



BOARD OF DIRECTORS MEETING

MINUTES

Monday, June 27th, 2022

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
	Tony Ronco
	Laura Preston
	Tamana Gundara (absent)
DSAC Representative:	AJ Weiner

Staff Members:

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

Guests:

Interpreter:	Jennifer Austin (on Zoom)
Interpreter:	Suzanne Lightbourne (on Zoom)
Technician:	Donny Jacob (on Zoom)

MEETING

Call to Order

Ellis called the meeting to order at 6:03 PM.

Review of the Minutes

The minutes from the May 23rd meeting was not sent with adequate amount of time for review and approval, so this has been tabled to the next monthly meeting to be reviewed and approved along with June 27th meeting minutes.

Chairperson's Report (Ellis)

Hybrid Board Meeting Set up

This is our second hybrid in-person and online Board meeting. We are still experimenting with the set up. We now have a total of three laptops pointing to all three sides of the meeting room. Viewers will be able to see the meeting participants. We have omitted the CDI and made everyone more accessible to the viewers.

Restructuring

We recognize that DCS has undergone some departmental changes. That was always a possibility, given our extended furlough. Part of the Executive Director responsibilities is to make strategical changes to ensure that DCS remains within the operating budget. The board has remained involved in the discussions regarding the direction of the agency.

North Country Open House

Last Saturday we gathered in Wildwood park in Vista. For the DCS meet and greet with Monique. We had a good time. There was a good turnout! Thanks to everyone who attended.

Closed Board meeting afterwards

Please stay for the closed board meeting after the general board meeting. We will need to discuss several items.

Executive Director's Report (May) – 6/27/22 (Ball)

COVID-19 Update: DCS continues to be open two days a week – Tuesdays and Thursdays – from 8:30 to 5:00pm and will continue to meet in-person with

clients/visitors by appointment only. DCS head quarters will open three days a week starting August 1st, Tuesdays, Wednesdays and Thursdays. CH and SOL are open daily Monday through Friday 8:30 am to 5:00pm. In light of the COVID pandemic cases recent increase, DCS continues to implement 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. Want to continue encouraging community members and staff to self- check and practice safety protocols not only in office but out in the community as well.

Community concerns:

I, Monique Ball, want to be consistent in acknowledging and inform everyone community members that I am aware and listening to your concerns being shared during the board meeting and to board members. In addition, I have personally met some of you at community events and you have shared your concerns.. I am making every effort to come out to various community events to meet you, however, I would like to see you come visit DCS. I want to remind you all to kindly be patient with us, board and myself, changes are effectively happening.

The previous board meeting we were asked about Town Hall, we are still discussing and working on this. DSAC committee is reviewing potential candidates for DSAC community. The community has asked that I join the next DSAC meeting, which is TBA.

Administration:

Cash Flow Update:

In the month of May, some of our employees are still on partial and full furloughs and some of our services continue to be impacted greatly. Currently, our county contract based invoices have been caught up to the month of February for BHS, SOL. CH, DSS and EDD contract based invoices have been caught up to the month of April and currently working on May invoices in the next few weeks. Our goal is to be on track with 1-2 month invoicing gap by July/August which is average for contract base invoicing.

We continue to re-evaluate and restructure positions within the contracts and general funding. When will staff return to full employment? That is a good question and again still being evaluated based on financial stability. However, starting July we will have 3 positions that still remain in furlough. DCS recently restructured and merged two departments LIT and Advocacy departments as part of the restructuring. This would allow us to bring the staff in full time and out of furlough. By doing this we will be able to have advocate staff at full hours to provide services to community members. You can find the community vlog update regarding the merge of two departments on our facebook, Instagram and DCS newsletter from June 2nd.

In further review of general funding/interpreter revenue, we are discussing the possibility to bring on board 1-2 staff interpreters to provide more interpreting services for clients (fill jobs), which in turn helps us to bring in more revenue to cover positions and interpreting needs of other programs.

Budget Projection 22-23

Leadership team has and is still evaluating the 22-23 Fiscal Year budget projections. We recently had a meeting with Finance Committee to review and discuss the budget. The Budget projection has not yet been approved as board will meet and review. Leadership is currently waiting on announcement from two grants on whether we will be awarded funding.

Staffing Update: There are several vacant positions and those are as follows: Behavioral Health Services (BHS) Program Manager, Behavioral Health Therapist, Director of Advocacy and Community Engagement, Community Engagement Coordinator, Staff Interpreter Hourly and Staff Interpreter Tri-Lingual hourly. We recently closed the following positions as we are reviewing final candidates selected for interview and references: SOL Peer Support Specialist, Benefits and Compliance Administrator, Community Advocate, and Lead Community Educator.

We have closed the Clinical Director position as part of restructuring for BH department this will allow us to restructure and shift roles within the department as well as review salary changes for BH positions. You may be wondering who is supervising the department for BHS/SOL/CH. Currently Deputy Director and myself along with the medical director/consultant oversee the BH department. Deputy Director and myself have been working closely with County in determining how to provide services and options available due to no applicants for positions. Again, if you know anyone qualified and interested in BH positions, please have them contact us.

Interpreter Director position has been removed and on hold as we further review and evaluate the interpreter department policies and procedures. In May, we had a good insightful open floor meeting with few of the interpreter community members. Feedback received will help us to improve policy and procedures. Evaluation and changes of other positions and departments is ongoing for the purpose of organizational restructuring and restoring financial stability.

Bringing to light again, one of the questions from community members: why non SD residents are being considered for jobs. All residents SD and non -SD are considered for positions, however, candidates are selected based on qualifications and experience closely compatible for jobs they applied for. If any of you have qualifications for the vacant positions, we encourage you to apply.

Annual Reports and Board Minutes: The Annual report for 19-20 Fiscal Year has been completed and is in the final stages of edits and review. DCS will be sharing the annual report in early August. We previously mentioned that it would be released June, due to recent restructuring and lay offs this month June, the annual report has been pushed back. Will begin working on 20-21 Fiscal Year annual report release date TBD. Board Minutes for 2021-2022 Fiscal Year have been added up to March on DCS website. It is currently being discussed about the live stream video of board meetings to be posted on the website and DCS youtube channel. However, live stream video of past board meetings can be found on FaceBook.

Organizational Healing Revised Report: DCS is in its final stage in completing its response to the Organizational Healing revised report that was released back in October 2021. The release date has been pushed to mid-July as we are in the process of collaborating with a LSM signer for the video. As previously mentioned, there will be regular updates provided regarding the internal process being made within the agency.

Departments:

Behavioral Health Department:

<i>Behavioral Health Services</i>	April.	May	YTD
Unduplicated clients (adult/child)	0	0	7
DSS cases	0	0	2
<i>Signs of Life (SOL)</i>			
Unduplicated clients	1	2	10
SOC vacancies	3	4	4
SOC2 (SOH) vacancies	3	5	5
<i>Clubhouse</i>			
Unduplicated clients	7	4	71
Client contacts	102	82	912

Update: Aside from day-to-day operations, the SOL program made approximately 15 contacts with other treatment centers, business development personnel, and innovative technology representatives (app-based ideas for recovering addicts and addiction treatment counselors) in the field of substance abuse treatment. Thank you SOL team.

In May, the Clubhouse team – Holly Sharer and Kimberly Dabu – completed their 6-month cultural competency training and they ended it with a capstone presentation. The presentation focused on the importance of full accessibility at the Clubhouse and provided a list of recommendations to enhance overall accessibility. Such examples include providing information in Spanish, braille, and making information deafblind-friendly, including individuals with autism. Also, the team shared that creating safe space is important such as placing emphasis on trauma-informed care and member-centric approach. Thank you, Holly and Kimberly, for your hard work and contributions to DCS Clubhouse!

Interpreting Services:

	April	May	YTD
Total # of Requests	607	662	5,578
Total # of Last Minute Requests	33	32	374
# of Last Minute Requests Filled	18	14	256
Total # of Community Requests	455	458	4,348
# of Community Requests Filled	397	385	3,912
Total # of Educational Requests	152	203	1,220
# of Educational Requests Filled	138	173	1,046
# of requests canceled (Billable)	22	23	263
# of requests canceled (non-billable)	19	16	716
# of Trilingual Interpreting Requests Filled	4	2	21
# of Requests for CART Services Filled	1	4	14
# of DeafBlind Interpreting Requests Filled	5	5	143
# of Deaf Interpreter Requests Filled	14	18	139
Total Requests of Pro Bono Services Provided	16	29	89

Update: The Interpreter Appreciation Day was recognized in May. DCS staff shared a short video recognizing interpreters' hard work and dedication to providing accessibility and full inclusion to deaf and hard of hearing consumers in San Diego. Thank you, again, interpreters!

Employment Services:

	April	May	YTD
Enrollment	3	3	65
Job Placements (Goal: 55 placements)	0	4	45

Adult Literacy Services:

	April	May	YTD
LEAD			
Duplicated trainees (combined)	3	3	48
Unduplicated trainees (combined)	0	0	6
HQ (unduplicated)	0	0	4
PVSA			
Duplicated participants (combined)	2	2	25
Unduplicated participants (combined)	0	0	3
HQ (unduplicated)	0	0	3

Youth and Family Services:

Deaf Mentorship Program	April	May	YTD
Unduplicated # of families	0	1	3
Deaf coaches (unduplicated)	1	1	2

# of families on the wait list	20	21	21
e5	n/a	n/a	n/a
Family ASL			
# of participants	32	14	46
# of families in attendance	15	9	24
BBBS			
# of matches	3	3	3
# of Bigs on the wait list	5	5	5
# of Littles on the wait list	15	15	15
Deaf Youth Literacy Camp (DYLC)			
# of campers	n/a	n/a	14

Update: During the DCS Openhouse on May 21st, YFS interacted with families and young adults and provided essential resources. It was wonderful meeting them and creating connections. Pertaining to the Deaf Mentorship program, more families and stakeholders are reaching out to YFS about deaf coach services. In addition, YFS is collaborating with a representative at Rady's Children Hospital in ensuring that they have the details about deaf coach services.

Client Support Services:

	April	May	YTD
Advocacy Services			
Unduplicated clients (combined)	10	5	85
Client Contacts (combined)	109	63	1,351
Information and Referrals			
Referrals (combined)	31	30	2,222

Media:

	April	May	Projected Goals for May	YTD
FB Likes	n/a	n/a	n/a	n/a
FB Followers	6,361	6,380	20	69,402
Twitter	4,428	4,443	15	48,268
Instagram	3,206	3,287	75	34,146
YouTube	763	767	10	8,091
Subscriber	n/a	n/a	n/a	n/a
DCS Website Users*	2,191	2,873	2,500	13,271 (Mar./Apr./May)

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

Events: Another SD Rebellion football game happened on May 7th and the team spirit by DCS was high. We had a total of 40 members from the deaf community including DCS staff and board members attend! The game went into overtime and it was a heated competition towards the end against Las Vegas Silverstars. The SD Rebellion team won

the game. Dre Hollingsworth appreciated and enjoyed the turn out of the SD deaf community coming to show support. Few of us gathered afterwards at a brewery in ocean beach for social time.

June 25th, we had open house event in Vista at Wildwood Park 1:00 to 4:00pm. Beautiful turn out of community members attended social and meet and greet. Afterwards, several of community members went to Belching Beaver Brewery to continue the social gathering. We had a wonderful time.

This concludes my report tonight. Thank you.

Financial Report (Jensen)

As I have mentioned in our last month's meeting the reasons that led the DCS to the furlough phase. Here are the reasons:

1) Invoice Status

As of May/June, DCS is on track with invoicing and now invoicing gaps are within 2-3 months. Our latest submitted invoices to contractors are:

County: March
Clubhouse: April
EDD: April
DSS: April

Reason for furlough

The reason why we had to put some of the positions on furlough was that we were depending heavily on the G&A and equity funds due to loss of revenue. Several positions had certain percentage 50% or less use of contract funding, while the remaining is used from G&A. The positions that are covered 100% by contracts such as SOL, Clubhouse, BHD, EDD, etc. are not being affected by the furlough. Furthermore, the positions that are covered 100% by the contracts do not affect our G&A cash flow.

Actions to end Furlough

Our main goal is to end the furlough phase. So, we are working closely with the leadership team weekly. We have discussed ensuring the invoices are caught up, restructuring DCS to fit the budget, and revising the overall budget to not depend mostly on general and admin funds (G&A). Right now, we have only four positions that remain in furlough. DCS recently downsized and merged two departments as part of the restructuring.

Budget Projection for FY 22/23

The budget was recently provided and reviewed, however, is not yet approved pending the leadership team's confirmation of covid-related overhead costs. Decisions regarding fundraising goals will be further reviewed and decided on soon.

This concludes my report.

Fundraising Committee Report (Preston)

Urban pizzeria fundraiser in El Cajon on July 11, 2022, from 11:30 am to 9:00 pm. The address is 110 N Magnolia Ave, El Cajon, CA. Be sure to bring the flyer or show a flyer on your phone when ordering. Show up whenever you can anytime between 11:30 am to 9 pm, not necessarily all day.

The Gala is almost 10 months away! Soon we're ramping up our energy for the Gala on May 6, 2023!

If you have any more questions or ideas, please email me at [lpreston@dcsosfd.org](mailto:preston@dcsosfd.org). I am always open to take in your suggestions.

Personnel Committee (Nat-Booter)

Personnel Committee goals:

- Support DCS with any grievances at Executive Director's level.
- Support the board in the goal of performing a 360-degree evaluation of the Executive Director from staff, community, major funders, and clients.
- Review of the new updated handbook, which is in the process.

What is ADP? ADP is a company that provides human resources, payroll, time, tax, and benefits administration. DCS uses ADP service for human resources administration, employee benefits, and payroll. The Benefits and Compliance administrator will be collaborating with the ADP representative for added support with new laws and policies. The board Personnel Committee provides support for the Benefits and Compliance administrator with added lenses for the agency for its policies, salary structure, and specific job descriptions. The personnel committee's main focus is to develop a survey for ED evaluation from DCS staff, clients, the community, major funders, and the board for the future. Its purpose is to support DCS with any grievances at the Executive Director's level.

Jesse Jones is a new Personnel Chair. Congratulations to Jesse! You will be seeing him giving reports starting next month.

Deaf Service Advisory Council (Weiner)

1. Secretary elected at the last meeting - Allison Weiner
2. DSAC Chair & Vice Chair positions had no candidates, so we will hold the elections for these positions at the next meeting.
 - a. If any interested people cannot make it to the meeting, they can submit a vlog.
3. Poll sent out for next DSAC meeting. It will be in person & community members will have the opportunity to meet with Monique. The date that works for most people is Thursday, August 25 from 6 to 8 PM.
 - a. Will reserve a room at DCS and start spreading the word
4. Thinking about Town Hall later this fall, will start making more concrete plans once the Chair and Vice Chair are elected.

Board Governance Committee (Ronco)

The Committee is still working on Grievance Whistle Blower Policy

To recap:

Our going forward strategy is to improve the current catch-all document; making it more concise by separating it into its three components.

Status:

We have baseline business references to compare and also want ADP's versions, in order to incorporate into a best practice for DCS

Background: Here are the three components:

1. Grievance Policy - Individual complain and resolution seeking over something believed to wrong or unfair treatment.
2. Whistle Blower Policy – Reporting & seeking resolution on suspected operational malpractice
3. Operational Suggestion – Provide a formal way capture improvement suggestions and/or concerns, and to communicate those operational improvements and/or concerns.

We will also review supporting documentation for communicating expectations & implementation.

Old Business

(none)

New Business

(none)

Announcements

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

Adjournment / Closed Session

Ellis adjourned the meeting at 7:12 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