



Valley Mountain Regional Center Board of Directors Meeting

Monday, 08/17/20, 6:00 PM

Via Zoom Video Conference

<https://zoom.us/j/95349174850?pwd=N2FaRThDYU1Wdm8wdjF3TldXTzM3dz09>

Webinar ID: 953 4917 4850 Password: 945370

Dial in Number: 1-669-900-6833

For Spanish Translation, Dial 1-866-299-7945, Participant Code 7793177#



Meeting Book - Board of Directors Meeting

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 individualized services in collaboration with families and the community."

B. Review and Approval of the Meeting Agenda

Margaret Heinz

Action Item

C. Review and Approval of the Board of Directors Meeting Minutes of 07/20/20

Margaret Heinz

Action Item

Board Meeting Minutes, 07 20 20.pdf

Page 4

D. Board Presentation

Ami Sullivan of Kinetic Flow

200804 BOD Presentation.pdf

Page 8

E. Board Discussion on Kinetic Flow Presentation

Margaret Heinz

F. Public Comment

Margaret Heinz

Three minutes per person. Six minutes per person with interpreter.

G. Consent Items

Margaret Heinz

Action Item

1. Finance Committee Meeting Minutes of 08/05/20

Fin Com Minutes 08 05 20.pdf

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2. Executive Committee Meeting Minutes of 08/05/20

Exec Com Minutes 08 05 20.pdf

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H. Committee Reports

1. VMRC Professional Advisory Committee, CLASP (Coalition of Local Area Service Providers)
Liz Herrera Knapp, CLASP Appointee

2. Consumer Services Committee
Dena Pfeifer, Committee Chair

3. Self-Determination Advisory Committee (SDAC)

4. Consumer Advisory Council, SAC6 (Self-Advocacy Council)



Board of Directors Meeting Minutes

07/20/2020 | 05:00 PM - 06:00 PM - Pacific Time (US & Canada)

Board Members Present: Margaret Heinz, Mohamed Rashid, Andrea Rueda, Erria Kaalund, Linda Collins, Liz Herrera Knapp, Dr. Yan Li, Suzanne Devitt, Tom Toomey, Emily Grunder, Lynda Mendoza, Anthony Owens, Gabriela Castilla, Ken Britter, Dena Pfeifer, Tina Vera

Board Members Not Present: Crystal Enyeart, Cherina Shaw, Dr. Russell, Alicia Schott

Staff Present: Doug Bonnet, Christine Couch, Claire Lazaro, Claudia Reed, Tara Sisemore-Hester, Tony Anderson, Bud Mullanix, Cindy Mix, Nicole Weiss, Gabriela Lopez

Public Present: Carlos Hernandez (Interpreter for Gabriella Castilla), Irene Hernandez (Meeting Interpreter), Rachelle Munoz, Lisa Culley FRN, Nubyaan Scott DRC, Lori Smith (Facilitator for Dena Pfeifer), Dena Hernandez SCDD, Phil Perez DDS

Margaret Heinz called the meeting to order at 5:00pm.

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

Doug took roll call.

Everyone read the mission statement.

B. Review and Approval of Meeting Agenda – Dena Pfeifer made a motion to approve the agenda, Erria Kaalund seconded the motion. No comments. Unanimous consent, motion passed.

C. Review and Approval of Board of Directors Meeting Minutes of 06/15/20 – Emily Grunder made the motion to approve the meeting minutes, Dena Pfeifer seconded the motion. No comments. Unanimous consent, motion passed.

D. Public Comment

Dena Hernandez, SCDD, shout out to SAC6 for their 12 consecutive Friday chats on zoom. The leadership of SAC6 has been amazing. The feedback has applauded their efforts from inside and outside our region. The collaboration with VMRC is incredible.

E. Consent Items – Dena Pfeifer made a motion to approve the consent items as listed, Mohamed Rashid seconded the motion. No questions, no comments. Motion Passed with unanimous consent.

1. Finance Committee Meeting Minutes of 07/01/20
2. Executive Committee Meeting Minutes of 07/01/20
3. Legislative Committee Meeting Minutes of 06/24/20

F. Committee Reports

1. VMRC Professional Advisory Committee, CLASP (Coalition of Local Area Service Providers) – Liz Herrera Knapp, CLASP Appointee: Last meeting was June 22 via zoom. There were 86 paid members at this time. New membership year started on July 7. Membership fee is \$25 per year. If you want to sign up, go to the CLASP link on the VMRC webpage and pay dues. Provider conference in November will be online. Working on getting CEU's approved. Next meeting July 27 at 10am via zoom.

2. Consumer Services Committee – Dena Pfeifer, Committee Chair – no meeting until September

3. Self-Determination Advisory Committee (SDAC) – Cindy Mix shared that 110 selected participants, 73 attended orientation, 23 need orientation and 13 no longer interested, 1 moved into our area and 1 moved out of area. 22 of the 73 have not completed their PCP/IPP, but 35 have completed the PCP and IPP. Signed 15 IPP, have 12 working on a budget and 16 working on a spending plan. 22 completely on SD program at this time. 6 have used FMS model, 11 co-employer and 5 with sole employer. Books are here from Tri-Counties – we added the VMRC info. The next meeting we will determine how to distribute those books. And we will determine how to spend the grant money funds from DDS. Have a self-orientation on August 27 from 1-4pm. Offered orientation on July 15. Self Determination info gathering sessions will be happening on July 31, meet and greet with FMS agencies.

4. Consumer Advisory Council, SAC6 (Self-Advocacy Council Area 6) – Crystal Enyeart, SAC6 Appointee, Rachelle read Crystal's report due to technology difficulties. For the month of June we had our Friday Zoom Chats:

On June 12th, our zoom chat was on Latest Health Advisories with Clinical Director Claire Lazaro.

On June 13, 2020 we held our first Board meeting via zoom.

On June 15, 2020, our Sac 6 Chairperson Lisa U. gave a presentation to the VMRC Board on Facilitation. She shared some of her personal reasons why she uses a facilitator and why other individuals may need a facilitator. She also provided some useful tips to VMRC staff members.

Sac 6 partnered with SCDD and VMRC to hand out PPE equipment in Stanislaus and San Joaquin County for a second round. On June 18th we handed out PPE equipment to vendors and care providers at the Stockton VMRC office and on June 19th we handed out equipment at the Modesto VMRC office. On June 19th, we had Nicole Patterson, from (DDS) Department of Developmental Services provide us with information on what she does for DDS and what her job entails. We also had (CAC) Consumer Advisory Committee Advisory member Lisa Utsey presented what she does on CAC Board and some of her experience. This is Lisa's last year setting on the DDS-CAC Board and she and we are looking for a new member to sit on the DDS-CAC Board.

On June 26th, our zoom chat was on Mental Health Awareness. Sac6ers shared with other things they are doing to stay mentally health during this difficult time.

We have scheduled Zoom Chats for the month of July our first one is July 10th and that is our second half of mental health.

Our next Area meeting is scheduled for August 7, which will be a zoom call we are collaborating with SCDD, Dena Hernandez.

I would like to take a moment to say "Thank you" to Tony Anderson and Claire Lazaro for being on our Zoom calls.

5. Finance Committee – Linda Collins, Treasurer and Claudia Reed, CFO

a. Approval of Contracts over \$250,000 – Linda/Finance Committee made motion to approve all contracts over \$250,000, Dena Pfeifer seconded the motion. Mo Rashid abstain, Liz Herrera Knapp abstain. Motion passes.

b. Approval of Contract Status Reports (CSRs) – Claudia presented the CSRs. Linda/Finance Committee made motion to approve the CSR, Emily Grunder seconded the motion. Unanimous approval, motion passes.

c. Approval of Restricted Donations – Linda made a motion to accept current restricted donations for June, 2020. No comments, no questions. Approved by unanimous consent.

6. Legislative Committee – Lynda Mendoza, Secretary and Committee Chair requested Tony Anderson give the report for the June meeting. The budget is the main issue. The state budget passed and it was the best budget we could have asked for given the current circumstances. We did not get any of the cuts as proposed. Rate increases for ILS and 2 Early Start services were approved. New

budget will come out around January and we will watch for that. Other bills in legislation that we are monitoring are listed on our webpage, under committee tab for legislative committee.

7. Nominating Committee – Linda Collins, Committee Chair all counties are represented and board positions are full. We look forward to a good year. Doug shared that we have one opening due to Robert Balderama completing his 7 year term. This position is open.

8. Bylaws Committee – Lynda Mendoza, Secretary and Committee Chair reported there is nothing new to report. Tony reported that we met our obligations for the last year. We will meet in the new year and begin working on agenda items. This committee must meet at least once a year and read the entire bylaws and make recommendations for the board.

9. Special Events Committee – Tina Vera, Committee Chair reported that the team met to discuss upcoming awards ceremony. Thank you to everyone that participated, especially Doug, Tony, Margaret and everyone else.

G. Executive Director's Report – Tony Anderson, Executive Director reported that he does not have a report for this meeting.

H. Other Matters – Food deliveries over the weekend had 9 staff members delivering meals to families. This was sponsored by Presentation Church in Stockton.

I. Board Member Visits and Activities – none.

J. President's Report – Margaret Heinz, Board President, no report at this time.

K. Next Meeting – Monday, August 17, 2020, 6:00 PM, via Zoom Video Conference

L. Adjournment – Margaret Heinz adjourned the meeting at 5:41pm.



2020 Strategic Plan Outcomes Follow-Up Satisfaction Surveys & 2020 COVID-19 Check-In Surveys

*Driving Quality Improvement with
Stakeholder Feedback*

Valley Mountain Regional Center
August 2020





Overview

- Why?
 - Purpose: *To help drive change (make things better!)*
- ~ Consumer, Provider, Employee ~
- How?
 - How we contacted our Stakeholders
- What?
 - What we found out (the Results): *VMRC has gotten better (though not perfect)*
- And?
 - Now what: *Planning, Changing, Re-assess*







Purpose & Objectives

- **Assesses** current overall and metric specific satisfaction, as well as changes in the data;
- Provides an **accurate reflection** of how regional center stakeholders are faring in relation to regional center services and supports;
- Provide basis for scientific and **intentional decision making** to optimize operational efficiencies/effectiveness;
- Drive **resource development & allocation** needs; and
- **Prioritize** scarce operations dollar.





It makes a difference!





2020 Consumer Satisfaction Survey





Methodology – 2020 Satisfaction Survey

- **Sample:** All Status 2, 3, 8 persons served with a birthdate 4-6 months preceding data collection - **2,492 consumers**
- **Questionnaire: 15 questions**
 - Service Experience, IPP; matched 2014 service survey questions; Quantitative/Qualitative mix
- **Data Collection: 483 voices**
 - February 27th – March 27th, 2020
 - Online survey in English/Spanish – 195/15
 - Telephone interviews in English/Spanish – 273
 - 95% confidence level, 4.4% margin of error





Who responded?





Who Responded – 2020 Satisfaction Survey

483 respondents
representing:

Perspective	Respondents	Response Rate
Person Served	59	12%
Parent or Foster Parent	378	78%
Other Family Member	23	5%
Other	17	4%
No Response	6	1%
Total	483	100%

Primary Diagnosis	Respondents	Response Rate
Autism	236	49%
Cerebral Palsy	42	9%
Downs Syndrome	31	6%
Epilepsy	65	13%
Intellectual Disability	258	53%
PDMD	25	5%
Other Medical Disability	6	1%
Other Developmental Disability	50	10%
Total*	483	





What did they (Consumers & Families) say?





Results: 2020

- Overall, respondents provided ratings between:
 - “Good” (3.00) and “Excellent” (4.00), with 13 of 14 metrics rated;
 - 1 metric was rated above “Excellent”.
- Individuals and families provided the **highest ratings** for
 - Service coordinator treating you with dignity and respect (4.01)
- The **lowest rating** was provided for:
 - VMRC staff in reaching out to you with information about community events, regional center news or other resources? (3.44)





Results: 2020

- 3 **metrics added** in 2020:
 - VMRC staff in reaching out to you with information about community events, regional center news or other resources? (3.44)
 - The IPP/IFSP planning process in focus on your (your family's) unique needs and wants? (3.64)
 - Your service coordinator taking into account your (your family's) languages, traditions, and background when helping you design your plan? (3.83)
- Metrics were analyzed by Age, Primary Language, Primary Ethnicity, Primary Diagnosis, and Team





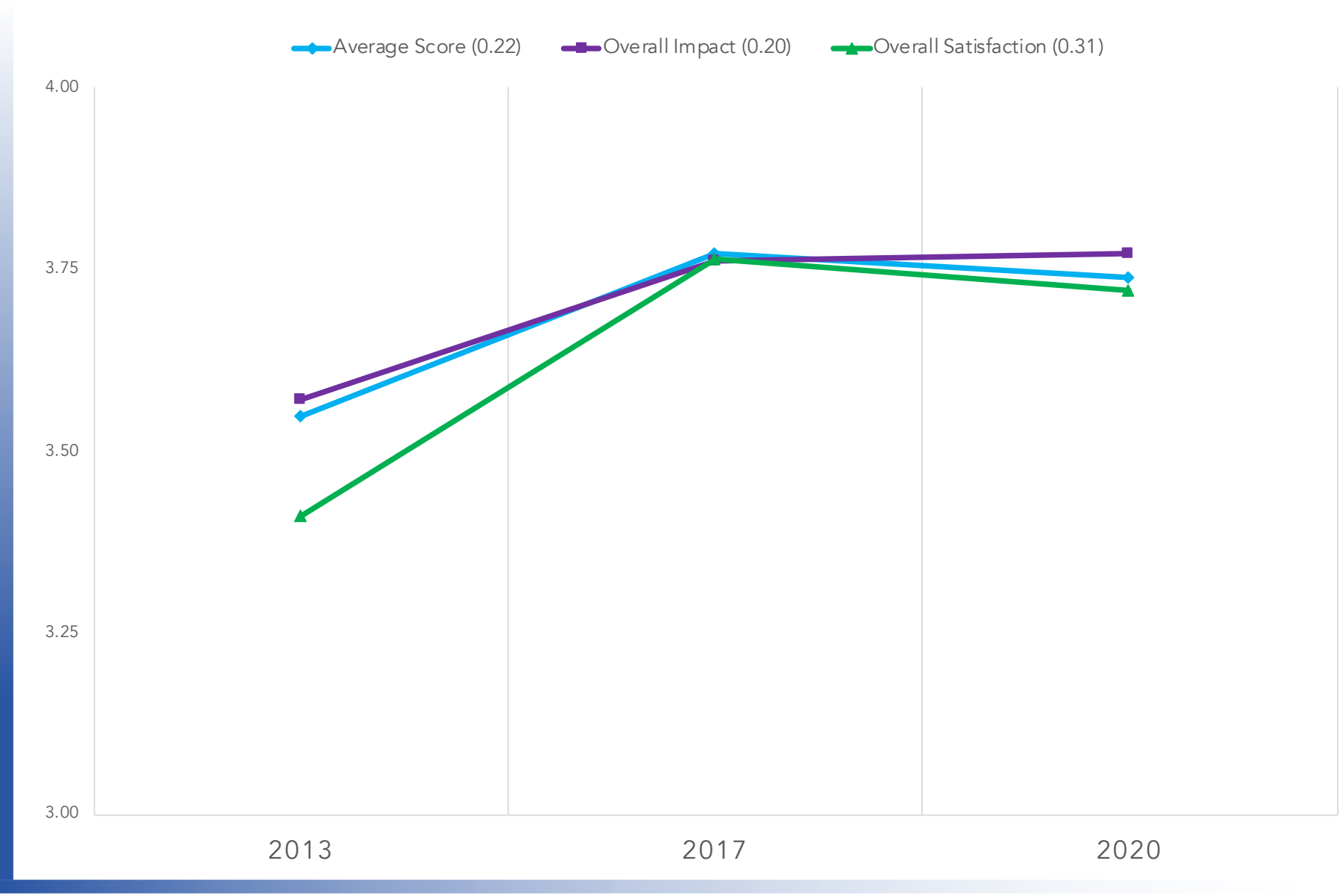
Results: 2013-2020

- From 2013 – 2020, VMRC **increased** the mean score on all 11 core metrics
- Scores **increased** between 0.08 to 0.33 on a 1.00 - 5.00 scale.
- The **greatest improvement** was:
 - The IPP/IFSP in addressing your/your family's needs (+0.33)
 - VMRC staff listening to you (+0.25)
 - Your service coordinator's knowledge of community resources (+0.25)





Results: 2013-2020





And then COVID-19 hit....





How did COVID-19 impact
them (Consumers & Families)?





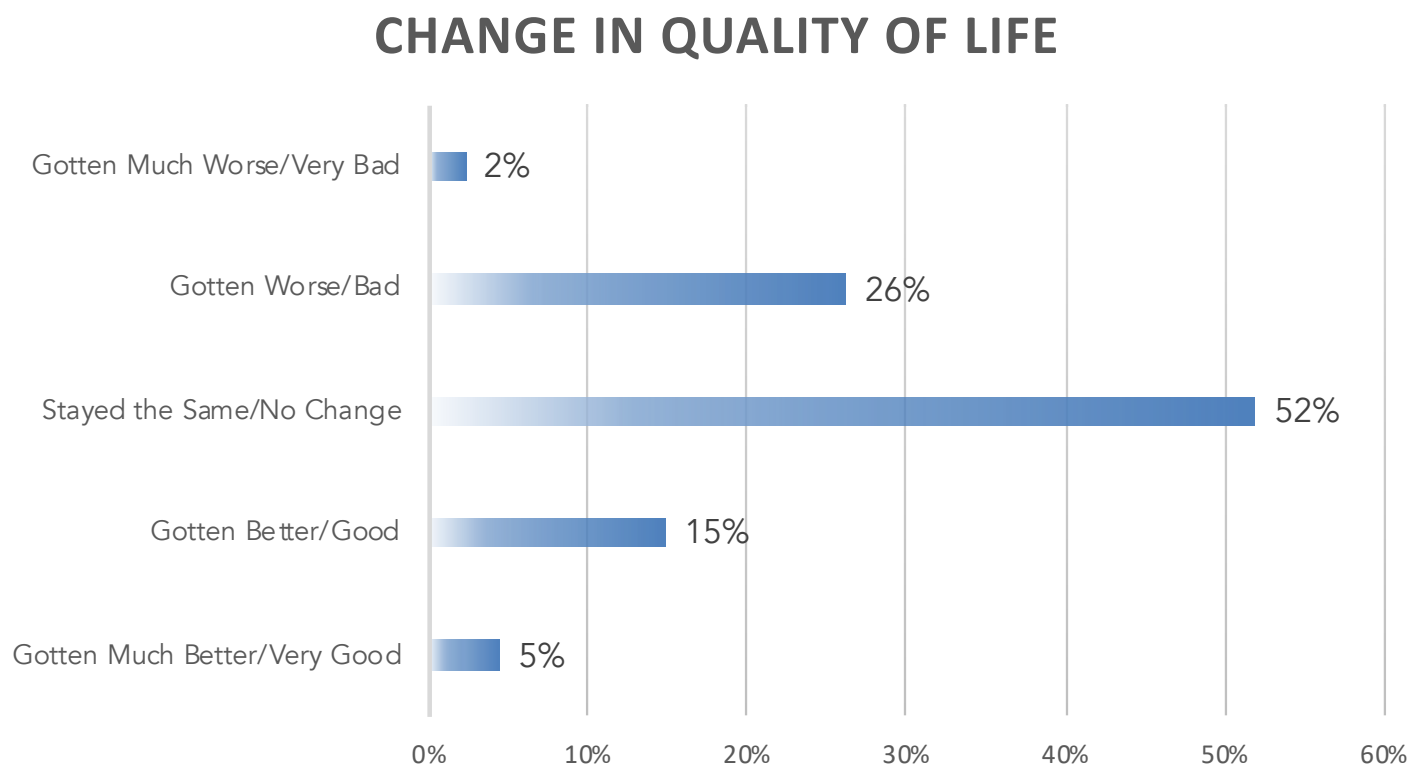
Methodology – 2020 COVID-19 Check-In Survey

- **Sample:** All Status 2, 3, 8 persons served with a valid email address on file – **5,876 records**
- **Questionnaire:** 11 questions
- **Data Collection: 483 voices**
 - July 8th – 25th, 2020
 - Online survey in English/Spanish – 736





How is our community doing?



For most people (52%), life has not changed much

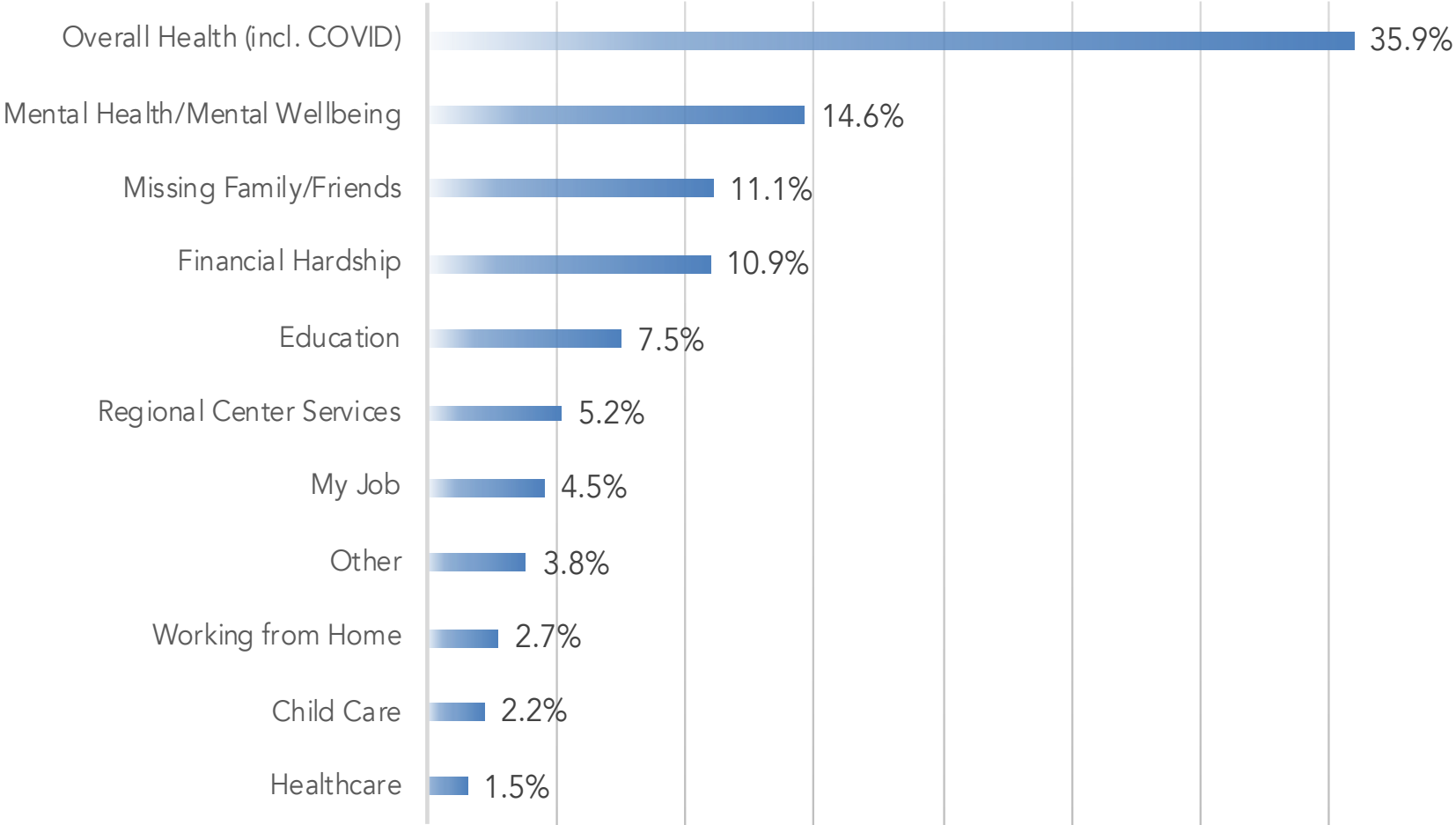
- Life improved some for 20%;
- Life got worse for 28%





But we are concerned with...

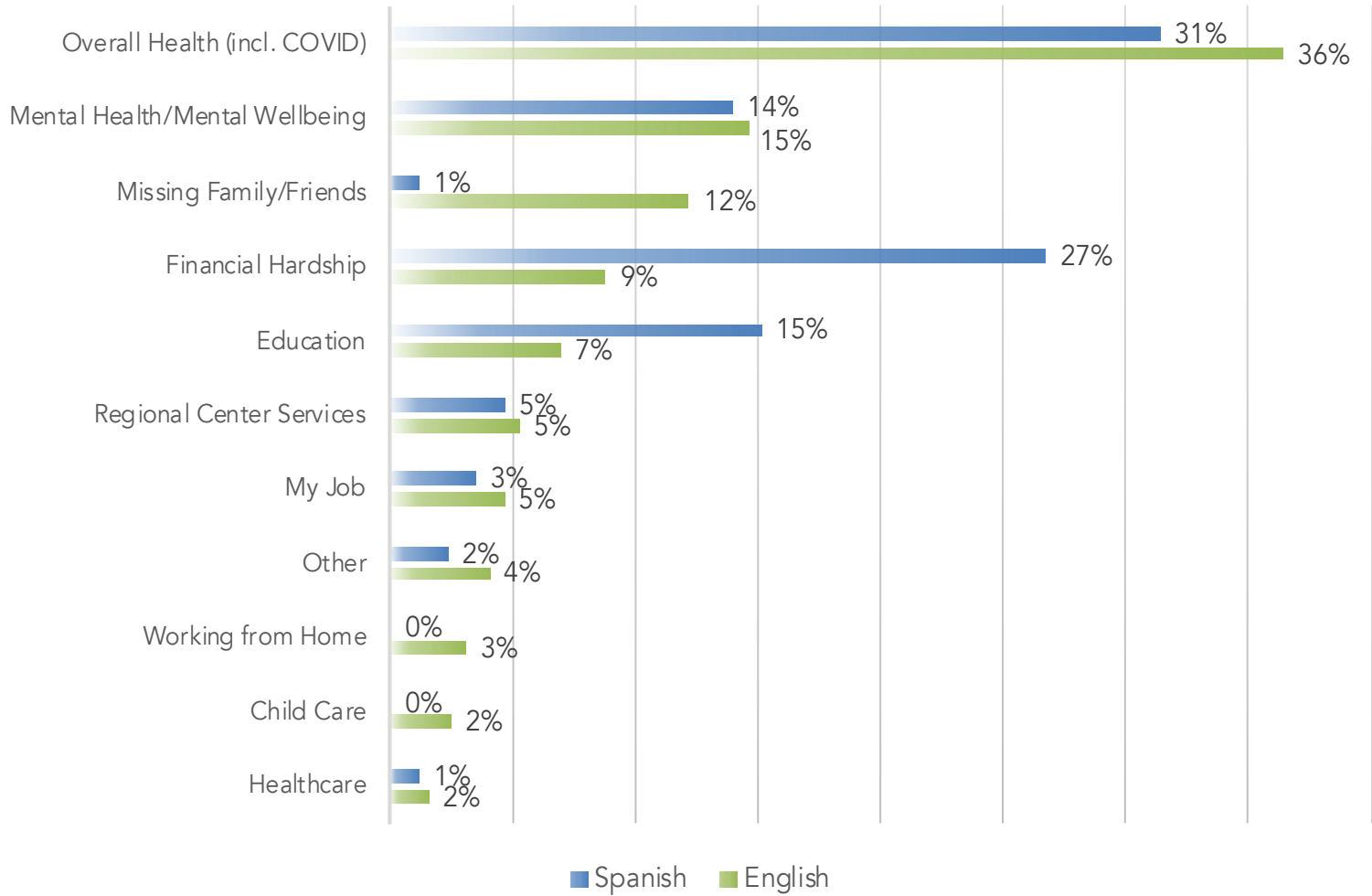
MY/OUR GREATEST CONCERN IS...





and our concerns vary...

MY/OUR GREATEST CONCERN IS...





Staff have been there for consumers & families...

	2020 COVID-19 Check In Survey	2020 Consumer Satisfaction Survey
How would you rate your service coordinator in replying to you or responding to you?	3.82	3.69



2020 COVID-19 Check In Survey	
Have you been able to reach your SC?	
I have always reached my SC	25%
I have not tried to call/reach my SC	28%
If your SC was not available, have you been able to get a hold of someone at VMRC?	
Yes, Always	55%
Yes, Most of the Time	23%
Yes, Some of the Time	10%
Yes, but Rarely	5%
No, Never	7%





And people are (largely) getting the services they need (as permissible by the State)

Where you able to get the services... you needed from the regional center?

I didn't need anything or anything different from the regional center

39%

Where you able to get the services... you needed from the regional center?

Yes, I was able to get what I needed from the Regional Center

84%

No, I was not able to get what I needed

16%





Overall...

How helpful do
you feel VMRC
has been in
supporting
you?





"Depression and anxiety is picking up for our family. Social distancing from friends and family is adding to the depression and anxiety."



"We have been in total isolation and in desperate need of respite. While it has been offered many times, we have not seen it. "

"VMRC is ALWAYS willing to go the extra mile to be sure (my son) and I (his mother) get pointed in the right direction for any assistance that we need. The fact that VMRC is reaching out frequently to our family is very comforting. It reminds us that we have a safety net of support if we really need to reach for a life raft. Thank you, VMRC. We appreciate you!!!





2020 Provider Satisfaction Survey



How?





Methodology

- Sample: All organizations vendored by VMRC
- Questionnaire: 16 questions
 - Demographics, Regional Center Services, Strategic Planning, Open-Ended Feedback; Mirrors 2013/14 & 17 Strategic Thinking Survey (Quantitative/Qualitative)
- Data Collection
 - Data collected between February 12th – March 5th, 2020
 - Online survey: 170 respondents





Who responded?





Results – Who Responded?

170
respondents:

Service County	Respondents	Response Rate
San Joaquin	113	68%
Stanislaus	48	44%
Amador	31	12%
Calaveras	31	12%
Tuolumne	27	13%
Total	186**	100%

# Employees	Respondents	Response Rate
1-6 Employees	66	66%
7-20 Employees	33	28%
21-100 Employees	34	18%
101+ Employees	30	18%
Total	250**	





Results – Who Responded?

170
respondents:

Services Provided	Respondents	Response Rate
Licensed Residential Care Home or Group Home	67	39%
Adult Day Program	37	22%
Job Training & Employment	20	12%
Transportation	34	20%
Early Start	24	0%
Respite	36	14%
Behavioral Intervention Treatment or Therapy	28	21%
In-home Supported Living Services	26	16%
Professional Medical or Therapeutic Services	19	15%
Special Durable Medical Equipment	9	11%
Other	33	5%
Total	266**	





What did they (Providers) say?





Results

- VMRC **achieved**:
 - Respondents provided ratings between “Good” (3.00) and “Excellent” (4.00), with all metrics
 - 3.35 – 3.82
 - From 2014, all metrics increased 0.34 – 0.97
- VMRC’s **highest rated** metrics:
 - Your comfort level in contacting VMRC (3.82, 3.63 in 2017, 3.48 in 2014)





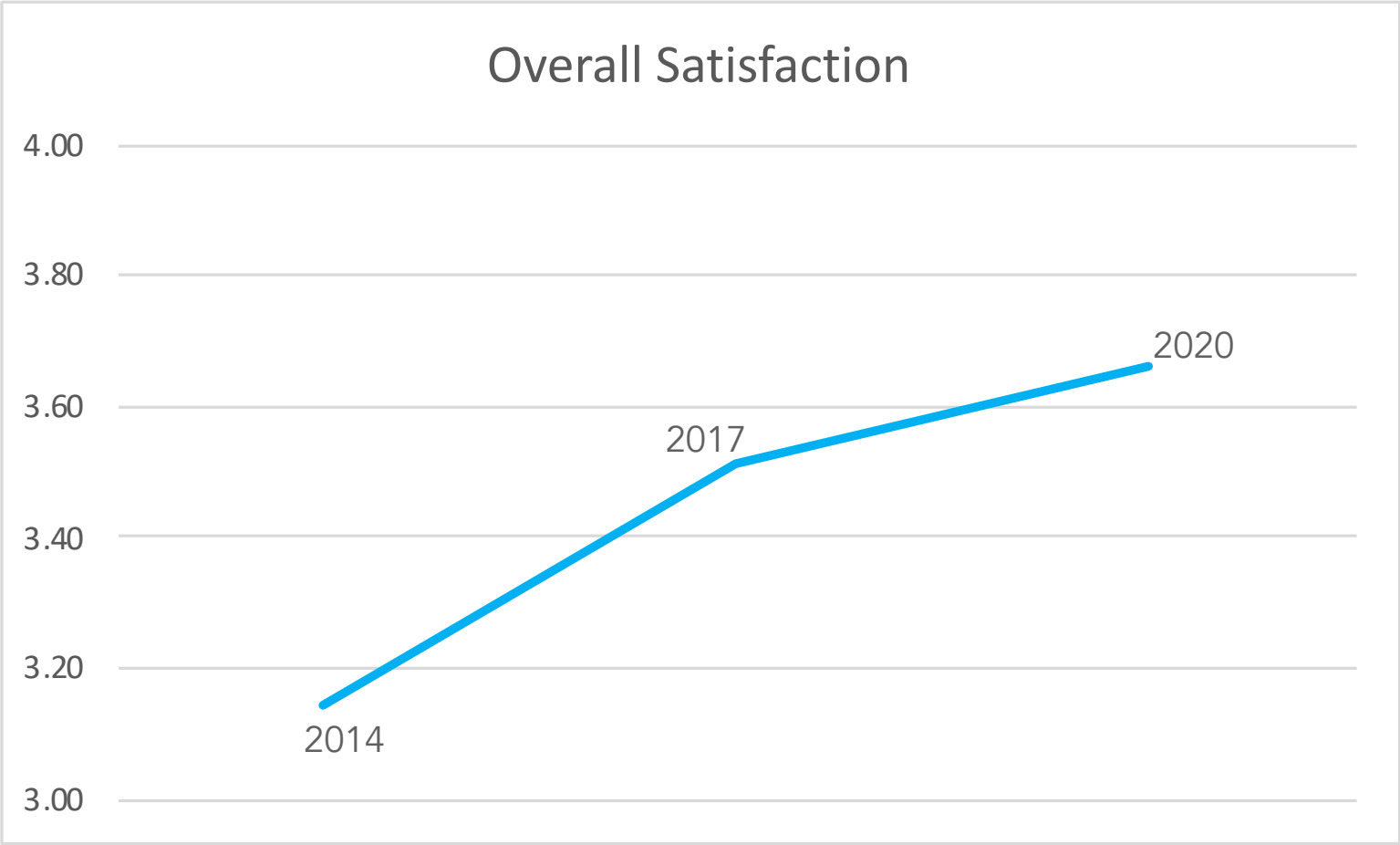
Results

- VMRC's **lowest rated metric** (*though also most improved*):
 - How well VMRC **staff communicates** with your agency regarding issues related to your agency's contract or services (3.35 in 2020, 3.04 in 2017, 2.38 in 2014 increased 0.97)
- **New metrics** added in 2020:
 - VMRC staff **returning your telephone calls** and emails? – 3.43
 - The regional center's **support of professional development** for our provider community? - 3.60
- Metrics analyzed by Provider Service Area(s), Provider Size, and Provider Service Type(s)





Results





Results

Metric	2020	2017	2014	Difference (2020-14)
How well VMRC staff communicates with your agency regarding legislative and regulation changes?	3.35	3.04	2.38	0.97
How well VMRC staff communicates with your agency regarding issues related to your agency's contract or services?	3.36	3.18	2.59	0.77
How knowledgeable are VMRC staff about the Lanterman Act and other laws related to services to people with developmental disabilities?	3.68	3.52	3.00	0.68
How knowledgeable VMRC staff are about VMRC policies?	3.69	3.41	2.93	0.76
How consistent VMRC staff are in the information they provide to your agency?	3.40	3.17	2.57	0.83
VMRC staff's level of respect for your input as a service provider?	3.68	3.41	3.24	0.44
Your comfort level in contacting VMRC?	3.82	3.63	3.48	0.34
Overall, how would you rate VMRC?	3.66	3.51	3.14	0.52





And then COVID-19 hit....





How did COVID-19 impact
them (Service Providers)?





Methodology

- Sample: All organizations vendored by VMRC
- Questionnaire: 11 questions
- Data Collection
 - Data collected between July 10th-25th, 2020
 - Online survey: 287 respondents





Do providers have the information they need?

Metric	2020 COVID-19 Check-In Survey	2020 Satisfaction Survey
How clearly VMRC communicates updates and pertinent information to your agency	3.99	3.35
How well VMRC staff communicates with your agency regarding issues related to your agency's contract or services?	3.79	3.36
How consistent VMRC staff are in the information they provide to your agency?	3.74	3.40





Do providers have the overall Support they need?

Metric	2020 COVID-19 Check-In Survey	2020 Satisfaction Survey
Staff returning telephone calls & emails	3.75	3.43
Overall helpful in supporting you as a valued provider	3.82	---





Overall...

How would you
rate VMRC?



(2020 Satisfaction Survey rating: 3.66)





"The anxiety levels with some of our consumers has been off the charts. VMRC has been there to support with emergency patch. We could not have gotten this far mentally, without it. The stay at home order has been a challenge not only to the consumers but for the staff as well. Keeping moral up and staying positive has been our top priority next to staying safe."



"Sending or posting DDS directives during COVID is not enough there needs to be a consistent interpretation of the directives provided to vendors in writing. There are daily inconsistencies from VMRC staff about how to respond to clients who are experiencing COVID symptoms or test positive."

"During this pandemic, I must say that VMRC has really stepped up to the plate and helped out by giving a lot of information to the providers."





2020 Employee Satisfaction Survey





Methodology

- Sample: All VMRC employees (minus Executive Director)
- Questionnaire: **74 questions**
 - Covering Individual's Role in the Regional Center, the Culture of the Regional Center, Resources, Information and Communication, Supervisors, Upper Management, Overall Satisfaction, Strategic Planning
- Data Collection:
 - Online Survey: February 12th – March 13th, 2020
 - Received **271 responses** = 99% confidence level, 3.75% margin of error
 - Responses came for all offices, departments, tenures





What did they (Employees!) say?





Results

- VMRC **achieved**:
 - Over 50% Agreement on 53 of the 59 (44 in 2014) metrics; and
 - 75% or higher agreement on 29 measures (18 in 2014)
- VMRC's **highest rated** metrics:
 - I know what is expected of me at work. (96%)
 - I care about and am committed to doing the best Job I can each day. (96%)
 - I feel like what I do makes a difference to the people VMRC supports. (92%)
 - My supervisor listens to me when I have a comment, question or concern. (91%)
 - My supervisor treats me with respect. (90%)





Results

- VMRC's **lowest rated** metrics:
 - Our information systems provide management with timely reports on my unit's performance relative to established objectives. (39%)
 - The communication across organizational boundaries within the regional center enables us to perform our jobs effectively. (40%)
 - I am fairly compensated for what I do. (41%)
 - There is a culture of trust at the regional center. (44%)
 - Upper Management is open to suggestions for improvement. (47%)
 - Upper Management clearly communicates information I need to do my job to the best of my ability. (48%)
 - There is way for me to provide recommendations for process improvement (48%)





Results

- New to 2020:
 - As an employee, I feel like VMRC honors and celebrates diverse cultures. (77%)





Results – Biggest Changes 2014-2020

- I feel like I am a valued member of the VMRC team. (39% in 2014, 67% in 2020 – increase 29%)
- The Executive Director's office places sufficient emphasis on the importance of integrity, ethical conduct, fairness, and honesty in dealings with employees, consumers, vendors and other organizations. (44% in 2014, 71% in 2020 – 27% increase)
- I am fairly compensated for what I do, including salary, benefits, healthcare, paid holidays, flexing, telecommuting, tuition reimbursement, etc. (15% in 2014, 41% in 2020 – 26% increase)
- Upper Management provides leadership for the agency. (37% in 2014, 63% in 2020 – 25% increase)
- There is a culture of trust at the regional center. (22% in 2014, 44% in 2020 – 22% increase)





Overall

- 9% of employees are Engaged, compared to 2% in 2013!

Levels of Engagement	U.S.	RC Average	VMRC 2020	VMRC 2017	VMRC 2014	VMRC 2013
Engaged	33%	16%	9%	8.5%	6%	2%
Not Engaged	49%	60%	63%	65.3%	58%	38%
Actively Disengaged	18%	24%	27%	28%	35%	60%

- + 86% of employees would either Definitely or Maybe want to be working at VMRC in two years – up from 66% in 2014.

Would you want to be working for VMRC in two years?	2014	2017	2020
Yes, Definitely	26%	56%	51%
Yes, Maybe	39%	32%	35%
No	13%	9%	4%
Don't know	22%	7%	10%





Overall

- *Employees know what their job is, it matches their personal strengths and they do the best they can each day;*
- *Employees have the information they need to do their jobs and are being held accountable; and*
- *Supervisors respect and listen to their employees and co-workers are generally committed to doing good work.*
- *The themes employees state are most missing are:*
 - *Communication*
 - *Compensation*
 - *Trust*
 - *Teamwork*
 - *Clear Upper Management Leadership and Support*





And then COVID-19 hit....





How did COVID-19 impact
them (Employees)?





Methodology

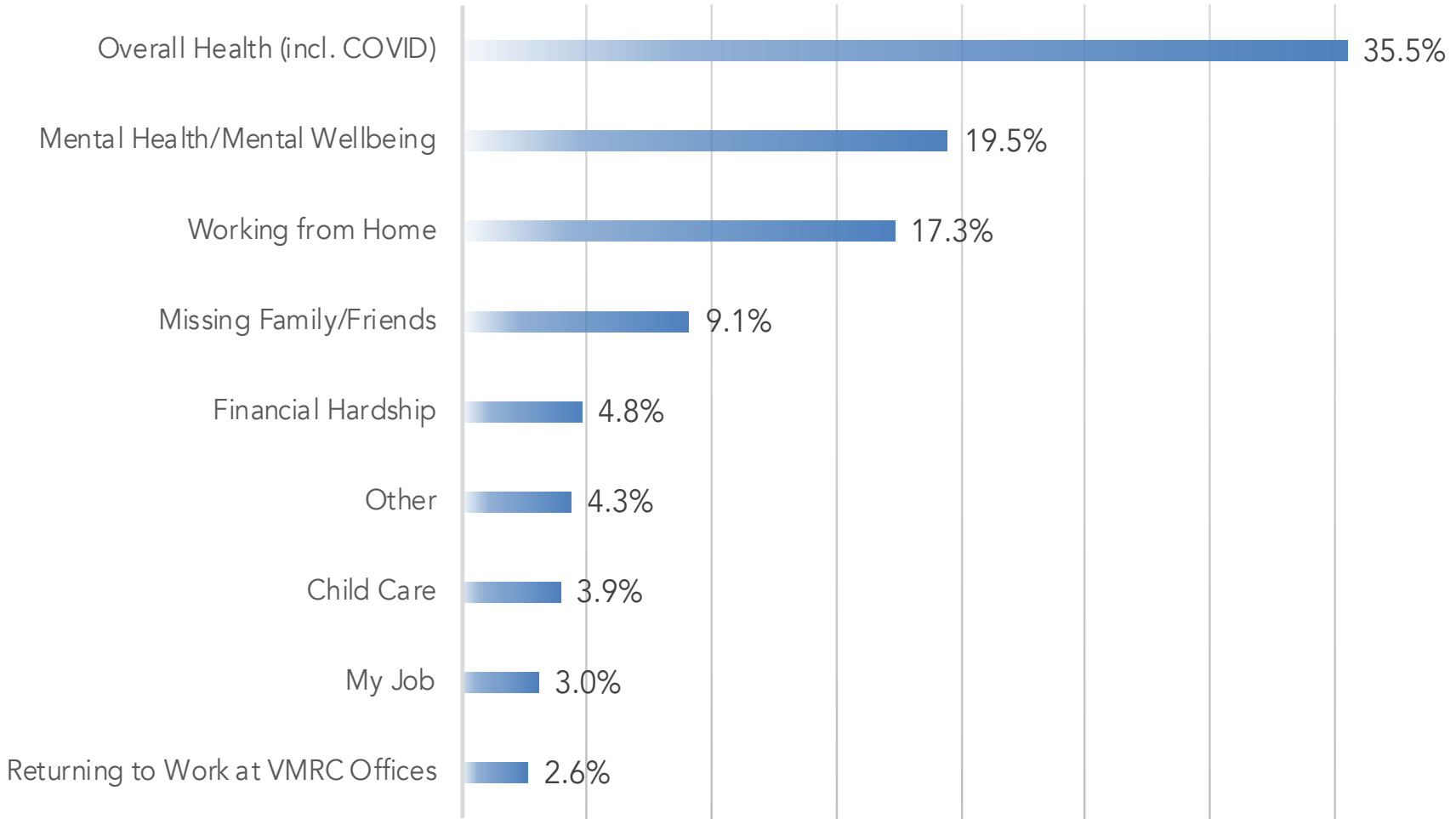
- Sample: All VMRC employees (minus Executive Director)
- Questionnaire: 15 questions
- Data Collection:
 - Online Survey July 9th- 25th, 2020
 - Received 241 responses





We are concerned with...

MY/OUR GREATEST CONCERN IS...





Do employees have the Information and Equipment they need?

Metric	VMRC
Upper Management clearly communicates information I need to do my job to the best of my ability.	77.2%
I have sufficient information to do my job.	84.2%
I have sufficient resources, tools and time to perform my job.	68.0%
I have the right materials and equipment I need to do my work right.	67.5%
I have a well-functioning computer, reliable network and up-to-date information systems to help me do my job effectively.	73.0%





How has that changed?

Metric	2020 COVID-19		Difference
	Check-In Employee Survey	2020 Employee Satisfaction Survey	
Upper Management clearly communicates information I need to do my job to the best of my ability.	77%	48%	29%
I have sufficient information to do my job.	84%	75%	9%
I have sufficient resources, tools and time to perform my job.	68%	56%	12%
I have the right materials and equipment I need to do my work right.	68%	72%	-4%
I have a well-functioning computer, reliable network and up-to-date information systems to help me do my job effectively.	73%	64%	9%





How has that changed?

Metric	2020 COVID-19		Difference
	Check-In Employee Survey	2020 Employee Satisfaction Survey	
Upper Management clearly communicates information I need to do my job to the best of my ability.	77%	48%	29%
I have sufficient information to do my job.	84%	75%	9%
I have sufficient resources, tools and time to perform my job.	68%	56%	12%
I have the right materials and equipment I need to do my work right.	68%	72%	-4%
I have a well-functioning computer, reliable network and up-to-date information systems to help me do my job effectively.	73%	64%	9%





Do employees have the general Support?

Metric	2020 COVID-19		Difference
	Check-In Employee Survey	2020 Employee Satisfaction Survey	
Management has given me an appropriate level of authority to accomplish my goals.	82%	70%	12%
My Supervisor listens to me when I have a comment, question or concern.	90%	91%	-1%
Management is informed and aware of my unit's actual performance.	70%	60%	10%
During the past few months, VMRC has ensured that I feel like I am a valued member of the VMRC team.	75%	67%	8%





Overall...

VMRC has
ensured that I
feel like I am a
valued member
of the VMRC
team?





"It has been the most stressful months of all of my time at VMRC. Constant lists of calling families and documenting. Followed up by spreadsheets to verify that we did this when we already put in a t-19 note to document. Then, send out letters to families. Then, continue to contact and harass families. Then, Everbridge calls. It is endless!!!! If I did not have a supportive manager, I may not have stayed."



""Working from home under other circumstances and working from home during a global pandemic and ongoing international trauma are very different. I can't imagine that I'm the only one doing very poorly in terms of mental health, ability to focus, motivation, etc. With everything changing and the added workload, the whole thing feels like drowning."

""THEY HAVE BEEN AWESOME!! Excellent communication about how VMRC is handling COVID 19. Very complementary of everyone in the organization. Recognized the struggles with working from home and dealing with COVID in general."





Now what?





Next Steps...

- **Optimize** Promising Practices
 - **Invest** in Areas for Improvement
 - Understand and **Minimize Differences**
 - **Maximize Impact** of Changes
-
- Strategic **Planning**
 - **Reviewing** Policies & Procedures
 - **Committees** and Task Forces
 - Training and **Development**
 - Resource **Allocations**





Ok...Breathe...

Questions/Comments?





2020 Strategic Planning Surveys: Consumer, Provider, Employee

A Look to the Future

Valley Mountain Regional Center
August 2020







Methodology

- Sample:
 - all Consumers/Families, Providers, Employees with a valid email address
- Questionnaire: 4 questions
- Data Collection: 2020 Strategic Planning Outcomes Follow-up Satisfaction Surveys
 - Consumers/Families: 210
 - Providers: 170
 - Employees: 271





What did they (you!) say?





Focus Area Prioritization

Priority Area	Consumers / Family	Employees	Service Providers
Consumer Health (Physically and Emotionally)	1	2	1
Consumers feel Supported and Empowered	2	3	2
Case-Load Ratios	11	1	14
Communication - to and from VMRC to allow for input and help people make informed choices	3	6	6
Training (Employee, Provider, Consumer/Family)	7	4	4
Consumer Medical Care	6	7	3
Early Start/Early Development	5	8	8
Consumer Dental Care	10	9	5
Consumer Housing: Affordable, Safe and Accessible	12	5	9
Consumer Access to Social and Recreational Pursuits	4	15	7
Consumer Employment and Day Activities	9	13	10
Consumer Engagement in Community Life (outside of housing and employment)	13	11	11
Inclusive Environments for Consumers	16	12	13
Consumer Access to Technology/Accommodations	8	14	17
Quality Assurance	17	10	15
Consumer Transportation	15	16	12
Long-term System Structure (self-determination, etc.)	14	17	16





Employee-Compensation
Employee-Health
Rural-Outreach
Communication
Legal-Assistance

Special-Needs-Childcare
Early-Diagnosis

Senior-Options
Therapeutic-Services

**2021 – 2025
Additional Focus
Areas**

Listen
Respite-Workers

Advocacy
Vendors
Provider-Rates
PostIntensive-Services

VMRC's-Organizational-Health
Mental-Health
Day-Programs
Specialized-Services





Finance Committee Meeting Minutes

08/05/2020 | 05:30 PM - 06:30 PM - Pacific Time (US & Canada)

Committee Members Present: Linda Collins, Jose Lara, Lisa Utsey, Dena Pfeifer, Margaret Heinz, Connie Uychutin, Alicia Schott

Staff Present: Tony Anderson, Doug Bonnet, Christine Couch, Claudia Reed

Public Present: Carlos Hernandez (meeting interpreter), Lori Smith, Rachelle Munoz

Linda Collins, Treasurer, called the meeting to order at 5:30 pm.

A. Review and Approval of Meeting Agenda

Dena Pfeifer made a motion to approve the Meeting Agenda. Jose Lara seconded the motion. The Meeting Agenda was approved unanimously.

B. Review and Approval of Finance Committee Meeting Minutes of 07/01/20

Lisa Utsey made a motion to approve the Finance Committee Meeting Minutes of 07/01/20. Dena Pfeifer seconded the motion. The Finance Committee Meeting Minutes of 07/01/20 were approved unanimously.

C. Public Comment

None.

D. Approval of Contracts over \$250,000

There were no contracts to approve this month.

E. Fiscal Department Update

1. Acceptance of Contract Status Report (CSR) – Claudia Reed presented.

Jose Lara made a motion to approve the Contract Status Report. Dena Pfeifer seconded the motion. The Contract Status Report was approved unanimously.

2. Review of Purchase of Service (POS) and Operations (OPS) Expenditures – Claudia Reed presented.

3. Cash Flow Projection Report – No report this month.

4. VMRC Monthly POS Expenditure (PEP) Summary – Claudia Reed presented.

5. Acceptance of Restricted Donations – Claudia Reed

Jose Lara made a motion to accept the Restricted Donations. Dena Pfeifer seconded the motion. The Restricted Donations were approved unanimously.

**F. Next Meeting – Wednesday, 09/02/20, 5:30 PM via Zoom Video Conference
Meeting adjourned at 5:55 PM.**



Executive Committee Meeting Minutes

08/05/2020 | 06:30 PM - 07:30 PM - Pacific Time (US & Canada)

Committee Members Present: Lynda Mendoza, Dena Pfeifer, Margaret Heinz, Linda Collins

Informed Absence: Mohamed Rashid

Staff Present: Tony Anderson, Doug Bonnet, Christine Couch, Bud Mullanix

Public Present: Carlos Hernandez (meeting interpreter), Lori Smith

Margaret Heinz called the meeting to order at 6:30 PM

A. Review and Approval of Meeting Agenda

Dena motions, Lynda seconds, unanimous consent

B. Review and Approval of Executive Committee Meeting Minutes of 07/01/20

Lynda motions, Dena seconds, unanimous consent

C. Public Comment

D. Items for Approval

E. Items for Discussion

1. Executive Director's Report – Tony Anderson

Throughout July we hosted several presentations to review the outcomes from the Kinetic Flow surveys. We held one for the managers only, one for all staff, one for families and consumers, one for the provider community, and one for our self-advocates during the SAC6 Friday Zoom Chats. All presentations were well attend except for the families events. Next steps for the strategic plan is to have a presentation during the board of directors meeting this month then I will move forward with facilitating our next plan for VMRC.

I am now attending four meetings a month with our provider community. The first is the regular planning meeting with our leadership team of the CLASP, then the regular membership meeting of CLASP and then two subgroups one focused on day programs and the other focused on residential services. There is a lot happening in our service system due to the state's response to COVID-19 and our regional center implementation of several new and changing rules.

I received a status report with Claudia Reed our CFO and Beverly Davis our contractor working to create policies and testing procedures to keep our regional center in compliance with HIPAA laws and requirements. The project implementation proposal is about 60% complete and should be ready for first review in 2-3 months.

Organizing a few new workgroups:

- Reinventing Day Services/Non-residential Services
- Funding for Technology and Internet Access
- Strategic Planning

2. Notable Consumer Information – Tony Anderson

The month of July was our worst month regarding exposures to COVID-19. From March through May we had 5 confirmed cases and through June the number was 21. But in the month of July our total has increased to 77 meaning 73% of our cases occurred in the month of July. One of the regular activities of VMRC is to have our Risk Management team review all deaths of our consumers but we have instituted a separate process for deaths related to COVID-19 to get a focused analysis of everything we are doing to prevent the exposures and spread of this dangerous virus.

3. Vendor Information – Tony Anderson

See above section.

4. Self-Determination Update – Tony Anderson

Our Self-Determination team led by Cindy Mix, her program managers Liz Diaz and Angie Sheer, and three Service Coordinators David Narbona, Tania Candelaria, and Michele Poaster will be participating in a meeting with DDS and a few other regional centers to advise the department on our positive experiences and successes with Self-Determination.

5. Other Matters – Tony Anderson

We held our bi-annual all staff meeting on Wednesday July 29th to provide updates for the staff a deliver agency-wide messaging on our priorities and any new policies, training on team work and self-care while working at home, and a celebration of longevity milestone for many of our staff. The recognition of longevity also included a few words of wisdom from a few of the following 30 year staff:

1. Nicole Weiss
2. Nikki Gillespie
3. Catherine “Cathy” Johnson
4. Maria Melgarejo

This event was held online and was a huge success because of the hard work of our entire IT team, several managers who helped test out the process, and Doug Bonnet who managed the entire event. Here's an overview of the day:

9:50 AM – 10:00 AM	Join Waiting Room
10:00 AM – 10:05 AM	Tech Brief with Doug
10:05 AM -10:25 AM	Welcome from Tony
10:25 AM -10:30 AM	Dance Break/Grab a Coffee/Tea /Bathroom Break
10:30 AM – 11:00 AM	One Year Later - Celebrating our Coronations w/ Chris Littlefield
11:00 AM – 11:30 AM	Epic Virtual Scavenger Hunt (Bring Computer, Phone, and Paper & Pen)
11:30 AM - 12:00 PM	Lunch
12:00 PM -12:50 PM	Being Resilient & Self Care in Times of Uncertainty (Bring your Lunch, Paper, & Pen)
12:50 PM - 1:00 PM	Dance Break/Grab a Coffee/Tea /Bathroom Break
1:00 PM to 1:30 PM	Service Awards and Closing

6. Personnel and Union Update – Bud Mullanix

Bud discussed Doug's job description:

1. Although we had a good understanding of the duties we did not understand how much time and effort would need to be demonstrated to be successful.
2. Doug's performance as a whole exceeds expectations
3. Even though he does not manage staff he does manage many large projects
4. There have been additional duties added to his job description since it was originally developed.
5. See as a value member to the senior leaders and has worked hard to build trust and rapport
6. Actual duties and performance exceeds his current job responsibilities and pay scale
7. Change the job description to add, "This position will be responsible for researching and applying for grant funding to support special projects of Valley Mountain Regional Center not funded in the state's budget allocation to VMRC."
8. Change his salary scale to be in line with the Program Manager job.

Linda Collins made a motion to increase Doug's salary with the change of duty. Dena Pfeifer seconded the motion. Doug's salary increase with the change of duty was approved unanimously.

8 staff tested positive COVID-19, 2 required hospitalization, all are recovered. The precautions that we are doing are paying off.

We are at 357 employees, had 4 start this week. We have 6 more in background. Will be at 363 by our next meeting.

Staff meeting with HR today. This week we got lots of calls from staff who are parents and are stressed out due to having to do digital learning and work from home.

Margaret do you have anything that you have that we can send out to our staff on that? If you happen to have anything that you can share please let me know?

Margaret – I wish I had all of the answers, but I don't. The school districts should be sharing information on this. I suggest for staff that they can flex their hours a lot to help their children.

Bud – I'm worried about 2 things...1 people wanting to go part time, or people leaving all together worrying about educating their child.

F. President's Report – Margaret Heinz

My topic was going to be on education. See above.

If you know a parent, teacher, special education teacher, please give extra TLC at this time. Everyone is nervous from parents, teachers and students. Even my district does not have answers and hasn't gotten back to me yet. It will be a big learning curve. Lots of TLC, accommodations and adjustments if you can.

Thank you for the Health Advisories. I share them all over the place.

Thank you Christine for the Fair Hearing survey.

ARCA board delegates meet regularly. We are really a couple of steps ahead. Thank you Tony for keeping us ahead.

Education parallels our day programming.

G. Next Meeting – Wednesday, September 2, 2020, 6:30 pm via Zoom Video Conference

Valley Mountain Regional Center
Contract Status
June 30,2020

	OPS	POS including Federal C	General Total	OPP CPP	POS CPP	CPP Total	FG/SC Total
Current Fiscal Year 2020							
Contract Year A-6	34,080,853	254,833,394	288,914,247	597,168	1,700,050	2,297,218	458,422
Spent to Date	32,327,026	242,942,960	275,269,986	419,589	790,638	1,210,227	434,809
Unspent	1,753,827	11,890,434	13,644,261	177,579	909,412	1,086,991	23,613
Last Fiscal Year 2019							
Contract Year E-3	30,458,851	195,698,837	226,157,688	529,488	1,352,647	1,882,135	451,782
Spent to Date	30,113,912	194,072,421	224,186,333	529,488	1,106,639	1,636,127	445,197
Unspent	344,939	1,626,416	1,971,355	-	246,008	246,008	6,585
Second Prior Fiscal Year 2018							
Contract Year D-4	29,493,605	182,331,242	211,824,847	529,663	665,293	1,194,956	493,607
Spent to Date	29,493,605	180,175,970	209,669,575	520,453	591,680	1,112,133	458,980
Unspent	-	2,155,272	2,155,272	9,210	73,613	82,823	34,627

POS EXPENDITURES

June 30, 2020

	Year to Date	Prior Year to Date	Budget	% of YTD Expense to Budget
Community Care Facility	76,660,921	51,784,605	78,000,000	98%
ICF/SNF Facility	351,472	314,163	500,000	70%
Day Care	1,339,784	1,859,547	1,500,000	89%
Day Training	42,018,969	32,510,088	44,450,000	95%
Supported Employment	1,944,769	1,739,058	2,200,000	88%
Work Act Program	586,262	753,706	700,000	84%
Non-Medical Services-Professional	500,630	854,863	600,000	83%
Non-Medical Services-Programs	35,801,055	31,636,279	37,500,000	95%
Home Care Service-Programs	1,448,042	1,235,403	1,500,000	97%
Transportation	3,057,084	2,571,392	3,500,000	87%
Transportation Contracts	18,024,478	16,976,085	20,000,000	90%
Prevention Services	15,416,739	13,090,317	17,000,000	91%
Other Authorized Services	24,038,675	20,970,111	24,750,000	97%
P&I Expense	36,262	60,106	65,000	56%
Hospital Care	420,000	663,322	550,000	76%
Medical Equipment	254,340	503,993	480,000	53%
Medical Care Professional Services	4,321,495	5,387,211	4,637,448	93%
Medical Care - Program Services	34,045	82,515	70,000	49%
Respite-in-Home	15,880,138	10,255,681	15,950,946	100%
Respite Out-of-Home	777,296	776,795	800,000	97%
Camps	30,504	47,180	80,000	38%
	242,942,960	194,072,421	254,833,394	95%
CPP	177,579	1,106,639	1,700,050	10%
	243,120,539	195,179,060	256,533,444	95%

OPERATIONS EXPENDITURES

June 30,2020

	Year to Date	Prior Year to Date	Budget	% of YTD Expense to Budget
Salaries and Wages	20,096,177	19,079,601	21,369,766	94%
Temporary Help	25,000	2,787	28,950	86%
Fringe Benefits	4,965,155	3,987,689	6,139,026	81%
Contracted Employees	227,000	63,716	105,000	216%
Salaries and Benefits Total	25,313,332	23,133,793	27,642,742	92%
Facilities Rent	1,854,939	1,822,641	1,855,000	100%
Facilities Maintenance	561,214	661,628	527,000	106%
Information Technology	2,391,234	1,737,881	1,650,000	145%
General Office Expense	10,683	188.00	211,250	5%
Operating Expense	285,758	442,844	340,000	84%
Equipment Expense	28,550	166,948	133,791	21%
Professional Expense	498,093	456,893	449,000	111%
Office Expense	109,077	127,391	131,760	83%
Travel and Training Expense	430,628	491,465	595,250	72%
Foster Grandparent./Senior Companion	423,929	477,287	458,422	92%
CPP Expense	419,589	594,952	597,168	70%
	32,327,026	30,113,912	34,591,393	93%

Operating Expense: Telephone and Utilities

Equipment: Equipment Purchase, Leases and Lease Maintenance'

Professional Expense: Accounting Fees, Advertising, ARCA Dues, Bank Fees, Consultants, Insurance, Interest, Legal Fees

Office Expense: Consumer Medical Records Fees, Postage, Shipping and Printing

Travel and Training Expense: BOD Expenses, Travel Administration, Travel Consumer Services

October Popplewell Fund Donations

Date	Donor	Amount
07/09/20	Reuben & Nelda Smith	25.00
07/16/20	Robert & Susan Benedetti	250.00
07/23/20	Network for Good	286.49

Current Fund Balance	\$ 16,063.18
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Valley Mountain Regional Center Job Description

Title: Special Assistant to the Director

Reports To: Executive Director

1. **General Statement of Duties:** The Special Assistant to the Director reports directly to the Executive Director and provides a wide range of highly confidential duties. Primary responsibilities include using independent professional judgment and initiative in managing the communications of Valley Mountain Regional Center (VMRC) as well as managing the overall operations of the board of directors. This position will be responsible for researching and applying for grant funding to support special projects of Valley Mountain Regional Center not funded in the state's budget allocation to VMRC.

Internal Communications

This position is also responsible supporting the leadership team in the planning and execution of major organization-wide initiatives and must have strong interpersonal skills and a commitment to internal customer service. Good communication within VMRC and in supporting board engagement is key to organizational effectiveness leading to clear expectations and increased morale. The position will facilitate the development, renewals and maintenance of the administrative procedures (APs) and memoranda of understanding (MOUs). An example of specific activities aimed at achieving continuous effective internal communications include:

1. Serving on the Social Committees of each of our three offices (located in Stockton, Modesto, and San Andreas) to assist in organizing and promoting the morale boosting activities of each committee.
2. Serving as the chief contributor to the "VMRC InsideXchange" (the organization's intranet system).
3. Organizing the logistics and content for the bi-Annual Management Meetings and the Bi-Annual All-Staff Meeting and Trainings, and the Board of Directors meetings and events (see Management of Board Operations below).
4. Work closely with Quality Assurance, Resource Development, and all other internal units and departments involved in providing trainings and events, to strategize the development and promotion strategies needed for success.
5. Supports the Sr. leadership team, consisting of the VMRC Department Heads.
6. The position tracks action items and decisions made in Sr. Leadership meeting. Assists with the messaging of the organizational initiatives put forth by the Sr. Leadership team.
7. Supports the Sr. leadership team, assisting with the prioritization of actions and information across departments that will ultimately drive employee engagement.

External Communications

This position is responsible for overseeing public relations and media relations that promote and protect the VMRC image and reputation and showcases the good work of the regional center as a “partner in disability services and supports”. It is important to be prepared in terms of messaging from VMRC to the community. Another important stakeholder includes the policymakers on a local, state, and national level and the position will have to (1) maintain current files of media contacts and legislative contacts, (2) prepare briefing and background materials, (3) draft media advisories, and (4) assist in Grass Roots Day preparations. In addition to creating and executing the external communications strategy the position will engage in the following activities:

1. Manage the VMRC website that informs and engages our community and employees and informs the public of all activities of the board of directors, its committees, and VMRC.
2. Publish a VMRC newsletter quarterly soliciting articles from VMRC staff and community stakeholders.
3. Coordinate and manage and participate in the work of the VMRC Social Media team.
4. Engage and collaborate with community stakeholders communications efforts including (1) Self-Advocacy Council 6, (2) Coalition of local Area Service Providers , (3) the Association of Regional Center Agencies, and (4) other local partners such as State Council on Developmental Disabilities North valley Hills Office, Disability rights California, Family Resource Network, etc.
5. Assist with information dissemination of Employment First, Cultural Diversity, Affordable Housing, Safety Net Initiatives, Home and Community based Services new Rules, and other state and local priorities as they develop.

Management of Board Administration

Working together with the board president, committee chairs, and the executive director to develop, compile, publish, and distribute agendas, minutes, and other reports and materials for each meeting of the board and its committees. Other relevant tasks for the management of board operations include:

1. Maintain two years of records of the board of directors and its committees (archives of board actions, attendance, agenda, and former rosters of board members.)
2. Attend all board and committee meetings and take minutes (if needed) and prepare meeting rooms including public accommodations and catering services for committees who meet during the meals hours.
3. Compile, photocopy and mail board and committee meeting packets and promote the meetings on the website, social media, etc.
4. Assist Board Members with travel arrangements and with reimbursements for travel & other expenses.
5. Manage the submission of all reports required by the Department of Developmental Services.

Working Condition and Physical Requirement: Majority of duties are performed in an office. They require the ability to sit or stand for long periods of time, to rearrange meeting room furniture to configure for meetings, and to operate office machines

requiring manual dexterity and repetitive key entry. Ability to read and comprehend large amounts of written material, use the telephone, and communicate via electronic mail. Excellent verbal and written communication skills are essential. Must be able to travel locally and out-of-town, including occasional over-night stays.

Minimum Position Requirements:

Bachelors in Arts or Science degree in Communications, English, Business, Social Work, Psychology, Education, Organizational Development, Public Administration, or any related field. The following is a list of skills and abilities necessary to be successful in this position:

1. Knowledge of the laws and principles of the regional center system and the Lanterman Act
2. Knowledge of Person-Centered Thinking and its relation to the purpose of VMRC and the community based developmental services system.
3. Familiarity with the logistics of the operations of a board of directors with a robust committee structure.
4. Ability to establish and maintain effective relationships with others in a team-based environment
5. Ability to independently perform high-level administrative duties competently and with discretion;
6. Ability to organize a complex workload, research, organize and compile written reports and materials.
7. Advanced knowledge of Microsoft Office, including Outlook, Word, OneNote, PowerPoint, excel.
8. Working knowledge of at least the following social media platforms: (1) Facebook, (2) Twitter, (3) LinkedIn, (4) Instagram, and (5) YouTube.
9. Working knowledge of a variety of online business tools such as email marketing programs, survey tools, scheduling tools, meeting tools, etc.
10. Ability to write operational and program oriented grant proposals clearly and concisely.

Advanced Qualifications:

A Master's degree in Communications, English, Business, Social Work, Psychology, Education, Organizational Development, Public Administration, Marketing, Public Relations, or any related field is highly desirable. Four years' experience in an increasingly responsible management, leadership or administrative position and or 2+ years' experience as a "Clerk of the Board" for a government board or council.

Salary (Confidential Exempt Position):

Pay Scale: Per Pay Period/Hourly Rate

Step 1: 2,500/\$31.25 hr
Step 2: 2,624/\$32.81 hr
Step 3: 2,756/\$34.45 hr
Step 4: 2,893/\$36.17 hr
Step 5: 3,038/\$37.98 hr
Step 6: 3,190/\$39.88 hr

Step 7: 3,349/\$41.87 hr

Annual is \$65,000-\$87,000