

**SAN GABRIEL/POMONA VALLEYS
DEVELOPMENTAL SERVICES, INC.
STRATEGIC DEVELOPMENT COMMITTEE MINUTES**

April 23, 2025

The following committee members were present at said meeting:

MEMBERS:

Julie Chetney, Board President
Bill Stewart, Board Director
Trish Gonzales, Board Director
Yan Li, Committee Member
Natalie Webber, Committee
Member
Lisa Nguyen, Committee
Member

STAFF:

Jesse Weller, Executive Director
Yvonne Gratianne, Communications & Public
Engagement Officer
Erika Gomez, Liaison to the BOD & RDDF

MEMBERS ABSENT:

Gisele Ragusa, Committee
Member

GUESTS:

RECOMMENDED BOARD ACTIONS

**THE STRATEGIC DEVELOPMENT COMMITTEE RECOMMENDS THAT
THEY TAKE ACTION ON THE FOLLOWING:**

ITEMS DISCUSSED

- A) **CALL TO ORDER** – Julie Chetney, Board President, called the meeting to order at 6:01 p.m. A quorum was established.
- B) **AGENDA & MINUTES APPROVAL**
- The agenda was reviewed.
 - The minutes from the meeting on March 26, 2025, were reviewed and approved *M/S/C (Stewart/Gonzales) The committee approved the minutes.*
Abstain: Chetney
- C) **PUBLIC INPUT**

None

D) STRATEGIC PLAN – Quarter 3 Updates

Executive Director, Jesse Weller, provided the following updates

In Quarter 3 (Q3), SG/PRC focused on creating clear strategies and goals (KPIs) for each department to help carry out the Strategic Plan. Leadership took part in planning meetings, and areas needing better teamwork across departments were identified. The strategies and draft goals are expected to be finished by May 31, 2025.

Strategic Plan Implementation Timeline Highlights:

- Phase 1 (Feb–May): Leadership alignment and strategy development (on track).
- Phase 2 (June–July): Setup of the Monday.com platform and staff training.
- Phase 3 (Aug–Sept): Implementation and mid-year review.
- Phase 4 (Oct–Dec): Optimization and final report due Dec 31, 2025.

Early Wins & Progress Examples:

- Goal 1: Advancing Service Delivery: Faster response times and improved ticket tracking systems.
- Goal 1 & 2: Equity in Services: "No POS" rate for ages 3–21 reduced from 37% to 20%; per capita spending increased across all ethnic groups, notably a 205% increase for African American/Black youth.
- Goal 2: Community Engagement: Strong event turnout and improved data tracking; rebranded public forums for increased accessibility.
- Goal 1 & 4: Data Utilization: Use of state data and surveys to guide KPIs and accountability efforts.
- Goal 1: Self-Determination Program: Participation nearly tripled in two years through community-driven strategies.
- Goal 2 & 4: Trust Building: Soft-scripting and collaboration with community advocates improved engagement.
- Operational Insight: Need for clearer ownership of goals prompted creation of a goal assignment process.
- Goal 3: HR & Talent Development: Lower turnover, improved onboarding, and leadership development.
- Goal 4: Operational Efficiency: Major tech upgrades underway, including cybersecurity and cloud migration.

Next steps include completing strategy finalization, configuring the KPI tracking system, and launching staff training to prepare for full implementation and live tracking in Q3 2025.

Yvonne Gratianne, Communications and Public Engagement Officer, presented the results of the Community Survey on SG/PRC's "Next Business Day" response time expectations. 88 people participated in the survey.

E) BOARD COMPOSITION

The committee reviewed options for the Board slate of officers for the 2025–2026 fiscal year. A final discussion and decision will take place at May 28, 2025, meeting. The slate of officers must be presented to the Board that evening.

F) ADJOURNED

The meeting was adjourned. The next Strategic Development Advisory Committee meeting is scheduled for May 28, 2025.