

AGENDA

**GOLDEN GATE REGIONAL CENTER
BOARD of DIRECTORS MEETING
Tuesday, September 20, 2022- 5:30 PM**

VIA ZOOM VIDEO CONFERENCING (See below for details)

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- 5:30 pm **I. CALL TO ORDER / INTRODUCTIONS** (Jacy Cohen)
- ACTION**
ACTION
- 5:40 pm **II. CONSENT AGENDA ITEMS** (Jacy Cohen)
- A. Agenda (A)
 B. Record of June 21st, 2022 Meeting
- 5:45 pm **III. PUBLIC COMMENT/ANNOUNCEMENTS** (Jacy Cohen)
- 5:45 pm **IV. COMMITTEE REPORTS** (Jacy Cohen)
- A. Finance Committee (Michael Bernick)
 i. Monthly Financial Statements
 B. People’s Caucus (Alex Madrid/Abby Yim)
 C. Services Committee (Jacy Cohen)
 D. Board Operations (Lynn Pulliam)
 E. Service Provider Advisory Committee (Abigail Yim)
 F. Legislative Committee (Edith Arias)
 G. Executive Committee/Chairperson’s Report (Jacy Cohen)
- 6:30 pm **V. ARCA REPORTS** (Alex Madrid)
- VI. STATE COUNCIL ON DEVELOPMENTAL DISABILITIES, BAY AREA OFFICE**
 UPDATE - (Sheraden Nicholau)
- A. Top 5 Ways a Board of Directors Can Support Strategic Plans
- 6:40 pm **VII. DIRECTOR’S REPORT** (Eric Zigman)
- i. Introducing a New GGRC Director
 ii. Hiring and Retention of Staff
 iii. Two State Auditors Reports on RCs and DDS
 iv. Proposed New GGRC Strategic Plan Presentation (Abby Yim, ICS & Ami Sullivan, Kinetic Flow)
- 7:15 pm **VIII. EXECUTIVE SESSION** (if necessary)

For Zoom information, you must RSVP to the email meeting invitation. Please contact Grace Soriano-Smith at gsorianosmith@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 in order to enter the meeting.



Golden Gate Regional Center

Supporting Lives of Liberty and Opportunity

BOARD of DIRECTORS MEETING
RECORD of SEPTEMBER 20, 2022, 5:30 PM
VIA ZOOM CONFERENCING

PRESIDING: Jacy Cohen

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

DIRECTORS ABSENT: Dillion York

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

GUESTS: Maxine Milam (DDS)
Sheridan Nicholau
Erika Gonzalez
Michael LoBue
Dr. Jenn Pien
Ami Sullivan (Kinetic Flow)

I. CALL TO ORDER – Jacy Cohen

Ms. Cohen called the meeting to order at 5:32p.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 (Hank London motioned/Lynn Pulliam seconded)

ACTION B. Record of June 21, 2022 Meeting
The Record of Meeting for June 21, 2022 was approved.
M/S/C (Alex Madrid motioned/Nini Aye seconded)

III. PUBLIC COMMENT/ANNOUNCEMENTS

There were no public comments.

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IV. COMMITTEE REPORTS

A. Finance Committee - Michael Bernick

i. Monthly Financial Statements

Financial Status as of June 30, 2022

Operations

Fiscal year 2021-2022 operations expenditures are under budget by 7.1%. 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

Fiscal year 2021-2022 to date POS expenditures are under budget by 9.3%. The estimated projected surplus is approximately \$39.8 million for the fiscal year. The allocated funds in the C-3 includes the projected increase in rates. The expected transition from alternative service rates back to traditional service rates was slower than anticipated.

CFO Lop Hou clarified that these are preliminary numbers from FY 21-22 and are anticipating slight changes as each fiscal year take some time to close. Preliminary budget received for FY 22-23 is over ½ Billion dollars.

Eric noted that the FY 22-23 budget includes funding for additional Social Work and Supervision positions. We anticipate adding as much as 30-35 more social worker positions to reduce the caseload ratios. The lack of funding by DDS and the Legislature has forced all regional centers into caseloads higher than state law requires, so we are very happy to finally add positions.

B. PEOPLE'S CAUCUS - Alex Madrid/Abby Yim

Alex Madrid relayed that the Caucus met and discussed a number of things related to the purpose and membership of the People's Caucus Alex let the board know that Abby has accepted the invitation to co-chair the Caucus with him.

Abby Yim stated it was a wonderful first meeting. She explained the role of the People's Caucus and goals of their meetings and how they discuss leadership opportunities, training, explaining by laws, et.

C. SERVICES COMMITTEE – Jacy Cohen

Jacy Cohen reported that the committee plans to have listening sessions with up to 15 family members from our community. The Committee is having these sessions to learn from families directly some of the needs in terms of planning for the future of their loved one with developmental disabilities Five (5) from each county in listening sessions to gather information on the best ways to support families and ways to plan future needs. The next meeting will discuss how to set-up regular meetings. The committee wants to help social workers gather information and facilitate training to be able to initiate conversation on planning for the individual's future..

Eric mentioned that Jacy and Audrey will be meeting with Vicky Smith (DDS point person) for the Coordinated Family Services demonstration program. This new program will focus on family support services for adults with IDD who live at home, including how the family and individual are planning for future changes

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Jacy mentioned highlights of attending the ARC Webinar on this subject of planning for the future in August. Webinar topics included barriers, lack of information, addressing emotional issues, unavailability and distrust of services, and lack of planning. The importance of planning early was raised, along with how to connect reluctant parents with experienced parents. Tons of resources were available. He is excited to move forward with future planning.

Eric mentioned that he hopes that DDS' Coordinated Family Services also includes some expansion of specialized support services in the family home, like potentially respite or personal assistance for families who need support with a loved on served by GGRC who has dementia

Hank let the board know that there is a meeting on dementia care in Half Moon Bay coming up. Hank will share information with the board.

D. BOARD OPERATIONS – Lynn Pulliam

Lynn discussed the need to recruit several new board members. The Operations Committee has been contacting candidates and some are in attendance tonight. As these candidates move through the process, she will keep you posted.

Eric mentioned regional centers have specific requirements for criteria for non-profit boards regarding the demographic makeup of the board. GGRC has always tried to represent the diversity of the community in its choice of board members.

Jacy is looking at targeted recruitment to create a que of interested potential board members.

E. SERVICE PROVIDER ADVISORY COMMITTEE - Abby Yim

Abby Yim reported SPAC is now meeting twice per month, instead of weekly (as it did throughout the 2 and a half years of the pandemic). SPAC is discussing how to use the time together to best meet their goals as an advisory committee to the board. She met with co-chair Kate O'Conner and Amanda to discuss topics like provider training and topics for discussion. They already have a successful collaboration with GGRC. Stay tuned. There's more coming in a month or so.

F. LEGISLATIVE COMMITTEE – Edith Arias

Edith reported that she approached two Board members to join the legislative committee. One may be joining.

Eric related information about recent proposed legislation and the Governor's veto power.

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

As this is her first meeting, Jacy Cohen thanked everyone for their confidence in her in filling the role of Board Chair.

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Jacy reiterated on the main purpose of BOD committees and how it is important to have the committees talk through issues and make recommendations to the full board. As a Board member you are expected to participate in at least one committee. She thanked all Board members for their participation.

Eric will send out a list of committees and who is on them to the board.

V. ARCA REPORTS - Alex Madrid

Alex reported that he went to the Association of Regional Center Agencies (ARCA) Board of Directors' meetings in Irvine, CA in August. There was a great deal of information at the ARCA meeting. One topic discussed was Conservatorship reform, as there was some media coverage on the topic in Sacramento. He stated he is still new and learning this position (GGRC Board Delegate to ARCA) and what highlights to bring back to the GGRC Board. In October, Alex will represent GGRC at the ARCA Strategic Planning meetings in San Diego.

Eric let the board know that ARCA is a 42 member board. Alex is our Board Delegate. As Alex said, one topic was conservatorship reform. There is an Assembly Bill (AB 1663) moving forward on this topic that will land on the governor's desk. It makes changes to how conservatorships are monitored and codifies a newer alternative to conservatorships called "Supported Decision Making".

VI. STATE COUNCIL ON DEVELOPMENTAL DISABILITIES, BAY AREA OFFICE UPDATE - Sheraden Nicholau

A. Top 5 Ways a Board of Directors Can Support Strategic Plans

Sheridan discussed:

1. Learn more about what strategic planning is, and the process of creating a strategic plan. Strategic planning takes time. Many months of work. Should include SMART (Specific, Measurable, Attainable, Realistic and Time-Limited) goals that are specifically measurable, achievable, realistic, and time bound.
2. Learn why strategic plans are important for Regional Centers.
3. Learn more about the board's roles in strategic plans. Needs to help insure plans
4. Be aware of common pitfalls in strategic planning and execution.
5. Promote and protect your strategic plan. Stay focused, share with community. Ask questions.

VII. DIRECTOR'S REPORT - Eric Zigman

Eric Zigman discussed the evaluating survey process for Executive Directors. Advised all to look for the survey. The survey will go to the board members. It gives the Board a lot of information on our organization.

Eric also advised that Ami Sullivan going out 9/27.

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i. Introducing a New GGRC Director

Eric introduced Brenda Gonzalez, GGRC's new Director of Intake, Early Start and Clinical Services and discussed her background in community and healthcare settings.

Brenda let the board know that she is happy to serve this community and learn more about the Board. She is excited to be on this team and meet everyone in person.

ii. Hiring and Retention of Staff

Eric relayed that the Core Staffing Formula (which is the budgeting method for regional centers, that has been grossly underfunded for 25 years) failed to be modernized and updated in the California budget process last June. It was a proposal from the Legislature that the Administration and Governor would not support. However, there is hope that real progress was made, and we will do everything in our power to successfully renew this proposal next year. Without the Core Staffing Formula being updated, GGRC will struggle with half the funding it needs to serve our community.

Eric related that we do have funding to add social work positions and GGRC has contracted with a consultancy, BPM, to give us a significantly expanded recruitment and retention effort. Lisa Rosene is also working with our HR department on a Social Worker "Boot Camp" to support the new Social Workers.

iii. Two State Auditors Reports on RCs and DDS

Eric shared two important State Auditor Reports on DDS and Regional Center's service system. One involved an in-depth look at the barriers to regional centers ability to serve their local communities. The subheading of that report is: "DDS Has Not Ensured That Regional Centers Have the Necessary Resources to Effectively Serve Californians With Intellectual and Developmental Disabilities". Information can be found in your board packet and here:

<https://www.auditor.ca.gov/reports/2021-107/index.html#section1>

The other State Auditor's report involved In-Home Respite services and a summary is in your packet as well. In addition, more information can be found here:

<https://www.auditor.ca.gov/reports/2021-120/index.html#section1>

iv. Proposed New GGRC Strategic Plan Presentation - Abby Yim, ICS & Ami Sullivan, Kinetic Flow

In 2017 there was a very thorough and engaging process with members of our community (people served, families, GGRC staff, service providers and advocates) to gather information about community needs and expectations for our strategic plan. After two days of strategic plan retreats with representatives of these stakeholders, this plan became GGRC's 2018-21 plan. Eric reported on the results of that plan in the last fiscal year.

Abby Yim, in her role as board member, lead this effort. She was supported by Ami Sullivan of KineticFlow. Several board members, including Alex, were involved in gathering information from stakeholder discussions.

Eric stated that the new draft plan is called "A Bridge to a Better Future" because it looks at how to use the large recent state funding investments in our system at the local level to better serve the people GGRC serves and their community. The plan will be revised on any further feedback from

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board members and others, but it is our hope to bring the plan for consideration of board approval for the October Meeting.

The plan was presented by Abby and Ami to the board (see below for the presentation slides).

Ami is happy to discuss the plan further with any board member who has questions or comments. .

Eric thanked Abby, Ami and others involved in the work done on the strategic plan over the past several months, and asked board members to review the plan when it comes in final draft form to them prior to the October meeting.

The Board Meeting Ended at 7:28pm, followed by an Executive Session.

V. EXECUTIVE SESSION

An Executive Session followed the board meeting on the subject of office real estate and leases.

Submitted by: Grace Soriano-Smith, Interim Executive Assistant





2022-25 Strategic Plan - A Bridge Plan:



How COVID-19 pandemic has impacted us:

- Staff Turnover
- High Work/Caseloads
- Government Directives/Reporting
- Provider Workforce shortages
- Grief, Anxiety, Mental Toll of Pandemic



Focused on putting GGRC on solid ground for a better future

Give where we are today, it is important that we:

1. Build a plan that focuses on our urgent mission, while
2. Being mindful of the capacity of the people we work with.



Our aim is to:

1. Build on the work already done while building our former strategic plan
2. Include new information and learnings of the past two years in an accessible, format that invites collaboration



GGRC's 2022-25 Strategic Plan

Our Internal Focus Area:

- ❖ Investment in Staff
- ❖ Organizational Agility

Our External Focus Area:

- ❖ Community Living
- ❖ Community Education and Engagement

1. Investment in Staff

In order to truly support the people we serve, have manageable caseloads and build resources, we need to be fully staffed by engaged, trained professionals.

- We will work to increase staff compensation and recognition
- We will work to support staff development and grow
- We will work to create a positive, supportive workplace and increase staff's sense of belonging and engagement
- We will build an engaged and culturally responsive organization

2. Organizational Agility

GGRC will be a leader, employing philosophies and business practices of innovation, agility, empowerment, and effectiveness into its culture.

- We will intentionally pursue improved access to the regional center by underserved communities
- We will support each department to become better experts and be better equipped to fulfill their role
- We will empower our internal leaders and build stronger leadership
- We will increase our internal consistency and efficiency
- We will strengthen our regional center's emergency preparedness and emergency responsiveness across the agency and in each office

3. Community Living

GGRC will support the true foundation of community living, – safe, affordable, accessible, housing options for people served.

- We will work to retain existing housing held by aging caregivers and providers
- We will encourage residential providers to support expressions of personal identity and choice for people served
- We will create new capacity for people living on their own
- We will work to expand the current housing options
- We will identify, develop, and educate supports for later life transitions
- We will work to expand the current housing through advocacy and collaboration
- We will look for new ways to work together to support, create, and maintain a wide array of housing
- We will help ensure people we serve are prepared and supported during natural disasters and emergencies

4. Community Education and Engagement

GGRC will work to help ensure people with I/DD are integral members of, and have the responsibilities of, full community membership.

- We will support and encourage people served to be leaders within the regional center, locally and at a state level
- We will develop and connect individual and families support bases
- We will increase our understanding of all people served, or who may be served in our community:
- We will make it easier for people to digitally learn about the regional center and what we do
- We will help our community better know who we are, who we serve and what people served are capable of
- We will help our community first responders know who we are and how to best support the people we serve



Golden Gate Regional Center
Supporting people with developmental disabilities since 1968

Question?
Thoughts?
Observations?