

**GOLDEN GATE REGIONAL CENTER BOARD of DIRECTORS
MEETING**

Tuesday, January 21, 2025, 5:30 PM

Via Zoom Video Conference

and

In-Person at GGRC,1355 Market Street, #220, San Francisco, CA 94103*

5:30pm I. **CALL TO ORDER / INTRODUCTIONS** (Jacy Cohen)

5:35pm II. **CONSENT AGENDA ITEMS** (Jacy Cohen)

ACTION A. Agenda

ACTION B. Record of November 19, 2024, Meeting

5:40pm III. **PUBLIC COMMENT/ANNOUNCEMENTS** (Jacy Cohen)

5:45pm IV. **COMMITTEE REPORTS**

A. Finance Committee (Michael Bernick)

1. Monthly Financial Statement

6:00pm V. **STATE COUNCIL ON DEVELOPMENTAL DISABILITIES**

A. Update on SCDD Activities (Sheraden Nicholau)

6:10pm VI. **COMMITTEE REPORTS** (Continued)

A. Services Committee (David DeLira)

B. Board Operations Updates (Lynn Pulliam)

1. Board Presentations in 2025

2. Board Recruitment

C. Service Provider Advisory Committee Updates (Kate O'Connor)

D. Legislative Committee/ARCA Update (Edith Arias)

1. Master Plan on Developmental Services

2. Governor's Proposed FY 25-26 Budget

E. Executive Committee Updates (Jacy Cohen)

1. Board Education: "The Challenges and Opportunities Facing GGRC"
(GGRC's Senior Directors' Panel)

6:40 pm VII. **DIRECTOR'S REPORT** (Eric Zigman)

A. Service Provider Rate Increases

B. New Statewide IPP Template

7:00 pm VIII. **EXECUTIVE SESSION** (Executive Director Performance Evaluation)

* You must RSVP to attend in person or to receive the Zoom meeting information. To RSVP or if you have any questions, please email Aria Alokozai at aalokozai@ggrc.org



Golden Gate Regional Center

Supporting Lives of Liberty and Opportunity

RECORD of January 21st, 2025, 5:30 PM

PRESIDING: Jacy Cohen

DIRECTORS PRESENT: David DeLira
Marta Guzman
Kate O'Connor
Shirley Poitier
JJ Khin
Lynn Pulliam
Michael Bernick
Sharon Jones
Edith Arias
Brindicy Alcaraz

DIRECTORS ABSENT: Tracy Bullock

STAFF: Amanda Pyle
Israel Pichardo
Lisa Rosene
Brenda Gonzales
Aria Alokozai
Ihsan Shagiwal
Wyman Toy
Lop Hou

GUESTS: Sheraden Nicholau
Jennifer Mantle
Genavive Esse
Chris Aguire
Gita Gupta
Oscar Arteta
Lilian Ansari
Jenica Hadley
Randi Andrus
Tamara Ranney

CALL TO ORDER (Jacy Cohen)

Ms. Cohen called the meeting to order at 5:35 p.m. Welcoming remarks and introductions followed.

CONSENT AGENDA ITEMS (Jacy Cohen)

ACTION A. Agenda

The agenda for today's meeting was approved.

M/S/C (Lynn Pulliam motioned / Kate O'Connor seconded)

ACTION B. Record of Nov 19^h, 2024, Meeting

No comments or corrections

M/S/C (David DeLira motioned/ Edith Arias seconded)

PUBLIC COMMENT / ANNOUNCEMENT

Eric shared the history of Alice Gibeau award and added that every year GGRC, as an organization, honors a staff member, who embodies Alice's spirit of advocating those we serve. This year we are honoring Isarel Picardo, our Education and Orientation Supervisor, who also supported GGRC's Partners in Policymaking group in LA. Eric and the Board members congratulated Israel for his dedication.

Jacy shared that we are planning to have a Mini Board Retreat (half day) on a Saturday in March to discuss the process of Strategic Planning, and the result of 2022-2025 Strategic Plan as well some other topics that the time does not allow us to cover during the regular Board meeting.

Jacy, Eric and Aria will work together on scheduling and logistics of this Retreat. More information to come.

Jacy reminded the Board that we have an Executive Session after this Board meeting and will be discussing the Executive Director's performance evaluation.

COMMITTEE REPORTS

Finance Committee (Lop Hou for Michael Bernick)

Monthly Financial Statement: [Financial Status as of November 30, 2024]

Lop reported GGRC's monthly financial statements as follows:

Operations

After five months of operations, year to date expenditures are under budget by 5.2%. All operations funds are expected to be fully expensed for the fiscal year over the normal course of operations.

Purchase of Services (POS) Excluding CRDP

After five months of operations, year to date POS expenditures are under budget by 5.3%. The estimated surplus is projected to be approximately \$20 million for this fiscal year.

Community Resource Development Plan (CRDP) Funding

Placement funds and Start-Up funds have been allocated but have yet to be expensed.

Jacy shared that Marta Guman is the newest member of the Finance Committee. Marta comes with fiscal expertise and experience in taxation and finance. Jacy welcomed Marta to the committee.

State Council on Developmental Disabilities Update on SCDD Activities (Sheraden Nicholau)

Bay Area People First will have their annual meeting PART 2 with a presentation on 'Transforming Individual Advocacy to Systems Advocacy'. All are welcome to join this meeting.

When: Friday, January 31st, 2025, 2-3:30 PM

Location – on zoom:

And a reminder, to check out the State Council’s Year-round Sponsorship Opportunity: we support events that promote self-advocacy, leadership and education for the I/DD community.

You need to submit a request at least 90 days before your event. \$2500 limit per sponsorship. Read more about the request process:

<https://scdd.ca.gov/sponsorships/>

Self-Determination Statewide Orientations (this month offered in English, Armenian, and Spanish): <https://scdd.ca.gov/sdp-orientation/>

SCDD Council, RAC, and Committee Meetings: <https://scdd.ca.gov/scddcalendar/>

- Legislative & Public Policy Committee (LPPC) January 28th
- Next Bay Area RAC meeting will be 2/26, from 530p – 8p – over zoom and in-person at San Mateo City Hall. Flyer with links coming out soon and will also be posted on our webpage

A reminder, we can offer PPE for orgs and community groups. Email to make a request: Sheraden.nicholau@scdd.ca.gov.

The House Budget Committee through the federal government has distributed a list of proposed spending cuts and tax proposals to be considered in the upcoming budget reconciliation legislation. This is coming up in the next few weeks. This list is a big concern to many of us considering whether it includes proposed cuts to Medicaid funding to states. This a good time for community leaders and advocates to talk to families, friends and people in their network (particularly that are in congressional districts that republican elected leaders) and to talk about what Medicaid means to them and their communities. Training and presentation are coming up across the state to educate people in a neutral way on how to tell their stories and how to talk to the elected officials about the federal spending.

Jacy thanked Sheraden for her support, guidance and resources on resuming GGRC People’s Caucus Committee Meetings.

Services Committee (David DeLira)

David DeLira briefly talked about the Care program for our Cantonese speaking people funded by the DDS (pending).

GGRC Website Update:

Amanda Pyle shared that we have been working with Heart Spark on recreating our website. We have done a number of focus groups in the community and with GGRC stakeholders. We gathered recommendations on the new GGRC logo, its color schemes, and design. We collected over a thousand votes from our stakeholders and community partners on the final GGRC logo and have chosen the design below as our new logo.



Eric shared that of the 1270 votes cast almost 400 were directly from people served by GGRC! Eric expressed his appreciation and gratification for the amount of community involvement we received in choosing our new logo.

Amanda shared that we are working towards hiring people who use GGRC services to do end user testing as well as working with agencies who have expertise in running accessible end user testing. We will be recruiting participants for a Community Advisory Board to provide feedback on the website. Stipends will be given to the participants.

The Board will also provide feedback on how the website looks on computers, phones and other devices.

IPP Process

David shared that the new statewide IPP is still pending. Lisa shared that we would let everyone know once we have more information on the next steps. The new [IPP template can be found here.](#)

Committee Charter

The committee did an overview of the Committee Charter. They will be working on rolling the charter for Board approval at a future meeting.

Future Planning

Jacy shared that we have spent nearly two years on Future Planning project and currently we are working with Amanda's group and DDS to set up the Future Planning curriculum and the classes for Chinese speaking families and people served. These classes are already available in Spanish and English. Jacy highlighted that the Monday Morning memo from the ARC of California has always information about these classes and other valuable information.

Q and A followed.

Board Operations (Lynn Pulliam)

Lynn Pulliam reported that the committee is planning to meet and discuss the Board presentations, its topics and committee charters.

Board recruitment

We have a number of candidates, we are doing our due diligence and consider several factors in recruiting new Board members, including expertise, ethnicity and geographic location. The committee will meet and discuss the current candidates.

Eric shared that we are planning to have a panel on employment next month as a Board presentation topic. Eric underscored that we are discussing different approaches to deliver Board education topics that are too large to cover in Board meetings due to time constraints.

Eric spoke about re-election of Board members in June based on our new bylaws, especially the requirement for a one-year term. Eric shared that Edith, who is also GGRC ARCA Board delegate will be terming off from the Board after completing the statutory maximum of seven years on the Board. The Board is looking for a new ARCA delegate from the Board members in June. Eric encouraged Board members to consider attending the March and June ARCA meetings (hybrid) and consider becoming an ARCA delegate. He assured the Board members that they will be supported if they are interested in becoming an ARCA representative.

Edith highlighted that it's very helpful to accompany her to the March and/or June ARCA meeting getting to know other ARCA Board delegates and the topics discussed. Aria will send information about the ARCA meetings to the Board.

Q and A followed.

Service Provider Advisory Committee (Kate O'Connor)

Kate reported that the Service provider committee is currently focusing on some of the greater changes from DDS, such as the Service Provider Directory. DDS requires all service providers to join a central hub, in order to create a centralized portal to facilitate service provider search. Some service providers are struggling to enter their information into the system and DDS is working to improve this situation.

There have been a lot of changes in terms of Rate Reform. It has been a heavy lift for regional centers and the providers in working through what and how the rate reform impacts them. Kate gave a shout out to Amanda Pyle, Director of Community Services and Sean Galvin, Community Services Manager, for covering and managing the ever-changing topics in Rate Reform.

GGRC is offering an opportunity to [join the HCBS Community of Practices](#), which is a great way in terms of promoting person-centered thinking and getting people into practicing the person-centered program. Information can be found [HERE](#).

Shared housing opportunities, DSP workforce survey, new Statewide IPP, Grassroots Day, Legislative Breakfast ideas and the budget were also discussed.

Q and A followed.

Legislative Committee/ARCA Report (Edith Arias)

Edith Arias shared that the Legislative Committee did not meet this month but will be meeting next month. We have rescheduled our reoccurring meeting on the 1st Tuesday of each month at 3pm.

Edith shared that she attended the ARCA meeting as the ARCA delegate this month which also included the ARCA Capitol Briefing Day. She added that the ARCA Delegates will be organizing an Ad hoc committee to discuss and develop Board members' competency and

onboarding process for all regional centers board as an informational document.

Master Plan Update

Edith shared information about the next Master Plan Committee meeting which will be on Wednesday, February 12th between 10am -3:30pm at the Ed Roberts Campus in Berkely. Edith encouraged the Board member to consider attending this meeting. Public comments will be taken. The meeting after will be on March 19th in Sacramento. Edith shared that all information will be available on [the Master Plan website HERE](#).

Grassroots Day is on March 4th and ARCA will organize training and dinner the day before. Participants will talk about their priorities, share their stories with the legislators and advocate for the regional centers. Eric added that this year, Sarah Verity is coordinating for Grassroots Day and will support those who will attend from the community, GGRC Board and staff.

Eric shared that ARCA has developed a concept for a bill with regards to Direct Service Professionals and Workforce Development and is working with legislators to find an author. It will direct a workforce development Board to make a collaborative effort in coming up with the public policy changes that could encourage people to join our field. More information will be shared once we have an author.

Governor's Proposed FY 25-26 Budget

Eric briefly spoke about the Governor's initial proposed budget for the next fiscal year. This budget may significantly be revised and changed based on federal actions. The regional center individuals are predicted to increase by 40,000 people in FY 25-26. While the increase in eligibility is great, it nonetheless poses challenges in terms of regional centers' capacity, staffing and service provider capacity as well. The budget has increased from \$16 billion to \$19 billion for the upcoming fiscal year. Eric spoke about the general budget which does not entail significant cuts or increases. The Governor committed an additional \$2.5 billion to the LA fires. Results may reflect on the budget. Eric highlighted that currently there are no major threats to our system, however we must remain vigilant of any significant changes to our budget that might affect our system, especially given the new federal administration.

Eric added that Assembly Bill 1147 passed last year which subjects regional centers to the Public Records Act beginning in January 2026.

Executive Committee Updates (Edith Arias for Jacy Cohen)

Jacy shared that the Executive committee meets monthly and is comprised of the officers of the corporation and the Board's Delegate to ARCA (the Association of Regional Center Agencies). Eric and Aria provide staffing to the Executive Committee.

Setting the agenda for the full Board meeting is just one of a number of our key duties of the

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Executive Committee including identifying the most pressing issues and bringing them forward.

The full duties of the Executive Committee can be found in our bylaws. At our January Executive Committee meeting we further discussed reviewing and revising the other five Board committees' descriptions to be described as the current committee's purpose, roles and responsibilities. Each committee chair is working with their committee members to draft a "committee charter" which they will bring to the full board meeting in March for discussion and ask for approval.

Another discussion was the restart of the People's Caucus Committee meetings which is a forum for discussion of issues that are coming before the Board. The people's Caucus Committee is specifically intended to offer regional center participants, especially those who serve on the Board, fundamental understanding of the values, ideas and actions related to the business of the agency.

The Executive Committee is charged with oversight of the People's Caucus committee. Jacy will be providing updates on the progress of the People's Caucus Committee restart

Board Presentation: The Challenges and Opportunities Facing GGRC (GGRC Senior Director Panel)

Lisa Rosene, Director of Regional Center Services, shared information about her department which includes all Social Work activities in all three counties and the Self Determination Program team, Education and Orientation team, a new group that we receive funding with caseloads of 1:40. The Education and Orientation department has a curriculum and provides information on GGRC services and processes and how to access the system. After attending this intensive course, the participants then receive their initial IPP. Lisa shared that this model has been very successful in helping people understand the system. One of the systemic challenges in this area is equity and how to get everybody an equal footing. Lisa feels very strongly that this educational model will help with that challenge. Lisa envisions a time when all newly eligible people go through this educational process as their first step in our regional center system. This change would benefit everyone.

The other challenge is our Self Determination Program (SDP). We are in the year four of our post pilot SDP and we see great progress in this program and are currently serving 270 people. We will be expanding staff in social work and adding a participant choice specialist with fiscal responsibility.

Lop Hou, Chief Finance Officer, shared information about his department and units. He oversees all of fiscal, facilities and IT. Lop shared that we moved to a new location in San Mateo and planning to expand our office in Marin.

Staffing is a challenge for Lop's department. SDP will be growing, and we are facing staffing issues in order to support the increasing number of people in payroll and to support staff to work remotely.

Amanda Pyle, Director of Community Services, shared that the Community Services Department

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has grown over the past eight years and supported people who were moving out of the institutional settings. Amanda briefly shared information about the Community Services Department and Units within her department. One of the challenges is that many of the staff in the Community Services Units are the only staff in the area of their work and so this puts a lot of responsibility on that person to be the only subject expert in a team. Amanda briefly spoke about all the activities that the community services do.

One of the opportunities for the Community Services Unit is that there are so many teams that are dedicated to work. They are able to develop collaborative relationships and see from a service provider (as well as a staff) perspective. Our team is very creative and there are opportunities to partner with other departments with regards to innovative services, but a major challenge is the people power. A lot of directives come from the DDS that require significant amounts of administrative work and staff with expertise. We have a team who are dedicated to learning but so many positions are very complex and need staff who have transferable skills and critical thinking. These requirements make our candidate pool very small, which eventually affects our ability to be more responsive in timely manner.

Brenda Gonzalez, Director of Intake, Early Start and Clinical Department, shared about her team in each of these units within her department. There has been tremendous growth and changes in this department and so one of the challenges is to keep up with those changes. In a very short amount of time, we have had the most hiring (and we are still hiring staff, contractors and specialists) and making efforts to getting people in positions as well as streamlining processes. Last year, our challenge was hiring people and filling our vacant positions. This year, our challenge is to train those new staff. In addition to increases in the number of Early Start participants, another challenge is that the cases are more complex. Identifying the needs of the families in their complex cases takes a lot of additional time and attention.

Ihsan Shagiwal, Director of Human Resources and Organizational Services, shared information about his Unit and briefly spoke about their activities including recruitment, onboarding, employe relations, training, workforce development and emergency preparedness and so forth. While workforce development is an opportunity for us, it also is a challenge due to the amount of time and coordination needed in this area.

One of the major challenges is recruitment within one of the most expensive areas, which makes it arduous for us to find talent with the budget we have for our positions. We have to be very creative in terms of utilizing different solutions in finding talented staff as well as retaining them. In 2022 our turnover rate was 22%, and in 2023 that decreased to 11% and in 2024 it further decreased to 9%.

In the past two years we have had remarkable growth and are in a very good position in terms of our hirings, but that also poses another challenge of providing training and helping newly hired staff know and adopt our work culture. One of the opportunities is using technology to help in outsourcing and finding talent.

Jacy Cohen appreciated and thanked the Senior Director's team and Eric for their remarkable leadership and efforts.

The Board Meeting adjourned at 7:28 pm.

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Respectfully submitted,
Aria Alokzai
