



DHHSC BOARD MEETING MINUTES

6pm, Tuesday, October 10th, 2017

I. Call to Order – 6:12

Individuals Present:

Board Members Present: Janice Smith-Warshaw, President, Joshua Blanco - Vice-President (JB), Peter Crume, Secretary (PC), Jill Nolen- (JN), Justin Gaines (JG), Lynn Toschi (LT), Tim Spires (TS), Serena Johnson (SJ)

Board Members Absent: None

DHHSC Staff Members Present: Michelle Bronson, Executive Director (MB), Susan Coulter

Interpreters: Pam Warkentin, Nicole Chance

Other community members present: Sujey Dupree, Kristen Del Rosario, Skippy Sumner, Christopher Anaya Sr., Robyn Kifer, Marilyn McCallon,

II. Community Comments—limited to 3 minutes

Marilyn McCallon – Ruby Kerney has had ongoing issues with Kaiser and she feels that Kaiser has disregarded her thoughts and feelings. She has been there seven times and every time they pull out the equipment for Video Remote Interpreting. She says that she can't see it and has difficulty following the conversation, and they will try bring it close to her face, but it's not been effective. There's been no communication with the nurses. If she is fortunate to have a friend or her daughter present and she can follow what's going on. I know that Kaiser has had budget cuts, but I feel that interpreting is not a budget expense that should be cut. When individuals use other spoken languages, their language is not cut off. Kaiser should ask deaf individuals if they prefer an interpreter present or use VRI. She has a right to select her communication preference. I feel as seniors our communication preferences must be respected. About 10 years ago, we met with Kaiser every two months and there was great communication. Unfortunately, the administrator in charge moved to Oakland, and haven't had good communication since.

Skippy Sumner – I attended the Community Comments town hall meeting back on August 19th. At that meeting members of the community discussed a variety of issues, such as DHHSC services and other issues such as the use of security cameras in the room. There were moments in the meeting that were hectic and it was difficult to follow

at times. I'd like to recommend that the Board president and Vice President run the meeting.

I have also noticed confusion with community members and with new people who are not sure if they report any comments about DHHSC to the board or the staff. It would be nice to have an organizational chart so that community members can view it and see the organizational structure. Some people have asked Executive Director is above Board. I've explained that Board is above Executive Director. We are connected with Department of Social Service. The office of Deaf Access or Specialized Services has a new chair that is disabled. It would be good to have a clear chain of command from the state level on down to DHHSC as an organization and the role of the Board.

I have also had some problems with the interpreting services. In early September, I made a request for an interpreter for an appointment in October. I contacted the interpreting office on September 7th and 21st to see if it was filled and was told it wasn't. It was only when I called the day before appointment was I then informed that it was covered. It's very stressful to get a notification at the last minute. I know there has been a reduction in staff but I would like to have the notification process to be improved.

I have seen that when there is non-DHHSC news, such as news and events from other outside organizations that the information is sent out in the e-mail. However, I have not seen the same information on DHHSC other social media. I am wondering if we could post that information on DHHSC other social media such as Facebook and Twitter.

Pam Warkentin– I would like to propose an event called "Raise the Roof." Today we voted at CCRID to donate a \$1000 to donate to DHHSC for their new roof. I would like to challenge you to find an organization to contribute to the fund to fund repairs to repair the roof a DHHSC. My husband is great artist and he plans to draw 32,000 shingles on a roof that correspond to \$32,000 that we need to raise to pay for the new roof at DHHSC.

- III. Approval of Agenda Items - Approved
- IV. Approval of September Board Minutes – Proposed to JG, Seconded by SJ
- V. President's Report – Janice Smith-Warshaw
 - a. Today we as a board we received training from the DCARA board president – Steve Longo – "What board members can do and what board members cannot do." Next month we will focus on organizational management and the training will be provided by Rosemary Wanis. In December, there will be no training meeting because DHHSC board will have our meeting with DHHSC staff. In January, I'm hoping to be in touch with GLAD's board with a focus on how the board oversee executive director's position.
 - b. Last weekend, we had an educational interpreting summit. The idea of the summit was originated by Dr. Sean Virnig. He was previously the superintendent at CSD Fremont but then was transferred to work for the California Department of Education. In his position, he found that there were numerous interpreters who

don't meet minimum requirement of a 4.0. and this impacts deaf students who are not receiving quality education. Last Friday, we had a day devoted to administrators and then on Saturday our focus was on interpreters. Interpreters looked at how they could improve their skills. We will then meet in the summer on how to improve skills and pass the EIPA. It will be a wonderful training.

- c. We also had an executive board meeting this weekend– The meeting included the Board president, vice-president, treasurer, and secretary. Michelle let us know that the computer server for DHHSC was old and could breakdown at any time. Michelle received at least three bids. Thanks to Tim Spire's research and efforts, he was able to discuss some potential discounts and Michelle was able to get the discounts for the purchase of the new server. The executive board members voted in favor of the purchase of the new server.
- d. We have been fortunate to sell some of 200th anniversary t-shirts the past two weekends. Two week ago, we held a training here at DHHSC focused on assessing early language of deaf children. We had local area teachers and teachers who came from both CSD Fremont and Riverside. We also sold t-shirts at the educational interpreting summit last weekend. Our sales over both weekends was \$595.
- e. I will not be able to attend VDF. I serve on the national level for the ASL TA board and I have to attend the American Council for Teaching Foreign Language (ACTFL) conference and it will happen in Nashville on the same weekend. I need to someone to take the lead for that.
 - i. Serena Johnson – I will be happy to take the lead for that.

- VI. Vice President's Report - Joshua Blanco – No report
- VII. Secretary's Report – Peter Crume – No Report
- VIII. Treasurer's report – Tim Spires

Report as of September 30, 2017	
Checking/savings balance	117,851.08
Accounts receivable grants	255,021.75
Accounts receivable interpreting	90,472.54
AR Receivable total	345,494.29
Accounts payable (Outstanding bills not yet paid)	-1,652.78
Board private fund balance (Year to date balance)	-1,209.58
Profit/loss Statement Overall (for 3 months)	(37,981.43)
DSS Grant for 16-17	\$650,564.00
Grant Spent up to 9/30/2017	160,054.76
Unspent (10 month remaining) – ending June 30 th , 2018	\$490,509.24

IX. Executive Director's report– Michelle Bronson

Financial Updates:

CDSS recently approved our budget amendment and June invoice so we are awaiting our \$104,000 payment. With those two completed, we can soon proceed with our annual audit, and our CPA is now tweaking the final balance for the fiscal year 2016-2017.

I am pleased to share that EECU is sponsoring \$1,000 for our 28th Annual Valley Deaf Festival. We are appreciative of their ongoing support.

Our Visalia office hosted a Chipotle fundraiser and raised \$248. We appreciate the South Valley's support by attending our dinner fundraiser. A big thank you to those who went.

We have received our #GivingTuesday flyers and fundraising bookmarks with information about both Amazon Smile and #GivingTuesday, so please distribute to friends, families, colleagues, and to the general community. These are easy, online fundraisers so hopefully more people will donate to DHHSC.

I am getting queries about our United Way/Combined Federal Campaign number, and it is 39864. I understand Fresno State is also a part of the United Way drive, so please make DHHSC your charity of choice! For example, since July 1st, we have received \$328.39, and the more people involved with supporting DHHSC through United Way, the more quickly funds will build up, allowing us to do needed building repairs, such as the roof.

I would like to thank the Executive Board for approving a new PowerEdge T330 server for DHHSC, recommended by RealTime Information Services' engineers. We contract with RealTime for IT work, and with the combination of Tim's input, our nonprofit rates, and Tech Soup's discounts, we were able to bring down the final quote to \$2,350.59, a huge discount from the original quote of more than \$6,000. Thank you for your approval and we are anxious to get the new server installed.

Agency Updates:

In September, using our Robert Panara's Fund, we sponsored six D/HH women in attending the Central California Women's Conference (CCWC). In return, they will attend our deSIGN art sessions (we have a women and children's art grant from CCWC), Susan's PEP workshops, work with us in developing personal and professional goals, and be referred to EDD for employment services. These six women have a lot of potential and we would like to see them succeed in their lives. They have shared they had a great time at the conference, and we are looking forward to their growth as confident, D/HH women.

I am now involved with the statewide Deaf Mentor committee, discussing how we can get more Deaf individuals trained as Deaf Mentors using the Sky-Hi curriculum. We do have the

curriculum but staff has not yet been trained. Deaf Community Services in San Diego hosted the training in August but it was extremely expensive and we could not afford to send staff. However, the Deaf Mentor committee is discussing how to provide free or discounted training to potential trainers or staff providing the services to families with Deaf and Hard of Hearing children. Today was the first meeting but I could not attend as I had another meeting, but Jesse attended on my behalf. I am appreciative for Jesse representing DHHSC as he worked with me on developing our Reaching Out and Communicating with our Kids (ROCK) program.

In addition, I recently joined the Newborn Hearing Screening Program Learning Community, and the focus is on how to get information and resources to families with D/HH babies. We will meet online once a month and will meet in-person in either December or January. As stated on the application, "The purpose of the California Newborn Hearing Screening Program is to develop a comprehensive and coordinated statewide Early Hearing Detection and Intervention (EHDI) system of care targeted towards ensuring that newborns and infants are receiving appropriate and timely services, including screening, evaluation, diagnosis, and early intervention (EI)." This is important to our work and DHHSC, and the Central Valley is often overlooked by statewide committees. Hence, my reason for joining this committee and the Deaf Mentor committee, to build connections with professionals working in the Deaf field and with families with D/HH children.

As you may know, Sign & Sew Guild made baby blankets for D/HH babies, and we struggled with finding a contact person at Valley Children's Hospital for the past two years. To my surprise and delight, a new audiologist, whose name is Christian Gentile, emailed me last month, asking about the baby blankets and DHHSC materials. I am working with a FSU student interested in services for families with D/HH children, and he has already assembled and delivered 14 bags with the baby blankets and DHHSC brochures. We will be meeting with Dr. Gentile tomorrow and I will be doing a presentation on DHHSC's services to VCH's audiologists in November. I am thrilled we finally have a connection! We are meeting tomorrow to discuss how to connect families with newly identified D/HH babies with a Deaf Specialist, which would be one of DHHSC's service providers. Just as mothers who breastfeed are referred to a Lactation Specialist, we would like parents to be connected with a Deaf Specialist to share about ASL, language acquisition, the Deaf Community, parent support groups, etc.

Agency Events:

In September, we had our Deaf Awareness Week activities, and while we had some challenges, we made some adjustments by end of DAW. For example, the Deaf Family Feud we hosted on Monday evening did not go smoothly, so we made some modifications for the Friday night's event, which worked out great! Not everyone participated Monday night, which made for some slow moments, but we had everyone participate on Friday, which made for lively participation and interactions with both hearing and Deaf players. It was sure fun seeing people's competitiveness and the creative answers they generated to the different questions listed on Family Feud. We will keep the modified format for next year.

Our staff is also facilitating many Deaf- and disability-awareness booths to share about DHHSC's resources and to boost our visibility.

- X. Fundraising Chair report – Jill Nolen
 - a. Pow Knockerball – We had the kick off on September 16th and it was a lot of fun. We had to move to a different part of the park because of scheduling conflict. I don't have the exact numbers that we earned, but I believe it was more than last year. I would like to have more people next year and I have different ideas of how to attract more people.
 - b. Our next event is March 11th LuLaRoe fundraising event that will be here at DHHSC.
- XI. General Board comments
- XII. Old Business
 - a. Deafhood workshop – (JSW) I have not had a chance to follow up but I will have more time to devote next month. We have reserved Feb 22-25 here at DHHSC to host the workshop.
 - b. Replacing the DHHSC restroom door – (MB) We were able to get the bids and have the door fixed.
 - c. VDF Food – (JB) We will have curly French Fries, hamburgers, fruit and chips and sell milkshakes and popcorn along with water and soda for sale. The board will purchase the food.
Susan – when filling out the form I have to designate who is receiving the training.
Janice – Serena Johnson will do the training.
 - d. Renewal of Justin Gaines membership on the Board – (JB) Joshua and I have talked and he would like to continue for another term. He is planning on continuing to serve and is committed to working with the Deaf-Blind group. Tim Spires proposed for Justin to continue, seconded by Serena Johnson. Board members voted to approve.
- XIII. New Business
 - a. Communication issues with Kaiser –
(JSW) – Michelle, do you have any suggestions on ways to deal with Kaiser.
(MB) - I will have the interpreting client specialist follow up.
(LT) - I can also meet with Michelle to discuss ways to improve the interpreting services with Kaiser because I have had issues with them before.
 - b. Improving how the Community Comments Town Hall meeting facilitating –
(JSW) I think we need to develop a Vlog to share concerns and information with the community. We can make it available on the website to help the community understand the proper protocol.
 - c. "Raise the roof" campaign –
Pam Warkentin – My first thought was to have a kick off before the next board meeting. We need to start now. I'm not sure which event we can use to get the word out.
(MB) – Maybe you and I can make a Vlog and post it Facebook and Twitter.
(JSW) – I think it would be great to have the CCRID president Erin Ruiz on the Vlog.
Skippy – We could also have a Go Fund Me Account.

(JSW) – Who should set up the account. DHHSC?

(SJ) – The problem with GoFundMe is that they take about 15% for the service.

(TS) – The other problem is that businesses can't get a tax write off if we use GoFundMe. I think businesses would be reluctant to donate.

(JSW) I agree that's probably not going to work. Sorry Skippy, nice try.

d. EDD Signatory authority –

(MB) As part of our contract every year. We need board approval, so we need approval.

(JSW) Members of the board approved it last month so you have the authority.

e. Bids for new roof at DHHSC –

(MBN) In addition to the new roof, we also had to factor stucco work that is connected to the roof. Here the three bids we received.

- Bid #1 – Includes fixing the roof, adding a slight pitch to help with drainage, and adding stucco – Cost of the bid was \$46,800.
- Bid #2 – Includes fixing the roof, adding a slight pitch to help with drainage, and adding stucco – Cost of the bid was \$37,500.
- Bid #3 – Includes fixing the roof and adding a coating that will prevent leaks, but they will not add a slight pitch and it does not include stucco work. Cost of the bid was \$38,000.

(Marilyn McCallon) – should there be a committee to oversee the roof repair?

(JSW) – There is not a specific committee but the whole board who is involved.

(Robyn Kifer) – Is it possible to get a loan?

(MB) – We do have a line of credit

(JSW) - What's the max line of credit?

(MB) It's well over the amount we need. I think it's around \$150,000 or \$200,000.

(Pam Warkentin) – One of things we discussed at our CCRID meeting was that it might be helpful to reach out to large builders. I'm not sure if they could donate materials. It's just one of our thoughts.

(SJ) – What will happen if it rains?

(MB) – We have seen the pictures of the roof and it is bad and we've already had several leaks. I like the idea of asking the companies to donate materials.

(TS) – I know if it's on letter head we can ask companies to donate

(JSW) – As a board, we don't need to vote tonight. Michelle needs to contact the bidders to see if they would be willing to work with the donated materials.

(JB) – I move that we table until the next meeting. Justin seconds. Board approves.

XIV. Public comments: 3 minutes *specific to the agenda*

Christopher Anaya – Does DHHSC own the building or are you still making payments on the building?

(MB) – Yes, we own building and we are not making payments on it.

XV. Announcements

Susan – We already know about VDF. The other announcement is about the Central CA women's conference who donated money to design art project. We reached out to local artist and asked if they could lead a day, but they said they were busy and not available.

We were able to get one artist from Fremont and she will be coming this Saturday. She will conduct an activity and will show people how they can paint trees and other forest scenes. The activity is targeted for women and children, but we will take men if they show up.

California School for the Deaf Fremont will be coming to Fresno to play football against Fresno Christian on October 27th. DHHSC will host a pizza social at the Round Table at 5pm.

Marilyn – There are several deaf people up in northern CA who are impacted by the large fires, so please think of them and pray for them.

XVI. Closed session – 7:26pm

XVII. Adjournment