



## BOARD OF DIRECTORS MEETING

### MINUTES

**Monday, April 26<sup>th</sup>, 2022**

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

### ATTENDANCE

#### **Board of Directors:**

Chair:	Matt Ellis
Vice Chair:	Amrita Nat-Booter (absent)
Secretary:	Jesse Jones III
Treasurer:	Josh Jensen
Members:	Doug Sampson
	Ruth Rosas (absent)
	Tony Ronco
	Laura Preston (absent)
	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 6:07 PM.

### **Review of the Minutes**

The minutes from the February 28<sup>th</sup>'s meeting was approved through email with majority votes. The minutes from March 28<sup>th</sup>'s meeting was reviewed. Josh moved to approve the minutes, and Tony seconded the motion. The motion was approved with majority votes.

### **Chairperson's Report (Ellis)**

Two things first: 1: we're hoping to have next board meeting in person next month. 2: the comments section from Facebook is a temporary fix, we're continuing to work on this section of the board meeting to incorporate community feedback.

#### Furlough

We continue to meet weekly with the Executive Team to monitor the progress of furlough situation. Our focus has been on the positions under Department of Social Services (DSS) and bringing back some positions based on service needs. Some of our services, such as EDD, SOL, and Clubhouse remain in place due to their funding streams. Unfortunately, our financial situation at the moment hasn't allowed us to consider ending furlough for some positions. Some of the furloughed positions are not based on grants nor contracts and there, at the moment, are insufficient funds available to allow us to discontinue the furloughs.

While we are dismayed by the continuing financial situation, we are focused on resolving it. We believe as we draw closer to the end of the fiscal year, the furlough situation will become more clear. I wish I had better news, but this is the reality of the situation.

#### Purpose

I thought this would be a good place to touch on some of the purposes of DCS. I will share information here monthly.

The program oversight by the Department of Social Services- Deaf Access Program (DAP). DAP was created in 1980 to ensure that California's public programs are adapted to meet the communication needs of deaf and hard of hearing children, adults,

and families so they may receive the public benefits and services to which they are entitled and achieve economic independence to fully participate in mainstream society.

DCS is Region 1 with 8 Regions in California.

1. Communication Services
2. Counseling
3. Advocacy Services
4. Independent Living Skills Instruction
5. Job Development and Placement
6. Information and Referral
7. Community Education.

### **Executive Director's Report (March) – 4/25/22**

#### **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 2<sup>nd</sup>. 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 March, some of our employees have returned back from being on furlough in February. Some of our employees are still on partial and full furloughs and some of our services continue to be impacted.

Staffing Update: There are several vacant positions and those are as follows: Clinical Director, Behavioral Health Services (BHS) Program Manager, Behavioral Health Therapist, Interpreting Services Director, and Benefits and Compliance Administrator. DCS is in the final stage of coordinating a second round of interviews for the Interpreting Services Director position. DCS is currently evaluating some of the positions and making internal staffing changes for the purpose of organizational restructuring and restoring financial stability.

North County Office closure: NCO March 30<sup>th</sup> due to lease ending. NCO office moved to DCS HQ office. Services will continue to be provided via VP or in person by appointment at DCS HQ, park or coffee place.

**Departments:**

**Behavioral Health Department:**

<b><i>Behavioral Health Services</i></b>	<b>Feb.</b>	<b>Mar.</b>	<b>YTD</b>
Unduplicated clients (adult/child)	0	0	7
DSS cases	0	0	2
<b><i>Signs of Life (SOL)</i></b>			
Unduplicated clients	0	1	7
SOC vacancies	3	3	6
SOC2 (SOH) vacancies	2	2	4
<b><i>Clubhouse</i></b>			
Unduplicated clients	3	5	60
Client contacts	98	91	728

**Interpreting Services:**

	<b>Feb.</b>	<b>Mar.</b>	<b>YTD</b>
Total # of Requests	520	613	4,309
Total # of Last Minute Requests	30	34	309
# of Last Minute Requests Filled	15	22	224
Total # of Community Requests	440	413	3,435
# of Community Requests Filled	370	385	3,130
Total # of Educational Requests	80	197	865
# of Educational Requests Filled	76	176	735

# of requests canceled (Billable)	24	18	218
# of requests canceled (non-billable)	32	33	681
# of Trilingual Interpreting Requests Filled	0	4	15
# of Requests for CART Services Filled	1	2	9
# of DeafBlind Interpreting Requests Filled	10	10	133
# of Deaf Interpreter Requests Filled	12	17	107
Total Requests of Pro Bono Services Provided	6	16	44

**Employment Services:**

	<b>Feb.</b>	<b>Mar.</b>	<b>YTD</b>
Enrollment	3	4	59
Job Placements (Goal: 55 placements)	2	1	41

**Update:** The ES team has been working on educating deaf and hard of hearing job seekers about accessible communication services. The job seekers have been learning how to become independent in making requests for accommodations at a variety of employers, ensuring that there's equal access to information.

**Adult Literacy Services:**

	<b>Feb.</b>	<b>Mar.</b>	<b>YTD</b>
<b>LEAD</b>			
Duplicated trainees (combined)	5	5	43
Unduplicated trainees (combined)	0	0	6
HQ (unduplicated)	0	0	4
NCO (unduplicated)	0	0	2
<b>PVSA</b>			
Duplicated participants (combined)	1	1	22
Unduplicated participants (combined)	0	0	3
HQ (unduplicated)	0	0	3
NCO (unduplicated)	0	0	0

**Update:** Currently, a client within the PVSA program is the longest serving client. He has participated in the LEAD program from 2013 – 2014 and 2017 – 2018, graduating in June 2018. He returned back in September 2021 and enrolled in the PVSA program while working as a custodian and a Door Dash worker.

**Youth and Family Services:**

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

**Update:** The Love and Literacy event happened on March 5<sup>th</sup>. There was a total of 37 children and youth at the event. There were 5 deaf signers and they did amazing with ASL storytelling at the event. The best part was witnessing parents and families explore ASL and the deaf culture, including gathering essential resources for language development and acquisition.

**Client Support Services:**

	<b>Feb.</b>	<b>Mar.</b>	<b>YTD</b>
<b><i>Advocacy Services</i></b>			
Unduplicated clients (combined)	4	6	70

Client Contacts (combined)	85	63	1,152
<b>Information and Referrals</b>			
Referrals (combined)	4	25	2,161

**Update:** The CSS team coordinated the Tax Preparation event with the Dreams for Change organization. There were 5 clients who received assistance with tax filings. In addition, an advocate supported a client in transferring to CA School for the Deaf – Riverside (CSDR) from a charter school in San Diego. The advocate was involved in every IEP meeting and provided consultation to successfully support the client in attending CSDR. Among other cases, CSS was able to provide assistance to a client who is receiving hospice care and another client who needed support regarding issues with purchasing a new vehicle.

**Media:**

	<b>Feb.</b>	<b>Mar.</b>	<b>Projected Goals for Mar.</b>	<b>YTD</b>
FB Likes	n/a	n/a	n/a	n/a
FB Followers	6,313	6,346	40	50,348
Twitter	4,412	4,412	25	34,985
Instagram	3,193	3,206	50	24,460
YouTube	751	757	60	5,810
Subscriber	n/a	n/a	n/a	n/a
DCS Website Users*	2,095	<i>pending</i>	2,300	<b>6,105</b> (Jan./Feb./Mar.)

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

**Events:** The Love and Literacy event happened on March 5<sup>th</sup> and it was a good turnout, especially after a long hiatus of no community events due to the pandemic.

**Financial Report (Jensen)**

The accounting team has continued working to complete the invoice to be submitted to the various vendors. So far, we have caught up with the invoices are:

1) DSS: up to February of this year.

2) COR: The accounting team has completed the training; therefore, is now caught up to Dec/Jan of this year.

3) Clubhouse/EDD: Just sent off Jan/Feb invoices.

Due to depending heavily on General and Admin funds, we had some concerns when we assess the 6- month cash flow, and we are still not able to find the accurate furlough timeline.

We, the finance committee, continue to meet weekly for the furlough meeting, but did not meet for this month's finance committee meeting due to an internal audit happening. The internal audit is conducted by Sonnenberg & CPA firm and is doing up to 20-21 FY.

### **Fundraising Committee Report (Preston)**

Hello! Laura Preston is not able to attend to the meeting. She wanted me to share this with you all!

- April 30th is coming up and we are excited to see you at Bayside Landing. Bayside Landing is in Pacific Beach from 4 pm to closing.

- Remember we were supposed to have Spring Gala on May 14th but due to uncertainty with COVID, we postponed it to May 6, 2023. Instead of having Gala, we wanted to do a fundraiser for May 14th this was an opportunity we wanted to seize.

- The Carbles Fundraiser on May 1st will cover the expenses for May 14th. Hope to see you there and if you do not know how to play, fret not, come at 1:00 to take a crash course and the tournament will start at 2:00!

- 100 percent of the funds raised will go to DCS.

- Our goal is to have fundraisers in different locations and venues.

### **Personnel Committee (Nat-Booter)**

We reviewed the job description for Benefits and Compliance administrator over the email. Personnel meeting falls on 4th Wednesday every month, so next one is after the board meeting on April 25<sup>th</sup> 27<sup>th</sup>.

### **Deaf Service Advisory Council (Rosas)**

The next meeting is on May 12 at 7pm. We will meet on zoom. The upcoming meeting will focus on nominating for three vacant positions. If you know someone who may



interest to run one of these positions. Please inform your friends. Also, if you want to stay updated regarding upcoming DSAC meetings; go to the DSAC page on DCS website and sign up on the meeting flyer with your email. You will receive information regarding upcoming DSAC meetings.

### **Board Governance Committee (Ronco)**

First, a small but important milestone: the committee met this month!

During the meeting we reviewed 3 policies: Conflict of Interest policy, Grievance Policy, and the Whistleblower policy.

The goal of the review is to update each policy to reflect the newest business standards.

### **Old Business**

(none)

### **New Business**

(none)

### **Announcements**

Next board meeting will be on Monday, May 23<sup>rd</sup>, 2022.

### **Adjournment / Closed Session**

Ellis adjourned the meeting at 7:24 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