

GGRC Community Advisory Group

Date: September 3rd, 2025 Introductory Meeting

Time: 6 PM PT

Location: Zoom

Meeting Facilitator: Rance Baumann (GGRC)

Meeting Start:

**PowerPoint slides are being presented through this meeting*

1. Introductions

- Rance: Consultant representing Golden Gate Regional Center (GGRC), primarily working to support the new website redesign process, will be the primary person working with the CAG to share the work being done on the website with everyone
- Allysa: Representing the World Institute on Disability (WID), supporting Rance in the management and administration of the Advisory Group, mostly will be hearing from Allysa regarding payments, scheduling, etc.
- HeartSpark Design: Design and website development for the new GGRC website, Lauren is the main individual from HeartSpark and may participate in future meetings, may be referenced in the future during meetings

2. Advisory Group Member Introductions

- The present group members were: Keith, Denise, Diana, Kay, Zaynah, Kenny, and Isaac
- Members shared personal involvements with GGRC, as family members, persons who are currently or previously received care, and/or self-advocates, and all members varied on length of time that they have been involved with GGRC

- Members had a mixed positive and negative experiences with GGRC, whether it was frustrations from high turnover of social workers, lack of POCs, navigation or gaining access to services; Others work with other Regional Centers or are additionally working professionally in related fields that align with some of GGRC's work (e.g., social work)

3. Timeline of GGRC Website Redesign Project (See PowerPoint)

- The original website was designed back in 2007-2008 and not much has changed outside of smaller updates, so GGRC has been working to develop a new website
- Website redesign intention is to consider the frustrations and experiences people may have had with GGRC and with the understanding that websites today are an important way in which organizations can communicate information: improving transparency and understanding how support systems and individuals who receive services can access the website
- This process began with Research (surveys, focus groups), then continued with Brand Identity (new logo polls sent out to the community), and now working on the design and content of the website. In the future, the actual build will occur, testing, and official launch of the website.

4. Preview of Website (See PowerPoint)

- Nothing in the image has been officially approved*
- Left-hand side image is the original GGRC home page screenshot and the right-hand side image is an updated, new page as a preview
- Some basic designs are in, but photos still have to be figured out and content is still being developed and revised

5. CAG Purpose

- In wanting to be sensitive to your experiences, especially with GGRC, and to set expectations, there is not a lot that Rance can do to change GGRC when it comes to staffing, ability to retain social workers, etc., though we can pass along concerns
- The purpose of this group is to really focus on the website and provide feedback on this in particular; we will consider this our guiding mission as a group
- This group was formed to bring your perspectives in and consider your lived experiences in and out of GGRC. Thank you for being willing to participate and share.
- The goals are:
 - Plain language: Ensuring that anyone who comes to the website can understand what we are talking about – how we describe GGRC or what our services are – then that is a problem. Understanding how we talk about things.
 - Accessibility: Ensuring things appear in a way that is easy for people to see and understand
 - Navigation: If people come to the website, ensuring that they can find what they are looking for and aren't getting lost
 - Inclusivity: Ensuring that the website is inclusive of the GGRC community: diverse range of disabilities, appearances, and ages; ensuring that individuals see themselves reflected in what GGRC provides
- WID (Allysa) will be on the administrative side of the Group: note taking, managing the website page, and ensuring you have access to all needed materials

6. Confidentiality

- All materials are for your review only. Do not share materials outside of this group. Nothing in the proposed website content is final until approval by GGRC and official publication. This includes agenda items, meeting notes, Zoom recordings, etc., found in the Group web page, which will all be password protected.

7. Information Formats (See PowerPoint)

- For the first several meetings, we will look at website content and language content
- A screenshot of a web page may mean looking at everything visually, content-wise, and for navigation purposes; Example given is “Life Stages” of an individual receiving GGRC services and how the website portrays this
- A Word document may be shared containing text content where feedback is given on ordering, language use, verbiage, etc.; Example given is a Word document containing text-only content
- While ideas given during the meeting may not always be a “yes”, please feel open to share thoughts, comments, questions throughout our time together so we can understand, regardless of if it’s possible, what you are seeking based on your experiences

8. Schedule of Meetings

- Meetings are scheduled based on when content/website materials are approved and ready for review. With that, we may not have content ready for September 24th and are asking for a potential reschedule. All meetings will be confirmed two weeks in advance if they need to be rescheduled (ex. The September 24th meeting will have notice by September 10th on if there is a change).

- Potential to add: October 29th and November 12th
 - Because of mixed availabilities for these additional dates, Allysa/Rance will get back to the group on potential dates that may work better for the group

9. Questions

- *When the website is live, will there be an easy method to make updates/changes as needed?* Yes, this process is being included in the website redesign, so updates such as relevant community events can be included on a more interactive/adaptive basis.

Action Items

- Please review a previous email and send your payment preference and information if you have not already, to Allysa (allysa@wid.org).
- We will update two weeks prior if the next meeting, September 24th, will need to be rescheduled
- Payments will be processed as soon as possible.
- Allysa (allysa@wid.org) will send an email with access to the GAC webpage