



DHHSC BOARD MEETING MINUTES **November 9, 2010**

- I. Call to Order – **6:32 pm** Rosemary W. Diaz, president, presiding
Board Members Present: Rosemary W. Diaz, President (RWD), Ronald Reagan, Vice-President (RR), Sue Stone, Secretary (SS), John Eberwein (JE)
Board Members Absent: Tami Garcia (TG) excused, Jonathan Silva, Treasurer (JS),
DHHSC Staff Members Present: Michelle Bronson (MB), Executive Director
Visitors: Jennifer Roberts, Martha Coletti, Angelica Medina-Boersma, James McGuire, Shane Frazal, George Wilcox
Interpreters: Pam Warkentin, Nikki Wolfe
- II. Public Comments (3 minutes per visitor) –
- A. Angelica expressed concern that there is not good communication between the community members living and working in Madera and the DHHSC office in Merced. She would like the Madera service area to be connected with the Fresno office instead. She also expressed concern that David Denton in human resources seems removed from the D&HoH community, in part because he is hearing and does not know ASL. She wishes he would learn ASL. [RWD noted that Madera is deemed to be part of the Merced area, but those lines can be crossed if there is need and/or special skills].
 - B. James McGuire also expressed concern that the human resources person does not have ASL skills. He requests make-up of staff and board re number of Deaf, HoH and hearing individuals. [That information was supplied to him by RWD. The Board is comprised of 4 Deaf persons, one HoH and one hearing, who is a CODA and an interpreter. DHHSC staff includes 16 Deaf/HoH and 14 hearing].
 - C. Shane expressed concern for the lack of leadership and support for the Deaf community on the part of DHHSC. He observed that there is not a lot of intense involvement on the part of the Deaf community with DHHSC.
 - D. Martha Colletti noted a concern in getting a medical interpreter for a last-minute appointment with her husband's doctor, specifically for situations when an appointment occurs in the morning and the patient is asked to return the same afternoon for follow-up.
- III. Approval of Agenda Items – approved by consent
- IV. Approval of **August, September** Board Minutes with 2 changes in formatting
- V. President's Report – RWD
- A. RWD received an award from the Disability Advisory Commission/City of Fresno; presented by the Mayor @ last week's Fresno City Council meeting. RWD feels this is a huge honor and an opportunity to showcase the Deaf community and what we have to offer. The award that she received will be displayed at DHHSC because as a community; this is not the success of one; this is the success of us all! Hands waving in the air for the Deaf Community

of Fresno!

- B.** RWD volunteered this past two months with breast cancer program, deaf-blind, and will do a PEP workshop tomorrow on skin/hand care. It is important that we as board members volunteer the skills we have to our community as a way to give back. [Angelica offered a concern about communicating the availability of these programs].
- C.** Central Coast Town Hall Meeting - Board sent a letter which was read by Wayne Johnson to the town hall participants last Wednesday night because a Board member was not available to go. It is important that we offer support to the outlying offices.
- D.** We would like for us to have a booth at the Fresno Fair for DHHSC next year on special interest day. There was one this year for the Fresno County ADA advisory committee. Great way to re-connect with Deaf individuals who may not have frequent contact to DHHSC
- E.** RWD would like to see a grant for "friendly visitors" to give respite to caregivers of seniors, SSPs for Deaf/blind, HoH personal support, and language model in home, etc. Not case management but actual in-home service providers. Pay by hour and mileage. DHHSC will provide training under agreement for service support, with a visitor.
- F.** RWD encourages DHHSC to apply for funding with Mary Kay Ash Charitable Foundation for DV/SV funds.
- G.** RWD has enjoyed attending two PEP workshops so far and plans to go to more. She is really happy with the PEP program and seeing benefits. Made possible by the Booster Club funds and Board support - perhaps add to fliers. If the money is not used to pay presenters, then please use it to pay for snacks.
- H.** Board members, we are all part of the board and need to do our part to commit to the success of DHHSC on a daily basis, not just once a month. I look forward to your reports to share what you have been doing for DHHSC and what you plan to do in the future. We represent DHHSC 24/7 and that is an honor and a privilege for us, not to be taken lightly, but seriously with loyalty, trust, commitment, and hard work. If that is not what you want, then please consider resigning from the board.

VI. Vice-President's Report – RR

VII. Secretary's Report – SS

VIII. Treasurer's Report – MB for JS

November: Checking/savings balance: \$412,527; Accounts receivable: \$326,370; Accounts payable: \$2,440; mortgage payable: \$190,905; Board private fund balance: \$2,048; profit & loss overall: \$44,700. MB noted that savings in September decreased while waiting for the budget to pass. The grant was received in October so the money in savings was replenished. Grant awarded 10/11 \$650,564; grant spent as of 10/31/10 \$220,548; unspent grant balance \$430,015.

IX. Executive Director's Report – Michelle Bronson

A. MB initially responded to the visitors' questions from earlier. She values their concerns and notes that most would best be addressed one-on-one; her door is always open. It is difficult from the outside to see what is done on the inside. The intention is always to benefit the Deaf community. She outlined some programs DHHSC provides. [James asked if the person teaching the ASL classes at DHHSC is qualified.] She confirmed that DHHSC offers a community-based class focused on families and on teaching day-to-day conversational skills. The person doing the job is qualified for what

DHHSC is aiming to provide. DHHSC wants to improve. She discussed the job application process—job experience must match qualifications, or no interview. [James said there was a conflict re job available or not]. 51% of Board is required to be D/HH.

B. DHHSC had 43 team members in Susan G. Komen Race for the Cure. One woman was interviewed with a TV station re her experience with breast cancer. We raised over \$700.

C. Staff changes: employment specialist Harvey Bradley. Stephanie Flerchinger, breast cancer specialist had to resign because she moved out of state. We hired Lisa Huffman to be breast cancer educator for the grant. She has volunteered for the CARE program numerous times, and because of the grant's late start, we want to ensure continuity of the grant. Lisa is also experienced with Mexican Sign Language (MSL), so she would be a great asset to the program by providing services to a currently un-served subpopulation of the Deaf Community.

D. CLAST position hired Lisa Painter--starts Nov 1. Overseeing new program aligned with DOR grant for one year. Vision is to continue and become a fee-for-service program.

E. Submitted to DSS the quarterly report. We are well on track.

F. Fresno County Assessment Team evaluated different polling places and flu clinics for accessibility, and DHHSC was invited to participate to provide feedback on accessibility for the Deaf and Hard of Hearing. An example of this is instead of speaking one's address at the polling place, being allowed to point to it.

G. At the Western Regions Disability Conference DHHSC presented re employment.

H. David and Jerred applied for and received a grant that reduces our internet costs to non-profit rates, which enables DHHSC to save money and use saved money to purchase new computers

I. Weekly DMV classes are popular.

X. Operations Director's Report – Jesse Lewis

A. Sorry that I'm unable to join everyone tonight for the Board meeting, and I hope everyone is well.

B. First item I want to share is that community members in several offices expressed disappointment over the lack of access for hard of hearing non-signers, especially for our Deaf Awareness Week events. An example was a panel event in which everyone signed, and the hard of hearing attendees could not hear the interpreters or have anyone to lip-read. They asked that we try to include them. Of course, we definitely want to include our hard of hearing community members, regardless of whether they sign. We have always been willing to provide accommodations upon request. What these comments tell me is that DHHSC as an agency needs to do more outreach to hard of hearing community members to let them know that accommodations can definitely be requested. This could include CART (Computer-assisted Real-time captioning) services or ALDs (Assistive listening devices), whatever is necessary.

Next, a few tidbits for each office:

C. Regarding Salinas, some good news. We received a \$1,000 donation from Yellow Brick Road Shop in the Monterey Bay area, after sending a request for matching funds for our LEAP program's grant. We are very thankful to them for this generous donation.

We also had a town hall meeting for the Salinas office. There was a request that we train deaf community members on how to join and be a part of committees, panels, or councils for other organizations to represent our community outside of DHHSC. There

was also a request for training on how to get Driver's Licenses and work with the DMV. The first request, we would like to see how that can be done, as it's a great idea. The second, we already provide through one-on-one services, but a class is something to consider.

D. Regarding Visalia, we're still going strong. We've got some exciting workshops coming up, plus our annual holiday program, which will include performances. Please see the event calendar on our web site for more information.

E. Regarding Merced, the staff and community love the new offices. Both grant programs are doing very well there, and they also have a lot of upcoming events.

F. For all offices, we need more advisory council members. If you know anyone interested, please have them contact their local office and let us know they want to be a council member. We need everyone's input.

G. Last, I want to remind you all that our agency evaluation form that asks for your feedback is now online, interpreted into ASL in a vlog. You can view it on our videos page anytime, and fill out the evaluation. Thank you!

XI. Committee Reports –

- a. Personnel Committee – RWD Michelle and Jesse discussed training and management and are excited about the future.
- b. Bylaws Committee – SS—no report
- c. Fundraising Committee – JS: RWD asked him to set up a dinner at Acapulco restaurant as a fundraiser.
- d. Outreach Committee – CCO, MOO, SVO—no report
- e. Grant Monitoring Committee – RWD—no report
- f. DHHSC Roundtable – RWD still meeting and coordinating calendar

XII. General Board Comments—Sue expressed her admiration for what a well-run organization DHHSC is and her appreciation for their commitment to the Deaf and hard-of-hearing community. She invited anyone who wants to help DHHSC improve to join the Board, as we are in need of members. She also noted that Jesse and Michelle have stated that they always prefer Deaf or HoH for job openings, but can't always find someone qualified.

XIII. Unfinished Business –

A. ISP re meetings with 3 providers--RWD. We have contacted ISP providers: Sprint, Comcast, Telepacific and ATT to check prices. We want VPs at each desk. We can afford to increase bandwidth and add VP's for all without signing a contract with any one company, and stay within our budget at DHHSC. The contract ends in August with Telepacific. Then we will contract with AT&T which is the cheapest. RWD will email us details. We need to take new action on this matter and will discuss this further at the December meeting

XIV. New Business –

A. Auditor Gary S. Leung CPA presented his annual report. He had met previously with RWD and JS, who liked and agreed with all his suggestions. He indicated that it had been a good year, especially with new rates and enhanced collections from the interpreting department. His primary suggestion was to consider a refinance of the mortgage. DHHSC is currently paying 7.875% and should be able to get a rate more than 2 percentage points less. He suggested Wells Fargo because of lower rates and some free services. He suggested continuing to pay more than required in order to pay down the principal and reduce total interest. We need to first be sure there is no penalty for early pay off.

XIV. Public Comments (specific to agenda – 3 minutes per visitor) –None

- XV. Announcements –
- A. Thanksgiving week Nov 22-24. Follow up to SL summer program to families with Deaf and HH children. 10-noon each day: crafts, story time, signing, games
 - B. This Sunday workshop 6:30 to 8 how to go mobile with new iPhone 4, etc... with ZVRS
 - C. ASL film Black Sand Dec 10 & 11 @ DHHSC
- XVI. Closed Session – Board member recruitment and responsibilities
- XVII. Adjournment – **8:13** pm

Date of Next Local Board Meeting: December 14, 2010 @ 6:30 @ DHHSC – Fresno

Respectfully submitted by Sue Stone, DHHSC Secretary