
Abigail Walker  
Jessica Haro

Ricardo Pacheco  
Philomena Morais  
Sherice Baker  
Mike McAllister  
Linda Butler  
Lisa Anderson  
Kandice Jones

The meeting was called to order by Chair of the Committee, Dr. Wakelin McNeel, at 5:07 p.m.

A quorum was established.

**APPROVAL OF THE June 3, 2025, MEETING MINUTES (ACTION)**

Vanda Yung, Committee Member (Motion) and Fanfan Wang, Committee Member (Second) to approve the June 3, 2025, Meeting Minutes. There was no discussion.

3                AYES  
0                NO  
0                ABSTENTION  
The motion passed.

RESOLUTION: APPROVAL OF THE June 3, 2025, MEETING MINUTES

**Personal Assistance Standard:**

- Additional edits were made.

**APPROVAL OF THE PERSONAL ASSISTANCE STANDARD (ACTION)**

Fanfan Wang, Committee Member (Motion) and Vanda Yung, Committee Member (Second) to approve the Personal Assistance Service Standard. There was no discussion.

3                AYES  
0                NO  
0                ABSTENTION  
The motion passed.

RESOLUTION: APPROVAL OF PERSONAL ASSISTANCE STANDARD

The Personal Assistance Standard document will be sent for approval at the Board of Directors meeting on July 9, 2025.

The Committee will not meet in August.

The meeting was adjourned at 5:50 p.m.

The next meeting will be held on September 2<sup>nd</sup> at 5:00 p.m. (Remote)