



BOARD OF DIRECTORS MEETING

MINUTES

Monday, February 7th, 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
	Laura Preston
	Tamana Gundara

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 6:10 PM.

Review of the Minutes

The minutes from the August 30th, September 27th, October 25th, November 29th, and January 24th meetings were presented for review and approved.

Chairperson's Report (Ellis)

2022

Meetings- will continue to be conducted on the last Monday of the month, except for May and October, because of Memorial Day and Halloween falling on the last Monday of that month. As per usual, we will have no meeting in the month of December. Here's to a productive year!

New Executive Director

We have reached the goal we wanted to achieve. We have undergone the long process that started in March 2021. We have selected a new Executive Director!

Monique Ball will start working on March 7th, we are looking forward to transitioning her into the role with the support from Innivee Strategies.

Thanks to the staff, the community, the search committee and members of the board for your vested interest and investment of your time in this process. I truly appreciate how the community came together for this. Let's work together for a stronger DCS!

Furlough

The COVID-19 pandemic has impacted the DCS in many aspects and, in our financials. The Board of Directors and the Executive team reached an incredibly difficult decision that in order to save DCS from permanent damage, we will need to opt for reduced hours and furlough of some positions on a month-to-month basis until we can address the issues outlined, which started on February 1. Some of our services, such as EDD, SOL, and Clubhouse remain in place because they have different funding streams and should have little to no effect. Josh the treasurer will provide further details.

What outcome do we want to achieve with this action? This action will allow DCS to focus on rebuilding and restructuring for a better, healthier, and more stable future during this short-term period. The Board of Directors expresses our deepest sympathy for the impact on some staff and clients. The Executive team is working diligently to resolve the financial situation with our full support. The fundraising committee is hard at work coming up with ideas. Laura the fundraising chair will report on that.

Executive Director’s Report for both November and December (Rice)

November

COVID-19 Update: DCS is open three days a week – Tuesdays, Wednesdays, and Thursdays – from 10 am – 3 pm and 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 first training – Artful Communication – in November. It was very interactive and the employees learned different ways to communicate respectfully and authentically.

Staffing Update: There are several vacant positions and those are as follows: Executive Director, Clinical Director, Behavioral Health Services (BHS) Program Manager, Behavioral Health Therapist, Deaf Advocate, and Interpreting Services Director. One of the scheduler positions has been filled. Her name is Dakota Bramms and she started working at DCS on Monday, November 29th.

Departments:

Behavioral Health Department:

<i>Behavioral Health Services</i>	Oct.	Nov.	YTD
Unduplicated clients (adult/child)	0	0	7
DSS cases	0	0	2
<i>Signs of Life (SOL)</i>			
Unduplicated clients	4	2	11*
SOC vacancies	1	1	1
SOC2 (SOH) vacancies	2	2	2
<i>Clubhouse</i>			
Unduplicated clients	6	1	36
Client contacts	136	83	606

**13 active cases for SOL.*

Interpreting Services:

	Oct.	Nov.	YTD

Total # of Requests	562	454	2,715
Total # of Last Minute Requests	39	30	176
# of Last Minute Requests Filled	24	22	134
Total # of Community Requests	458	372	1,893
# of Community Requests Filled	379	345	1,734
Total # of Educational Requests	102	82	429
# of Educational Requests Filled	84	63	355
# of requests canceled (Billable)	18	22	138
# of requests canceled (non-billable)	137	149	468
# of Trilingual Interpreting Requests Filled	1	1	8
# of Requests for CART Services Filled	0	0	5
# of DeafBlind Interpreting Requests Filled	20	16	82
# of Deaf Interpreter Requests Filled	4	17	57
Total Requests of Pro Bono Services Provided	1	2	16

Employment Services:

	Oct.	Nov.	YTD
Enrollment	8	10	45
Job Placements (Goal: 62 placements)	11	3	29

Adult Literacy Services:

	Oct.	Nov.	YTD
LEAD			
Duplicated trainees (combined)	6	4	29
Unduplicated trainees (combined)	0	0	9
HQ (unduplicated)	0	0	7
NCO (unduplicated)	0	0	2
PVSA			

Duplicated participants (combined)	3	3	16
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>	Oct.	Nov.	YTD
Unduplicated # of families	0	0	2
Deaf coaches	5	5	5
# of families on the wait list	22	22	22
e5	n/a	n/a	n/a
<i>Family ASL</i>			
# of participants	5	5	5
# of families in attendance	3	3	3
<i>BBBS</i>			
# of matches	0	0	0
# of Bigs on the wait list	5	5	5
# of Littles on the wait list	12	12	12
<i>Deaf Youth Literacy Camp (DYLC)</i>			
# of campers	n/a	n/a	14

Client Support Services:

	Oct.	Nov.	YTD
<i>Advocacy Services</i>			
Unduplicated clients (combined)	2	10	46
Client Contacts (combined)	208	141	770
<i>Information and Referrals</i>			
Referrals (combined)	369	499	1,624

December

COVID-19 Update: DCS is open three days a week – Tuesdays, Wednesdays, and Thursdays – from 10 am – 3 pm and will continue to meet in-person with clients/visitors by appointment only. Due to the Omicron variant, the DCS Headquarters has been closed to the public for almost three weeks and will remain closed until Feb. 8th. DCS remains open through remote work, including virtual appointments and meetings.

Administration:

Training by the National Conflict Resolution Center (NCRC): The NCRC provided the first part of the second training – Bystander Challenge – in December. The employees learned what it takes to speak up, stand up, and show up with consideration and care. It was very engaging.

Staffing Update: There are several vacant positions and those are as follows: Executive Director, Clinical Director, Behavioral Health Services (BHS) Program Manager, Behavioral Health Therapist, Deaf Advocate, and Interpreting Services Director. One of the SOL RADT positions has been filled. Her name is Lesley Farquhar and she started working at DCS on Monday, December 6th.

Departments:

Behavioral Health Department:

<i>Behavioral Health Services</i>	Nov.	Dec.	YTD
Unduplicated clients (adult/child)	0	0	7
DSS cases	0	0	2
<i>Signs of Life (SOL)</i>			
Unduplicated clients	2	3	14*
SOC vacancies	1	2	2
SOC2 (SOH) vacancies	2	2	2
<i>Clubhouse</i>			
Unduplicated clients	1	2	38
Client contacts	83	78	684

**16 active cases for SOL.*

Interpreting Services:

	Nov.	Dec.	YTD

Total # of Requests	454	387	2,715
Total # of Last Minute Requests	30	38	214
# of Last Minute Requests Filled	22	28	162
Total # of Community Requests	372	325	2,218
# of Community Requests Filled	345	301	2,035
Total # of Educational Requests	82	62	491
# of Educational Requests Filled	63	51	406
# of requests canceled (Billable)	22	14	152
# of requests canceled (non-billable)	149	90	558
# of Trilingual Interpreting Requests Filled	1	2	10
# of Requests for CART Services Filled	0	0	5
# of DeafBlind Interpreting Requests Filled	16	26	108
# of Deaf Interpreter Requests Filled	17	12	69
Total Requests of Pro Bono Services Provided	1	2	18

Employment Services:

	Nov.	Dec.	YTD
Enrollment	10	2	47
Job Placements (Goal: 62 placements)	3	4	33

Adult Literacy Services:

	Nov.	Dec.	YTD
LEAD			
Duplicated trainees (combined)	4	4	33
Unduplicated trainees (combined)	0	0	9
HQ (unduplicated)	0	0	7
NCO (unduplicated)	0	0	2
PVSA			

Duplicated participants (combined)	3	3	19
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>	Nov.	Dec.	YTD
Unduplicated # of families	0	0	2
Deaf coaches	5	5	5
# of families on the wait list	22	20	20
e5	n/a	n/a	n/a
<i>Family ASL</i>			
# of participants	5	5	5
# of families in attendance	3	3	3
<i>BBBS</i>			
# of matches	0	0	0
# of Bigs on the wait list	5	5	5
# of Littles on the wait list	12	13	13
<i>Deaf Youth Literacy Camp (DYLC)</i>			
# of campers	n/a	n/a	14

Client Support Services:

	Nov.	Dec.	YTD
<i>Advocacy Services</i>			
Unduplicated clients (combined)	10	12	58
Client Contacts (combined)	141	151	921
<i>Information and Referrals</i>			
Referrals (combined)	499	498	2,122

Media:

	Nov.	Dec.	YTD**
FB Likes	n/a	n/a	n/a
FB Followers	6,274	6,269	37,708
Twitter	4,400	4,376	26,161
Instagram	3,062	3,062	18,130
YouTube	734	734	4,312
Subscriber	n/a	n/a	n/a
DCS Website Users*	2,038	1,870	3,908 (Nov./Dec.)

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

****Monthly media quotas will be shared in the January 2022 report.**

Events: DCS hosted its Toy Drive/Holiday Drive-by event on Saturday, December 18th. A total of 9 families, out of 11 families, came to pick up their gifts. It was a success! In addition, 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. It was slated to happen on Saturday, Feb. 5th; however, due to the Omicron variant, it has been postponed to Saturday, March 5th from 10 am – 3 pm. Please save the date!

Financial Report (Jensen)

As Matt said in his report earlier tonight, we came to the realization we are suffering from inadequate cash flow due to not submitting invoices in a timely matter. Additionally, COVID-19 has had a financial impact on our interpreting services as we have seen a drop in fulfilling interpreting requests. Currently, we are waiting to receive reimbursements for invoices that have been submitted to various funders. While we are waiting, we have seen our cash reserves become depleted.

To avoid running out of cash, we had to take the action of reducing hours for some and to furlough some of the staff. To carry us through this period, we are utilizing our investment reserves to allow us to continue to provide needed services to the community. I regret the impact our action has on the DCS employees. We are and will continue to work very hard to get this back to normal.

Unfortunately, at this time it is difficult to predict when we will be returning to a normal schedule. We are meeting with the executive team on a weekly basis to monitor the

financial situation and will provide more information as needed. Thank you for understanding and thank you for all of your support and the services you have provided for the community of San Diego.

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) Matt mentioned that Ruth will be absent for a few monthly meetings due to having graduate school class on Mondays this quarter. An alternate reporter will be designated for the time being.

Board Governance Committee (Ronco)

Short report- there's actually nothing to report, but there has been things happening behind the scenes. We haven't met formally last month because of the whole executive director process. Next month, we will have a full report.

Old Business

None.

New Business

None.

Announcements

Next board meeting will be on Monday, February 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,

A handwritten signature in cursive script that reads "Jesse Jones III". The signature is written in dark ink and is positioned above the printed name.

Jesse Jones III