



Executive Committee Meeting

Wednesday, August 11, 2021, 6:30 PM

Via Zoom Video

<https://zoom.us/j/93502988249?pwd=QnU2QWRtbGkraJRQVisvYWQ2ZW1CUT09>

Meeting ID: 935 0298 8249 Passcode: 643539

One tap mobile +16699006833

For accommodations, please contact Doug Bonnet at 209-955-3656, or by email at DBonnet@vmrc.net. Spanish translation is included and is available without requesting.



Meeting Book - Executive Committee Meeting

Executive Committee Meeting

A. Review and Approval of Meeting Agenda Action Item
Margaret Heinz, President

B. Review and Approval of Executive Committee Meeting Minutes of 07/14/21 Action Item
Margaret Heinz, President

Exec Com Minutes 07 14 21.pdf

C. Public Comment
Margaret Heinz, President
Each member of the public may have 3 minutes for comment. If a translator is needed, 6 minutes will be allowed.

D. Items for Approval Action Item
Margaret Heinz, President

1. Approval of Senior Human Resource Generalist Job Description Action Item
Bud Mullanix, HR Director

JD -Senior HR Generalist revised 5-21.pdf

2. Approval of Emergency Response Officer Job Description Action Item
Bud Mullanix, HR Director

Emergency Response Officer Job Description.pdf

3. Approval of Deaf and Hard of Hearing Community Coordinator Action Item
Bud Mullanix, HR Director

Deaf and Hard of Hearing Community Coordinator .pdf

E. Items for Discussion

1. Executive Director's Report
Tony Anderson, Executive Director

2. Notable Consumer Information
Tony Anderson, Executive Director

3. Vendor Information
Tony Anderson, Executive Director

4. Self-Determination Update
Tony Anderson, Executive Director

5. Other Matters
Tony Anderson, Executive Director

6. Personnel and Union Update
Tony Anderson, Executive Director and Bud Mullanix, HR Director

Data_Insights_Overview for August 2021 Exec Meeting.pdf

F. President's Report
Margaret Heinz, President

G. Next Meeting - Wednesday, September 8, 2021, 6:30 PM, Location
TBD
Margaret Heinz, President



Minutes for Meeting Book - Executive Committee Meeting

07/14/2021 | 06:30 PM - 07:30 PM - (GMT-08:00) Pacific Time (US & Canada)

Via Zoom Video

Committee Members in Attendance: Margaret Heinz, Suzanne Devitt, Lynda Mendoza

Committee Members Not in Attendance: Alicia Schott, Informed Absence, Linda Collins, Informed Absence

Staff in Attendance: Tony Anderson, Doug Bonnet, Christine Couch, Tara Sisemore-Hester

Public in Attendance: Irene Hernandez, Interpreter

Meeting Called to Order at 6:30 PM by Margaret Heinz, President.

A. Review and Approval of Meeting Agenda

Meeting Agenda approved unanimously.

B. Review and Approval of Executive Committee Meeting Minutes of 06/02/21

Executive Committee Meeting Minutes of 06/02/21 approved unanimously.

C. Public Comment

None.

D. Items for Approval

None this month.

E. Items for Discussion

1. Executive Director's Report – Tony Anderson

Recent Policy Changes

- Face to Face Policy
- Return to the Building
- Remote Work Policy Amendment

Budget

General Operations

- Deaf Community Specialists - \$2,379
- Performance Incentive - 3,676
- DSP Training and Development - \$4,300
- Early Start Outreach to Tribal Communities - \$500
- Emergency Coordinators - \$2017 (still no direction on this)
- Enhanced Caseload Ratios for Low-No POS - (5 SCs and 1 Supervisor) - \$12,800
- Implicit Bias Training - \$7,029
- Lanterman Act Provisional Eligibility - (still needs info on supervision plus DDS wants to pull together a small workgroup to put together the broader policies) - \$7,600
- Self-Determination Supports - \$7,800
- Forensic Diversion - (5 positions statewide) - \$534
- Rate Model Implementation - \$12,647 (unknown how much is for regional centers to implement and how much is for a contractor for DDS)
- Language Access and Cultural Competency Orientations and Training - \$16,667
- Community Navigators (contractors) - \$5,300
- Emergency Preparedness - \$4300
- Employment Grant - \$14,706
- START Training (contractors) - \$5,675

The American Rescue Plan. Items specific to developmental services include:

- Language Access and Cultural Competency Orientations and Translations (\$45.8M Total Fund, \$10M General Fund ongoing) -
- Adult Family Homes for Older Adults (\$9.6M Total Fund, \$2.6M General Fund ongoing)
- Coordinated Family Support Service (\$42M Total Fund, ongoing) -
- Enhanced Community Integration for Children and Adolescents (\$12.5M Total Fund)
- Social Recreation and Camp Services for Regional Center Consumers (121.1M Total Fund, ongoing)
- Developmental Services Rate Model Implementation (\$965M Total Fund, \$1.2B General Fund ongoing)
- Modernize Developmental Services Information Technology Systems (\$7.5M Total Fund one-time)

2. Notable Consumer Information – Tony Anderson

A parent called upset because they feel they never received any closure from the investigation of her son's death while in care. This consumer passed away 4/2020. The mother had several questions surrounding the circumstances around her son's death and at the time VMRC agreed to order another autopsy for a second opinion because some of her questions could not be answered by the provider and the authorities. In the end the second opinion did not find anything

significant to contradict the original findings. We are completing a full recreating of her son's records at her request and providing a summary of everything we know and did regarding this investigation.

3. Vendor Information – Tony Anderson

- Major staff shortages are preventing a quicker return to day programs.
- Day programs are slowly reopening.

4. Self-Determination Update – Tony Anderson

Orientation completed:				72	96%
Separate person-centered plan completed:				64	85%
Separate person-centered plan in progress:				0	0%
Separate person-centered plan not applicable:				0	0%
Individual budget certified:				57	76%
Individual budget certification in progress:				7	9%
Spending plan completed:				41	55%
Spending plan in progress:				16	21%
FMS obtained by participant:				41	55%
FMS in progress (working to get established):				16	21%
FMS in progress (not yet vendored):				0	0%
IPP completed and signed:				22	29%
IPP in progress:				41	55%
Background checks completed:				29	39%
Background checks in progress:				0	0%
Background checks not applicable:				11	15%
Reviewed for SDP Waiver eligibility:				41	55%

5. Other Matters – Tony Anderson

Quillo Update:

- Doug assisted Quillo in their research for our Channel Manager.
- Quillo hired Kayla Jefferson, Channel Manager, to produce video content messaging to staff
- She will work onsite in Stockton
- She started coming in on 06/28 and she is getting to know managers and staff now.
- Doug is onboarding her with the VMRC part and Quillo is onboarding on the application and company.
- Doug has already brought her to the Department Head Meeting on 07/06 and Program Manager Meeting on 07/06. Then he will want to have her attend each team's PM meetings through July.

6. Personnel and Union Update – Tony Anderson

We are meeting with the union now regarding the Remote Work policy (parts of these provisions are in the employment agreement).

Our contract reopens this year, and our management will begin our sessions to come to agreement and SEIU is meeting to gather their priorities. SEIU has recent submitted their names for the negotiating team.

F. President's Report – Margaret Heinz

ARCA Delegates Meeting on June 16 and ARCA Board Meeting on June 18. Will continue on Zoom for the year. ARCA just finished their 4-year Strategic Plan.

Very excited about our potential new board members from our Nominating Committee Meeting.

I was able to attend most of the ARCA Academy training on Saturday. They went over the RC's Purchase of Service decoding. It was very interesting. Doug sent a survey to all Board Members about their desires for future trainings. They do repeat present the Saturday afternoon trainings on Wednesday evenings; however it is not live and you don't get to chat with everyone.

The Health Advisories continue to be amazing. Thank you to everyone who compiles them. I share them all the time and they are so helpful.

I'm excited for the Annual Board Dinner and Awards Ceremony on Friday, July 30th.

G. Next Meeting - Wednesday, August 11, 2021, 6:30 PM, VMRC Stockton Cohen Board Room and via Zoom.



Job Description

TITLE: Senior Human Resource Generalist

REPORTS TO: Director of Human Resources

Purpose of the Job

The purpose of Valley Mountain Regional Center's (VMRC) Senior Human Resources (HR) Generalist position is to develop a qualified workforce, maintain ethical and Collaborative employee and labor relations, implement fair HR practices, policies, and procedures, and ensure a productive and diverse work environment.

Specifically, this role oversees at least one of the major functions of the department with limited to no supervision ie: Recruiting and On-Boarding, Benefits-CalPers, Records-HRIS plus is actively involved in employee relations, mentoring and coaching managers/staff, employee relations, and assist in the mentoring and coaching of less experienced HR staff. Plus other projects as assigned.

- Ensures a productive and diverse work environment.
- Develops, monitors, and maintains ethical and collaborative employee relations.
- Develops, implements, and monitors fair HR practices, policies, and procedures in support of the organization's mission.
- Supports the Mission, Vision and Values of VMRC

The Senior HR Generalist will lead and/or support several of the following Specialty Areas:

- Health & Welfare Benefits/Pension Administration
- Human Resources Information Systems (HRIS) Paylocity, and HR Applicant tracking
- Leaves of Absence (LOAs)
- Performance Management
- Recruiting, Job Fairs, Interviewing, Extending Offers, Background Checks, On-Boarding
- Develop, implement, and monitor fair practices, policies and procedures in support of VMRC mission.
- Workers Compensation
- Safety Committee
- Employee Records and assisting in keeping HR "H" drive up to date and current
- Develop and Maintain various reports and statistical data as requested
- Ergonomics
- Strong working relationship with FISCAL especially the payroll department

Key Responsibilities – Essential Functions

1. Process employee leaves of absence in accordance with agency policy and/or collective bargaining agreement. Ensures that all applicable labor laws are being

VMRC Job Description – Senior HR Generalist

- followed.
2. Process, coordinate and follow up on employee worker's compensation claims. Act as liaison with agency worker's compensation carrier, including setting up claims review meetings on a regular schedule.
 3. Maintain employment resumes, applications, interview notes, and applicant flow logs in accordance with agency hiring procedure.
 4. Performs background checks and/or reference check on all prospective applicants.
 5. Develop and maintain applicant flow log and other statistical data related to recruiting.
 6. Provide human resource orientation with each new employee, including training and/or presentations in agency staff orientation.
 7. Processes paperwork for employee terminations.
 8. Verifies unemployment claims and submits them to administrator in a timely manner.
 9. Assists Director of Human Resources in the hiring temporary help from outside agencies.
 10. Counsels employees on benefit plans.
 11. Assists in the investigation of employee complaints.
 12. Assists with job analysis and revisions to job descriptions.
 13. Perform surveys relating to personnel, wages, etc as directed.
 14. Maintain current knowledge of agency payroll procedures.
 15. Process payroll information and time sheets using Paylocity.
 16. Maintain payroll records in accordance with current laws and regulations.
 17. Process employee benefits plans and serve as liaison to companies contracted with to provide benefits.
 18. Function as primary contact to VMRC staff in regard to employee human resources, payroll, benefits, and attendance plans.
 19. Responds to routine inquiries from inside/outside the agency on employee verifications.
 20. Maintain personnel records in accordance with current laws and regulations.
 21. Maintains employee confidentiality.
 22. Ensure compliance with EEO laws and regulations and act as agency Representative.

VMRC Job Description – Senior HR Generalist

23. Assists Director of Human Resources and other HR staff with projects as assigned.
24. Prepare a variety of complex reports and data for various departments and agencies.
25. Other duties as assigned.

Minimum Position Requirements: BA/BS in Business Administration or a related field and 5-7 years of experience in a HR position; Knowledge of current human resources laws, ability to organize work to meet deadlines, ability to use PC, Internet, and related software such as Word and Excel. Ability to provide excellent customer service to staff is required. Experience in union environment helpful. HR Certification desired but not mandatory

VALLEY MOUNTAIN REGIONAL CENTER

Emergency Response Coordinator

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: \$24.59-32.96 **FLSA Status:** Exempt **Date Approved:**

SUMMARY:

Valley Mountain Regional Center (VMRC) implements a comprehensive cross discipline emergency response effort with actions on the part of several departments and functions such as case management, human resources, community services, communications, clinical services (public health emergencies), information technology, and data mining from fiscal. This position will be the point person for our regional center to the Department of Developmental Services (DDS) and outside emergency response professionals regarding emergencies and will serve as "command and control" for our internal efforts. Internally, each sector of our organization with emergency response obligations will develop their own processes, alerting protocols, and tracking activities and the coordinator will trace the progress of each responsible party until the emergency has abated. The position will also facilitate a reconnaissance process after each event to assess the effectiveness of the plan implementation and areas for improvement.

In collaboration with various internal and external stakeholders the position will be responsible for developing, implementing, and training emergency action plan for the regional center's employees and individuals served, their families, vendors, and employees. Plan, manage, direct and coordinate the different activities in execution of the emergency action/response plans in preparation for disasters. Review, evaluate and analyze work environments and design program and procedures to control, eliminate and prevent disease or injury.

SUPERVISION RECEIVED:

Because the position crosses over almost all internal departments in VMRC the position will be located in the Director's Office and will be managed by the Special Assistant to the Director who also directs the regional center's internal and external communications.

SUPERVISION EXERCISED:

While no supervision is included in this position, the position is granted the authority to require immediate response to inquiries during an emergency event.

DUTIES AND RESPONSIBILITIES:

Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

A. Essential Job Specific Duties:

1. Keep informed of activities or changes that could affect the likelihood of an emergency, as well as those that could affect response efforts and details of plan implementation.
2. Assess the emergency needs that are to be addressed in disaster planning or providing technical support to Case Management, Community Services, and administration.
3. Develop and maintain liaisons with officials of local and area governments, school, hospitals, and other institutions to facilitate plan development, response effort coordination and exchanges of personnel and equipment. Consult with these officials to determine needs and capabilities in the event of a natural disaster or other emergency.

4. Coordinate emergency/disaster response or crisis management activities including but not limited to mitigation, preparation, response, and recovery programs. Communicate evacuation orders, liaison with public shelters and implement plans and programs.
5. Update and maintain the emergency notification system (Everbridge). Communicate emergency/disaster activities. Collaborate with other regional centers personnel to ensure maintenance, utilization, testing, and ongoing reviews of the system are completed.
6. Inspect facilities and equipment to determine their operational and functional capabilities in emergency situations.
7. Review emergency plans of vendors and individuals to ensure client safety.
8. Apply for federal, state and local funding and/or grants for emergency management related needs; administer such grants and report on their progress. Provide aid in applying for FEMA assistance.
9. Keep informed of federal, state, and local regulations affecting emergency plans and ensure that plans adhere to these regulations
10. Develop, implement, and maintain emergency plans and procedures to be used in response to disaster/emergencies and recovery from these events.
11. Design and administer emergency/disaster preparedness training courses that teach others how to effectively respond to major emergencies and disasters.
12. Provide exercises of various scenarios with vendors and other community agencies to identify gaps in preparedness, and ways to address them.
13. Design instructional materials to help individuals we serve; vendors and employees plan for disasters/emergencies.
14. Inspect or evaluate workplace environments, equipment, or practices to ensure compliance with safety standards and government regulations.
15. Develop, implement, and maintain employee safety program
16. Maintain first aid and AED equipment to ensure it is fully operational
17. Develop and conduct safety trainings and education programs including ergonomics, and how to use equipment properly. Develop and provide trainings to new hires
18. Develop and perform tests and evaluations of emergency management plans in accordance with local, state, and federal regulations.
19. Recommend measures to help protect workers from potentially hazardous work methods, processes, or materials.
20. Investigate accidents to identify causes or to determine how such accidents might be prevented in the future.
21. Analyze incident data to identify trends in injuries, illnesses, accidents, or other hazards.
22. Develop and maintain medical monitoring program for employees.
23. Provide detailed reports verbally and in writing regarding an emergency event or accident as requested.
24. Perform other like duties as assigned

B. Other Job Specific Duties:

1. Maintains respectful and clear communication with supervisor and coworkers
2. Accepts guidance, constructive advice, and supervision
3. Seeks clarification or support as needed
4. Work alternative hours as required
5. Attend all meetings, trainings, and conferences as assigned
6. Maintains safe and functional work environment

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Basic knowledge of the Emergency Services Act (ESA), Incident Command System, Standardized Emergency Management Systems, Emergency Support Function, Recovery

Support Functions, Emergency Management Mutual Aid, Hazard Mitigation Plan and Emergency Communications Systems

- Appropriate federal, state and local laws pertaining to emergency plans
- FEMA's National Incident Management System preferred
- Federal/State financial aid policies

Ability to:

- Maintain strict adherence to all confidential laws
- Effectively present information in group settings to individuals served, their support system, vendors and employees of the organization
- Ability to work with government agencies, law enforcement, fire officials, individuals served and support system, vendors, employees, and public to coordinate emergency responses.
- Communicate effectively verbally and in writing. Read, write, and possess good grammatical skills which include accuracy and spelling, word usage, and punctuation
- Make timely decisions, often in stressful situations. Must identify the strengths and weakness of all solutions and approaches, as well as the costs and benefits of each action.
- Anticipate hazards and problems that may arise from an emergency to respond effectively
- Possess an attitude of self-sufficiency needed to overcome challenges when support from others may be unavailable.
- Work well with others as a contributing team member
- Work well independently
- Work under changing priorities and extreme time constraints
- Adapt to change in the work environment
- Collect and analyze data and develop and implement programs
- **Work long extended hours during an emergency event.**

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in emergency management, public administration, public safety or in a related field from an accredited college
- Three years' experience or equivalent combination of education and experience

OTHER REQUIREMENTS

- Possession of a valid California Driver's License and State automobile insurance, and acceptable driving record substantiated by a DMV printout.
- Full use of automobile or ability to provide for independent transportation
- Must be able to drive to various sites as assigned. Must be willing to stay overnight

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- *Work is primarily performed in professional office environment*
- *Manual dexterity for typing on a computer keyboard.*
- *Sitting for extended periods of time*
- *Vision required to view computer monitor, read numbers and printed material.*
- *Mobility sufficient to reach, lift and transport files and other work material to work areas.*

VALLEY MOUNTAIN REGIONAL CENTER

Deaf and Hard of Hearing Community Coordinator

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: \$49,524.80 - \$66,367.97 **FLSA Status:** Exempt **Date Approved:**

SUMMARY:

The Deaf and Hard of Hearing Community Specialist is to support the expansion of deaf service resources, provide training and expertise to regional center staff, and coordinate with the Department of Developmental Services on statewide efforts. This position is an agency wide support for individuals who are deaf and have developmental disabilities to identify and develop resources to provide improved services and supports. This position is intended to recognize the need to evaluate and improve access to and quality of services and supports for individuals who are deaf and have intellectual/developmental disabilities. Stakeholders and advocates have expressed concerns regarding access to effective communication across service categories, lack of formal communication assessments when individuals who are deaf enter the system, and the need for the regional centers to address barriers to accessing appropriate services, such as the limited availability of interpreters and lack of general resources for this community. This position will provide guidance and leadership to our regional center and community to support the expansion of deaf service resources, develop and implement communication assessments, provide training and expertise to regional center staff, and collaborate with other regional centers on statewide efforts.

The Deaf and Hard of Hearing Community Coordinator will engage in resource development for VMRC's catchment area (5 Counties) that includes participating in the Request for Proposal (RFP) process. This position will involve all steps of vendorization as outlined in California Code of Regulations Title XVII. The position will provide program evaluation, and technical assistance to staff, vendors, clients and the community on resources, regulations, unmet needs, and quality assurance in services for deaf and hard of hearing with developmental disabilities. This position is to ensure services provided to people supported are in compliance with Title XVII, California Code of Regulations, the Lanterman Act, Agency standards and best practices for community programs for the developmentally disabled. A knowledge base of regulations is strongly recommended. The position must collaborate with the vendor community, Community Care Licensing, and with the Department of Developmental Services.

DDS has failed to address systematic discrimination against deaf people with I/DD who have been denied the accommodations they need for effective communication, such as interpreters, staff fluent in American Sign Language (ASL), or communication devices. Without effective communication, deaf people with I/DD are isolated from social interaction and denied the opportunity to communicate and meaningfully engage in the community. Many deaf regional center clients have lived for years in complete isolation, unable to express their frustration and unhappiness, lonely and desperately wanting someone with whom they can communicate.

The state agency's lack of policies, procedures, or practices regarding accessibility for deaf people with I/DD inhibits them from communicating effectively and denies them the opportunity to benefit from the Department's services, programs, and opportunities that are afforded to people who can hear.

This lawsuit aims to ensure that the Department of Developmental Services provides equal access to programs, services, activities, and opportunities, in accordance with longstanding federal civil rights laws.

https://www.disabilityrightsca.org/system/files/file-attachments/McCullough_v._DDS_Complaint.pdf

SUPERVISION RECEIVED:

Receives supervision from the Division Manager of Resource Development

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer – This list is meant to be representative, not exclusive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

A. Essential Job Specific Duties:

1. Liaising and partnering with generic agencies that provide services for individuals who are deaf and hard of hearing and advocating for these services to be available to and/or adapted for regional center consumers.
2. Working with vendors and other entities that specialize in needed services to expand the regional center's resource pool.
3. Serving as the resource person for regional center staff who provide service coordination to individuals who are deaf and hard of hearing.
4. Assessing the community's unmet needs and acting as point person on resource development.
5. Participating in statewide collaboration with similar staff at other regional centers and the Department's Deaf Access Specialist to identify best practices, strategies, and processes to implement at their regional center.
6. Organizing and holding trainings developed by the Department for regional center service coordinator staff and vendors and developing additional trainings and informational materials, as needed.
7. Overseeing that communication assessments are performed for individuals and results are incorporated into individual program plans.
8. Ensuring the integrity of the regional center's data pertaining to individuals who are deaf and hard of hearing.

9. Operate under the supervision of the Division Manager of Resource Development to ensure the provision of appropriate accommodations/services for deaf and hard of hearing clients.
10. Evaluate the quality of skills and effectiveness of interpreters.
11. Assist in recruiting and interviewing qualified interpreters
12. Facilitate interpreter orientations and other required meetings.
13. Prepare and provide information regarding deaf and hard of hearing accommodations for publication.
14. Develop plans of correction for underperforming programs and provide follow-up as needed.
15. Develop, maintain and monitor vendor contracts and payment agreements.
16. Investigate and follow up on whistleblower complaints concerning deaf and hard of hearing individuals or services.
17. Assist with data entry into computer systems as necessary.
18. The Deaf and Hard of Hearing Community Coordinator will collaborate with the Deaf Access Specialist of the DDS and with other regional centers Deaf Specialist to determine appropriate monitoring measures for this population.
19. Act as the single point of contact for individuals, families, and advocacy organizations to address local-level concerns and work with KRC staff to resolve issues.
20. Receive training and support efforts from the Department of Developmental Services to offer communication assessments that inform individual program plans and are updated as individual needs change
21. Receive training and support efforts from the Department of Developmental Services to offer communication assessments that inform individual program plans and are updated as individual needs change.
22. Performs other like duties as assigned.

B. Other Job Specific Duties:

1. Maintain respectful and clear communication with supervisor.
2. Accept guidance, constructive advice, and supervision. Seek clarification or support, as needed.
3. Work alternative hours as required.
4. Attend all meetings, trainings, and conferences as assigned.
5. Maintain safe and functional work environment.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

1. American Sign Language.
2. Sensitivity to and understanding of deaf culture.
3. Interpreter Code of Professional Conduct and the Code of Professional Ethics of real time captioners.
4. Legal requirement to provide mandated accommodations in a community setting, post-secondary education, including the ADA, Civil Rights Act, Rehabilitation Act,
5. Modern office practices, methods, and computer equipment and applications, including word processing, PowerPoint, and Excel spreadsheet and database applications

6. Record keeping principles and procedures.
7. Smart phone usage including texting and photo and video capabilities in relation to assistive technology.
8. English usage, spelling, vocabulary, grammar, and punctuation.
9. Applicable federal, state, and local laws, rules, regulations, and Departmental codes, policies, and procedures.
10. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, families, clients, licensing, DDS, and stakeholders, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Fluently communicate both receptively and expressively in American Sign Language.
2. Communicate clearly and remain focused while managing constant text messages, emails, telephone/video phone calls, and face-to-face communications from vendors, staff, interpreters, captioners, and others.
3. Keep clear records of all schedule changes, budget projections, and miscellaneous reports.
4. Compose and prepare correspondence, flyers, and other written materials independently.
5. Perform complex and detailed calculations when processing a multitude of spreadsheets.
6. Remain flexible and highly organized in the face of a constantly fluctuating schedule and constantly changing priorities.
7. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
8. Use English effectively to communicate in person, over the telephone, and in writing.
9. Understand scope of authority in making independent decisions.
10. Learn and apply emerging technologies as necessary, to perform duties in an efficient, organized, and timely manner.
11. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
12. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associates degree from an accredited college
- Two years' experience with the deaf and hard of hearing community
- or equivalent combination of education and experience
- Fluency in American Sign Language required

Preferred Qualifications:

- Completion of an accredited interpreter training program.
- Possession of a valid California Driver's License and State automobile insurance, and acceptable driving record substantiated by a DMV printout.
- Full use of automobile or ability to provide for independent transportation.
- Must be able to drive to various sites as assigned on a daily basis.

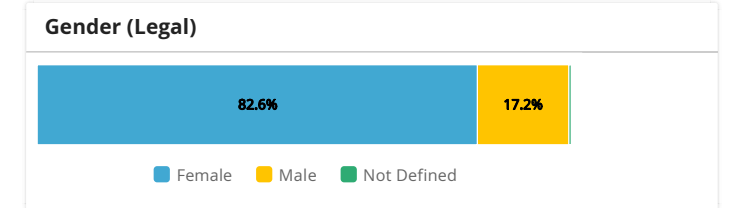
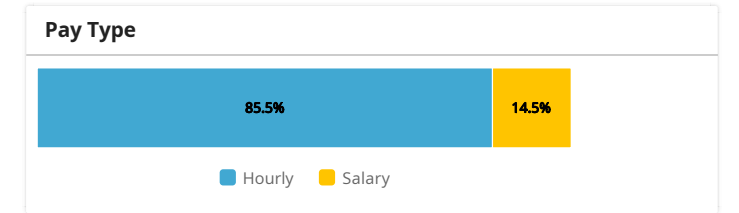
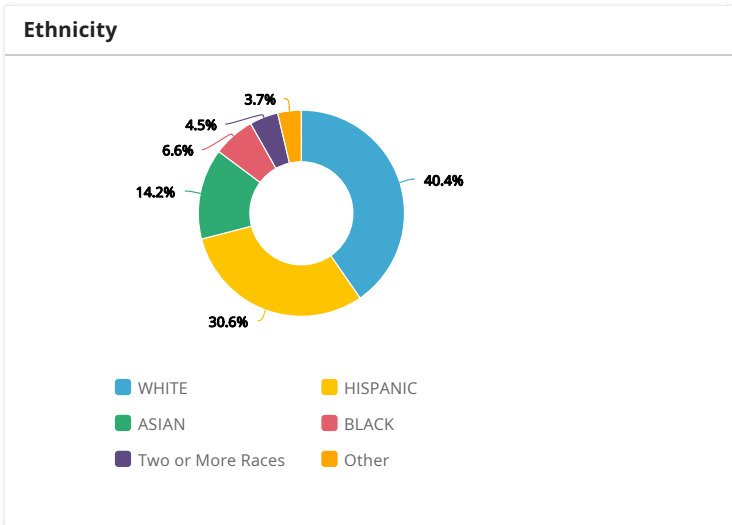
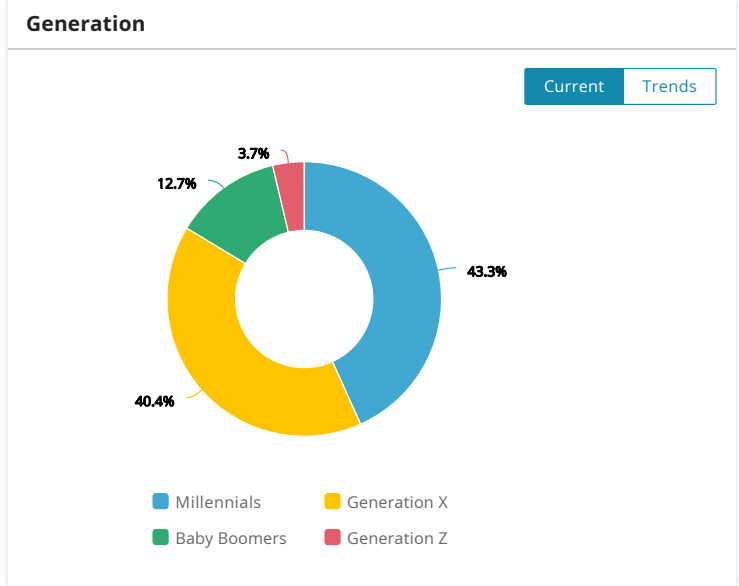
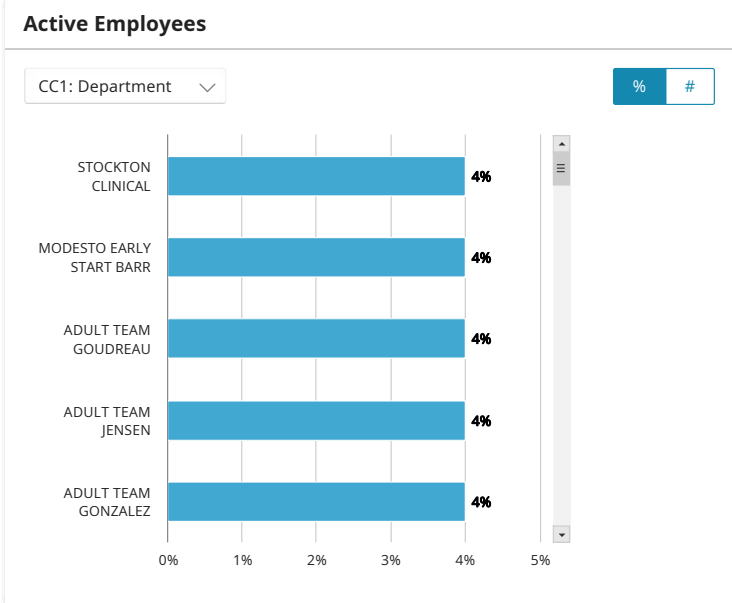
WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- *Work is primarily performed in professional office environment*
- *Manual dexterity for typing on a computer keyboard.*
- *Vision required to view computer monitor, read numbers and printed material.*
- *Mobility sufficient to reach, lift and transport files and other work material to work areas.*
- *Mobility sufficient to visit clients' homes, community services provider's sites and public meetings.*

Active Filters:

Headcount ⓘ 379 <small>As of July 2021</small>	Hired ⓘ 61	Termed ⓘ 36	Growth Rate ⓘ 7.1%	Turnover Rate ⓘ 9.8%	Average Tenure ⓘ 8.8 <small>(Years)</small>
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Insights Status

Last data update took place at 8/2/21, 3:09 AM.