



## **CAM Meeting Summary**

**Tuesday, August 9, 2022, 1:30PM**

### **1. Introductions and updates:**

- Attendee introductions were made. Adrianna Ramirez discussed Travelers Aid Society's American Cancer Society grant. Budd Anderson mentioned potentially collaborating since FACT has ACS grant as well. Aly Neumann provided an update on SANDAG's STGP Cycle 12 call for projects. Ben Gambler provided an update on SANDAG's AFA program call for projects. There was discussion on AFA program evaluators. Tony San Nicolas from Renewing Life gave a shout-out to his drivers to recognize their hard work.

### **2. Meeting Follow-up:**

Aly provided clarity on the trip purpose discussion related to the STGP requirements.

Budd discussed training options for the CAM group. He said he has been collecting training suggestions and is trying to determine what type of training would benefit the most members. He said he would send out a survey to the group to collect feedback.

### **3. CAM Meeting format review:**

Budd asked attendees for feedback on the frequency and location of CAM meetings. Responses were to keep the status quo; monthly virtual meetings, but in person meetings once or twice a year was discussed. He reminded everyone that FACT's Annual Meeting was in person and was in place of that monthly CAM meeting. Arun Prem discussed the upcoming FACT Annual Meeting that will be held in person on December 7, 2022. Budd said he would include a question on the survey mentioned earlier regarding CAM meeting format to collect additional feedback.

### **4. CTSA and FACT Services update:**

Arun gave an update on CAM's Interagency Referrals Tracking subcommittee. The committee is meeting with 211 to discuss the involvement of the Community Information Exchange (CIE) in referral tracking. He also discussed topics on the standing items list related to increasing transportation costs and stagnant funding for specialized transportation services.

Meagan Schmidt provided an update on the Uniform Code of Conduct initiative and encouraged others to adopt the Code of Conduct to promote consistency amongst services. Meagan also asked the group for referrals for a professional mechanic to inspect FACT and Brokerage provider vehicles.



Budd discussed FACT's partnership with SANDAG to research and promote Shared Technology Platform coordination. He mentioned potential surveys, workshops, and a CAM subcommittee to help with the initiative.

Budd discussed FACT's recently awarded grants including FTA ICAM, FTA 5310, and FTA 5339. Lisa Nokes from Peninsula Shepherd Center asked if anyone was aware of any transportation grants or services for Veterans. Budd and Arun discussed FACT's, 211's, and SANDAG's past VTCLI project and noted that RideFACT was able to serve Veterans. There was discussion on SANDAG's STGP target population requirements and program leeway to provide transportation to individuals outside the target population. Funding for Veteran's services was discussed.

#### **5. Standing Items:**

Budd reviewed the standing items list and asked if there was any follow-up discussion. He requested that the group forward any successful Customer Service Satisfaction Survey technics that would improve response rates and data collection.