

**North Bay Regional Center Board of Directors’  
Cultural and Linguistic Competency Committee (CLCC)  
November 16, 2023 at 12:00 pm**

**Agenda**

- I. Call to Order**
- II. Introduction**
- III. Review of Minutes of October 5, 2023**
- IV. Land Acknowledgement**
- V. Covenant for Brave Space**
- VI. CLC Updates**
  - a. NBRC Staff**
- VII. Board Policy Follow-Up**
  - a. Discussion on Revised Education and Wellbeing Policy**
  - b. Discussion on Revised Service Equity, Diversity and Inclusion Policy**
- VIII. Board Policy Review**
  - a. Discussion on Revised Lanterman Act Policy**
- IX. Public Comment**
- X. Meeting Adjourned**

**The next CLCC meeting is on December 21, 2023 at 12:00 PM**

**North Bay Regional Center Board of Directors’  
Cultural and Linguistic Competency Committee (CLCC)  
Thursday, October 5, 2023 at 12:00 PM**

**Board Members Present:** Rosemarie Pérez, Board President and CLCC Chair  
Breeanne Kolster, VAC Representative

**NBRC Staff Present:** Gabriel Rogin, Executive Director  
Courtney Singleton, Director of Community Services  
Mariam Guirguis, Executive Assistant–Compliance  
Abigail Andrade, Community Outreach and Engagement Specialist  
Anaid Carreno, Diversity and Equity Resource Developer  
Jessica Hetherington, Specialized Service Coordinator

**VAC Representative:** Taylor Berry, VAC Representative

**Minutes**

**I. Call to Order**

*Rosemarie Pérez, Board President and CLCC Chair*, called the meeting to order at 12:00 PM and welcomed the Committee members and attendees for joining the meeting.

**II. Introductions**

The Committee members and attendees introduced themselves.

**III. Review of Minutes**

The Committee agreed that the minutes of August 31, 2023 meeting looked accurate.

**IV. Land Acknowledgement**

*Rosemarie Pérez, Board President and Chair*, recognized the Land Acknowledgement.

**V. Covenant for Brave Space**

The Committee reviewed the Covenant for Brave Space before moving onto the next agenda item.

**VI. CLC Updates**

**a. NBRC Staff**

- *Gabriel Rogin, Executive Director*, gave an overview of the current outreach activities, the recent tribal outreach event, new focus groups in partnership with the vendors. He also mentioned that NBRC hopes to secure grant funding for a Tribal Outreach Specialist, to focus on increased outreach to Native Americans and Indigenous communities.
- NBRC will explore options to support vendors to translate related documents as part of their linguistic support to families.

- We can address this issue at the next Legislative Breakfast in April 2024 as a sample of the barriers that vendors face in translating documents into the families' language to help provide services in a culturally sensitive manner.
- Culturally sensitive communication and interaction with families and individuals we serve is a vital component, as much as translating documents.
- Some non-native English-speaking families face some challenges to fill out forms to request services.
- A suggestion was made to assign Caitlin Igoe, Quality Assurance Monitor, as a liaison and resource for the Service Coordinators to contact in case they face difficulty in reaching out to Day Program vendors. Service Coordinators should start by getting support from their supervisor.
- The following suggestions will be brought up in the next VAC meeting:
  - To ask the service providers to do a Satisfaction Survey among the people they serve.
  - To bring up the topic of "response time" by both the Service Coordinators and service providers. There should be a standard timeframe to respond to emails and requests.
  - To encourage the vendors to update their representatives list with their contact information.

**b. "All Staff" Meeting**

- Gabriel Rogin, Executive Director, mentioned that Abigail Andrade, Community Outreach and Engagement Specialist, and Anaid Carreno, Diversity and Equity Resource Developer, are helping to put together the "All Staff" presentation". There will be a wellness and wellbeing presentation to support employees with potential compassion fatigue and burnout.

**VII. Board Policy Follow-Up**

**a. Discussion on Education and Wellbeing Policy**

- The policy was shared with the Vendor Advisory Committee and there was no feedback.
- The policy will be shared with the next Client Advisory Committee.
- The policy will be shared with staff to get their feedback.

**b. Discussion on Service Equity, Diversity and Inclusion Policy**

- The policy will be shared with staff to get their feedback.

**VIII. Board Policy Review**

**a. Lanterman Act Policy**

- *Jessica Hetherington, Specialized Service Coordinator*, will come up with a draft of the revised Lanterman Act Policy according to the previous discussions and suggestions made by the Committee.

**IX. Public Comment**

- *Breeanne Kolster, VAC Representative*, gathered a list of awareness events, awareness months and cultural events to acknowledge and share with NBRC and the community.

- *Anaid Carreno, Diversity and Equity Resource Developer*, will acknowledge the awareness events with dates as part of her diversity and equity updates. For example:
  - The Training Specialist can share with others.
  - The Communication Specialist can post on NBRC website and social media.
  - Janelle Santana, Executive Assistant, to include in the Board packet.
  - EXEC team will be notified so they can share with their departments.
  - Breeanne Kolster, VAC Representative to acknowledge at the VAC meetings.
- *Rosemarie Pérez, Board President and CLCC Chair*, emphasized the need to slow down while speaking in meetings to allow interpreters do their job fully and comfortably in due time.

**X. Meeting Adjourned**

*Rosemarie Pérez, Board President and CLCC Chair*, expressed her appreciation for the discussion and collaboration.

*Rosemarie Pérez, Board President and CLCC Chair*, adjourned the meeting at 12:50 PM.

**The next CLCC meeting will be held on November 16, 2023 at 12:00 PM.**