



Valley Mountain Regional Center

Board of Directors Meeting

08/19/2019 | 06:00 pm - 07:30 pm - Pacific Time (US & Canada)

Valley Mountain Regional Center, Stockton Office, Cohen Board Room

Board Members Present: Margaret Heinz, President, Mohamad Rashid, Vice President, Elizabeth Victor-Martinez, Secretary, Andrea Rueda, Dena Pfeifer, Linda Collins (via phone), Robert Balderama, Tom Toomey, Lisa Esteves, Tina Vera, Alicia Schott, Erria Kaalund

Board Members Not Present: Emily Grunder (informed absence), Nadia Robinson (informed absence), Liz Herrera Knapp (informed absence), Cherina Shaw (informed absence), Lynda Mendoza, Noemi Santiago, Tracie Leong

Margaret Heinz, President, called the meeting to order at 602pm.

A. Call to Order, Roll Call, Reading of the Mission Statement

B. Review and Approval of Agenda

Margaret Heinz asked for a motion to approve the agenda. The board approved unanimously.

C. Review and Approval of Board Meeting Minutes from July 15, 2019

Margaret Heinz asked for a motion to approve the board meeting minutes from 07/15/19. Erria Kaalund made a motion, Dena Pfeifer seconded the motion. The board approved unanimously.

D. Presentation - Caseload Ratios

Tony Anderson, Executive Director - See attached presentation (pages 22-44).

After the presentation Tony opened up the meeting for public comment by board members and general public about his presentation.

Board Member Robert Balderama commented that he can see how difficult of a job it can be for caseworkers and that he appreciates the caseworkers.

Board Member Alicia Schott commented that she is frustrated by the report and asked about possible part time positions for Service Coordinators that have not yet completed their degrees.

Board Member Tina Vera asked if there was an internship program for VMRC. Tony replied that we have done a few internships and a few of the interns have stayed on as staff.

Dora Contreras, grandmother of a consumer stated that she has public school experience. She suggested an internship and mentor program. Tony commented that a program like that does still have a cost to it.

Bud Mullanix, HR Director, commented that VMRC actually does have an internship program and are recruiting from UOP. We have done fairs there to attract students who are juniors or seniors. The pay is \$15/hour to start with hopes that they stay after graduation. Bud stated their schedules are a challenge. Bud mentioned that there is about a \$10,000 difference between an intern and full time.

Dora asked about the salary schedule for VMRC. Dora mentioned that benefits are important too when recruiting.

Claudia Reed, CFO, commented that the salary scale is on the website.

E. Consent Items

Finance Committee Meeting Minutes, 08/07/19 - Margaret asked for a motion to approve. Alicia Schott made a motion, Erria Kaalund seconded the motion. The board approved unanimously.

Executive Committee Meeting Minutes, 08/07/19 - Margaret asked for a motion to approve. Alicia Schott made a motion, Erria Kaalund seconded the motion. The board approved unanimously.

F. Committee Reports

1. CLASP - No report.
2. Consumer Services Committee - Dena Pfeifer - She met with Tony, Doug, Cindy and Cindy to discuss this year's committee meetings. I am excited for the New Year. The schedule of meetings is posted to the website. The first meeting is on September 9th at 4pm.
3. Self-Determination Advisory Committee - Mohamad Rashid - We had our meeting last Thursday, 08/16. Liz Harrell from DDS came to speak about Independent Facilitators. The presentation was very informative. The next meeting is Thursday, 09/19, at 330pm.
4. Consumer Advisory Council (SAC 6) - Lisa Esteves - No report. She will submit the report to Doug for next week.
5. Finance Committee - Elizabeth Victor-Martinez - There were no questions on minutes from Finance Committee meeting. Fiscal year for 2019 is over. Elizabeth recommended that the budget change that increased Community Care Facility budget and the increase in the Day Program budget be looked at by the Consumer Services Committee as to why is the trending changing? All reports were approved at the Finance Committee meeting. Next meeting is September 4th at 530pm.
6. Legislative Committee - Emily Grunder resigned as chair. Lynda Mendoza is the new chair. Lynda is not in attendance tonight. The next meeting will be on 08/26/19 at 12pm.

7. Nominating Committee - Linda Collins - Nothing to report. Very pleased at the new board members. They are active and involved. I went on a site visit and there were 2 new members who also visited. We are continuing to focus on representatives of the Mountain counties. Next meeting is TBD.
8. Bylaws Committee - Lynda Mendoza, no updates.
9. Special Events Committee - Tina Vera, no updates.

G. Board Member Visits

Mohamed Rashid - I visited VIP in Modesto, It's a 6 person home. Boys and Girls. Located in a nice neighborhood. Very spacious, but not room for a wheelchair. The home is nice.

Doug Bonnet - The Board Member Visit binder will be passed around to board members to sign up for future visits.

Margaret Heinz - I visited a care home last Friday. The home was beautiful, warm and welcoming. The care provider was very appreciative of the board members who came out to visit as well.

H. Public Comment

Margaret Heinz - She recognized Anthony Hill for 30 years of service with VMRC. He is the new Executive Director at San Gabriel Pomona Regional Center. We are very excited for you. Thank you for the excellent support that you provided to VMRC staff, board, community and consumers. Margaret presented Anthony with a VMRC polo shirt.

Dora Contreras - ICC sponsoring "A Conversation with Judy Mark" this Friday, 08/23 at 1pm at the Best Western. Requested VMRC post the flier for the public to see.

Griselda Estrada - Asked to reopen the policy for Respite and to invite the community to give their opinion. The families want to participate in the making of the policy. We know that there are no limits for Respite.

Irma Ojeda - I have a 29 year old son with Autism. He only gets 18 hours of respite monthly that are not utilized because nobody wants to work that short amount of hours. I don't think it is right. I do know that new vendors come up. I would like to suggest for these vendors to consider our opinions to offer these services or programs to us. Nobody knows the necessities, stresses and frustrations of these people more than the family. It's time to create and develop things that will make an impact and offer a different future for these individuals.

Mary Elena Diaz - My daughter is a regional center consumer. I support the Latin community. We had Early Start services which was very little help. When my daughter turned 3 she didn't have the help of the regional center. The school district denied speech therapy. My daughter regressed. VMRC should consider that not every client has the same necessity and needs. That's why you should listen to every client. Some of our kids need 2 or 3 services. We are talking about all of the Latin community.

Mariela Ramos - Has a son with autism, will be 21 years old next month. She is here to request the policy for personal assistant be open to the public to participate. Request has been brought to the board since February of this year. We haven't received a response. Please give us a response.

Jose Lara - Father of 2 children of VMRC, one is 8, one is 20 years old. There should be more clarity, more transparency. POS for our children's services are sometimes denied. We should know who is approving and who is denying these services. Who is the committee who is in charge of this? Maybe we aren't presenting our needs correctly? Maybe we aren't wording it right? Maybe our children pay the price for our ignorance. Who can we talk to? Who can we explain the needs to? My request is more transparency and to know who are the people approving or denying the expenditures.

Maria Solano - I have 2 teenagers, 21 and 18, both have Autism and are VMRC consumers. Their only service is 20 hours of respite. One day we won't always be with our kids. All I want is for them to have services. Please consider that they have needs, each one of them in different ways.

Jeanette Cardenas - I am with ICC. I totally support what Jose Lara and my Hispanic community are saying. Who is the committee of the POS department? Who is the president? I will leave you my email so that I can receive it.

Nancy Sanchez - I'm with ICC. I have a daughter who is a client of VMRC. I support the comments of Mr. Lara. I would like to know who are the people in the POS department? I talk with all the community. It's important information for us as a parent to know.

Elizabeth Gomez (via phone) - I am the director of ICC. Thank you for the opportunity for public comments. We are a group of advocates. We address disparities in the community. Thank you to the Board and VMRC for the support of sending out information of who we are and what we do. We have an event on 08/23. Judy Mark will be in the area and giving out lots of information and answering questions. Please help us pass out the word of the training. Please post in Constant Contact emails that are sent out. Thank you for your help.

I. Executive Director's Report - Tony Anderson

According to our latest performance measures as reported by the Department of Developmental Services as on July 2019, did you know...

1. Valley Mountain Regional Center (VMRC) is ranked number 11 in size compared to the 21 regional centers, 8 less than Tri-Counties Regional Center and 525 more than Harbor Regional Center.
2. 179 children served by VMRC are in Foster care. This makes up 2.18% of our child population and ranks 10th in the state.
3. Over half of VMRC's population are children (8202) – 55%
4. 99% of the children live at home.
5. VMRC is the 9th largest regional center for child caseload.
6. We are the 13th largest regional center for adult caseload.
7. 6th largest user of Family Home Agency services.
8. 12th largest user of ILS (8.4% of adults) and the 7th largest user of SLS (8% of adults)
9. While 60% of the adults we serve live at home with a parent/family member or own home, VMRC is ranked 19th out of 21.
10. We serve the 2nd most consumers in large Community Care homes (2.79%) and the 3rd most in the state in large (size over 7 consumers) facilities.
11. We are processing the 9th most consumers in intake and while we are ranked 5th most processed under 142 days, we are 5th worst in over 143 days though it's only 6 people and no one beyond the 240 day mark).

12. Bonus Fact: every year we average about a caseload and a half of people who transfer in to the VMRC region from other regional centers (net number).

Other Highlights

1. We'll be making significant advances in technology this year plus Doug hosted a website focus group.
2. Cultural Diversity: three regular community groups Employment is a key service we're providing.
3. The Training and Development Workgroup update.
4. Discussion "Are We A Culture of No?" about the value and art of case management.
5. CLASP Conference.
6. Since the last board meeting we had three retirements of long time employees. Mary Sheehan (40 years), Sharlyne Nomellini (almost 40 years), and Shelli Margarite (about 30 years), and one resignation from Anthony Hill (almost 30 years).
7. Getting ready for the new era of transparency and continuous disclosures.
8. A lot happening with Early Start.
9. Caseload ratios have got to be addressed this year.
10. Self-Determination is going to start before the calendar year is up.
11. Communication, board development will be dominate areas.
12. Doug has organized a meeting with legislative policy staff tomorrow and all the senior leaders will present as as well Carlos and Enos.

J. Other Matters

1. Review and Approval of Compliance Manger Position - Bud and Tony explained the job description (see attached pages 85-94). Margaret asked for a motion to approve the position. Erria Kaalund made a motion, Dena Pfeifer seconded the motion. The board approved the position unanimously.

K. President's Report

Margaret Heinz - Executive Committee met on 08/07/19. Meeting was short and sweet. There was nothing notable to share.

L. Next Meeting

Monday, October 21, 2019, 600pm, VMRC Stockton Office, Cohen Board Room

M. Adjournment

Margaret adjourned the meeting at 730pm.



Valley Mountain Regional Center - Board of Directors Meeting

08/19/19

Valley Mountain Regional Center, Cohen Board Room, Stockton Office

702 N. Aurora Street

Stockton, CA, 95202

Dial-in Number: 1-866-299-7945, Conference Passcode: 7793177#



Valley Mountain Regional Center - Board of Directors Meeting, 08/19/19

Meeting Agenda

A. Call to Order, Roll Call, Reading of the Mission Statement

Margaret Heinz

"The mission of Valley Mountain Regional Center (VMRC) is to support people with developmental disabilities as they enrich their lives through choices and inclusion. VMRC is committed to securing quality, individualized services in collaboration with families and the community."

Establish quorum with
10 board members in
attendance

B. Review and Approval of Agenda

Margaret Heinz

Committee Action

C. Review and Approval of Board Meeting Minutes from July, 15, 2019

Margaret Heinz

Committee Action

Board Meeting Minutes and Packet 07 15 19.pdf

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D. Presentation - Caseload Ratios

Tony Anderson

Community Letter 08 2019.pdf

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E. Consent Items

Margaret Heinz

Committee Action

1. Finance Committee Meeting Minutes, 08 07 19

Margaret Heinz

Committee Action

Fin. Com. Min. and Packet 08 07 19.pdf

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2. Executive Committee Meeting Minutes, 08 07 19

Margaret Heinz

Committee Action

Exec. Com. Min. and Packet 08 07 19.pdf

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F. Committee Reports

1. VMRC Professional Advisory Committee (CLASP)

Liz Herrera-Knapp, CLASP Representative

Next Meeting, Monday, August 26, 1000am, VMRC Stockton Office,
Cohen Board Room

2. Consumer Services Committee

Dena Pfeifer, Chair

Next Meeting, Monday, September 9, 400pm, VMRC Stockton Office,
Cohen Board Room

3. Self-Determination Advisory Committee

Mohamad Rashid, Chair

Next Meeting, Thursday, September 19, 330pm, VMRC Stockton
Office, Cohen Board Room

4. Consumer Advisory Council (SAC6)

Lisa Esteves, Chair

Next Meeting, Thursday, August 29, 300pm, VMRC Stockton Office,
Executive Conference Room

5. Finance Committee

Elizabeth Victor-Martinez, Treasurer

Next Meeting, Wednesday, September 4, 530pm, VMRC Cohen Board Room, Stockton Office

6. Legislative Committee

Emily Grunder, Chair

Next Meeting, Monday, August 26, 1200pm, VMRC Stockton Office, Cohen Board Room

7. Nominating Committee

Linda Collins, Chair

Next Meeting, TBD

8. Bylaws Committee

Lynda Mendoza, Chair

Next Meeting, TBD

9. Special Events Committee

Tina Vera, Chair

Next Meeting, TBD

G. Board Member Visits

Mohamid Rashid

H. Public Comment

I. Executive Director's Report

Tony Anderson

J. Other Matters

1. Review and Approval of Compliance Officer Position

Margaret Heinz

This action also requires an approval to suspend the 30 day requirement.

Committee Action

K. President's Report

Margaret Heinz

Executive Committee Report and Other Topics

L. Next Meeting

Margaret Heinz

Monday, October 21, 6:30pm, VMRC Cohen Board Room, Stockton Office

M. Adjournment

Margaret Heinz



Board of Directors Meeting

07/15/2019 | 04:00 pm - 05:00 pm - Pacific Time (US & Canada)

Valley Mountain Regional Center, Stockton Office, Community Training Room 120

Board members present: Margaret Heinz, President, Mohamad Rashid, Vice President, Lynda Mendoza, Secretary, Elizabeth Victor-Martinez, Treasurer, Andrea Rueda, Liz Herrera Knapp (CLASP Representative), Dena Pfeifer, Lisa Esteves, Cherina Shaw, Tina Vera, Alicia Schott, Erria Kaalund, Robert Balderama

Board members not present: Emily Grunder (informed absence), Nadia Robinson (informed absence), Tracie Leong (informed absence), Linda Collins, Tom Toomey, Noemi Santiago

Margaret Heinz, President, called the meeting to order at 402pm.

A. Call to Order, Roll Call, Announcement of New Board Members, Reading of the Mission Statement

B. Review and Approval of Agenda

Margaret Heinz asked for a motion to approve the agenda. Dena Pfeifer made a motion, Tina Vera seconded the motion, and the board unanimously approved the agenda.

C. Review and Approval of Board Meeting Minutes from June 10, 2019

Margaret Heinz asked for a motion to approve the board meeting minutes from 06/10/19. Elizabeth Victor Martinez, Treasurer, made a motion, Cherina Shaw seconded the motion, and the board unanimously approved the minutes from 06/10/19.

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D. Adoption of Consent Items

Margaret Heinz asked for a motion to approve the consent items.

Elizabeth Victor-Martinez made a motion to approve the Finance Committee meeting minutes of 06/05/19, Erria Kaalund seconded the motion, and the board unanimously approved the Finance Committee meeting minutes of 06/05/19.

Elizabeth Victor-Martinez made a motion to approve the Executive Committee meeting minutes of 06/19/19, Erria Kaalund seconded the motion, and the board unanimously approved the Executive Committee meeting minutes of 06/19/19.

E. Announcements and Public Comment

Dora Contreras - Introduced ICC group of herself, Nancy Sanchez, Griselda Estrada, and Jeanette Cardenas. They have received training from the ICC Los Angeles group. The main purpose of the trainings are to get up to speed on Self-Determination. They have 8 trainings scheduled for parents in Spanish. She also thanked VMRC for putting out the email about ICC.

Nancy Sanchez - She is with ICC. She thanked VMRC for putting out the email about ICC to the community. The Latin community responds better to receiving a letter or a text message. Suggested to the committee to send the community a letter or flier from ICC to see how we can help. She also is asking for a personal assistant policy to be sent to all the families of ICC.

Griselda Estrada - She is with ICC in Stockton. I am the mother of 2 children with Autism. She is here to ask to modify the assessment tool used for respite. There is a big disadvantage in ethnic groups. DDS has taken the law to allow up to 90 hours of respite. Many families have under 10 hours.

Jeanette Cardenas - She is with ICC. We are here present to say that we are here to serve the community and answer any questions of the Hispanic and other communities.

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Irma Ojeda - I have a son with autism. I have many years asking for help and its' very important for a personal assistant. Our children have such a big stress. The only way to survive is with psychiatric medication which makes the situation worse. Please help us.

Mariela Ramos - She was here the last board meeting. The Hispanic community requested the social skills vendor list. Also requesting the personal assistant vendor list. Please provide us with that information.

Christine Hager - Office of Clients Right Advocacy - Big thank you to the community services liaisons for their work the last 2 months on following up on QA issues and alerts and working with our office.

Via phone - Ruby Saldana, ICC Los Angeles, we are here to join the effort and help the community.

Via phone - Elizabeth Gomez, ICC - Thank you for letting us attend via conference line. Thank you to VMRC for outreach efforts. VMRC recently sent out an email for ICC. We are very happy about that and we got lots of results, calls and emails. Sorry I can't make it today but we will be up next week. The mailer was huge success.

Lucy Espinoza - I have a child with autism. I support ICC. I need your help, it is very hard to live like this. We need help with respite program.

F. Committee Reports

VMRC Professional Advisory Committee CLASP (Coalition of Local Area Service Providers)

Liz Herrera Knapp - Our last meeting was on 06/24. We discussed a new facility opening in July. We discussed the provider conference on October 8. The "Save the Date" is coming out soon. We discussed the new website content and the increases in provider rates that were put into place. Our next meeting is Monday, 07/22, from 10am - 12pm.

Consumer Services Committee

Dena Pfeifer – The Consumer Services Committee brings forward a motion to allow Chesney Professional Care Home to continue to operate over the 6 bed capacity (they currently have an exception capacity of 11 beds) that was approved at the Consumer Services Committee meeting on 05/13/19. Elizabeth Victor-Martinez seconded the motion, and the board approved unanimously to allow Chesney Professional Care Home to continue to operate over the 6 bed capacity.

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Finance Committee

Elizabeth Victor-Martinez - We are looking for more board members who are interested in joining the Finance Committee.

The Finance Committee brings a motion for approval of contracts over \$250,000 that were approved by the committee on 07/10/19, starting on page 18 through page 73 of the attached packet. Cherina Shaw seconded the motion and the board unanimously approved the contracts over \$250,000 approved by the Finance Committee on 07/10/19.

The Finance Committee brings a motion for approval of the Contract Status Report on page 75 of the attached packet. Lynda Mendoza seconded the motion and the board unanimously approved the Contract Status Report approved by the Finance Committee on 07/10/19.

Elizabeth reviewed page 76 of the packet, POS Expenditures.

Our next meeting is 08/07 at 530pm.

Self Determination Advisory Committee

Mohamad Rashid - We had our last meeting on 06/20/19. We spoke about having Liz Harrell of DDS to come do a training on Independent Facilitators. She is coming in on August 15th. Mohamed will confirm this at our next committee meeting, which is this Thursday, 07/19, at 330pm.

President's Report

Margaret Heinz, President - Our next Executive Committee meeting is Wednesday, 08/07, at 630pm. The Executive Committee did not meet in July. There is nothing additional to report that hasn't already been shared.

Consumer Advisory Council (SAC6)

Lisa Esteves - SAC6 is busy planning our August Area Meeting. It will be held on August 2nd, at Turner Park in San Andreas. We are excited to announce Claire Lazaro, EJ Edmerson and Carlos Hernandez will talk to us about their roles at VMRC and how they serve consumers. We hope to see you at the area meeting. SAC6 has finished their move from the downstairs office to upstairs near Tony. It's fun being upstairs, meeting VMRC staff, and being near Tony. We continue to meet monthly with Tony and talk about how we serve all regional center consumers in all 5 counties. We are working with Tony to identify more things we can do to support VMRC and the people they serve. In May, we attended the statewide self-advocacy conference in Sacramento. It was a great way to share information about SAC6 and self-advocacy. Two people from our area, Lisa Utsey and Jonathan Zahodne gave presentations. Lisa talked about using a facilitator, being on a board of directors and maintaining healthy boundaries with facilitators.

Jonathan talked about his very serious car accident and his amazing recovery. It was great to have self-advocates from our area representing us at the conference.

G. Board Member Visits

Doug Bonnet shared Lynda Mendoza's report from her Board Member site visit to UCP of Stanislaus County.

I met with Andres Fuentes Service Coordinator. This facility offers many adult day programs for adults 21 years and up. (This facility does not offer a behavior program).

This facility does offer "Full assistance's" for Personal Care. There are 8 staff members in charge every 3 hours for personal care needs.

UCP Motto: Life without Limits

1st Program: **Focal Point Program** (Medically fragile) Ratio is 1 per 6

2nd Program: **Expanding Horizons** (Community integrating) Monday- Friday meet up at 8:00 am leave on shuttle buses at 9:30am and are back at facility at 1:00pm. Ratio is 1 per 3

There are 4 buses for the outings and Expanding Horizon Program

Facility capacity in large community room is 85 currently UCP has 60 members

Classes and other activities offered in facility:

Cooking classes \$5.00 The Expanding Horizon participates go to the store to purchase all ingredients. This class is opened to everyone to participate in prepping and/or cooking meal and clean up.

Art Class. The paintings from the members are raffled off at the annual "Citizens Treasures Fundraiser" (3 years strong)

Prom (partners with San Joaquin UCP) October 20th

Tuolumne Camping Trip July 21-24 (partners with Turlock UCP)

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Additionally:

Class Rooms to work on objectives 1-2 hours daily

PE Classes offered after lunch daily. For the medically fragile there is a room with medical table to allow the member to be removed from wheelchair and exercise limbs with assistance from staff. Laundry facilitating availability teaching members how to wash and dry their own clothes.

Arts N Crafts Class, Technology Class, Science Class.

New program they have started this year Buddy Club for 16 year and up. Monthly 5pm to 8pm.

H. Other Matters

None.

I. Next Meeting

Monday, August 19, 2019

6:00pm, VMRC Stockton Office, Cohen Board Room

J. Adjournment

Margaret Heinz adjourned meeting at 438pm.



Valley Mountain Regional Center

Finance Committee Meeting Minutes

08/07/2019 | 05:30 pm - 06:30 pm - Pacific Time (US & Canada)

VMRC Stockton Office, Cohen Board Room

Attendees (9)

Committee Members Present: Elizabeth Victor-Martinez, Chair and Treasurer, Connie Uychutin (CLASP Representative, Margaret Heinz, President

Committee Members Not Present: None

Staff Present: Tony Anderson, Executive Director, Doug Bonnet, Assistant to the Executive Director, Claudia Reed, CFO, Corina Ramirez, Resource Development Administrative Assistant

Other Board Members Present: Lynda Mendoza, Secretary, Alicia Schott

Meeting called to order at 530pm by Elizabeth Victor-Martinez.

A. Review and Approval of Meeting Agenda

Approved unanimously by committee.

B. Review and Approval of Finance Committee Meeting Minutes of 07/10/19

Approved unanimously by committee.

C. Public Comment

None.

D. Approval of Contracts over \$250,000

1. PCS Amended Contract - Corina Ramirez, see pages 75 and 76 attached. Approved unanimously by committee. Connie Uychutin abstained.

E. Fiscal Department Update

1. Acceptance of Contract Status Report - Claudia Reed, see page 77 attached. Approved unanimously by committee.
2. Acceptance of Restricted Donations - Claudia Reed, see page 81 attached. Approved unanimously by committee.
3. Purchase of Service (POS) and Operations (OPS) Expenditures - Claudia Reed, see pages 78 and 79 attached. No action needed.
4. Cash Projection - Claudia Reed, see page 82 attached. No action needed.
5. VMRC Monthly POS Expenditure Projection (PEP) Summary - Claudia Reed, see page 80 attached. No action needed.

F. Next Meeting - 09/04/19, 530pm

Meeting adjourned at 622pm.



Valley Mountain Regional Center

Executive Committee Meeting

08/07/2019 | 06:30 pm - 07:30 pm - Pacific Time (US & Canada)

VMRC Stockton Office, Cohen Board Room

Attendees (8)

Committee Members Present: Margaret Heinz, President, Mohamid Rashid, Vice-President (via phone), Elizabeth Victor-Martinez, Treasurer, Lynda Mendoza, Secretary, Dena Pfeifer, Consumer Services Committee Chair

Informed Absences: Emily Grunder, Legislative Committee Chair

Uninformed Absence: Linda Collins, Nominating Committee Chair

Staff Present: Tony Anderson, Executive Director, Doug Bonnet, Assistant to the Executive Director, Bud Mullanix, Human Resources Director

Others Present: None

Margaret Heinz called the meeting to order at 632pm.

A. Review and Approval of Meeting Agenda

Approved unanimously by committee.

B. Review and Approval of Executive Committee Meeting Minutes of 06/19/19

Approved unanimously by committee.

C. Issues for Discussion

1. Executive Director's Update - Tony Anderson, see pages 6 and 7 attached.
2. Notable Consumer Incidents/Complaints - Tony Anderson, see pages 6 and 7 attached.
3. Vendor Issues - Tony Anderson, see pages 6 and 7 attached.
4. Personnel and Union Update - Bud Mullanix, see pages 4 and 5 attached. Tony also stated that we recently had 3 retirements; Shelli Margarite, Modesto Adult Program Manager, Mary Sheehan, Clinical Director and Sharlyne Nomellini, Stockton Clinical Intake Manager.
5. Other Matters - Tony Anderson. Tony stated that he continues to have private meetings with legislatures at the State Capitol.

D. August Board Meeting Agenda

Margaret Heinz stated that herself, Tony and Doug worked on the agenda today and it will be posted on 08/12/19.

E. Approval to Suspend 30 Day Notice

No action needed.

F. Next Meeting - Wednesday, 09/04, 630pm

Meeting adjourned at 705pm.

2019 Report, Feedback, and Plan of Correction for Non-Compliance of the Required Caseload Ratios



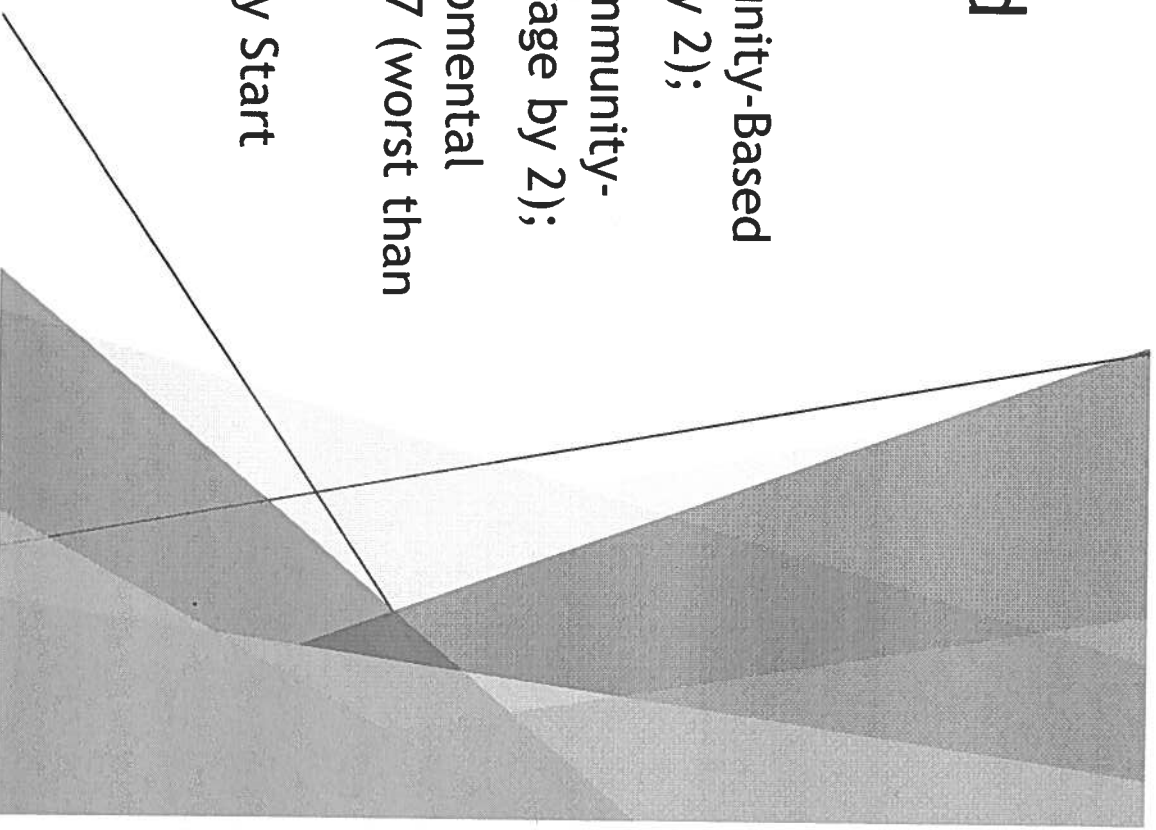
VALLEY
MOUNTAIN
REGIONAL
CENTER
Helping People
with Developmental
Disabilities Reach Their
Maximum Potential

Public Presentation of the Valley Mountain Regional Center Caseload Ratios

By Tony Anderson, Executive Director

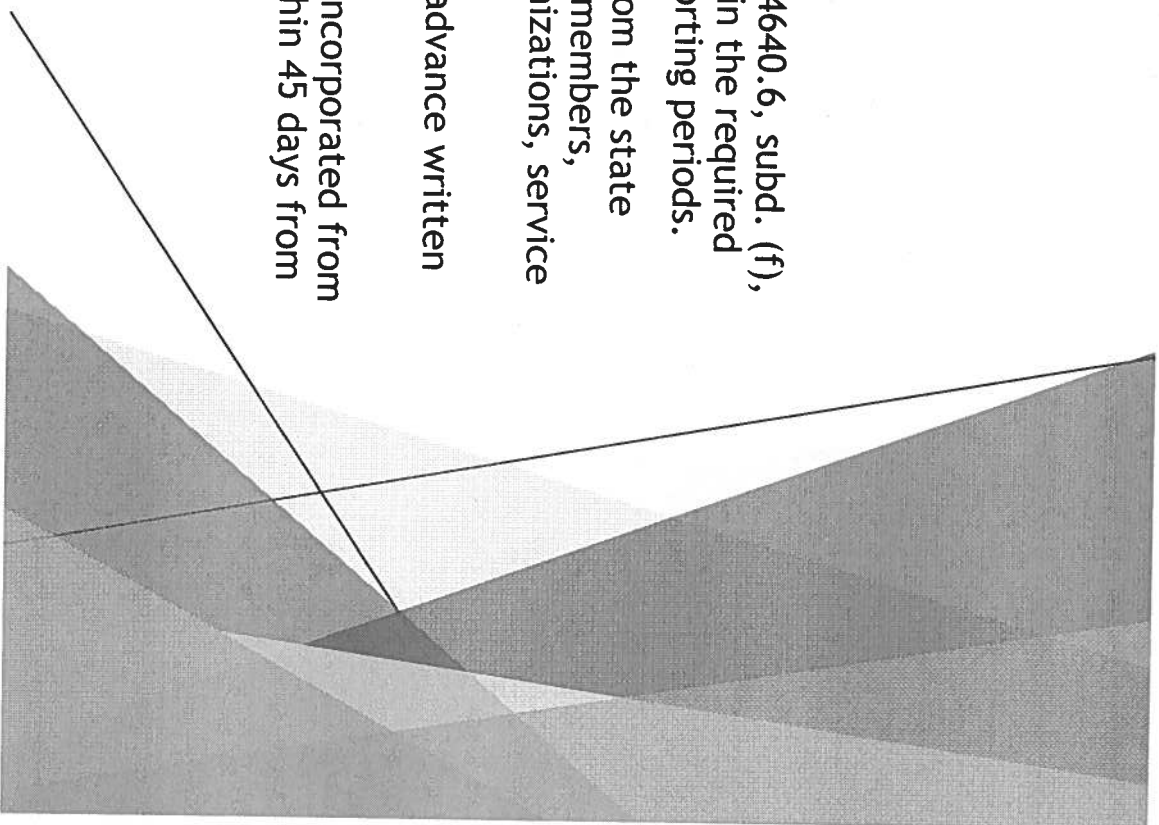
VMRC did not meet the required caseload ratios

- ▶ consumers enrolled on the Home and Community-Based Services Waiver (better than state average by 2);
- ▶ consumers not enrolled on the Home and Community-Based Services Waiver (worse than state average by 2);
- ▶ consumers who have moved from the developmental centers to the community since April 14, 2017 (worse than state average by 16); and
- ▶ Consumers under the age of three in the early Start program (worse than state average by 16).



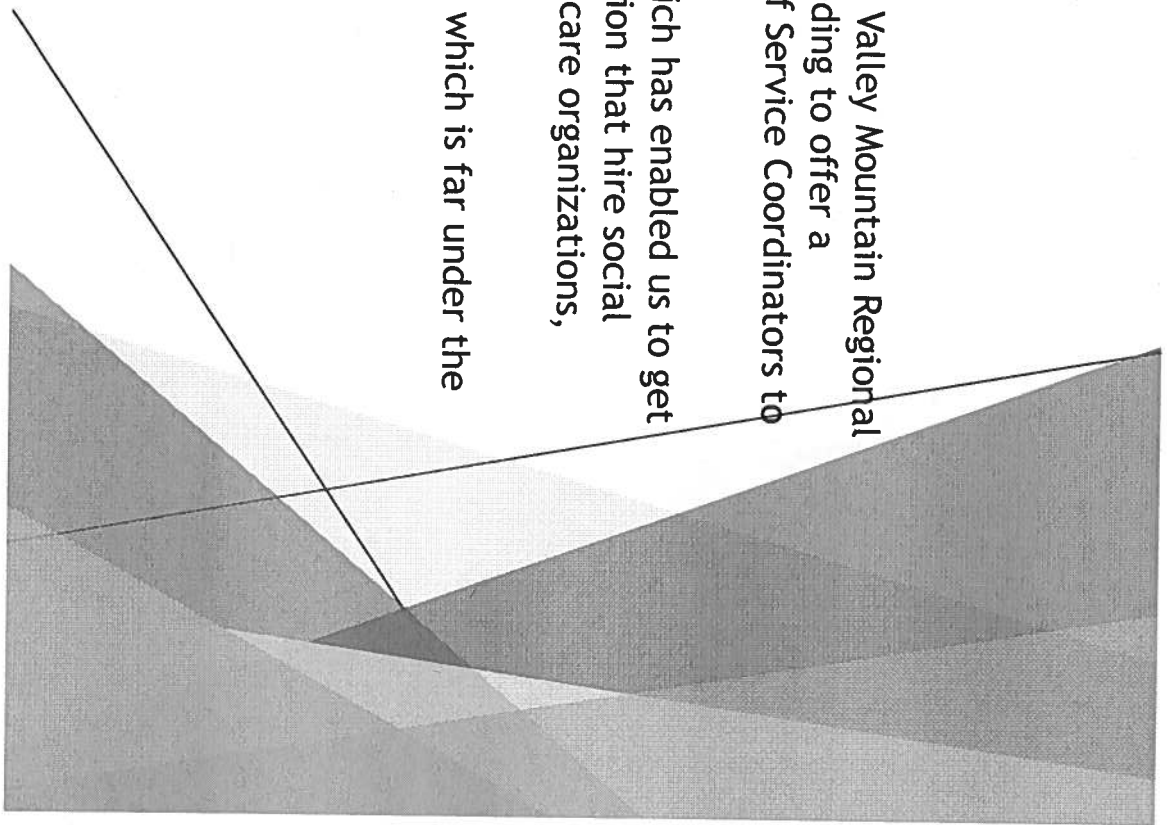
DDS Letter. . .

- ▶ This letter is to notify you that, as specified in WIC section 4640.6, subd. (f), a plan of correction is required since VMRC failed to maintain the required service coordinator caseload ratios for two consecutive reporting periods.
- ▶ The plan of correction must be developed following input from the state council, local organizations representing consumers, family members, regional center employees, including recognized labor organizations, service providers, and other interested parties.
- ▶ DDS recommends one public meeting, with at least 10 days advance written notice, to solicit input from the entities described above.
- ▶ With the plan of correction, please describe how input was incorporated from interested parties. Please e-mail your plan of correction within 45 days from the date of this letter



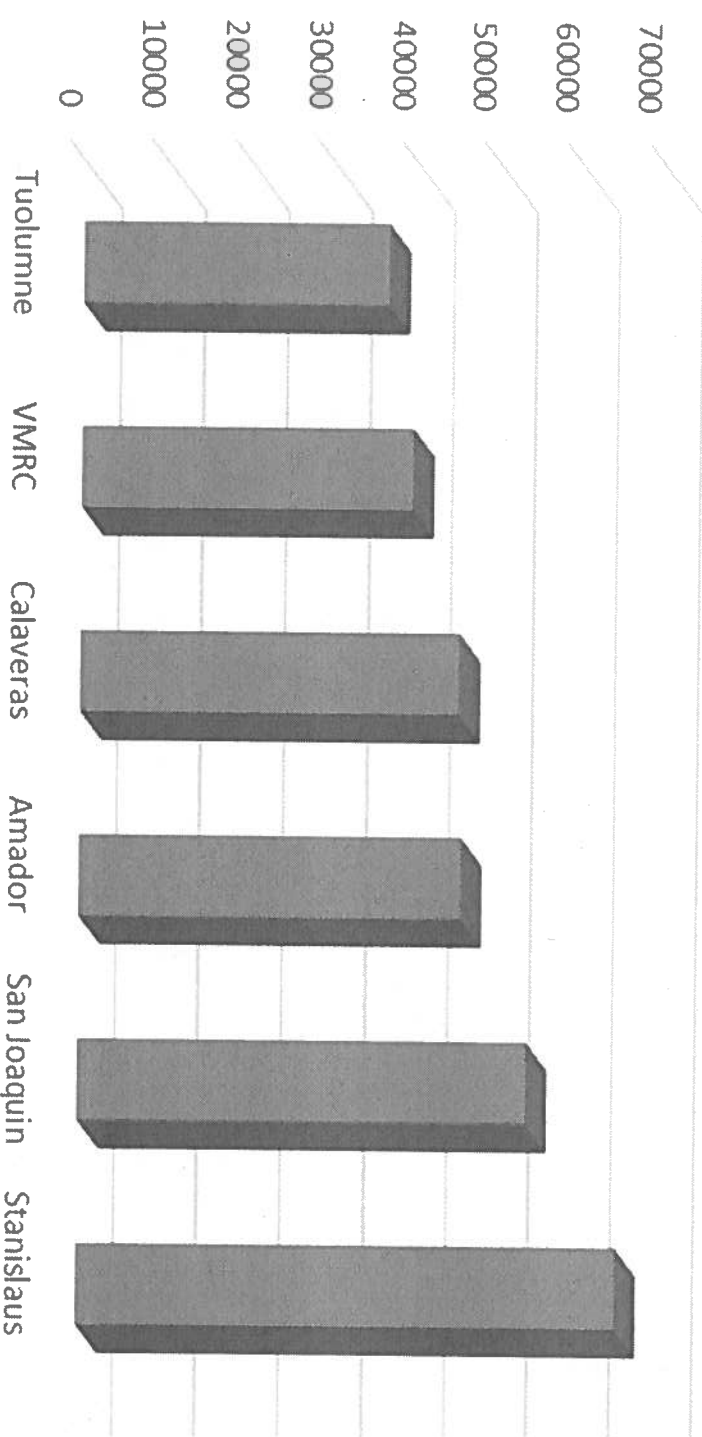
Systemic in Nature

- ▶ As reported in previous years the problem is systemic as the Valley Mountain Regional Center, and our sister regional centers, have inadequate funding to offer a competitive wage to recruit and retain sufficient numbers of Service Coordinators to comply with case load average ratios.
- ▶ In 2016 we received a significant increase in our funding which has enabled us to get closer to the wages and benefits of our employers in our region that hire social workers such as county government, hospitals and managed care organizations, schools, and community providers.
- ▶ Service coordinators start at \$39,728 (about \$19.11 an hour) which is far under the average for our largest county.



Regional Social Worker Salary Chart

Regional Salary Chart

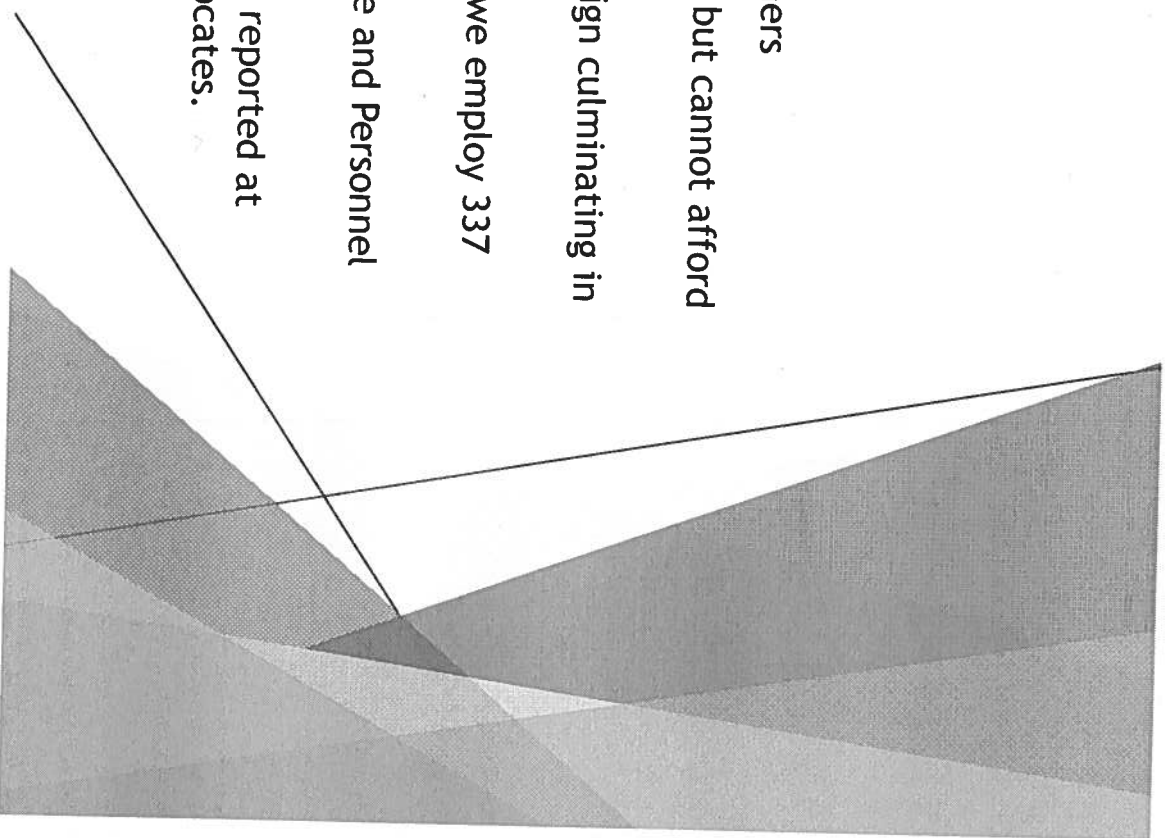


Regional Social Worker Salary Chart

Position	Compensation
California Prison	\$84,287
Child/Family Services	\$51,000
Medical Social Worker	\$50,000
Clinical Social Worker	\$44,700
Foster Families	\$42,427
In Home Social Worker	\$41,680
VMRC	\$39,728 with a Bachelor's Degree

Recruitment Campaign

- ▶ In 2019 we added five case managers and 1200 new consumers
- ▶ For 2020 we plan on adding the same number of consumers but cannot afford to add one case manager.
- ▶ In 2018 we completed our two year expansion hiring campaign culminating in the hiring of 25 more case managers.
- ▶ As of July 2017 VMRC employed 319 people and as of today we employ 337 with plans to hire about 5 more case carrying professionals.
- ▶ Every month we report on the caseload status to our Finance and Personnel Committee.
- ▶ This issue is also discussed at VMRC Board meetings and also reported at several community meetings with parents, vendors and advocates.



Caseload and Consumer Census

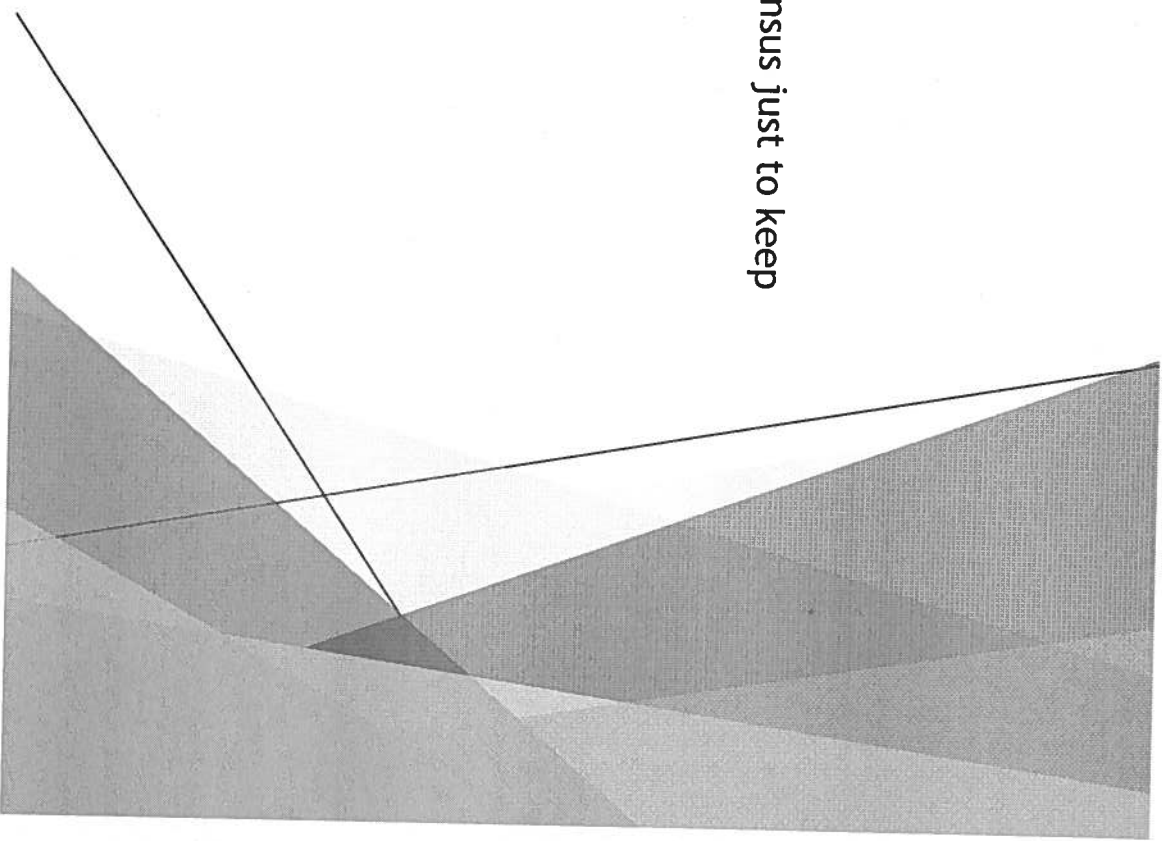
In July 2016 we had an average of 1:80, with the same ratio in July 2017, in 2018 our ratio report was at 1:75, and today we are back up to 1:79.

On June 1, 2016 VMRC had 12,886 consumers. As of June 1, 2017 VMRC had 13,697 consumers, a difference of 811 consumers in a 1 year period and in 2018 we served 14014 (317 added), in 2019 our census was 14850 (not including intake) which is an additional 836.

Although we have expanded the number of case carrying positions our growth appears to outpace our ability to maintain ratios.

Our Hiring Outcomes

- ▶ It would take 21 new staff to match our anticipated new census just to keep us in the same size noncompliance that we are in today.



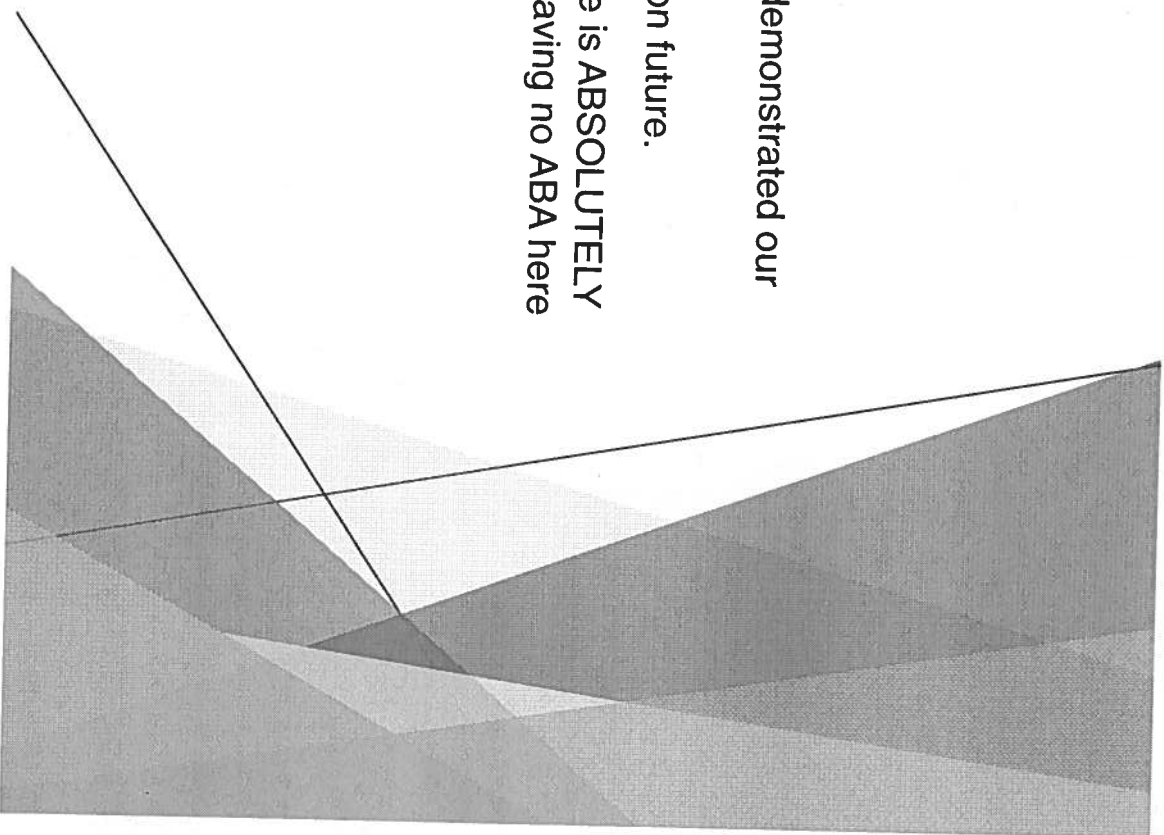
Other Factors Impacting the Ratios

- ▶ It has been a constant struggle to not only recruit more Service Coordinators, but also to retain them. Our average tenure is up .2% to 9.2 years and our turnover rate for the past year has improved to 8.5% (down from 10.1%).
- ▶ DDS plans to expand our capacity in few non-casemanagement areas having to do compliance, disclosures, forensics, family home agency oversight, and, etc.
- ▶ These new functions have yet to be determined if the positions will be added or just the functions will be added to the contract, but if new positions it may mean we will have more vacancies in our Service Coordinator ranks.
- ▶ In addition to the internal promotions we have had some staff leaving for a variety of reasons including retirement, the need for a better paying job and the need to find a job with less pressure and rigid documentation timelines.



Public Input . . .

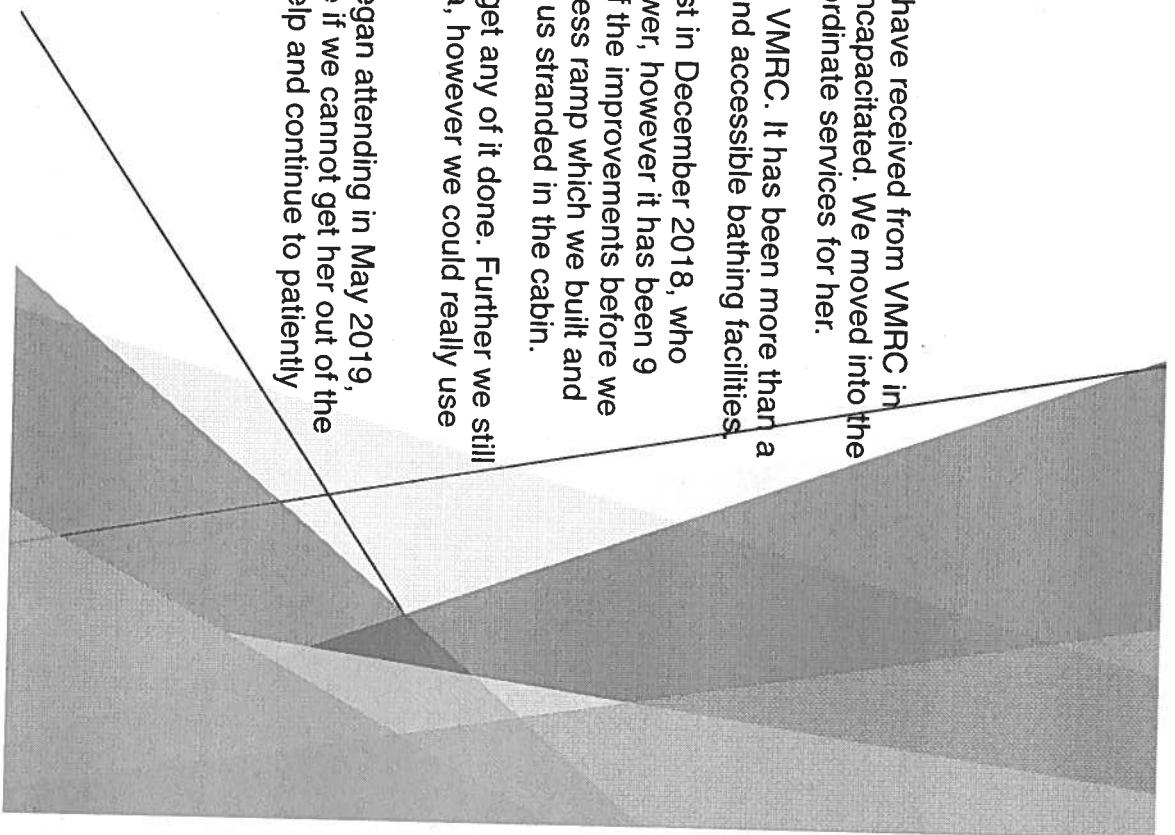
- ▶ Its been so much to work to regulate the equity , the results demonstrated our impact
- ▶ Very helpful ! Gave so much information that I need for my son future.
- ▶ I am impacted because I live in Calaveras county where there is ABSOLUTELY NOTHING for people, particularly people, kids with Autism. Having no ABA here is bad. Get ABA



Public Input . . .

- ▶ We have been extremely disappointed with the help (or lack thereof) we have received from VMRC in regards to securing services for our Foster Daughter who is completely incapacitated. We moved into the Arnold area (Calaveras County) in October 2017 and began trying to coordinate services for her.
- ▶ We first worked with Calaveras County Health and Human Services then VMRC. It has been more than a year and we still struggle with multiple issues especially ingress/egress and accessible bathing facilities.
- ▶ We had a home visit (arranged by VMRC) from an Occupational Therapist in December 2018, who indicated that we could get help with a wheelchair lift and accessible shower, however it has been 9 months since then and still nothing. We were certainly hoping for some of the improvements before we face another winter. When the temperature drops below freezing, the access ramp which we built and paid for ourselves, becomes so icy that it is virtually unusable and leaves us stranded in the cabin.
- ▶ These many months later, we still have no answer as to whether we can get any of it done. Further we still do not know if it is even approved. We realize that Arnold is in a rural area, however we could really use some more help.
- ▶ VMRC did finally help arrange a day program for our daughter and she began attending in May 2019, however we are concerned that she may have to suspend her attendance if we cannot get her out of the house safely due to icy ramp conditions. We have repeatedly asked for help and continue to patiently wait.....

Better communication and streamline approval processes



Public Input . . .

- ▶ I feel like we are checked on less even though we have a good case worker. Maybe check in every 3 months.
- ▶ Since the retirement of John Alkhas (previous service coordinator) we have seen a huge turn over in case management/service coordinators.
- ▶ The larger caseloads make it more difficult to get in contact and speak with service coordinators.
- ▶ I truly believe that individuals applying for the position of SC or CM start off with VMRC as a stepping stone in their career.
- ▶ If the regional center was financially able to pay a higher salary then the retention rate would improve.

Public Input

- ▶ case workers neglect consumers they are to serve because each caseworker carries 100 cases each. Makes no sense! Really how would we really know if we were getting bad/good service or not when we always have gotten the same type of service? If it always was good or bad would we know how it could be different/better with caseworkers with less of a load?
- ▶ Yes get off your asses and hire more qualified staff! Also only hire people who are wanting to serve the consumers not someone who is just looking to get a job!
- ▶ Hire qualified HR professionals to drive the recruiting! If you keep using staff who are not HR professionals, and strong HR Professionals, not corporate lap dogs, then maybe you can get better candidates! Keep the VMRC admin/case managers out of it!!

Public Input

- ▶ Our experience has been pleasant and we love our case manager, Nikki
- ▶ Great service ! How about weighting the client based on needs, meaning a client with Full time needs = 1; where a client with 1/2 time needs= 1/2. Might be something that needs to be approved at the state level but seems hours needed per client should be factored in some where.
- ▶ I have had no issues and would never have thought there was any problem. My son's case manager and all other's we've had any dealings with have always been prompt and efficient when working with us.
- ▶ Seem'd they're doing something right and I'm happy with how things are so there's nothing I can recommend.

Public Input

- ▶ Most case managers that I have worked with since being apart of this team as a PA has been satisfactorily my complaint for the case managers is they don't have adequate time to get to you soon enough For example: A request is made from the consumers or from the provider it takes sometimes a few days for him/her to get back to you then more time to be seen I believe and it's just my opinion that if the caseloads were lessened it wouldn't be so many transferring from one home to another
- ▶ Maybe if the caseloads were lessened it would give case management to look into certain situations before it gets out of hand and resolve a lot of premature moving and behaviors among the consumers and care providers

Public Input

- ▶ Client's name, has always received excellent service by VMRC , from service coordinator on up. We understand the case load to be large. We have experienced no significant impact. Thank you, Robert Botto: parent.
- ▶ Evidently the State needs to increase funding. Way back when then Governor Reagan proposed closing the developmental centers (state hospitals), it was offered as both a cost saving measure and benefit to clients. Appease the State has forgotten about the need to fund the Regional Center concept adequately to meet changing client numbers and needs.
- ▶ In review of the compensation figures if the State devoted 1/2 as much to Regional Centers as they do to prisons the ability to hire, and retain qualified staff would be greatly relieved. Thank you, Robert Botto: parent

Public Input

- ▶ clients we work with do not feel supported when their SC keeps changing.
- ▶ We need more SCs
- ▶ I haven't had any issues with my case manager. She always does our quarterly visits on time. She has addressed all my issues and inquiries.
- ▶ We have had a very smooth process with VMRC and we're able to get services for my son fairly quickly we haven't had any issues with case loads
- ▶ To The Staff at VMRC especially our worker, KAREN CLOYD: My son and I have been with your agency for 20 years. My son, Jeffrey Ziegler has resided at Valley Oaks Family Home in Sonora for all that time. We both consider it a GREAT blessing that he has benefited from the services you offer. Karen Cloyd, our worker has been outstanding in all she has done for us. Karen is so caring, compassionate and personable with Jeffrey and me at our meetings and over the phone. Thank you again for making us feel so special and that we matter.

Public Input

- ▶ Well i am very happy with the help that has been provided by vmrc, we are happy with tom. I hope you get the funds that will help more people. Thank you.
- ▶ In all sincerity I have no idea how my Input can help. I will say I've worked with VMRC since 1993. I've seen the turnover in staff and have had difficulty knowing who is and isn't working there any longer. The caseloads are too high and that makes caring individually for each consumer almost impossible however staff does a wonderful job in doing just that. Would VMRC consider hiring service coordinators that don't have the bachelors degree? Are there sufficient applicants for these positions?
- ▶ There is definitely a need for not only hiring the service coordinators but keeping them interested in staying on thats not an easy task considering that we work with individuals that need assistance in many areas. The key is finding individuals who know value love and admire our population.
- ▶ Most of VMRC staff enjoy working with our consumers and that is a must. Those are my thoughts.... Have a wonderful week!

Public Input

- ▶ They always on top at what they do
- ▶ I would like to get my son the extra help with his behavior
- ▶ As a caregiver for my adult son, I do not feel the larger caseloads have affected him in any way. Meetings are timely, workers are available, paperwork is always managed. I do feel the high turnover rate, while not an issue for my son, could have negative impacts for those consumers who rely on VMRC for more services.
- ▶ Having the same caseload manager for a longer period helps improve communication, understanding and realization of each person's individual needs.
- ▶ I'm sorry, I really do not have any for you. That is not my area of knowledge. I appreciate all the center does for us and we have been pleased with most all of the caseload workers that have been assigned to us.
- ▶ We don't hear from the case worker as much. Once a week check in

Public Input

- ▶ I have some suggestions for some solutions. Please understand with out knowing all the intraquett details these solutions are just based on the surface material. 1) Some how the State has to know or be shown that the funding provided is being allocated in the different departments or areas and as appreciative as VMRC is for receiving such funds; it is not enough.
- ▶ 2) The unemployment rate in Stanislaus is higher than most States across the board. Why not utilize those numbers? Check the employment office for individuals that have case work experience, with or with out degrees. Training could come in house. Check with the local Universities or the Community Colleges from Stanislaus, Merced, Stockton. The EOPS office, Cal Works. The part time workers can do all the paper work with the same clearance of your regular employees. They could do a lot of the paperwork filing or typing up or filling out the typical forms or even answering the participants questions.
- ▶ 3) Check with AARP. There are numerous Seniors with more experience then some of your "new comers" and are willing to work part time or even full time to enhance their income or even really enjoy making a difference in some of the participants lives.
- ▶ 4) Check with the Veterans offices in the area. Example: My sister worked with government contracts and dealt with families of disabled Veterans, these individuals are an essential part of America. Don't exclude them because of age. (just a note my sister doesn't want to work any more, she's retired) Basically the public is waiting for your call.

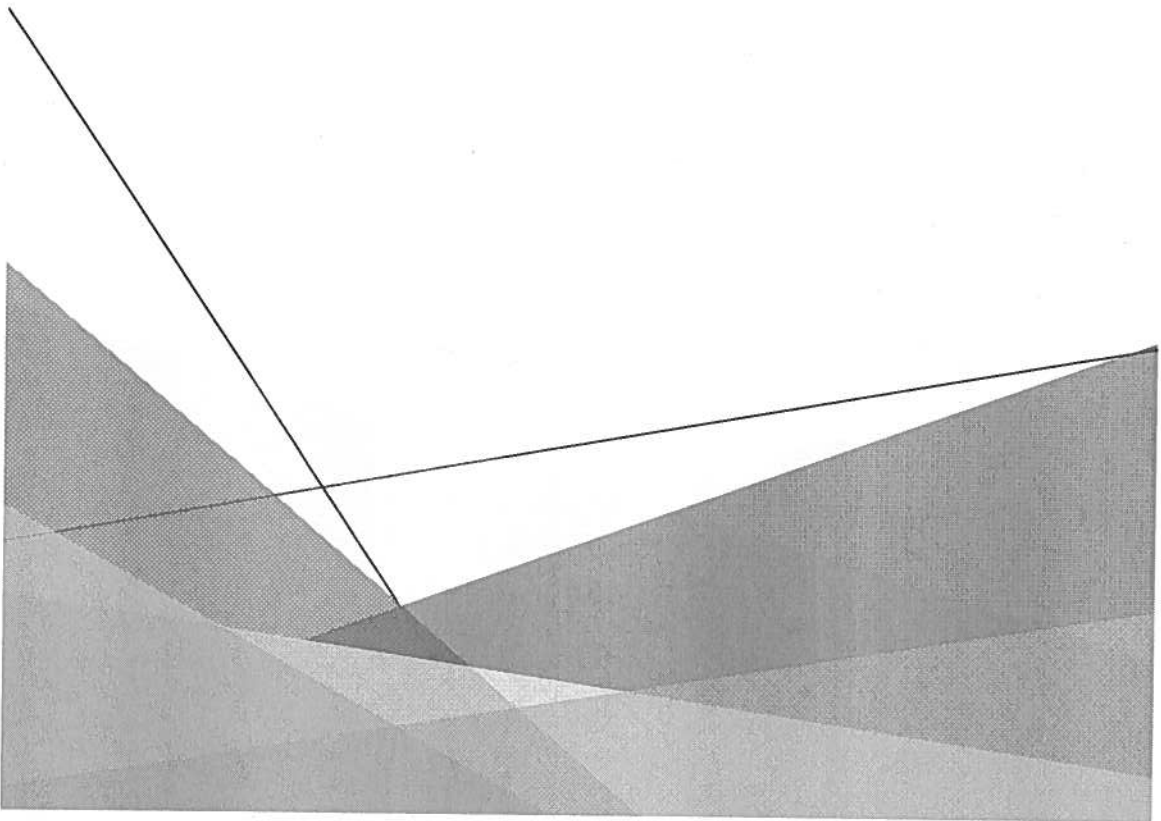
Our Plan for Correction . . .

- ▶ Our plan is to continue our recruiting efforts to fill backfill vacancies as fast as possible to reduce the burden on case managers who have to cover for uncovered caseloads.
- ▶ Continue to identify time saving tools for Service Coordinators to meet increasing expectations.
- ▶ Provide training and consistent policy oversight to assure they have the tools and inspiration necessary to be productive, happy, and efficient in their case management duties.
- ▶ Continue to provide supports to minimize the non-casemanagement core functions (quality assurance, provider development, communications to inform their consumers of resources and events, and as many administrative functions as we can).
- ▶ The VMRC IT Department is looking at several computer software programs that can assist Service Coordinators in doing their work.
- ▶ We will also continue to solicit ideas from the community to improve our recruitment and employee retention efforts.
- ▶ We will undergo an intensive re-evaluation of our entire distribution of consumers per case carrying staff to assess whether or not there may be a way to reassign some cases to others with lower caseloads.

The success of our plan will depend, in large part, on receiving sufficient funding from the DDS to keep our salaries and benefits competitive with other social services agencies in our area.

Public Input . . .

- ▶ What Do Think?
- ▶ Any other ideas besides increasing funding?
- ▶ What's your experience with high caseloads.





Job Description

TITLE: Compliance Manager

REPORTS TO: Executive Director

General Statement of Duties: The Compliance Manager is responsible for managing consumer complaints, fair hearings, appeals, and monitors the VMRC management's regulatory compliance with all statutes with jurisdiction over the regional center operations. We are looking for a professional with a sincere interest in protecting the rights and responsibilities of our consumers while maintaining our integrity by upholding our public charge as outlined in the Lanterman Act.

Working Condition and Physical Requirement:

- The majority of duties are performed in the office and out in the community.
- Must have reliable transportation and be able to travel locally and out of town regularly.
- The ability to sit at a work station for long periods of time.
- Frequent standing and walking throughout offices, service provider facilities and other agencies.
- Adequate manual dexterity and coordination to operate standard office equipment (i.e. computer, telephone, fax machine, etc.)
- The ability to read, write and comprehend large amounts of written material such as reports and regulations, use the telephone, and communicate via electronic mail is required on a daily basis.
- Excellent oral and written skills are essential.

Key Responsibilities – Essential Functions

1. Manages the fair hearing process from receipt of submission to resolution.¹
2. Shall serve in a consultation capacity for service coordinators and their managers on all matters related to the denial of services including the reductions in services.
3. In the event of an appeal procedure where the consumer or their representative has secured legal counsel, the Compliance Office will have to work effectively with the regional centers outside counsel.
4. Coordinates legal advice and guidance pertaining to immigration law resources and referrals, as well as communication with vendored immigration attorneys as needed.
5. Manage and facilitate the VMRC obligation on the Legal Service Review Team (LSRT). While the Public Defender would represent the consumer, the Legal Affairs and Compliance Officer will assure that we meet our legal requirements and deliverable to the courts, District Attorney's office, and the Public Defender's office. The role is more supportive for case management staff to

¹ The Assistant Directors will work in a rotation to manage the informal mediations process for service related appeals (excluding eligibility and vendor appeals).

help protect the consumer's legal interest within the requirements of what a regional center can legally provide in form of supports and services.

6. Review, advise, and ensure VMRC compliance with the regulations and statutes including all 4731 complaints and whistleblower complaints as designated by the Executive Director.
7. Monitor the reporting and disclosures required of regional center as set forth pursuant to Section 4639.5 of the Lanterman Act.
8. Monitor the timely submission of regional center-specific reports generated pursuant to, and for the purposes of, subdivision (h) of Section 4571.
9. Develop and maintain all the Memorandums of Understanding between the regional centers and our community partners (i.e., foster care, mental health, school districts, healthcare plans, Disability Rights California Office of Client's Rights, etc.)
10. Maintain current knowledge and understanding of the purpose and procedures for public transparency regulation and policies.
11. Keep abreast of internal standards and organizational goals and provide trainings to address common issues you come across in the appeals.

Supervision Responsibility

Direct Reports:

None

Indirect Reports:

Confidential Senior Office Technician

Minimum Position Requirements: At least five (5) years of Human Services related Master's Degree and at least ten (10) years of increasingly responsible professional experience in protecting the rights of people with developmental disabilities, including experience with the legal system in the context of supporting people with disabilities in the courts and other legal environments. Extensive knowledge sufficient to manage the fair hearing and appeals process.

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Meeting Sign In

Project: Board of Director's Meeting
 Facilitator: Margaret Heinz, President
 Place/Room: VMRC Stockton, Cohen Board Room

Date: 8/19/2019
 Time: 6:00pm

PRINT NAME	ORGANIZATION	TITLE	PHONE	EMAIL
1. Shaetaye Kirkendoll	Facilitator			
2. Kris L. SUGABO	Facilitator			
3. TOM TOOMEY	MEMBER			
4. Andrea Rueda	Board Member			
5. Essia Kaalund	Board member			
6. Lori Smith	Facilitator			
7. Dena Pfeiffer	Board member			
8. Margaret Heim	Board			
9. Tina Vera	Board			
10. Alicia Schott	Board			
11. ANAN Smith	DOS			
12. Maria E Solano				
13. MOHAMMED R				
14. Elizabeth Vichr-Martinez	Board			
15. Angela Lewis	Facilitator			
16. Robert Balderama	Board			
17. Mariela Ranno	Mom			
18. Rosa Contreras	Grandmother			
19. LISA ESTEVES	Member ^{BOARD}			
20. Jose Lara				
21. Douglas H. H. H.	Heart & Heart President			
22. Jeannet Cardenas	ICC			

Meeting Sign In

Project: Board of Director's Meeting
 Facilitator: Margaret Heinz, President
 Place/Room: VMRC Stockton, Cohen Board Room

Date: 8/19/2019
 Time: 6:00pm

PRINT NAME	ORGANIZATION	TITLE	PHONE	EMAIL
1. Gricelda Estrada	Parent		(209) 401-5819	griceldadj@yahoo.com
2. Irma Ojeda	Parent		(209) 4382	
3. Brian Bennett	VMRC			
4. Nicole Weiss	VMRC			
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