

**GOLDEN GATE REGIONAL
CENTER BOARD of DIRECTORS
MEETING
Tuesday, October 17th, 2023- 5:30 PM**

**Via Zoom Video Conference (see below)
and
In-Person at GGRC, 1355 Market Street, Suite 220, San Francisco, CA
94103**

5:30 pm **I. CALL TO ORDER / INTRODUCTIONS** (Jacy Cohen)

II. CONSENT AGENDA ITEMS (Jacy Cohen)
ACTION A. Agenda
ACTION B. Record of September 19th, 2023, 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 Statement
ACTION 2. Board Resolution on Banking and Investment
 Agreements

**V. State Council on Developmental Disabilities – Update on SCDD
Activities**

6:05 pm **VI. COMMITTEE REPORTS (Continued)**

 C. Services Committee (Jacy Cohen)
 1. *Board Presentation: What we Learned: Results from the
Services Committee’s Family Listening Sessions – Jacy Cohen &
Edith Arias*

 D. Board Operations (Lynn Pulliam)

1. Update on GGRC BOD Candidate Recruitment
2. Bylaws Review Process Update
3. Intro to GGRC Board Document

E. Service Provider Advisory Committee (Abby Yim)

F. Legislative Committee (Edith Arias)

G. Comments from the Board Chair (Jacy Cohen)

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

1. Strategic Plan Focus Area Review – Organizational Agility and Impact
2. Website Redesign Project Update (Amanda Pyle)

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

You must RSVP to attend in-person or to receive the Zoom meeting information. To RSVP or if you have any questions, please contact Aria Alokozai at aalokozai@ggrc.org, or call 415-832-5792.



Golden Gate Regional Center

Supporting Lives of Liberty and Opportunity

BOARD of DIRECTORS MEETING
RECORD of October 17th, 2023, 5:30 PM
VIA ZOOM CONFERENCING

PRESIDING: Jacy Cohen

DIRECTORS PRESENT: Michael Bernick
Edith Arias
David DeLira
Michael LoBue

Lynn Pulliam
Tracy Bullock
Abby Yim

DIRECTORS ABSENT: JJ Khin
Andrea Fuentes

STAFF: Eric Zigman
Brenda Gonzales
Lop Hou
Amanda Pyle
Alex Madrid

Lisa Rosene
Aria Alokozai
Ihsan Shagiwal
Judith Trinidad

GUESTS: Rachel Kripke-Ludwig
Gail Ludwig & Family
Sophia Agafonow
Sharon Jones
Moushumi Kabir

Sheraden Nicholau
Erika Gonzalez
Shirley Poitier
Philip Roadmaier
Martha Guzman
Anh Nguyen

CALL TO ORDER (Jacy Cohen)

Ms. Cohen called the meeting to order at 5:32 p.m. Welcoming remarks and introductions followed.

CONSENT AGENDA ITEMS (Jacy Cohen)

ACTION A. Agenda

The Agenda for today's meeting was approved.

M/S/C (David Delira motioned /Lynn Pulliam seconded)

ACTION B. Record of September 19th, 2023, Meeting

The Record of Meeting of September 19th, 2023 was approved.

M/S/C (Michael Bernick motioned/David Delira seconded)

PUBLIC COMMENT / ANNOUNCEMENT

Edith Arias shared information about an upcoming Annual Cal-TASH Workshop in Los Angeles – a first time Spanish Only workshops. Edith encouraged the Board members to share this announcement with their networks who might be interested in joining this Workshop.

Finance Committee (Michael Bernick)

Monthly Financial Statement: [Financial Status as of August 31st, 23]

At the request of Treasurer Michael Bernick, Lop Hou shared the preliminary DDS funding for Fiscal Year 2023-2024 and GGRC financial statement as follows:

Operations:

After two months of operations, year to date expenditures are under budget by 3.8%. 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 POS expenditures are under budget by 2.8? %. The current estimated projected surplus is approximately \$8.9 million for the fiscal year.

Community Resource Development Plan (CRDP) Funding

Funds related to any start-up projects have yet to be approved and allocated by DDS.

ACTION – Board Resolution on Banking and Investment Agreement:

Eric and Lop talked about Federal regulations that require an organization’s Board of Directors to issue a formal resolution to authorize an entity’s designated management staff to enter into contractual agreements (open accounts, purchase Certificates of Deposit, etc.) required to conduct standard banking and investment business operations.

As this comes as a recommendation of the Finance Committee, Jacy Cohen asked for a motion to approve the new resolution that authorizes the Executive Director, and/or Chief Financial Officer, to enter into banking arrangements and open related accounts with banking and investment institutions that may change from time to time (to include, but not limited to U.S. Bank, UBS Financial Services, Franklin Templetons Investment, etc.) in order to ensure that regular financial business operations and transactions are conducted in a timely manner to enable efficient and effective operation of Golden Gate Regional Center Inc. Lynn Pulliam made a motion and Michael LoBue seconded. This resolution will replace the former resolution dated January 20, 2009.

MSC (Lynn Pulliam motioned/ Michael LoBue)

The Board Members unanimously voted to approve the Board Resolution on Banking and Investment Agreement. There were no further discussions.

Services Committee (Jacy Cohen)

Sheraden Nicholau, SCDD Regional Manager shared SCDD updates and timely information on events, trainings and opportunities including the following:

- This is the National Disability Employment Awareness Month (NDEAM), join the Statewide Self-Advocacy Network (SSAN) to have a discussion on pathways to employment. This will be a webinar on zoom, on October 30th from 1:30 -3:00PM. [Register here.](#)

- SCDD collects Bill ideas or issues that need a legislative fix. [The ‘There should be a Law’ submissions link can be found here.](#)
- Information regarding the [Self-Determination Statewide Orientations can be access here](#) (this month offered in English, ASL, Spanish, Hmong, Chinese):
- Supported Decision Making Technical Assistance Program: Preparing to offer \$3 Million grant for systems change proposals in areas of education, IDD services, Legal/ Judicial settings, healthcare settings, and financial settings. Information about the [program can be accessed here.](#) [The upcoming community conversations is happening on Oct 23 – 27.](#)

In California law, SDM allows individuals to choose supporters who have a legal right to be part of the individual’s decision-making process. They can choose trusted people, like family members, friends, or other community members to be their supporters. Individuals have the legal right for chosen supporters to be present in meetings where decision making takes place, including Individualized Education Plan (IEP) meetings, legal hearings, and medical appointments.

These supporters help the individual understand information, weigh the pros and cons, and communicate their decisions to others. The supporter’s role is to assist, not to decide. SDM, in California law, allows an individual to retain all their personal rights and autonomy while ensuring that they have trusted supporters advising them.

- SCDD offers PPE and antigen tests for organizations and community groups at no cost. Requests should be sent to Sheraden.nicholau@scdd.ca.gov.
- The Bay Area People First Meeting is on Oct 20, 4pm, featuring a presentation on disability rights and disability justice from the Center for Independent Living. The Zoom link is as follows: <https://us02web.zoom.us/j/81426384117?pwd=T2U4NVg2US9ZM0xyK2gyM1U3R2R5dz09>
- The SCDD [Virtual Trainings Calendar can be found here](#): This month features several trainings on how to be an effective board member of an organization.
- Other upcoming meetings and event dates and information available [here](#):
 - CA Statewide Self-Advocacy Chat, Oct 25, 11a
 - SCDD Legislative and Public Policy Meeting, Oct 26th
 - SCDD Council Meeting, Nov 28th
 - Bay Area Regional Advisory Committee Meeting, Nov 29th

Eric underscored the importance of Supported Decision Making for the Board’s consideration. Eric added that Supported Decision Making is codified in the law as a legitimate way to support people to make decisions - it is an alternative to conservatorship which does not affect people’s civil rights but provides a path for people to make decisions.

Board Presentation: *What we Learned: Results from the Services Committee’s Family Listening Sessions – Jacy Cohen and Tracey Bullock.*

Jacy shared the following points:

- There is currently no support plan for nearly 900,000 aging families in the US who have adult family members with developmental disabilities. Audrey deChadenedes, a former Board and Services Committee Chair, had initiated efforts to gather feedback from GGRC families during her time on GGRC's Board.
- The future planning initiative hopes to help GGRC create more of a comprehensive guide for individuals and their families with regards to planning for what they'll need in the future. This guide will cover various aspects of life. The goal is to provide a holistic and structured approach to support individuals with developmental disabilities and their families.
- The Listening Sessions demographics consist of diverse language and family compositions that included Cantonese, and Spanish and English-speaking groups as well as a session with the Service Provider Advisory Committee (SPAC). Jacy thanked Tracey for reviewing these four listening sessions' interview responses and consolidating and analyzing the qualitative data provided in this presentation.

Tracey Bullock reviewed the Listening Session process and then shared some of these general points:

- Obstacles to Future Planning are:
 - a. Lack of Family Support (internal): parents and caregivers of individuals with developmental disabilities, especially those who are juggling full-time work or are single parents, face significant challenges when it comes to long-term planning. Determining the next of kin can be complex and is often influenced by family dynamics and changing living situations, which can elicit strong emotions and stress. Trust becomes a critical concern when no family member is available to provide support.
 - b. Lack of Social Support (external): social workers are essential sources of information, guidance, and assistance for individuals and families dealing with developmental disabilities. Their effectiveness is influenced by their availability, continuity in relationships, and their knowledge and experience in determining service eligibility. The Day programs serve as valuable sources of respite and information as well. The availability of these programs, accessibility in terms of location and transportation, and flexibility in program options are crucial to meet the diverse needs of families.
 - c. Complex Legal Process (Conservatorship/Special Needs Trust): individuals and families dealing with developmental disabilities face a range of challenges in the legal context including financial Issues, educational hurdles, social and cultural barriers (cultural sensitivity and language barriers) and legal complexities, challenges, and fears.
 - d. Multifaceted Network of Life Domains (Includes Person-Centered Planning): Planning for individuals with developmental disabilities should be comprehensive and encompass various aspects of their lives, including Social and Recreational, Educational, Vocational, Medical, Housing, Financial, Legal, Transportation and Needs/Desires. It can be challenging to encompass all of this in the regular planning process.

Some of the takeaways from this project were: need for better understanding of direct available resources, conservatorship/special needs trust, and the inclusion of each family's cultural context and family priorities. The participants wanted more information, support, and tools to start the process of future planning for their loved ones. Jacy welcomed feedback and ideas from the Board members and

underscored some of the limitations of the of the Services Committee. The committee is appreciative of GGRC staff and management support of the Listening Sessions, and they appreciate the limitations of staff availability, given the significant demands of staff workloads.

Eric thanked and appreciated all the members of the Services Committee as well as the GGRC staff, managers, and directors for their efforts in this project.

Q and A followed.

Board Operations Committee (Lynn Pulliam)

Update on GGRC BOD Candidate Recruitment:

The Operations Committee has several Board of Director's candidates in the queue who are either being interviewed or are in the process of scheduling interviews. The Committee considers diverse demographics, individuals-served representation, and representation from all GGRC catchment areas as primary needs to broaden the diversity and representation of all those served by GGRC.

Intro to GGRC Board Document:

Lynn shared that the Operations Committee has produced a "Introduction to GGRC Board" document for Board applicants to know more about GGRC and its Board of directors. The document will be available in English, Spanish and Chinese languages once it has been translated in the next couple of weeks.

Service Provider Advisory Committee (Abby Yim)

SPAC Update

Abby reported that the Service Provider Advisory Committee met this month and brainstormed ideas with regards to providing operational support to each other as non-profit settings in terms current staff recruitment, hiring and retention challenges, including local minimum wages, sick time policy changes and any other changes. She appreciated GGRC directors (Eric and Amanda) and several other GGRC staff who attend each meeting of SPAC to listen to providers and discuss issues.

Legislative Committee/ARCA Report (Edith Arias)

Edith Arias reported that the committee did not meet this month due to the legislators being on recess. Edith reported that Governor Newsom will release the Budget on January 10, 2024. Edith also shared that the ARCA meetings are on Thursday 10/19/23. She will be able to share more information from those meetings next month.

Eric shared that the Governor signed the Fast Food minimum wage bill (with a minimum wage of \$20/hour) and Healthcare Worker minimum wage Bill (with a minimum wage of \$25/hour) which will impact the recruitment of our staff and, especially the recruitment efforts of our service providers.

Executive Committee/Chairperson's Report (Jacy Cohen)

Comments from the Board Chair

Jacy spoke about the Board Committees and why they are so important for a healthy board of directors. Jacy added that GGRC Board committees are the "engine of Board" doing the substantive work between the Board meetings, distilling the big issues and framing recommendations for the Board to discuss. She thanked all the Board Members for serving on committees and reminded them that the

expectation is that GGRC Board Members serve on at least one committee as part of their board service.

Director's Report (Eric Zigman)

Strategic Plan Focus Area Review – Organizational Agility and Impact

Eric shared a report on GGRC new Strategic Plan for the focus area of “Organizational Agility and Impact,” and shared the following points:

1. Intentionally pursuing improved access to the regional center by underserved communities.

We have done significant amount of work internally in terms of organizational culture including Diversity, Equity, Access and Inclusion work, GGRC commissioned an Organizational Assessment in Diversity, Equity and Belonging and we have plans to have additional trainings for GGRC staff regarding Cultural Humility and Implicit Bias. Eric underscored the importance of nurturing a culture that recognizes and supports staff in bringing forth their best work. Our accomplishments toward this goal are as follows:

- The GGRC Strategic plan Summary and Plain Language versions in English, Spanish and Chinese languages have been posted on GGRC website.
- The Education and Orientation specialized caseloads with ratio of 1:40 for families in underserved Asian and Latinx communities to navigate the regional center system.

2. Improving staff support and providing better tools, education and working processes for our staff. Our accomplishment towards this goal are as follows:

- Started onboarding Social Work “bootcamp” training for newly-hired Social Workers
- Launched Teambuilding program for staff to come together as teams throughout the agency and develop and maintain strong working relationships.
- Worked toward growing the number of new hires in the agency – hired over 80 new employees in the past twelve months.

3. Empowering out internal leadership and build stronger leadership.

- Our Early Start, Clinical and Intake & Assessment Unit have developed and implemented a 14-week “Lunch and Learn” weekly meeting focusing on leadership for Supervisors and Managers in these departments.

4. Internal consistency and efficiency

- Established robust Applicant Tracking System by HR
- Contracted with a consultant for additional IT help, including the services of a part-time Chief Information Officer.
- Laid out emergency preparation plan, including training on preparedness and expanded relevant updates on our social media platforms.

Website Redesign Project Update: Amanda Pyle shared the following points:

1. The key priorities in terms of web designing are accessibility, cultural competency, expanded user pathways, unified branding and design and sustainability.
2. GGRC has made significant progress in the website redesign project by engaging a project management consultant, finalizing the scope of work, and engaging with web design firms and accessibility consultants. GGRC has also identified a preferred web design firm and are in contract discussions with them. The goal is to be in contract by the end of October 2023.

3. We have learned that website design costs can vary widely, with no standard pricing. Few web design firms explicitly focus on accessibility, and many accessibility consultants have shifted toward audit and compliance work. Automated accessibility tools struggle to account for the user experience. Converting PDFs to accessible web content is a significant investment. While automated language translation tools are improving, high-quality translations come at a cost. GGRC may need to engage multiple firms to support the redesign effectively.
4. Website redesigned upcoming process:
 - a. The research and recommendations for GGRC's website redesign include kickoff meetings with key stakeholders, guided focus groups to collect input from the community, publishing information about the redesign process, establishing a Community Advisory Group, developing brand guidelines, and initiating content development. These steps aim to ensure the website redesign aligns with the needs and expectations of GGRC's community.
 - b. The website design and development plan for GGRC involves creating a draft sitemap, designing webpage templates and wireframes, building the technology infrastructure using WordPress, and making decisions about additional tools. The plan prioritizes content development and aims for an early website launch, with ongoing collaboration with the GGRC team for content review and revisions. Content from the existing website will be migrated, and quality assurance testing will focus on accessibility and security to ensure a reliable and user-friendly website.
 - c. The launch plan for GGRC's new website involves hosting training sessions for the GGRC team, an official website launch with community announcements, user testing for user experience improvements, and a focus on further enhancing accessibility and inclusivity, including accessible PDF templates, subtitling videos, ESL translation, and creating a stock photography library.
 - d. A very clear project timeline was shared with the board.

Q and A followed. Board members expressed appreciation for the clarity of explanations as well as scope and approach of the project.

The Board Meeting adjourned at 7:22pm.

Respectfully Submitted,
Aria Alokozai