# New Board Member Onboarding Plan

## Purpose of the Plan:

To establish a transparent process and effective plan for onboarding new Board members to the North Los Angeles County Regional Center (NLACRC) Board of Trustees.

## Goal:

To welcome new Board members and orient them with the function of NLACRC, its mission and vision, who NLACRC serves and the services it provides. Also to introduce new members to the roles and responsibilities of Board, training expectations and regulations and statutes that govern what Board members are both required and prohibited from doing as part of their fiduciary responsibilities to the Corporation.

## Initial Onboarding:

Within 7 days of becoming a Board member, the new member will be provided with any necessary documentation needed to be completed. Additionally, new Board members will be provided with resources to familiarize themselves with the California regional center system and their role as a board member. Board members will be asked to view the following videos to understand and have a greater grasp on the following topics: What are the California Regional Centers and Becoming a Board Member of the Regional Center (for board members who will need technical assistance and/or support in viewing the following videos provided NLACRC Board Support will offer the necessary assistance).

Within 30 days of becoming a Board member, new Trustees with meet with the Board President and the Executive Director for an informal introduction to NLACRC and the Board of Trustees and their role. In that meeting, the following high level overview will be discussed:

- Current status of NLACRC, inclusive of its caseload numbers, its employee numbers, its annual budget (broken down by Operations and Purchase of Service), NLACRC office locations and expectations for the next 12 months as it relates to this baseline snapshot. Any confidential, but available to board members under usual practice, information necessary to understand issues being discussed by the board.

- A brief overview of the contract with DDS, the roles of DDS as it relates to NLACRC (inclusive of SCL if applicable).

- An overview of the roles and responsibilities of the Board, its present status (composition) and it goals for the next 12 months as it relates to internal Board matters including relationship with the NLACRC Executive Director and overview of key staffers and their roles, composition and expansion plans for the Board, etc and external (i.e. goals for community and legislative issues).

- Discussion about the role of ARCA, and NLACRC's expectations of its association and positions within ARCA.

- Expectations and best practice overview of the Board President for new members such as committee assignments and the need to "watch and learn" for a certain period of time to become oriented.

**Board Orientation:**
In addition to the above, Board members must attend a Board Orientation at the beginning of the fiscal year, or within the first 30 days from when they joined the board.
At the Board Orientation, new Board members will:

- Receive an overview of NLACRC
- Receive Board Manual
- Review Board Training Plan / Schedule
- Review expectations, roles and responsibilities
- Receive an overview of the Board of Trustees Commitment Statement
- Be assigned a Mentor
- Receive an overview of Board of Trustees Committees
    - New Board member Committee assignment recommendations and requests
- Complete all required forms to serve as a Board member

Overview of NLACRC:

- Function of NLACRC
- History of the Regional Center system and the Lanterman Act
- Mission, vision and values of NLACRC
- Who NLACRC serves and their location—Early Start and Lanterman Act clients in the San Fernando, Santa Clarita and Antelope Valleys
- Services NLACRC provides—Service Coordination, Clinical Services and Community Services
- The organizational structure of NLACRC and its departments

Board Manual: Provide New Members a Board Manual containing substantial material about NLACRC and its operations, including, but not limited to the following:

- NLACRC Organizational Chart
- Most Recently Approved Board Bylaws
- Board Committee List
- Board Composition
- Board Member Responsibilities, including Board Responsibility/Commitment Statement
- Policy Statement for Each of the Five Board Officers and the Association of Regional

Center Agencies (ARCA) Delegate, ARCA Alternate, and Self-Determination Program Local Volunteer Advisory Committee (SDP LVAC) Liaison

- Board of Trustees Policies
- Board of Trustees Code of Conduct/ Civility Code
- Consent to Use Electronic Transmission Form
- Committee, Schedules
- Boardsmanship Manual (State Council on Developmental Disabilities (SCDD))
- NLACRC Service Standards
- Lanterman Act (Instructions to Access Electronic Copy)
- History of the Regional Center
- Information about ARCA

Board Training Plan / Schedule:

Inform Board members of the following regarding Board trainings/schedule:

1. That they must complete annual trainings on various topics, including, but not limited to, all of the following:

    - An overview of the Contract between NLACRC and DDS.
    - Board roles and responsibilities under the Lanterman Act.
    - Board Code of Conduct /Civility Policy.
    - State and federal laws applicable to operating a non-profit corporation.
    - Maintaining appropriate boundaries between the role of the Board and the role of regional center staff.
    - Best Practices related to Board Governance, including but not limited to, the Executive Director's roles and responsibilities and the Board's role in providing goals for and oversight of the Executive Director, the composition and purpose of each Board committee, distinctions between open and closed meetings, a code of ethics, conflict of interest requirements, community relations, and fiscal oversight and accountability by a Board of Directors.
    - Issues of linguistic and cultural competency.
    - Whistleblower Complaints

2. That the current training plan under the Special Contract Language with the Department of Developmental Services (DDS) requires training on the following topics (subject to change or augmentation by DDS):

    - An overview of the Contract, including the Special Contract Language, between NLACRC and DDS.
    - Board Governance, including, but not limited to, the new Board Governance Policy, the new Board Code of Conduct or Civility Policy, and Best practices related to Board Governance.

- State and federal laws applicable to operating a non-profit corporation.
- Board Roles and Responsibilities under the Lanterman Act and Corporations Code, including the Board Roles and Responsibilities Policy and the Board/Executive Director Relationship Policy.
- Other Revised/New Board Policies (Training Policy; Board Member Recruitment, Application and Selection Policy; Contract Policy)
- Revised Whistleblower Policy and new Anti- Retaliation Policy
- Conflicts of Interest, including the revised Conflicts of Interest Policy.

3. That they must attend each Board training or make-up session and that failure to do so (without reasonable cause) will compromise their standing on the Board.
4. That DDS must review and approve the method by which training and support are provided to the Board members to ensure maximum understanding and participation by Board members.
5. That NLACRC must post information on its internet website regarding the training and support it provides to its Board members and an attendance record for each training or make-up session.

Expectations, Roles and Responsibilities:

Inform Board members of, and familiarize them with, the following expectations, roles and responsibilities of the Board as a whole:

- To adhere to the Bylaws of the Corporation as well as State and Federal statues under which they operate as a 501C3 entity.
- Under California law, Board Members have 4 duties: (1) duty of care; (2) the duty of inquiry; (3) the duty of loyalty; (4) the duty to follow investment standards
- Within its legal purview, to make policy for the overall, high level operation of NLACRC based on recommendations from Board committees and NLACRC's Executive Director.
- To select, support, monitor, evaluate and adequately compensate the Executive Director.
- To select, review adherence to board member requirements , and train Board .
- To elect officers (i.e., a President, First Vice President, , Treasurer, Secretary, and ARCA Delegate), from among Board members to provide leadership and ensure Board members are informed and active in meetings and work effectively.
- To ensure the mission, vision and values of NLACRC are implemented and accomplished.
- To approve and monitor board policies and strategic plan.
- To approve the budget for and ensure financial solvency of NLACRC.
- To review and approve contracts for which Board approval is required under the law.
- To be a good ambassador of NLACRC in the community.
- To annually review Board Bylaws and policies and eliminate or modify existing policies and/or create new Policies when necessary.

Inform Board members of, and familiarize them with, their individual roles and responsibilities, including, but not limited to, the following:

- To devote time to learn how NLACRC functions (i.e., its uniqueness, strengths, needs and place in society).
- To prepare for, regularly attend (either virtual or in-person), and actively participate in meetings of the Board and committees (joining of at least one committee is required).
- To attend the next offered board orientation for all newly seated board members.
- To participate in Board-coordinated trainings and the annual Board retreat.
- To participate in a board organized visit of at least one disability community organization, service provider program/event, or legislator/legislative event in order that Board members may be informed about the developmental disabilities service system. Programs include a wide variety of residential and day programs as well as those providers who deliver a specific service. (e.g., transportation).
- To accept and abide by the legal, moral and fiscal responsibilities of the Board as specified by the institutional charter, Bylaws, and state statutes and regulations, including, but not limited to, Conflicts of Interest laws, regulations and Board Policy and the Board's Code of Conduct Policy.
- To be made aware of and understand the purpose, value and limitations of "directors and officers insurance."
- To refrain from asking for any special favors or consideration from NLACRC staff due to one's position as a Board member.
- To vote according to one's individual convictions; to challenge the judgment of others when necessary, yet understand and agree to be bound by the legal requirement to accept and support the majority decision of the Board and work with colleague Board members in the spirit of cooperation.
- To maintain the confidential nature of Board deliberations.
- To avoid acting as spokesperson for the Board & NLACRC unless specifically authorized to do so.
- To refrain from actions and involvement that might prove embarrassing to NLACRC and to resign if such actions or involvement develops.
- To understand the role of the Board as a policy-making body and to avoid participating in administration and implementation of policy.
- To respect the separate roles and responsibilities of the Board on the one hand, and the Executive Director and NLACRC staff on the other, and to respect those boundaries.
- To respect the separate roles often held by Board members of being themselves served or family of people served by NLACRC on one hand, and as members of the governing body of the entity.

<u>Board of Directors Commitment Statement:</u>

Explain Commitment Statement and its purpose to new Board members:

- A Promise made by an incoming Board member when agreeing to serve on a non-profit Board that they understand and will agree to abide by the laws governing 501©3

Governance,  as well as meet Board expectations, roles and responsibilities.
- Outlines expectations, roles and responsibilities, including, but not limited to, attendance at meetings, and reviewing and understanding NLACRC's Bylaws and Board Manual.

Have new Board members sign Commitment Statement at orientation.

Mentors:

- Explain to new members what a Mentor is.
    - An experienced member of the Board who volunteer to helps newer members learn more about their role. A Mentor leads by example and is a model for a new member. Mentors meet with new members to review Board and meeting information. Mentors guide new members to ensure they are welcomed as valued participants.
- Board President assigns Mentors to new members.
- *Before Meeting:* Mentor meets with assigned new member to review meeting packets and information in preparation for Board and committee meetings. They discuss how Board meetings operate, how the member plans to participate in the meeting, what questions to ask and what he or she wants to share. A NLACRC Executive staff member also provides explanations and adapts meeting materials by modifying a document and/or using easy-to-understand language.
- *During Meeting:* Mentor sits with the new member and supports the member with asking questions and expressing opinions, and following proper meeting protocol.
- *After Meeting:* Mentor and new Board member review Board and committee discussions and Board actions. They may also plan how to carry out assignments and schedule preparation meetings.

Board of Trustees Committees:

Inform new Board members about each of the Board committees, including, but not limited to:

- The duties of each committee
- The powers of each committee
- The composition of each committee
- The term of members of each committee
- How Board members are selected for/appointed to committees
- How the Chairpersons are selected for committees
- The limitations on committees

Ascertain which committee(s) new members may be interested in joining so they can be assigned.

If the Board member chairing a committee is an individual served by NLACRC, and should that person so request, NLACRC will provide Board support to assist with committee meeting preparation to ensure that meeting materials are adapted as needed.

<u>Required Forms:</u>

- Review and complete all required forms to serve as a Board member.
    - Code of Conduct
    - Conflict of Interest (completed within 30 days of election/designation, annually, and upon any change of status)
    - Confidential Information Memo
    - Board Responsibility / Commitment Statement
    - Use of Electronic Transmissions