



Executive Committee Meeting

Wednesday, November 9, 2022, 6:30 PM

Hybrid - VMRC Stockton Office Cohen Board Room and via Zoom Video Conference

702 N. Aurora Street

[https://us06web.zoom.us/j/83276778660?](https://us06web.zoom.us/j/83276778660?pwd=ekNiUkpiVIFxRi9FUXQ0VVJDbyt3UT09&from=addon)

[pwd=ekNiUkpiVIFxRi9FUXQ0VVJDbyt3UT09&from=addon](https://us06web.zoom.us/j/83276778660?pwd=ekNiUkpiVIFxRi9FUXQ0VVJDbyt3UT09&from=addon), Meeting ID: 832 7677 8660, Passcode:
944117, One tap mobile +16694449171

Stockton, CA, 95202

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
Margaret Heinz

B. Review and Approval of Executive Committee Meeting Minutes of 10/12/22 Action
Margaret Heinz

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

D. Items for Approval Action
Bud Mullanix

1. Senior Receptionist Job Description
2. Front Desk Receptionist Job Description
3. Administrative Clerk Job Description

E. Items for Discussion
Tony Anderson and Bud Mullanix

1. Executive Director's Report
Tony Anderson
2. Notable Consumer Information
Tony Anderson
3. Vendor Information
Tony Anderson
4. Self-Determination Update
Tony Anderson
5. Other Matters
Tony Anderson
6. Personnel and Union Update
Tony Anderson and Bud Mullanix

F. President's Report
Margaret Heinz

G. Next Meeting - There Will Not Be an Executive Committee Meeting in December. The Executive Committee Reports Will be Given at the December 14, 2022, 6:00 PM Board Meeting
Margaret Heinz



Minutes for Executive Committee Meeting

10/12/2022 | 06:30 PM - 07:30 PM

Hybrid - VMRC Stockton Office Cohen Board Room and via Zoom Video Conference

Committee Members Present: Margaret Heinz, Lynda Mendoza, Linda Collins, Alicia Schott, Suzanne Devitt

Committee Members Not Present: None

VMRC Staff Present: Tony Anderson, Doug Bonnet, Bud Mullanix

Public Present: Irene Hernandez, Interpreter, Isela Bingham, Interpreter

Margaret Heinz, Chair, called the meeting to order at 630 PM.

A. Review and Approval of Meeting Agenda

Alicia Schott made a motion to approve the Meeting Agenda. Lynda Mendoza seconded the motion. The Meeting Agenda was approved unanimously.

B. Review and Approval of Executive Committee Meeting Minutes of 09/14/22

Lynda Mendoza made a motion to approve the Executive Committee Meeting Minutes of 09/14/22. Alicia Schott seconded the motion. The Executive Committee Meeting Minutes of 09/14/22 were approved unanimously.

C. Public Comment

None.

D. Items for Approval

1. Approval of Facilities Assistant Job Description – Action Item

Bud Mullanix and Tony Anderson explained and reviewed the job description for the Facilities Assistant Job Description and answered any questions that the committee members had. Linda Collins made a motion to approve the Facilities Assistant Job Description. Lynda Mendoza seconded the motion. The Facilities Assistant Job Description was approved unanimously.

E. Items for Discussion

1. Executive Director's Report – Tony Anderson

Oct 29th Disability Resource fair

Mobility Fair

Health Fair

Community fair

Little Hoover Commission

Kern and North LA and VMRC interviewed by the Commission. Gaby and Tony discussed our efforts to reach out to our community to improve our responsiveness to our community. More on the Little Hoover Commission

- a. Standardization of practices across regional centers is an emerging theme the Little Hoover Commission will be looking into.
- b. Between the two hearings, on October 27 the Little Hoover Commission will hold a roundtable discussion on recommendations for systems change.
- c. Following the hearings, the Commission will issue a report with its recommendations.

Other regional center Collaborations:

NBRC DEI Committees

CVRC LACC

Alta HCBS

Far Northern Regional Center - Family Wellness Projects

Coordinated Family Support Services - Still no written policy yet but DDS held public webinars and explained what they see as the draft of the new service. A lot of confusion has arisen from these sessions. We should get their final version next week.

Just received recognition from the Stockton Chamber of Commerce for our efforts in DEI

Long-Term Remote Services - DDS envisioned TDS would provide the necessary flexibility for day service going forward and also included permanent remote flexibility for all Early Start services in statute.

Transportation Capacity

- a. One of the issues besides the workforce crisis nonresidential service providers have identified as challenging them to return to in-person service delivery is the lack of

transportation capacity, DDS will meet with its ad hoc group of transportation providers to better understand the issues and consider potential solutions.

Performance Contracts

- a. Regional centers have reported frustration about the lack of information about performance contracts that will enable them to meet traditional timelines, as some are scheduling, and now, cancelling their public meetings on this topic.
- b. DDS needs to make internal decisions about changes it is considering to the Performance Contracts and will get something out to RCs soon on this topic.

Risk Management/SIR Coordinators

- a. Some changes to the SIR and risk management processes are causing increased workload due and Katina Richison has provided DDS with the description of the increase in workload.

Caseload Ratio Tracking - we are currently working on our tracking reports for the caseload ratios.

TBL Letter Status - we'll get the DDS letter summarizing all the changes in the next week.

RC Intake Efficiencies - hearing from families there are delays and we'll be providing feedback to DDS.

2. Notable Consumer Information – Tony Anderson

We have a consumer who is conserved by the Director of DDS and we perform the obligation of the director to protect the interest of this adult. The mother, who lost conservatorship under the order of a judge, is pushing hard to locate the address of her son. She continues to make threats to the regional center staff and the provider and we have not determined he would be safe if we shared this information with her. She has contact News 10 in Sacramento and an attorney and an advocate and is threatening media coverage and legal action. DDS is aware and supportive.

3. Vendor Information

Recommendations so far from our consultant investigating the issues:

1. Initiate meeting and conversations with Storer to discuss bringing back more of their transportation services, since they have been one of the larger providers.
2. Develop a more effective communication system with stakeholders to ensure they are being heard and their needs for transportation are being met.
3. Items 1 & 2 should be on the agenda for the next R&D/VMRC Partnership meeting scheduled for Friday, October 13, 2022 for discussion and planning purposes.

4. Self-Determination Update – Tony Anderson

Emlyn

DDS has been working with the regional centers who have individuals in SDP who had Emlyn as their FMS provider to transition them to another provider.

DDS is hosting electronic visit verification (EVV) office hours for regional center staff who work with the Self-Determination Program (SDP). These office hours are by invitation only for regional center staff; please do not forward outside of your regional center.

Electronic Visit Verification applies to services in the Self-Determination Program (SDP) because any regional center service that provides Personal Care Services or Home Health Care Services would be covered under the EVV requirement.

Q5. Which regional center services and service codes does EVV apply to? A5. EVV applies to PCS funded by the Department of Developmental Services (DDS) and provided through regional center vendors. Those are: • Respite, 465, 862 and 864

- Supported Living, 896
- Personal Assistance, 062
- Home Maker Services, 858 and 860

Additionally, EVV applies to HHCS funded by DDS and provided through regional center vendors. Those are: • Nursing, 460, 742 and 744

- Home Health, 854 and 856
- Speech Therapy, 707
- Occupational Therapy, 773
- Physical Therapy, 772

5. Other Matters – Tony Anderson

None.

6. Personnel and Union Update – Bud Mullanix

We are at the point with the union where we are at the annual reopener for compensation and benefits. I'll be meeting with the union soon. At this point, the union is just requesting information.

We are at 420 employees and are at 2.9% turnover, which is great.

On recruiting, our new fiscal years starts July 1. From July 1 through September we have filled 29 backfill positions and filled 13 new positions. For October we have already hired 12 new employees. Four have already began, and 8 are in background. We are continuing to

interview as well. We also are interviewing for 2 new Program Manager positions and the DEI Manager position.

We are talking about planning an actual job fair with interviews and hiring on the spot, pending passing a successful background check. Some other regional centers are doing this successfully.

F. President's Report – Margaret Heinz

Margaret and Alicia spoke about their Open House visit to the White Lane home for consumers with Traumatic Brain Injury.

I think it's important that we as the board start doing more site visits.

Tony and I will be in San Diego next week for ARCA meetings.

Reminder about the Disability Resource Fair on October 29th.

Last week I traveled to North Carolina and Maryland. I went to a coffee shop that was completely run by people with disabilities. It is overseen by 1 person without a disability, but the rest of the business is completely run by people with disabilities. There are 24 of them in 13 states and are franchises. I found someone who could help fund one in California. I am looking for a manager to run this.

Congratulations to VMRC on receiving their award from the Greater Stockton Chamber of Commerce on their Diversity, Equity, and Inclusion efforts.

G. Next Meeting - Wednesday, November 9, 2022, 6:30 PM, VMRC Stockton Office Cohen Board Room and Via Zoom Video Conference (Hybrid)

Senior receptionist

| | | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|-------|
| 18.64 | 19.56 | 20.55 | 21.57 | 22.63 | 23.78 | 24.98 | 26.24 |
|-------|-------|-------|-------|-------|-------|-------|-------|

Senior Receptionist

Working under the Direction of the Director of Administration this will be the most senior position within the Receptionist Department. This key role will be to not only provide excellent customer service to all of this who utilize its services but also for the training, development, and oversight for those working within the department. This role is critical for oversight and assisting the Front Desk Receptionist pertaining to meeting and greeting visitors, assisting with answering phones, questions, and the overall customer introduction to VMRC. In addition, will also be working with and monitoring the Administrative Clerk who will be responsible for duties such as mail, security monitoring, copies, and assisting with other administrative duties within or outside of the department.

Receptionist Job Responsibilities:

- Coordinate the activities of the reception team
- Ensure that every phone call is handled in a courteous and professional manner and that all visitors are appropriately attended to
- Responsible for directing inquiries accordingly
- Ensure the safe keep of information displayed for member use and update it regularly
- Ensure the efficient processing of incoming and outgoing mail as it regards to VMRC
- Responsible for arranging couriers, deliveries, pick-ups, vendors, etc.
- Liaise with suppliers to the ordering or delivery of items required by VMRC
- Maintain the reception and mail areas is an organized fashion
- Ensure that the entry premises are kept tidy and clean at all times. Ensure the maintenance of the front office, entrance foyer, staff area, and mail room

- Responsible for checking the state of stationery and equipment in the reception area and if found to be malfunctioning, the facilities should be informed to fix it
- Ensure compliance with all company policies, procedures, and guidelines
- Ensure records are kept properly so that they can be easily retrieved for review when needed by relevant personnel
- Provide support, mostly administrative to other members of staff according to the directives of the Director
- Monitor interior and exterior report any thing or anyone that seems to be an issue and contact 911 if it is a health and welfare situation.
- Train and be functional and be able to teach others on Lobby Guard, VMRC badging system
- Communicate with mail resources on office closures and holiday schedules

Receptionist Qualifications / Skills:

- Telephone Skills
- Verbal Communication
- Listening
- Professionalism
- Customer Focus and satisfaction
- Organization
- Excellent communicator
- Excellent Team Player
- Informing Others
- Handles Pressure
- Outlook Email
- Microsoft Word and Excel
- Receptionist experience
- Lead role providing direction or oversight of others.

Education, Experience, and Licensing Requirements:

- University/college degree is an asset
- Familiarity with phone systems
- Previous experience with Microsoft Office software preferred
- Experience in a customer service and/or receptionist role to where customer service and customer satisfaction was a top goal.

| | | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|-------|
| 17.28 | 18.14 | 19.05 | 20.00 | 21.00 | 22.07 | 23.16 | 24.33 |
|-------|-------|-------|-------|-------|-------|-------|-------|

Front Desk Receptionist

Working under the Direction of the Director of Administration and under the guidance of the Senior Receptionist, this role is critical for meetings, greeting, answer phones, questions and the overall customer introduction to VMRC.

Receptionist Job Responsibilities:

- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies VMRC staff of visitor arrival.
- Maintains telecommunications (phones, paging and security system).
- Informs visitors by answering or referring inquiries.
- Directs visitors by maintaining VMRC employee and department directories.
- Maintains security by following procedures, monitoring, and instructing on how to use Lobby Guard, logbooks, and issuing visitor badges.
- Operates telecommunication system by following manufacturer's instructions for house phone and console operation.
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Supports continuity among reception and other work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.
- Solid administrative skills such as; email, memo's, scanning, fax, copying, filing, in order to assist staff and visitors when needed.
- Team player in terms of working on a team of three and supporting other areas within the department during an absence or someone is away from the department.

Receptionist Qualifications / Skills:

- Telephone Skills
- Verbal Communication
- Listening
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Administrative Clerk

| | | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|-------|
| 15.70 | 16.47 | 17.30 | 18.17 | 19.08 | 20.02 | 21.03 | 22.08 |
|-------|-------|-------|-------|-------|-------|-------|-------|

Job Summary:

Working with the reception team under the direction of the Administrative Director and guidance of the Senior Receptionist you will perform a variety of clerical, recordkeeping, and customer service tasks to assist with the smooth operation of VMRC. These duties will range from assisting in the receptionist area, answering phones, mail, copies, office supply, monitoring security monitors and assisting with other administrative tasks as needed within and outside of the department as requested.

Supervisory Responsibilities:

- None.

Duties/Responsibilities:

- Greets and directs clients and visitors.
- Answers phone calls and emails.
- Performs data entry and filing
- Receives, records, and distributes packages and mail.
- Monitor security monitors and report anything that looks suspicious
- Copies, collates, and otherwise prepares reports for mailings, meetings, and other correspondence.
- Monitors and takes inventory of office supplies and reports to purchasing
- Assist the receptionist staff during breaks and lunches
- Performs other related duties as assigned.
- Train and be functional with Lobby Guard our VMRC badging system

Required Skills/Abilities:

- Ability to greet visitors, clients, and colleagues in a friendly and courteous manner.
- Ability to use a multiline phone system
- Ability to proofread.
- Proficient in Microsoft Office Suite
- Basic understanding of office equipment.
- Basic understanding of clerical procedures and systems such as recordkeeping and filing.
- Ability to work independently and identify and solve problems.
- Ability to organize and prioritize work.

Education and Experience:

- High school graduate.
- 1 year of clerical work experience.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.

- Must be able to lift up to 15 pounds at times.

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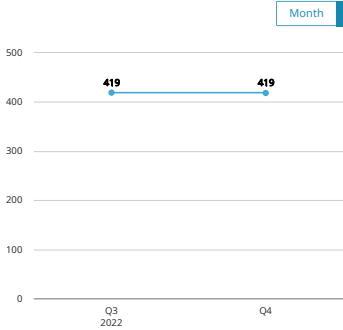
Active Filters:

Headcount
419
As of November 2022

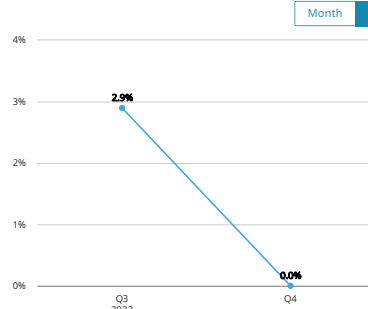
Turnover Rate
2.9%

Average Tenure
8.2
(Years)

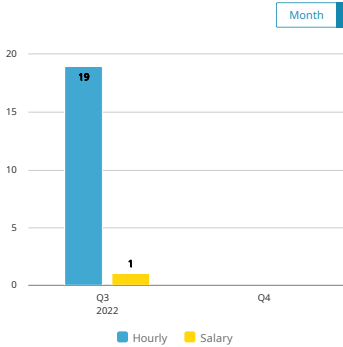
Active Employees Over Time



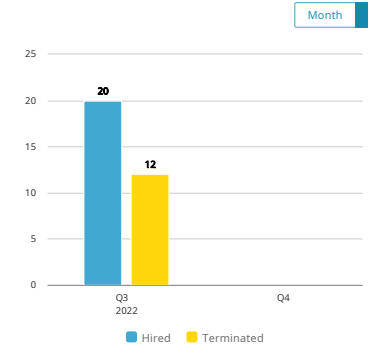
Turnover Rate Over Time



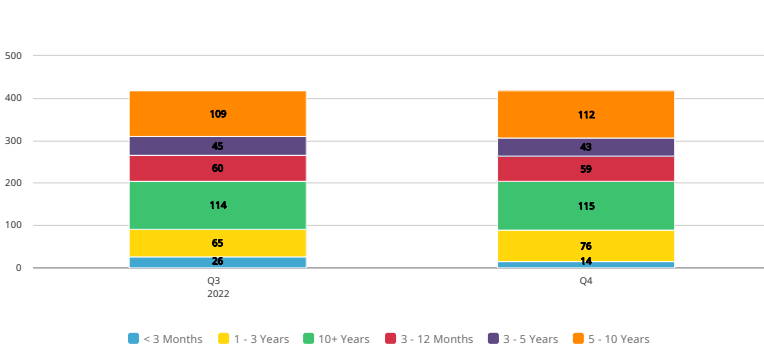
Hired Hourly vs. Salary Over Time



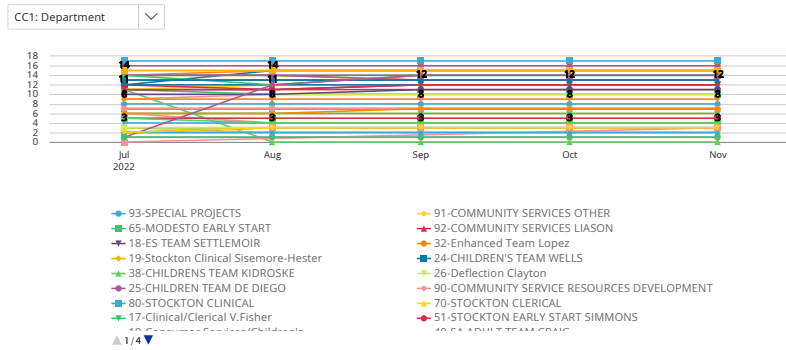
Hired vs. Termed Over Time



Tenure Over Time



Headcount By Group Over Time



Insights Status
Last data update took place at 11/1/22, 4:14 AM.