

DRAFT AGENDA

GOLDEN GATE REGIONAL CENTER
BOARD of DIRECTORS MEETING
Tuesday, October 18, 2022- 5:30 PM

VIA ZOOM VIDEO CONFERENCING (See below for details) and
In-Person at GGRC, 1355 Market Street, Suite 220, San Francisco, CA 94103

- 5:30 pm I. **CALL TO ORDER / INTRODUCTIONS** (Jacy Cohen)
- ACTION II. **CONSENT AGENDA ITEMS** (Jacy Cohen)
- ACTION A. Agenda (A)
- B. Record of September 20, 2022 Meeting
- 5:40 pm III. **PUBLIC COMMENT/ANNOUNCEMENTS** (Jacy Cohen)
- 5:45 pm IV. **COMMITTEE REPORTS** (Jacy Cohen)
- A. Finance Committee (Michael Bernick)
1. Monthly Financial Statements
- B. People’s Caucus (Alex Madrid/Abby Yim)
- C. Services Committee (Jacy Cohen)
1. Futures Planning Work – Update on Listening Sessions
2. ***Presentation: Regional Center and Service Provider Performance Measures (Mary Lou Bourne, Consultant to DDS and National Expert on Quality, Outcomes and Person-Centered Approaches***
- D. Board Operations (Lynn Pulliam)
- E. Service Provider Advisory Committee (Abigail Yim)
- F. Legislative Committee (Edith Arias)
1. AB 1663 (Maienschein) – Conservatorship Reform & Supported Decision Making
2. SB 882 (Eggman) – Advisory Council on law enforcement interactions with individuals with developmental disabilities

ACTION G. Executive Committee/Chairperson’s Report (Jacy Cohen)
 **1. Board Consideration of GGRC’s Strategic Plan – Building
 a Bridge to a Better Future (2022 – 2025)**

6:30 pm **V. ARCA REPORTS** (Alex Madrid)

6:40 pm **VII. DIRECTOR’S REPORT** (Eric Zigman)

A. Staff Hiring Report

B. Changes to Non-Residential Services & the End of the
Alternative Services Model

7:15 pm **VIII. EXECUTIVE SESSION** (if necessary)

For Zoom information, you must RSVP to the email meeting invitation. If attending in-person, please RSVP to Grace Soriano-Smith at gsoranosmith@ggrc.org, or call **415-832-5876**. If it goes to voicemail, please leave a message with your email and/or other contact information. You will be contacted shortly after with the Zoom access information to enter the meeting.



Golden Gate Regional Center

Supporting Lives of Liberty and Opportunity

BOARD of DIRECTORS MEETING
RECORD of October 18, 2022, 5:30 PM

**VIA ZOOM CONFERENCING and In-Person at
GGRC, 1355 Market Street, Suite 220, San Francisco, CA 94103**

PRESIDING: Jacy Cohen

DIRECTORS PRESENT: Edith Arias
Nini Aye
Michael Bernick
Tracey Bullock
Jacy Cohen
Andrea Fuentes
Hank London
Alex Madrid (In-Person)
Lynn Pulliam
Abby Yim

STAFF: Eric Zigman
Brenda Gonzales
Lop Hou
Daniel Michael
Lisa Rosene
Amanda Pyle
Grace Soriano-Smith

GUESTS: Maxine Milam (DDS)
Erika Gonzalez (24 HR)
Ami Sullivan (Kinetic Flow)
Mary Lou Bourne (PCC)
Donna
Michael LoBue
Kristina Rizo (DVU)
Elena Levina (Parent Advocate)
Iris Barker

I. CALL TO ORDER – Jacy Cohen

Ms. Cohen called the meeting to order at 5:33 p.m. Welcoming remarks and introductions followed.

II. CONSENT AGENDA ITEMS – Jacy Cohen

ACTION

A. Agenda

The agenda for tonight's meeting was approved.
M/S/C (Nini Aye motioned/Alex Madrid seconded)

- ACTION B. Record of September 20, 2022 Meeting**
The Record of Meeting for September 20, 2022 was approved.
M/S/C (Hank London motioned/Lynn Pulliam seconded)

III. PUBLIC COMMENT/ANNOUNCEMENTS

Hank London recommended going to see “Nina G”, an Oakland Comic who stutters. He states she is very funny and brilliant with a couple of degrees under her belt.

Eric Zigman recommended attending Superfest at the SF Asian Art Museum and in Berkeley. Superfest is the longest running Disability Film Festival in the world; providing a platform for disabled filmmakers and more to share their stories.

IV. COMMITTEE REPORTS

- A. Finance Committee - Michael Bernick**
i. Monthly Financial Statements

Financial Status as of August 31st, 2022

Operations

As of this report there has only been two months of operations so year to date expenditures are under budget by 4.5%. Expenditures will begin to increase as hiring of staff continues. All operations funds are expected to be fully expensed for the fiscal year over the normal course of operations.

Purchase of Services (POS) Excluding CPP

After two months of operations, year to date expenditures are under budget by 4.2%. The estimated projected surplus is approximately \$70.4 million for the fiscal year. Budget projections will fluctuate as provision of services continue to revert from payments of alternative service rates back to provision of traditional services and payments of traditional service rates.

- B. PEOPLE’S CAUCUS - Alex Madrid/Abby Yim**

Alex Madrid relayed that the Caucus met and discussed ideas about what priorities the Caucus should pursue. He suggests a working group could help to gather ideas.

Abby Yim reported the Caucus brainstormed over how to recruit and develop leadership opportunities for individuals served by GGRC. In addition, these opportunities could lead some to join the board or other influential groups. They had a working meeting to develop concepts around communication and create a curriculum. They continue to look for ongoing engagement opportunities for joining the caucus.

Jacy Cohen thinks there may be providers that have the curriculum the Caucus may be looking for on facilitation of leadership development. She also pointed out SPAC and the State Council as possible resources.

C. SERVICES COMMITTEE – Jacy Cohen

1. Futures Planning Work – Update on Listening Sessions

Jacy Cohen reported that the Services Committee met on October 4, 2022. The committee will reconnect with 15 families to see if they still wanted to participate in the listening sessions. Jacy wants to break the sessions into 3 separate sessions to make it more inclusive for certain families. The listening sessions will not tax GGRC Staff. They currently need Spanish and Cantonese facilitators and would like to create a PowerPoint in both languages, not as a presentation, but for the listening session, to gather information on how to help families.

2. *Presentation: Regional Center and Service Provider Performance Measures (Mary Lou Bourne, Consultant to DDS and National Expert on Quality, Outcomes and Person-Centered Approaches)*

Eric Zigman introduced Mary Lou Bourne.

Mary Lou Bourne gave her opening remarks. She talked about how she enjoyed working with GGRC for a number of years and how she appreciates our Person Centered Thinking (PCT) efforts. She talked about her experience and how she came to be at DDS to lead a robust stakeholder group on how PC Practices are expanding.

She continued with her presentation (attached).

Mary Lou Bourne stated she wants to help the 21 Regional Centers become comfortable with performance-based measures instead of compliance-based measures. And points out that this could take a few years to get there. She continued to explain the Incentive Types for recognition, like Pay-For-Reporting and Pay-for-Performance among others

From Alex Madrid's question, we learned, that Regional Centers are not required to meet these higher levels of performance. They are intended to encourage going above and beyond minimum standards of compliance. If they do not, they are not eligible for the incentive.

DDS is still trying to figure out how the incentive funds will be split amongst the Regional Centers. Mary Lou Bourne expressed DDS does not want to create competition between the Regional Centers, but to spark improvements efforts at each Regional Center.

Additional discussions followed on the topic of employment and all its variables, incentive data elements and language preferences, PCT Training and how it is split between GGRC Staff and Providers.

Mary Lou Bourne continued with her presentation, explained the Phase 1 Capacity building measures, and stated these measures will also take several years to fully develop. Data systems will need to be created in order to measure performance in a more powerful way. She believes places like GGRC can become a leader in this.

Eric stated the Strategic Plan and these performance measures, once fully developed, will also provide an opportunity to portray the benefits of our support system to those we serve and the general public. There will be growing pains, but a focus on the outcomes and impact in people's lives is far superior to a compliance-based, government system.

D. BOARD OPERATIONS – Lynn Pulliam

Lynn relayed we have 3 applicants for the Board. The Operations committee has discussed 2 of the 3 so far and will soon be setting up interviews with the candidates. The Operations Committee is looking for more board members. They are hoping to be able to interview candidates and eventually offer new members for consideration of the full board.

E. SERVICE PROVIDER ADVISORY COMMITTEE - Abby Yim

Abby Yim reported the committee met last week for a strategy session about SPAC's identity and purpose. They discussed ways to strengthen advocacy and how to support each other. Amanda Pyle helped with this effort by meeting with SPAC Co-chairs to discuss ways the committee and GGRC can continue to collaborate and benefit each other.

She announced the committee still meets on a bi-weekly basis, for now. When asked how many members the committee had, she stated there were 8 voting members, 50-80 phone-in members, and 225 providers on the SPAC email distribution list.

Eric stated that the experience of working together to protect and support our community during the global pandemic created an even closer bond between GGRC and the service providers in our area.

F. LEGISLATIVE COMMITTEE – Edith Arias

1. AB 663 (Maienschgein) – Conservatorship Reform & Supported Decision Making

In this bill, Governor Newsom made changes to the law. The ARC wants to make sure we are fully aware of the reform – who can be conservator, selection, investigation, and duties of investigators. This law becomes effective Jan. 1, 2023.

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Eric stated the advantage to this bill is that it is the first time that Supported Decision Making, an alternative to Conservatorship and one that does not remove any rights from the individuals served. The law is not ideal in that it leaves out some structure that would make Supported Decision Making a stronger alternative, but it is definitely a step in the right direction.

2. SB 882 (Eggman) – Advisory Council on law enforcement interactions with individuals with developmental disabilities

Governor Newsom and the developmental disability community applauds this bill to protect individuals when interacting with law enforcement. It still needs more advocacy.

Eric shared how Sheraden Nicholau designs and delivers local police officer training.

Eric also shared how former GGRC Board Chair Audrey deChenendes and other AdvoCat representatives (including GGRC staff, other family members and providers) met with Senator Weiner to talk about the Core staffing formula. More meetings with legislators and their staff will follow in the future.

G. EXECUTIVE COMMITTEE/CHAIRPERSON'S REPORT – Jacy Cohen

ACTION: 1. Board Consideration of GGRC's Strategic Plan – Building a Bridge to a Better Future (2022-2025)

Jacy acknowledged Abby Yim who lead the effort for the Strategic Plan, and Ami Sullivan from Kinetic Flow, the GGRC consultant who kept the project on track and drafted much of the language in the plan in response to stakeholder input. She thanked them.

When asked, Eric mentioned the Strategic Plan goes into effect July 1, 2022.

Abby Yim then reminded the board of their duties. Eric stressed how the board should own the plan and revise it as needed. Jacy asked if there were any questions or further discussion regarding the proposed plan (which was presented and discussed in the September GGRC Board Meeting). Hearing no further questions or further discussion, Jacy asked for a motion to approve GGRC's Strategic Plan.

M/S/C: Nini Aye motioned/Lynn Pulliam seconded.
The Strategic Plan for 2022-2025 was unanimously approved by the board.

V. ARCA REPORTS - Alex Madrid

Alex reported that he and Eric are going to San Diego to participate in the Association of Regional Center Agencies meetings and Strategic Planning retreat. ARCA goes through this process every three years. He will report back to the board in the November meeting.

VI. DIRECTOR'S REPORT - Eric Zigman

A. Staff Hiring Report

With the additional staffing funding in this year's California Budget, GGRC should be able to add 30-40 additional social work positions. We have retained Burr Pilger Mayer (BPM) to expand our capacity in our Human Resources Department. BPM will help with the hiring/retention process, recruitment (passive and segmented), and onboarding as critical parts of hiring more staff in order to bring workloads and caseloads down to reasonable levels. Lisa Rosene has created a "bootcamp" for social workers with GGRC HR staff and BPM. For retention, BPM is talking with many staff and preparing recommendations to honor the efforts of our current staff.

Eric reported that we are also looking at our compensation scale and its relationship to our local environment. BPM is helping us benchmark positions against other Regional Centers, Non-Profits, Counties and State positions.

Finally, Eric mentioned that, at the November board meeting, the board will need to review and approve the GGRC performance contract. There will be a public meeting prior to the board meeting to gather input and feedback on the performance contract.

B. Changes to Non-Residential Services & the End of the Alternative Services Model
(See attached TDS slides)

Providers are getting anxious about the end of alternative services on 12/31/22. It was a great measure from the state during the challenge of shelter-in-place and the pandemic. It gave providers the flexibility they needed to do non-residential services. That mechanism is coming to the end because both the state and federal governments won't approve funding for it anymore.

We learned a lot about delivering services in different ways during the pandemic (through remote communications, in public, outdoor settings, at home, etc.). The hope is that this learning can help create better ways to support individuals and more options than traditional day programs. DDS has declared that Tailored Day Services (TDS) can be part of the answer in making day services more individualized and flexible. TDS has its limits, but the law was changed this year to expand the hours used in TDS and create what the state hopes are sustainable rates for the service. It still may be problematic in that remote services, like Zoom classes, may have to be altered in terms of the numbers of individuals attending to be viable for providers in their offerings.

Tailored Day Services allow people to be more in charge of their own services and be more part of the community in employment, volunteer work and other ways to interact and engage with others in their local communities.

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Funding for TDS has been set by DDS and will vary by Regional Center area and local cost of living. The rate model is based on a calculation that results in about 80% of a true 1:1 rate model. All regional centers are awaiting more guidance from DDS on how to implement this expanded service, but so far little information has been shared by the Department.

Eric stated we will keep the board updated about how things progress in non-residential services over the next six months.

QA plus comments followed.

There were concerns about annual meetings and discussions about implementation, how difficult it is to find a job, how young adults have been on waiting lists for services for over a year, in addition to hearing concerns from providers over staffing and transportation issues.

Eric stated it will be interesting to watch unfold. He acknowledged services need to be individualized, and he was not sure how that would translate to remote services. “. Eric stated that the staffing crisis has impacted service providers, transportation providers and GGRC, as it is difficult to find and hire enough staff.

Jacy expressed she has a lot of confidence in our service providers. Family members are looking forward to more in-person services.

Jacy gave the closing remarks. She is proud of the Strategic Plan and participating as a Board member. She thanked the board for doing a great job on the plan.

The Board Meeting Ended at 7:34pm.

Submitted by: Grace Soriano-Smith, Interim Executive Assistant