



## APPROVED MINUTES

Monday, May 5, 2014  
1:06 p.m. – 2:35 p.m.  
350 Los Ranchitos Road  
San Rafael, CA 94903

### Board Members Present

*Eric Holm, President*  
*Kathy Bowler*  
*Don Brown*  
*Catherine Carlton*  
*Carmen Delgado*

### Executive Officer (EO)

*Brian Skewis*

### Board Staff

*Rosemary Robinson*

### Legal Counsel

*Sabina Knight*  
*Rebecca Bon*

### Guests

*Dennis Zanchi, Strategic Organization, Leadership and Individual Development (SOLID), Department of Consumer Affairs (DCA)*  
*Tom Roy, SOLID, DCA*  
*Theresa Stearns, Guide Dogs for the Blind (GDB)*

## AGENDA

### Open Session:

1. Call to Order/ Roll Call (Eric Holm)  
Board President Eric Holm called the meeting to order at 1:06 p.m. EO Skewis took roll. Five Board Members were recorded as present and a quorum was established.
2. President's Welcome (E. Holm)  
President Holm welcomed everyone and new EO Skewis to the meeting.
3. Approval of Board Meeting Minutes January 13, 2014 (E. Holm)  
President Holm asked for a motion to approve the January 13, 2014 meeting minutes as written.

Member Brown motioned to accept the meeting minutes of January 13, 2014 as written with modification under the 2014 Campaign – Fake Service Animals; the “Senate and Professions



Committee” to be replaced with, “Senate Standing Committee on Business, Professions and Economic Development.”

Member Bowler seconded the motion.

Board Vote: Motion Passed

#### 4. Committee Reports

a. Legislative Committee Update (B. Skewis)

EO Skewis gave a brief summary of Assembly Bill (AB) 2165.

Discussed were the ramifications it will have on the Board. EO Skewis will consult with DCA’s legislative unit regarding proposed amendments and report back to the Board.

Member Delgado motioned to support the Bill if amended to take into consideration the Board’s applicant size.

Member Bowler seconded the motion.

Board Vote: Motion Passed

b. Outreach and Education Committee Update (E. Holm)

President Holm reported attending the April 30, 2014 Legacy Society Luncheon, where he had the opportunity to meet informally with Chris Benninger, CEO of GDB.

c. Is your “Service Dog” a Fake? (E. Holm)

President Holm reported on Senator Lieu’s informational hearing on February 24, 2014 titled, “Fake Service Dogs, Real Problem or Not?” President Holm spoke as a representative of the Board.

d. Consumer Survey (Board)

Board discussed concerns with D.Sanchi, SOLID, regarding technical and format issues. Sanchi corrected format issues. Sanchi will trouble shoot technical issues and collaborate with EO Skewis to produce a final copy for Board approval.

Member Carlton motioned to delegate Board staff to approve copy as amended with no substantive changes.

Member Bowler seconded the motion.

Board Vote: Passed



5. Executive Officer's Report (B. Skewis)

b. Budget Report

EO Skewis reported that the Board's fund will be insolvent in fiscal year (fy) 2015/2016. Discussed were Board expenditures and revenues. It was agreed to form a committee to review the Board's fiscal issues. Member Bowler and Member Brown were selected for the Budget Committee. The Committee and EO Skewis will collaborate on solutions and goals to align expenditures and revenues and report back to the Board.

c. Examination Update

EO Skewis reported there are 5 examinees. Next exam date is projected for July 2014.

d. Strategic Plan Update

Tom Roy with Solid, DCA reported that the Board's Strategic Plan is out of date. The Board discussed forming a Strategic Plan Committee. Member Carlton and Member Delgado were selected as the Strategic Plan Committee. The Committee and EO Skewis will collaborate with Roy to work on goals and objectives to produce the Board's Strategic Plan. The Committee will provide an update to the Board in July 2014

6. Discussion on and possible action on updating technology requirements for practical exam (Board)

EO Skewis explained the current language on two documents that are provided on the Board's website regarding the practical exam. It was agreed that the technology requirements are outdated and the Security Agreement that requires the examinee's signature, would be retitled and updated.

Member Bowler motioned to amend the language for the technology requirements and the Security Agreement. Legal to approve the amended language and modifications.

Member Brown seconded the motion.

Board Vote: Motion Passed

7. Agenda Items for Next Meeting

Budget Committee update.

Strategic Plan Committee update.

Approval May 5, 2014 Board Minutes.

Election of Board Vice President.

Fake Service Animals and Senator Lieu Update.

Puppy Raiser Accessibility to Public Places



8. Meeting Calendar and Location

EO Skewis reported the following upcoming meetings:

**Board Meeting**

Monday, September 22, 2014

Guide Dogs of the Desert

60740 Dillon Road

Whitewater, CA 92282

**Board Meeting**

Monday, January, 2015

Department of Consumer Affairs

1625 N Market Boulevard

Sacramento, CA 95834

9. Public Comment on Items Not on the Agenda

Member Bowler read a letter to the Board received via email from Mr. Dan Wheeler on May 1, 2014. Mr. Wheeler voiced his concerns for puppy raisers' access to public places.

10. Adjournment

Member Delgado motioned to adjourn at 2:35 p.m.

Member Bowler seconded the motion.