



Minutes - Board of Directors Meeting

04/19/2021 | 06:00 PM - 08:00 PM - (GMT-08:00) Pacific Time (US & Canada)

Via Zoom Video Conference

Board Members Present: Suzanne Devitt, Margaret Heinz, Crystal Enyeart, Dena Pfeifer, Erria Kaalund, Anthony Owens, Linda Collins, Emily Grunder, Lynda Mendoza, Dr Yan Li, Gabriela Castillo, Alicia Schott, Tina Vera, Tom Toomey

Board Members Not Present: Mohamed Rashid informed absence, ken Britter, Candace Bright (informed absence), Cherena Shaw, Dr Russell (informed absence),

VMRC Staff Present: Doug Bonnet, Bud Mullanix, Christine Couch, Carlo Cacciatore, Claudia Reed, Brian Bennett, Cindy Mix, Gabriela Lopez, Tara Sisemore-Hester, Tony Anderson, Claire Lazaro

Public Present: Irene Hernandez (Interpreter) Carlos Hernandez (Interpreter), Myra Montejano (R&D), Marie Marchese (R&D), Rachelle Munoz (SAC6 Coordinator), Leticia Leon, Charles Devlin (R&D)

Margaret Heinz, Board President, called the meeting to order at 6:02pm

A. Roll Call, Call to Order, Reading of the Mission Statement The Mission Statement was read together. We do have a quorum tonight based on roll call.

B. Review and Approval of the Meeting Agenda Dena Pfeifer made a motion to approve, Emily Grunder seconded. Motion passes unanimously.

C. Review and Approval of the Board of Directors Meeting Minutes of 02/22/21

Crystal Enyeart made a motion to approve the minutes of 2.22.21. Dena Pfeifer seconded the motion. The motion passes unanimously.

D. Board Presentation - R&D Transportation Services, Inc. Leticia Leon, Charles Devlin, Myra Montejano, and Marie Marchese gave a presentation on the R&D Transportation Services. R&D shared a PowerPoint presentation on their services. See attached.

E. Public Comment

Lisa Culley, FRN – Public Comment-VMRC Board 4/19/2021

Lisa Culley, Director, Family Resource Network

I would like to publicly recognize and thank Cindy Mix for all her years of service @VMRC and with out families and consumers. Sher is much appreciated and will be missed. We wish her all the best in your retirement!

Also, I would like to thank the VMRC Board for the donation of \$3,000 from the Popplewell fund towards the purchase of diapers and wipes for consumer families who are in need. We will be able to provide such needed supplies to families in Stockton this Saturday in Stockton, and in Stanislaus and the mountain counties to be scheduled within the next month or so. And thank you to Doug & Gaby for their help at the event last month. Those who have received supplies are incredibly grateful.

Thank you for the collaboration between FRN, VMRC, and SCDD to bring supplies to families impacted by the pandemic.

Dena Hernandez, SCDD – **VMRC Board Meeting Public Comment Information**

Dena Hernandez Regional Manager
SCDD North Valley Hills
4.19.21

- ❖ SCDD North Valley Hills would like to thank Cindy Mix for her years of services to people with developmental disabilities and their families as well as working with our office. We appreciate her willingness to always work with us and pick up the phone when we call! She will be missed. We will honor her at her last Consumer Services Meeting in May with a framed certificate of appreciate. Thank you, Cindy!
- ❖ Thank you to Claire Lazaro and her VMRC team for conducting the Covid-19 vaccine last week in Modesto. They ran like a well-oiled machine! Thank you for allowing SCDD and other stakeholders to volunteer. It was a great event and we look forward to volunteering this week in Stockton.
- ❖ We wanted to give a shout out to SAC6 members – Dena #1 Pfiefer and Jessica Quesada for doing a great job presenting at the San Joaquin County Transition Fair last week!
- ❖ Lastly- the CHOICES May 14, 2021 registration closed- however -if any one still wanted to attend- you can contact Christine Couch- at ccouch@vmrc.net as she is helping CHOICES with registration. The conference will honor the late Wilma Murray and a free memorable t-shirt is included in this free event.

Gricelda Estrada – I am a mother of 2 children with autism that are now adolescents, 14 and 15 years old. 10 years ago I presented myself to this committee, asking to modify the policy that prevents my two sons to have access to an intensive behavioral program. During the past 10 years I have always had the feeling that the policy did not give access to my children to have a more functional life. During the last 10 years I have had access to other families just like mine, and I have been able to collect their experiences. That's why I'm here one more time asking this committee, to open the policy for the intensive program to be provided. My understanding that the policy is under the early start department and applied by the intake department. I'm solicitating for the policy to be open to the families and public for a revision. Because that policy prevents families to have access to intensive behavioral services, such as language, behavior and any other service. That would be it. thank you.

Maria Diaz – I come to support the comment that Mrs. Gricelda had. I am one of those families that has been effected. Especially my daughter is the one who should have received the services from Early Start. Where there were a lot of violations or not enough services, especially in language which is the service she was referred to the regional center. In my own family, we have another member who is navigating with the same system and we continue to have the same problem. From the beginning of the intake, it would be very beneficial for the policies to be revised. Especially if some adjustments could be done so there wouldn't be so many barriers for services for children. It's supposed to be a department that offers services and help. But unfortunately our children do not have the help. Not even to help the parents coordinate to get access for the appropriate services. So that's why I'm asking for the policies to be open to the public so they can be revised. It is not ok for them to be a barrier for our families instead of helping them and benefitting them. That's it. thank you.

F. Consent Calendar Items Lynda Mendoza made the motion to approve the Consent Calendar items. NO discussion. The consent calendar items were approved unanimously.

1. Finance Committee Meeting Minutes of 03/03/21 and 04/07/21
2. Executive Committee Meeting Minutes of 03/03/21 and 04/07/21
3. Consumer Services Committee Meeting Minutes of 03/01/21 and 04/05/21

G. Committee Reports

H. VMRC Professional Advisory Committee, Coalition of Local Area Service Providers (CLASP)
Candice Bright, CLASP Appointee – there was no representative from CLASP. Tony shared that he met with the leadership today. Elections are coming up. They are almost at 100 members. The Self Determination Committee will present at the CLASP meeting. Their first meet and greet is April 26, from 5-8pm on zoom.

2. Consumer Services Committee Dena Pfeifer, Committee Chair – Dena shared they had a meeting on March 1 and April 5. Olivia did a presentation on education services. R&D did a presentation on April 5. Both minutes are in the packet to review. Consumer services needs the board to vote on conference service standards tonight. There was no discussion or questions. Emily Grunder made the motion and Crystal Enyeart seconded the motion. The motion passed with unanimous consent. The next meeting is May 3 at 4pm and it is my last consumer services meeting.

3. Self-Determination Advisory Committee (SDAC) Mariela Ramos, Committee Chair – Margaret shared that there was an excellent board training before the board meeting tonight with Matthew Bahr. Tony Anderson added that the SDAC made a plan with their subgroup to share information. DDS has given a budget to the SDAC to increase knowledge of SD. The full committee has authorized the subgroup plan. There is ongoing training, the Self Determination conference this weekend over zoom. We sponsored the conference and sent some staff and advocates from our area to attend. It was broadly open and we hope that people were able to take advantage of the conference.

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CHOICES Conference May 14, 2021 in Honor of Wilma Murray

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Sincerely,

Crystal Enyeart

SAC6 representative to the VMRC Board and Consumer Services.

5. Finance Committee Linda Collins, Treasurer and Claudia Reed, CFO gave the report. Please see the information included in the meeting packet. If you need additional information or support in understanding the report, please reach out to Linda or Claudia.

a. Approval of Contract Status Reports (CSRs) for January and February 2021: Dena Pfeifer made a motion to approve the CSR for January and February 2021 and Emily Grunder seconded the motion. Motion passes with unanimous consent.

b. Presentation of Purchase of Services (POS) and Operations (OPS) Expenditures through February 2021 – Claudia Reed presented and answered any questions from the Board.

c. Acceptance of Restricted Donations for February (\$525) and March (7 donations) 2021 - Dena Pfeifer made a motion to accept the restricted donations and Tom Toomey seconded the motion. Motion passes with unanimous consent.

d. Approval of Contracts over \$250,000 from March and April 2021 – Linda Collins made the motion to accept the approval of contracts over \$250,000 and Dena Pfeifer seconded. The motion passes with unanimous consent.

6. Legislative Committee Lynda Mendoza, Committee Chair – Tony shared that the committee had a great meeting with the Senate Budget Chair for health and Human Services, with Senator Susan

Eggman. We prepared a 2 hour briefing with written materials and it only lasted 15 minutes. The Senator asked great questions. We engaged with her and hit on all of the topics. She heard that we need more case managers! It was a great meeting. The next event is Grassroots Day! It is held with ARCA at the Capitol to meet with different legislators. We talk about the different topics that are important to all of us. It happens tomorrow, April 20 with 4 meetings. Please see the email Doug sent on Friday to hear more about how you can participate! Lynda shared that you can learn and watch the Grassroots Day – let Doug know so he can fill the open slots with you! The next meeting has not yet been scheduled.

7. Nominating Committee Linda Collins, Committee Chair shared that they are actively looking to fill vacancies that are coming up. We are actively seeking and accepting applications. The next meeting will be in May.

8. Bylaws Committee Lynda Mendoza, Secretary reported that the committee has not met. It will meet before the end of the year.

9. Special Events Committee Tina Vera, Committee Chair reported they haven't met and are not currently planning any special events due to the pandemic. Tony added that our annual board meeting is in July so the committee should meet and talk about plans.

I. Executive Director's Report Tony Anderson shared that we had a great vaccination clinic in Modesto. We had 240 vaccinations available a day in Modesto and we worked hard to fill them. We opened it to the public and each day we had about 200 vaccinations. We had more registered but we were hit with the unfortunate news of J&J being paused due to unlikely but serious side effects. This scared people and they chose not to get the vaccination. We never reached the 240 that were available. The next clinic is Friday, Saturday and Sunday this week in Stockton. We have 390 available each day. Friday and Saturday are full!! Sunday has a lot of openings – please help us get the word out about that clinic. Thank you to Doug and Claire for taking care of these clinics. Their tremendous work is appreciated. We are still testing for covid. It's important and we need to know the positivity rate for our area. This is offered once a month as long as there is interest. We had a death last week and the week before. We are

still very concerned about this illness. Any deaths or anyone not doing well is very concerning for us. Reopening might be in mid-June but we need testing and positivity to be low/stable. There is some work being done on the regional center face to face meetings by the DDS. Of course, anyone who requires a face to face meeting can ask and we can be prepared with PPE and meet with them. We keep getting asked when the day programs are going to open and we do not have an answer yet. There is a lot going on to begin to get closer to that moment. DDS is putting together some direction on what they would like to see. We are having our disparity meetings with the public. We are seeing a large disparity with one group we hadn't seen previously. The 10-12 year olds age band is the biggest disparity group we found and we are looking to find out why. We are targeting the questions to learn more information! SAC6 is hosting a POS disparity meeting on May 28.

J. Other Matters - none

K. Board Member Activities and Reports – nothing to report

L. President's Report – it is a true testament to Cindy that her current position must be replaced by more than one person. You are amazing! What you have done for VMRC over the time you've been here is significant. The lives you've touched has been so good. You are so appreciated!! You are fabulous – thank you for all you've done!!

Her class participated in the transition faire last week. Thank you to everyone involved in it. The class thought it was amazing. Great information shared and so many questions were answered. Margaret is so excited to work the vaccination clinics this weekend. Thank you, Tony, Doug, Claire and everyone else who was part of it. Gaby, the food deliveries are so cool!! They are so well run. Thank you

to presentation church for all they do to support the community. The legislative committee's packet is amazing! Thank you to Doug and Tony for writing her portion and making the corrections. Amazing and fabulous team!

1. Approval of Application Support Technician – Carlo reviewed the job description. Bud added that we have an internal candidate who has stepped up and began doing some of the work, in addition to her other work. This is a motion from the Executive Committee, Dena Pfeifer seconded the motion. No questions, comments. The motion passes unanimously.
2. Approval of Organization Change of Directors of Consumer Services – Tony reviewed the organization change and the two job descriptions. This is a motion from the Executive Committee for approval of the job descriptions, Dena Pfeifer seconded the motion. No questions. Alicia thought the 2 positions already existed and she is amazed that previously it was one position. The motion passes unanimously.

M. Next Meeting - Monday, June 21, 2021, 6:00 PM via Zoom Video Conference

N. Adjournment at 8:00pm



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Her class participated in the transition faire last week. Thank you to everyone involved in it. The class thought it was amazing. Great information shared and so many questions were answered. Margaret is so excited to work the vaccination clinics this weekend. Thank you, Tony, Doug, Claire and everyone else who was part of it. Gaby, the food deliveries are so cool!! They are so well run. Thank you

to presentation church for all they do to support the community. The legislative committee's packet is amazing! Thank you to Doug and Tony for writing her portion and making the corrections. Amazing and fabulous team!

1. Approval of Application Support Technician – Carlo reviewed the job description. Bud added that we have an internal candidate who has stepped up and began doing some of the work, in addition to her other work. This is a motion from the Executive Committee, Dena Pfeifer seconded the motion. No questions, comments. The motion passes unanimously.
2. Approval of Organization Change of Directors of Consumer Services – Tony reviewed the organization change and the two job descriptions. This is a motion from the Executive Committee for approval of the job descriptions, Dena Pfeifer seconded the motion. No questions. Alicia thought the 2 positions already existed and she is amazed that previously it was one position. The motion passes unanimously.

M. Next Meeting - Monday, June 21, 2021, 6:00 PM via Zoom Video Conference

N. Adjournment at 8:00pm



"Fitting the Pieces Together"

Mission Statement:

*"To Partner With Our Customer To Provide Transportation
Management Services That Produce Safe, Reliable, Cost Effective
And Efficient Transportation."*

**Presentation for Board of Directors
Valley Mountain Regional Center**

Monday, April 19, 2021

Leticia León | Myra Montejano | Marie Marchese

Agenda

Introductions

R&D Company Overview

R&D Service Description

Covid-19 Risk Mitigation Plan for Transportation Services

Implementation Update, System Analysis and Road Ahead

R&D Company Overview

R&D Core Principles
Integrity | Safety
Service | Trust
Value

Celebrating 30 Years
R&D Founded in 1991
By Charles Devlin
President/CEO

Transportation Broker
Agreements with:
NLACRC TCRC
GGRC NBRC

R&D Corporate Office in
Camarillo, CA
Regional Offices:
San Francisco | Napa County
Los Angeles County
San Luis Obispo County

Management/Consulting
Engagements with CA School
Districts
Las Virgenes Unified School District
(LVUSD)
System efficiency studies and
optimization planning projects for
special education transportation

R&D Service Description

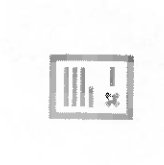
4



TRANSPORTATION
PLANNING
SERVICES



VENDOR BILLING
ADMINISTRATION



VENDOR
CONTRACTS
ADMINISTRATION
AND DEVELOPMENT



CUSTOMER SERVICE
DEPARTMENT



QUALITY
ASSURANCE - FIELD
OPERATIONS

Transportation Planning Department

Computerized Routing and Scheduling Services

- GIS Mapping System (Versatrans)
- Process day-to-day transportation service requests
- Coordinate with transportation service providers
- Coordinate with Case Management re: POS authors
- Immediate and long-range transportation planning

Vendor Billing Administration

- Monthly Reconciliation Process
- Purchase of Service (POS) Audits

Vendor Contracts Compliance & Development

- Renewals
- Amendments

Customer Service Department

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Customer Support Center

- Monday – Friday 6:00 a.m. to 5:00 p.m.
- Regular service hours 6:00 a.m. to 6:00 p.m. will begin when in-person program services resume.

Information Center For:

- Regional Center personnel and transportation service providers
- Families, care providers, riders and day programs service providers

Respond to Special Incident Reports

- Transportation service providers contact R&D to report SIR's
- R&D SIR Coordinator collaborates with service providers regarding SIR reporting and preventative action plans, pursuant to Title 17 Regs
- R&D SIR Coordinator collaborates extensively with RC Case Management Team, program and direct support personnel with the objective to achieve positive outcomes for individuals
- Individual Transportation Plan

Quality Assurance-Field Operations

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Field Operations

- Special Incident Reports
- Field observation component- In person follow-up, and coordination consist of visits today day programs, route audits to ensure that a person-centered resolution
- Collaboration with families, direct support personnel, day programs and case management

Vendor Audits

- Safety and Maintenance Program
- Personnel Certification
- Vendorization Documents Review
- Vehicle Inspections and Fleet Documentation

Provider Workshops

- The Lanterman Act – Individual Rights & Responsibilities
- DDS and State directives for Alternative Service Delivery (ASD)
- Special Incident Reporting pursuant to Title 17 Regulations
- Driver/Attendant/Dispatch Guidelines for Transportation Services
- Person-Centered Practices and Cultural Considerations

Covid-19 Risk Mitigation Plan for Transportation Services

Guidance for a safe re-entry planning process for when programs are prepared to resume in-person activities:

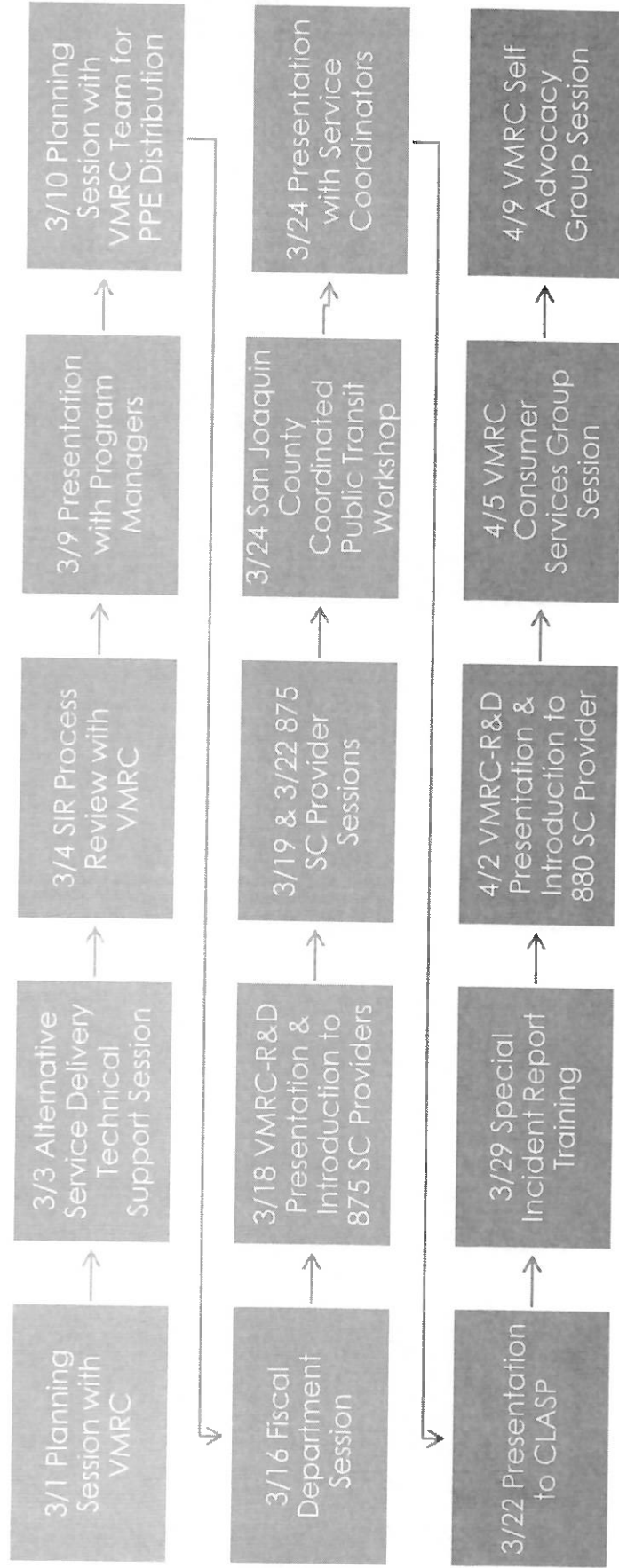
Health and Safety Plan

- Training all staff on COVID-19 screening protocols
- PPE - To ensure that each agency maintains an inventory
- Passenger and staff screening procedures
- Exposure Plan
- Communication Plan
- Personnel Training on all CDC and DPH protocols related to Health and Safety Preventative measures

Vehicle Preparedness Plan

- Cleaning, Sanitizing and Disinfecting Protocols
- Vehicle modifications to ensure riders are seated six feet apart
- Personnel Training on all procedural changes related to preboarding screening, while on transportation and deboarding procedures

Service Implementation Update



VMRC Transportation System

- ▶ 1,872 people served by VMRC assigned to transportation prior to pandemic
- ▶ 43 Transportation Service Providers Contracted
 - ▶ 6 Commercial Transportation Companies
875 SC
 - ▶ 37 Program or Residential Providers
880 SC Additional Component
- ▶ 53 Programs
- ▶ Fun Fact: 684 individuals scheduled under ASD Model during March 2021

Road Ahead

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Planning work
underway with 875 SC
commercial providers
to assess service
capacity

Planning sessions with
programs to align
transportation for
when safe to resume
in-person activities

Review and assess
transportation
contracts

Covid-19 Risk
Mitigation Plans for 875
SC & 880 SC

Communication plan
with Community
Stakeholders

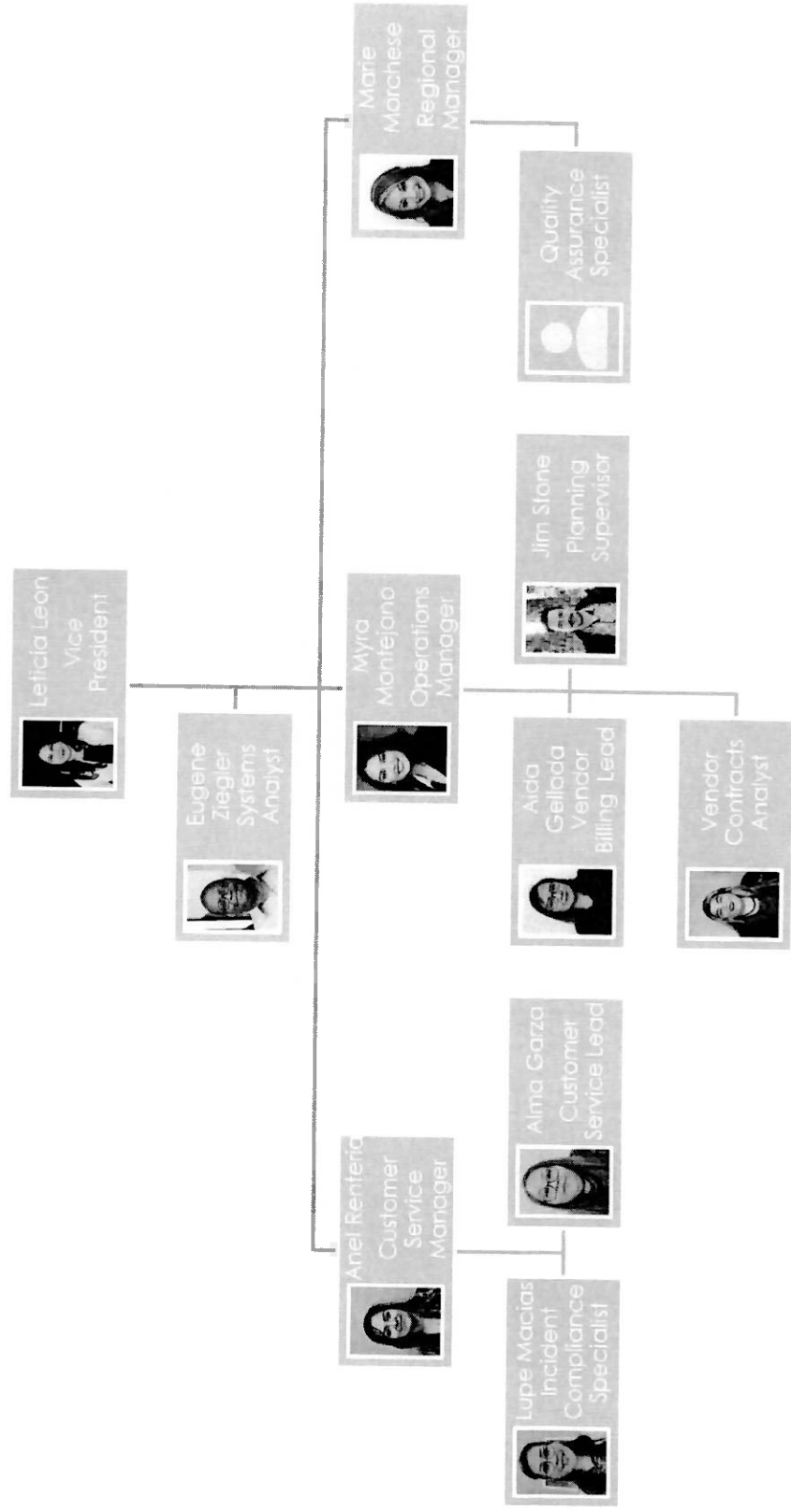
SIR training with
transportation
providers

Service provider
workshops re: new DDS
directives

Prepare commercial
transportation
providers for contract
compliance audits

Individual
Transportation Service
Plans (ITSP)

VMRC Project Team



R&D Contact Information

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R&D Customer Service Department

Toll Free Line (888) 695-8848

Regional Line (209) 362-2199

E-mail: vmrc.ts@rdtsi.com