



VMRC Board of Directors Meeting

Wednesday, August 23, 2023, 6:00 PM

Valley Mountain Regional Center, Stockton Office, Cohen Board Room and via Zoom Video Conference

702 N. Aurora Street

Stockton, 95202

<https://us06web.zoom.us/j/82501928863?pwd=MEExMXRGVFAyV2NqYlhnOWRNODhTUT09>,
Webinar ID: 825 0192 8863, Passcode: 290016 Or One tap mobile: +16699006833

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



Meeting Book - VMRC Board of Directors Meeting

Board of Directors Meeting

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

Dr. Suzanne Devitt

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

B. Review of the Meeting Agenda

Dr. Suzanne Devitt

C. Review and Approval of the Board of Directors Meeting minutes of 07/26/23

Action

Dr. Suzanne Devitt

D. Presentation - Caseload Ratio Plan of Correction Public Presentation

Tony Anderson

1. Public Comment on Caseload Ratio Plan of Correction

Each member of the public may have 3 minutes for comment. If an interpreter is needed, 6 minutes will be given. Public comment at this time will only be taken in regards to the Caseload Ratio Plan of Correction.

E. Public Comment

Dr. Suzanne Devitt

Each member of the public may have 3 minutes for comment. If an interpreter is needed, 6 minutes will be given. Public comment can address items on the agenda that have been properly noticed for action and/or items that are not on the agenda, however, items not on the agenda can not be responded to or discussed in the public board meeting because they are not properly noticed items (7 days advance notice).

F. Consent Calendar Items

Action

Dr. Suzanne Devitt

1. Finance Committee Meeting Minutes of July 2023

2. Executive Committee Meeting Minutes of July 2023

G. Committee Reports

1. VMRC Professional Advisory Committee, Coalition of Local Agency Service Providers (CLASP)

Liz Herrera Knapp

2. Self-Determination Advisory Committee (SDAC)

Vivian Nicolas

3. Consumer Advisory Council, Self-Advocacy Council Area 6 (SAC6)

Crystal Enyeart

4. Finance Committee

Alicia Schott and Melissa Stiles

a. Approval of Contract Status Report (CSR) for August 2023 brought forth as a motion from the Finance Committee.

Action

b. Approval of Contracts over \$250,000 for August 2023 brought forth as a motion from the Finance Committee.

Action

5. Consumer Services Committee
Jose Lara

6. Legislative Committee
Lynda Mendoza

7. Bylaws Committee
Linda Collins

8. Nominating Committee
Linda Collins

9. Popplewell Review Team
Erria Kaalund

10. Diversity, Equity, Belonging and Inclusion (DEBI) Committee
Liz Herrera Knapp

H. Executive Director's Report
Tony Anderson

I. Other Matters
Dr. Suzanne Devitt

J. Board Member Activities and Reports
Dr. Suzanne Devitt

K. President's Report
Dr. Suzanne Devitt

L. Next Meeting - Wednesday, October 25, 2023, 6:00 PM, Hybrid (In-person and via Zoom)
Dr. Suzanne Devitt

M. Adjournment
Dr. Suzanne Devitt



Minutes for Board of Directors Meeting

07/26/2023 | 06:00 PM - 08:00 PM

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

Board Members Present: Dr. Steve Russell, Crystal Enyeart, Jody Buriss, Jeff Turner, Alicia Schott, Lynda Mendoza, Jose Lara, Robert Balderama, Lisa Utsey, Suzanne Devitt, Erria Kaalund, Anthony Owens, Emily Grunder, Brandy de Alba, Tom Toomey, Yan Li, Jessica Quesada,

Board Members Not Present: Margaret Heinz (informed absence), Linda Collins (informed absence), Liz Herrera Knapp (informed absence), Gabriela Castillo

VMRC Staff Present: Tony Anderson, Brian Bennett, Claire Lazaro, Doug Bonnet, Christine Couch, Aaron McDonald, Melissa Stiles, Mary Duncan, Bud Mullanix, Evelyn Ledesma Solis

Public Present: Angie Lewis (facilitator), Isela Bingham (interpreter), James Ford (DDS), Tumboura Hill (QATA), Rachelle Munoz (facilitator), Matthew Bahr, Irene Hernandez (interpreter), Dena Hernandez, Ruby Saldana, Dora Contreras, Faviola Cruz,

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

Meeting called to order at 6:02pm. Suzanne Devitt led the reading of the Mission Statement. Doug Bonnet took the roll. A quorum was established.

B. Review of the Meeting Agenda

Suzanne Devitt reviewed the agenda.

C. Review and Approval of the Board of Directors Meeting minutes of 06/28/23 - Action

Brandy De Alba made a motion to approve the Board of Directors Meeting Minutes of 06/28/23. Lisa Utsey seconded the motion. The Board of Directors Meeting Minutes of 06-28-23 was approved unanimously.

D. Presentation - Matthew Bahr - "Public Meeting Rules in 2023"

See attached presentation – Matthew answered questions from the board members regarding “chat” feature, interacting with the public, appreciation for the presentation and the zoom option!

E. Public Comment

Dena Hernandez, SCDD North Valley Hills Office: Welcome to Jeff and Jody as new VMRC board members. She was thrilled to be part of the nomination committee. They had the RAC meeting last night at VMRC. Thank you to Tony Anderson and Doug Bonnet for assisting the RAC member with the hybrid option that allows them to engage more folks. The State Council continues to provide the Self Determination orientations on line, virtually, to receive their certificate. Info on the SCDD website. It's also in the VMRC newsletter each week. August flyer in Engl and Spanish was sent out several times. This is an opportunity to receive the information in a variety of languages in your own home. The new employment first office that is a permanent state office under HHS agency. In 2013 California became an employment first state and this takes it a step further to help more people with dis get employed.

Tumboura Hill, an advocate: It's harder and harder to access the regional center. You can't come in through the door. It's hard to get ahold of anyone on the phone. I don't understand that. I worked here for 12-13 years. I never really understood what is the regional center? What does the regional center do? Who do they serve? If they serve the public, why do we need you? If we can't access you, through the door, by phone and now in the public meeting, why do we need you?

Dora Contreras, Inegrated Community Collaborative: She has a 31 year old consumer from the regional center. She was able to capture that there are 2 new board members this year. Her question is how do you prepare new board members to participate in a very active way on the board? She has served on new boards and some of the boards have rubber-stamped and you say aye to everything you vote on. How do you get an active board? How do you do this when you have meetings every two months or so? And I know the binder must be thick. A good member will have to prepare by reading the

materials. My question is what is VMRC doing to prepare the new board members to be active and represent the people? Another issue I take up that sometimes we you get board members that don't listen to the public, especially us as parents. Can you please let me know how do you do that with the two new board members and the other board members? How do you get training and become an active board member?

Integrated Community Collaborative, Fernando Gomez: Co-founder of ICC and for several years now have been collaborating with VMRC. A couple things, thank you for volunteer work, it is extremely challenging and difficult. A comment I heard from Miss Contreras and a gentleman earlier, we consider a movement. The community is getting more involved in engagement. This is part of the solution to help the system address issues and challenges. I understand the frustration. I understand the passion that is displayed. Is there something in place that you have or would consider having where the community could come to the board and share thoughts and concerns, so that the board is in a better position to represent their voice? The limit of 2-3 minutes is somewhat frustrating, as there is so much to share. The board should hear from the community to ensure that connection.

F. Consent Calendar Items - Action

1. Finance Committee Meeting Minutes of July 2023
2. Executive Committee Meeting Minutes of July 2023

Alicia Schott made a motion to approve the consent calendar items. Lynda Mendoza seconded the motion. Motion passes unanimously.

G. Committee Reports

1. VMRC Professional Advisory Committee, Coalition of Local Agency Service Providers (CLASP) Liz Herrera-Knapp unable to attend but shared her report: CLASP Report 7.26.23

- Last meeting was held 7/24/23 10am via Zoom
- \$25647.47 in the CLASP account
- CLASP is currently up to 30 paid members for the year.

- o Our new membership year started June 2023, so we are working to get the word out about renewing membership and membership benefits which includes the CLASP ListServ and discounted rates for the provider Conference.

- CLASP has a public page in FB & IG, if you want to post something there, send to Kirsten via email: ksea9@aol.com

- o 1. Instagram: @CLASP.VMRC

- o 2. Facebook: <https://www.facebook.com/CLASP.VMRC> and

- o 3. Our private member group: "CLASP - VMRC (MEMBER GROUP)" - <https://www.facebook.com/groups/2310077552557091> When joining our private member group, please be sure to answer the membership questions to be approved into the group.

- Provider Conference Committee met today

- o October 24th 2023

- o 6 CEUs available (\$95- member, \$125 non-member)

- o Sponsorship opportunities available

□

<http://events.r20.constantcontact.com/register/event?llr=pnnut8zab&oeidk=a07ejv3sehp4db55c5f&oseq=>

- Day Program Workgroup- Chaired by Sonya Fox-Watson

- o Meets August 14th Via Zoom

- Next meeting is August 28th 10am via zoom

2. Self-Determination Advisory Committee (SDAC) Vivian Nicolas

1) We don't have updated numbers as Liz was not present due to being at a training last week so we don't have the updated enrollment numbers.

2) New Facebook Page for VMRC-SDAC:

<https://www.facebook.com/groups/401810838352575> encourage consumers and family members to join and post useful info to disseminate info about SDP and related matters

3) ICC and Adjoin provided project updates (again don't have updates so going by the agenda which I've attached that we went over last week)

4) Discussed barriers to SDP and how we can look at address some of the issues causing such barriers (e.g., budgets not being completed on time, delays with transition to SDP as a result, etc.)-we will look to see if any workgroups can help support addressing such areas where the committee can then take such feedback

back to VMRC SDP leadership team. 3. Consumer Advisory Council, Self-Advocacy Council Area 6 (SAC6) Crystal Enyeart

SAC6 report to VMRC Board, July 2023

July 3rd, Sac6 member Robert worked the SAC6 office hours in the Stockton VMRC office.

July 5, 2023 - Sac6 had their weekly practice Zoom Chat to prepare our script.

July 7, 2023 – Sac6 member Lisa U. presented on the Friday Zoom Chat about the “Planning for End of Life Care” This is such an important but hard topic to talk about. Also, Sac6 Chairperson Dena attended the VMRC Senior grandparent talent Show at VMRC in Stockton.

July 12, 2023 - Sac6 consultant Lisa U attended the VMRC Finance meeting followed by the VMRC Executive committee meeting in person.

July 17, 2023 - Lisa U attended the DEBI Committee meeting. This was Lisa’s first meeting.

July 21, 2023, Lisa and I had the honor of attending the annual VMRC Board member dinner. I presented on “Getting involved with your Regional Center.”

July 26, 2023, Lisa U attended the family wellness meeting via zoom and Popplewell committee meeting via zoom.

Upcoming events:

July 27, 2023 – We will be having our monthly leadership meeting.

August 18, 2023, we will be hosting an Area Meeting at Turner Park in San Andreas from 10am to 2pm, where we will have guest speakers and a lunch.

October 7, 2023- VMRC Disability Awareness Fair at the Modesto VMRC parking lot from 11am to 3pm.

Sincerely,

Crystal Enyeart

SAC6 representative to the VMRC Board and Consumer Services.

4. Finance Committee Alicia Schott and Melissa Stiles

a. Approval of Contract Status Report (CSR) for July 2023 brought forth as a motion from the Finance Committee – **Action**

Emily Grunder seconded the motion. The motion was approved unanimously.

b. Approval of Contracts over \$250,000 for July 2023 brought forth as a motion from the Finance Committee – **Action**

Anthony Owens seconded the motion. The motion was approved unanimously.

5. Consumer Services Committee Jose Lara does not have a report as the committee takes July and August off. The next meeting is September.

6. Legislative Committee Lynda Mendoza recorded the presentation and it is available online. She thanked the members of the committee.

7. Bylaws Committee Linda Collins was not present. Doug Bonnet shared that the committee has not met since the last board meeting.

8. Nominating Committee Linda Collins was not present. Doug Bonnet shared that the committee has not met since the last board meeting.

9. Popplewell Review Team Erria Kaalund did not have a report. The team did not meet in July and they will resume meeting in August prior to the August board meeting.

10. Diversity, Equity, Belonging and Inclusion (DEBI) Committee Liz Herrera-Knapp was unable to attend but shared her report:

DEBI Committee Report

7.26.23

- Last meeting held 7/17/23 at 6:30pm
- New Chair- Liz Herrera Knapp
- The committee met to discuss their ideas and vision for the new committee

- Liz and Mark are working on developing a mission statement for the committee
- Liz and Mark are working on discussing training and events the committee develop and support to provide to the members of the VMRC Board
- Working on collaborating with the VMRC DEI Committee
- Next meeting TBD

H. Executive Director's Report – Tony Anderson

Happy Disability PRIDE month, recognizing the passing of the ADA – we've been publishing articles in the weekly newsletter. Please take pause and recognize and celebrate the progress and the work we still have to do.

SAC6 has office hours and has a presence in the office, helping people and listening to their advocacy issues. They have their own office, near the Executive Director's office. It's so nice to build up the presence of self-advocates in both Stockton and Modesto! We appreciate this. It is in our bylaws to have members on each of our board committees who represent self-advocates. We also meet with the SAC6 monthly.

There is nothing about us without us, meaning all people with disabilities have a voice in our policies and activities.

Welcome back Christine Couch and the Person-Centered Thinking Team from St. Louis. They attended a training for several days. This team does internal training for the staff and community. We are committed to person-centered thinking, at the core, to drive authentic person centered plans and outcomes.

IPP and IFSP's have been done remote at the request of families and persons with disabilities. We thought this would end on July 1 and we were preparing for that. It was decided that this will be extended for the entire year – they can now be remote at the request of families and persons with disabilities through June 30, 2024.

Family Cost Participation Fee and the Annual Program Family Fees will continue to be on hold for another year through June 30, 2024. This means the fees are stopped for families for another year. Our position is that they create barriers and animosity between families and Regional Centers.

Tony met with Vivian, the new chair for the Self-Determination Advisory Committee. We discussed her vision and SDAC goals.

Happy to have all of the board members here tonight! Welcome to the new board members. We also appreciate the trainings provided by Matthew Bahr, thank you!

I. Other Matters - none

J. Board Member Activities and Reports

Emily Grunder shared that the Annual Dinner was a very full circle moment for her. She was able to tell Joey Travolta about her memory of how kind he was to her in the past. To the board members and regional center staff, I'm a walking testimonial of what can be done for me and my family. Thank you!

K. President's Report – Dr. Suzanne Devitt

Thank you to Tony, Doug and Margaret Heinz for the wonderful dinner. It was wonderful to see the Communitas Awards presented to Tom Whitesides and Joey Travolta. Thank you to VMRC staff for all of you attending the board activities. Thank you for the continued zoom options – it is accessible for people.

L. Next Meeting - Wednesday, August 23, 2023, 6:00 PM, Hybrid (In-person and via Zoom)

M. Adjournment at 7:20pm



2023 Report, Feedback, and Plan of Correction for Non-Compliance of the Required Caseload Ratios

Public Presentation of the Valley Mountain
Regional Center Caseload Ratios

By Tony Anderson, Executive Director

DDS Letter. . .

- ▶ as of March 1, 2023, Valley Mountain Regional Center (VMRC) **did not meet all the required caseload ratios** mandated by Welfare & Institutions (W&I) Code §4640.6(c) and Article IX, Section 2.
- ▶ VMRC is required to **submit a plan of correction** when caseload ratios are not met for two consecutive reporting periods.
- ▶ The plan of correction must be developed with input from the State Council on Developmental Disabilities, local organizations representing the individuals you serve, their family members, regional center employees, including recognized labor organizations, service providers, and other interested parties.
- ▶ With the plan of correction, please **describe how input** was incorporated from interested parties.



Tony Anderson, Executive Director
June 20, 2023
Page two

June 20, 2023

Tony Anderson, Executive Director
Valley Mountain Regional Center
P.O. Box 692290
Stockton, CA 95269-2290

Dear Mr. Anderson:

Thank you for completing the service coordinator caseload ratio survey and questionnaire submitted to the Department of Developmental Services (Department) on March 27, 2023. Valley Mountain Regional Center's (VMRC) data from the questionnaire reflects that 61% of the new service coordinator (SC) positions, for which funding was appropriated in the Budget Act of 2022 (AB178), have been filled as of March 1, 2023:

Budget Act of 2022 (AB 178) Funded SC Positions			Total SCs for the RC*
Total SC positions funded	Total SC positions hired	Total SC positions vacant	
74	45	29	344

* Includes SC positions not funded with AB 178 funding.

The February 14, 2023, service coordinator caseload ratio survey guidelines also required VMRC to report on current caseloads as of March 1, 2023. VMRC did not meet all the required ratios mandated by Welfare & Institutions (W&I) Code section 4640.6(c) and Article IX, Section 2 of the Fiscal Year 2022-2023 Regional Center Contract. Specifically, VMRC did not meet the required caseload ratios for the highlighted categories noted in the table below:

Regional Center	On Waiver	Under 6 Years	Movers Over 24 Months	Movers Between 12 and 24 Months	Movers Within Last 12 Months	Over 5 Years, Non- Years, Waiver, Non-Mover	Complex Needs	Low or No POS
W&I Code Required Ratios	1:62	1:40	1:62	1:45	1:45	1:66	1:25	1:40

VMRC Number of Individuals Served	5,679	5,349	3	0	0	7,310	69	36
VMRC Ratios	1:75	1:48	1:33	N/A	N/A	1:73	1:17	1:7

This letter is to notify you that, as specified by W&I Code section 4640.6(f), VMRC is required to submit a plan of correction when caseload ratios are not met for two consecutive reporting periods. The plan of correction must be developed with input from the State Council on Developmental Disabilities, local organizations representing the individuals you serve, their family members, regional center employees, including recognized labor organizations, service providers, and other interested parties. Please include in your plan of correction how you incorporated feedback from all required stakeholders.

W&I Code section 4640.6(c)(5) requires an average caseload of 1 to 40 for consumers served by the allocated enhanced service coordination (ESC) positions. VMRC's data reflects all ESC positions allocated to VMRC have been filled.

The Department encourages VMRC to continuously review the process for determining service coordinator caseload assignments to assist in meeting the required caseload ratios and in developing the plan of correction. The Department is available to provide technical assistance with the development of the plan of correction.

Please email your plan of correction within 60 days from the date of this letter to:

OCO@dds.ca.gov

If you have questions regarding this letter, please contact Danielle Hurley, Research Data Specialist, Research, Evaluation, and Audit Branch, at (916) 654-3228, or by email, at danielle.hurley@dds.ca.gov.

Sincerely,

ERNIE CRUZ
Deputy Director
Community Services Division

cc: See next page

DDS
Letter. . .

New this year in the caseload ratio report...

- ▶ Valley Mountain Regional Center's (VMRC) data from the questionnaire reflects that 61% of the new service coordinator (SC) positions, for which funding was appropriated in the Budget Act of 2022 (AB178), have been filled as of March 1, 2023:

Budget Act of 2022 (AB 178) Funded SC Positions			Total SCs for the RC*
Total SC positions funded	Total SC positions hired	Total SC positions vacant	
74	45	29	

** Includes SC positions not funded with AB 178 funding.*

- ▶ Our original estimate was 68 new service coordinators but readjusted our report for March to increase to 74 because we needed that many SCs to meet ratio requirements and we recalculated our budget to include these additional SCs.
- ▶ Though the reported total hires in March were 45, we had several new hires in the process of background checks etc. and by the end of April we had hired 74 new SCs increasing our percentage from 61% to 100%.
- ▶ We were still penalized over \$600,000 for not meeting our hiring goal.

VMRC Met and Unmet Compliance for Caseload Ratios

Consumers enrolled on the Home and Community-Based Services Waiver. 1:62 is the required ratio and VMRC reported 1:74. **Out of Compliance 12**

Children under the age of 6: 1:40 is the required ratio and VMRC reported 1:48 **Out of Compliance 8.**

Consumers who moved from developmental centers (more than 2 years 1:62, from 1-2 years 1:45, and less than a year 1:45) **Compliant in all 3 Areas.**

Consumers over 5 not enrolled on the Home and Community-Based Services Waiver. 1:66 is the required ratio and VMRC reported 1:73 **Out of Compliance by 7**

Consumers with complex behavioral and forensic needs. 1:25 is the required ratio and VMRC reported 1:17 **Compliant.**

Consumers with less than \$2500 of spending, monolingual Spanish Speaking. 1:40 is the required ratio and VMRC reported 1:7. **Compliant**

Systemic in Nature

- ▶ As reported in previous years the problem is systemic as the Valley Mountain Regional Center, and our sister regional centers, have inadequate funding to offer a competitive wage to recruit and retain sufficient numbers of Service Coordinators to comply with case load average ratios.
- ▶ Since 2017 we have increased the wages for our service coordinators by over 20% to try and maintain competitive with local similar positions.
- ▶ We now start our service coordinators at \$47,778 to \$52,700 depending on experience and their top salary is at \$67,200.
- ▶ Our starting salaries are still significantly less than San Joaquin County, our largest county, and we are just over \$22,200 less than this county.

- Past Recruitment Campaigns

- ▶ In 2017 VMRC employed 319 people and employed 37. We intended to hire 17 more people but we ran out of money.
- ▶ In 2018 we completed our two-year expansion hiring campaign culminating in the hiring of 25 more case managers.
- ▶ In 2019 we added five case managers and 1200 new consumers
- ▶ In 2020 VMRC hired 20 more case managers and backfilled 17 case managers and added a new team.
- ▶ In 2021-22 VMRC has grown to over 408 people, adding and promoting/transferring a total of 87.
- ▶ In 2022-2023 VMRC received significant funding from DDS and hired 74 more staff and we now employ just over 500 employees.
- ▶ Recruiting updates are provided at the VMRC Board meetings and reported at several community meetings with parents, vendors and advocates.

Our Hiring Outcomes

- ▶ In 2022 DDS budget included a significant effort to increase staff that will begin to provide some relief as well as to address various specialized needs such as:
 - ▶ 6 staff for Self-Determination workload,
 - ▶ 6 staff and one manager for Enhanced smaller caseloads for monolingual consumers and families,
 - ▶ 3 additional staff to provide case management to children who are now "provisionally" eligibility for VMRC,
 - ▶ (4) other special projects that help consumers and provide more tools for service coordinators.
 - ▶ An Emergency Services Coordinator and Supervision of the program
 - ▶ 3 Specialist to manage the provider rate increases.
 - ▶ Project Manager for State Performance Incentive Measures
- ▶ The DDS Budget also includes language promising a major funding commitment to hiring service coordinators and supervisors for more teams taking caseloads down to 1:62 or 1:65 or 1:40 for children 0-5 years old.
- ▶ The promise was kept and we added 74 new service coordinators in the 2022-23 year.

Our Hiring Outcomes

- ▶ For 2023-24 our plan is to continue our recruiting efforts to fill backfill vacancies as fast as possible to reduce the burden on case managers who must cover for uncovered caseloads.
- ▶ Since we had such tremendous success last year in hiring, we will try the same thing only we will diversify in our onsite locations.
- ▶ Continue to identify time saving tools for Service Coordinators to meet increasing expectations (tools, technology and other resources for telecommuting to reduce travel and other non-direct activities).

Our Hiring Outcomes

- ▶ Greatly increased our onboarding process, incorporating a stronger training program.
- ▶ Ensure that all tools needed are provided immediately and they have everything to be successful.
- ▶ This year we are planning to add administrative staff to all our departments as this has been neglected for the past five years and has increased administrative workload for case carrying staff.
- ▶ Provide supports to minimize the non-case management core functions (quality assurance, provider development, communications to inform their consumers of resources and events, and remove as many administrative functions as we can).
- ▶ We have updates and strengthened our recruiting process including a referral bonus program, and much improved interviewing process.
- ▶ We instituted the tuition reimbursement program funded by DDS to help stabilize the workforce ranks in our regional center.
- ▶ The success of our plan will depend, in large part, on receiving sufficient funding from DDS to hire and keep our salaries and benefits competitive with other social services agencies in our area. This will be greatly needed to reduce case loads and decrease staff stress levels.

Other Factors Impacting the Ratios and Turnover

- ▶ It has been a constant struggle to not only recruit more Service Coordinators, but also to retain them. Our average tenure is down to 8.3 years (down from 9.2) and our turnover rate for the past year has decreased to 13% (half percent drop since last year and well below the average turnover rate of social workers nationally of 30%-60%).
- ▶ Recently DDS expanded non-case management staffing resulting in oversight for Enhanced Behavioral Support Homes (BCBA), compliance and disclosures, forensics, family home agency, Rate specialist, Emergency Coordinator, oversight and development, foster care coordination, etc. but no new targeted funds for Case management.
- ▶ In addition to the internal promotions, we have had some staff leaving for a variety of other reasons including:
 - ▶ Personal reasons seems to be number 1 which can mean anything.
 - ▶ Too much stress, over worked and behind in case loads with a feeling they can't get caught up
 - ▶ Education
 - ▶ New opportunities,
 - ▶ Retirement,
 - ▶ The need for better paying jobs and the need to find a job with less pressure and rigid documentation timelines.
 - ▶ Overwhelming workload
 - ▶ Pay (other opportunities are paying more)
 - ▶ Upper management not understanding workloads



Public Input . . .

*Please let us know
your experience with
case management and
how you are impacted
by the larger
caseloads.*

▶ ???

Public Input . . .

▶ ??????

*Any
recommendations?*

Our Plan for Correction . . .

- ▶ Our plan is to continue our recruiting efforts to fill backfill vacancies as fast as possible to reduce the burden on senior service coordinators who have to cover for uncovered caseloads.
- ▶ Continue to identify time saving tools for Service Coordinators to meet increasing expectations (resource for telecommuting to reduce travel and other non-direct activities).
- ▶ Provide training and consistent policy oversight to assure they have the tools and inspiration necessary to be productive, happy, and efficient in their case management duties.
- ▶ Continue to provide supports to minimize the non-case management core functions (quality assurance, provider development, communications to inform their consumers of resources and events, and remove as many administrative functions as we can).
- ▶ The VMRC IT Department is looking at several software programs that can assist Service Coordinators in doing their work.
- ▶ We will also continue to solicit ideas from the community to improve our recruitment and employee retention efforts.
- ▶ The success of our plan will depend, in large part, on receiving sufficient funding from the DDS to keep our salaries and benefits competitive with other social services agencies in our area.

Public Input . . .



What Do Think?



Any other ideas besides increasing funding?



What's your experience with high caseloads.



Minutes for VMRC Finance Committee Meeting

08/09/2023 | 05:30 PM - 06:30 PM

Valley Mountain Regional Center, Stockton Office, Cohen Board Room

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

Committee Members Not Present: Apriely Sisk

VMRC Staff Present: Doug Bonnet, Christine Couch, Tony Anderson, Brian Bennett, Melissa Stiles, Tara Sisemore-Hester

Support: Rachelle Munoz, facilitator

A. Call to Order, Roll Call, Review of Meeting Agenda

Alicia Schott called the meeting to order at 5:30pm. Roll was taken and a quorum was established. The Meeting Agenda was reviewed with no changes.

B. Review and Approval of the Finance Committee Meeting Minutes of July 12, 2023

Lisa Utsey made a motion to approve the Finance Committee Meeting Minutes of 7/12/2023. Linda Collins seconded the motion. The Finance Committee Meeting Minutes of 7/12/2023 were approved unanimously.

C. Approval of Contracts over \$250,000

Brian Bennett reviewed the Contracts over \$250,000 that expire September 30, 2023 and answered any questions that the Finance Committee members had.

Jose Lara made a motion to approve the Contracts over \$250,000 as presented. Linda Collins seconded the motion. Connie Uychutin abstained. The Contracts over \$250,000 were approved unanimously.

D. Fiscal Department Update

1. Tony Anderson reviewed the Contract Status Report (CSR) and answered any questions that the committee members had.
Lisa Utsey made a motion to approve the Contract Status Reports as presented. Connie Uychutin seconded the motion. The Contract Status Report was approved unanimously.
2. Melissa Stiles reviewed the Purchase of Service (POS) Expenditures and answered any questions that the committee members had.
3. Melissa Stiles reviewed the Operations (OPS) Expenditures and answered any questions that the committee members had.

E. Next Meeting - Wednesday, September 13, 2023, 5:30 PM Hybrid (Stockton Office Cohen Board Room and Via Zoom Video Conference)

F. Adjournment



Minutes for Executive Committee Meeting

08/09/2023 | 06:30 PM - 07:30 PM

Valley Mountain Regional Center, Stockton Office, Cohen Board Room

Committee Members Present: Jose Lara, Margaret Heinz, Dr. Suzanne Devitt, Lisa Utsey, Brandy De Alba, Alicia Schott

Committee Members Not Present:

VMRC Staff Present: Doug Bonnet, Christine Couch, Tony Anderson, Evelyn Solis, Bud Mullanix, Brian Bennett

Public Present: Isela Bingham, Interpreter and Irene Hernandez, Interpreter; Rachelle Munoz, Facilitator

A. Call to Order, Roll Call, Review of Meeting Agenda

Brandy De Alba called the meeting to order at 6:30pm. A quorum was established. The agenda was reviewed with no changes.

B. Review and Approval of the Executive Committee Meeting Minutes of July 12, 2023

Lisa Utsey made a motion to approve the Executive Committee Meeting Minutes of 07/12/2023. Alicia Schott seconded the motion. The Executive Committee Meeting Minutes of 07/12/2023 were approved unanimously.

C. Items for Approval -n/a

D. Public Comment - none

E. Items for Discussion

Executive Director's Report

We just went live with our new website and though we have a lot of work to do still we have a new icon driven navigation system that we are really happy about.

- We successfully updated our webpages for the board of directors and submitted our Conflict of Interest forms as required by law. The next two required reports include the caseload ratio reports and the performance contract, both require public review and comment.
 - Next week I'll be out of the office in Irvine from Wednesday to Friday for the ARCA meetings.
1. Last week we had to shut our network down and get everybody off the network.
 2. On August 1, 2023, one of our monitoring systems found suspicious activity in the VMRC network.
 3. The insurance company started to engage a team of cybersecurity experts under contract.
 4. By August 3rd we started meeting with the team, a cyber forensics attorney, and looped in DDS and completed the FBI notification forms.
 5. We are currently in the process of determining what data may have been impacted and whether any sensitive or personal information was involved.
 6. As soon as the process concludes we will formally notify any individuals whose information may have been affected and will provide resources to assist them.
 7. We have done, and will continue to do, everything in our power to ensure all data stored in our network remains protected. We are continuously assessing our data privacy and cybersecurity practices and are actively working to bolster our defenses to minimize the chances of a similar event happening again.
 8. The investigation remains ongoing.

What did you do when you learned about it?

9. Staff was informed of the unusual activity on the network and required to not access any of our systems for two days.
10. As the investigation continued it was clear that the following was safe to work in and they had not been touched:
 - i. AS400 (UFS and Greenscreen)
 - ii. SANDIS
 - iii. EIO
 - iv. Paycom
 - v. Email etc. (Microsoft 360)
 - vi. Early Start Scheduling system
 - i. The Fax is still not working

11. As part of our normal protocol, we are reviewing our information security program, including our layered defenses, to ensure we continue to maintain appropriate measures to protect our systems and information.
12. At this time, we have no evidence that any personal information maintained by VMRC has been misused. The investigation is ongoing, and if the investigation determines that any personal information was accessed without authorization, all impacted individuals will be notified.

Notable Consumer Information

We're preparing for the CA Memorial Project with our self-advocates and local providers on Sept 18th. The Memorial will take place by the water in University Park and simultaneously at the Park View Cemetery in Manteca - board members are encouraged to attend.

CHOICES 2024 is April 12, 2024 – save the date.

A family we serve that is experiencing homelessness is expected to move to their own apartment next week!

Vendor Information

- We have now presented our DSP Collaborative project to our colleagues at ARCA (which was well received), and Health and Human Services Agency, and most recently we were asked to present to DDS. We've been generating some excitement and we're scheduled to present at CDSA in September and the Supported Life Conference in October. We continue to add participating vendors to our site and we're planning for our next round of job fairs and new videos.
- One idea I'm working on with the group is to do a "World Café" style symposium where we get about 50 DSPs together and pose a series of questions for them to deliberate about their careers as DSPs. The event will be filmed.
- We're excited about the upcoming Disability Resource Fair in Modesto Oct 7th
- CLASP Oct 24th - Nancy Bargmann, Lynn Seagle, Joe MacBeth and John Rafeal from NADSP, Carol Blessing from Cornell University PCT,

Self-Determination Updates

- Self-Determination continues to be a major challenge for all regional centers. We have the largest team of Participant Choice Specialists in the state, yet we continue to be faced with major challenges. Lack of FMSs, expanded complexity to meet federal requirements, and the fact that every budget includes additional funding because of unmet needs (unmet needs were originally meant for an occasional major change in life circumstance).

- There have been significant changes to FMS rates, addition rates for planning, some standardization, and now new discussions on how to accommodate the employer burden charged by the FMS companies.

Other Matters

13. Press Coverage

a. LA Times

- i. The Times is planning a series of articles on how those with the most challenging needs are supported with an initial focus being on a particular individual placed out-of-state by education.
- ii. The reporter is also interested in how CalAIM and regional centers overlap.
- iii. Nancy Bargmann sat down with a reporter from the Times and will share her talking points to ensure any EDs contemplating commenting for the story have insight into her messaging.

b. Sacramento Bee

- i. A reporter with the Bee is researching an article on spending disparities in the regional center system and implicit bias training.
- ii. Leinani Walter, DDS will be doing an interview with the reporter on this topic.

c. KQED

- i. This Bay Area public radio station is doing a piece on Mentor's practices and exploring the operation of for-profit service providers as well as DDS oversight.

Union Issues

Bud Mullanix, Tara Sisemore-Hester and I met with the leadership of our union to further explain the state's penalty fee for not meeting the service coordinator expansion target. We did meet our expansion target but later learned from DDS that there was a cutoff of March 2023 (we completed our hiring in April 2023). The state took back \$20 million from regional centers for not meeting the goal set by DDS.

Bud shared that we are at 503 employees, with a loss of 10 employees in the last 3 months. Recruitment and retention are important topics across all regional centers.

F. President's Report

Dr. Suzanne Devitt shared her thankfulness for the team and how they handled the IT issue last week.

She had a great 1:1 training at ARCA today and it was informative and helped clarify the role of ARCA. She appreciated the training.

**G. Next Meeting - Wednesday, September 13, 6:30 PM, Hybrid
(Stockton Office Cohen Board Room and via Zoom Video
Conference)**

H. Adjournment at 7:13pm

Valley Mountain Regional Center

Contract Status

AS OF: June 30, 2023

	OPS	Grant & Other Allocated Funds	Wellness Grant	POS including Federal C	General Total	OPS CPP	START	POS CPP	FG/SC Total
Current FY 2023									
Contract Year D-2	47,741,601	626,914		338,893,808	387,262,323	490,914		2,278,313	560,300
Spent to Date	44,471,194	-		313,825,686	358,296,880	29,738	-	152,660	404,682
Unspent	3,270,407	626,914		25,068,122	28,965,443	461,176	-	2,125,653	155,618
Prior FY 2022									
Contract Year C-4	39,192,861	759,403	1,845,089	289,521,453	331,318,806	486,684	1,135,000	1,224,831	497,593
Spent to Date	39,048,616	445,276	221,960	258,690,766	298,406,618	486,684	696,866	409,461	344,428
Unspent	144,245	314,127	1,623,129	30,830,687	32,912,188	(0)	438,134	815,370	153,165
2nd Prior FY 2021									
Contract Year B-6	34,646,607	-		256,489,577	291,136,184	469,833		3,016,620	484,702
Spent to Date	34,646,607	-		244,455,239	279,101,846	469,833	-	3,016,620	465,777
Unspent	-	-		12,034,338	12,034,338	-	-	-	18,925

Contract Summary and Board Resolution

Valley Mountain Regional Center's Board of Directors reviewed the contracts below and passed the following resolution:

RESOLVED THAT in compliance with VMRC's BOD Contract Policy, the contracts listed below between VMRC and stated vendors were reviewed and approved by the VMRC BOD in Stockton, CA and Board hereby authorized any Officer of the corporation to execute the Agreement without material changes but otherwise on such terms deemed satisfactory to such Officer.

1 Blue Mountain Transit, H15677 875	\$ 1,404,000
2 Camello Supported Living Services, SV0016 896	\$ 720,000
3 J Ballelos, HV0460 055	\$ 780,000
4 Linden Grove, LLC., HV0414 113	\$ 981,792
5 Ms Chrissie's Fishies, PV2224 102	\$ 313,834
6 PEDS, PV0527 116	\$ 3,800,000
7 Sierra Enviornmental & Social Svcs, SV0030 896	\$ 2,580,000
8 Teamwork Speech Therapy, PV1796 116	\$ 564,000

VMRC Board of Directors hereby authorizes and designates any office of VMRC to finalize, execute and deliver the Contract on behalf of VMRC, in such form as VMRC's counsel may advise, and on such further terms and conditions as such Officer may approve. The final terms of the Contract shall be conclusively evidence by the execution of the Contract by such Officer. For purposes of this authorization, and "Officer" means VMRC's Executive Director, Chief Financial Officer and no one else.

Certification by Secretary: I certify that: (1) I am the Secretary of VMRC; (2) the foregoing Resolution is a complete and accurate copy of the Resolution duly adopted by VMRC's Board of Directors; (3) the Resolution is in full force and has not been revoked or changed in any way.

Lisa Utsey, Board Secretary

Date