



BOARD OF DIRECTORS MEETING

MINUTES

Monday, February 28th, 2022

(Zoom) 1545 Hotel Circle South, Suite 300, San Diego, CA 92108

ATTENDANCE

Board of Directors:

Chair:	Matt Ellis
Vice Chair:	Amrita Nat-Booter
Secretary:	Jesse Jones III
Treasurer:	Josh Jensen
Members:	Doug Sampson
	Ruth Rosas (absent)
	Tony Ronco (absent)
	Laura Preston
	Tamana Gundara (absent)

Staff Members:

Executive Director:	Allie Rice (interim)
Deputy Director:	Allie Rice
Human Resources Manager:	Lauren Gordon
Accounting Manager:	Emmanuel Felix

Guests:

Interpreter:	Marquette Laquey
Technician:	Donny Jacob

MEETING

Call to Order

Ellis called the meeting to order at 6:02 PM.

Review of the Minutes

The minutes from the February 7th's meeting was presented for review. Amrita Nat-Booter moved to have the minutes approved, Josh Jensen seconded. Majority of the board voted in favor of approving the minutes.

Chairperson's Report (Ellis)

Furlough

We are now phasing back employees to DCS. We're evaluating the furlough situation every two weeks to see about phasing more employees back to DCS. The finances committee has been keeping a close eye on the financial situation and will continue to meet weekly. I'll allow the finances committee chair report about that.

New Executive Director

Monique Ball is the new executive director, we've already started working on transitioning her into the role with the support from Innivee Strategies. We're working weekly on this process for the next 3 months. We're really excited and enthusiastic to work together on this for a stronger DCS! She starts working next week on March 7th.

(Interim) Executive Director's Report for January (Rice)

January

COVID-19 Update: DCS was closed for a month from mid January to mid February due to Omicron variant. We're now back to being open twice a week – Tuesdays and Thursdays – from 10 am – 3 pm (to err on the safe side) and after the cases go down, we'll return to being open three times a week, on Tuesdays, Wednesdays, and Thursdays – from 10am – 3pm, and in the future, it's possible we'll return to being open in the full capacity, we'll keep you posted. We will continue to meet in-person with clients/visitors by appointment only.

Administration:

Training by the National Conflict Resolution Center (NCRC): The NCRC provided the second part of the second training – Bystander Challenge – in January. The employees learned how to have challenging conversations in ways that demonstrate respect, inclusivity, and dignity for all involved.

DSS Quarterly Meeting (Jan. 20th): The meeting highlighted accomplishments and challenges within all sister agencies, including ongoing changes to keep up with the impact of the pandemic. Other discussion topics were covered such as the possibility of adopting a hybrid approach within the workplace and how it will impact service-based outcomes.

Staffing Update: There are several vacant positions and those are as follows: Clinical Director, Behavioral Health Services (BHS) Program Manager, Behavioral Health Therapist, SOL/BHS Data Entry and Billing Specialist, and Interpreting Services Director. The Executive Director position has been filled. Her name is Monique Ball and she will start on Monday, March 7th. One of the Deaf Advocate positions has been filled. His name is Eric Gonzalez and he started working at DCS on Wednesday, January 19th.

Departments:

Behavioral Health Department:

<i>Behavioral Health Services</i>	Dec.	Jan.	YTD
Unduplicated clients (adult/child)	0	0	7
DSS cases	0	0	2
<i>Signs of Life (SOL)</i>			
Unduplicated clients	3	0	14*
SOC vacancies	2	3	5
SOC2 (SOH) vacancies	2	2	4
<i>Clubhouse</i>			
Unduplicated clients	2	6	44
Client contacts	78	79	763

**13 active cases for SOL.*

Interpreting Services:

	Dec.	Jan.	YTD
Total # of Requests	387	461	3,176
Total # of Last Minute Requests	38	31	245
# of Last Minute Requests Filled	28	25	187
Total # of Community Requests	325	364	2,582

# of Community Requests Filled	301	340	2,375
Total # of Educational Requests	62	97	588
# of Educational Requests Filled	51	77	483
# of requests canceled (Billable)	14	24	176
# of requests canceled (non-billable)	90	58	616
# of Trilingual Interpreting Requests Filled	2	1	11
# of Requests for CART Services Filled	0	1	6
# of DeafBlind Interpreting Requests Filled	26	5	113
# of Deaf Interpreter Requests Filled	12	9	78
Total Requests of Pro Bono Services Provided	2	4	22

Employment Services:

	Dec.	Jan.	YTD
Enrollment	2	5	52
Job Placements (Goal: 62 placements)	4	5	38

Adult Literacy Services:

	Dec.	Jan.	YTD
LEAD			
Duplicated trainees (combined)	4	4	37
Unduplicated trainees (combined)	0	0	9
HQ (unduplicated)	0	0	7
NCO (unduplicated)	0	0	2
PVSA			
Duplicated participants (combined)	3	3	22
Unduplicated participants (combined)	0	0	4
HQ (unduplicated)	0	0	4
NCO (unduplicated)	0	0	0

Youth and Family Services:

<i>Deaf Mentorship Program</i>	Dec.	Jan.	YTD
Unduplicated # of families	0	0	2
Deaf coaches (unduplicated)	5	3	3
# of families on the wait list	20	20	20
e5	n/a	n/a	n/a
<i>Family ASL</i>			
# of participants	5	0	5
# of families in attendance	3	0	3
<i>BBBS</i>			
# of matches	0	0	0
# of Bigs on the wait list	5	5	5
# of Littles on the wait list	13	13	13
<i>Deaf Youth Literacy Camp (DYLC)</i>			
# of campers	n/a	n/a	14

Client Support Services:

	Dec.	Jan.	YTD
<i>Advocacy Services</i>			
Unduplicated clients (combined)	12	6*	58
Client Contacts (combined)	151	125*	921
<i>Information and Referrals</i>			
Referrals (combined)	498	400*	2,122

***unverified numbers**

Media:

	Dec.	Jan.	Projected Goals for Jan.	YTD

FB Likes	n/a	n/a	n/a	n/a
FB Followers	6,269	6,294	50	44,002
Twitter	4,376	4,412	25	30,573
Instagram	3,062	3,124	100	21,254
YouTube	734	741	60	5,053
Subscriber	n/a	n/a	n/a	n/a
DCS Website Users*	1,870	2,197	2,215	6,105 (Nov./Dec./Jan.)

**This represents the number of people who have visited the DCS website, even if they have visited the site multiple time.*

Events: There was no event for the month of January. With the support of the LEAD-K Family Services by NorCal Services for Deaf and Hard of Hearing, the Youth and Family Services (YFS) department is preparing for the Love and Literacy event. The event will happen on Saturday, March 5th from 10 am – 2 pm. Please join us!

Personal remarks were shared by Allie Rice.

Financial Report (Jensen)

What a month! We the board members have worked very hard to have the DCS staff return from the furlough. We have been monitoring the finance closely at least once and or twice on a weekly basis to assess our priority that the DCS staff will be able to return earlier than expected. We are now working on a plan to pay back the line of credit (LOC), pay off the invoices we owed to, etc. Thank you for all your support and understanding in this matter.

Fundraising Committee Report (Preston)

1. Hello! Unfortunately, due to the pandemic, we have decided it was best to postpone DCS Spring Gala on May 14, 2022 to May 6, 2023. It will be at the same venue, Fairbanks Ranch Country Club. Please save the date!!! Any of you who want to help out/join the committee, please reach out to me or others on the board.
2. We will also be hosting small fundraisers throughout the year. Please be on the lookout for those fun events.
3. Thank you for your patience and support!!

Personnel Committee (Nat-Booter)

The Personnel committee decided to hold off the staff liaison role description until the DCS financial situation is recovered.

Deaf Service Advisory Council (Rosas)

(absent, no report)

Board Governance Committee (Ronco)

(no report)

Old Business

None.

New Business

None.

Announcements

Next board meeting will be on Monday, March 28th, 2022.

Adjournment / Closed Session

Ellis adjourned the meeting at 6:51 PM.

~~Feb 7~~ Feb 28 Mar 28 Apr 25 May 23 Jun 27 Jul 25

Aug 29 Sep 26 Oct 24 Nov 28 Dec (no meeting)

Respectfully Submitted By,



Jesse Jones III