



**Client Services Committee Meeting**

**Minutes**

Tuesday, February 3, 2026 • 5:00 p.m.

Zoom

**Attendees:**

Jane Borochoff  
Peggy Bottger  
Wakelin McNeel  
Todd Rubien  
Candace Hein  
Abigail Walker  
Ann Moore  
Feben Fantu

Luz Sandoval  
Michael Nelson  
Maria Carranza  
Gerard Dupree  
Sanaz Nasiri  
Philomena Morais  
Ron Lopez  
Julien Hernandez

Pablo Ibanez  
Ramon Trinidad  
Allyson Hemar  
Natalie Monge  
Sarah Kruger  
Marissa Barredo  
Martha Thompson

Chair of the Committee, Dr. Wakelin McNeel began the discussion at 5:05 p.m.

It was noted that a quorum was not established; therefore, the committee held off on the formal call to order and the approval of previous meeting minutes.

The committee reviewed the status of the recently submitted service standard:

**American Sign Language (ASL) Training and Support Service Standard:**

- Approved by the Board of Directors on January 14, 2026.
- No approval from DDS was required because the committee adopted the dictated standards without changes

The committee discussed the Educational Support and Advocacy Service Standards and Service Standard Review Protocol:

**Educational Support and Advocacy Service Standards:**

- Discussion about developing a formal service standard for educational support.
- The committee recommended using the term "Education Support Services" instead of "Advocacy" to foster better relationships with school districts.
- Members suggested reviving "in-services" workshops for staff to improve the screening of referrals and prevent the overuse of outside vendors.

**Service Standard Review Protocol:**

- The committee discussed a roadmap to ensure all documentation remains current.
- Pablo proposed a systematic review of all service standards every 3 years.
- Two-Month Protocol for reviewing standards.

The meeting was adjourned at 5:25 p.m.

The next meeting will be held on February 3rd at 5:00 p.m. (Remote)