



BOARD OF DIRECTORS MEETING

MINUTES

Monday, March 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
	Laura Preston
	Tamana Gundara

Staff Members:

Executive Director:	Monique Ball
Deputy Director:	Allie Rice
Accounting Manager:	Emmanuel Felix

Guests:

Interpreter:	Jennifer Austin
Interpreter:	Suzanne Lightbourne
Technician:	Donny Jacob

MEETING

Call to Order

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

Review of the Minutes

(no review of the minutes)

Chairperson's Report (Ellis)

A New Chapter

Welcome to DCS, Monique Ball!

Monique Ball started working on March 7th, and it has been a busy three weeks for her. The Board is in contact with the new Executive Director and we are currently engaged in the Executive Transition period of our partnership with Innviee Strategies.

We reviewed the Executive Director job description, discussed our roles and responsibilities. We are entering the development of our evaluation system which will include the Board at the onset.

We have not forgotten the Organizational Healing Report and we are incorporating the themes and healing steps from the report into our goals for DCS. We will provide updates on the progress of that in a future update.

We have turned a corner and there is still work yet to be done. I sincerely want the community to work with us here at DCS on this new path.

Furlough

We have continued the furlough of some positions. We are focusing on the positions under Department of Social Services (DSS) and bringing back some positions based on service needs.

We are meeting weekly with the Executive Team to monitor this situation and its progress.

The furlough started on February 1. Some of our services, such as EDD, SOL, and Clubhouse remain in place, from different funding streams.

The goal is 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.

Executive Director’s Report (February) – 3/28/22

COVID-19 Update: DCS is open two days a week – Tuesdays and Thursdays – from 10 am – 3 pm and will continue to meet in-person with clients/visitors by appointment only. DCS has developed an integration plan for the continuation of hybrid work with the requirement of all employees working in-person at the DCS Headquarters on Tuesdays and Thursdays from 8:30 am – 5 pm, starting on Monday, May 2nd. In continuance of safety protocols, employees are to social distance in offices and lunch rooms. Employees will be required to wear masks in hallways, common areas and in shared offices. COVID-19 symptom check-in will be continued for clients/visitors. The percentage of employee COVID-19 vaccination status is 85%.

Administration:

Cash Flow Update: In the month of February, most of our employees were on partial and full furloughs. It was a rather slow month and some of our services have been impacted.

Staffing Update: There are several vacant positions and those are as follows: Clinical Director, Behavioral Health Services (BHS) Program Manager, Behavioral Health Therapist, and Interpreting Services Director. DCS is currently evaluating some of the positions and making internal staffing changes for the purpose of organizational restructuring and restoring financial stability.

Departments:

Behavioral Health Department:

<i>Behavioral Health Services</i>	Jan.	Feb.	YTD
Unduplicated clients (adult/child)	0	0	7
DSS cases	0	0	2
<i>Signs of Life (SOL)</i>			
Unduplicated clients	0	0	11
SOC vacancies	3	3	6
SOC2 (SOH) vacancies	2	2	4

Clubhouse			
Unduplicated clients	6	3	55
Client contacts	79	98	637

Interpreting Services:

	Jan.	Feb.	YTD
Total # of Requests	461	520	3,696
Total # of Last Minute Requests	31	30	275
# of Last Minute Requests Filled	25	15	202
Total # of Community Requests	364	440	3,022
# of Community Requests Filled	340	370	2,745
Total # of Educational Requests	97	80	668
# of Educational Requests Filled	77	76	559
# of requests canceled (Billable)	24	24	200
# of requests canceled (non-billable)	58	32	648
# of Trilingual Interpreting Requests Filled	1	0	11
# of Requests for CART Services Filled	1	1	7
# of DeafBlind Interpreting Requests Filled	5	10	123
# of Deaf Interpreter Requests Filled	9	12	90
Total Requests of Pro Bono Services Provided	4	6	28

Employment Services:

	Jan.	Feb.	YTD
Enrollment	5	3	55
Job Placements (Goal: 55 placements)	5	2	40

Adult Literacy Services:

	Jan.	Feb.	YTD
LEAD			
Duplicated trainees (combined)	5	5	43
Unduplicated trainees (combined)	1	0	10
HQ (unduplicated)	1	0	8
NCO (unduplicated)	0	0	2
PVSA			
Duplicated participants (combined)	2	1	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>	Jan.	Feb.	YTD
Unduplicated # of families	0	0	2
Deaf coaches (unduplicated)	4	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:

	Jan.	Feb.	YTD
Advocacy Services			
Unduplicated clients (combined)	2	4	64
Client Contacts (combined)	83	85	1,089
Information and Referrals			
Referrals (combined)	10	4	2,136

Media:

	Jan.	Feb.	Projected Goals for Feb.	YTD
FB Likes	n/a	n/a	n/a	n/a
FB Followers	6,294	6,313	45	50,315
Twitter	4,412	4,412	25	34,985
Instagram	3,124	3,193	50	24,447
YouTube	741	751	60	5,804
Subscriber	n/a	n/a	n/a	n/a
DCS Website Users*	2,197	2,095	2,300	6,105 (Dec., Jan., Feb.)

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

Events: No events in February.

Financial Report (Jensen)

We are continuing to work on the furlough timeline. Also, started discussing regarding the Budget 2022- 2023 FY and continue meet weekly to monitor the cashflow.

Fundraising Committee Report (Preston)

Hello! Happy Monday and hope you all had a wonderful weekend!

Please check out flyer for Bayside Landing Fundraiser on April 30th!! We would love to see you there and support DCS!

We will have Welcome Celebration on May 14th at Poway Community Center to welcome Monique Ball to DCS! The celebration will only hold up to 100 people. Information on tickets, time and specifics will be sent out by next week. It will be wonderful to see you there!

More small fundraisers will be planned through out the year.

For those who have expressed interest in helping out, thank you! If you have not heard from me, I apologize in advance. It is easier if you personally reach out to me by emailing me at lpreston@dcsofsd.org that way I have it all in one place. That is the best way for me to get in touch with you personally. I look forward to your ideas and involvement!

Personnel Committee (Nat-Booter)

Monique, welcome to your first Board meeting! We are thrilled to have you here with us!

The Personnel committee discussed and shared suggestions with our new ED, Monique Ball, regarding Human Resources. We looked into the Organizational Healing report regarding the Human Resources section for suggestions as well.

- Improve policy training, consistent with procedures, and improve communication.
- Human Resources should be sensitive to Deaf culture, competent in ASL, and has HR experience. A separation from the executive team as an independent party to remain neutral in DCS.
- Provide training, update documents, and translate in ASL.

Deaf Service Advisory Council (Rosas)

DSAC first meeting was held on March 10th via virtually. Around 15 community members showed up at the meeting. The next meeting is scheduled for May 12th at 7pm. The meeting is open to public; anyone is welcome to join. If you need accommodations, please let me know by emailing dsac@dcsofsd.org. Also, there are three vacant positions which are Chair, Vice Chair and Secretary. If you are interested, please email to dsac@dcsofsd.org and you will receive the details regarding the positions.

Board Governance Committee (Ronco)

(no report)

Old Business

None.

New Business

Motion #1- Amrita Nat-Booter moves to appoint Monique Ball, the Executive Director and Matthew Ellis, Board Chair, as the authorized signers for the DCS account at Pacific Premier Bank (PPBI) effective March 28th, 2022. Tony Ronco seconded, and the motion was passed with majority of board.

Motion #2- Amrita Nat-Booter moves to authorize Monique Ball, as Executive Director, and, in the absence of the Executive Director, Allie Rice, as Deputy Director, authorization to sign any documents obligating or otherwise representing our agency in connection with the California Department of Social Services for the remaining fiscal year 2021-2022 and the 2022-2023 fiscal year. Josh Jensen seconded. Tony Roco moved to amend the motion to add "with written approval from Monique Ball." The amendment was seconded by Amrita Nat-Booter and passed by majority of board. Then the amended motion was passed by the majority of board as well.

Announcements

Next board meeting will be on Monday, April 25th, 2022.

Adjournment / Closed Session

Ellis adjourned the meeting at 6:46 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