

Meeting Minutes

REDWOOD COAST DEVELOPMENTAL SERVICES CORPORATION

Meeting of the Board of Directors – By Zoom Video/Teleconferencing

Wednesday, November 9, 2022 at 6:00 p.m.

#3 FY: 2022-2023

Directors Present: Beverly Fontaine, Bill Lacy, Diane Larson, Tamera Leighton, Will Lewis, Jorge Matias, Dave Matson, Cassandra May, Chris Nifong, Keith Peebles, Teresa Schnacker, Mike Sawyer

Directors Absent: Allison Hillix, Teresa Schnacker

Facilitators Present: Mark Konkler

RCRC Staff Present: Mary Block: Director of Client Services, Jillian Guevara: Behaviorist/Autism Clinical Specialist, Nichole Haydon: Director of Human Resources, Amy Medina: Director of Administration, Kim Orsi: Executive Assistant, Jonathan Padilla: Director of Community Services, Dr. Jacinthe Roy: Director of Clinical Services, Dr. Kimberly Smalley: Executive Director

Others Present: Joe Ayres: Parent/Community Member, Carman Baca: Parent/Community Member, Jaclyn Balanay: Primary Liaison, Department of Developmental Services Office of Community Operations Community Programs Specialist, Crisalyn Miranda: Assistant Clients' Rights Advocate/OCRA, Dolores Delgado: Spanish Translator, Julie Eby-McKenzie: Manager of the North Coast Office of the SCDD, Haley French: Director of Operation Multiplicity-Starfish Hero/ASP Designee as Vendor Representative, Fernando Gomez: Integrated Community Collaboration, Ms. Santa Cruz: Parent/Community Member, Ms. Zaid: Parent/Community Member

- 1. Call to Order/Roll Call/Introductions:** The regular meeting of the RCDSC Board of Directors was called to order by Board President M. Sawyer at 6:02 p.m. K. Orsi read the Electronic Recording Disclaimer and conducted rollcall and a quorum was present. M. Sawyer called for introductions.
- 2. Select Timekeeper/ Sharing the Vision:** T. Leighton volunteered as timekeeper and she shared paragraph four of the Vision Statement.
- 3. Approval of Agenda:** M. Sawyer called to approve the agenda and asked if there were changes and hearing none the agenda was approved as presented.
- 4. Approval of Meeting Minutes from September 14, 2022 Board Meeting:** M. Sawyer called for any changes or corrections to the meeting minutes and hearing none the meeting minutes were approved as presented.

5. Community Input: M. Sawyer called for community input:

- Mr. Ayres commented on the Vision and reminded attendees that COVID is not over and to continue taking precautions. Mr. Ayres also recommendation an NPR's short series about abuse of people with developmental disabilities. <https://www.npr.org/series/575502633/abused-and-betrayed>
- **SCDD:** Julie Eby-McKenzie reported that the next round of the National Core Indicators (NCI) process has begun for in person interviews (includes a Zoom option). Participants have been randomly selected by DDS and assigned to a cast of interviewers by the SCDD. A letter will be sent to selected participants that will include the name of the interviewer. Please encourage those selected to participate in this important survey should they contact RCRC.

J. Eby-McKenzie also shared that the Regional Advisory Committee (RAC) is interested in healthcare access for people with disabilities and Dr. Roy, RCRC Director of Clinical Services joined the last RAC. The next RAC meeting announcement will be included in the upcoming RCRC Newsletter or email J. Eby-McKenzie at Julie.eby-Mckenzie@scdd.ca.gov if you'd like to be added to the contact list.

6. Board Development Committee: M. Sawyer discussed Board membership structure and recent updates to the Board Bylaws last January (2022). Prior to these changes, the structure was ridged and made it almost impossible to execute. M. Sawyer explained the revisions were made to improve compliance with regulation including RCRC's annual Board Composition Survey that is required by DDS. The Board continues to work towards increasing diversity and specific skill sets while maintaining regulation requirements.

M. Sawyer reported that the board did have a membership deficiency and did not meet compliance due to the vacancy of the Vendor Representative. The Alliance of Service Providers (ASP) recently met and forwarded to this board their designated Vendor Representative, Haley French. Ms. French is the Director of Operations with Multiplicity/Starfish Hero and this agency provides services to the RCRC region. M. Sawyer called for a motion by the board to ratify and seat Ms. French as the Vendor Representative to the Board.

M/S/C: B. Fontaine (T. Leighton) motioned to ratify the Vendor Representative put forward by the ASP. A vote by rollcall was conducted and the motion carried. M. Sawyer conducted the Oath of Office with H. French and welcomed her as Vendor Representative to the Board.

There was a comment/question by a community member regarding the DDS Report for board composition to determine if membership compliance has been met. For information related to regulations related to Board composition, please visit DDS website: <https://www.dds.ca.gov/transparency/laws-regulations/lanterman-act-and-related-laws/> and specific sections 4622 and 4622.5 related to Board membership/Composition.

7. Executive Director's Report: M. Sawyer called on Dr. Smalley who provide a brief RCRC update and reported that all is going well at RCRC and shared that when the Board last met in September, RCRC had 22 position vacancies and as of today, RCRC has reduced the position vacancies to 12.

Dr. Smalley shared the following information via shared screen of each of the overviews and provided the following updates:

- **Overview of RCRC's Year End 2021 Performance Contract Outcomes:**
Per the Welfare & Institutions Code section 4629(f)(1)(2) each regional center's governing board must hold one or more public meetings regarding its prior year's performance contract objectives and Outcomes and must report to the Department recommendations and a plan to address areas where improvement is needed.

Dr. Smalley added that the data included in this report is provided by each regional center to DDS who uses the data to develop the Year End Reports and the 2021 Year End Report is a snapshot of data through December 2021. This Report was reviewed in its entirety and translated in Spanish.

Recommendations/Improvement for 2021 Year End Report: Meeting assessment timelines. RCRC is currently working with an out of area Psychologist who travels from Southern California to help meet assessment timelines as RCRC continues recruitment for a Psychologist.

Public comment and questions: J. Matias asked if the data collected for this report includes Humboldt, Del Norte and Mendocino Counties. Dr. Smalley replied that the data is for all four counties in RCRC's catchment including Lake County, as well. T. Leighton commented that the percentage points in the data are very small percentages. W. Lewis asked about overspending and what happens if this occurs? Dr. Smalley reported that RCRC will always provide services for clients through their Purchase of Services budget. However, with Operations spending (OPS Budget), RCRC can never exceed that budget.

- **Overview of RCRC's DRAFT 2023-2024 Performance Contract Measures:**
Dr. Smalley moved on to the review of RCRC draft Performance Contract Measures for 2023-2024 and reported that RCRC also held a public meeting by Zoom on Monday, October 24, 2022 to request the publics assistance in developing activities to address RCRC's Public Policy Outcomes for Year 2023-24. Dr. Smalley reviewed RCRC's Draft 2023-2024 Performance Contract Public Policy Performance Measures through the Compliance Measures.

Dr. Smalley called for public comment and requested action by the Board to approve RCRC's DRAFT 2023-2024 Performance Contract Measures for submission to DDS.

M/S/C: T. Leighton (W. Lewis) motioned to approve RCRC's DRAFT 2023-2024 Performance Contract Measures for submission to DDS. A roll call vote was conducted and the motion carried.

There was public comment related to if the data: Is it per calendar year or fiscal year. Dr. Smalley reported that the Performance Plan data has been on a calendar year and is moving to a fiscal year with the 2023-2024 Plan. There were no additional comments.

- **Overview of National Core Indicators (NCI) Family Reports for RCRC 2019-2020:** Dr. Smalley wrapped up the presentations with the NCI Adult Family Survey (AFS) and Family Guardian Survey (FGS) for RCRC for 2019-2020 and provided a summary regarding the Survey's before both were reviewed in their entirety as follows and translated in Spanish during the meeting.
- **Information about Services and Supports:**
 - AFS: 8 out of 10, FGS: 6 out of 10 families said they got enough information to help plan services.
 - AFS: 9 out of 10, FGS: 9 out of 10 families said the information they got about services was easy to understand.
- **Service Planning:**
 - AFS: 7 out of 10, FGS: 7 out of 10 families said the IPP included all the services and supports needed.
 - AFS: 7 out of 10, FGS: 7 out of 10 families said all of the services listed in the IPP were received.
- **Involvement in Service Planning:**
 - AFS: 7 out of 10 families said they or someone else in their family (other than individuals like you) helped make the IPP (FGS: Question was not included in survey).
 - AFS: 8 out of 10, FGS: 10 out of 10 families said individuals like you helped make the IPP.
 - AFS: 10 out of 10, FGS: 10 out of 10 families said the information from the regional center was offered in their preferred language.
- **Access to Healthcare Services:**
 - AFS: 9 out of 10, FGS: 9 out of 10 families said individuals like you could see health professionals when the needed to.
 - AFS: 8 out of 10, FGS: 8 out of 10 families said primary care doctors understood disability-related needs of individuals like you.
 - AFS: 8 out of 10, FGS: 8 out of 10 families said individuals like you could go the dentist when they needed to.

- AFS: 8 out of 10, FGS: 7 out of 10 families said dentists understood disability-related needs for individuals like you.
- AFS: 10 out of 10, FGS: 8 out of 10 families said they knew what medications were for if medication was taken.
- AFS: 5 out of 10, families who needed respite services were able to use them. (FGS: Question was not included in survey).
- **Access to Needed Services:**
 - AFS: 8 out of 10, FGS: 7 out of 10 families of individuals like you had the special equipment or accommodations they needed.
 - AFS: 7 out of 10, FGS: 7 out of 10 families got the supports and services they needed.
- **Satisfaction with Services and Supports:**
 - AFS: 8 out of 10, FGS: 8 out of 10 families said that overall, they were happy with services and supports.
 - AFS: 9 out of 10, FGS: 9 out of 10 families said services and supports have made a positive difference in the lives of individuals like you.
 - AFS: 8 out of 10, FGS: 9 out of 10 families said services and supports helped individuals like you live a good life.
 - AFS: 10 out of 10, FGS: 9 out of 10 families said there were support workers available who could speak their preferred language.
 - AFS: 9 out of 10, FGS: 10 out of 10 families said their service coordinator spoke their preferred language.
 - AFS: 10 out of 10, FGS: 9 out of 10 families said their service coordinator supported them in a way that was respectful to their culture.
- **Crisis and Emergency Services:**
 - AFS: 5 out of 10, FGS: 5 out of 10 families said they talked about how to handle emergencies at the last IPP meeting.
 - AFS: 8 out of 10, FGS: 6 out of 10 families said they felt prepared to handle the needs of individuals like you in an emergency.
 - AFS: 5 out of 10 families who asked for crisis or emergency services in the past year got services when needed. (FGS: Question was not included in survey)
- **Complaint Filing:**
 - AFS: 7 out of 10, FGS: 6 out of 10 families said they knew how to file a complaint or grievance about provider agencies or staff.
 - AFS: 8 out of 10, FGS: 7 out of 10 families said they knew how to report abuse or neglect.
- **Going Out:**
 - AFS: 8 out of 10, FGS: 8 out of 10 families said that individuals like you took part in activities in the community.
- **Service Coordinators and Support Workers**
 - AFS: 9 out of 10, FGS: 8 out of 10 families said they were able to contact their service coordinators when they wanted.

- AFS: 9 out of 10, FGS: 7 out of 10 families said the service coordinator respected their family's choices and opinions.
- AFS: 9 out of 10, FGS: 8 out of 10 families said they were able to contact support workers when they wanted.
- AFS: 8 out of 10, FGS: 7 out of 10 families said support workers came and went when they were supposed to.
- AFS: 10 out of 10, FGS: 9 out of 10 families said support workers spoke to them in a way they understood.
- AFS: 8 out of 10, FGS: 7 out of 10 families said support workers had the right information and skills to meet their family's needs:
- AFS: 7 out of 10, FGS: 7 out of 10 families said providers worked together to provide support.
- AFS: 9 out of 10, FGS: 9 out of 10 families said services were delivered in a way that was respectful of the family's culture.

Dr. Smalley commented that there are notable areas where improvements are needed that includes: Providing enough information to help plan services, providing respite services and improve resource development, discussions on how to handle emergencies during IPP meetings and continue outreach to individuals and families in underserved communities. Although most individuals participated in community activities, some still found challenges to community involvement that include: Stigma, lack of transportation, cost and lack of support staff. RCRC is hopeful that lack of support staff will improve with the end of COVID.

Additional call for community comments/input: There was a question about the length of time between when the data was collected (calendar year or fiscal year) and when it is reported. J. Eby-McKenzie reported that the NCI data is collected from July through June (fiscal year). Once the data is collected it is sent to the larger national project which returns the data back to the State and UC Davis interprets the data and produces the reports which are then sent to DDS. This process generally takes three years to complete.

F. Gomez who is with Integrated Community Collaborative (ICC) shared that ICC is a statewide organization composed of self-advocates and family members who have united to help the regional center (RC) system help us. ICC appreciates the hard work of the SCDD with the NCI surveys which does provide a great snapshot in time but it doesn't necessarily represent what families may be experiencing. ICC is encouraging groups to participate in these important surveys to truly represent the full community.

F. Gomez also commented on the Purchase of Services expenditures in comparing white, non-Hispanic to Hispanic/Latino and "other" as we do see the disparity and we continue working with families to review and determine what we can all do to reduce the disparities.

Community members commented that it's been difficult for Hispanic families to communicate and understand what services are available and they are trying to be better connected and learn. Dr. Smalley invited families to contact the Diversity Outreach Specialists as RCRC also wants to resolve any barriers that families are experiencing. Dr. Smalley invited the families to attend monthly listening sessions that are held on the first Thursday of each month from 5:30 to 6:30 p.m. by Zoom.

8. Director of Administration's Report: M. Sawyer called on A. Medina who provided the following report:

- **D1 Allocation:** RCRC has received this allocation (spending authority) which is RCRC's spending amount for Purchase of Services and Operations budgets.
- **One-time Lump Sum Salary Payment:** This proposal was taken to the Executive Committee on July 29, 2022. RCRC is developing a new Policy to give back to RCRC staff through prior year funds if funding allows as staff do not receive cost of living increases. This funding is from RCRC's Operations budget and does not impact Purchase of Services funding. If anyone has any questions, please email A. Medina at amedina@redwoodcoastrc.org

9. Standing Committee Reports: M. Sawyer called on committee chairs for their reports:

- **Executive Committee Report:** M. Sawyer provided the following meeting summaries:
 - October 26, 2022: This committee met to discuss the Alliance of Service Providers designee as the Vendor Representative to the Board of Directors with a recommendation for action to the full board to ratify and seat the designee. In addition, this committee began discussions in preparation for the annual performance review for RCRC Executive Director, Dr. Smalley.
 - July 29, 2022: This committee met with A. Medina and Dr. Smalley to discuss the One-Time Lump Sum Salary Payment to RCRC staff and made a recommendation for action to bring to the full board for a motion to approve and M. Sawyer called for a motion to approve:

M/S/C: W. Lewis (B. Fontaine) motioned to approve the One-Time Lump Sum Salary Payment to RCRC staff. A vote by rollcall was conducted and the motion carried.

There was a comment from a community member regarding the approval and asked if it was a raise for RCRC staff. Dr. Smalley clarified this is not a raise and is a one-time lump sum salary payment to staff.

- **Client Advisory Committee:** M. Sawyer called on W. Lewis who provided the

following updates:

- The committee has moved its monthly meeting from Thursday to Wednesday in hopes it would allow more flexibility for members to attend.
- Visiting Programs and sharing information about the CAC: Now that COVID is winding down, W. Lewis is hoping to visit local programs to talk with clients about the CAC. This committee is a group for self-advocates who meet monthly with RCRC directors to make recommendations and lead real change for individuals served.

10. New Business:

- a. Proposed Board Meeting and Training Schedule and Training Topics for 2023. M. Sawyer called for a recommendation for action to approve the 2023 Board Meeting and Training Schedule.

M/S/C: T. Leighton (B. Fontaine) motioned to approve the 2023 Board Meeting Schedule and the proposed training schedule and training topics. A rollcall vote was conducted and the motion carried. There were no public comments.

11. ARCA Reports: M. Sawyer provided the following update:

- a. **Board Delegate Report:** Both M. Sawyer and Dr. Smalley attended the October ARCA meeting that focused on Strategic Planning with four priorities that will be worked out over the next few months to measure initiatives and flush out plans. Two messages from this meeting included, 1: the Lanterman Act and how it was written and designed to set up a separate budget/process regarding services for individuals with developmental disabilities and it is essential for the regional center service system and, 2: that we must have a clear and concise message for everyone including the general public and the legislators that regional centers are efficient and why it is in the best interest of individuals served to maintain this network and service system.

12. County Liaison and Connection Reports: M. Sawyer called for updates

- ❖ **Mendocino County:** There were no updates reported
- ❖ **Lake County:** RCRC's Clearlake office at 14888 Olympic Drive is now open.
- ❖ **Arts Arcata:** B. Lacy shared that he is having an art show at the Sanctuary in Arcata from 6 to 9 p.m. on Friday, November 11th.

13. Community Input: M. Sawyer called for community input.

- Community Member commented that they understood that each regional center is given the same amount of money to provide services and funding is being returned if it is not being used. Dr. Smalley and A. Medina responded that each regional center receives funding based on the number of clients that they serve and all receive different amounts of funding. Each regional center has two budget pools: Operations which is for running the business and paying salaries/benefits to staff. The other is Purchase of Services which is funding to purchase services for the clients. RCRC has never returned funding. All financial

documentation is posted on RCRC's website and anyone can contact A. Medina with any questions about RCRC's budget.

- Board member T. Leighton reminded community members that Community Input is for providing updates and comments and is not intended for questions/answers as those should be directed to RCRC.

RCRC Contacts:

Dr. Smalley email ksmalley@redwoodcoastrc.org or by telephone: 707-445-0893, x315. Families are also invited to attend monthly listening sessions the first Thursday of each month. Visit RCRC's website Calendar for additional information including Zoom links: www.redwoodcoastrc.org

Amy Medina email amedina@redwoodcoastrc.org or by telephone 707-462-3832, x232 for questions related to budget funding.

Diversity Outreach Specialists: for Humboldt/Del Norte: Mariana Molina-Nava email MMolinaNava@redwoodcoastrc.org or by telephone 707-445-0839, x379 and for Lake/Mendocino: Alma Ingram email: aingram@redwoodcoastrc.org or by telephone 707-462-3832, x284

- Community member commented that the Hispanic community is trying to figure out what services are available for their children. J. Matias who is a board members shared that he has a son with autism and understands the frustrations and that he is available to help as well.
- F. Gomez commented on the assistance that these families are hoping for and thanked Dr. Smalley for answering questions as it does help provide clarity and transparency as well as navigating the regional center service system.
- M. Sawyer commented that RCRC's Deaf/Hard of Hearing Specialist, Heather Jenkins provided an excellent training for his organization regarding Deaf/Hard of Hearing communication.

14. Close the Meeting: M. Sawyer adjourned the meeting at 8:17 p.m. There will not be a board meeting in December and the next board meeting will be held on Wednesday, January 11, 2023, at 6:00 p.m. by Zoom.

Cassandra May

Cassandra May, Secretary
RCDSC Board of Directors'

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