

# Intercultural Family Services, Inc.



2014  
2015  
ANNUAL  
REPORT

Diversity in Action<sup>®</sup>

Over 35 years and  
**GROWING**

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## Message from the CEO/ Executive Director

I could not have imagined 35 years ago that I would be talking about the success and accomplishments of Intercultural Family Services, Inc. (Intercultural), and yet, here we are! It is with much enthusiasm and joy that I can reflect on this achievement. A dream that started with a strong desire to help refugees has manifested into a huge organization that has helped thousands of individuals and families in a multitude of ways. It is the shared vision of the employees to serve that makes me confident that the mission of Intercultural will continue into the next 50 years and beyond.

As we continue to plan and move forward with implementation of new programs and improvements upon existing ones, we will continue to live by the motto “never stop growing”. It is our intention to train direct staff and administration to strive for the best, to learn all that they can, and to be open to new possibilities in everything that they do. It is with this that they can continue to give so much to the families that we serve, be upstanding citizens in their communities and connect and continue to exemplify the core values that are tied directly to our mission.



I am pleased to highlight the newest program at Intercultural, Truancy Prevention Services. It is contracted through the Department of Human Services, and allows us to have yet another method of service to the West Philadelphia area. It is a great addition to the case management services that we already provide, and the families that are serviced are already expressing gratitude for the dedication of the staff.

I am looking forward to another year of service to our community, and I invite you to read this year’s full annual report to discover all of the program specific accomplishments.

Thank you for your continued support.

Sincerely,

Evelyn Marcha Hidalgo, MS  
CEO/Executive Director

## Message from the Chair

Since I joined the Board of Directors for Intercultural, it has been my intent to assist Evelyn Marcha- Hidalgo and her staff to put the agency mission into action. With 35 years of countless programs, accreditations, success in leadership, awards & recognition, and the myriad of diverse families that have thrived, I can say with great pride that my intentions have not been in vain. We continue to epitomize excellence in service, loyalty and dedication to the populations that we serve, and the structures that have been implemented continue to meet the demands of the growing needs of the areas in which we are needed.

Our efforts to implement the EHR (Electronic Health Record) have been successful, and we are looking forward to embarking upon a new way of documenting the services that we provide for the people that we serve. Its execution will not only keep us up with the current trends in healthcare, but will continue to assist us in progressing in our journey towards providing the highest quality care.



As we continue to build as an agency and a pillar in the community, it is my hope that we will continue to create a space for our staff and participants to grow and thrive personally, professionally, and through our connection to the community. For the more than 10 years that I have been Board Chair, I can enthusiastically say that the organization has been consistent in development of staff, the improvement of our practice and the advancement of our technology. I am excited for what this year will bring, and confident that with support from our funders, the community and our staff, what we can accomplish will be nothing short of excellence.

Thank you,

Lawrence F. Bell, MBA | Board Chair

## Mission Statement

We stabilize, strengthen, and unite families, individuals, and diverse communities through an array of culturally competent human services, using public and private partnerships.

# 1 Basic Needs Services

## Housing Counseling Program

Intercultural's Housing Counseling Program has been successful in encouraging and assisting participants to become – and importantly – remain homeowners, to enhance their home management skills, to sustain their family in a stable housing environment, and to help them become successful homeowners through wise money management and budgeting.

A major focus of the program, especially during the past few challenging years, has been foreclosure prevention counseling in response to the current housing crisis and its impact on Philadelphia's low-income families. Intercultural has continued to be a major participant in the Residential Mortgage Foreclosure Diversion Program began by the City of Philadelphia in 2008.

Intercultural's Housing Counseling Program has also become a part of the Promise Zone designation, a new federal initiative led by the White House with support from federal agencies, including the U.S. Department of Housing and Urban Development, U.S. Department of Agriculture, U.S. Department of Justice and U.S. Department of Education. The Promise Zone designation lasts for

During FY 2015, the Housing Counseling Program served over 150 individuals and providing over 760 units of service in areas such as First Time Home Buying, Credit & Budget Counseling, Default & Delinquency, and Homeownership.

10 years. The Obama Administration created the Promise Zone initiative to address the challenges of areas of deep and persistent poverty.



Funding for the Housing Counseling Program was provided by the Pennsylvania Housing Finance Agency (PHFA), the US Department of Housing and Urban Development (HUD), and the City of Philadelphia Office of Housing and Community Development (OHCD). The program also benefited from grants received from M&T Bank Charitable Foundation, Urban Affairs Coalition, JP Morgan Chase and the PNC Foundation.



## Language Interpretation & Pronunciation Services (LIPS)



LIPS provides language interpretation for clients receiving services from Intercultural and also for other City and county agencies and community-based organizations on a fee for service basis. Trained interpreters from the agency's multi-ethnic staff, with expertise in a wide array of languages, provide quality services at reasonable rates. Most-requested interpretations were those for Spanish, Vietnamese and Chinese individuals.

This past year, the LIPS program served clients in Intercultural's programs, including the Intercultural Behavioral Health Center, Functional Family Therapy, Family Stabilization Services and Housing, as well as outside agencies, such as the Department of Human Services and The Consortium.

## Clothing Boutique

Intercultural's Clothing Boutique provided clothing to **nearly 50 individuals** during the past year with the help of donations from private individuals and organizations. These donations helped clients improve their presentation at job interviews, at work, and improved their self-esteem. Children and infant clothing was made available to families in the Family Stabilization Services, Healthy Start, and Parenting programs as well.



## 2 Strengthening Families — Youth Prevention Services

### Truancy Prevention Services

Truancy Prevention Services is new to Intercultural this fiscal year, as of February 2015.



With funding provided by The City of Philadelphia's Department of Human Services (DHS), this program is embedded in the DHS initiative, Improving Outcomes for Children (IOC), for direct case management.

The program allows identification of children in need of services before they have the 10 absences that put them at risk for Regional Truancy Court. The overall purpose of this approach is to provide social service support to solve child and family issues before they evolve to situations warranting truancy court or family court, which could result in the placement of children in foster care or

During its 5 month period, the Truancy program provided services to nearly 600 individuals (including the youth and family members). Over 160 cases were successfully discharged.

delinquent facilities. The goals are to prevent children/families from entering the court system or to decrease time spent in the court system by early intervention to strengthen family supports that will lead to improvements in academic performance and attendance, while also advocating and providing case management services for children who have 10 or more unexcused absences and are involved in Regional Truancy Court or Family Court.



## Family Stabilization Services (FSS)



During the period, the FSS program provided services to over 200 families (including over 620 individual youth and family members).

Intercultural continued as a provider of Family Stabilization Services (FSS) through a contract with The City of Philadelphia's Department of Human Services (DHS) from July – February 2015. FSS provides services that promote children's safety, health, academic success, parenting skills and life skills, and access to resources to court-involved families mandated by DHS.

During the past year, the FSS teams, which include case managers, social workers, supervisors and administrators assisted children and families in navigating the City of Philadelphia's social services system. Case managers and social workers made weekly home visits, participated in joint team meetings, conducted needs assessments, safety checks and followed-up with clients regarding compliance with their Family Service Plan (FSP) and court ordered goals. Workers linked consumers to community resources for mental and behavioral health, medical, educational support, employment, housing, mentoring, and substance abuse services.

## Family Empowerment Services (FES)

Intercultural continued as a provider of Family Empowerment Services (FES) through a contract with the City of Philadelphia's Department of Human Services (DHS). The program provides 90-day case management services on a voluntary basis for families and children under the age of 18 years old. FES case managers provide bi-monthly home visits to promote family stability and well-being, enhance protective factors, reduce family risk factors, increase community supportive networks/linkages and increase a family's ability to address their own needs.

During this fiscal year, the FES program provided services to 422 individuals (including the youth and family members); opened over 150 cases and discharged over 120.

## 3 Youth and Family Education

### Music & Mentorship Program

The mission of Intercultural's groundbreaking and hugely successful Music & Mentorship (M&M) Program remains to provide unique opportunities for community youth and families of diverse cultural groups to explore and develop their musical creativity, self-expression, and self-esteem through musical appreciation and instruction.

The M&M Program has continued to fill the gap created by cuts in school arts funding over the past several years. The program has made it possible for a group of talented instructors to bring a wide variety of musical instruction to children who otherwise would not have this opportunity. Classes offered included: beginner & intermediate piano, beginner & intermediate guitar, beginner & intermediate vocal arts classes, beginner & intermediate violin, beginner & intermediate Hip Hop dance, Martial Arts classes, and Musical Composition.



The M&M Program enrolled a total of 56 students aged 6-18 during the program's Fall and Spring semesters.



Partial funding for the M&M Program was provided by the Philadelphia Activities Fund, Inc. and public donations.

### Healthy Start

The Healthy Start Program seeks to engage pregnant and/or parenting women (particularly women in their first trimester of their pregnancy) and provide an array of health and social services which include case management/home visiting, depression screening, and optimal child health and development. The program is an effective, community-based approach to fighting infant mortality and low birth-weight babies through case management and outreach programs targeting pregnant and parenting women.

During the past year, Intercultural's two Healthy Start teams served over 320 participants and continued to provide services to ensure healthy, thriving, children and families in the South and Southwest Philadelphia area.



The program promoted positive parent-child relationships; supported growth and development of the children by building trust; taught parents to identify strengths and learn problem-solving skills; and improved the family's support system through linkages and appropriate referrals to community resources.

Healthy start assisted a number of families this year by providing clothing, supplies, diapers, and holiday assistance.



Funding for the Healthy Start Program was provided by the City of Philadelphia – Department of Public Health – Division of Maternal, Child and Family Health.

## Enhancing Parenting Skills Program (EPSP)

The Enhancing Parenting Skills Program provides services to a multicultural/multilingual population throughout the greater Philadelphia area. The 12-week program is designed for parents who are referred or want the support of other parents experiencing stress in dealing with their children. Parents targeted for the program include those dealing with issues of child abuse and neglect, mental health problems, substance abuse, homelessness, reunification with children, as well as parents who have a desire to develop more positive parenting techniques.

The goal of the parenting curriculum is to teach parents to improve their knowledge and parenting skills in the areas of child development, self-control, nurturing, and discipline techniques. The parenting classes focus on teaching parents specific strategies to enhance the child's growth and strengthen parent-child relationships.

Successful completion of the 12-week session is recognized through a graduation ceremony, celebratory dinner and certificate.

The program also provides classes targeted to Spanish and Cambodian speaking parents.

For FY 2015, the Enhancing Parenting Skills Program delivered services to 169 parents.



Funding for the Enhancing Parenting Skills Program was provided by the Public Health Management Corporation (PHMC).

## 4 Intercultural Behavioral Health Centers

Intercultural Behavioral Health Center — West (IBHC-West)

Intercultural Behavioral Health Center — South (IBHC – South)

### Outpatient Clinics

The agency's two licensed behavioral health clinics provide therapeutic services to individuals and families to treat anger, depression and other mental health issues that negatively impact their health, safety, and stability. The clinics are staffed by experienced professionals with the language and cultural competency skills to meet clients' needs. IBHC holds a current Certificate of Compliance from the PA Department of Public Welfare's Office of Mental Health and Substance Abuse Services, is credentialed by the City of Philadelphia's Community Behavioral Health (CBH) and Magellan Behavioral Health for services in Delaware County.

Overall over 530 outpatient clients were served at IBHC West and IBHC South during FY 2015



Magellan Health Services and Community Behavioral Health approves and funds services provided in the outpatient clinics.



### Behavioral Health Rehabilitative Services (BHRS) — Wraparound and School Therapeutic Services

Intercultural's Behavioral Health Rehabilitation Services (BHRS) consist of mental health services for children and adolescents in need of therapeutic assistance and include both Wraparound and School Therapeutic Services (STS). All Wraparound and STS services are approved and funded by Magellan Health Services and Community Behavioral Health.

The **Wraparound program** consists of services for troubled children and adolescents requiring therapy and support more intensive than what can be provided through regular outpatient services. The program provides psychological evaluations, mobile therapy, behavioral specialist consultations, therapeutic support and case management in school, community and home environments.

The Wraparound program provided services over 100 youth during the past year.

Intercultural's **School Therapeutic Services (STS)** continued serving the Heston, Harrity and Vare Philadelphia School District Schools during the past year. These services are provided in school and target youth at risk of out of school placement, truancy, dropping out, and poor school adjustment.

The School Therapeutic Services program served over 115 youth during FY 2015.

## Functional Family Therapy (FFT)

The FFT program is a well-documented family-based prevention and intervention model for providing treatment to youth between the ages of 10 and 18 and are exhibiting excessive disruptive and delinquent behaviors. The model's core philosophy is based on the belief that children are best served within the context of their own families and natural support systems. To this end, FFT attempts to uncover and develop the unique strengths of the family in a way that promotes the family's self-respect and provides specific ways for improvement. Services occur in the family's home or community at times that are convenient for the family. Over time, FFT can lead to greater self-sufficiency, fewer treatment needs, and substantially lower costs. Currently, Intercultural is one of only 2 licensed FFT providers in the City of Philadelphia.

For FY 2015, the FFT program served over 210 families.



Support and funding provided by Community Behavioral Health, with partial financial support provided by The Pew Charitable Trusts and the City of Philadelphia – Department of Human Services.

## Family Based Mental Health (FBMH)

Intercultural's Family Based Mental Health Services is an intensive, evidenced-based, home-based, and team-delivered family intervention for youth ages 15-21 who have serious emotional disturbances and reside with family or caregivers within the community. As part of this program, Intercultural operates the only Youth Empowerment Trauma Resiliency (YETR) Teams in the city that assist families dealing with the effects of a child and/or caregiver's emotional disturbance. This past year, Intercultural fielded a total number of four teams, assisting our ability to reach a greater number of youth during the 2014-2015 year.

For FY 2015, the program provided services for over 200 participants with support and funding provided by Community Behavioral Health.



## Project AWAREE\* Program

(\*Asian Wellness & Access to Recovery through Effective Engagement)

Project AWAREE is designed to implement effective engagement strategies with Asian participants and their families in need of intervention for addiction and multi-occurring disorders. The project provides a culture-specific, integrated model of intervention designed to address cultural and linguistic barriers associated with substance use/abuse, gambling and the accompanying disorders. The program takes into consideration the cultural nuances associated with stigma, social meaning and strong historical beliefs of the participants.

For FY 2015, Project AWAREE consistently kept 40 active cases.

## Addiction and Recovery Based Services

Intercultural is licensed to provide drug and alcohol treatment services at IBHC- South, located at 2317 South 23rd Street.

Intercultural's addiction and recovery based services incorporates evidence based treatment such as adolescent reinforcement approach and integrated model of addiction treatments.

Intercultural's development of program services to address processed addictions among Asian population was initiated based upon an analysis of organizational utilization, community surveys and best practice trends.



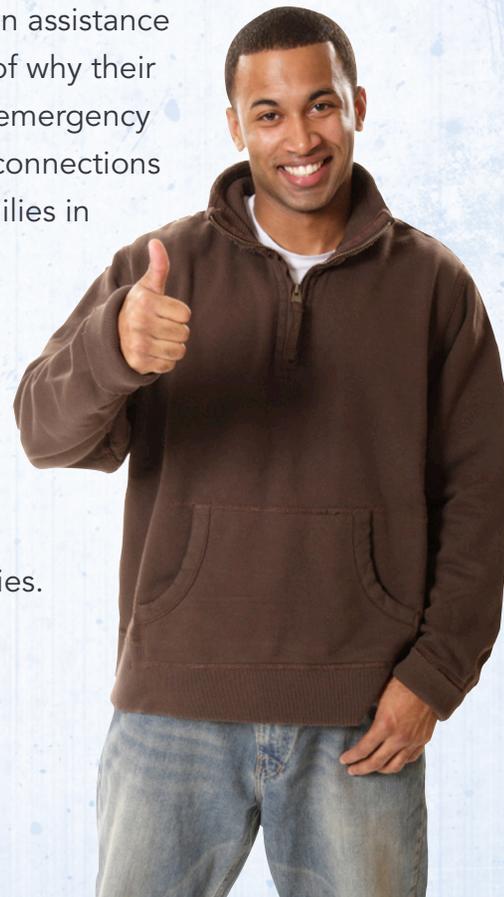
Intercultural receives a contract from the Commonwealth of Pennsylvania Department of Drugs and Alcohol Programs to provide Outpatient Gambling Counseling Services.

## FEATURE STORY:

### Truancy Prevention Services: A New Realm of Possibilities

For this year's annual report featured story, it is an honor to highlight our newest program. Through funding through the Department of Human Services (DHS), Intercultural has launched its newest program initiative, Truancy Prevention. This program was developed with the newest call to action to help to prevent students and their families who are at-risk for truancy court or DHS involvement. Through the utilization of case management, families are given assistance with resources based on a systemic assessment of why their child is missing school. These resources include emergency assistance, connections to therapeutic services, connections to tutoring, and assisting and advocating for families in the school and court settings.

The Truancy Prevention team comprises of 8 case managers, 1 supervisor and a program manager. The team's goal is to increase connection to one another in learning and enhancing their skills, so that they can in turn provide connected, empathetic care to the families.



*Thai Kim, Case Manager*

*"I appreciate the staff environment that we have created. We learn about truancy from multiple perspectives, and are therefore able to see the problem of 'missing school' as some function of something bigger. Our support for one another is a great example of how we support our families," says one case manager, Thai Kim.*

The team addresses truancy needs in 29 public elementary, middle and high schools in the West Philadelphia area, particularly in zip codes 19104, 19131, 19139, and 19151, creating yet another avenue for Intercultural to service the community.

**FEATURE STORY:** Truancy Prevention Services: A New Realm of Possibilities



*Tony McClenton, Case Manager*

*Another case manager, Tony McClenton, shared his experience in working in the program. "Sometimes the families can handle the truancy issue...parents are on top of it. Other times, they may not have the know-how to address what's happening in the school or community to do so. I like that we get to help those families that otherwise may not have a need for services. There could be a simple disconnect between the family and school or some other problem that, with assistance, is recoverable. It feels good knowing that a family can avoid a potential crisis with our assistance and assessment."*



*Tamera Baggett, Case Manager*

*Tamera Baggett, one of the newest case managers, shared her love for the work that we do: "Getting to help the families to understand that they have what it takes to empower their children to make it to school every day is powerful for me. There have been children who only needed a little boost or incentive and completely changed their ideas about school and attendance."*

Having a team so dedicated to the success of this newest program is indicative of the Intercultural mission. Their hard work, connections with Quality Assurance to ensure excellent documentation, and collaboration with the schools and community partners is a personification of the seven core values of the agency. The team is working to create a summer program to engage the participants in such a way that they also learn the value of community and retain an interest in academic achievement.



*Azim Jones, Case Manager*

*Azim Jones loves the atmosphere and connection between the case managers. "We have a community in our department. It's not like other places I've worked for. Everyone is committed to helping one another, whether at court, in the community or in the office. It's that type of work environment that keeps me motivated to serve the families in the way that we do. We lead by example – our community helps to promote the strengths of the larger community."*

This newest addition to Intercultural is already a success, with children being discharged from the court system because of their improvement in attendance. The work of the case managers and team will continue to maintain the standards set by Mrs. Hidalgo at the inception.

# 2014-2015 Funders and Supporters

## GOVERNMENT AGENCIES

- City of Philadelphia
  - » Department of Behavioral Health Services/Intellectual Disability Services
  - » Department of Public Health
    - Division of Maternal, Child, and Family Health
  - » Department of Human Services
  - » Office of Housing and Community Development
- Pennsylvania – Department of Drugs and Alcohol Programs
- Pennsylvania – Department of Public Welfare
  - » Office of Mental Health and Substance Abuse Services
- Pennsylvania Housing Finance Agency
- 
- US Department of Housing and Urban Development

## THIRD PARTY PAYERS

- Community Behavioral Health
- Magellan Health Services

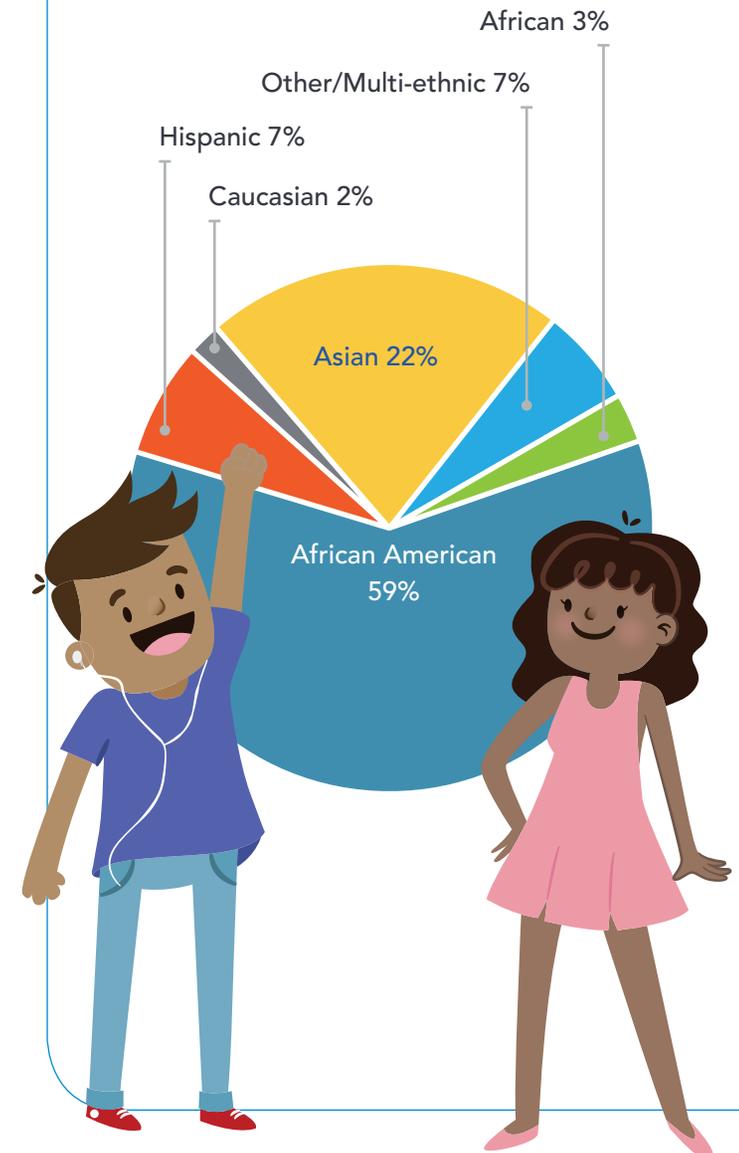
## PRIVATE & CORPORATE SUPPORTERS

- JP Morgan Chase
- Keystone Mercy Health Plan
- M&T Bank Charitable Foundation
- The Pew Charitable Trusts
- Philadelphia Activities Fund, Inc.
- PNC Foundation
- Public Health Management Corporation
- United Way of Greater Philadelphia and Southern New Jersey
- Urban Affairs Coalition

## MEMBERSHIPS

- Greater Philadelphia Cultural Alliance
- National Association of Housing Counselors and Agencies, Inc. (NAHCA)
- NeighborWorks
- The Philadelphia Alliance

## Client Demographics



● Financial Summary (Fiscal Year Ending June 30, 2015)



**ASSETS**

**CURRENT ASSETS**

|                         |         |
|-------------------------|---------|
| Cash                    | 295,929 |
| Grants receivable       | 390,379 |
| Prepaid expenses        | 31,886  |
| Accounts receivable net | 474,809 |

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|                             |                     |
|-----------------------------|---------------------|
| <b>Total current assets</b> | <b>\$ 1,193,003</b> |
|-----------------------------|---------------------|

|                                     |                     |
|-------------------------------------|---------------------|
| <b>Net Property &amp; Equipment</b> | <b>\$ 2,452,837</b> |
|-------------------------------------|---------------------|

|                     |             |
|---------------------|-------------|
| <b>Other Assets</b> | <b>\$ 0</b> |
|---------------------|-------------|

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|                     |                     |
|---------------------|---------------------|
| <b>TOTAL ASSETS</b> | <b>\$ 3,645,840</b> |
|---------------------|---------------------|

**LIABILITY & NET ASSETS**

**CURRENT LIABILITIES**

|                                     |         |
|-------------------------------------|---------|
| Current portion of long-term debt   | 140,192 |
| Line of Credit                      | 599,644 |
| Accounts payable & accrued expenses | 216,660 |
| Accrued payroll and taxes           | 307,846 |
| Contract Advances                   | 0       |

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|                                  |                    |
|----------------------------------|--------------------|
| <b>Total current liabilities</b> | <b>\$1,264,342</b> |
|----------------------------------|--------------------|

|                                      |              |
|--------------------------------------|--------------|
| Long-Term Debt, less current portion | \$ 1,249,052 |
|--------------------------------------|--------------|

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|                          |                     |
|--------------------------|---------------------|
| <b>TOTAL LIABILITIES</b> | <b>\$ 2,513,394</b> |
|--------------------------|---------------------|

**NET ASSETS**

|                        |           |
|------------------------|-----------|
| Unrestricted           | 1,087,446 |
| Temporarily restricted | 45,000    |

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|                         |                     |
|-------------------------|---------------------|
| <b>TOTAL NET ASSETS</b> | <b>\$ 1,132,446</b> |
|-------------------------|---------------------|

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|                                           |                     |
|-------------------------------------------|---------------------|
| <b>TOTAL LIABILITIES &amp; NET ASSETS</b> | <b>\$ 3,645,840</b> |
|-------------------------------------------|---------------------|

## Seven Core Values

1. **Effective Communication:** We exchange diverse information and ideas in a manner that enables understanding and healthier relationships.
2. **Commitment:** We are consistent, accountable, and passionate in the provision of service to those we serve and in our interaction with our colleagues.
3. **Quality of Services:** We provide culturally and linguistically competent services of the highest quality that meet the needs of those we serve.
4. **Trust:** We demonstrate our integrity and gain the confidence of those we serve as the cornerstone of our practice.
5. **Respect:** We value individuals and the diversity of their beliefs, customs, and traditions.
6. **Professional (Knowledge):** We are responsible, ethical and accountable to each other and to the community we serve.
7. **Empowerment:** We provide individuals and families with the resources and tools necessary to attain self-sufficiency.

### SUPPORT & REVENUE

|                                    |                     |
|------------------------------------|---------------------|
| Grants                             | 2,014,271           |
| Behavioral Health Services         | 4,969,559           |
| Contributions                      | 21,613              |
| Interest income                    | 126                 |
| Miscellaneous income               | 4,674               |
| <b>Total support &amp; revenue</b> | <b>\$ 7,010,243</b> |

### OPERATING EXPENSES

|                                                |                     |
|------------------------------------------------|---------------------|
| Salaries and wages                             | 3,830,866           |
| Payroll taxes and benefits                     | 944,250             |
| Supplies, contractual, depreciation and others | 2,359,473           |
| <b>Total operating expenses</b>                | <b>\$ 7,134,589</b> |
| <b>Change in Net Assets</b>                    | <b>\$ (124,346)</b> |
| <b>Net Assets, beginning of year</b>           | <b>\$ 1,256,792</b> |

### NET ASSETS AT THE END OF YEAR **\$ 1,132,446**

*A complete set of the FYE June 30, 2015 Financial Statements audited by Ruotolo, Spewak, & Co. can be obtained at the offices of Intercultural Family Services, Inc.*





## Intercultural Family Services, Inc.

Diversity in Action®

4225 Chestnut Street | Philadelphia, PA 191 04  
TEL: 215.386.1298 / 24 Hours | FAX: 215.386.9348

### Intercultural Behavioral Health Center – West

4254-56 Chestnut Street | Philadelphia, PA 19104  
TEL: 215.386.8490 | FAX: 215.386.8494

### Intercultural Behavioral Health Center – South

2317 South 23rd Street | Philadelphia, PA 19145  
TEL: 215.468.4673 | FAX: 215-468.4663



CREDIBILITY • INTEGRITY • ACHIEVEMENT

## Board of Directors

- Lawrence F. Bell, MBA - Chairman
- Maria Pajil Battle - Vice Chair
- Evelyn Marcha-Hidalgo, MS - CEO/Executive Director
- David R. Burns, MD
- Russell J. Cardamone Jr., Ph.D.
- Chris A. Quintanilla
- Beverly Richards, Ph.D - Secretary/Treasurer
- Karen J. Vaughn, Esq.
- Patrick Williams, MBA