

AGENDA
BOARD of DIRECTORS MEETING
Tuesday, November 16st, 2021- 5:30 PM
GOLDEN GATE REGIONAL CENTER
VIA ZOOM VIDEO CONFERENCING (See below for details)

- 5:30 pm I. CALL TO ORDER (Audrey deChadenedes)
- ACTION** II. CONSENT AGENDA ITEMS (Audrey deChadenedes)
ACTION A. Agenda (A)
B. Record of October 19th, 2021 Meeting
- 5:40 pm III. PUBLIC COMMENT/ANNOUNCEMENTS (Audrey deChadenedes)
- 5:50pm IV. STATE COUNCIL ON DEVELOPMENTAL DISABILITIES, BAY AREA OFFICE UPDATE
(Sheraden Nicholau)
A. The Top 5: Remote and Hybrid Services in our Area
- 6:00 pm V. COMMITTEE REPORTS (Audrey deChadenedes)
- A. Finance Committee (Michael Bernick)
i. Monthly Financial Statements
- ACTION** ii. Acceptance of Audited Financial Statements
ACTION iii. Contract \$250,000 and above - Aveanna Healthcare, Personal Assistant Employer of Record
- B. People's Caucus (Alex Madrid)
- C. Services Committee (Audrey deChadenedes)
i. Board Presentation – Issues Spotlight: Remote and Virtual Services – What the pandemic taught us about using the internet and phone to connect people to services (Mary Lou Bourne, National consultant/expert and DDS Contractor)
- 6:40 pm D. Board Operations (Alex Madrid)
- 6:45 pm E. Service Provider Advisory Committee (Abigail Yim)
i. SPAC & COVID Update
- 6:50 pm F. Legislative Committee/ARCA Reports (Audrey deChadenedes)
i. Legislative Update
- 6:55 pm G. Executive Committee/Chairperson's Report (Audrey deChadenedes)
- 7:05 pm VI. DIRECTOR'S REPORT (Eric Zigman)
i. Coronavirus Update, Response, and Activities
ii. Strategic Plan Project Update
ACTION iii. Approval of CY 2022 Proposed Performance Contract
- 7:15pm VII. EXECUTIVE SESSION (if needed)

For Zoom information, you must RSVP to the meeting. Please contact Aria Alokozai at aalokozai@ggrc.org, or call **415-465-0754**. If it goes to voicemail, please leave a message with your email and/or other contact information, and you will be contacted with the Zoom access information in order to enter the meeting.



Golden Gate Regional Center

Supporting Lives of Liberty and Opportunity

BOARD of DIRECTORS MEETING
RECORD of Nov 16th, 2021, 5:30 PM
VIA ZOOM CONFERENCING

PRESIDING: Audrey deChadenedes

DIRECTORS PRESENT: Nini Aye Alex Madrid
Edith Arias Lynn Pulliam
Michael Bernick Dillon York
Hank London Tiger Yorke
Jacy Cohen
Abby Yim

DIRECTORS ABSENT: Tracy Bullock

STAFF: Eric Zigman Lisa Rosene
Lop Hou Ingrid Lin
Ingrid Lin Aria Alokozai
Juliet Sousa Marcie Soslau Johnson
Jacqueline Law Sean Galvin

GUESTS: Maxine Paula Milam Sheraden Nicholau
Donna Eng Nottingham
Mary Lou Bourne Joseph Asaro
Anh Nguyen

CALL TO ORDER (Audrey deChadenedes)

Ms. deChadenedes called the meeting to order at 5:35 p.m. Welcoming remarks and introductions followed.

CONSENT AGENDA ITEMS (Audrey deChadenedes)

ACTION A. Agenda

The agenda for tonight's meeting was approved.

M/S/C (Nini Aye motioned/ Tiger Yorke seconded)

ACTION B. Record of Oct 19st, 2021, Meeting

The Record of Meeting of Oct 19st, 2021 was approved.

M/S/C (Hank London motioned/ Nini Aye seconded)

PUBLIC COMMENT / ANNOUNCEMENT

There were no public comments.

**STATE COUNCIL ON DEVELOPMENTAL DISABILITIES (SCDD), BAY AREA OFFICE
UPDATE**

Sheraden Nicholau delivered a presentation on “The Top 5: What we learned about IDD and Disability Services and Support in the Bay Area during the pandemic. She presented the following points:

1. Even in the Bay Area, the digital divide creates deep disparity for many with IDD and other disabilities. In response, many advocates, educators and service providers assist people with IDD and their households to sign up for low cost or cost interest services to apply for grants and program offering free or discounted devices and software.
2. During the pandemic, students with IDD and other disabilities and their families experience more hardship in accessing a Fair and Appropriate Education (FAPE).
3. Instability in housing, food security, healthcare access, education, and basic utilities mean that people with IDD and other disabilities need different kinds of support and services, compared to what they needed before the pandemic.
4. Employees and job seekers with disabilities are disproportionately impacted by the pandemic and need more dedicated support to get back in the workforce.
5. People with disabilities and their families should be involved in pandemic response and recovery, and all other kinds of crisis response and recovery policy setting. Now more than ever, strong representation from the IDD community and other disability communities as well as their allies and advocates are needed.

Sheraden’s presentation was very well received.

Finance Committee (Michael Bernick)

Monthly Financial Statement:

Operations:

As the C-1 Contract Amendment does not yet include the operations budget for CRDP ongoing services, the operations budget only shows the projected operations expenditures compared to the expected budget amount to be received from DDS. The budget shortfall is expected to be received in the next contract amendment. After three months of operations, year to date expenditures are under budget by 3.3%.

Purchase of Services (POS) Excluding CPP:

After three months of operations, year to date expenditures are under budget by 4.4%. The initial estimate based upon preliminary allocations is an approximate projected surplus of \$20 million for the fiscal year.

Acceptance of Audited Financial Statements:

Michael Bernick reported that the new independent auditors have presented the final draft audit report to the Finance Committee. The Finance Committee has approved the audit report and recommended the board to accept the audited financial statement for the fiscal year.

M/S/C (Tiger Yorke motioned/ Nini Aye seconded)

Contract 250,000 and above – Aveanna Healthcare, Personal Assistant Employer of Records

The Finance Committee proposed the approval of contract with Aveanna Healthcare, Personal Assistant Employer of Record that will be transitioning individual personal level assistance vendors to an employer of record to streamline simplified vendorization process.

M/S/C (Alex Madrid motioned/ Tiger Yorke seconded)

The board unanimously agreed to approve the above contracts.

People’s Caucus (Alex Madrid)

Alex Madrid shared that the committee met today before the Board meeting and discussed using less jargons and more cleared language in the board meetings. In addition, they discussed day services being delivered remotely through videoconferencing and the desire of many people served to get back to in-person services when they can.

Services Committee (Audrey deChadenedes)

The services committee approved the changes to the Purchase of Services Guideline revision and recommended to the full board for consideration and approval. Audrey and Lisa explained the proposed changes to the board. The motion was to accept these changes.

M/S/C (Nini Aye motioned/ Jacy Cohen seconded)

The board unanimously agreed to approve the changes to the Purchase of Service Guidelines.

Board Presentation – Issues Spotlight: “Remote and Virtual Services – What the pandemic taught us about using the internet and phone to connect people to services”. (May Lou Bourne, National Expert/Consultant Person-Centered Practices, and Quality Improvement)

Mary Lou shared the following points on Remote and Virtual Services:

Reflecting on the pandemic to improve our services in the future:

Standardized Customization:

- Improve our ability to learn from people with disabilities to more effectively assess needs; make the service plan development seamless for individualize service plan, less of an event, more of a continuous learning opportunity; provide the services and life the individuals want for themselves; feedback from people served should link directly to “monitoring”; and customize our services to maximize individual ability.

Remote connection with people:

- Staff, people we support, families, all must expand our skills in connecting across virtual platforms; be intentional about what can and cannot be observed and assessed in a remote connection; look for both loneliness and empowerment as remote services are re-evaluated; benefits and drawback need to be openly discussed and identified as opportunities for improvement.

Virtual support filled a void-but not completely:

- Minimum needs were met in many cases; tradeoffs between balancing health risks from the virus with other risks from isolations, boredom, and anxiety/stress that may result; establish

new assessment tools to determine conditions, circumstances, needs best served through virtual support, and those that are best served in-person.

Rights and Person-Centered practice:

- Opportunity should be provided for informed decision making; examine our person-centered values and be better prepared in the future for sudden, emergent decision making; avoid restrictions on people's movement, visitors, and activities.

Communication Access:

- Communication must be available, easy to find, sensible and not cluttered; It has to be accessible in multiple languages, screen reader-friendly, up to date, plain and simple language converters; It should be useful – understandable, instructional, confidence building; go beyond 508 compliance.

Critical Factor - Health risk factors are real:

- Not sliding backwards towards health and, find the balance to avoid crisis.

What can a Board of Directors do?

- Be sure your vision is clear, and current; demand data – decisions informed by data; invest in the infrastructure; assure information is available, accessible and useful to families and people you support in all communications; partner with local businesses to expand and support infrastructure.

Mary Lou Bourne's presentation was very well received and Q and A followed.

Board Operations Committee (Alex Madrid)

Alex reported that the Board Operations Committee is recruiting three more board members particularly from San Mateo and Marin counties.

Service Provider Advisory Committee (Abby Yim)

SPAC & COVID Update

Abby reported that SPAC meets every week and has a wonderful opportunity to connect with GGRC. The committee's topics have been lately related to COVID, staffing, talent pipeline development and collaborative work. The group talked about the outcome measurement and how to think as a provider community, what we can do to put a plan in place on how we, as experts work with people every day, think about outcomes, how we work with our staff and how it impacts the services and supports we provide.

Abby also shared that there were some good conversation to creating some workgroups to approach some of this planning. SPAC's engagement is across three counties – sharing resources, job postings, what's been effective, strategies for recruitment and challenges around responding to the COVID pandemic.

Q and A followed.

Legislative Committee/ARCA Report (Audrey deChadenedes)

Audrey reported that discussion and planning are underway at state and local levels regarding implementation of the many policy items approved during this legislative cycle, including one-time and short-term investments under the American Rescue Plan. Among these are:

- Provisional Regional Center eligibility for children 3-5
- Enhanced service coordination for individuals with no or low POS
- Performance incentives for regional centers, and Rate increases and rate model implementation
- The Restoration of Camp and Social Recreation services

We look forward to hearing and reporting more details as they develop.

ARCA Academy took place on November 9th, focused on Services for School-Age Children and Young Adults. The next ARCA Academy will be on Tuesday, Jan 11th, and will address RC Services for Adults. There will be a replay on Wed, Jan 12th at 6-7:30 PM.

In addition, ARCA plans to begin a series of public webinars, in order to share information with the community, with the start date to be determined. These will focus on a variety of topics. The first will be on Employment, with future subjects to include Housing, Community Integration, Services, Person-Centered Planning, and Self-Determination.

Executive Committee/Chairperson's Report (Audrey deChadenedes)

Strategic Plan Project Update:

Audrey shared that strategic plan will be reviewed and an updated plan will be formed as an extension and expansion of what we already have in our existing plan.

Audrey prompted the board that interested board members will be asked to join the Strategic Planning committee in the next couple of weeks to begin working on the strategic plan 2022-2024.

Eric shared that we are working with Ami Sullivan of KineticFlow, Inc., looking at ways to listen to our community's input on the plan. We will have an initial meeting in December to begin the process of reviewing the strategic plan.

Executive Director's Performance Evaluation Process:

The Executive Director's performance evaluation survey has been completed, and the Executive Committee and Full Board plan to complete the process of Eric's evaluation in January

Director's Report (Eric Zigman)

Covid update:

Eric shared that we encourage staff and providers to get vaccinated and the target date for people to get vaccinated is November 30th, 2021.

Every two years, GGRC does employee engagement satisfaction survey. Some questions were added in the Executive Director's Evaluation asking around employee engagement. The results indicated that staff, though under a great deal of pressure from the pandemic and the workload associated with numerous state directives, are very resilient, and hanging in there.

Approval of CY 2022 Proposed Performance Contract:

GOLDEN GATE REGIONAL CENTER
RECORD of MEETING –
November 16st, 2021

In addition to public meeting and a board meeting, a third meeting was added in statute in this year to go over the last calendar year's (2020) results of the Performance Contract, which was held in October 2021. Following that, we had the Proposed 2022 Performance Contract Public Stakeholder Input Meeting in November.

The Performance Contract is part of a larger contract with the DDS and measures system goals, and progress of each regional center.

Eric shared an overview of the Performance Contract – 2021 Results and Proposed 2022 Plan with the Board for approval (the full document of the proposed plan had been emailed to all board members previously). He briefly highlighted the measures determined by the DDS, how GGRC is doing on those measures in 2021, highlighted the Proposed Plan for 2022, including the eight sections delineated in the Performance Contract. Audrey asked for a motion to approve the proposed Plan

M/S/C (Nini Aye motioned/ Tiger Yorke seconded)

Q & A followed

Meeting adjourned to Executive Session at 7:30 pm.

Respectfully Submitted,
Aria Alokozai
Executive Assistant