



DIVERSITY & EQUITY MEETING NOTES

Date: September 25, 2023

Start Time: 5:30 PM

End Time: 7:00 PM

Location of This Meeting: Regional Center of the East Bay

- Virtual
- 500 Davis Street, San Leandro
- 1320 Willow Pass Road, Concord

ATTENDEES:

Staff Present: Lisa Kleinbub, Ronke Sodipo, Chris Hanson, Elvia Osorio-Rodriguez, Jairo Guiza, Mariana Varela.

Guests: *Angela Gattis, Ann Pringle, Arthur Lipscomb, Ben Chen-ACDDC, Danielle Mackey, Dominique – FUFU, Edda Banuelos, Erika Gonzalez, Families United for Equity, Frank Paré, Gabriela Solval – SCDD, Kausha King, Lorena G, Marcie, Maria Ramirez, May Villa, Melody Davis, Norma Gonzalez, Nyron Battles, Rose Coleman, Sadia Mumtaz, Sonia Morales, Tandra DeBose, Tresa Wickliffe, Zack Wheeler.*

Spanish Interpreter: Juan Morales

Note Taker: Cristal Jimenez-Hernandez

AGENDA:

- Welcome and introductions
- Additions to the Agenda
- Maria requested to add a discussion on the Exceptions Committee.

- Updates on the D&E sub-committees:
 - **Policy, Advocacy & Grievance Committee** – It was discussed that there is an interest in the policies, and that some individuals may not know what the policies are. We will open the communication where people can share their feedback and ideas on what areas of the policies they would like to work on. All the ideas and feedback received will be documented along with the decisions taken by the sub-committee. Ideas can also be e-mailed to writetous@rceb.org

- Lisa stated that currently 21 POS policies are in place, between 6-7 board policies, and many more policies for internal procedures. If there is no procedure in place, we will follow the Lanterman Act. Ronke and Lisa are working on obtaining a consultant who can work on the procedures.
- Sadia clarified that the poll is for new policies and another one is to work on the current policies.
- **Accessibility & Communications Committee** – Ronke mentioned that one of the areas of focus is prompt communication. The strategy is to take advantage of the technology available by developing a newsletter to send out via email. This newsletter will be shared with all clients and their families, vendors, and community based organizations.
 - Another strategy is to have board meetings and committee meetings in different languages and to enhance the quality and quantity of translating and interpreting. Vendors need training on the acronyms and medical terminology used. Also, adding it to the closed caption when presenting, so all can understand the terminology.
 - Per Frank’s suggestion, a timeline could be set for all strategies once they are discussed. Lisa encouraged clients and families to speak up when things are not properly translated or interpreted, so that we can provide better service.
 - Tandra DeBose would like to know what/when/and how any changes made, transitions, and notices are being delivered to clients and families. Ronke invited Ms. DeBose to join and bring her ideas to the committee.
- **Purchase of Service [POS] Expenditures** – Jairo mentioned that on Saturday, September 23, La Familia hosted a meeting in Spanish for around 100 Latin people where some of the topics were on equity, social recreational services, and institutional deeming. DDS paid for this event. Frank, Maria and Angela suggested that RCEB can replicate these type of events, including a Facebook Live to connect to the community and promote the RCEB Brochure at all times.
 - The subcommittees met separately on August 14th. Families’ comments were that they need more time for transition, frustrated when unable to contact their case managers, and would like RCEB to provide a directory with other contacts when they cannot reach their case manager. Also mentioned was that all the services provided by RCEB need to be shared with clients and families whether or not the service is adequate for the client. Tara and Kausha agreed with this. Another suggestion was to find more ways of communicating, as not all families are tech savvy. Lastly, when it comes to the services, it was suggested to update the language in the policies to sound less complicated and make it understandable, especially for immigrant families.
 - Tandra commented that it is frustrating to hear the same problem repeatedly, without any resolution. She suggested that case managers should provide all the information to clients and families so they know what and how to ask questions related to the services.
 - Lisa and Ronke have been talking about getting a centralized “amber alert: (pending to determine the name for it) when it comes to case managers not responding to phone calls. They are in talks about the job description.

- Wendell – commented that parents have already done too much for their children, and that there is no excuse for case managers not to do their job. If a case manager signs up to work at RCEB, they need to do their job.
- Wendell would like to know the caseload for each case manager and the homeless situation. Ronke stated that it is around 110 or 80 the lowest. Lisa mentioned that 67 people have been identified, from those 22 do not have services and the rest have services. We need to identify some funding to reach out to this group of 22 or maybe ask DDS if they can be moved to the 4-1 caseload. Wendell suggested RCEB should develop a strong relationship with John George Hospital and the jails.